



CITI 20 INVESTOR DAY



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CHIEF ADMINISTRATIVE OFFICER, CITI

Strengthening Our Risk Management Foundation

Transformation Focus Areas

2022



DATA



**RISK &
CONTROLS**



**FINANCE
INFRASTRUCTURE**



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



OUR PRIORITIES

CLIENTS' EVOLVING NEEDS



**ACCELERATE GROWTH
IN KEY AREAS**



OPTIMAL EXPERIENCE



**DELIVER
TRANSFORMATION**



CONNECTIVITY



SIMPLIFY THE BANK



SPEED AND RELIABILITY



LEVERAGE OUR NETWORK

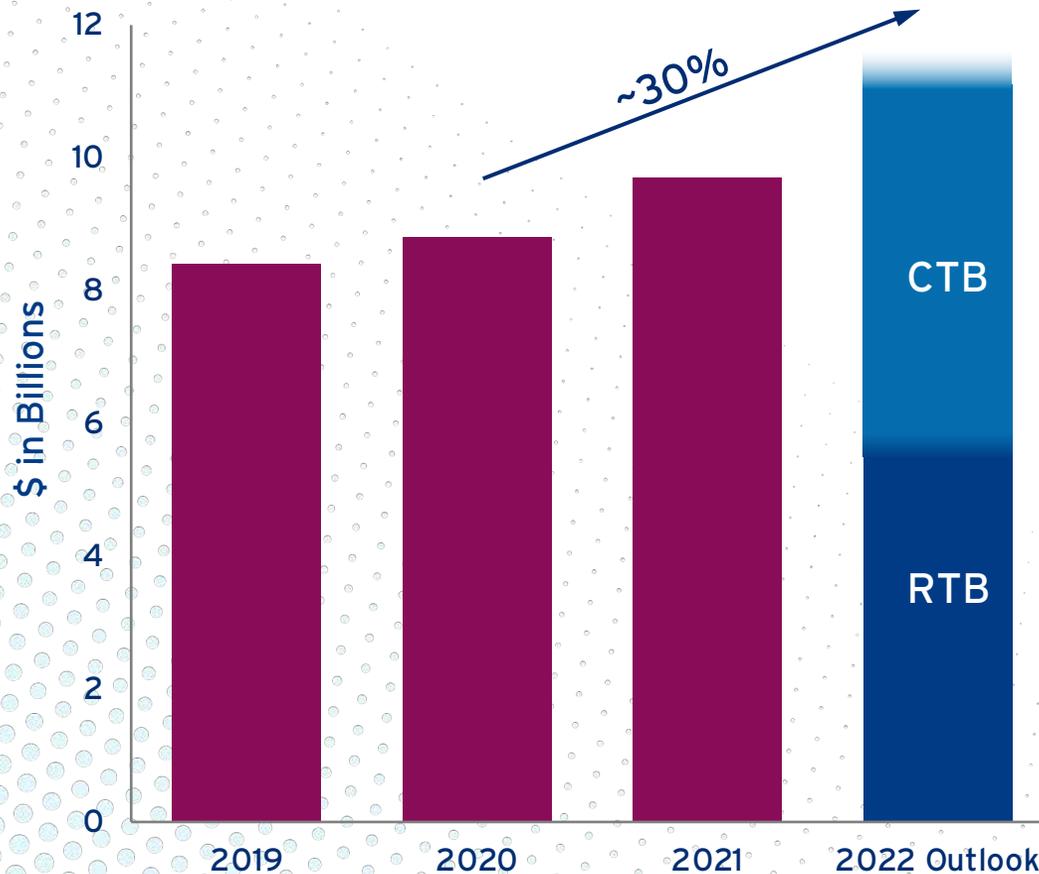


SECURITY

We Have Accelerated Our Technology Spend



TECHNOLOGY SPEND



Notes: CTB: Change the Bank; RTB: Run the Bank.

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

Citi's Technology Approach

2022

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

2022



CLOUD

- Secure environment delivering elastic scale¹
- 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 "calls²" in 2021



"EVERYTHING AS CODE"

- Automated Preventative Controls across all hyper-scale flows³
- 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

2022

SERVICES

Fund Admin Payments Lending
Custody Sanctions Reporting

FOUNDATION OF NEW TECHNOLOGY

PARTNERSHIPS



"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

Deploying Our Solutions Globally Across the Citi Network



PAYMENTS EXPRESS

A new cloud-based, API-enabled, real-time instant payments platform supporting direct-to-consumer digital business models

CONSOLIDATES OUR LEADERSHIP IN PAYMENTS

~100X increase in capacity

FASTER TIME TO MARKET OF ANY SUBSTANTIAL OFFERING

Launch in first two markets in the coming year

HIGH STANDARDS OF RISK AND CONTROLS

Codified controls for processes e.g., liquidity management

Driving Transformation, Growth, and Competitive Advantage

2022



LEVERAGE NEW TECHNOLOGY



IMPROVE DELIVERY CAPABILITY



DEPLOY GLOBALLY ACROSS THE CITI NETWORK



ENABLE TRANSFORMATION



EMPOWER GROWTH



CREATE COMPETITIVE ADVANTAGE



CITI 20 INVESTOR DAY

Forward-looking Statements

2022

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Footnotes

2022

Slide 8

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

Glossary of Terms



- AI** Artificial Intelligence
- API** Application Programming Interface
- CAO** Chief Administrative Officer
- CTB** Change the Bank
- NLP** Natural Language Processing
- ML** Machine Learning
- RTB** Run the Bank