Citi U.S. Consumer Mortgage Lending Data and Servicing Foreclosure Prevention Efforts

Fourth Quarter 2010

EXECUTIVE SUMMARY

In February 2008, we published our initial data report on Citi's U.S. mortgage lending businesses, which included our experience with foreclosure prevention programs through the fourth quarter of 2007. This report, covering our experience through the fourth quarter of 2010, is part of Citi's commitment to transparency regarding our lending and foreclosure prevention efforts. We believe these data are important to understanding the scope and dynamics related to the foreclosure challenges facing the country, and we continue to encourage others to follow our lead and publish company level data on their experience. As in our initial report, we have chosen not to use labels such as "prime" and "subprime" because there are no generally accepted industry definitions of those terms. Instead, we have presented the data using objective criteria, segmenting it into three FICO bands (≥660, 620-659 and <620).

In the wake of the housing crisis, the Obama Administration has developed a number of programs, under the Emergency Economic Stabilization Act of 2008, designed to assist at-risk borrowers and stem the tide of foreclosures. Citi supports the Administration's initiatives and, for example, CitiMortgage, Inc. (CMI) has implemented the Home Affordable Modification (HAM) Program and, in October 2010 Citi rolled out the Second Lien Modification Program (2MP) as well as the HAMP Principal Reduction Alternative program. Additionally, CMI participates in the Administration's Home Affordable Foreclosure Alternatives (HAFA) Program.

Citi has dedicated considerable resources to ensuring that its implementation of the Administration's HAM program, as well as its own proprietary loss mitigation programs, is a success. In addition to the various loss mitigation activities that it already had in place prior to the economic crisis, Citi recently developed a number of additional initiatives, described in more detail later in this report, to help borrowers to avoid potential foreclosure.

Key Findings:

- Loss mitigation solutions for Citi's U.S. mortgage lending businesses remained favorable in the fourth quarter of 2010, with loss mitigation successes outnumbering foreclosures completed by a ratio of nearly five to one. The addition of non-home retention loss mitigation solutions (i.e., short sales and deeds-in-lieu) increases this ratio to more than five to one.

- In the fourth quarter of 2010, Citi successfully worked with nearly 78,000 borrowers whose mortgages it owns or services in their efforts to avoid potential foreclosure on loans totaling more than $9 billion. From January 1, 2007 through December 31, 2010, Citi has helped more than 1.1 million homeowners in their efforts to avoid potential foreclosure on mortgages totaling more than $135 billion.

- Modifications (excluding trial period payment plans ("trial plans")) decreased approximately 27% from the third quarter of 2010 to the fourth quarter of 2010. Lower delinquency rates and a reduction in the overall mortgage portfolio have contributed to the decline in modifications, as the number of eligible borrowers for these solutions has declined over time.

- Total loss mitigation actions for borrowers serviced by Citi were down 24% in the fourth quarter of 2010 as compared with the third quarter of 2010 due, in large part, to a decrease in modifications and extensions, as the number of eligible borrowers for those solutions has declined over time.
- The vast majority of loans serviced by Citi -- approximately 98% -- had not experienced loss mitigation actions or completed foreclosures at the end of the fourth quarter of 2010. Only 2% of all loans serviced by Citi were in loss mitigation or foreclosure completed status at the end of the quarter.
- For the fourth straight quarter, 90+ days past due delinquencies declined – dropping from 6.7% of total serviced loans (first and second mortgages) in the first quarter of 2010 to 5.0% in the fourth quarter of 2010.
- Foreclosures initiated for loans serviced by Citi increased approximately 5% in the fourth quarter of 2010 as compared with the third quarter of 2010, while foreclosures in process increased by approximately 46% during the same time period. Foreclosures completed decreased 9% quarter over quarter.
- Re-default rates for loans serviced by Citi and modified between the third quarter of 2009 and the third quarter of 2010 did not exceed 28% 12 months after modification. Re-default occurs when a loan previously modified becomes 60+ or 90+ days past due after modification.

We have included in Appendix B delinquency, loss mitigation and modification re-default results at the state level for 22 states. These states, by and large, are where Citi has the greatest number of serviced loans and/or where the percentage of foreclosures has been generally higher than the national trend. As a result, they may reflect higher delinquencies and foreclosures.

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Introduction

In the midst of the nation's housing crisis, Citi is working to keep distressed homeowners whose mortgages it owns and/or services in their homes and out of foreclosure. In February 2008, we issued the first *Citi U.S. Consumer Mortgage Lending Data and Servicing Foreclosure Prevention Efforts* report, which focused on our performance in the fourth quarter of 2007. This report, which is based on data from the fourth quarter of 2010, is the thirteenth in a series of periodic reports on Citi's foreclosure prevention efforts.

The report consists of eight sections and covers information on both the held and serviced loans[1] in our U.S. consumer mortgage lending businesses. Section 1 is an overview of Citi's U.S. consumer mortgage portfolio by borrower type and product. It is a snapshot in time as of the end of the fourth quarter of 2010 showing (1) what Citi has on its balance sheet, (2) what is in the warehouse that is held for sale, (3) what Citi originated and sold, but for which it retained servicing, and (4) the total of the three categories. It includes mortgages originated by Citi, as well as those being serviced by Citi but that were originated by other lenders.

Because there is no standard industry or regulatory definition of "prime" and "subprime," we have chosen not to use labels and instead to disclose the data in three FICO bands (≥660, 620-659 and <620). We have also broken out the data by product into Adjustable Rate Mortgages (ARMs), Fixed Rate Mortgages and Home Equity Lines of Credit (HELOCs).

Section 2 details the types of loans originated by Citi by quarter and includes what Citi originated from the fourth quarter of 2009 through the fourth quarter of 2010, both held in portfolio as well as mortgages that have been sold, servicing retained.

Section 3 is a review of Citi's first and second mortgage 90+ days past due delinquency trends over the past five quarters in the serviced portfolio.

Section 4 summarizes Citi's loss mitigation results from its foreclosure prevention programs. These data show loss mitigation efforts on loans held in portfolio and those serviced for others, illustrating the number of modifications, extensions, trial plans, Fannie Mae Home Saver Advance (HSA) loans, repayment plans, reinstatements, short sales, deeds in lieu of foreclosure and foreclosures completed.

Section 5 describes Citi's management and disposition of its Real Estate Owned (REO) properties.

[1] Held loans are loans that are originated by Citi or purchased by Citi through third parties and that are held in the portfolio, where Citi mostly holds the credit risk. Serviced loans can include those that are originated and held by Citi, those originated and serviced by Citi but sold to an investor, as well as those originated by third parties and serviced by Citi, but where there is no credit risk to Citi because the credit risk resides with the owners of the loans.

Section 6 discusses re-default rates for loans serviced by Citi that are 60+ and 90+ days past due three, six and 12 months after the original loan modification date.

Section 7 summarizes Citi's foreclosures in process and new foreclosures initiated during the past five quarters, as well as our efforts to strengthen our foreclosure processes.

Section 8 is a narrative description of Citi's efforts in the community with advocacy partners, and through its Office of Homeownership Preservation and Office of Financial Capability.

There is also an appendix of defined loss mitigation terms and an appendix of selected state delinquencies, loss mitigation data and information on modification re-defaults for our servicing portfolio.

Note: *See Citi's periodic filings with the Securities and Exchange Commission for additional information on consumer mortgage lending activities.*

SECTION 1: OVERVIEW OF CITI'S LENDING PORTFOLIO

The Citi portfolio consists of a wide spectrum of mortgage products designed to fit the needs of all types of customers based on their creditworthiness.

On balance, Citi's Consumer mortgage originations did not follow the market in aggressively introducing non-traditional products and more aggressive underwriting practices. Citi has not originated negative amortization loans, option ARMs, low FICO interest-only loans or low FICO/high loan-to-value (LTV) stated income loans in its CitiMortgage, Inc. (CMI), CitiFinancial, North America (CFNA) or Citicorp Trust Bank, fsb (CTB) portfolios. Citi has offered limited hybrid ARMs, employing conservative underwriting criteria when originating these products.

Citi engages in a number of initiatives to provide both more traditional and lower cost products to our customers and reduce our overall risk exposure. For example, Citi proactively reaches out to its borrowers with ARM loans to assist them in refinancing into fixed rate loans. Citi also reaches out to existing borrowers with fixed rate loans to help them refinance their loans into lower interest rate products.

Citi has also responded to the changing credit environment by adopting a number of enhancements to its programs over time. Beginning in early 2008, Citi began tightening its ARM credit guidelines, and throughout 2008, it rolled out programs to suspend the origination of certain types of ARM loans, thereby allowing it to focus its efforts on originating fixed rate loans. Also, in 2008, Citi developed tighter requirements for third-party originators to its CMI business in order to eliminate those with poor credit performance while rewarding those who perform well. Finally, in early 2009, CMI began participation in the Administration's Home Affordable Refinance (HAR) Program to expand refinance options to its customers.

The chart below details Citi's lending and servicing portfolio by FICO band and product, using FICO scores at origination:

Q4 2010 ($MM) Lending and Servicing by Origination FICO Band
Total Citi

	Product Type	ENR Held	ENR WH	Serviced, Not Held	Total Serviced	FICO Band as % of Total Serviced
FICO >= 660	ARM	31,781	151	30,644	62,576	
	Fixed	49,163	7,050	347,293	403,506	
	HELOC	26,412	–	–	26,412	
	Total	***107,356***	***7,202***	***377,937***	***492,494***	***81.8%***
FICO 620-659	ARM	1,820	4	2,526	4,350	
	Fixed	13,614	241	39,527	53,381	
	HELOC	801	–	–	801	
	Total	***16,235***	***245***	***42,052***	***58,532***	***9.7%***
FICO < 620	ARM	1,290	1	1,445	2,736	
	Fixed	18,786	171	29,182	48,139	
	HELOC	121	–	–	121	
	Total	***20,197***	***172***	***30,627***	***50,996***	***8.5%***
Total Portfolio	ARM	34,891	156	34,614	69,661	
	Fixed	81,563	7,462	416,002	505,027	
	HELOC	27,334	–	–	27,334	
	Total	***143,787***	***7,618***	***450,616***	***602,022***	***100.0%***

Notes: Above data include CMI, CTB, CFNA and Citibank, N.A. (CBNA) firsts and seconds, and a limited number of Citi Residential Lending, Inc. (CRLI) loans for which Citi retained servicing rights. Above data do not include CFNA Canada/Puerto Rico mortgages, First Collateral Services commercial mortgages, and deferred fees/costs, loans in process, offline receivables and construction loans. Above data do not include $202MM in ENR held, $3MM in ENR WH and $145MM in serviced, not held loans that do not have origination FICO data available.

ENR Held = Ending Net Receivables Held; ENR WH = ENR Warehouse

On December 31, 2010, Citi's total serviced portfolio totaled $602 billion, down 8% as compared with the balance at the end of the third quarter of 2010, and down approximately 17% as compared with the prior year time period. Approximately 84% of Citi's total serviced portfolio consisted of fixed rate loans. Less than 9% of all serviced loans were loans with FICO scores <620 and less than 19% were loans with FICO scores <660.

The chart below details Citi’s lending and servicing portfolio by FICO band and product, using refreshed FICO scores:

Q4 2010 ($MM) Lending and Servicing by Refreshed FICO Band
Total Citi

	Product Type	ENR Held	ENR WH	Serviced, Not Held	Total Serviced	FICO Band as % of Total Serviced
FICO >= 660	ARM	28,149	149	27,550	55,848	
	Fixed	37,966	6,979	323,536	368,482	
	HELOC	23,172	–	–	23,172	
	Total	***89,287***	***7,129***	***351,086***	***447,502***	***74.3%***
FICO 620-659	ARM	2,388	4	2,325	4,718	
	Fixed	9,782	233	30,718	40,733	
	HELOC	1,478	–	–	1,478	
	Total	***13,649***	***237***	***33,044***	***46,930***	***7.8%***
FICO < 620	ARM	4,354	2	4,739	9,095	
	Fixed	33,804	250	61,747	95,801	
	HELOC	2,693	–	–	2,693	
	Total	***40,851***	***253***	***66,486***	***107,590***	***17.9%***
Total Portfolio	ARM	34,891	156	34,614	69,661	
	Fixed	81,553	7,462	416,002	505,017	
	HELOC	27,344	–	–	27,344	
	Total	***143,788***	***7,618***	***450,616***	***602,022***	***100.0%***

Notes: Above data include CMI, CTB, CFNA and CBNA firsts and seconds, and a limited number of CRLI loans for which Citi retained servicing rights. Above data do not include CFNA Canada/Puerto Rico mortgages, First Collateral Services commercial mortgages, and deferred fees/costs, loans in process, offline receivables and construction loans. Above data do not include $202MM in ENR held, $3MM in ENR WH and $145MM in serviced, not held loans that do not have refreshed FICO data available.

ENR Held = Ending Net Receivables Held; ENR WH = ENR Warehouse

As referenced in the chart on the previous page, on December 31, 2010, more than 91% of Citi’s total serviced portfolio had FICO scores of at least 620 at origination; the remainder was originated with FICO scores of less than 620. As a consequence of the difficult economic environment and the decrease in housing prices, FICO scores, in general, have deteriorated since origination, as depicted in the table above. On a refreshed basis, at the end of the fourth quarter of 2010, approximately 18% of Citi’s total serviced portfolio had a FICO score below 620, compared to less than 9% at origination.

SECTION 2: CITI ORIGINATIONS

Mortgage Originations ($MM) – Total Originated/Purchased by FICO Band
Total Citi

	Product Type	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO >= 660	ARM	966	766	868	1,037	849
	Fixed	8,256	8,977	7,879	15,416	19,697
	HELOC	269	216	192	211	54
	Total	***9,491***	***9,959***	***8,939***	***16,664***	***20,600***
FICO 620-659	ARM	27	18	13	10	9
	Fixed	537	341	270	381	427
	HELOC	1	-	-	-	-
	Total	***565***	***359***	***283***	***391***	***436***
FICO < 620	ARM	1	-	-	1	1
	Fixed	152	88	63	77	108
	HELOC	-	-	-	-	-
	Total	***153***	***88***	***63***	***78***	***109***
Total Portfolio	ARM	994	784	881	1,048	859
	Fixed	8,945	9,407	8,212	15,875	20,232
	HELOC	270	216	192	211	54
	Total	***10,209***	***10,407***	***9,285***	***17,134***	***21,145***

Notes: Above data include CMI, CTB, CFNA and CBNA firsts and seconds. This chart includes mortgages Citi originated or purchased that are both held in portfolio and those that are sold. In both cases, the chart shows loans where servicing is retained. Total originations may not match exactly to what appears in other public reports. These differences reflect normal lags in the time between when a loan is funded and when detailed borrower/loan data become available in reporting systems.

Over the past three years, U.S. and world financial markets have been severely tested. Across the financial services industry, mortgage lending has declined markedly from its pre-crisis highs as banks worked to reduce risks to their balance sheets and exposure to future credit losses resulting from the downturn in the housing market and the economy as a whole. Citi's performance has generally mirrored that of the industry.

In the second half of 2009, Citi tightened quality control standards on third party mortgage purchases, thereby decreasing originations. Now that the new standards have been implemented, Citi has begun increasing its lending volume again. Additionally, Citi has strategically increased volume through its retail branch network, which has also had a positive impact on originations.

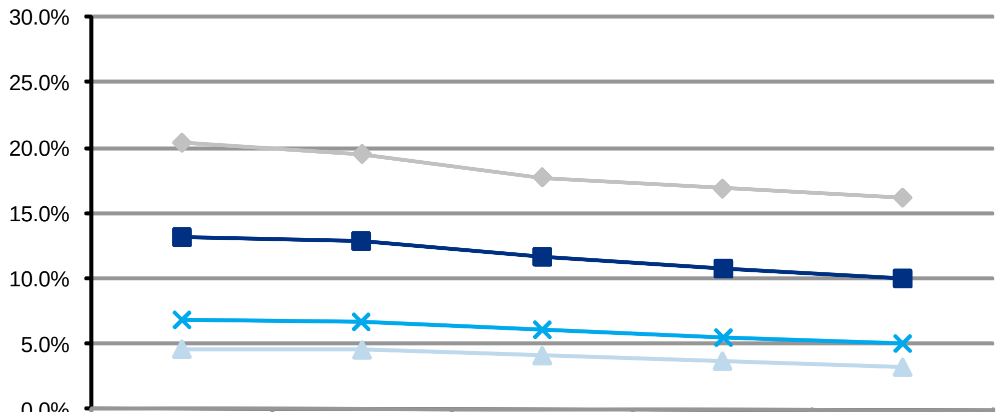
In the fourth quarter of 2010, Citi's total mortage origination volume, whether held in portfolio or sold, increased by approximately 23% to $21.1 billion, up from $17.1 billion for the third quarter of 2010.

Meanwhile, Citi, through its CMI business, has ramped up its participation in the Administration's HAR Program, making more than 59,000 HAR loans for a total value of approximately $12.9 billion, since rolling out the program in April 2009. Approximately 18,500 of those loans were made in the fourth quarter of 2010, for a total value of over $3.9 billion. Citi views the HAR Program as a key tool for maintaining home affordability.

The number of ARMs originated as a percent of total portfolio remains low at approximately 4%.

Section 3: Delinquency Trends

90+ DPD Serviced Loans as a Percent of Total Serviced Loans
Total Citi



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	20.3%	19.5%	17.7%	16.9%	16.2%
FICO 620-659	13.1%	12.9%	11.6%	10.8%	10.0%
FICO >= 660	4.6%	4.6%	4.1%	3.7%	3.2%
All Loans	6.8%	6.7%	6.0%	5.5%	5.0%

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds) and a limited number of CRLI loans for which Citi retained servicing rights. Delinquencies are counted using the Mortgage Bankers Association methodology for all businesses, with the exception of CFNA and CTB. CFNA and CTB utilize the Office of Thrift Supervision's methodology.

The chart above details delinquencies in dollars of 5.0% in the fourth quarter of 2010 in our overall servicing portfolio, which includes first and second mortgages. Delinquencies by FICO band at the end of the fourth quarter of 2010 were: 3.2% for FICO ≥ 660; 10.0% for FICO 620-659 and 16.2% for FICO <620. For the fourth consecutive quarter, delinquencies have decreased overall, as well as across all FICO bands, as compared with the prior quarter.

SECTION 4: LOSS MITIGATION EFFORTS

Citi Servicing Practices

In addition to other activities, Citi does the following to assist borrowers who are having trouble meeting their mortgage payments:

- Provides work-out arrangements and other options so that wherever possible, borrowers are able to stay in their homes
- Reaches out to borrowers who miss payments to inform them of the availability of free credit counseling
- Makes loss mitigation staff available to borrowers or nonprofit counseling organizations acting on behalf of borrowers

Citi's loss mitigation efforts fall into two major categories: (1) those with outcomes that lead to home retention, such as modifications, extensions, trial plans, HSAs, repayment plans and reinstatements; and (2) those with outcomes that result in the homeowner surrendering possession of the home without foreclosure, such as short sales and deeds in lieu of foreclosure. Appendix A contains definitions of each of these loss mitigation actions.

Citi puts a specific focus on finding long-term solutions for borrowers in need. In support of this, loan modification is a key tool in helping to prevent foreclosure, both for borrowers who have already defaulted on their loans as well as those who may be at-risk, although still current on their mortgages.

Below are some of the programs Citi has implemented since the economic crisis began in order to assist our at-risk borrowers to find loss mitigation solutions tailored to meet their needs.

- In June 2010, CMI announced a three month foreclosure suspension for mortgage loans owned by CMI and located within 25 miles of the areas hard-hit by the Gulf oil spill. The goal of the program is to assist families who are facing financial hardship due to the oil spill in remaining in their homes during these uncertain times, as Gulf communities begin to respond to the spill and its economic repercussions.
- In March 2010, CMI committed to participate in 2MP, the second-lien program which is part of the U.S. government's HAM Program. We began implementation of the program as well as the HAMP Principal Reduction Alternative Program in the third quarter 2010.
- In February 2010, CMI announced the launch of the Citi Foreclosure Alternatives Program, a pilot initiative that allows distressed CMI borrowers to avoid foreclosure and remain in their homes for up to six months by agreeing to sign over their property deeds to CMI at the end of that period. During the program,

Citi will also provide relocation counseling by trained professionals and will cover certain monthly property expenses if Citi determines that the borrower can no longer afford them. At the end of the six months, CMI will provide a minimum of $1,000 in relocation assistance to the borrowers. This expanded deed-in-lieu-of-foreclosure program is being piloted in six states. Citi also participates in the Administration's Home Affordable Foreclosure Alternatives (HAFA) program.

- In December 2009, Citi launched a national foreclosure suspension program for Citi-owned mortgages to allow distressed homeowners to remain in their homes through the holiday season. During the 30-day suspension, effective December 18, 2009 through January 17, 2010, borrowers with first mortgage loans owned by CMI and CFNA were not subject to foreclosure sales or foreclosure notifications.

- On April 13, 2009, upon Treasury's release of the final service agreement forms, Citi was among the first servicers to sign up as a HAM servicer. CMI began implementing the HAM Program under the Economic Stabilization Act of 2008 as soon as the program details became available. Citi believes this approach to loan modification will help keep borrowers in their homes, forestall foreclosures and stabilize communities around the country.

- In early March 2009, Citi launched Homeowner Unemployment Assist specifically to help recently unemployed, delinquent CMI customers stay in their homes by making a reduced monthly mortgage payment for three months while they seek work. The program is intended to serve as a bridge toward a longer-term solution, helping homeowners stay in their homes and in their communities while they get their feet back on the ground.

- In November 2008, Citi announced the Citi Homeowner Assistance Program for families, particularly in areas of economic distress and sharply declining home values, whose mortgages it holds.

In addition, Citi is continuing its foreclosure moratorium for eligible borrowers with Citi-owned mortgages who work with it in good faith to remain in their primary residence and have sufficient income to make affordable mortgage payments. In order for Citi's efforts to have the broadest possible impact, it has worked with investors and owners of more than 90% of the mortgages it services – but does not own – to make sure that many more qualified borrowers will also benefit from this moratorium.

HAM Performance

Citi has dedicated considerable resources to ensuring that its implementation of the Administration's HAM program is a success. And, to date, its performance reflects this hard work. According to the Treasury's December Making Home Affordable Mortgage report, CMI had 7,415 active trial plans and more than 42,700 permanent modifications as of the end of December 2010. Also according to the Treasury report, as of December 31, 2010, Citi had a 42% conversion rate to permanent modification for the program to date, ranking us number one amongst the major servicers – JP Morgan Chase (38%), Wells Fargo (38%) and Bank of America (31%). Additionally, based on the December report, Citi performed at the top of its peer group as measured by homeowner experience ratios such as average speed to answer, servicer complaint rate, and call abandon rate.

Citi works very hard to convert as many of its borrowers as it can from HAM trial plans to permanent HAM modifications. When a borrower is unable to complete the trial period, or is unable to qualify for a trial plan, Citi endeavors to find a suitable alternative loss mitigation solution for him or her, if appropriate.

Citi Loss Mitigation Results – All Products

Total Serviced Loans (Units)
Total Citi

FICO Band	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	632,050	617,107	601,632	584,528	549,151
FICO 620-659	604,869	591,041	575,432	558,858	517,968
FICO >= 660	4,123,263	4,024,007	3,906,939	3,780,620	3,539,344
Total	***5,360,182***	***5,232,155***	***5,084,003***	***4,924,006***	***4,606,463***

Notes: Total Citi includes CMI, CTB, CBNA, CFNA and CRLI loans for which Citi retained servicing rights (firsts and seconds).

The table above details Citi's total serviced portfolio for both firsts and seconds by quarter over the past five quarters. The majority of Citi serviced loans (approximately 77%) were in the ≥660 FICO band at the end of the fourth quarter of 2010. Approximately 12% of total units serviced by Citi fell into the <620 FICO category.

In the fourth quarter of 2010, Citi's total serviced portfolio decreased approximately 6% versus the third quarter of 2010, and decreased approximately 14% versus the prior year time period. These declines were due, in large part, to a decline in mortgage originations in previous quarters, coupled with an increase in borrowers exiting the portfolio over the past several quarters.

Changes from Prior Quarter and Prior Year

Citi's overall loss mitigation actions – including loan modifications, extensions and other actions – decreased nearly 24% from the third quarter of 2010 to the fourth quarter of 2010, and decreased nearly 38% as compared with the prior year time period. The decrease versus the third quarter is due, in large part, to a decrease in modifications and extensions quarter over quarter. Lower delinquency rates and a reduction in the overall mortgage portfolio have caused the number of eligible borrowers for loss mitigation solutions to decline over time.

Long term solutions, in the form of modifications, decreased nearly 28% from the third quarter of 2010 to the fourth quarter of 2010 but increased more than 17% as compared with the fourth quarter of 2009. As was discussed above, lower delinquency rates and a reduction in the overall mortgage portfolio have contributed to the decline in modifications versus the third quarter of 2010, as the number of eligible borrowers for these solutions has declined over time. Citi offers short sales and deeds-in-lieu as an option for borrowers who do not have the ability to make a modified payment or do not have the desire to stay in their homes. Borrowers who choose this option may be eligible for reduced payments while Citi works with them and, in some cases, relocation assistance funds.

Re-Default Rates

We define re-default rates as the percentage of borrowers who become 60+ and 90+ days past due three, six and 12 months after their loans were modified. The fact that these borrowers are delinquent does not mean that the result will be foreclosure, and in fact, Citi continues to work with these borrowers after re-default to find solutions to help keep them in their homes. Re-default rates this quarter did not exceed 28% 12 months after modification for loans modified between the third quarter of 2009 and the third quarter of 2010. Re-default rates for recent modification vintages continue to be better than those for the third quarter 2009 vintage.

In terms of state-level re-default rates, it is difficult to draw meaningful conclusions from the data, especially in some smaller states, as the number of modifications in any given quarter is small. However, in many states, and nationally, the most recent vintages have improved, as Citi has implemented changes to its modification programs over time to make payments more affordable for borrowers.

REOs

Citi only had an inventory of approximately 5,600 REO properties nationwide at the end of the fourth quarter of 2010. Citi recognizes that foreclosed properties can have an enduring negative impact on neighborhoods. As a result, Citi works to dispose of such properties as quickly as possible and engage the assistance of experienced non-profit partners to help in the process. More details on Citi's efforts in this area can be found in Sections 5 and 8.

Foreclosures

In Section 7 of this report, we break out foreclosures in process and foreclosures initiated by FICO band. These activites often do not result in a foreclosure completed or loss of a borrower's home as Citi actively pursues alternative loss mitigation actions to return borrowers it services to performing status. Nevertheless, given the current environment, we believe it is helpful to include data on Citi's foreclosures in process inventory to better understand possible trends. Additionally, in Section 7, we have added a new section which outlines the steps we have taken over the past year and a half to strengthen our practices and add additional resources to ensure that our foreclosures are being processed correctly.

Citi's foreclosures initiated increased approximately 5% from the third quarter of 2010 to the fourth quarter of 2010, and increased approximately 46% from the fourth quarter of 2009 to the fourth quarter of 2010. Overall, foreclosures in process inventory increased approximately 2% from the third quarter of 2010 to the fourth quarter of 2010, and increased approximately 24% from the fourth quarter of 2009 to the fourth quarter of 2010. As was already discussed, increases in foreclosures initiated and foreclosures in process do not necessarily translate into foreclosures completed; however, the trend is something that the industry, as a whole, is experiencing and one that Citi is watching closely.

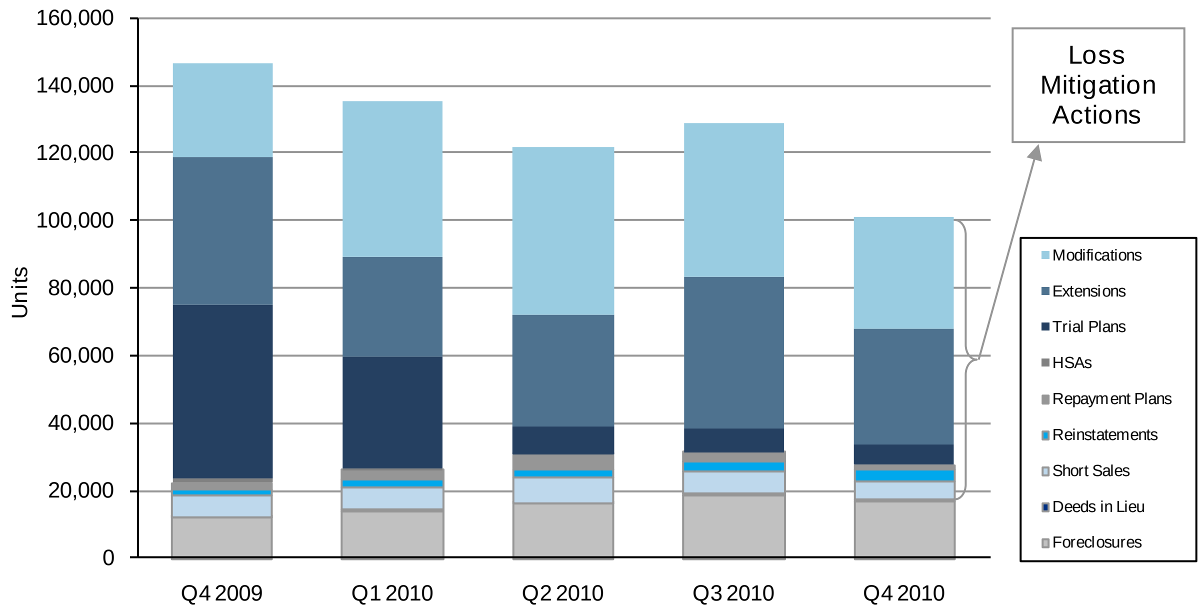
Foreclosures completed decreased by approximately 9% from the third quarter of 2010 to the fourth quarter of 2010, but increased by approximately 40% from the fourth quarter of 2009 to the fourth quarter of 2010. The decrease quarter over quarter was the result of a temporary holiday suspension on foreclosures coupled with Citi's need to meet state law requirements which delay/extend the foreclosure process in certain geographies. Citi expects increases in foreclosures to resume, as it works through its foreclosures inventory over the next few quarters.

As mentioned in numerous public reports, lower residential real estate prices and higher levels of unemployment and bankruptcy occurred in 2008 and 2009. These conditions have continued in 2010, making this a challenging time for borrowers. Uncertainty persists regarding these factors going forward, as well as their effect on future foreclosures.

As evidenced in this report, first issued three years ago, Citi has worked with mortgage holders since the start of the U.S. housing market crisis to help keep them in their homes. Citi is working to reduce or mitigate the hardships many American families face and, at the same time, contain the financial losses that it has to confront in the event of borrower default.

The charts below and on the following four pages detail Citi's loss mitigation results over the past five quarters for borrowers serviced by Citi who participated in our loss mitigation programs. Loss mitigation actions and foreclosures completed at the end of the fourth quarter of 2010 equaled approximately 2% of total serviced loans at that time. The vast majority of those loans serviced by Citi (approximately 98%) had not experienced loss mitigation actions or completed foreclosures at the end of the fourth quarter of 2010.

Loss Mitigation Actions – Serviced Loans
Total Citi
All FICO Bands



Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained servicing rights.

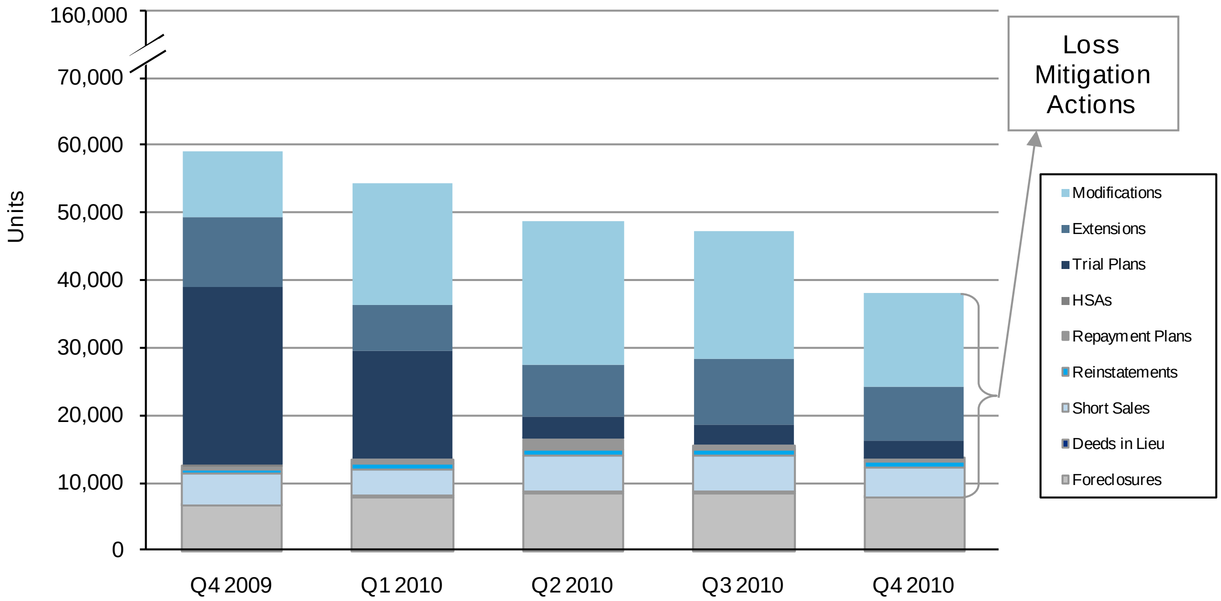
Overall, in the fourth quarter of 2010, borrowers serviced by Citi who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements outnumbered those who were foreclosed by nearly five to one. The addition of non-home retention loss mitigation solutions (i.e., short sales and deeds-in-lieu) increases this ratio to more than five to one.

In the fourth quarter of 2010, modifications (excluding trial plans) for borrowers serviced by Citi were down approximately 27% versus the third quarter of 2010, but up approximately 17% over the prior year time period. Lower delinquency rates and a reduction in the overall mortgage portfolio have contributed to the decline in modifications versus the third quarter of 2010, as the number of eligible borrowers for these solutions has declined over time.

Loss mitigation actions for loans serviced by Citi were down approximately 24% in the fourth quarter of 2010 as compared with the third quarter of 2010, and were down approximately 38% over the prior year time period. The decrease versus the third quarter is due, in part, to a decrease in extensions and modifications quarter over quarter. As was previously mentioned, lower delinquency rates and a reduction in the overall mortgage portfolio have contributed to the decline in loss mitigation actions generally, as the number of eligible borrowers for these solutions has declined over time. Citi offers short sales and deeds-in-lieu as an option for borrowers who do not have the ability to make a modified payment or do not have the desire to stay in their homes.

The chart below details Citi's loss mitigation results over the past five quarters for borrowers serviced by Citi with FICO scores greater than or equal to 660. Loss mitigation actions and foreclosures completed at the end of the fourth quarter of 2010 in this segment equaled approximately 1% of total serviced loans in this segment at that time. Almost all of those loans serviced by Citi with FICO scores greater than or equal to 660 (approximately 99%) had not experienced loss mitigation actions or completed foreclosures at the end of the fourth quarter of 2010.

Loss Mitigation Actions – Serviced Loans
Total Citi
FICO ≥ 660



Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained servicing rights.

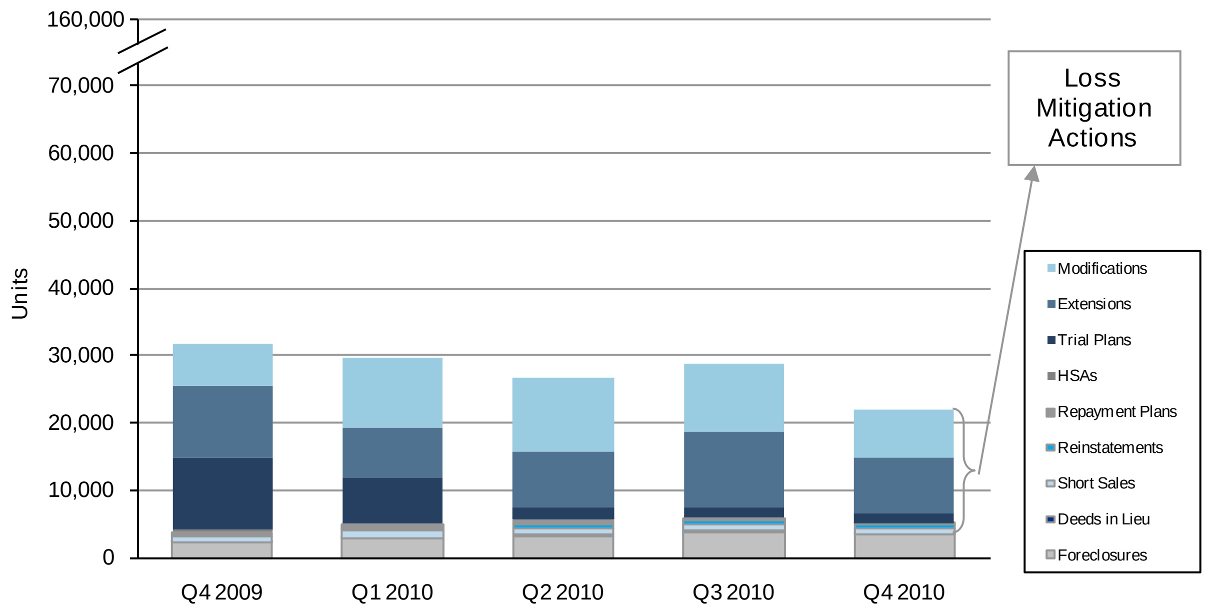
Overall, in the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements outnumbered those who were foreclosed by more than three to one.

In the fourth quarter of 2010, modifications (excluding trial plans) for borrowers with FICO scores ≥660 serviced by Citi were down approximately 28% over the third quarter of 2010, but up approximately 43% over the prior year time period.

Loss mitigation actions for loans in this FICO band, serviced by Citi, were down approximately 22% in the fourth quarter of 2010 as compared with the third quarter of 2010, and down approximately 42% over the prior year time period.

The chart below details Citi's loss mitigation results over the past five quarters for borrowers serviced by Citi with FICO scores from 620 to 659. Loss mitigation actions and foreclosures completed at the end of the fourth quarter of 2010 in this segment equaled approximately 4% of total serviced loans in this segment at that time. The vast majority of those loans serviced by Citi with FICO scores from 620 to 659 (approximately 96%) had not experienced loss mitigation actions or completed foreclosures at the end of the fourth quarter of 2010.

Loss Mitigation Actions – Serviced Loans
Total Citi
FICO 620-659



Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained servicing rights.

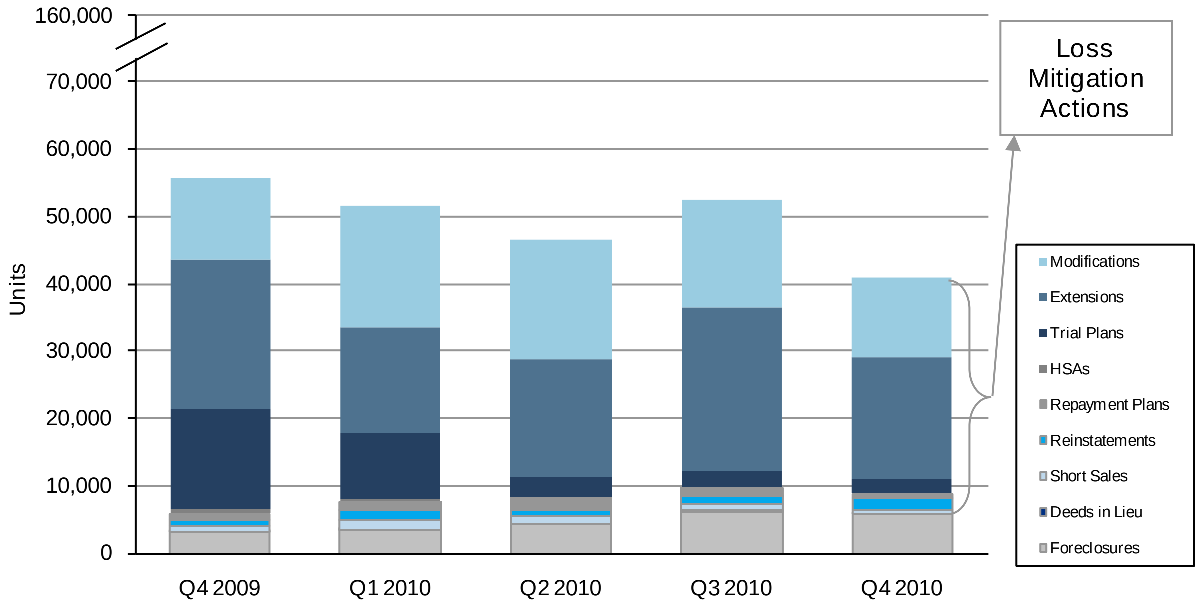
Overall, in the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements outnumbered those who were foreclosed by more than five to one.

In the fourth quarter of 2010, modifications (excluding trial plans) for borrowers with FICO scores from 620 to 659 were down approximately 29% over the third quarter of 2010, but up 15% over the prior year time period.

Loss mitigation actions for loans in this FICO band, serviced by Citi, were down approximately 26% in the fourth quarter of 2010 as compared with the third quarter of 2010, and down approximately 37% over the prior year time period.

The chart below details Citi's loss mitigation results over the past five quarters for borrowers serviced by Citi with FICO scores <620. Loss mitigation actions and foreclosures completed at the end of the fourth quarter of 2010 in this segment equaled approximately 7% of total serviced loans in this segment at that time. The vast majority of those loans serviced by Citi with FICO scores <620 (approximately 93%) had not experienced loss mitigation actions or completed foreclosures at the end of the fourth quarter of 2010.

Loss Mitigation Actions – Serviced Loans
Total Citi
FICO < 620



Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained servicing rights.

Overall, in the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements outnumbered those who were foreclosed by approximately six to one.

In the fourth quarter of 2010, modifications (excluding trial plans) for borrowers with FICO scores <620 were down approximately 26% over the third quarter of 2010, and down approximately 2% over the prior year time period.

Loss mitigation actions for loans in this FICO band, serviced by Citi, were down approximately 24% in the fourth quarter of 2010 as compared with the third quarter of 2010, and down approximately 33% over the prior year time period.

Citi Loss Mitigation Results – ARMs

Total Serviced ARMs (Units)
Total Citi

FICO Band	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	27,516	25,672	23,985	22,338	20,685
FICO 620-659	30,961	29,238	27,463	25,708	23,218
FICO >= 660	306,211	290,923	271,516	256,724	233,495
Total	***364,688***	***345,833***	***322,964***	***304,770***	***277,398***

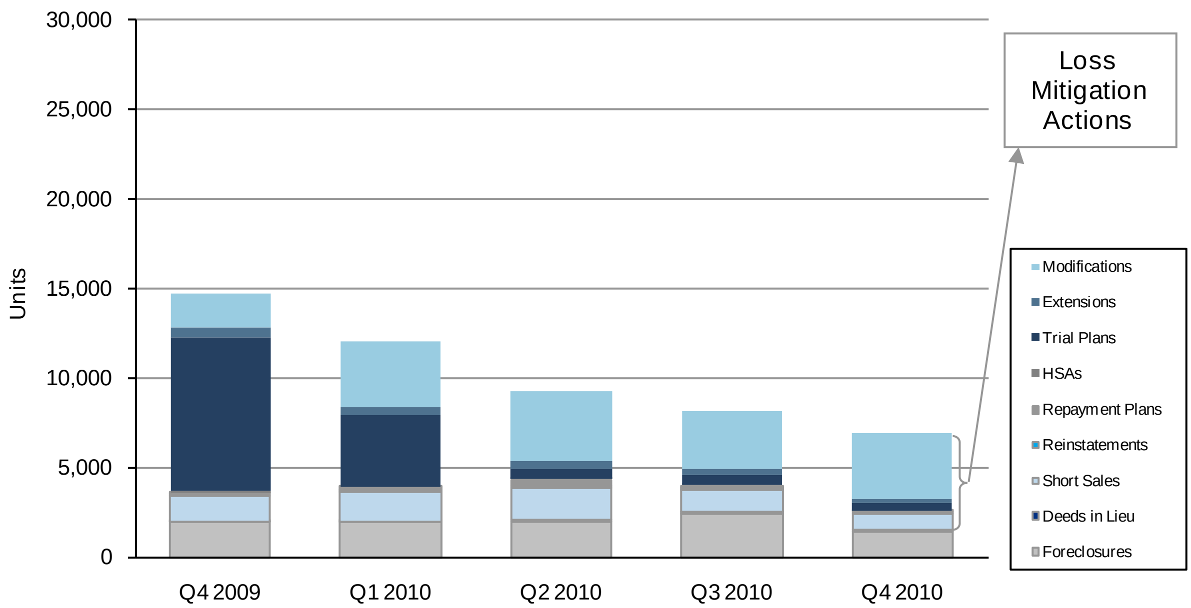
Notes: Total Citi includes CMI and CRLI loans for which Citi retained servicing rights (firsts and seconds).

The number of ARM loans serviced by Citi is relatively small compared to the total number of units serviced by Citi. At the end of the fourth quarter of 2010, ARM loans comprised approximately 6% of Citi's servicing portfolio.

In the fourth quarter of 2010, Citi's total ARM portfolio decreased approximately 9% versus the third quarter of 2010, and decreased approximately 24% versus the prior year time period. Much of the ARM portfolio is mature, and liquidating loan portfolios typically experience greater delinquency rates as performing loans either pay off or are refinanced out of the portfolio. Similarly, loans that are remaining have often already been modified, limiting the opportunities for further successful loss mitigation solutions.

The charts below and on the following four pages detail Citi's loss mitigation results for ARM borrowers serviced by Citi who participated in our loss mitigation programs. Loss mitigation actions and foreclosures completed at the end of the fourth quarter of 2010 equaled approximately 3% of total serviced ARM loans at that time. The vast majority of those ARM loans serviced by Citi (approximately 97%) had not experienced loss mitigation actions or completed foreclosures at the end of the fourth quarter of 2010.

Loss Mitigation Actions – Serviced ARMs
Total Citi
All FICO Bands



Notes: Total Citi includes CMI and a limited number of CRLI loans for which Citi retained servicing rights.

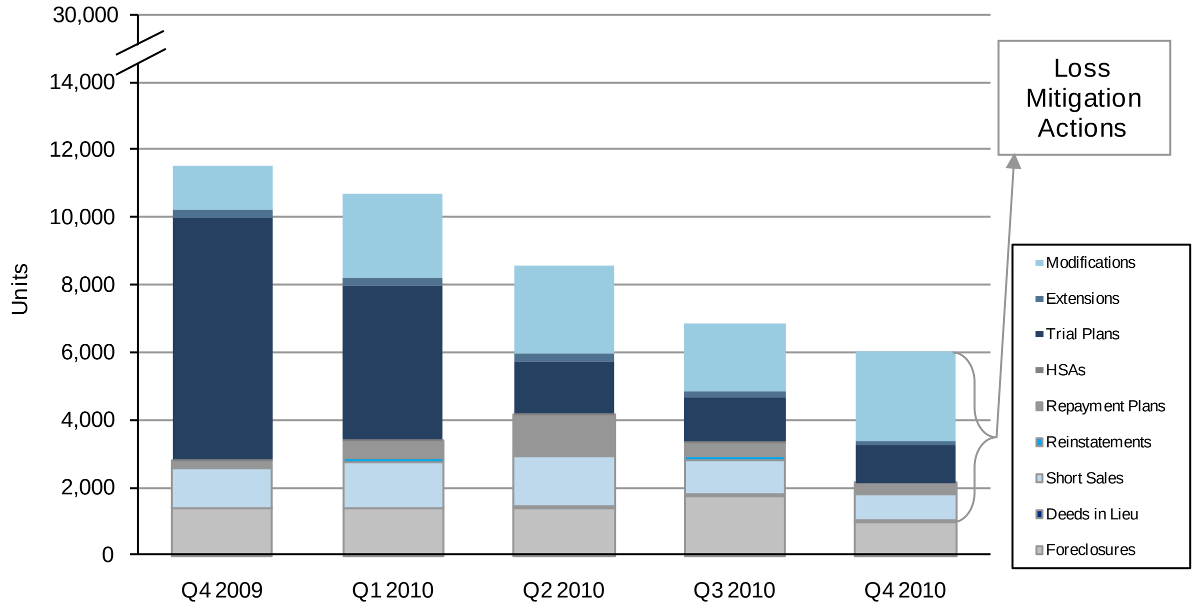
In the fourth quarter of 2010, borrowers with ARM loans serviced by Citi who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements outnumbered those who were foreclosed by more than three to one. The addition of non-home retention loss mitigation solutions (i.e., short sales and deeds-in-lieu) increases this ratio to more than four to one.

In the fourth quarter of 2010, modifications (excluding trial plans) for ARM borrowers serviced by Citi were up approximately 14% over the third quarter of 2010, and up approximately 85% over the prior year time period.

Overall, loss mitigation actions for ARM borrowers serviced by Citi were down approximately 5% in the fourth quarter of 2010 as compared with the third quarter of 2010, and down approximately 57% over the prior year time period. Lower delinquency rates and a reduction in the overall mortgage portfolio have contributed to the decline in loss mitigation solutions versus the third quarter of 2010, as the number of eligible borrowers for these solutions has declined over time.

The chart below details Citi's loss mitigation results for ARM borrowers with FICO scores ≥660 serviced by Citi over the past five quarters. Loss mitigation actions and foreclosures completed at the end of the fourth quarter of 2010 in this segment equaled approximately 2% of total serviced ARM loans in this segment at that time. The vast majority of ARM loans serviced by Citi with FICO scores ≥660 (approximately 98%) had not experienced loss mitigation actions or completed foreclosures at the end of the fourth quarter of 2010.

Loss Mitigation Actions – Serviced ARMs
Total Citi
FICO ≥ 660



Notes: Total Citi includes CMI and a limited number of CRLI loans for which Citi retained servicing rights.

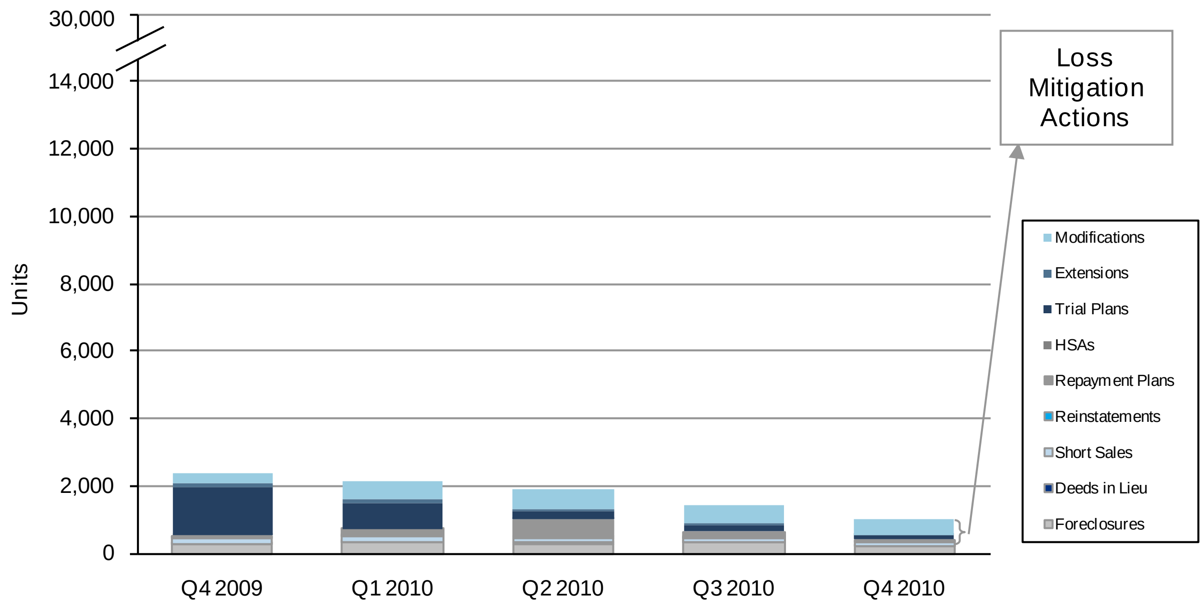
In the fourth quarter of 2010, borrowers with FICO scores ≥660 with ARM loans serviced by Citi who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements outnumbered those who were foreclosed by nearly four to one.

In the fourth quarter of 2010, modifications (excluding trial plans) for ARM borrowers with FICO scores ≥660 serviced by Citi were up approximately 29% over the third quarter of 2010, and up 106% over the prior year time period.

Overall, loss mitigation actions for ARM borrowers in this FICO band, serviced by Citi, were unchanged in the fourth quarter of 2010 as compared with the third quarter of 2010, and down approximately 56% over the prior year time period.

The chart below details Citi's loss mitigation results for ARM borrowers with FICO scores from 620 to 659 serviced by Citi over the past five quarters. Loss mitigation actions and foreclosures completed at the end of the fourth quarter of 2010 in this segment equaled approximately 4% of total serviced ARM loans in this segment at that time. The vast majority of ARM loans serviced by Citi with FICO scores from 620 to 659 (approximately 96%) had not experienced loss mitigation actions or completed foreclosures at the end of the fourth quarter of 2010.

Loss Mitigation Actions – Serviced ARMs
Total Citi
FICO 620-659



Notes: Total Citi includes CMI and a limited number of CRLI loans for which Citi retained the servicing rights.

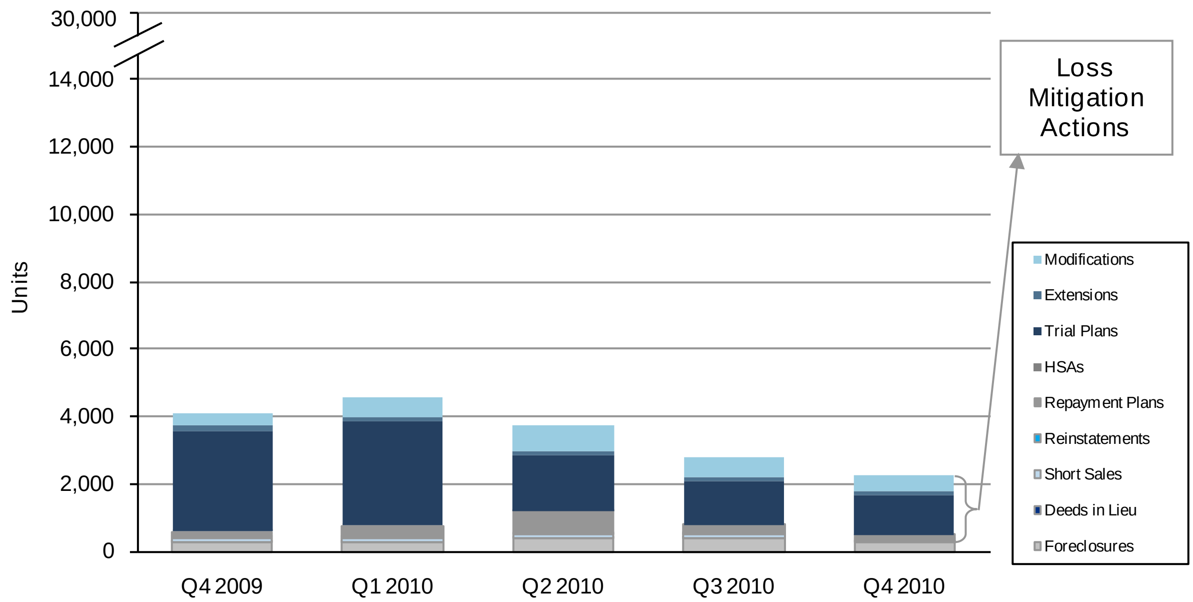
In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 with ARM loans serviced by Citi who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements outnumbered those who were foreclosed by more than three to one.

In the fourth quarter of 2010, modifications (excluding trial plans) for ARM borrowers serviced by Citi with FICO scores from 620 to 659 were down approximately 9% over the third quarter of 2010, but up more than 67% over the prior year time period.

Overall, loss mitigation actions for ARM borrowers in this FICO band, serviced by Citi, were down approximately 19% in the fourth quarter of 2010 as compared with the third quarter of 2010, and down approximately 63% over the prior year time period.

The chart below details Citi's loss mitigation results for ARM borrowers with FICO scores <620 serviced by Citi over the past five quarters. Loss mitigation actions and foreclosures completed at the end of the fourth quarter of 2010 in this segment equaled approximately 7% of total serviced ARM loans in this segment at that time. The vast majority of ARM loans serviced by Citi with FICO scores <620 (approximately 93%) had not experienced loss mitigation actions or completed foreclosures at the end of the fourth quarter of 2010.

Loss Mitigation Actions – Serviced ARMs
Total Citi
FICO < 620



Notes: Total Citi includes CMI and a limited number of CRLI loans for which Citi retained the servicing rights.

In the fourth quarter of 2010, borrowers with FICO scores <620 with ARM loans serviced by Citi who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements outnumbered those who were foreclosed by more than three to one.

In the fourth quarter of 2010, modifications (excluding trial plans) for ARM borrowers serviced by Citi with FICO scores <620 serviced by Citi were down approximately 19% over the third quarter of 2009, but up approximately 26% over the prior year time period.

Overall, loss mitigation actions for ARM borrowers in this FICO band, serviced by Citi, were down 15% in the fourth quarter of 2010 as compared with the third quarter of 2010, and down approximately 59% over the prior year time period.

SECTION 5: REAL ESTATE OWNED (REO) PROPERTIES

While Citi makes every effort to help its borrowers remain in their homes, we recognize that this is not always the appropriate option for some, either because they don't qualify for these types of solutions or because they prefer a different alternative. In those instances where a foreclosure sale is necessary and Citi is responsible for disposing of the property, we make every effort to ensure that the transition for both the borrower and the property is as smooth as possible in order to minimize any potential negative impact on neighborhoods.

Citi has a very small number of REO properties because we primarily service loans for investors and, upon foreclosure sale, properties revert to the investors. At the end of the fourth quarter of 2010, Citi had a total of approximately 5,600 owned REO properties in inventory nationwide. Approximately 17% of Citi's REO inventory was sold during the month of December, with an average of 147 days from the time that Citi takes possession of the property to its sale.

We make many of our properties available to non-profits for dispersement. Some are offered to community partners before public listing through the National Community Stabilization Trust ("NCST") First Look Program. NCST facilitates the transfer of foreclosed and abandoned property from financial institutions nationwide to localities to promote neighborhood stability. The NCST First Look Program is designed to be implemented on a flow basis, prior to the property being listed via typical means. Similarly, REOs are offered to other community partners before public listing through Citi's own first look programs. REOs are offered at a discount to non-profits. Citi provides financing to non-profits interested in community development, including affordable housing and economic development, and reviews financing transactions on a case by case basis. Citi continuously reviews financing opportunities that preserve affordability and promote community development.

Citi retains local real estate agents to list foreclosed properties for sale and property management companies to manage day to day matters at those properties. These local vendors assist in establishing the occupancy status of a foreclosed property and, further, whether or not such occupants are bona fide tenants who entered into lease agreements with the former property owner. These vendors are integral to this process and we ensure, through regular monitoring and monthly/quarterly reviews, that our vendors do not pressure tenants to vacate properties.

We offer reasonable and fair "cash-for-keys" incentives to occupants living in foreclosed properties. Such arrangements, when offered, are fact and property dependent, offering occupants an orderly and graceful transition to a new home and often times providing them with the funds needed for new initial rental payments and moving costs.

Citi continuously reviews its policies and procedures and approaches, as well as investor guidelines, to be responsive to the needs and challenges of borrowers and tenants.

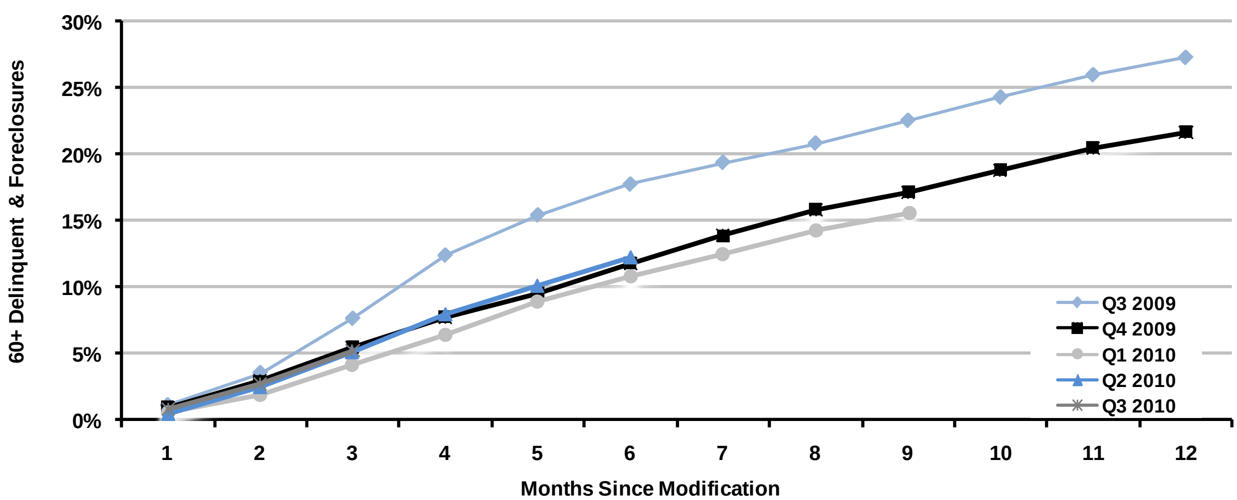
SECTION 6: RE-DEFAULT RATES

We define re-default rates as the percentage of borrowers who become 60+ and 90+ days past due three, six and 12 months after their loans were modified. The fact that these borrowers are delinquent does not mean that the result will be foreclosure, and, in fact, Citi continues to work with these borrowers after re-default to find solutions to help keep them in their homes.

The tables and charts below and on the following page detail Citi's re-default rates for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010. Recent vintages have shown improvement versus the third quarter 2009 vintage.

Total Percent of Modified Loans 60+ DPD
(Percent of all Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third Quarter 2009	7.6%	17.7%	27.3%
Fourth Quarter 2009	5.5%	11.8%	21.7%
First Quarter 2010	4.2%	10.8%	--
Second Quarter 2010	5.1%	12.3%	--
Third Quarter 2010	5.3%	--	--

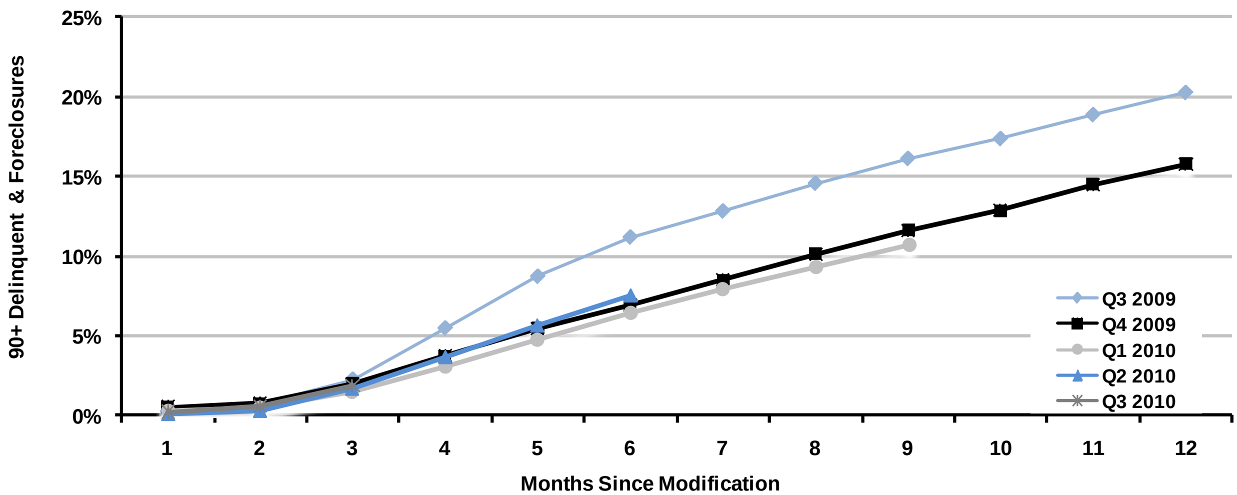


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Similar to re-default rates for loans 60+ days past due, 90+ days past due performance has generally shown improvement in recent vintages versus the third quarter 2009 vintage.

Total Percent of Modified Loans 90+ DPD
(Percent of all Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third Quarter 2009	2.3%	11.2%	20.3%
Fourth Quarter 2009	2.0%	6.9%	15.8%
First Quarter 2010	1.5%	6.5%	--
Second Quarter 2010	1.7%	7.6%	--
Third Quarter 2010	1.9%	--	--

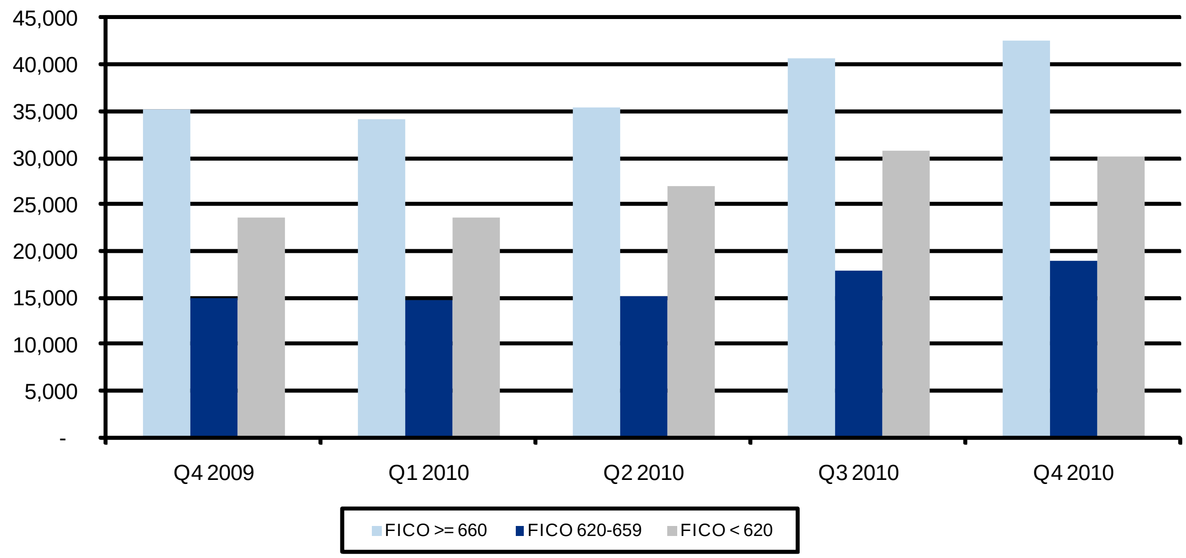


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

SECTION 7: FORECLOSURES IN PROCESS AND NEW FORECLOSURES INITIATED

Foreclosures in process often do not result in foreclosures completed or loss of a borrower's home as Citi actively pursues alternative loss mitigation actions during the foreclosure process to return borrowers it services to performing status.

Foreclosures in Process (Units)
Total Citi

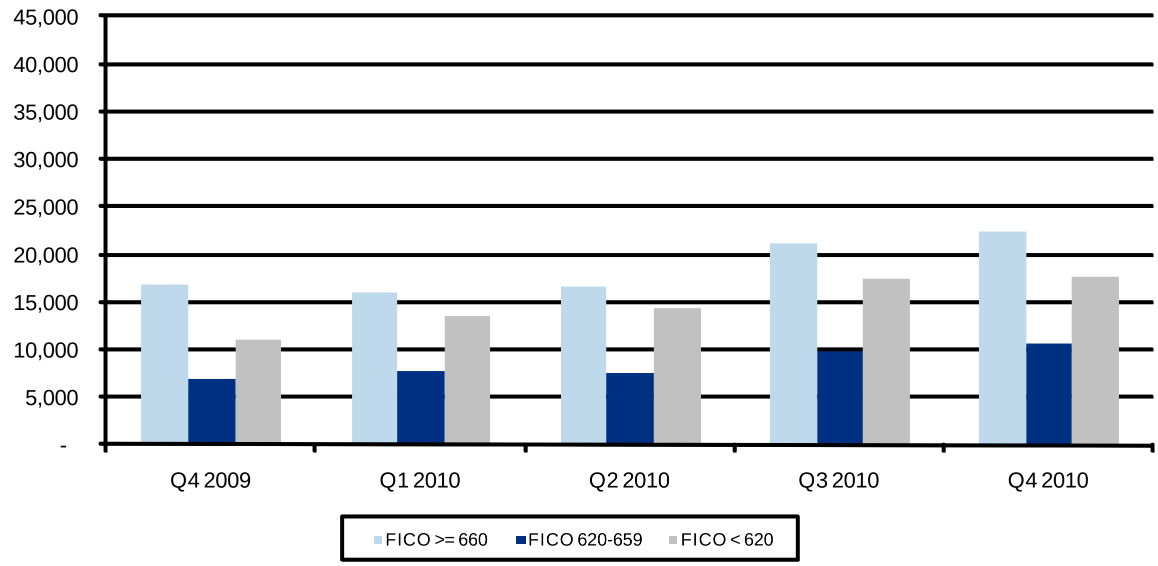


Notes: Total Citi includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. In previous reports, our foreclosures in process data were modestly overstated primarily due to definitional differences from one Citi business to another as to what constitutes a foreclosure in process. The restated data are reflected in the chart above.

At the end of the fourth quarter of 2010, loans serviced by Citi in the ≥660, 620-659, and <620 FICO bands represented approximately 46%, 21% and 33% of foreclosures in process, respectively. As discussed previously in this report, the composition of Citi's total serviced portfolio on December 31, 2010, using refreshed FICO scores, was 74%, 8% and 18% for the >660, 620-659 and <620 FICO bands, respectively.

Overall, foreclosures in process for loans serviced by Citi increased approximately 2% in the fourth quarter of 2010 as compared with the third quarter of 2010, and increased approximately 24% over the prior year time period.

New Foreclosures Initiated (Units)
Total Citi



Notes: Total Citi includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights.

New foreclosures initiated for loans serviced by Citi increased approximately 5% in the fourth quarter of 2010 as compared with the third quarter of 2010, and increased nearly 46% over the prior year time period. As was discussed previously, the increases in foreclosures in process and foreclosures initiated will not necessarily translate into foreclosures completed; however, the trend is something that the industry, as a whole, is experiencing and one that Citi is watching closely.

Foreclosures completed decreased approximately 9% from the third quarter of 2010 to the fourth quarter of 2010, and increased approximately 40% over the prior year time period. The decrease quarter over quarter was the result of a temporary holiday suspension on foreclosures coupled with meeting the requirements of state laws which delay/extend the foreclosure process in certain geographies. Citi expects increases in foreclosures to resume, as it works through its foreclosures inventory over the next few quarters.

Citi's Foreclosure Practices

Beginning in the fall of 2009, Citi took a series of steps to strengthen its practices and add additional resources to ensure foreclosures were being processed correctly. As part of these improvements, Citi centralized its foreclosure operations into one unit, added staff and enhanced training for greater efficiency and control. Citi limited the volume of documents that staff processes and requires annual certification of its employees' understanding of the proper procedures. Also, managers were made accountable for regularly reviewing files to make certain that employees comply with the procedures. These improvements were fully implemented at our St. Louis processing center in February of 2010.

Under Citi's existing procedures, affidavits are prepared by outside counsel to ensure compliance with each state's foreclosure laws, and each package is reviewed by a Citi employee who now verifies the information and signs the foreclosure affidavit in the presence of a notary. In a limited number of cases earlier this year, affidavits may have been executed by outside counsel under now-revoked powers of attorney. When errors are found, the documents are returned to the attorney, who revises the package and resubmits the documents for review. Foreclosures are monitored to make certain that staffing is adequate to review the affidavits properly. As noted previously, the changes and safeguards implemented this year give Citi confidence that there are no systemic issues in its existing foreclosure processes.

Citi, through the implementation of the procedures and reviews described above, is making every effort to ensure that no foreclosure goes forward based on an inaccurate or defective affidavit. Citi has not suspended its foreclosure process and believes there is no reason to do so.

Section 8: Citi in the Community

Citi recognizes that access to credit and housing affordability are critical issues for all Americans and particularly for at-risk borrowers trying to keep their homes. By partnering with community organizations across the country, Citi works to make homeownership a reality for consumers, and most importantly, to help borrowers it services keep their homes.

Citi Partners with Nonprofit Organizations

Citi strives to positively impact the communities in which its employees live and work by focusing on homeownership preservation and effective delivery of services through extensive and varied efforts including train-the-trainer opportunities, as well as direct outreach events with many of its nonprofit counseling partners and government agencies.

Citi is a founding member of HOPE NOW, a coalition of counselors, government representatives, investors, lenders and servicers working to facilitate homeownership preservation solutions. Citi is also a national sponsoring partner of the NeighborWorks Center for Foreclosure Solutions and was a servicer founder of the Ad Council Campaign with NeighborWorks America and Housing Preservation Foundation (HPF). As a founding sponsor of the NeighborWorks Center for Homeownership Education and Counseling (NCHEC), Citi enables the organization to meet the growing demand for high quality training and certification of homeownership counselors in the areas of Homeownership, Homeownership Preservation and foreclosure prevention.

Citi also provides both financial and technical assistance to other local and national partners engaged in foreclosure prevention outreach, counseling and education, such as Neighborhood Assistance Corporation of America (NACA), the National Community Reinvestment Coalition (NCRC), Consumer Credit Counseling Service (CCCS) and National Council of La Raza (NCLR).

Citi's partnerships enable these organizations to increase their capacity to reach more borrowers in distress. Based on its long experience in urban communities, Citi understands that many distressed homeowners prefer to work with a third party-Counselor, to guide them and advocate on their behalf as they work with their lender to reach the appropriate solution for their family. As a result, Citi provides delinquent borrowers around-the-clock access to the services of qualified housing counselors from nonprofit organizations.

Citi's Office of Homeownership Preservation (OHP)

Founded in 2007, the mission of the OHP is to increase direct and indirect contact with Citi borrowers in distress and to help them keep their homes. The OHP is dedicated to facilitating the adoption, expansion, and standardization of best business practices designed to preserve homeownership. It not only works directly with borrowers but, also focuses on providing information, resources, tools, and capacity building to housing counselors engaged in the foreclosure prevention/intervention arena. Citi provides borrowers with a menu of options and continuous assistance. In addition, borrowers are encouraged to access services through a HUD-approved counseling agency or via a toll-free number (HOPE NOW's number, 1-888-995-HOPE). In May 2010, Citi became a HOPE Now LoanPort servicer. Hope Now LoanPort is a web-based tool designed to streamline the communication between servicers and Counselors. The LoanPort allows foreclosure Prevention Counselors to load loan modification applications and necessary supporting documents on behalf of borrowers at risk and transmit them efficiently and safely to mortgage servicers. HOPE Now LoanPort is a useful tool in the on going effort to stream line and improve the modification process to benefit homeowners seeking assistance and alternatives to foreclosure.

In 2008, Citi's homeownership preservation efforts included the completion of the Citi OHP 25 City Tour, which enabled it to provide extensive borrower outreach. In each of 25 cities across the country, the OHP conducted two events, each in partnership with a nonprofit engaged in foreclosure prevention/intervention work. The first event provided training and information to housing counselors, as well as resources and tools to help them support borrowers in distress; the second event was for borrowers at risk of losing their homes.

Citi centralized customer access (for borrowers and counselors) to Citi loss mitigation specialists by creating a dedicated toll-free number (866-915-9417) and a fax number (866-963-0651). A single e-mail address to direct inquiries and requests for assistance (mortgagehelp@citi.com) was created to streamline the entry point of all Counselors inquiries. In addition, a centralized OHP website offering helpful tips and information (www.mortgagehelp.citi.com) was launched to help borrowers and counselors.

In 2009, the OHP continued to build on these efforts by leveraging effective outreach methods and implementing new ones. Citi continues its commitment to reaching borrowers, directly and through third parties, to help keep families in their homes. For example, in 2009, the OHP partnered with NCHEC, a subsidiary of NeighborWorks America, to provide training and information to its participants attending the NeighborWorks Training, which is held four times a year, each in a different part of the country.

In 2009, the OHP met with and provided training and information to 984 counselors from 559 organizations. Additionally, Citi staff attended events and worked with at-risk families where they live. In 2009, the Citi OHP team attended 76 events, many of them multiple day events, and worked with more than 5,500 borrowers in 45 cities to help them find alternatives to foreclosure, whenever possible.

In 2010, the OHPP team participated in 142 events in 80 cities in 29 states, reaching out to more than 93,000 borrowers and meeting face-to-face with more than 8,400 Citi borrowers. The team conducted 26 capacity building, train the trainer workshops for 771 housing counselors.

The OHP provides a range of client support services including those related to the Administration's HAMP Program, as well as Citi's proprietary programs such as the Homeowner Unemployment Assist Program, the CitiMortgage Supplemental Modification Program and others.

In addition to traditional methods, Citi's innovative and proactive outreach initiatives include partnering with nonprofits to visit borrowers who are not in contact with it but are at risk of foreclosure, to offer counseling services. The OHP also leverages technology by sending free text messages and/or email to at-risk borrowers, if that information is provided.

In addition to outreach efforts to contact at-risk borrowers, Citi also has proactively reached out to borrowers to collect the documentation necessary to qualify for the HAMPor Citi Supplemental Modification programs.

Citi follows a strategy designed to help prevent further harm to a family or a community when all foreclosure alternatives are exhausted, or when Citi acquires a property for which a borrower requested a non-home retention solution. For example, Citi offers "cash for keys" assistance to occupants of the home. This program is designed to defray some of the costs incurred when families have to relocate. Also, the OHP is a close partner with the National Community Stabilization Trust (NCST). NCST is a nonprofit founded in 2008, by the Local Initiatives Support Corporation (LISC), Enterprise, NeighborWorks America, National Urban league, National Council of La Raza and Housing Partnership Network, to facilitate the transfer of real estate owned (REO) properties from servicers to Neighborhood Stabilization Program funds recipients, mostly municipalities, Housing Finance Agencies and nonprofits.

OHP supports and works closely with NCST to transfer foreclosed properties to nonprofits and government entities with capacity for affordable housing development to help stabilize and revitalize LMI communities. OHP participates in the "First Look Program," through which Citi REO properties are first offered to NCST buyers before being marketed through the customary channel. NCST buyers are also able to purchase seasoned REOs should they change their minds and decide to acquire after the "First Look" period expires. By the end of 2010, OHP had offered NCST buyers close to 1,800 properties and had donated, sold and closed 66 units in the123 localities where we work together. The total number of donations and sales to nonprofits, government entities, faith-based organizations and NCST was 187 during the same time period. The partnership with NCST will continue to grow as NCST expands its coverage and increases the number of communities benefitting from its expertise and services.

In addition, Citi piloted a gifting/donations program, launched in January 2010, and by end of 2010, successfully donated a total of 105 REO properties to nonprofits, faith-based organizations and municipalities in an effort to contribute to community stabilization efforts. We also offer the "First Look" program to non-NCST participants with capacity to acquire and rehabilitate REOs.

Finally, Citi understands the importance of helping borrowers to avoid unscrupulous companies that engage in loan modification scams. In support of this principle, the OHP is working with the Loan Modification Scam Prevention Network (LMSPN) and has provided a $50,000 contribution to fund the organization's website, www.loanscamalert.com. LMSPN, spearheaded by the Lawyers' Committee for Civil Rights under Law, is a national coalition of government agencies, non-profits and service providers that uses education and a centralized complaint gathering process to help stop loan scams.

Financial Education

In 2010, Citi and the Citi Foundation completed a $200 million global commitment to financial education, originally projected to take ten years, but completed in only seven. While the formal commitment has ended we have evaluated our efforts and will continue to support programs that not only strengthen consumer financial decision making skills, but promote positive financial behaviors and improve overall financial capability. This financial capability approach encompasses four elements critical to achieving sustainable results:

1) Increasing financial literacy;
2) Developing short-term and long-term financial plans;
3) Increasing consumers' ability to access and use appropriate financial products or services; and
4) Providing ongoing support that helps consumers redefine their financial goals over the course of their lives.

The OFC and the OHP in Partnership

In partnership with the Citi Foundation, the OHP developed two curricula, one for consumers and one for counselors, providing training and information on financial strategies to assist homeowners. The consumer curriculum is posted on our public web site. For more information, go to http://financialeducation.citigroup.com/citigroup/financialeducation/edu_resources.htm.

APPENDIX A

APPENDIX A: CITI LOSS MITIGATION DEFINITIONS

1. A modification agreement is typically used when the customer has a significant reduction of income that impacts his or her ability to pay and will last past the foreseeable future. Typically, the customer's loan terms are modified in order to resolve the mortgage delinquency. This agreement makes the mortgage more affordable for the customer.

2. A repayment plan is a written agreement between the borrower and the lender to implement a payment moratorium due to unforeseen circumstances wherein the property or employment status is affected. At the expiration of the term, the customer pays the total arrearage in a lump sum payment or elects a further repayment plan. This agreement is typically used when a customer has a short-term reduction of income that severely impacts his or her ability to pay for a short period of time. The repayment plan brings the customer current over time as the payment obligations are met. It can also include a repayment plan under which the customer pays the regular monthly payment and an additional amount each month to catch up delinquent payments over time.

3. A short sale is when the customer does not have either the desire or ability to keep the property and is willing to sell the property to satisfy the debt. This option is utilized when the amount owed less acceptable closing costs to sell the property is more than the value of the property.

4. Deed in lieu of foreclosure is when the customer does not have either the desire or the ability to keep the property and is unable or unwilling to sell the property but is willing to sign the property over to Citi in exchange for stopping the foreclosure action. Deeds in lieu of foreclosure are generally accepted only after all other options have been exhausted.

5. An extension is when the customer has experienced a temporary hardship and is unable to bring the loan current. The customer has the ability to continue making future payments, but does not have the funds to completely reinstate the loan. An extension may re-amortize the loan or defer the interest to the back of the loan. It brings the customer's account current immediately. An extension is generally used in the early stages of delinquency when a customer is one or two payments behind; it is rarely used for serious delinquency of more than 90 days past due or in the foreclosure process.

6. A reinstatement occurs when a customer that is 90+ days past due is able to pay all of the delinquent fees, interest and principal owed to the bank with a single payment. This brings the customer's account current immediately and allows him or her to continue to pay off the loan according to the original amortization schedule.

7. A Home Saver Advance (HSA) loan is an unsecured personal loan to approved Fannie Mae servicers for eligible borrowers designed to bring a cure to the delinquency on a first lien loan. HSAs provide funds to cure arrearages of principal, interest, taxes and insurance (PITI), as well as other advances and fees. HSAs are documented by a borrower-signed promissory note, payable over 15 years at a fixed rate of 5% with no payments or interest accrual for the first six months.

8. In early 2009, the Administration introduced a comprehensive Financial Stability Plan to address the key problems at the heart of the current crisis and get the U.S. economy back on track. A critical piece of that effort is Making Home Affordable, a plan to stabilize the housing market and help Americans reduce their monthly mortgage payments to more affordable levels. A Home Affordable Modification (HAM) Trial Period Payment Plan ("Trial Plan") is the first step in assisting borrowers in taking advantage of this program. Under Making Home Affordable, borrowers are required to successfully complete the three month trial plan program before their modification can be finalized. CMI's Supplemental Modification Program also includes a trial period before the modification is finalized.

APPENDIX B

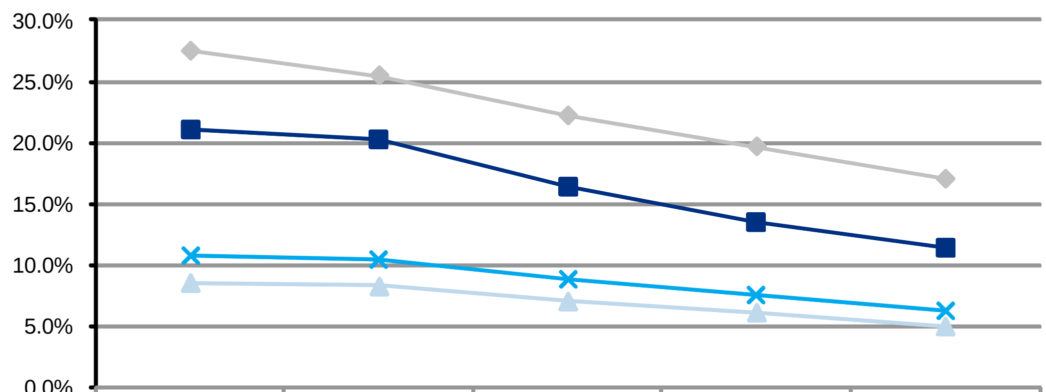
APPENDIX B: SELECTED STATE-LEVEL DELINQUENCIES AND LOSS MITIGATION DATA

The charts on the next several pages detail Citi's delinquencies, loss mitigation efforts and modification re-default rates for selected states for first and second mortgages. They are by and large geographies where (a) Citi has the greatest number of serviced loans, and/or (b) there are large numbers of foreclosures, generally a much higher percentage than the national trend we are seeing in our aggregated portfolio.

Arizona

In Arizona, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 6.2% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 17.0% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across all FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans is higher than our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Arizona



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	27.5%	25.5%	22.2%	19.7%	17.0%
FICO 620-659	21.0%	20.2%	16.3%	13.5%	11.5%
FICO >= 660	8.6%	8.3%	7.1%	6.1%	5.0%
All Loans	10.8%	10.3%	8.8%	7.6%	6.2%

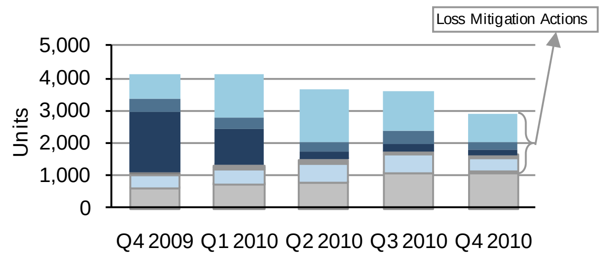
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Arizona

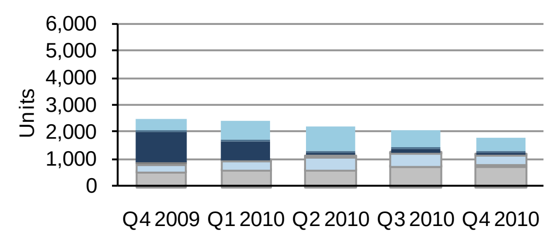
The charts below detail Citi's loss mitigation results in Arizona over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Arizona

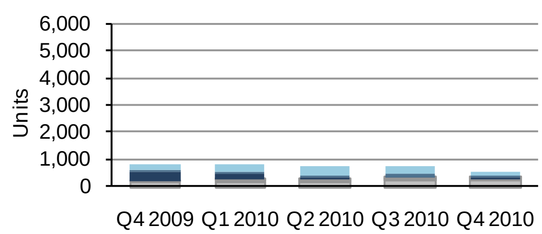
All FICO Bands



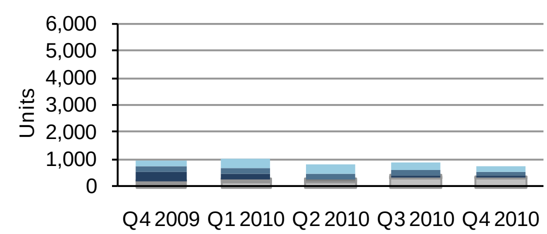
FICO >= 660



FICO 620-659



FICO < 620



Modifications Extensions Trial Plans HSAs Repayment Plans Reinstatements Short Sales Deeds in Lieu Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Arizona who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 1.2 to one.

- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Arizona where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 1.0 to one.

- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Arizona where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 1.4 to one.

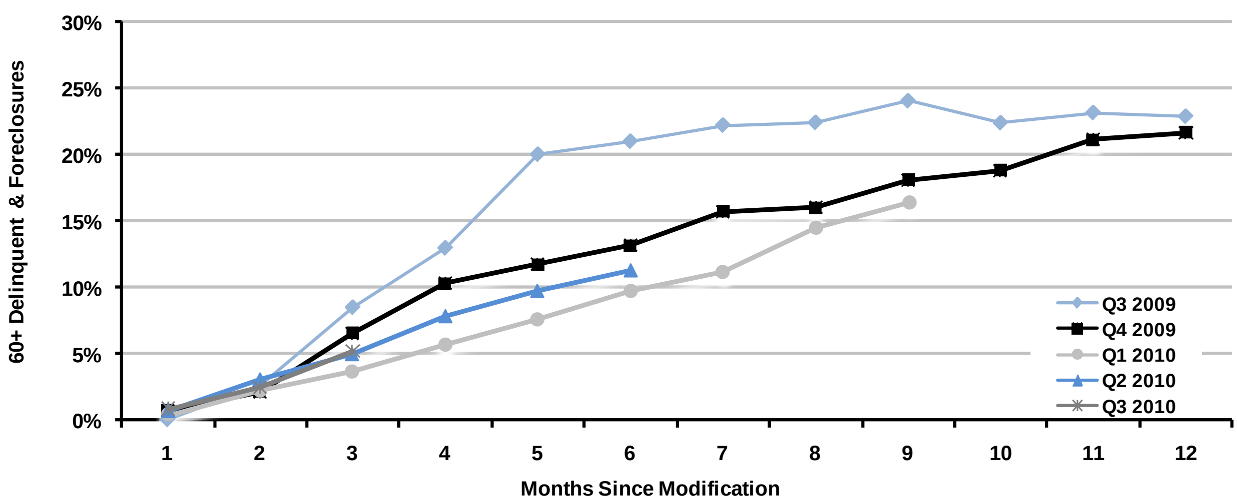
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Arizona where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 1.9 to one.

Arizona

The tables and charts below and on the following page detail Citi's re-default rates in Arizona for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Arizona Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	8.6%	21.0%	22.9%
Fourth quarter 2009	6.6%	13.2%	21.8%
First quarter 2010	3.6%	9.7%	--
Second quarter 2010	4.9%	11.3%	--
Third quarter 2010	5.3%	--	--

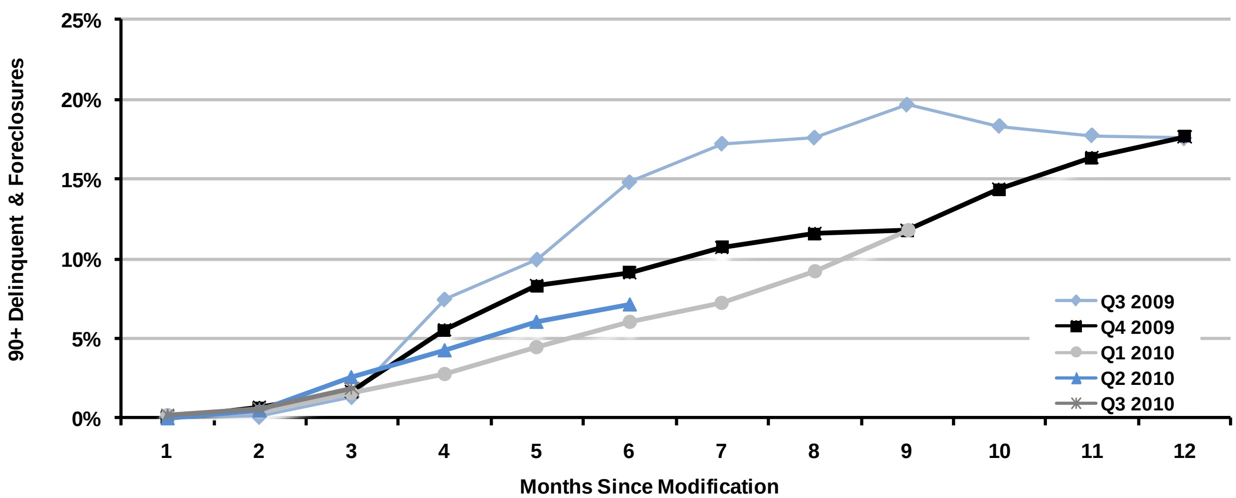


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Arizona

Arizona Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	1.4%	14.8%	17.6%
Fourth quarter 2009	1.7%	9.2%	17.7%
First quarter 2010	1.6%	6.0%	--
Second quarter 2010	2.6%	7.2%	--
Third quarter 2010	2.0%	--	--

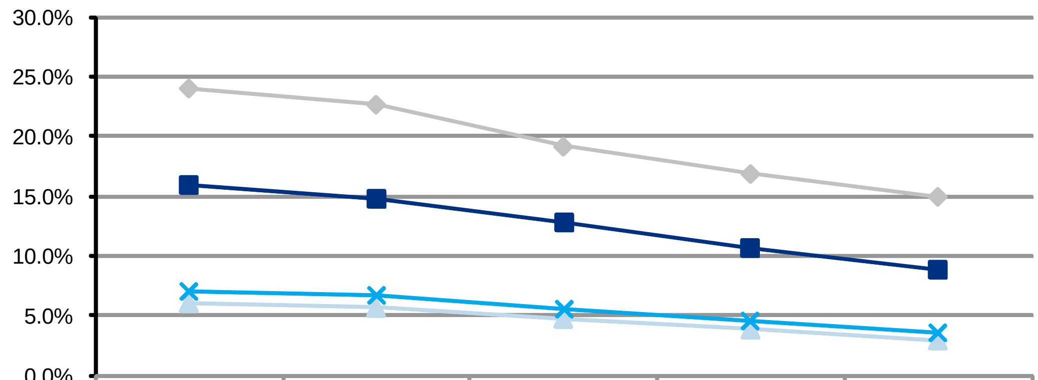


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

California

In California, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 3.6% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 15.0% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across all FICO bands, as compared with the prior quarter. The total number of 90+ DPD loans as a percentage of total serviced loans compares favorably to our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
California



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	24.0%	22.7%	19.2%	16.9%	15.0%
FICO 620-659	15.8%	14.8%	12.7%	10.6%	8.8%
FICO >= 660	6.0%	5.7%	4.7%	3.8%	2.9%
All Loans	7.1%	6.6%	5.6%	4.6%	3.6%

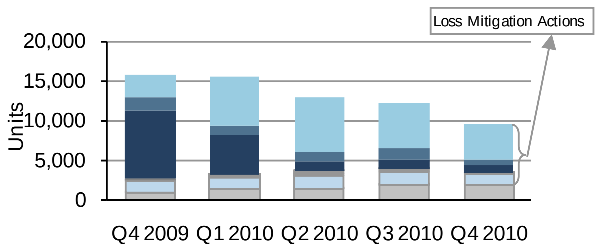
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

California

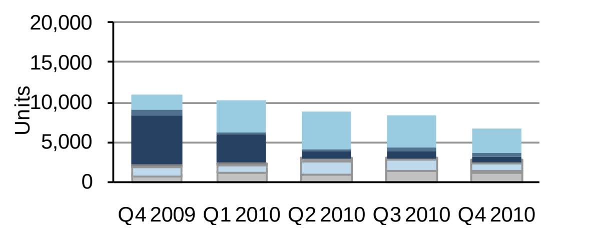
The charts below detail Citi's loss mitigation results in California over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
California

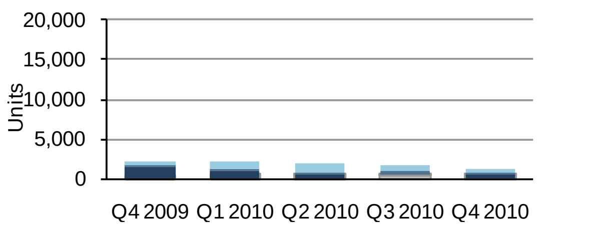
All FICO Bands



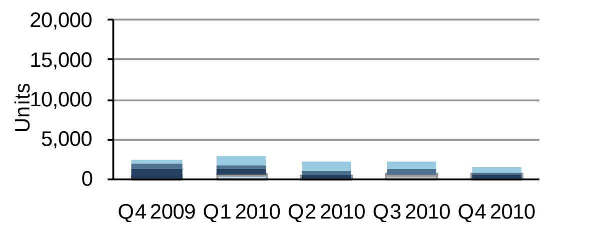
FICO >= 660



FICO 620-659



FICO < 620



Modifications · Extensions · Trial Plans · HSAs · Repayment Plans · Reinstatements · Short Sales · Deeds in Lieu · Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

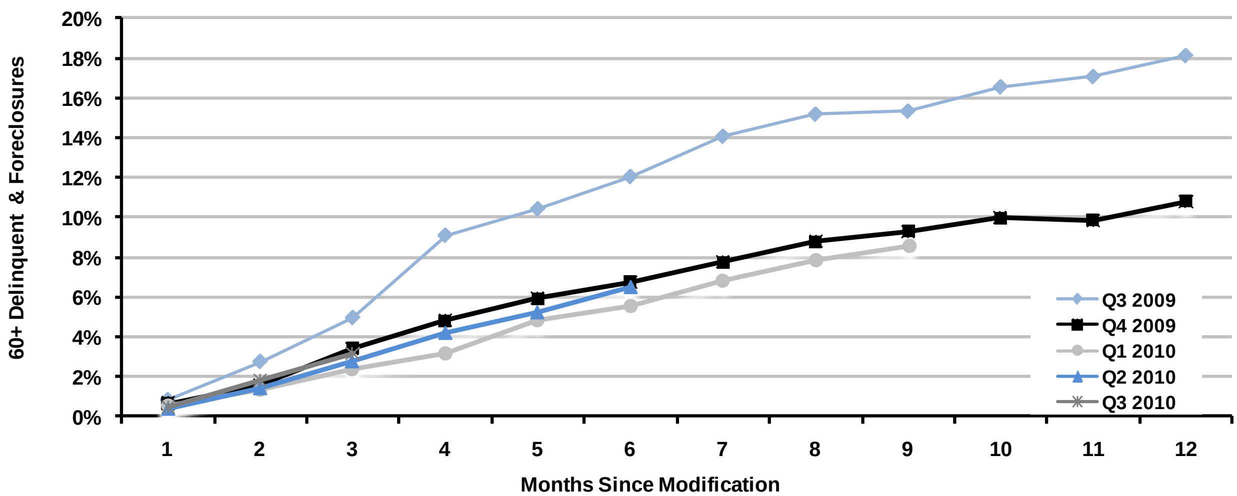
- Overall in the fourth quarter of 2010, borrowers serviced by Citi in California who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 3.6 to one.
- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in California where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.6 to one.
- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in California where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.3 to one.
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in California where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.7 to one.

California

The tables and charts below and on the following page detail Citi's re-default rates in California for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

California Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	5.0%	12.1%	18.1%
Fourth quarter 2009	3.4%	6.8%	10.8%
First quarter 2010	2.4%	5.5%	--
Second quarter 2010	2.8%	6.6%	--
Third quarter 2010	3.2%	--	--

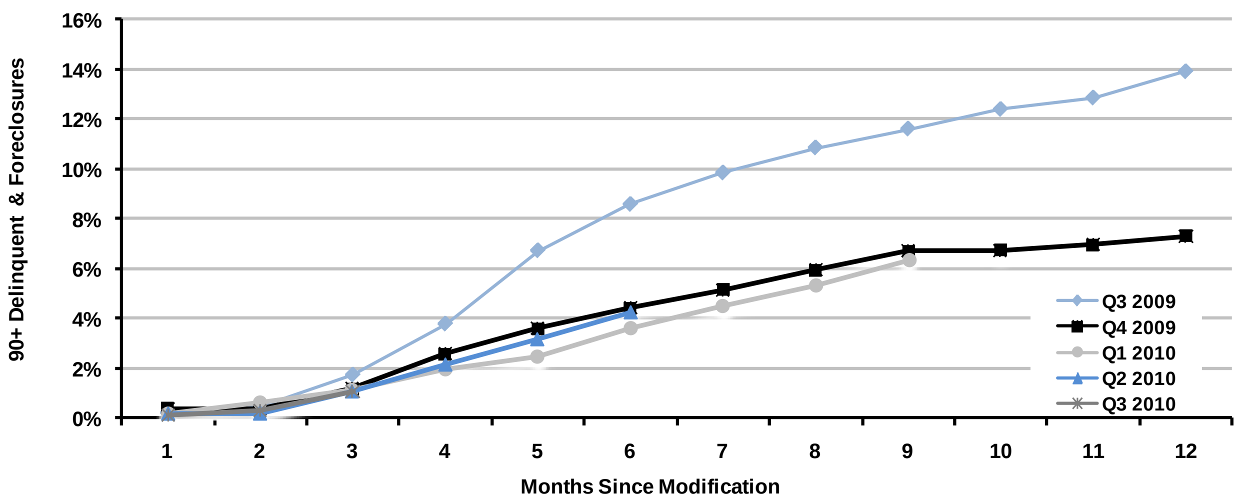


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

California

California Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	1.7%	8.6%	13.9%
Fourth quarter 2009	1.2%	4.5%	7.4%
First quarter 2010	1.1%	3.6%	--
Second quarter 2010	1.1%	4.3%	--
Third quarter 2010	1.1%	--	--

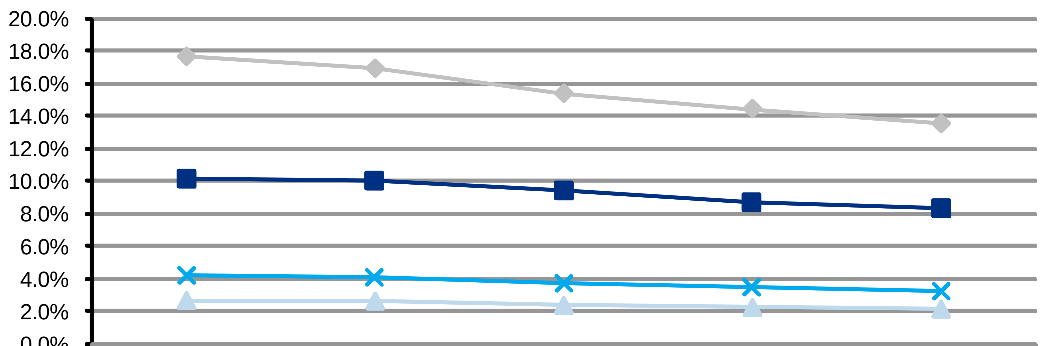


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Colorado

In Colorado, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 3.3% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 13.5% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across all FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans compares favorably to our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Colorado



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	17.6%	16.9%	15.4%	14.4%	13.5%
FICO 620-659	10.2%	10.1%	9.4%	8.7%	8.3%
FICO >= 660	2.7%	2.6%	2.4%	2.2%	2.1%
All Loans	4.2%	4.1%	3.7%	3.5%	3.3%

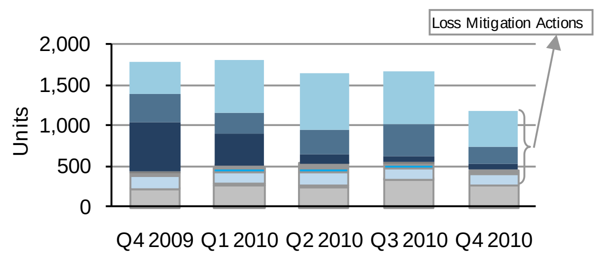
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Colorado

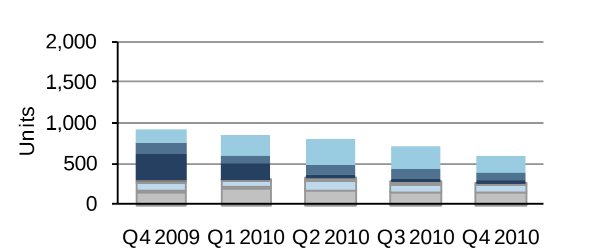
The charts below detail Citi’s loss mitigation results in Colorado over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Colorado

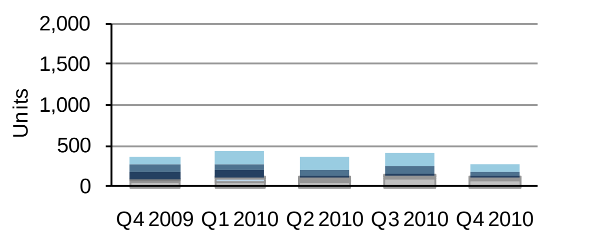
All FICO Bands



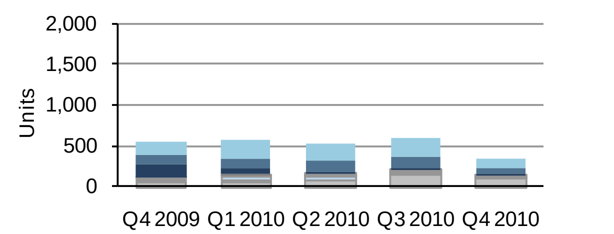
FICO >= 660



FICO 620-659



FICO < 620



Modifications · Extensions · Trial Plans · HSAs · Repayment Plans · Reinstatements · Short Sales · Deeds in Lieu · Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

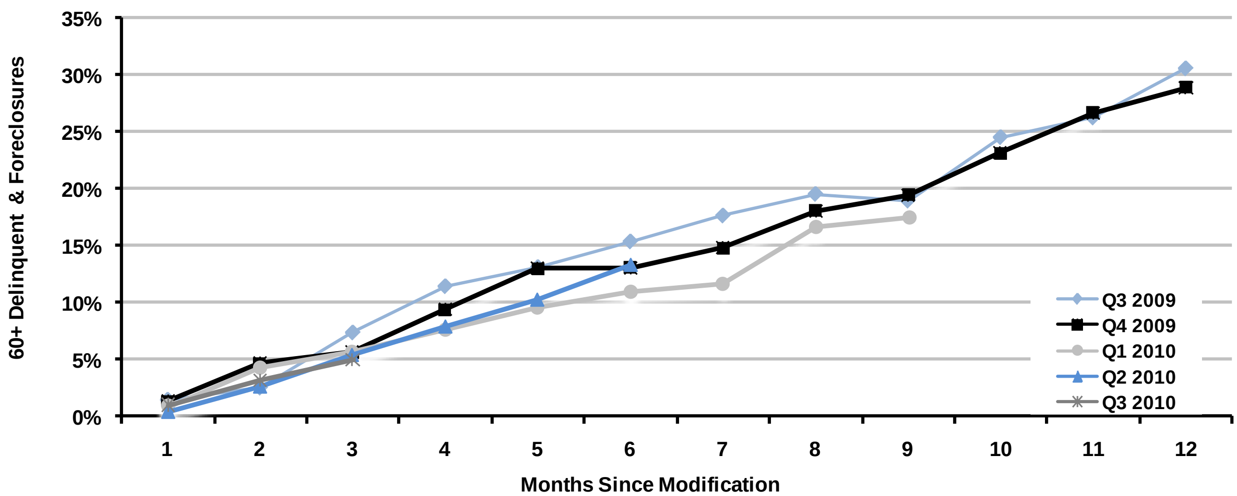
- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Colorado who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 2.8 to one.
- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Colorado where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 2.7 to one.
- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Colorado where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 2.9 to one.
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Colorado where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.0 to one.

Colorado

The tables and charts below and on the following page detail Citi's re-default rates in Colorado for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Colorado Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	7.4%	15.4%	30.6%
Fourth quarter 2009	5.7%	13.1%	29.0%
First quarter 2010	5.6%	11.0%	--
Second quarter 2010	5.4%	13.4%	--
Third quarter 2010	5.0%	--	--

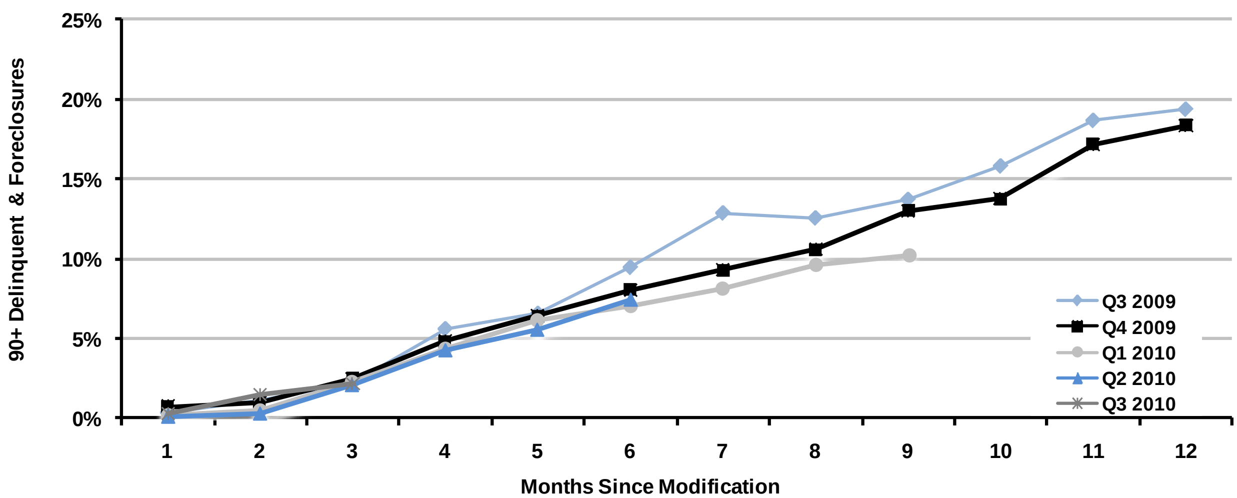


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Colorado

Colorado Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	2.2%	9.5%	19.4%
Fourth quarter 2009	2.6%	8.1%	18.4%
First quarter 2010	2.3%	7.1%	--
Second quarter 2010	2.1%	7.5%	--
Third quarter 2010	2.3%	--	--

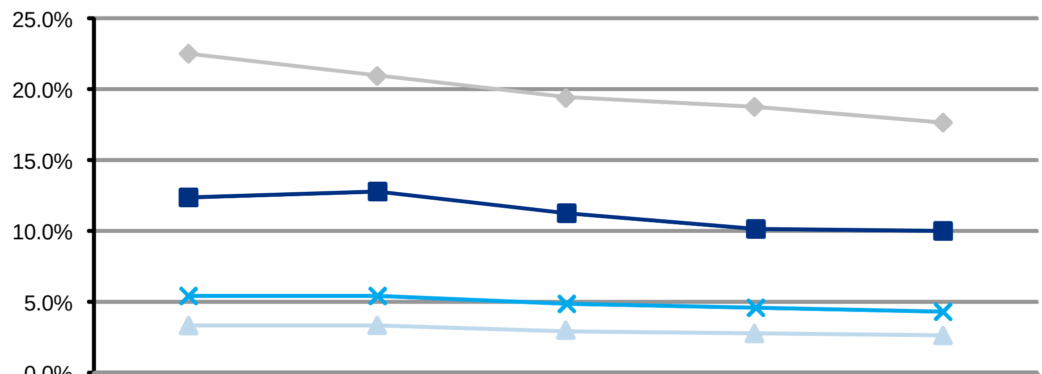


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Connecticut

In Connecticut, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 4.3% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 17.7% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across all FICO bands, as compared with the prior quarter. The total number of 90+ DPD loans as a percentage of total serviced loans compares favorably to our nationwide average of 5.0% and is higher than our national average of 16.2% for all loans in the <620 FICO band.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Connecticut



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	22.6%	21.0%	19.5%	18.8%	17.7%
FICO 620-659	12.4%	12.8%	11.3%	10.2%	10.0%
FICO >= 660	3.3%	3.3%	3.0%	2.8%	2.6%
All Loans	5.5%	5.4%	4.9%	4.6%	4.3%

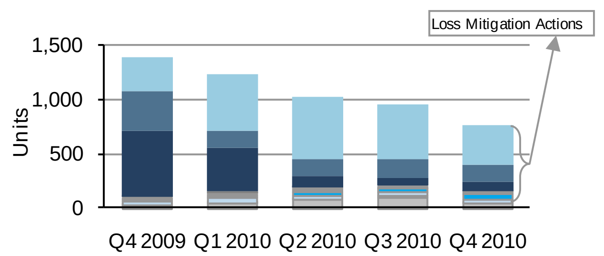
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Connecticut

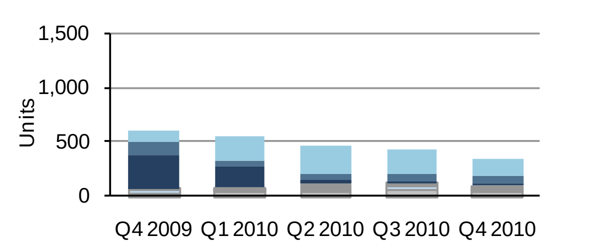
The charts below detail Citi's loss mitigation results in Connecticut over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Connecticut

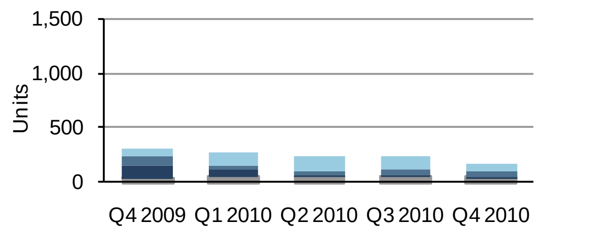
All FICO Bands



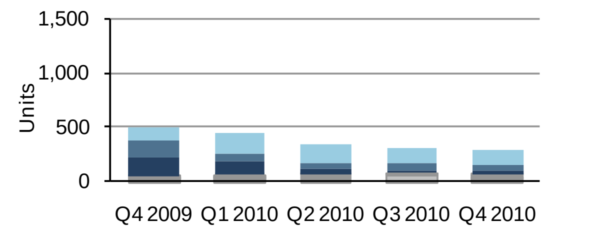
FICO >= 660



FICO 620-659



FICO < 620



Modifications Extensions Trial Plans HSAs Repayment Plans Reinstatements Short Sales Deeds in Lieu Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Connecticut who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 13.0 to one.

- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Connecticut where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 11.8 to one.

- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Connecticut where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 12.7 to one.

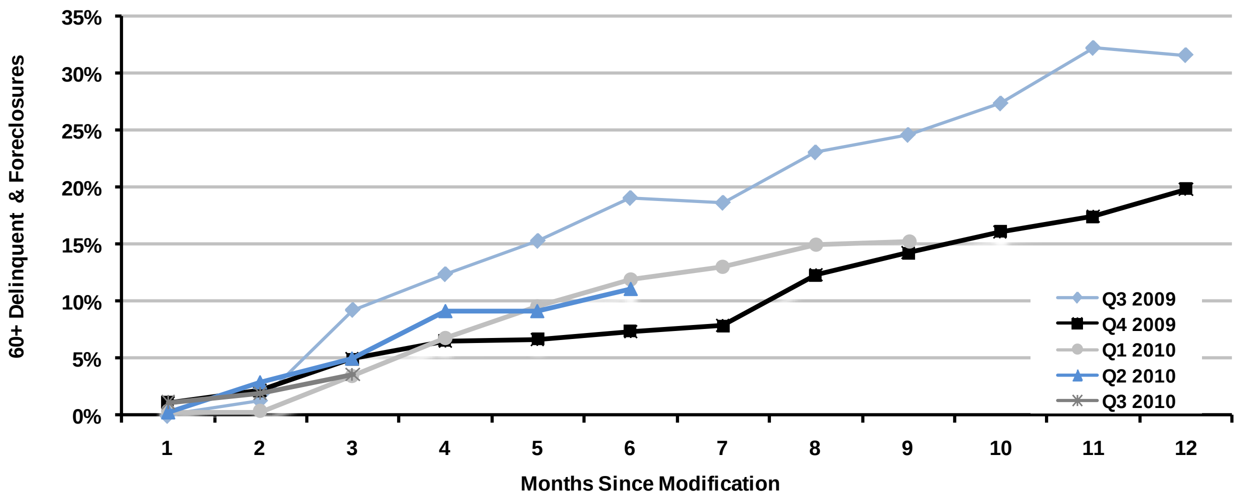
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Connecticut where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 14.6 to one.

Connecticut

The tables and charts below and on the following page detail Citi's re-default rates in Connecticut for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Connecticut Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	9.3%	19.1%	31.6%
Fourth quarter 2009	5.0%	7.4%	20.0%
First quarter 2010	3.4%	11.9%	--
Second quarter 2010	4.9%	11.1%	--
Third quarter 2010	3.7%	--	--



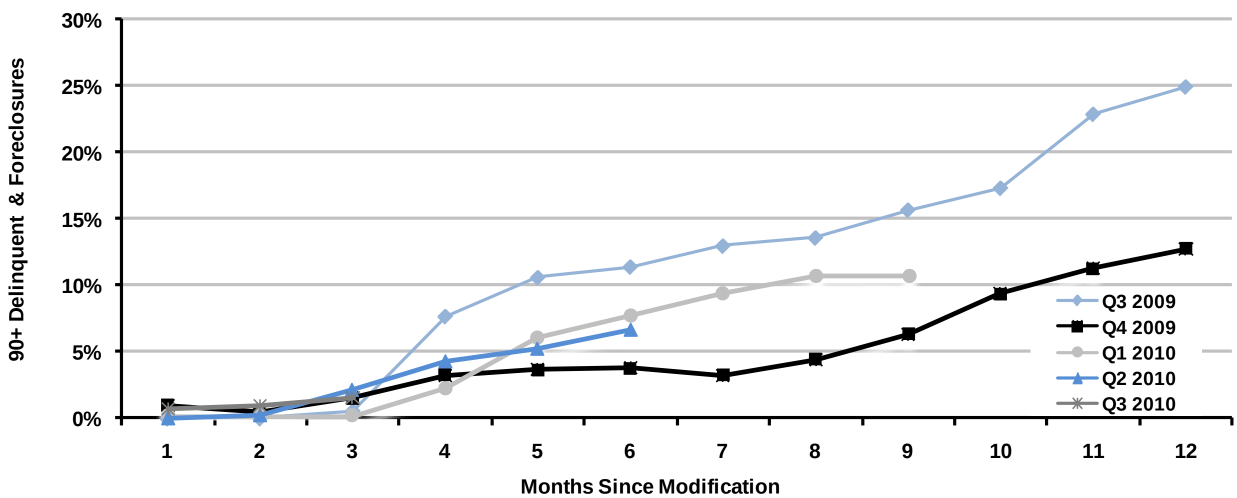
Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Connecticut

Connecticut Percent of Modified Loans 90+ DPD (Percent of All Loans Modified in Each Quarter)

Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	0.6%	11.4%	25.0%
Fourth quarter 2009	1.5%	3.8%	12.8%
First quarter 2010	0.2%	7.8%	--
Second quarter 2010	2.2%	6.8%	--
Third quarter 2010	1.6%	--	--

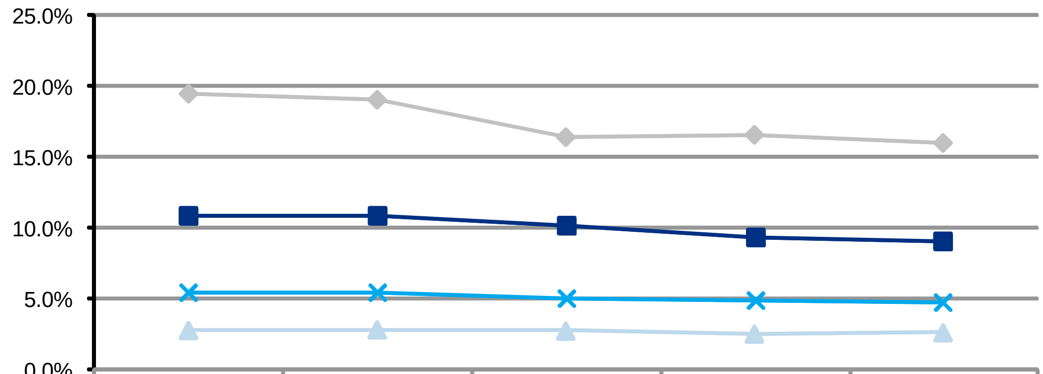


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Delaware

In Delaware, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 4.8% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 16.0% in the <620 FICO band. As in other markets, delinquencies have remained flat or decreased in total and across most FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans compares favorably to our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Delaware



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	19.5%	19.1%	16.4%	16.6%	16.0%
FICO 620-659	10.9%	10.9%	10.2%	9.4%	9.1%
FICO >= 660	2.8%	2.8%	2.8%	2.5%	2.6%
All Loans	5.5%	5.5%	5.0%	4.8%	4.8%

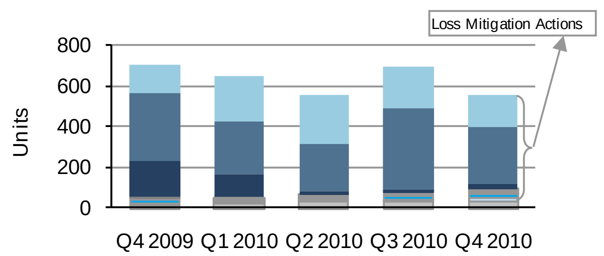
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Delaware

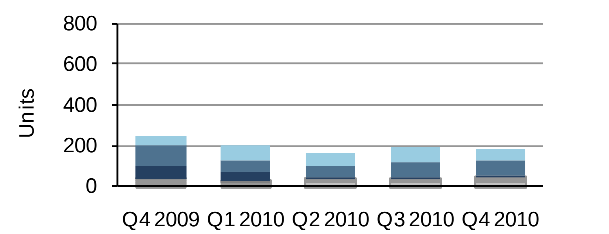
The charts below detail Citi's loss mitigation results in Delaware over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Delaware

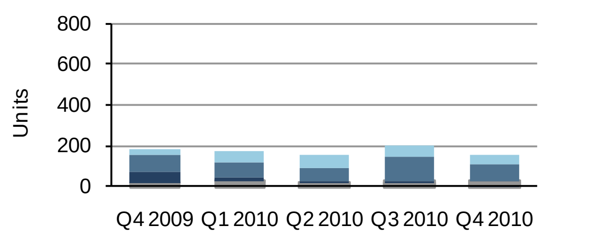
All FICO Bands



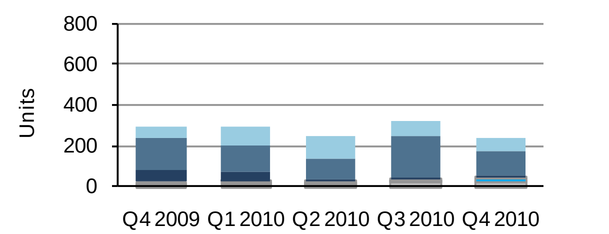
FICO >= 660



FICO 620-659



FICO < 620



Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

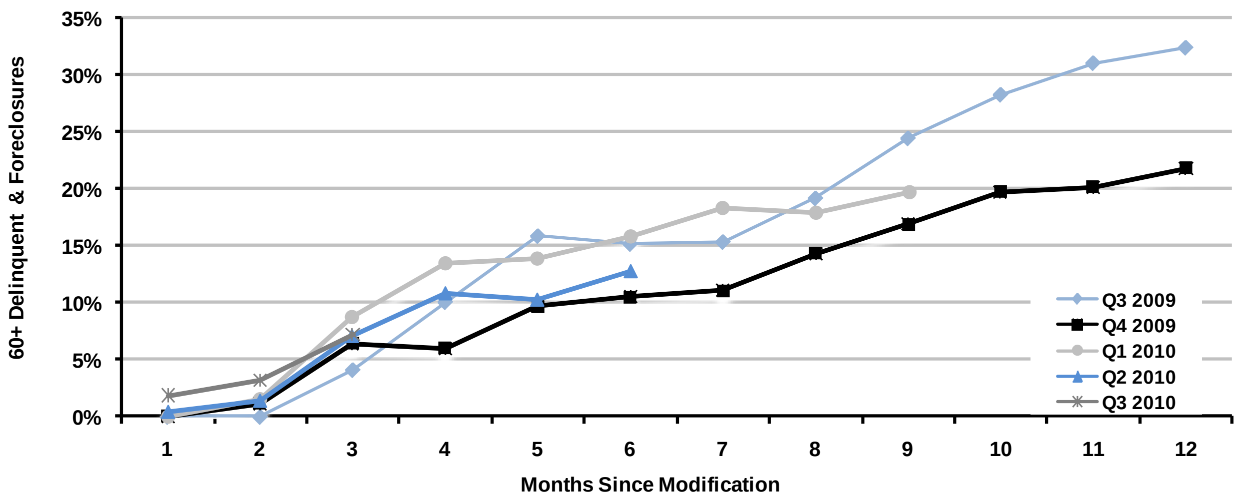
- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Delaware who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 16.0 to one.
- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Delaware where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 11.1 to one.
- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Delaware where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 141.0 to one.
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Delaware where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 12.4 to one.

Delaware

The tables and charts below and on the following page detail Citi's re-default rates in Delaware for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Delaware Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	4.1%	15.2%	32.4%
Fourth quarter 2009	6.4%	10.5%	21.9%
First quarter 2010	8.8%	15.9%	--
Second quarter 2010	7.1%	12.9%	--
Third quarter 2010	7.3%	--	--

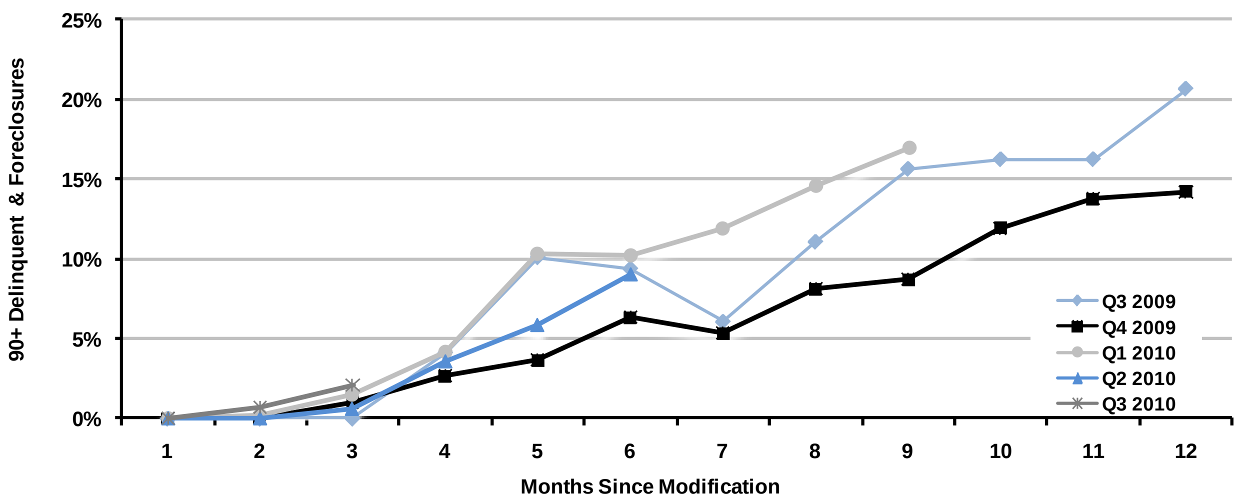


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Delaware

Delaware Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	0.0%	9.4%	20.6%
Fourth quarter 2009	1.0%	6.3%	14.2%
First quarter 2010	1.5%	10.2%	--
Second quarter 2010	0.6%	9.1%	--
Third quarter 2010	2.1%	--	--

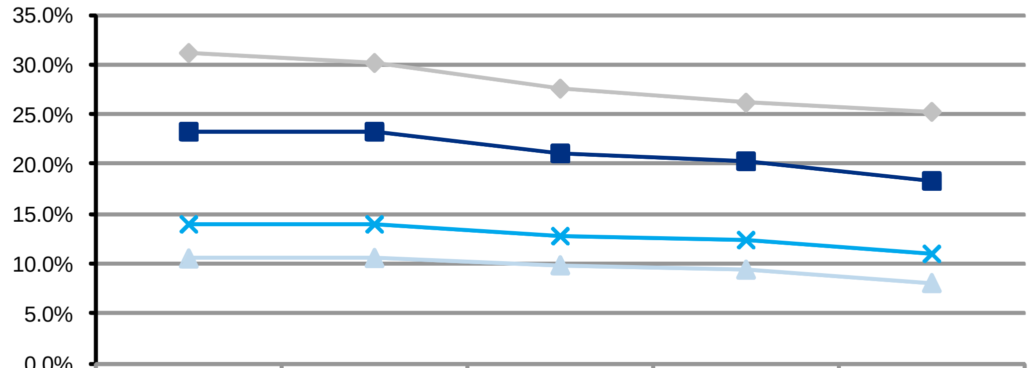


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Florida

In Florida, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 10.9% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 25.3% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across all FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans is higher than our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Florida



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	31.1%	30.1%	27.5%	26.2%	25.3%
FICO 620-659	23.3%	23.2%	21.1%	20.2%	18.4%
FICO >= 660	10.5%	10.6%	9.9%	9.4%	8.1%
All Loans	14.0%	13.9%	12.9%	12.3%	10.9%

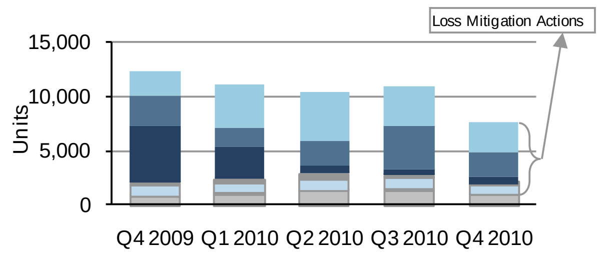
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Florida

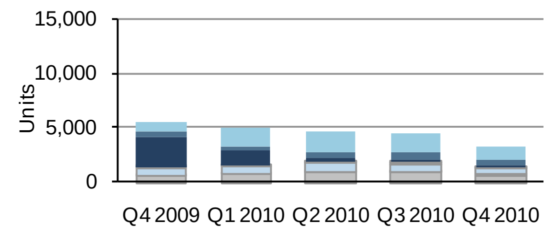
The charts below detail Citi's loss mitigation results in Florida over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Florida

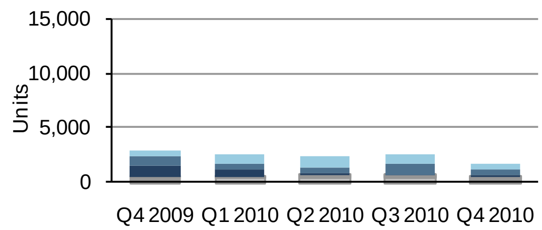
All FICO Bands



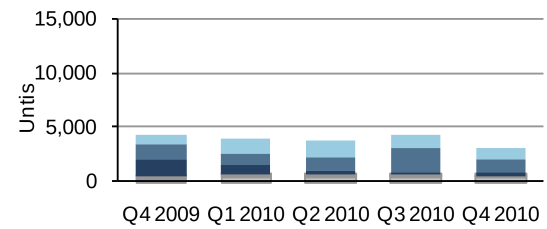
FICO >= 660



FICO 620-659



FICO < 620



Modifications | Extensions | Trial Plans | HSAs | Repayment Plans | Reinstatements | Short Sales | Deeds in Lieu | Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

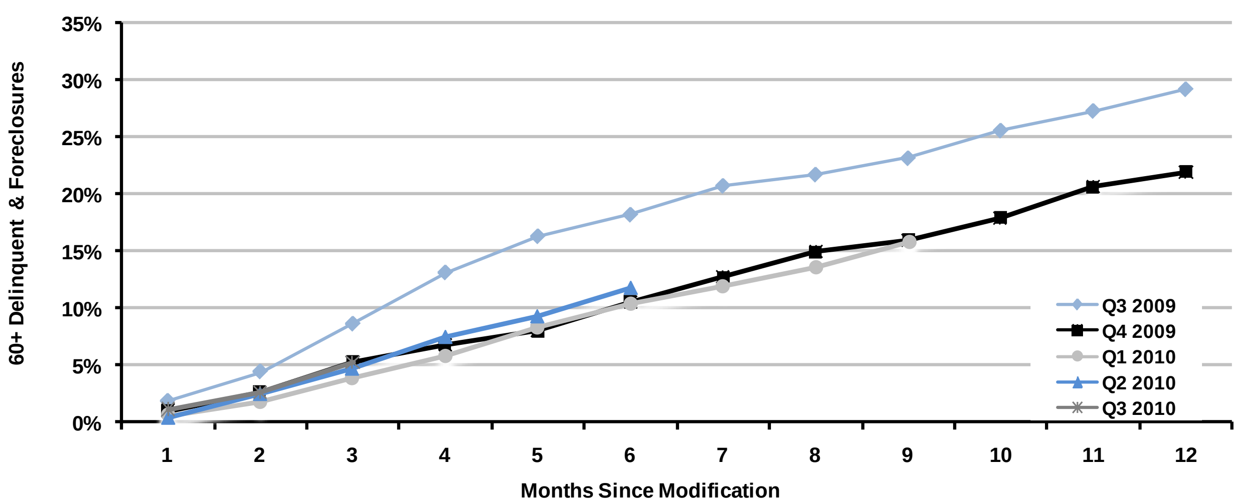
- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Florida who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 6.1 to one.
- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Florida where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.7 to one.
- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Florida where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 7.5 to one.
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Florida where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 10.0 to one.

Florida

The tables and charts below and on the following page detail Citi's re-default rates in Florida for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Florida Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	8.6%	18.2%	29.3%
Fourth quarter 2009	5.3%	10.6%	22.0%
First quarter 2010	3.8%	10.4%	--
Second quarter 2010	4.8%	11.9%	--
Third quarter 2010	5.4%	--	--

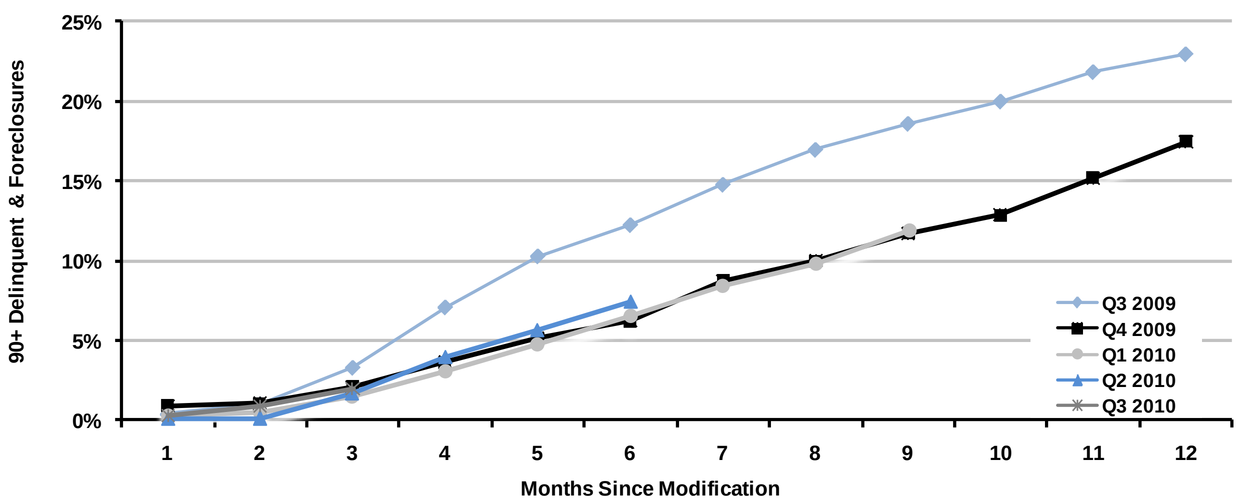


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Florida

Florida Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	3.3%	12.3%	23.0%
Fourth quarter 2009	2.2%	6.2%	17.6%
First quarter 2010	1.5%	6.5%	--
Second quarter 2010	1.8%	7.5%	--
Third quarter 2010	2.0%	--	--

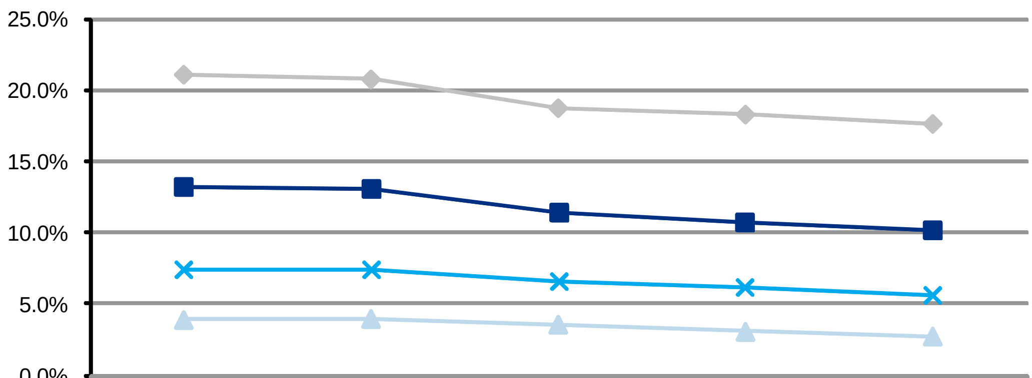


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Georgia

In Georgia, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 5.7% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 17.7% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across all FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans is higher than our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Georgia



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	21.1%	20.8%	18.8%	18.3%	17.7%
FICO 620-659	13.2%	13.0%	11.5%	10.7%	10.2%
FICO >= 660	3.9%	4.0%	3.6%	3.1%	2.8%
All Loans	7.4%	7.4%	6.6%	6.1%	5.7%

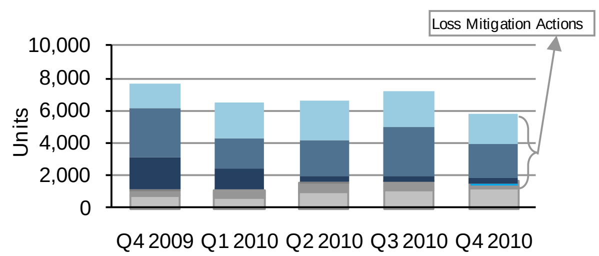
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Georgia

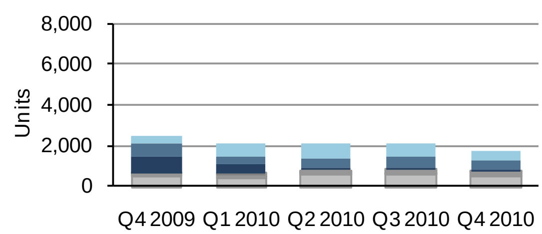
The charts below detail Citi's loss mitigation results in Georgia over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Georgia

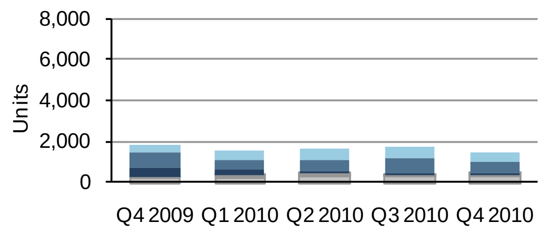
All FICO Bands



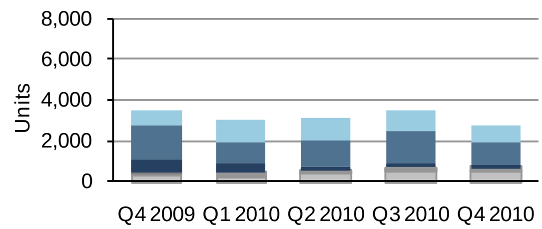
FICO >= 660



FICO 620-659



FICO < 620



Modifications Extensions Trial Plans HSAs Repayment Plans Reinstatements Short Sales Deeds in Lieu Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Georgia who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 3.7 to one.

- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Georgia where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 2.4 to one.

- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Georgia where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 4.2 to one.

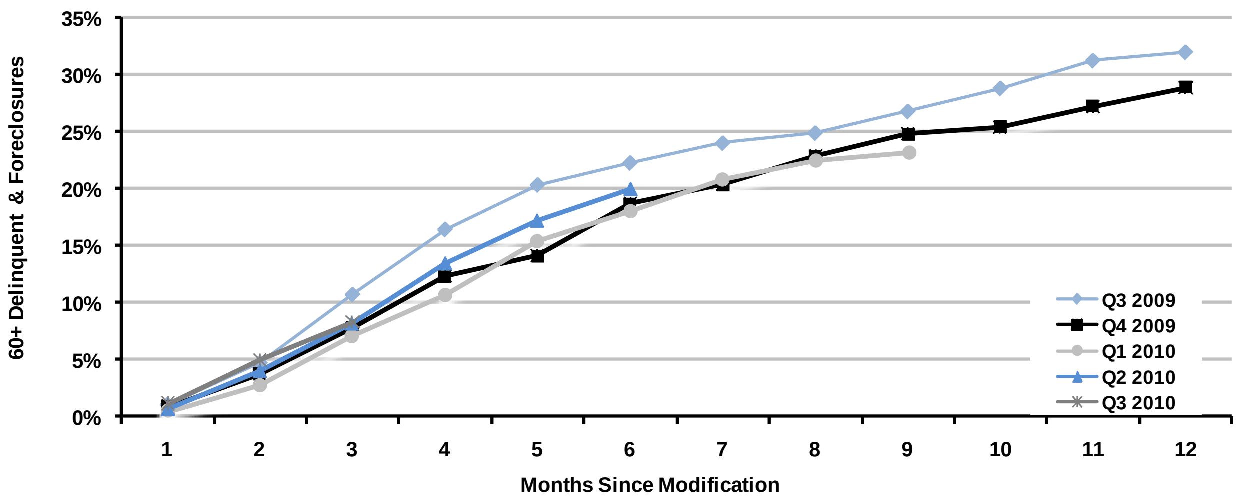
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Georgia where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 4.7 to one.

Georgia

The tables and charts below and on the following page detail Citi's re-default rates in Georgia for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Georgia Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	10.8%	22.3%	32.1%
Fourth quarter 2009	7.9%	18.7%	29.0%
First quarter 2010	7.1%	18.1%	--
Second quarter 2010	8.2%	20.1%	--
Third quarter 2010	8.4%	--	--

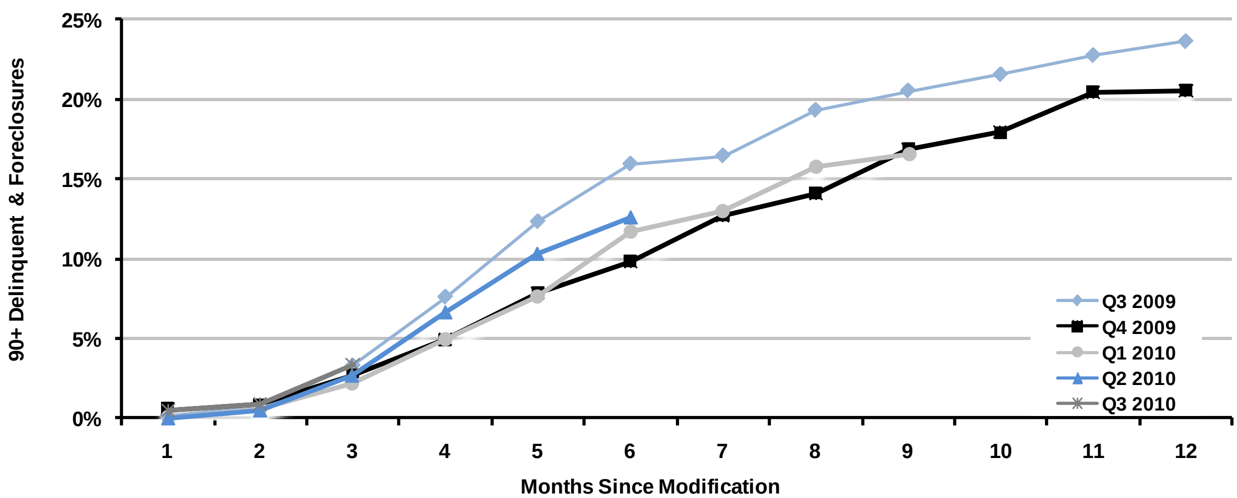


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Georgia

Georgia Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	3.3%	15.9%	23.6%
Fourth quarter 2009	2.7%	9.8%	20.6%
First quarter 2010	2.2%	11.7%	--
Second quarter 2010	2.6%	12.6%	--
Third quarter 2010	3.4%	--	--

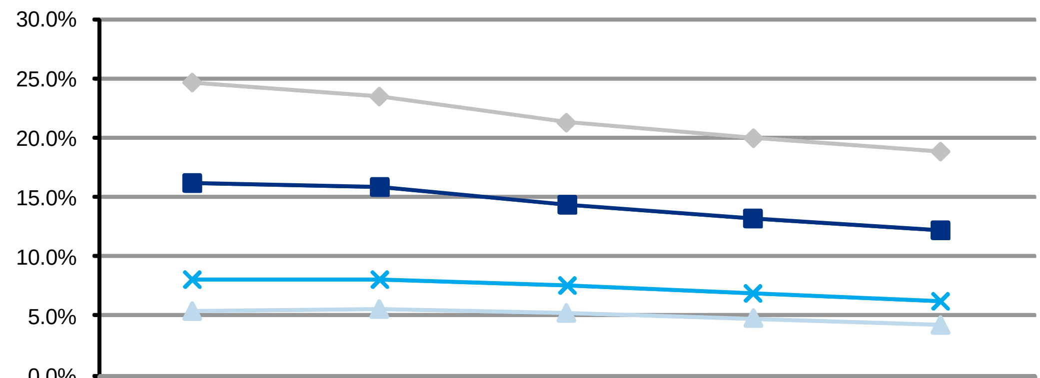


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Illinois

In Illinois, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 6.2% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 18.8% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across all FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans is higher than our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Illinois



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	24.6%	23.5%	21.2%	19.9%	18.8%
FICO 620-659	16.2%	15.8%	14.3%	13.2%	12.2%
FICO >= 660	5.4%	5.5%	5.2%	4.8%	4.2%
All Loans	8.1%	8.1%	7.5%	6.9%	6.2%

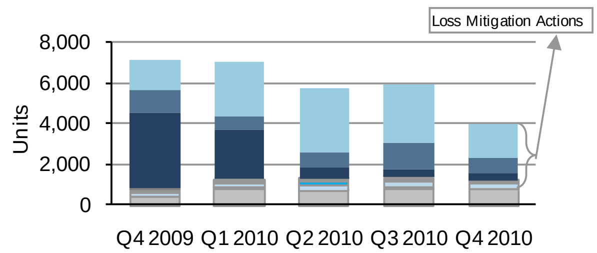
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Illinois

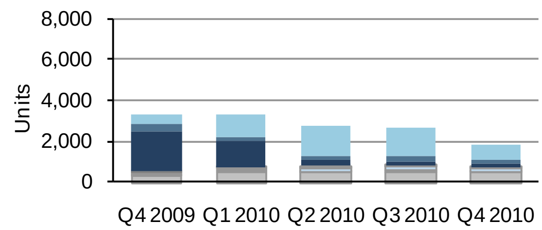
The charts below detail Citi's loss mitigation results in Illinois over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Illinois

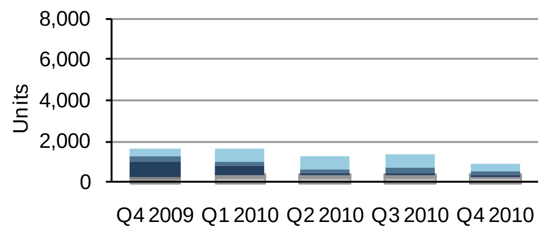
All FICO Bands



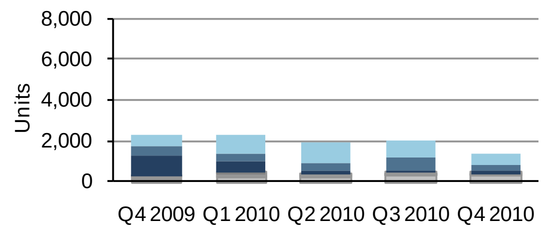
FICO >= 660



FICO 620-659



FICO < 620



Modifications Extensions Trial Plans HSAs Repayment Plans Reinstatements Short Sales Deeds in Lieu Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Illinois who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 3.8 to one.

- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Illinois where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.0 to one.

- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Illinois where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 4.4 to one.

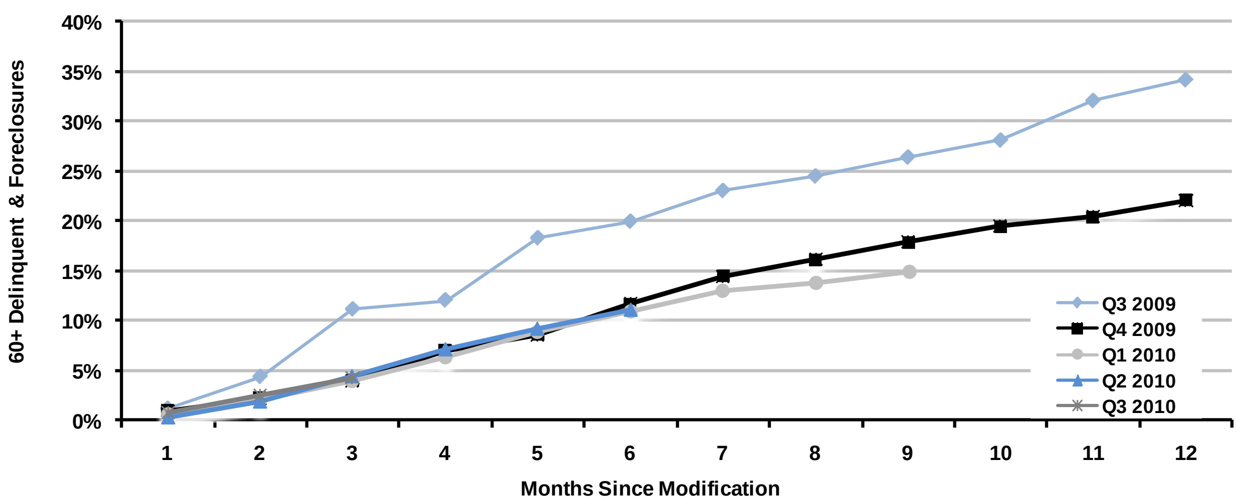
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Illinois where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 4.9 to one.

Illinois

The tables and charts below and on the following page detail Citi's re-default rates in Illinois for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Illinois Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	11.1%	20.0%	34.2%
Fourth quarter 2009	4.1%	11.7%	22.2%
First quarter 2010	3.9%	11.0%	--
Second quarter 2010	4.5%	11.2%	--
Third quarter 2010	4.4%	--	--

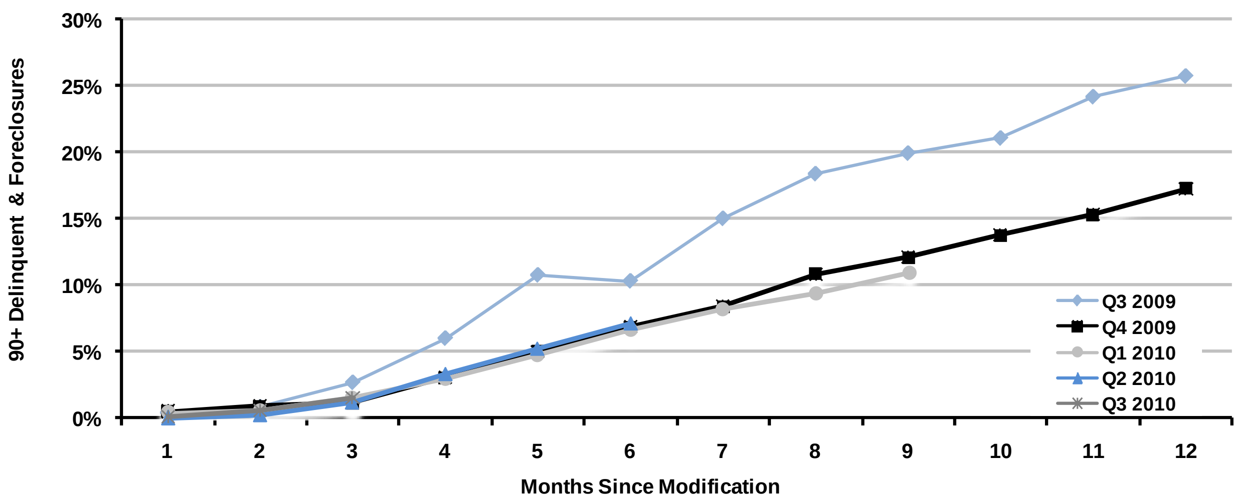


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Illinois

Illinois Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	2.7%	10.3%	25.8%
Fourth quarter 2009	1.2%	6.9%	17.4%
First quarter 2010	1.5%	6.6%	--
Second quarter 2010	1.1%	7.2%	--
Third quarter 2010	1.6%	--	--

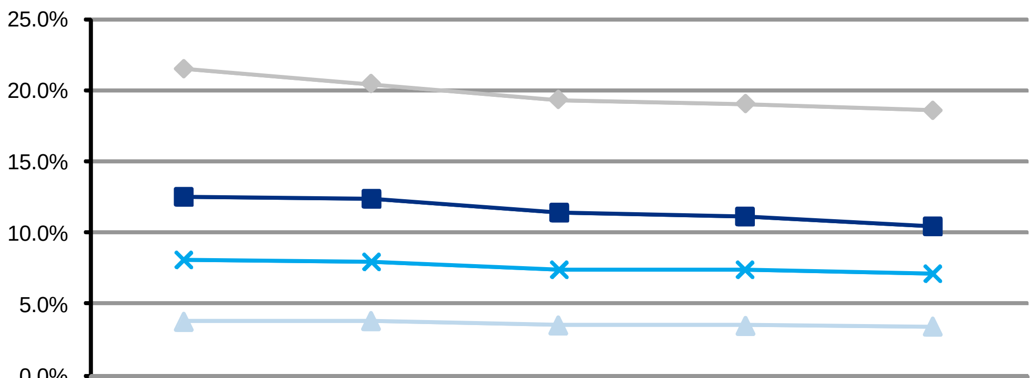


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Indiana

In Indiana, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 7.2% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 18.5% in the <620 FICO band. As in other markets, delinquencies have decreased over the prior quarter in total, as well as all FICO bands. The number of 90+ DPD loans as a percentage of total serviced loans is higher than our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Indiana



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	21.5%	20.4%	19.3%	19.0%	18.5%
FICO 620-659	12.5%	12.3%	11.5%	11.1%	10.5%
FICO >= 660	3.8%	3.8%	3.5%	3.5%	3.4%
All Loans	8.1%	8.0%	7.5%	7.4%	7.2%

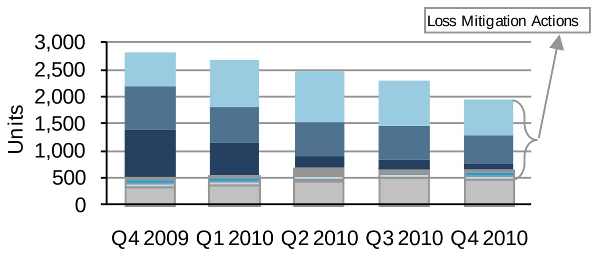
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Indiana

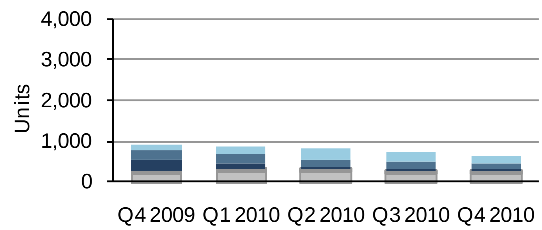
The charts below detail Citi's loss mitigation results in Indiana over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Indiana

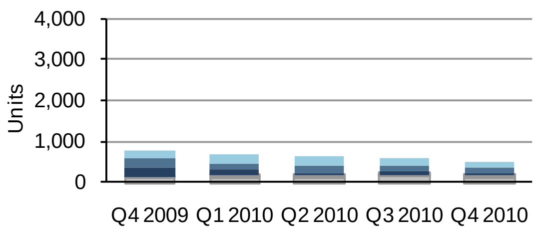
All FICO Bands



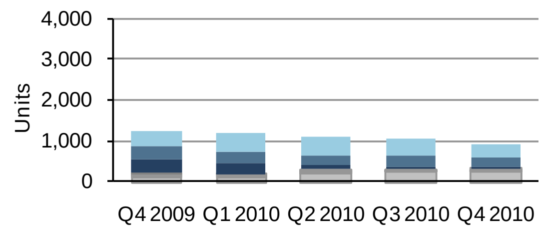
FICO >= 660



FICO 620-659



FICO < 620



Modifications Extensions Trial Plans HSAs Repayment Plans Reinstatements Short Sales Deeds in Lieu Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

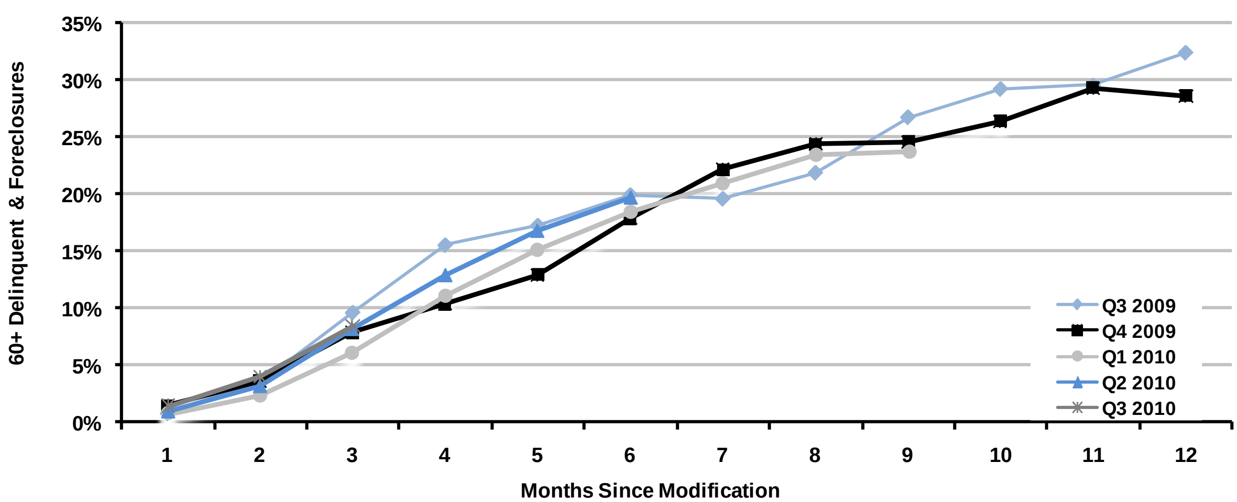
- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Indiana who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 3.0 to one.
- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Indiana where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 2.4 to one.
- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Indiana where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.8 to one.
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Indiana where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.1 to one.

Indiana

The tables and charts below and on the following page detail Citi's re-default rates in Indiana for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Indiana Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	9.7%	20.0%	32.4%
Fourth quarter 2009	8.0%	17.9%	28.7%
First quarter 2010	6.2%	18.5%	--
Second quarter 2010	8.1%	19.7%	--
Third quarter 2010	8.5%	--	--

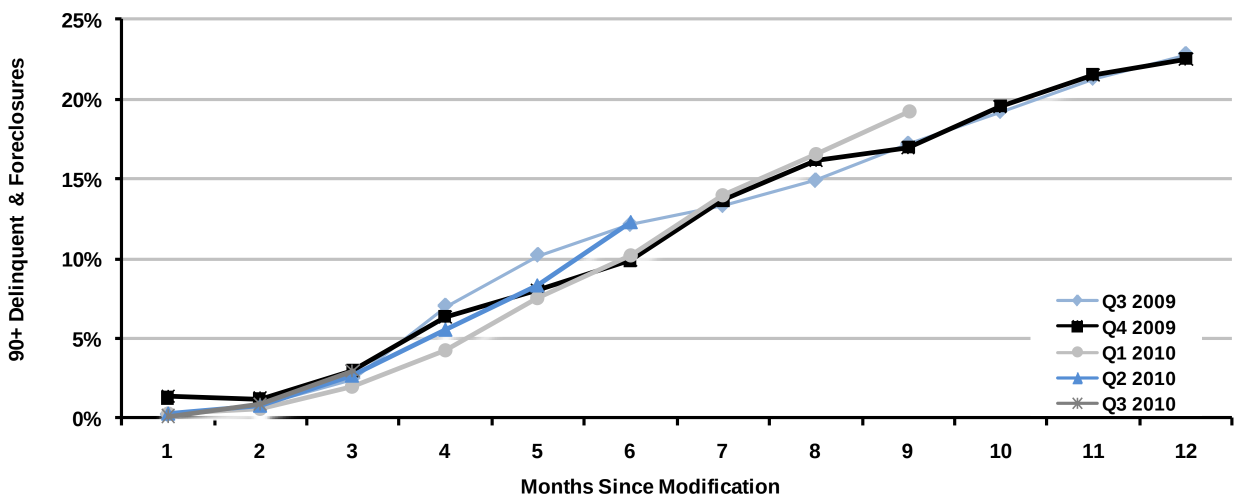


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Indiana

Indiana Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	2.4%	12.1%	22.8%
Fourth quarter 2009	3.0%	9.9%	22.5%
First quarter 2010	2.0%	10.2%	--
Second quarter 2010	2.7%	12.4%	--
Third quarter 2010	3.0%	--	--

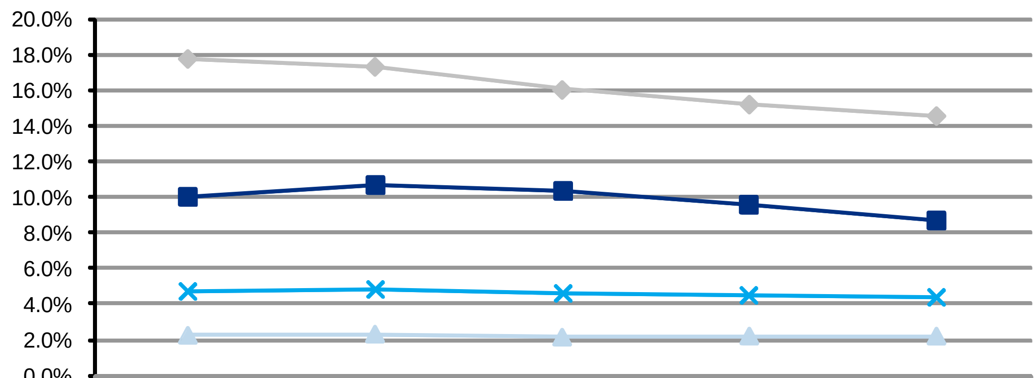


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Iowa

In Iowa, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 4.4% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 14.6% in the <620 FICO band. As in other markets, delinquencies have decreased over the prior quarter in total, as well as across most FICO bands. The number of 90+ DPD loans as a percentage of total serviced loans compares favorably to our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Iowa



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	17.8%	17.3%	16.0%	15.2%	14.6%
FICO 620-659	10.1%	10.6%	10.4%	9.5%	8.6%
FICO >= 660	2.2%	2.3%	2.1%	2.2%	2.2%
All Loans	4.8%	4.9%	4.6%	4.5%	4.4%

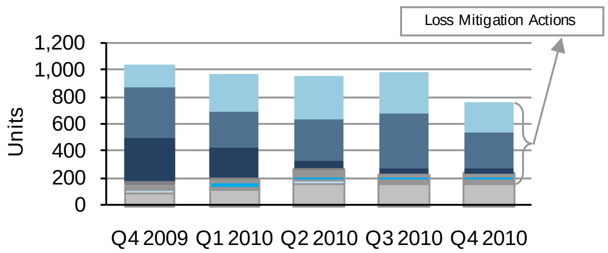
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Iowa

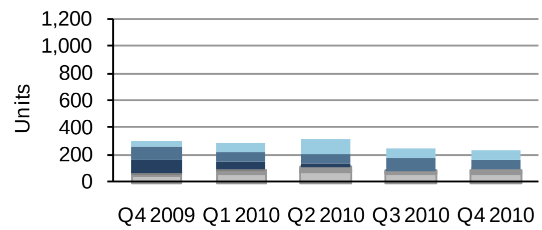
The charts below detail Citi's loss mitigation results in Iowa over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Iowa

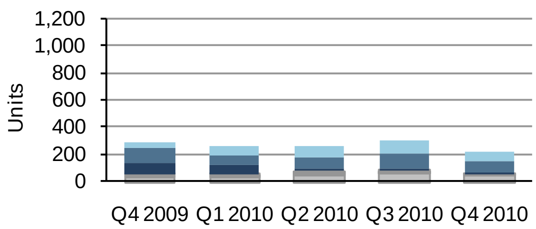
All FICO Bands



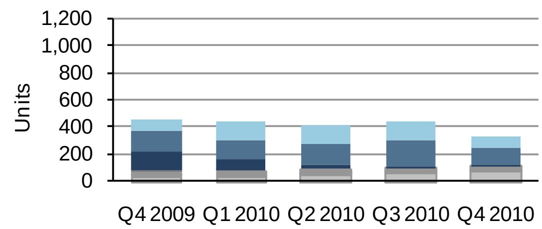
FICO >= 660



FICO 620-659



FICO < 620



Modifications | Extensions | Trial Plans | HSAs | Repayment Plans | Reinstatements | Short Sales | Deeds in Lieu | Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Iowa who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 3.8 to one.

- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Iowa where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 2.7 to one.

- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Iowa where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 5.3 to one.

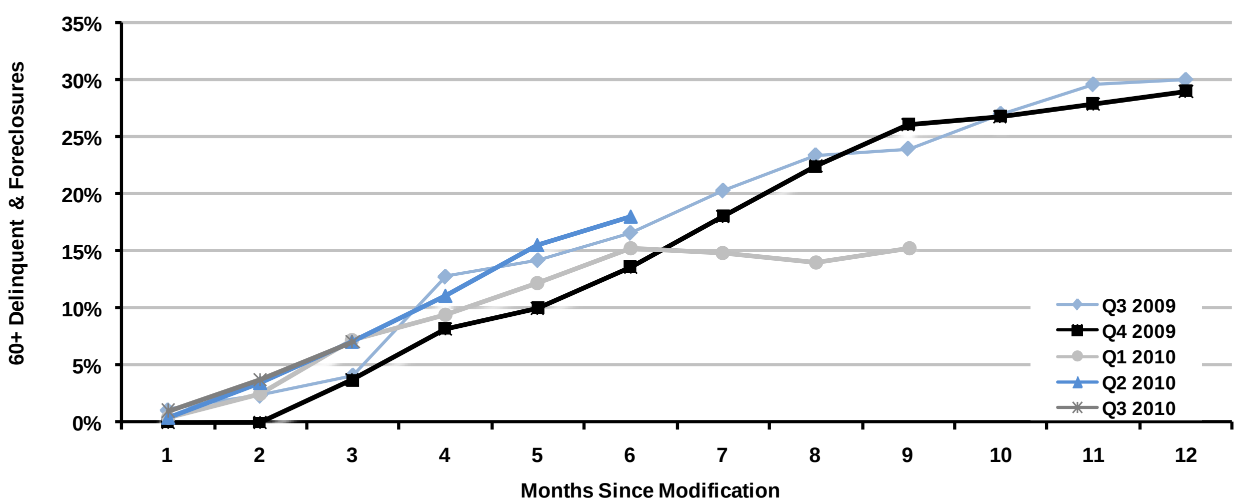
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Iowa where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.9 to one.

Iowa

The tables and charts below and on the following page detail Citi's re-default rates in Iowa for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Iowa Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	4.1%	16.6%	30.0%
Fourth quarter 2009	3.7%	13.7%	29.1%
First quarter 2010	7.3%	15.4%	--
Second quarter 2010	7.1%	18.2%	--
Third quarter 2010	7.1%	--	--

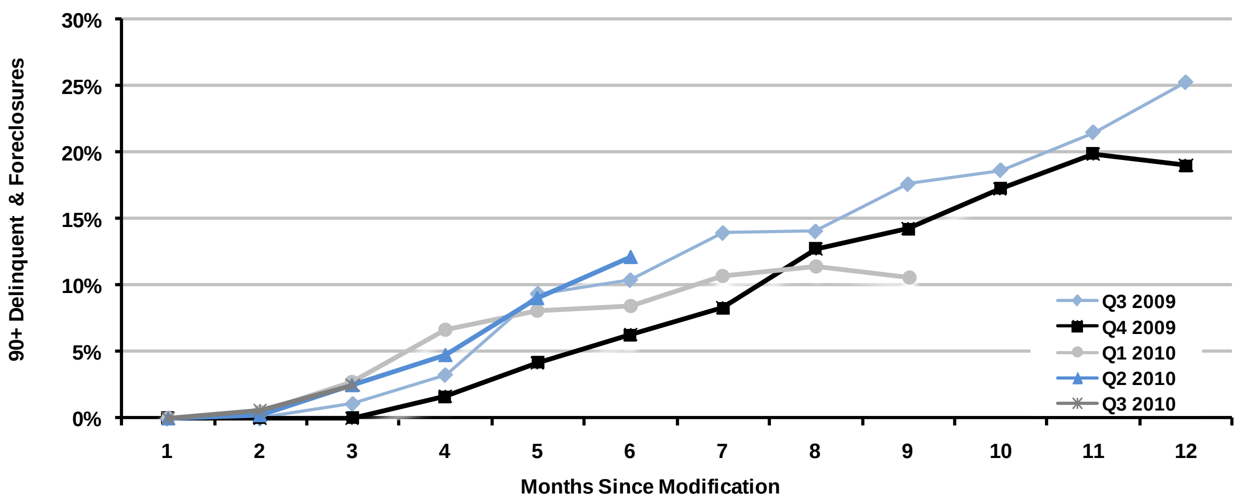


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Iowa

Iowa Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	1.1%	10.4%	25.3%
Fourth quarter 2009	0.0%	6.2%	18.9%
First quarter 2010	2.7%	8.4%	--
Second quarter 2010	2.5%	12.2%	--
Third quarter 2010	2.6%	--	--

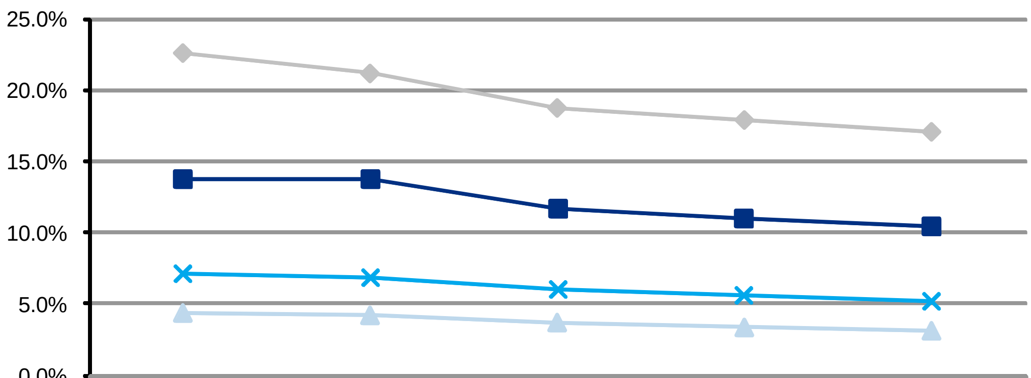


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Maryland

In Maryland, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 5.2% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 17.1% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across all FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans is higher than our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Maryland



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	22.6%	21.2%	18.8%	17.9%	17.1%
FICO 620-659	13.8%	13.7%	11.7%	11.0%	10.4%
FICO >= 660	4.4%	4.2%	3.7%	3.4%	3.1%
All Loans	7.2%	6.9%	6.0%	5.6%	5.2%

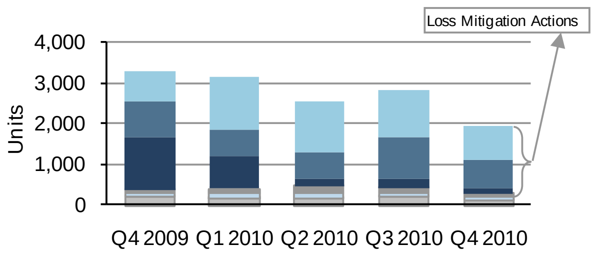
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Maryland

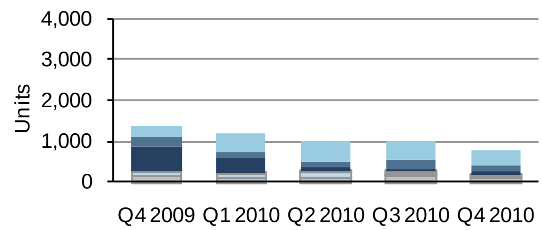
The charts below detail Citi's loss mitigation results in Maryland over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Maryland

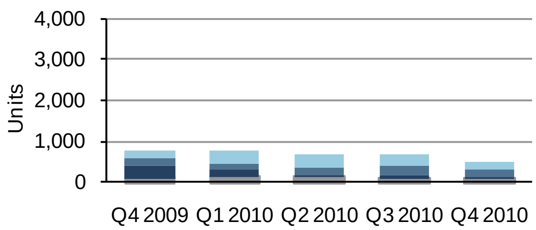
All FICO Bands



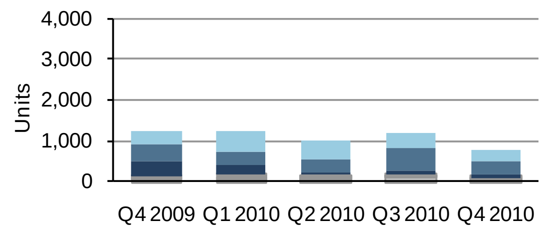
FICO >= 660



FICO 620-659



FICO < 620



Modifications Extensions Trial Plans HSAs Repayment Plans Reinstatements Short Sales Deeds in Lieu Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Maryland who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 13.9 to one.

- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Maryland where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 9.9 to one.

- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Maryland where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 15.6 to one.

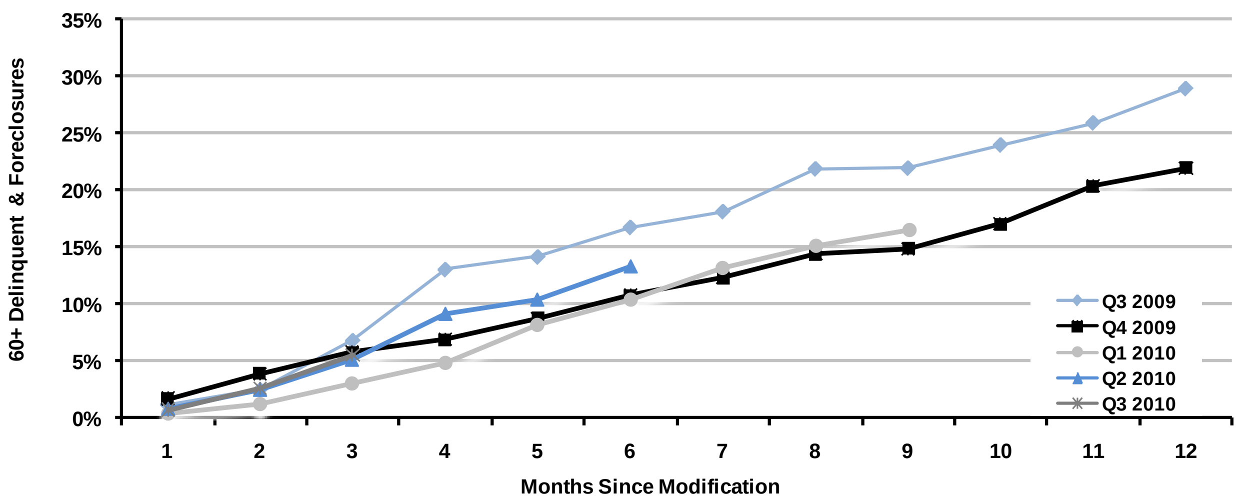
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Maryland where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 19.5 to one.

Maryland

The tables and charts below and on the following page detail Citi's re-default rates in Maryland for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Maryland Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	6.8%	16.8%	29.0%
Fourth quarter 2009	5.8%	10.8%	22.0%
First quarter 2010	3.0%	10.5%	--
Second quarter 2010	5.0%	13.4%	--
Third quarter 2010	5.6%	--	--

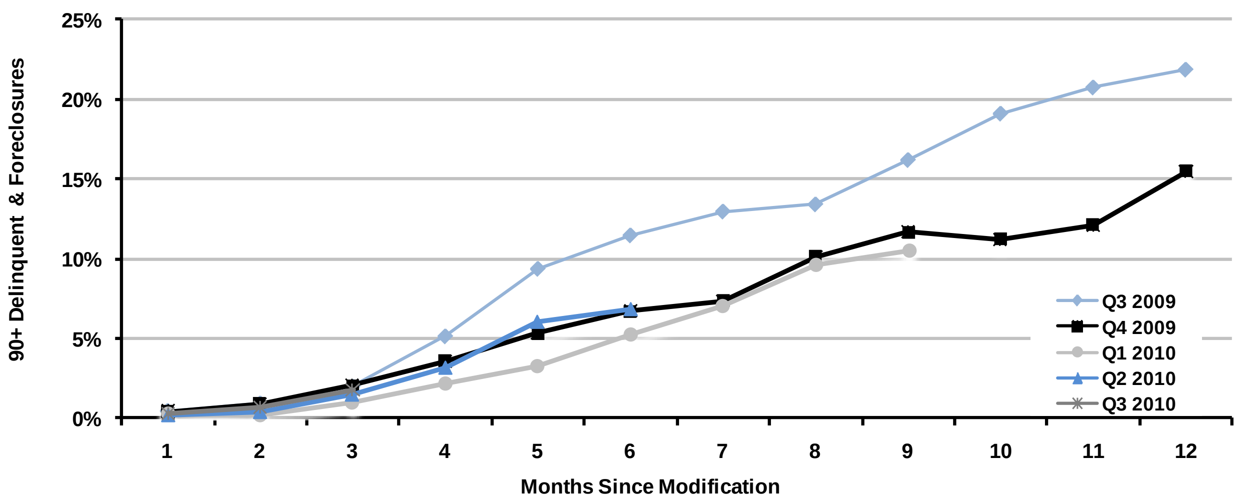


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Maryland

Maryland Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	2.0%	11.5%	21.9%
Fourth quarter 2009	2.0%	6.7%	15.5%
First quarter 2010	1.0%	5.3%	--
Second quarter 2010	1.5%	6.9%	--
Third quarter 2010	1.9%	--	--

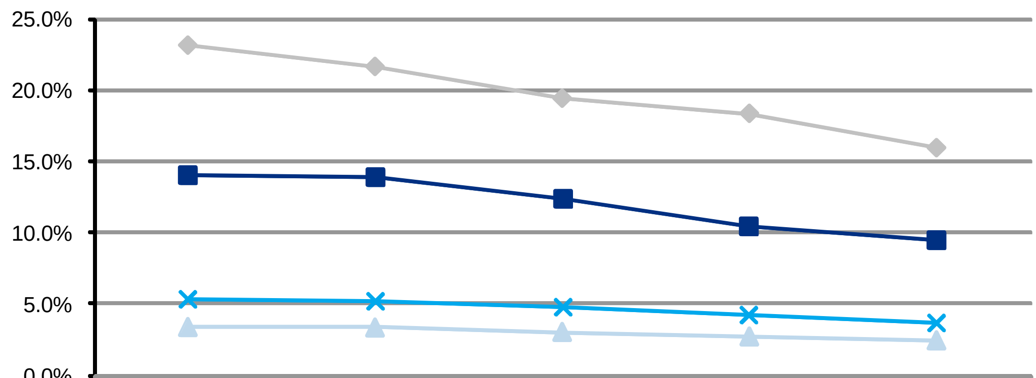


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Massachusetts

In Massachusetts, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 3.7% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 15.9% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across all FICO bands, as compared with the prior quarter. The total number of 90+ DPD loans as a percentage of total serviced loans compares favorably to our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Massachusetts



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	23.2%	21.7%	19.4%	18.4%	15.9%
FICO 620-659	14.1%	13.8%	12.4%	10.5%	9.5%
FICO >= 660	3.4%	3.3%	3.0%	2.7%	2.5%
All Loans	5.3%	5.2%	4.7%	4.2%	3.7%

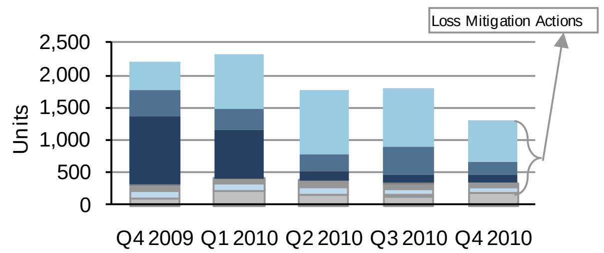
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Massachusetts

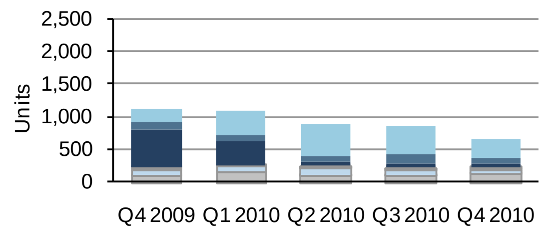
The charts below detail Citi's loss mitigation results in Massachusetts over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Massachusetts

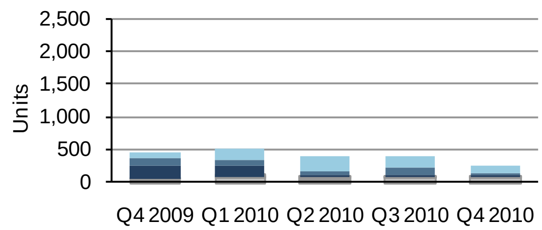
All FICO Bands



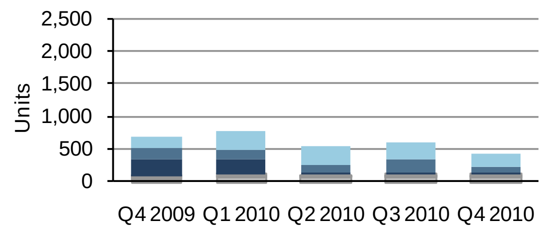
FICO >= 660



FICO 620-659



FICO < 620



Modifications Extensions Trial Plans HSAs Repayment Plans Reinstatements Short Sales Deeds in Lieu Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Massachusetts who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 5.5 to one.

- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Massachusetts where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 4.6 to one.

- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Massachusetts where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 5.2 to one.

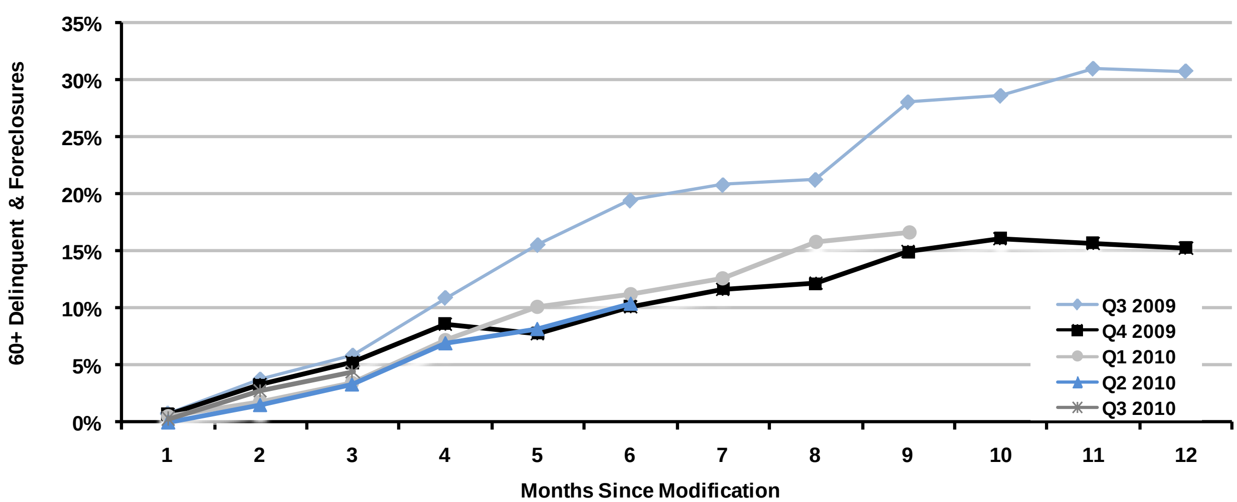
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Massachusetts where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 7.8 to one.

Massachusetts

The tables and charts below and on the following page detail Citi's re-default rates in Massachusetts for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Massachusetts Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	5.9%	19.5%	30.8%
Fourth quarter 2009	5.2%	10.2%	15.3%
First quarter 2010	3.4%	11.3%	--
Second quarter 2010	3.3%	10.5%	--
Third quarter 2010	4.5%	--	--

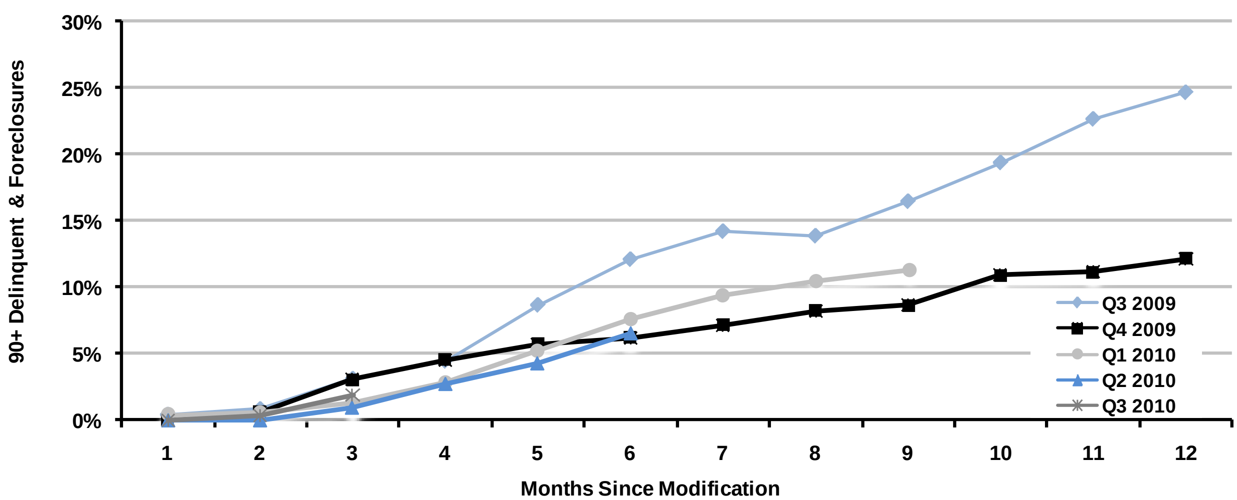


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Massachusetts

Massachusetts Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	3.1%	12.1%	24.7%
Fourth quarter 2009	3.1%	6.3%	12.2%
First quarter 2010	1.3%	7.6%	--
Second quarter 2010	0.9%	6.6%	--
Third quarter 2010	2.0%	--	--

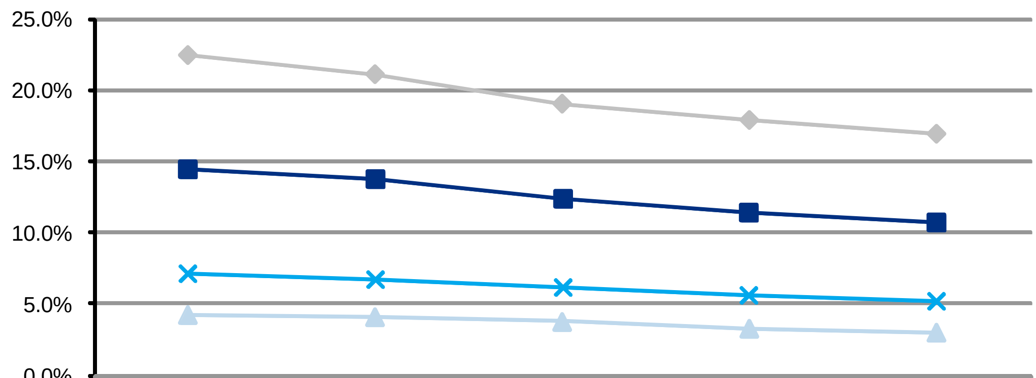


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Michigan

In Michigan, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 5.2% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 17.0% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across all FICO bands, as compared with the prior quarter. The total number of 90+ DPD loans as a percentage of total serviced loans is higher than our nationwide averages of 5.0% for all loans and 16.2% for loans in the <620 FICO band.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Michigan



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	22.5%	21.1%	19.1%	17.9%	17.0%
FICO 620-659	14.4%	13.7%	12.4%	11.4%	10.8%
FICO >= 660	4.3%	4.1%	3.8%	3.3%	3.0%
All Loans	7.1%	6.7%	6.1%	5.6%	5.2%

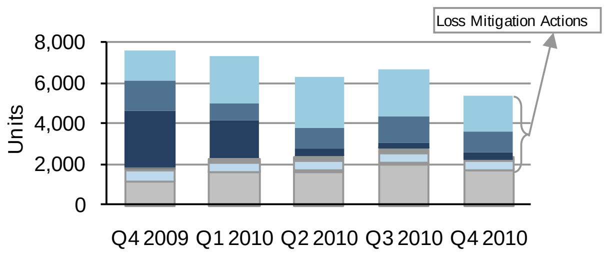
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Michigan

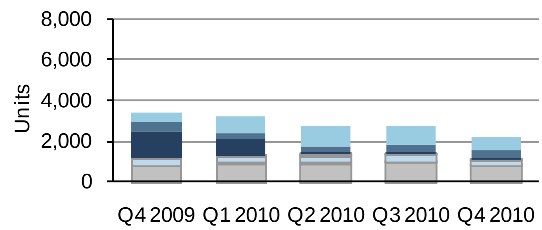
The charts below detail Citi's loss mitigation results in Michigan over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Michigan

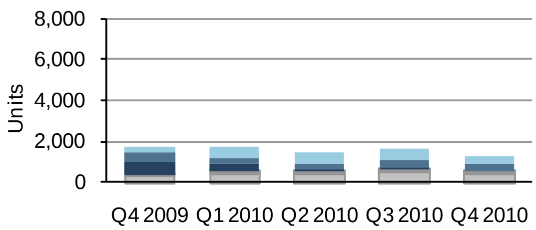
All FICO Bands



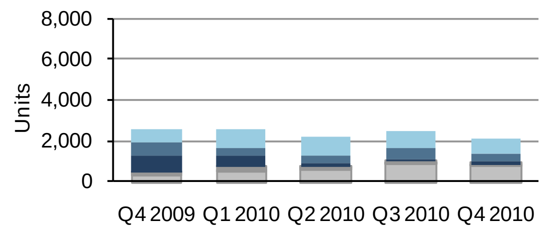
FICO >= 660



FICO 620-659



FICO < 620



Modifications   Extensions   Trial Plans   HSAs   Repayment Plans   Reinstatements   Short Sales   Deeds in Lieu   Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Michigan who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 1.9 to one.

- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Michigan where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 1.6 to one.

- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Michigan where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 2.5 to one.

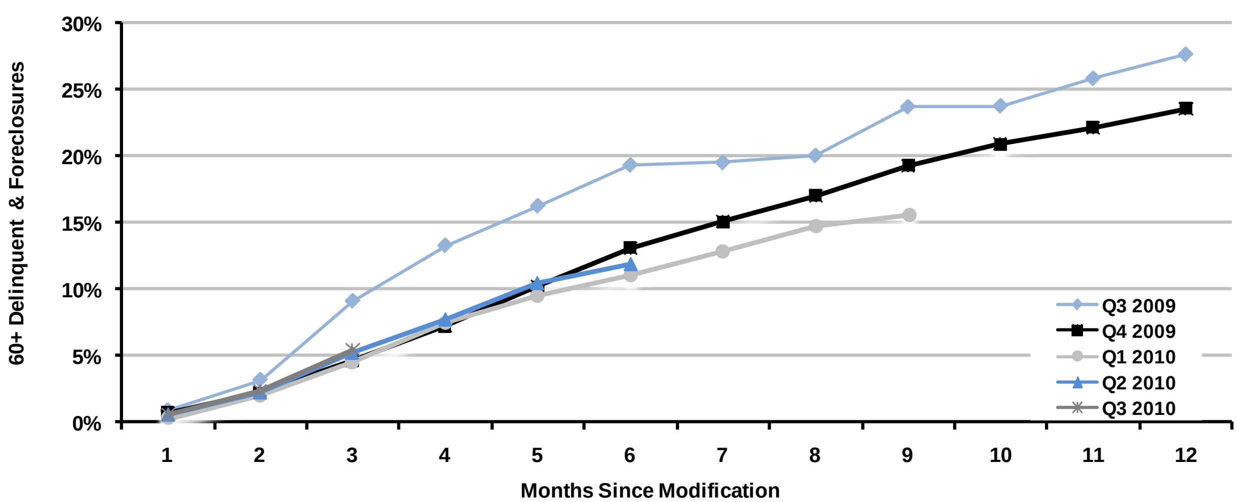
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Michigan where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 1.9 to one.

Michigan

The tables and charts below and on the following page detail Citi's re-default rates in Michigan for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Michigan Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	9.1%	19.3%	27.7%
Fourth quarter 2009	4.7%	13.1%	23.6%
First quarter 2010	4.5%	11.1%	--
Second quarter 2010	5.3%	12.0%	--
Third quarter 2010	5.5%	--	--

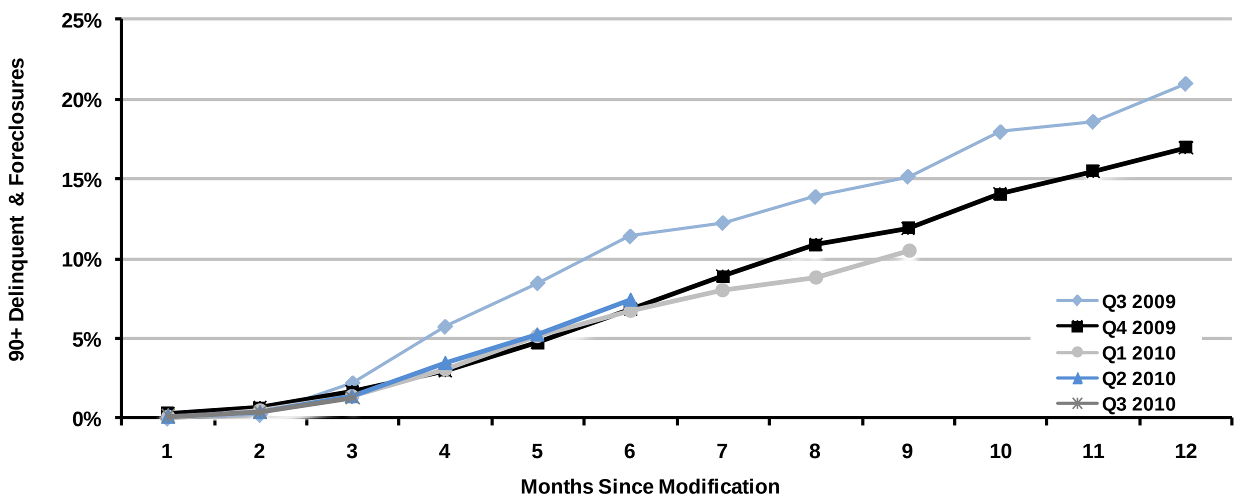


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Michigan

Michigan Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	2.2%	11.4%	21.0%
Fourth quarter 2009	1.7%	6.9%	17.0%
First quarter 2010	1.3%	6.7%	--
Second quarter 2010	1.4%	7.5%	--
Third quarter 2010	1.3%	--	--

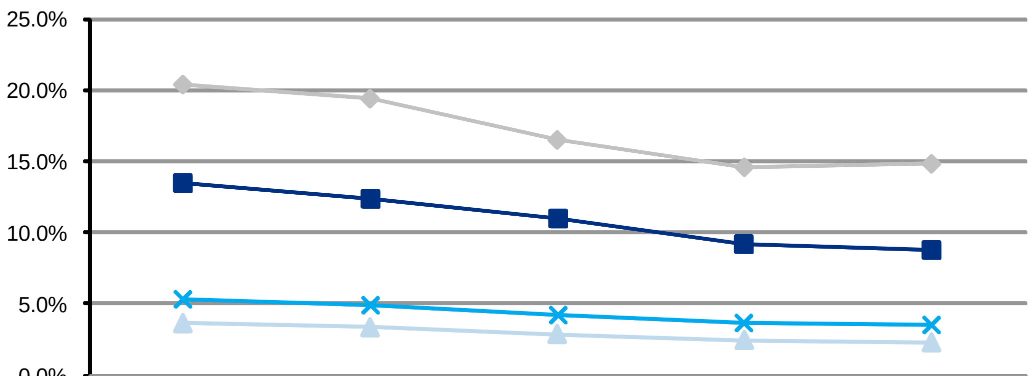


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Minnesota

In Minnesota, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 3.5% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 14.8% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across most FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans compares favorably to our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Minnesota



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	20.4%	19.4%	16.5%	14.6%	14.8%
FICO 620-659	13.5%	12.4%	10.9%	9.2%	8.8%
FICO >= 660	3.6%	3.3%	2.9%	2.5%	2.3%
All Loans	5.3%	5.0%	4.3%	3.7%	3.5%

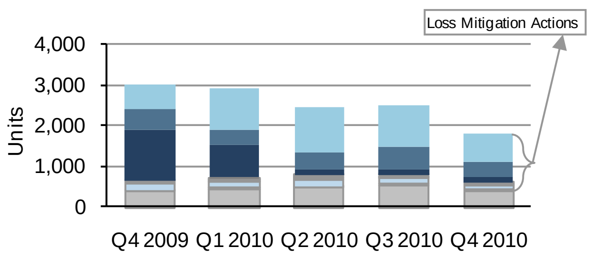
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Minnesota

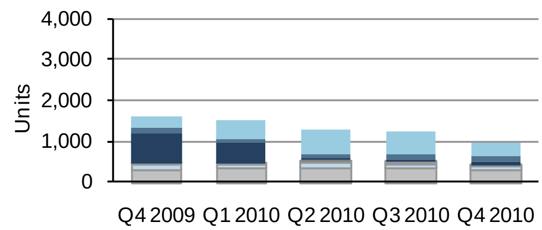
The charts below detail Citi's loss mitigation results in Minnesota over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Minnesota

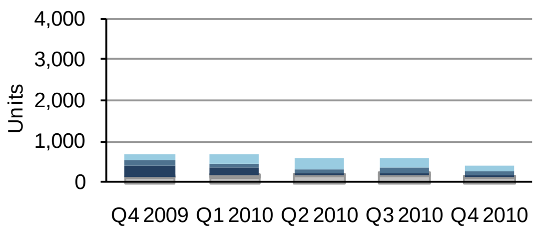
All FICO Bands



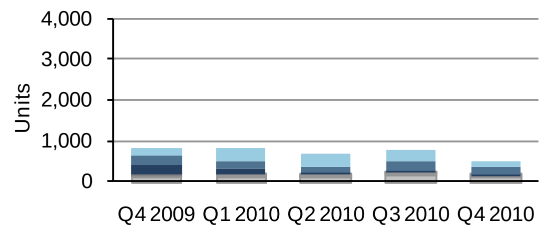
FICO >= 660



FICO 620-659



FICO < 620



Modifications Extensions Trial Plans HSAs Repayment Plans Reinstatements Short Sales Deeds in Lieu Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

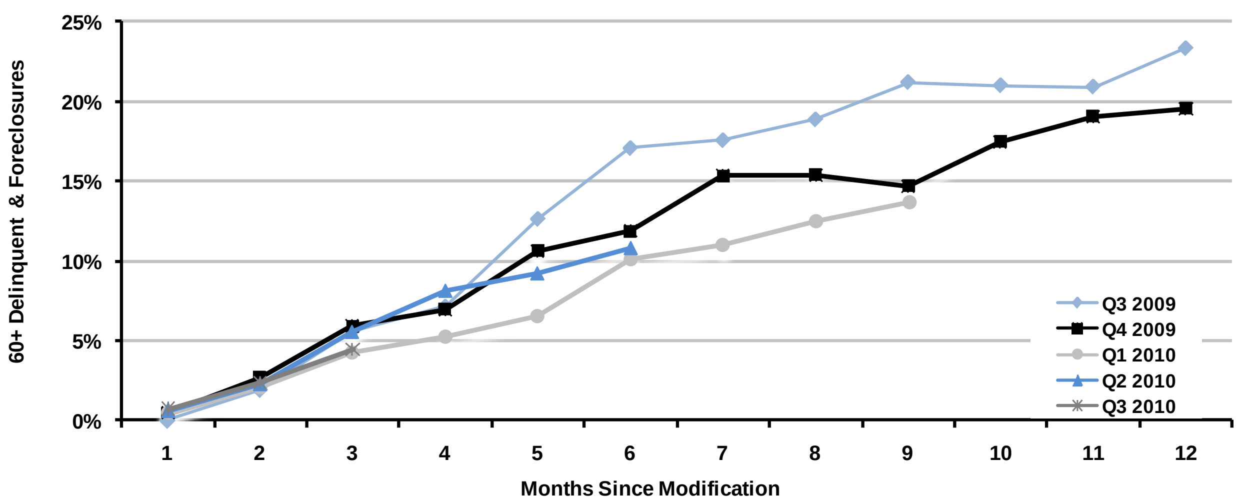
- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Minnesota who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 3.0 to one.
- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Minnesota where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 2.1 to one.
- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Minnesota where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 4.4 to one.
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Minnesota where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 4.4 to one.

Minnesota

The tables and charts below and on the following page detail Citi's re-default rates in Minnesota for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Minnesota Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	5.6%	17.1%	23.3%
Fourth quarter 2009	6.0%	11.9%	19.6%
First quarter 2010	4.2%	10.1%	--
Second quarter 2010	5.6%	10.8%	--
Third quarter 2010	4.5%	--	--

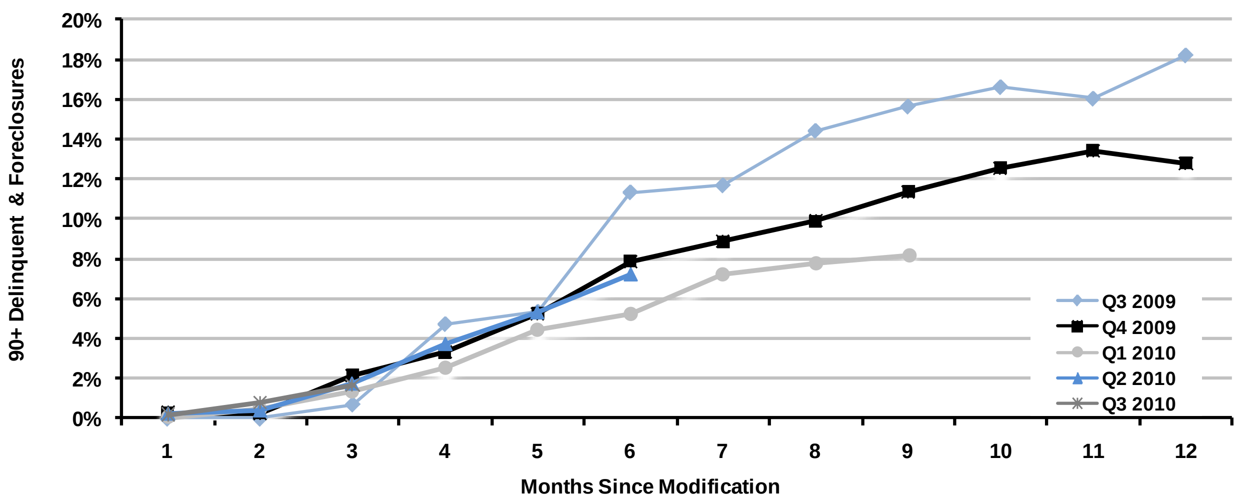


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Minnesota

Minnesota Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	0.7%	11.3%	18.2%
Fourth quarter 2009	2.2%	7.9%	12.8%
First quarter 2010	1.3%	5.2%	--
Second quarter 2010	1.7%	7.3%	--
Third quarter 2010	1.7%	--	--

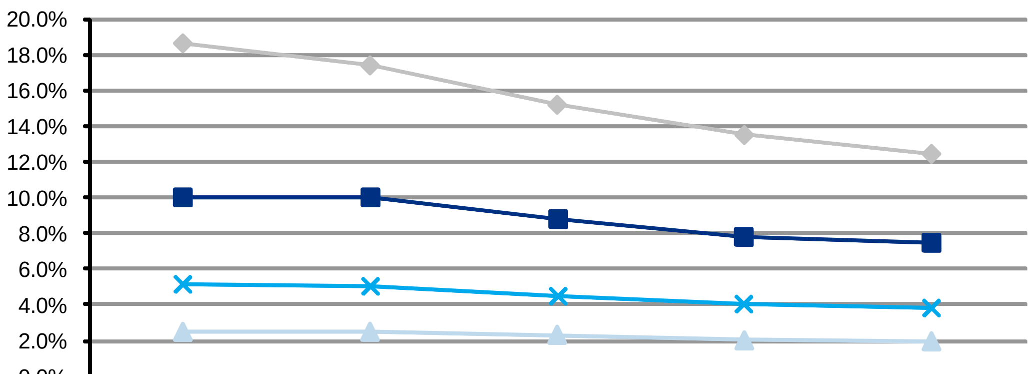


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Missouri

In Missouri, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 3.8% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 12.5% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across all FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans compares favorably with our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Missouri



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	18.6%	17.4%	15.2%	13.5%	12.5%
FICO 620-659	10.0%	10.0%	8.8%	7.8%	7.5%
FICO >= 660	2.5%	2.5%	2.3%	2.0%	1.9%
All Loans	5.1%	5.0%	4.5%	4.0%	3.8%

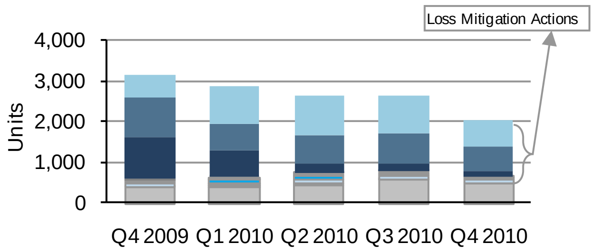
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Missouri

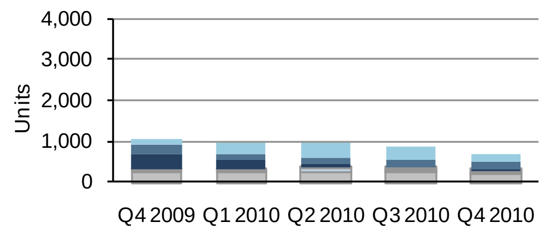
The charts below detail Citi's loss mitigation results in Missouri over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Missouri

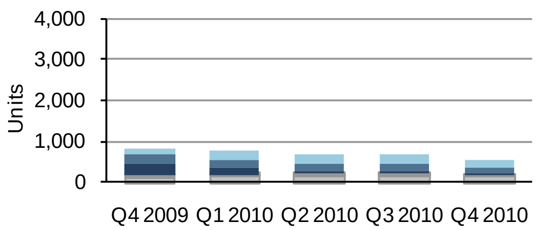
All FICO Bands



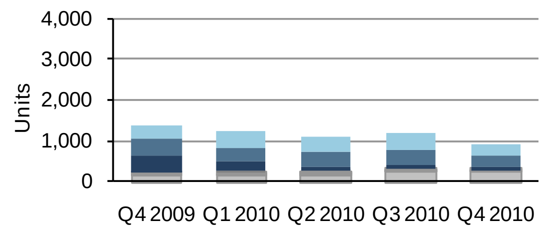
FICO >= 660



FICO 620-659



FICO < 620



Modifications Extensions Trial Plans HSAs Repayment Plans Reinstatements Short Sales Deeds in Lieu Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

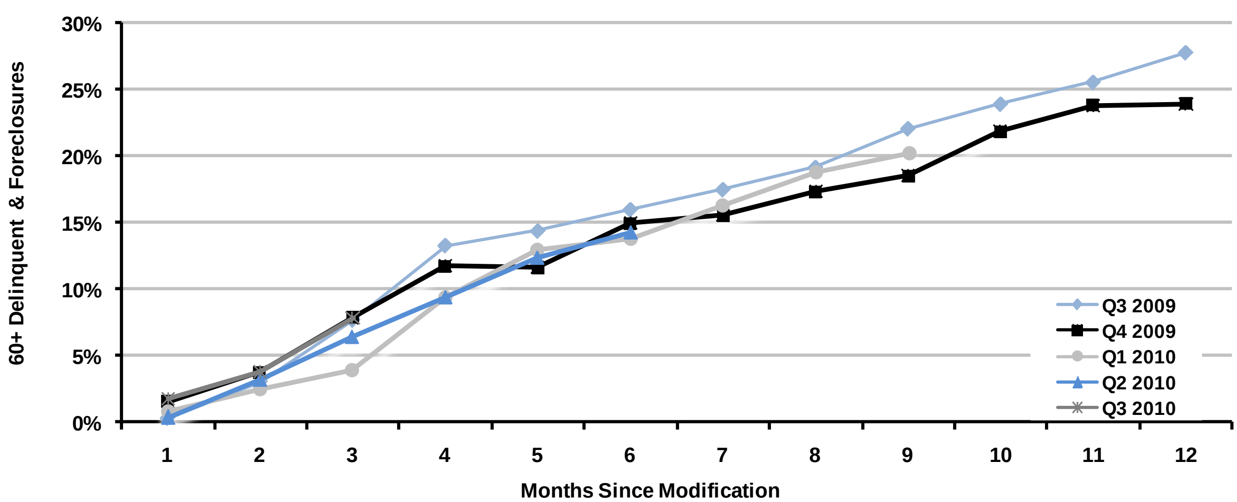
- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Missouri who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 2.9 to one.
- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Missouri where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 2.3 to one.
- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Missouri where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.6 to one.
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Missouri where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.2 to one.

Missouri

The tables and charts below and on the following page detail Citi's re-default rates in Missouri for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Missouri Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	7.7%	16.0%	27.8%
Fourth quarter 2009	7.9%	14.9%	24.0%
First quarter 2010	4.0%	13.9%	--
Second quarter 2010	6.5%	14.4%	--
Third quarter 2010	7.9%	--	--

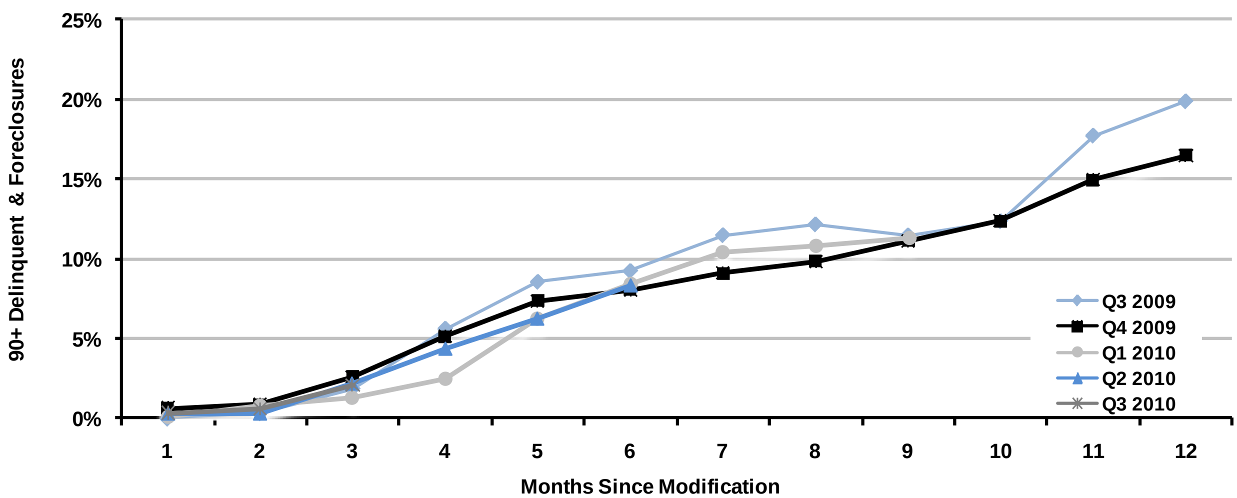


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Missouri

Missouri Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	1.9%	9.3%	19.9%
Fourth quarter 2009	2.6%	8.1%	16.5%
First quarter 2010	1.3%	8.5%	--
Second quarter 2010	2.2%	8.4%	--
Third quarter 2010	2.2%	--	--

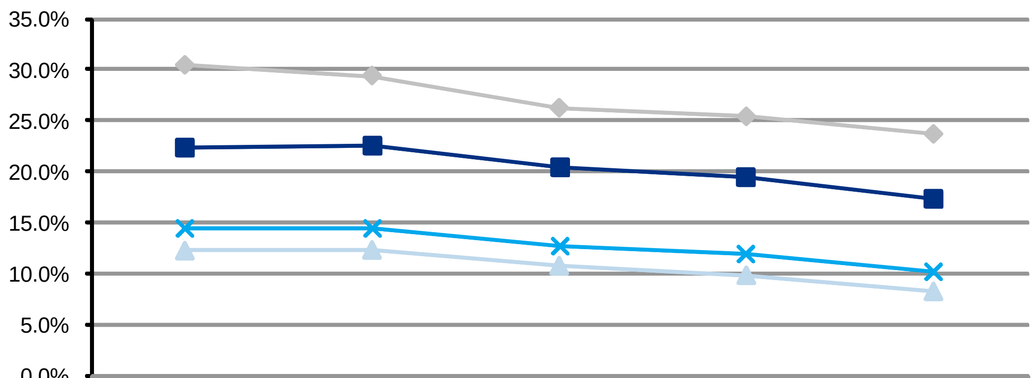


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Nevada

In Nevada, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 10.1% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 23.6% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across all FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans is higher than our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Nevada



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	30.4%	29.4%	26.2%	25.3%	23.6%
FICO 620-659	22.3%	22.6%	20.3%	19.4%	17.2%
FICO >= 660	12.2%	12.3%	10.7%	9.8%	8.2%
All Loans	14.5%	14.5%	12.8%	11.8%	10.1%

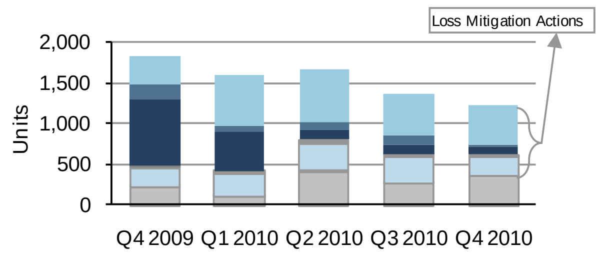
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Nevada

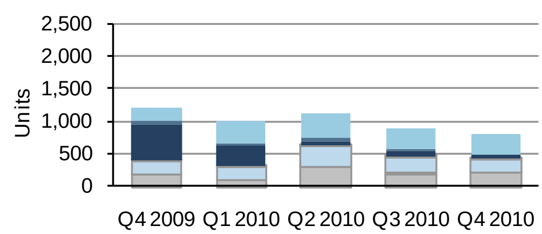
The charts below detail Citi's loss mitigation results in Nevada over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Nevada

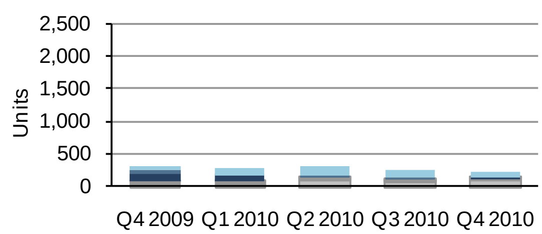
All FICO Bands



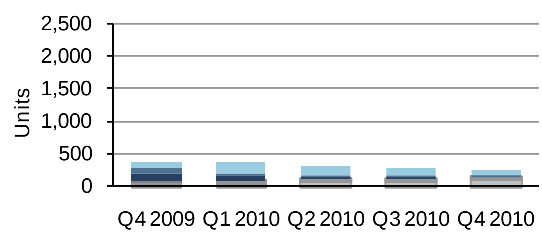
FICO >= 660



FICO 620-659



FICO < 620



Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

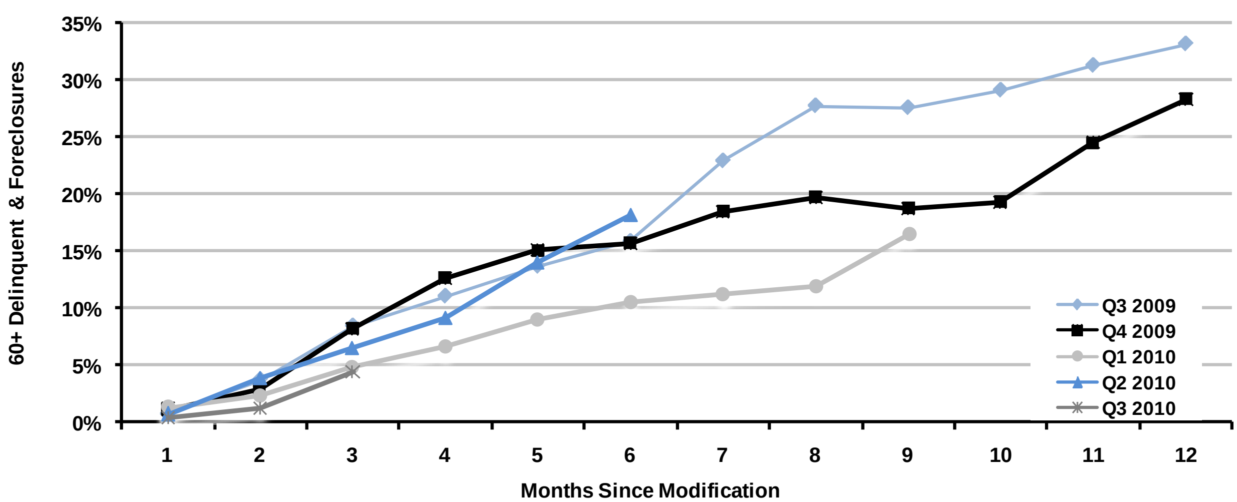
- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Nevada who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 1.8 to one.
- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Nevada where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 2.0 to one.
- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Nevada where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 1.5 to one.
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Nevada where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 1.5 to one.

Nevada

The tables and charts below and on the following page detail Citi's re-default rates in Nevada for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Nevada Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	8.5%	15.9%	33.2%
Fourth quarter 2009	8.2%	15.7%	28.4%
First quarter 2010	4.7%	10.4%	--
Second quarter 2010	6.6%	18.2%	--
Third quarter 2010	4.6%	--	--

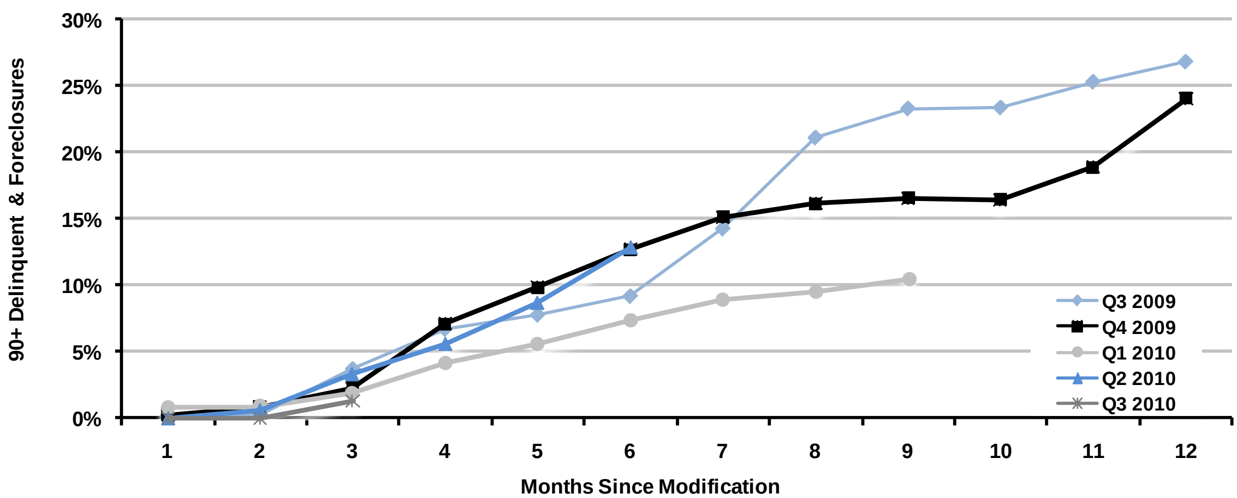


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Nevada

Nevada Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	3.7%	9.2%	26.8%
Fourth quarter 2009	2.2%	12.7%	24.1%
First quarter 2010	2.0%	7.4%	--
Second quarter 2010	3.3%	12.9%	--
Third quarter 2010	1.3%	--	--

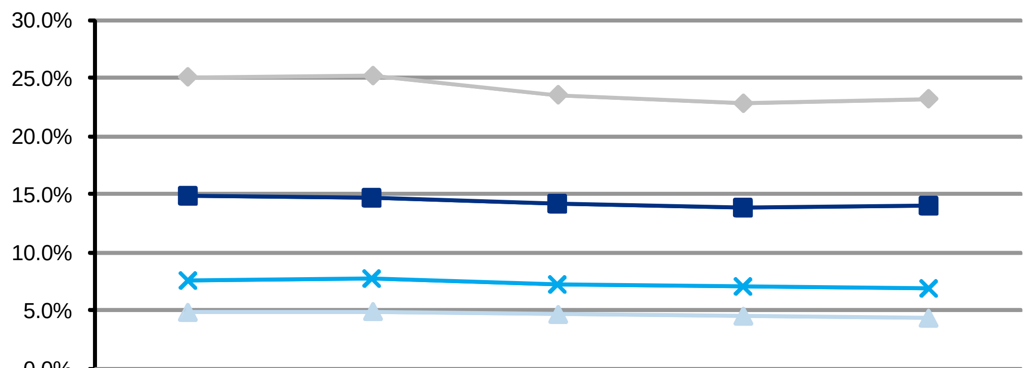


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

New Jersey

In New Jersey, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 6.9% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 23.1% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across some FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans is higher than our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
New Jersey



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	25.0%	25.1%	23.5%	22.7%	23.1%
FICO 620-659	14.9%	14.7%	14.1%	13.8%	14.1%
FICO >= 660	4.9%	4.9%	4.7%	4.5%	4.3%
All Loans	7.6%	7.7%	7.3%	7.0%	6.9%

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

New Jersey

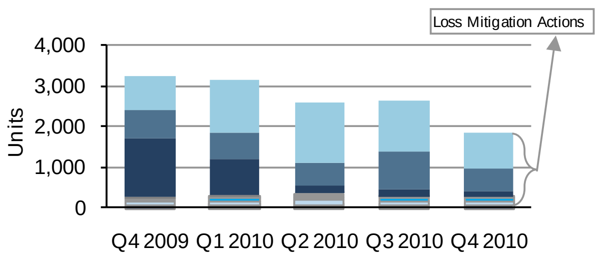
The charts below detail Citi's loss mitigation results in New Jersey over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans

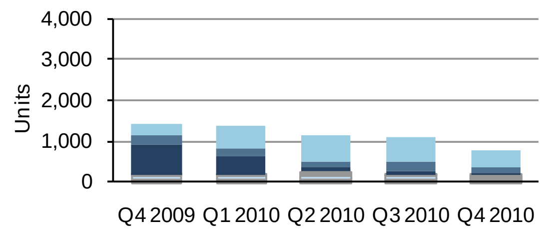
Total Citi

New Jersey

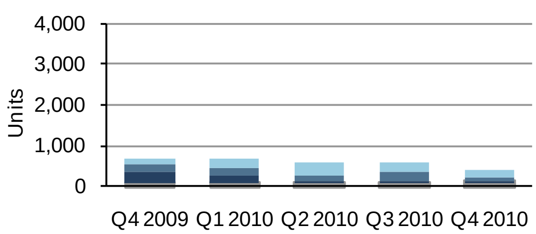
All FICO Bands



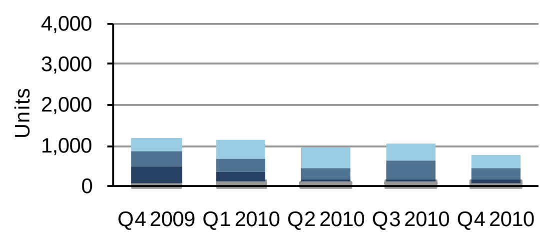
FICO >= 660



FICO 620-659



FICO < 620



Modifications Extensions Trial Plans HSAs Repayment Plans Reinstatements Short Sales Deeds in Lieu Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

- Overall in the fourth quarter of 2010, borrowers serviced by Citi in New Jersey who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 34.7 to one.

- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in New Jersey where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 36.6 to one.

- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in New Jersey where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 20.8 to one.

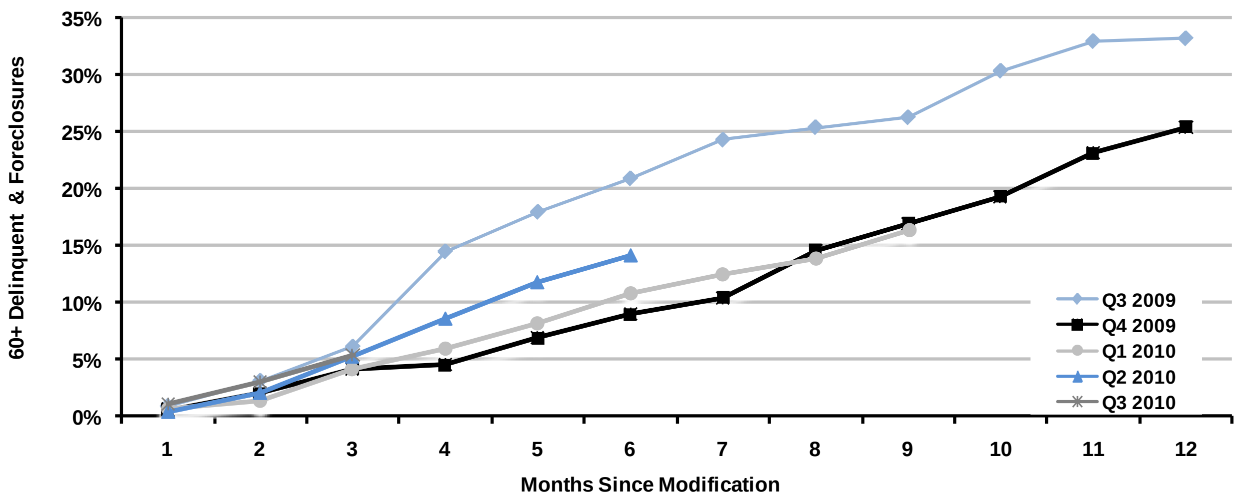
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in New Jersey where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 47.2 to one.

New Jersey

The tables and charts below and on the following page detail Citi's re-default rates in New Jersey for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

New Jersey Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	6.1%	20.9%	33.2%
Fourth quarter 2009	4.2%	9.0%	25.5%
First quarter 2010	4.2%	10.8%	--
Second quarter 2010	5.2%	14.2%	--
Third quarter 2010	5.5%	--	--

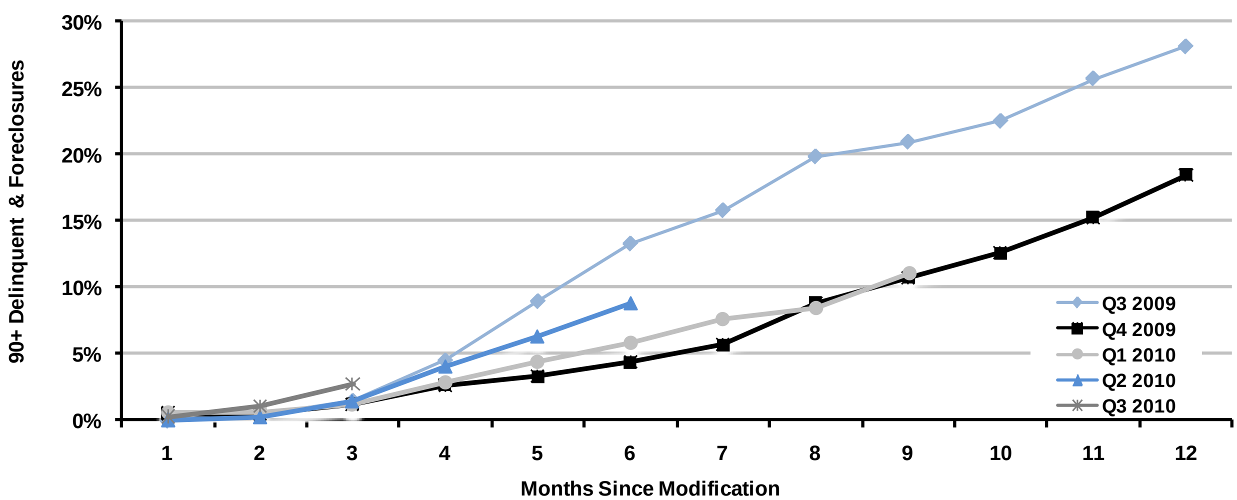


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

New Jersey

New Jersey Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	1.5%	13.3%	28.1%
Fourth quarter 2009	1.2%	4.3%	18.5%
First quarter 2010	1.2%	5.7%	--
Second quarter 2010	1.4%	8.9%	--
Third quarter 2010	2.7%	--	--

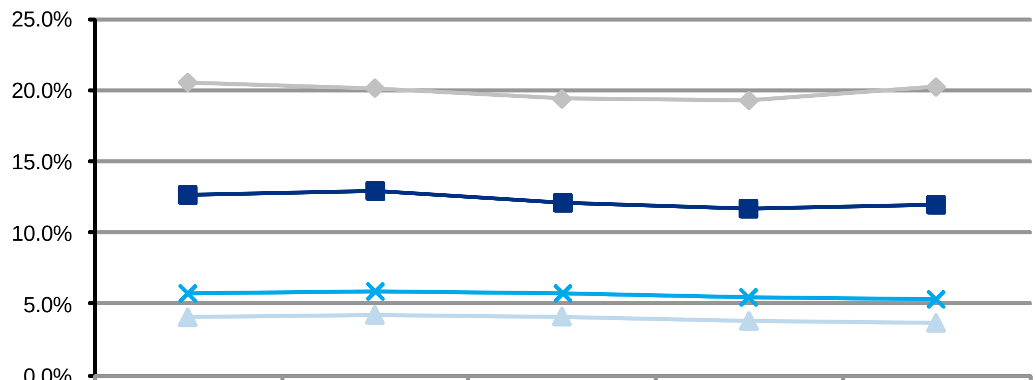


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

New York

In New York, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 5.3% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 20.2% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across some FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans is higher than our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
New York



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	20.5%	20.1%	19.4%	19.2%	20.2%
FICO 620-659	12.6%	12.9%	12.1%	11.7%	11.9%
FICO >= 660	4.1%	4.2%	4.1%	3.8%	3.7%
All Loans	5.8%	6.0%	5.7%	5.4%	5.3%

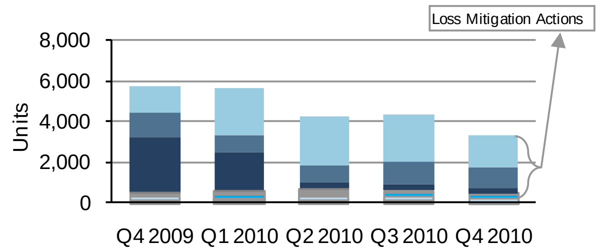
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

New York

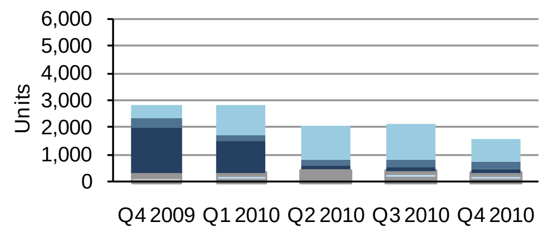
The charts below detail Citi's loss mitigation results in New York over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
New York

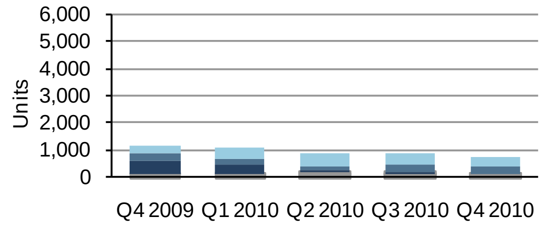
All FICO Bands



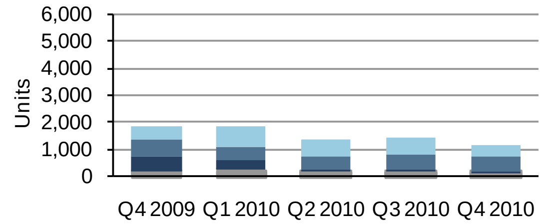
FICO >= 660



FICO 620-659



FICO < 620



Modifications · Extensions · Trial Plans · HSAs · Repayment Plans · Reinstatements · Short Sales · Deeds in Lieu · Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

- Overall in the fourth quarter of 2010, borrowers serviced by Citi in New York who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 44.3 to one.

- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in New York where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 45.8 to one.

- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in New York where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 38.6 to one.

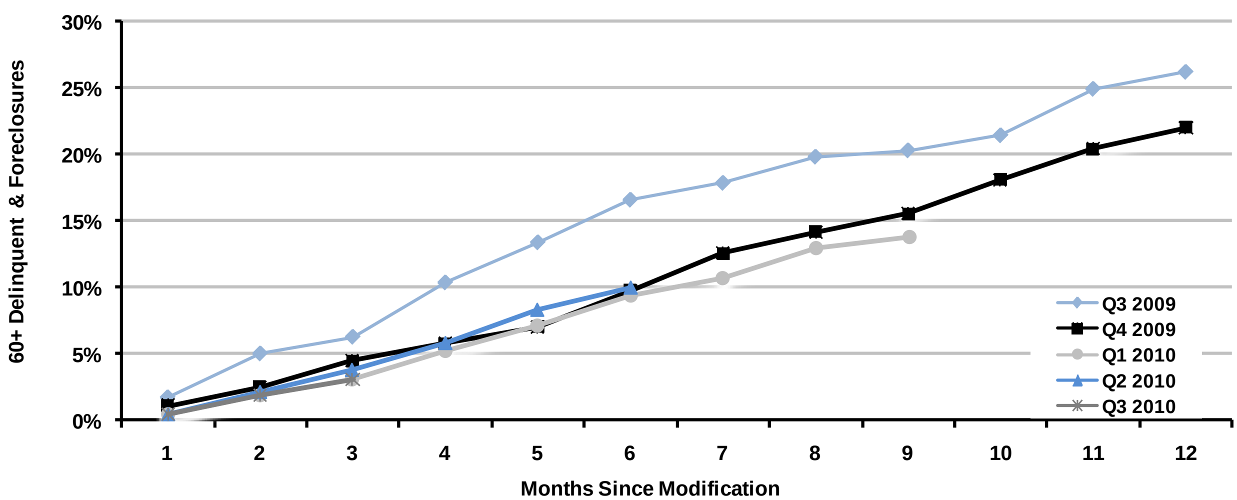
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in New York where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 46.4 to one.

New York

The tables and charts below and on the following page detail Citi's re-default rates in New York for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

New York Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	6.3%	16.6%	26.2%
Fourth quarter 2009	4.5%	9.8%	22.1%
First quarter 2010	3.1%	9.4%	--
Second quarter 2010	3.8%	10.0%	--
Third quarter 2010	3.2%	--	--

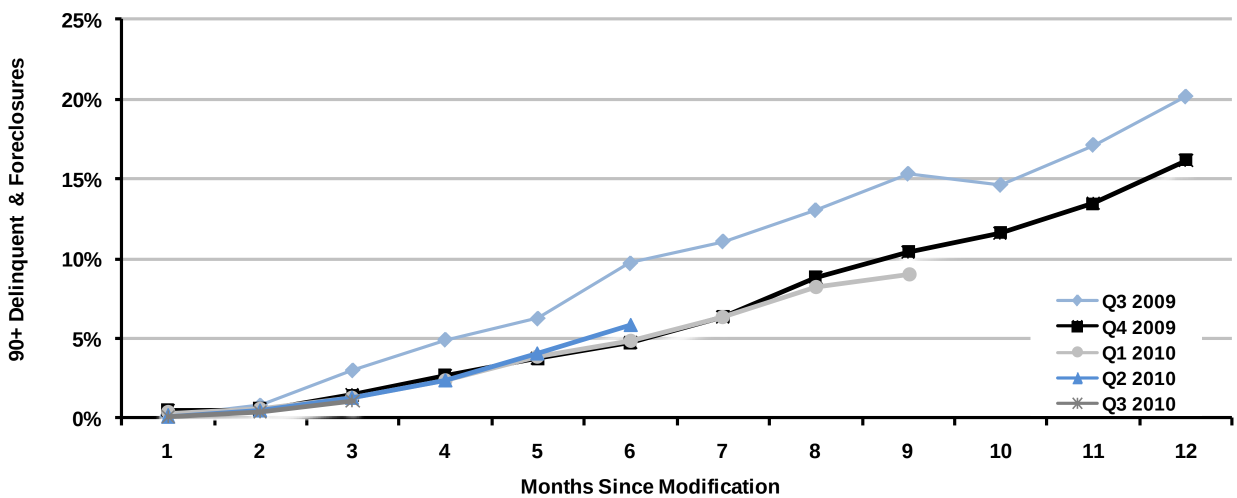


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

New York

New York Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	3.0%	9.7%	20.2%
Fourth quarter 2009	1.4%	4.8%	16.2%
First quarter 2010	1.3%	4.8%	--
Second quarter 2010	1.3%	5.9%	--
Third quarter 2010	1.2%	--	--

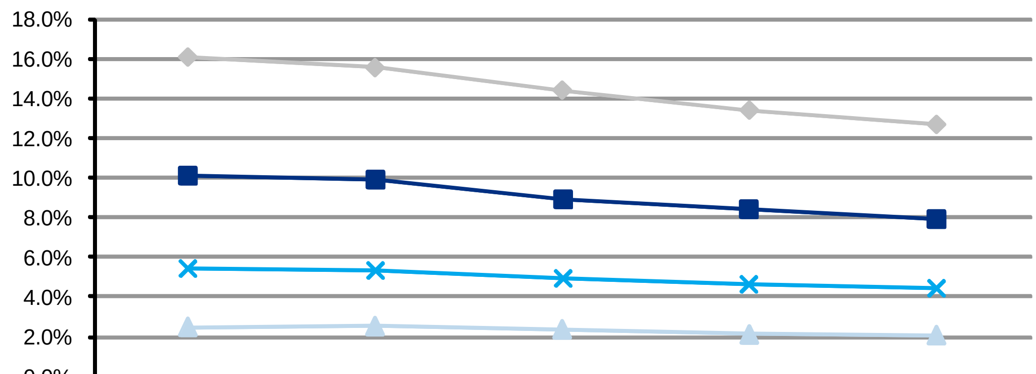


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

North Carolina

In North Carolina, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 4.4% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 12.7% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across most FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans compares favorably to our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
North Carolina



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	16.1%	15.6%	14.4%	13.4%	12.7%
FICO 620-659	10.1%	9.9%	8.9%	8.4%	7.9%
FICO >= 660	2.5%	2.5%	2.4%	2.1%	2.1%
All Loans	5.4%	5.4%	5.0%	4.6%	4.4%

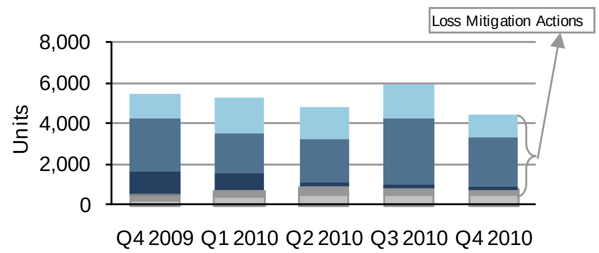
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

North Carolina

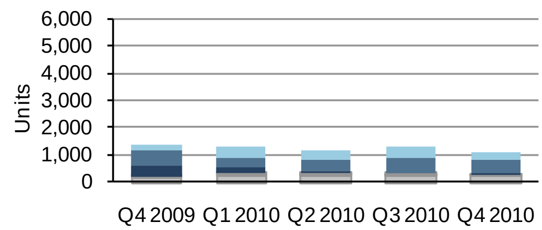
The charts below detail Citi's loss mitigation results in North Carolina over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
North Carolina

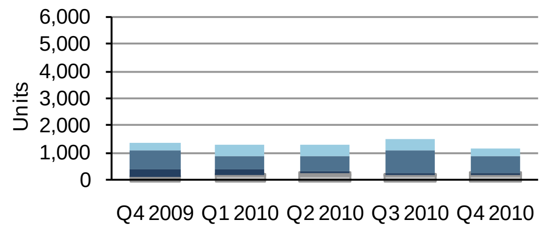
All FICO Bands



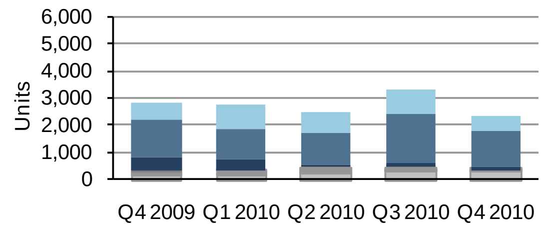
FICO >= 660



FICO 620-659



FICO < 620



Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

- Overall in the fourth quarter of 2010, borrowers serviced by Citi in North Carolina who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 7.6 to one.

- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in North Carolina where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 5.3 to one.

- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in North Carolina where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 8.6 to one.

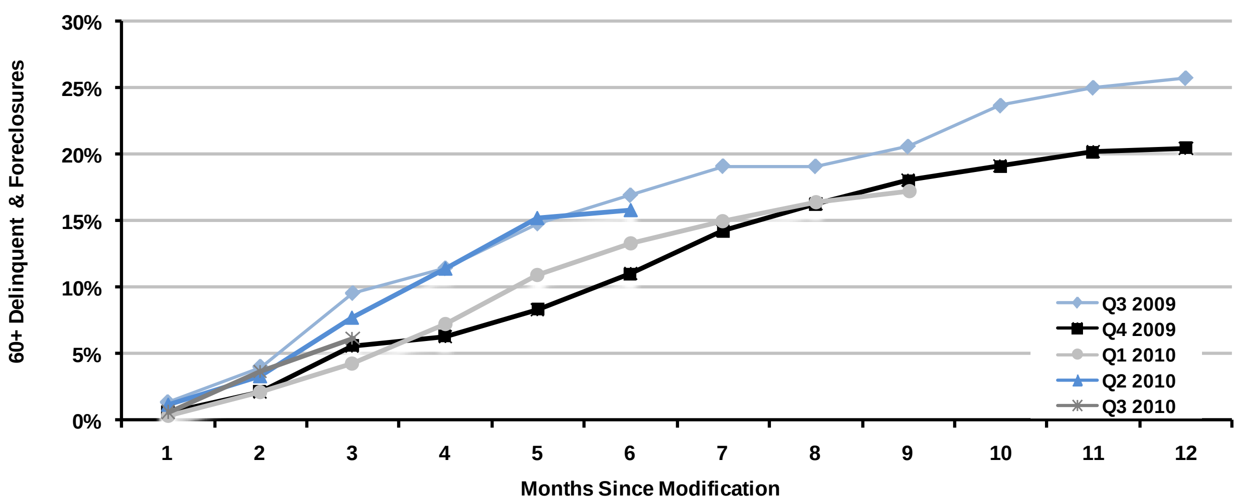
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in North Carolina where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 8.6 to one.

North Carolina

The tables and charts below and on the following page detail Citi's re-default rates in North Carolina for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

North Carolina Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	9.6%	17.0%	25.8%
Fourth quarter 2009	5.6%	11.1%	20.5%
First quarter 2010	4.4%	13.4%	--
Second quarter 2010	7.8%	15.9%	--
Third quarter 2010	6.2%	--	--

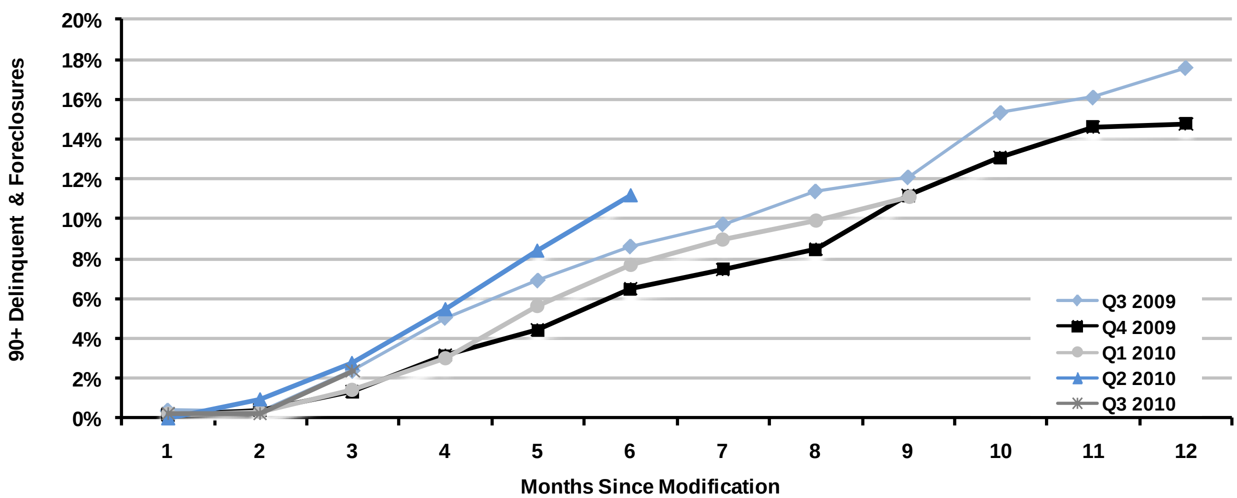


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

North Carolina

North Carolin Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	2.4%	8.6%	17.6%
Fourth quarter 2009	1.3%	6.4%	14.8%
First quarter 2010	1.4%	7.7%	--
Second quarter 2010	2.8%	11.2%	--
Third quarter 2010	2.4%	--	--

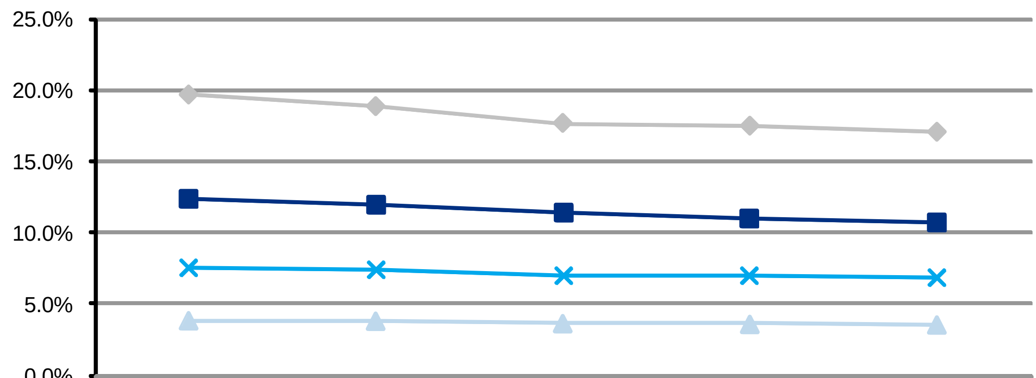


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Ohio

In Ohio, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 6.9% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 17.1% in the <620 FICO band. As in other markets, delinquencies have decreased in total, as well as across most FICO bands, as compared with the prior quarter. The total number of 90+ DPD loans as a percentage of total serviced loans is higher than our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Ohio



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	19.6%	18.8%	17.7%	17.5%	17.1%
FICO 620-659	12.3%	12.0%	11.4%	11.0%	10.7%
FICO >= 660	3.9%	3.8%	3.7%	3.6%	3.6%
All Loans	7.6%	7.4%	7.0%	7.0%	6.9%

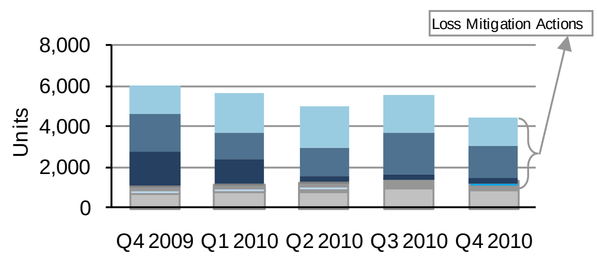
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Ohio

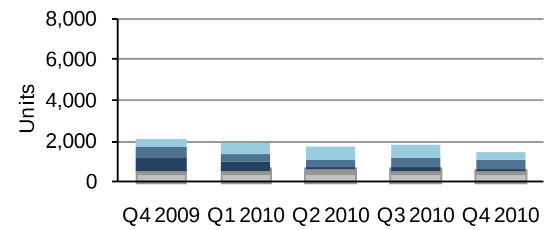
The charts below detail Citi's loss mitigation results in Ohio over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Ohio

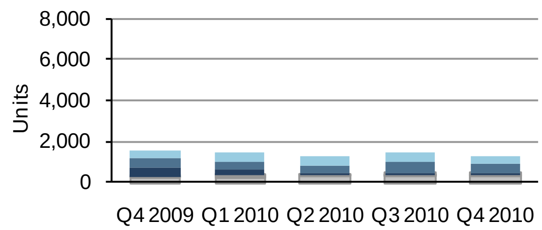
All FICO Bands



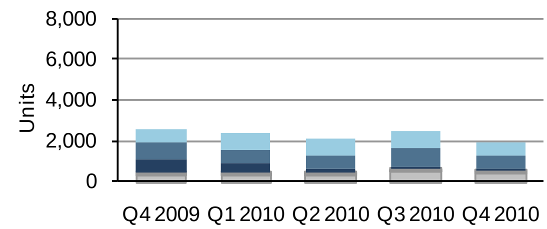
FICO >= 660



FICO 620-659



FICO < 620



Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

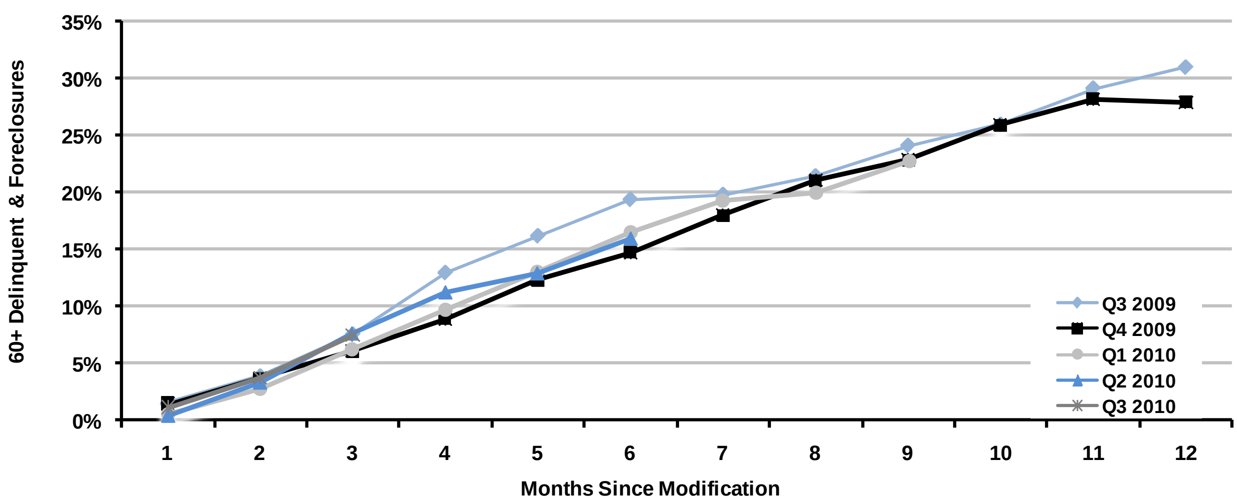
- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Ohio who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 3.7 to one.
- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Ohio where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.1 to one.
- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Ohio where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 3.7 to one.
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Ohio where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 4.3 to one.

Ohio

The tables and charts below and on the following page detail Citi's re-default rates in Ohio for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Ohio Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	7.6%	19.4%	31.0%
Fourth quarter 2009	6.0%	14.7%	27.9%
First quarter 2010	6.2%	16.5%	--
Second quarter 2010	7.6%	16.0%	--
Third quarter 2010	7.5%	--	--

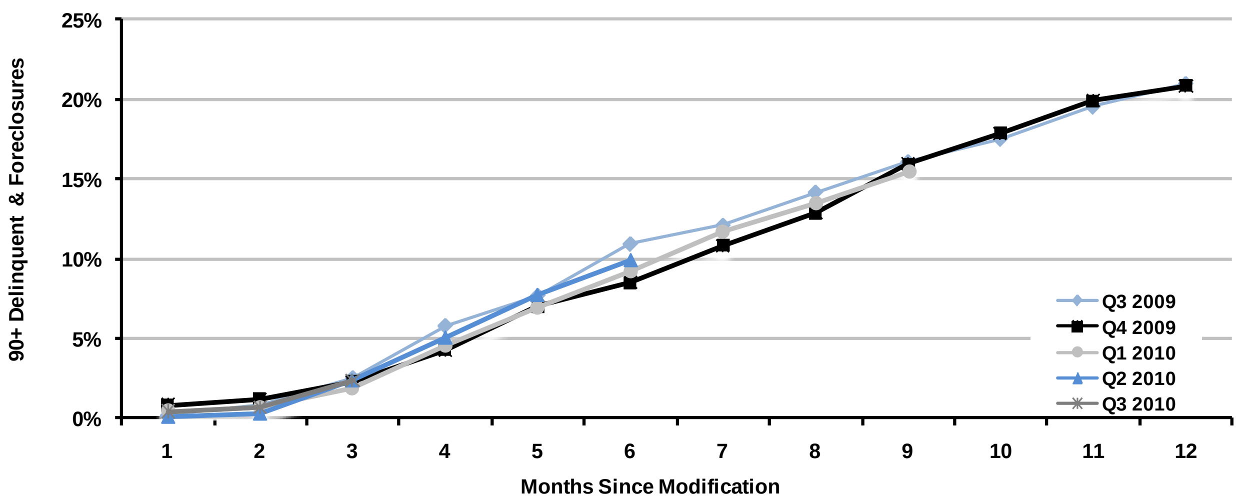


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Ohio

Ohio Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	2.6%	11.0%	21.0%
Fourth quarter 2009	2.3%	8.6%	20.9%
First quarter 2010	1.8%	9.2%	--
Second quarter 2010	2.3%	9.9%	--
Third quarter 2010	2.4%	--	--

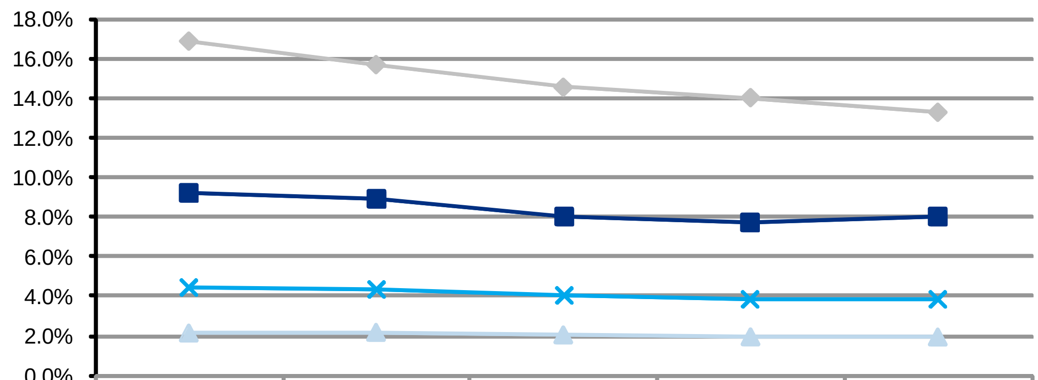


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Pennsylvania

In Pennsylvania, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 3.8% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 13.2% in the <620 FICO band. As in other markets, delinquencies have decreased in total, but have varied across other FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans compares favorably with our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Pennsylvania



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	16.9%	15.7%	14.5%	14.0%	13.2%
FICO 620-659	9.2%	8.9%	8.0%	7.7%	8.0%
FICO >= 660	2.1%	2.2%	2.0%	1.9%	1.9%
All Loans	4.4%	4.3%	4.0%	3.9%	3.8%

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

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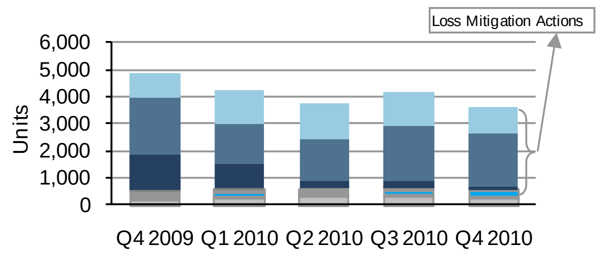
Pennsylvania

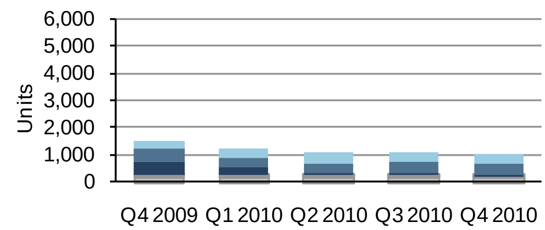
The charts below detail Citi's loss mitigation results in Pennsylvania over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Pennsylvania

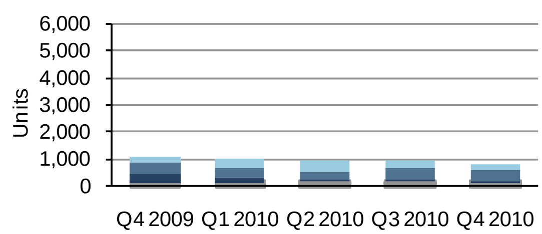
All FICO Bands



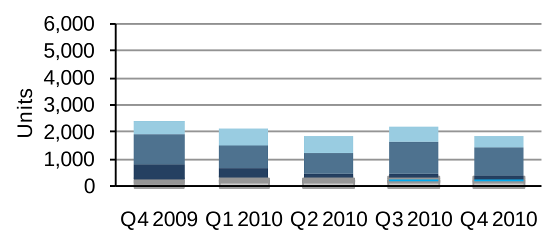
FICO >= 660



FICO 620-659



FICO < 620



Modifications Extensions Trial Plans HSAs Repayment Plans Reinstatements Short Sales Deeds in Lieu Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Pennsylvania who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 12.3 to one.

- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Pennsylvania where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 8.6 to one.

- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 by Citi in Pennsylvania where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 13.3 to one.

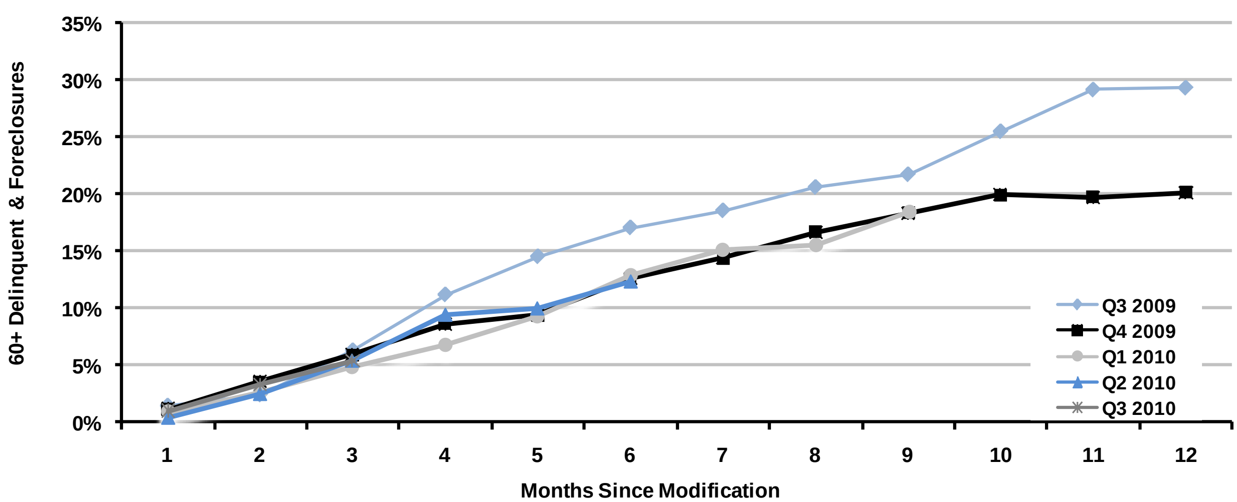
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Pennsylvania where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 14.8 to one.

Pennsylvania

The tables and charts below and on the following page detail Citi's re-default rates in Pennsylvania for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Pennsylvania Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	6.3%	17.1%	29.3%
Fourth quarter 2009	5.9%	12.6%	20.2%
First quarter 2010	4.8%	13.0%	--
Second quarter 2010	5.4%	12.5%	--
Third quarter 2010	5.4%	--	--

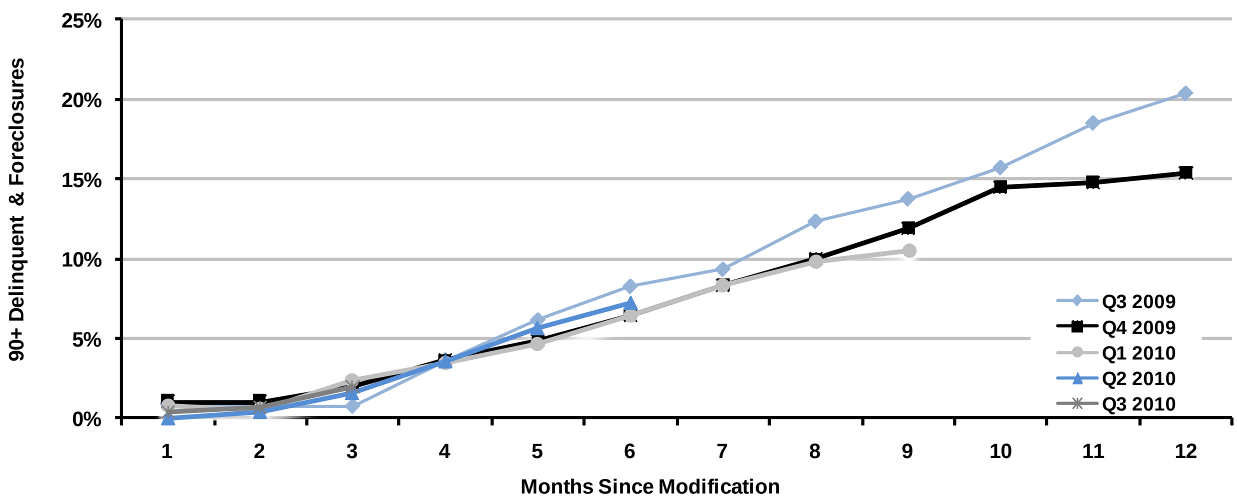


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Pennsylvania

Pennsylvania Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	0.7%	8.3%	20.4%
Fourth quarter 2009	2.0%	6.4%	15.4%
First quarter 2010	2.3%	6.4%	--
Second quarter 2010	1.6%	7.3%	--
Third quarter 2010	2.0%	--	--

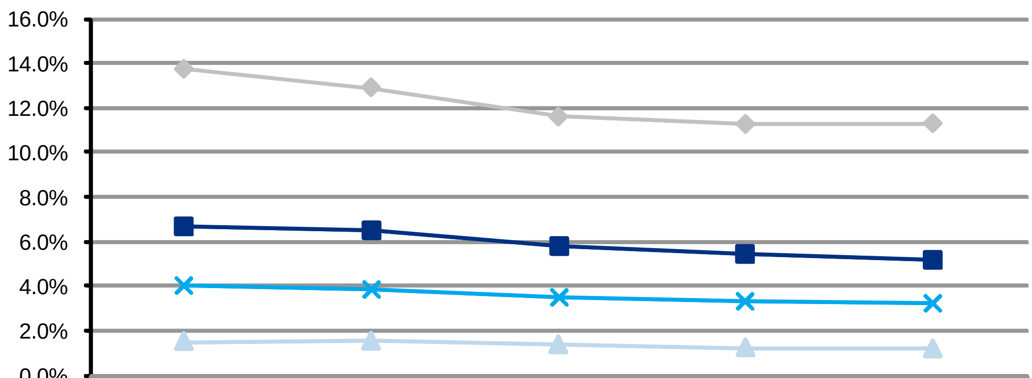


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Texas

In Texas, our servicing portfolio, which includes total Citi first and second mortgages, demonstrated delinquencies of 3.2% in the fourth quarter of 2010 in the overall servicing portfolio and delinquencies of 11.3% in the <620 FICO band. As in other markets, delinquencies have decreased in total, and remained flat or decreased across all FICO bands, as compared with the prior quarter. The number of 90+ DPD loans as a percentage of total serviced loans compares favorably to our nationwide averages of 5.0% and 16.2% for all loans and the <620 FICO band, respectively.

90+ Days Past Due (DPD) Serviced Loans as a Percent of Total Serviced Loans
Total Citi
Texas



	Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010
FICO < 620	13.7%	12.9%	11.6%	11.3%	11.3%
FICO 620-659	6.7%	6.5%	5.8%	5.4%	5.2%
FICO >= 660	1.5%	1.5%	1.4%	1.2%	1.2%
All Loans	4.0%	3.9%	3.5%	3.3%	3.2%

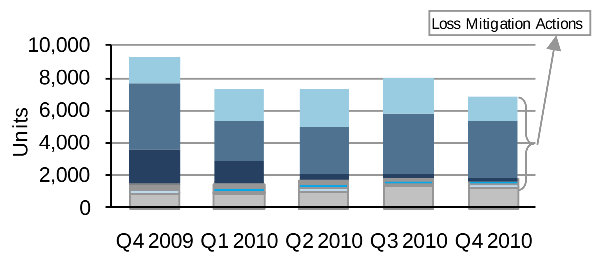
Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

Texas

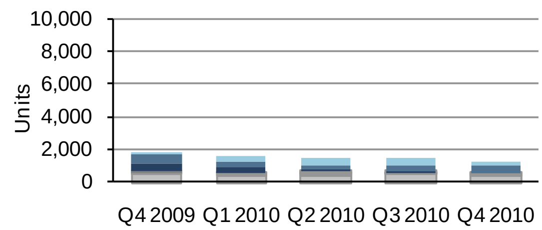
The charts below detail Citi's loss mitigation results in Texas over the past five quarters by FICO segment:

Loss Mitigation Actions – Serviced Loans
Total Citi
Texas

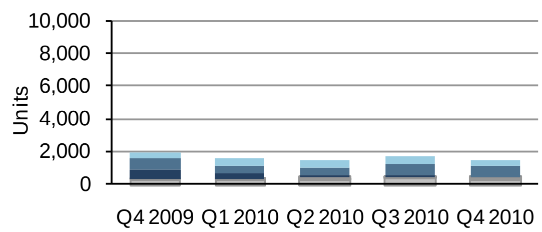
All FICO Bands



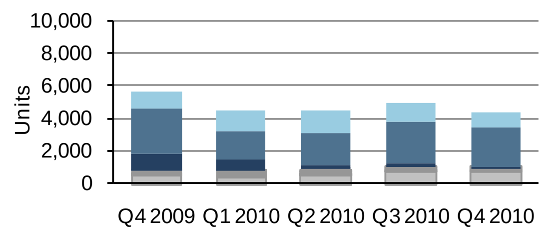
FICO >= 660



FICO 620-659



FICO < 620



Modifications | Extensions | Trial Plans | HSAs | Repayment Plans | Reinstatements | Short Sales | Deeds in Lieu | Foreclosures

Notes: Total Citi includes CMI, CTB, CBNA and CFNA (firsts and seconds), and a limited number of CRLI loans for which Citi retained the servicing rights.

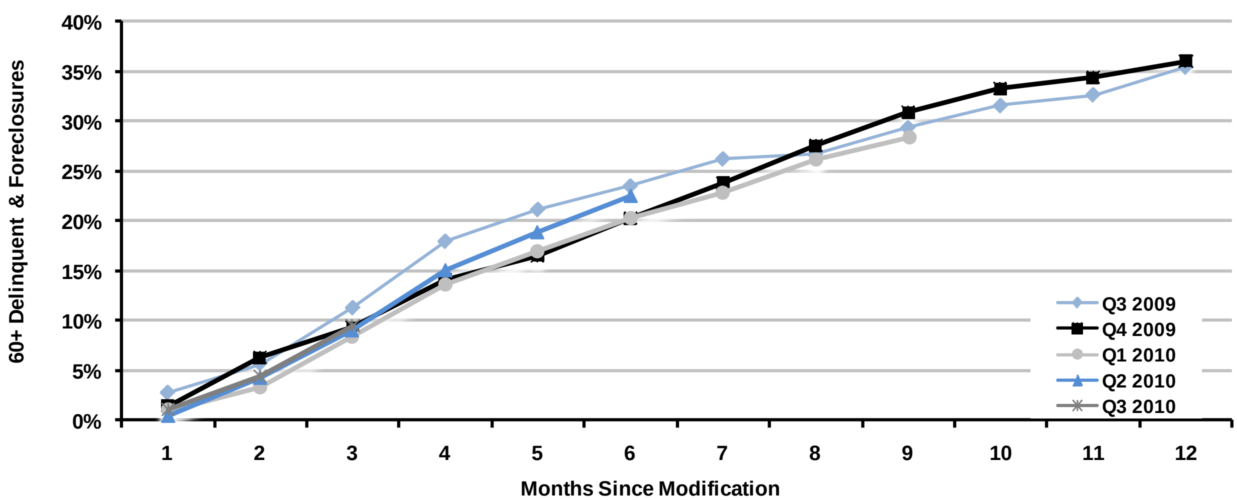
- Overall in the fourth quarter of 2010, borrowers serviced by Citi in Texas who received modifications, extensions, trial plans, HSAs, repayment plans or reinstatements (i.e., those where loss mitigation actions enabled them to stay in their homes) outnumbered those who were foreclosed by approximately 4.5 to one.
- In the fourth quarter of 2010, borrowers with FICO scores ≥660 serviced by Citi in Texas where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 2.4 to one.
- In the fourth quarter of 2010, borrowers with FICO scores from 620 to 659 serviced by Citi in Texas where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 4.6 to one.
- In the fourth quarter of 2010, borrowers with FICO scores <620 serviced by Citi in Texas where loss mitigation efforts enabled them to stay in their homes outnumbered those who were foreclosed by approximately 5.5 to one.

Texas

The tables and charts below and on the following page detail Citi's re-default rates in Texas for modification vintages, by quarter, beginning with the third quarter of 2009 through the third quarter of 2010.

Texas Percent of Modified Loans 60+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	11.3%	23.5%	35.5%
Fourth quarter 2009	9.3%	20.3%	36.1%
First quarter 2010	8.4%	20.3%	--
Second quarter 2010	9.1%	22.7%	--
Third quarter 2010	9.6%	--	--

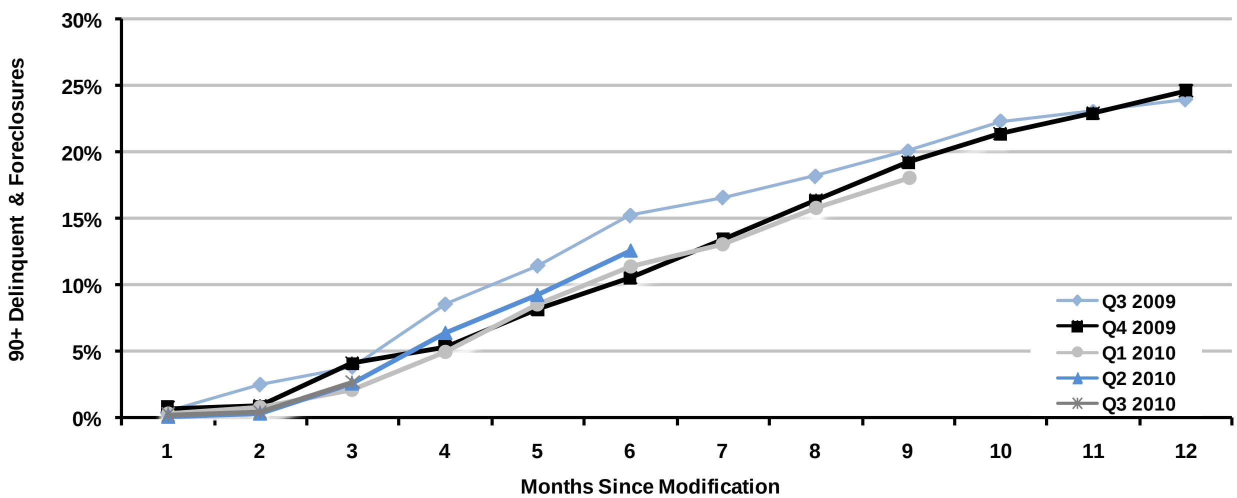


Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.

Texas

Texas Percent of Modified Loans 90+ DPD
(Percent of All Loans Modified in Each Quarter)
Total Citi Managed Assets

Quarter Loan Modification Was Completed	Three Months After Modification	Six Months After Modification	12 Months After Modification
Third quarter 2009	3.9%	15.3%	24.0%
Fourth quarter 2009	4.1%	10.5%	24.7%
First quarter 2010	2.2%	11.5%	--
Second quarter 2010	2.6%	12.6%	--
Third quarter 2010	2.7%	--	--



Notes: Managed Assets include those assets held and serviced by Citi, as well as those serviced, but owned by others. Includes CMI, CTB, CBNA, CFNA and a limited number of CRLI loans for which Citi retained servicing rights. Vintage analysis uses the most recent modification for loans with multiple modifications.