

A stronger bank, *built to perform*



Fortified our leadership bench

Appointed CEO Jane Fraser as Chair of the Board, named John Dugan Lead Independent Director, transitioned Gonzalo Luchetti to Chief Financial Officer, replacing Mark Mason, who was named Executive Vice Chair and Senior Executive Advisor (both non-Board roles), and elevated Pam Habner to Head of U.S. Consumer Cards.

Strengthened our U.S. consumer model and unified our Wealth offering

Established a standalone U.S. Consumer Cards business and announced the integration of U.S. Retail Banking into Citigold within Wealth.

Continued to streamline our business model

Moved forward with the sales of Bank Handlowy w Warszawie S.A. in Poland and AO Citibank in Russia, and advanced toward a deconsolidation and full exit of Banamex in Mexico.

Reinforced our global footprint

Opened an office in Uzbekistan to support clients and long-term growth opportunities, strengthening our global network that includes an on-the-ground presence in more than 90 markets.

Delivered significant Transformation progress

Brought more than 80% of our programs to or near Citi's target state, accompanied by the OCC's removal of an amendment to our 2020 Consent Order.

Scaled AI across the firm

Empowered more than 182,000 employees with proprietary AI tools to increase productivity and improve decision-making.

Accelerated software development

Provided 30,000 developers with AI tools that improved quality and generated approximately 100,000 hours of weekly capacity.

Modernized wholesale lending

Transitioned to a unified platform, Loan IQ, that automates processes and brings speed and consistency to loan servicing at scale.