Strengthening Our Risk Management Foundation
Transformation Focus Areas

1. DATA
2. RISK & CONTROLS
3. FINANCE INFRASTRUCTURE
4. COMPLIANCE

Execution Driven by Consistent, Standardized, Cross-Enterprise Approach
STUART RILEY
HEAD OF TECHNOLOGY, INSTITUTIONAL CLIENTS GROUP

Supporting Transformation and Growth Through Technology
Technology Supports Our Priorities and Clients' Evolving Needs

<table>
<thead>
<tr>
<th>OUR PRIORITIES</th>
<th>CLIENTS' EVOLVING NEEDS</th>
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<tbody>
<tr>
<td>ACCELERATE GROWTH IN KEY AREAS</td>
<td>OPTIMAL EXPERIENCE</td>
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<tr>
<td>DELIVER TRANSFORMATION</td>
<td>CONNECTIVITY</td>
</tr>
<tr>
<td>SIMPLIFY THE BANK</td>
<td>SPEED AND RELIABILITY</td>
</tr>
<tr>
<td>LEVERAGE OUR NETWORK</td>
<td>SECURITY</td>
</tr>
</tbody>
</table>
We Have Accelerated Our Technology Spend

TECHNOLOGY SPEND

$ in Billions

2019 2020 2021 2022 Outlook

CTB RTB ~30%

INVESTMENTS

BUSINESS-LED
• Digital customer and client distribution
• Payment capabilities
• Custody platforms
• Digital lending

TRANSFORMATION
• Finance ledger
• Risk technology
• Automated controls
• Straight-Through Processing

ENTERPRISE TECHNOLOGY
• Cloud-enablement
• Data infrastructure
• Productivity and collaboration tools
• Cyber-security

Notes: CTB: Change the Bank; RTB: Run the Bank.
Citi’s Technology Approach

1. LEVERAGE NEW TECHNOLOGY
2. CHANGE THE WAY WE WORK
3. DEPLOY GLOBALLY ACROSS THE CITI NETWORK
Leveraging New Technology to Drive Change and De-Risk Delivery

CLOUD
- Secure environment delivering elastic scale
- Using public cloud for risk calculations in Markets
- 25% of ICG apps enabled for cloud

DATA / AI / ML
- Better manage >400 petabytes of data through high quality, authoritative data sources
- Using Machine Learning (ML) to reduce fraud alerts by 100 million per year
- Use Artificial Intelligence (AI) / Natural Language Processing (NLP) to resolve customer inquiries

APIs
- Over 300 Application Programming Interfaces (APIs) in use across Citi
- 40% increase 2020 - 2021
- ~8 billion API “calls” in 2021

“EVERYTHING AS CODE”
- Automated Preventative Controls across all hyper-scale flows
- Reduce manual attestation-based compliance processes – reduce conduct risk
- Able to automatically assess control compliance – and predict impact of policy change

CYBER
- AI-powered Endpoint Protection on 740,000 Citi devices
- New Secure Authentication Platform for ~20 million clients, improving security on both sides

Note: All footnotes are presented on Slide 14
## Changing the Way We Work

### SERVICES

<table>
<thead>
<tr>
<th>Fund Admin</th>
<th>Payments</th>
<th>Lending</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custody</td>
<td>Sanctions</td>
<td>Reporting</td>
</tr>
</tbody>
</table>

### FOUNDATION OF NEW TECHNOLOGY

### PARTNERSHIPS

- AXONI
- Snyk
- Volante
- Genesis
- Investcloud

### "NEW OPERATING MODEL"

- Dedicated, co-located, multi-disciplined team
- Clear, achievable and measurable business outcomes
- Create reusable assets/services

### BENEFITS TO US

- Automated, controlled, reusable and lower risk environment which can scale at lower marginal cost

### BENEFITS TO OUR CLIENTS

- Faster time-to-market of higher quality products, and better experience

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### Deploying Our Solutions Globally Across the Citi Network

<table>
<thead>
<tr>
<th>PAYMENTS EXPRESS</th>
<th>CONSOLIDATES OUR LEADERSHIP IN PAYMENTS</th>
<th>~100X increase in capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>A new cloud-based, API-enabled, real-time instant payments platform supporting direct-to-consumer digital business models</td>
<td>FASTER TIME TO MARKET OF ANY SUBSTANTIAL OFFERING</td>
<td>Launch in first <strong>two markets</strong> in the coming year</td>
</tr>
<tr>
<td></td>
<td>HIGH STANDARDS OF RISK AND CONTROLS</td>
<td>Codified controls for processes e.g., liquidity management</td>
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</table>
Driving Transformation, Growth, and Competitive Advantage

- Leverage New Technology
- Improve Delivery Capability
- Deploy Globally Across the Citi Network

Enable Transformation

Empower Growth

Create Competitive Advantage
Forward-looking Statements

Certain statements in this presentation are “forward-looking statements” within the Private Securities Litigation Reform Act of 1995, including statements made orally by Citi’s management. Such statements may be identified by words such as believe, expect, anticipate, intend, estimate, may increase, may fluctuate, target, illustrative and similar expressions or future or conditional verbs such as will, should, would and could. These statements are based on management’s current expectations and are subject to uncertainty and changes in circumstances. These statements are not guarantees of future results or occurrences. Actual results and capital and other financial condition may differ materially from those included in these statements due to a variety of factors, including, among others: the efficacy of Citi’s business strategies and execution of those strategies, such as those relating to its growth, investment, efficiency and capital optimization initiatives; governmental or regulatory requirements, actions or approvals; macroeconomic and other challenges and uncertainties, such as those related to the COVID-19 pandemic, inflationary pressures and the level of interest rates; the precautionary statements included in this presentation; and those contained in Citigroup’s filings with the U.S. Securities and Exchange Commission, including without limitation the “Risk Factors” section of Citigroup’s 2021 Form 10-K. Any forward-looking statements made by or on behalf of Citigroup speak only as to the date they are made, and Citi does not undertake to update forward-looking statements to reflect the impact of circumstances or events that arise after the date the forward-looking statements were made.
1. Elastic Scale: The ability to rapidly expand or decrease computer processing, memory and storage resources to meet changing demands

2. API Calls: The process of a client application requesting data or information via an API

3. Hyper-scale Flows: Exponential-growth in volumes
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>AI</td>
<td>Artificial Intelligence</td>
</tr>
<tr>
<td>API</td>
<td>Application Programming Interface</td>
</tr>
<tr>
<td>CAO</td>
<td>Chief Administrative Officer</td>
</tr>
<tr>
<td>CTB</td>
<td>Change the Bank</td>
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<tr>
<td>NLP</td>
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