



'26 INVESTOR  
DAY



**Andy Sieg**

Head of Wealth

# A global platform covering the full wealth continuum



~650  
U.S. branches in six affluent markets<sup>(e)</sup>

~25%  
of global billionaires<sup>(1)</sup>

~\$5T  
off-us opportunity<sup>(2)</sup>

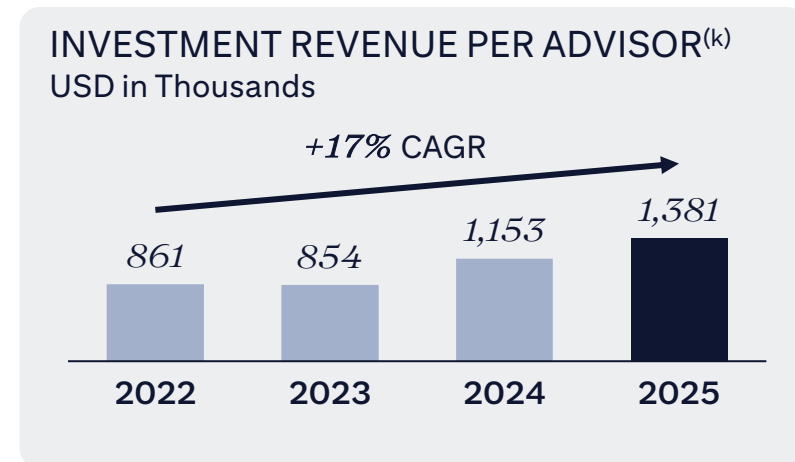
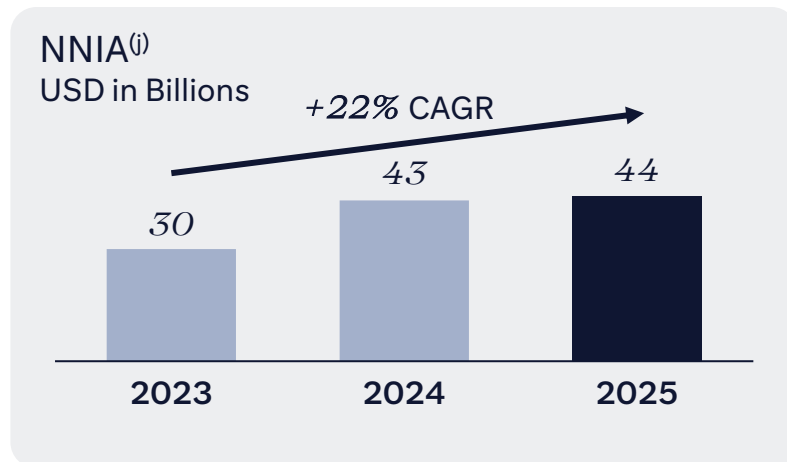
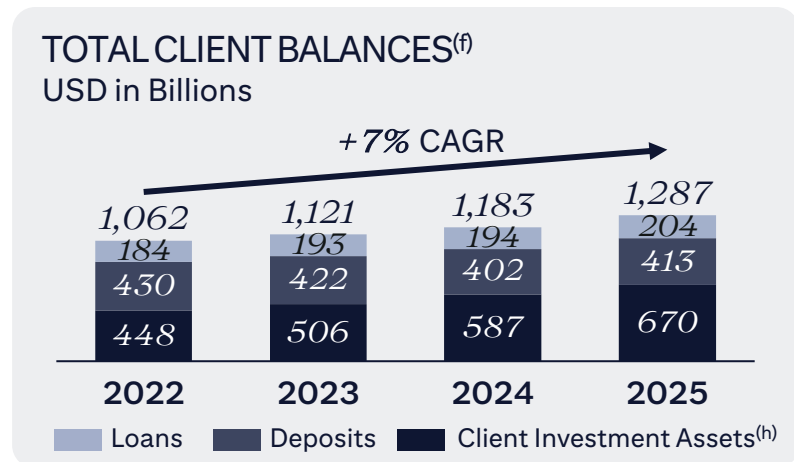
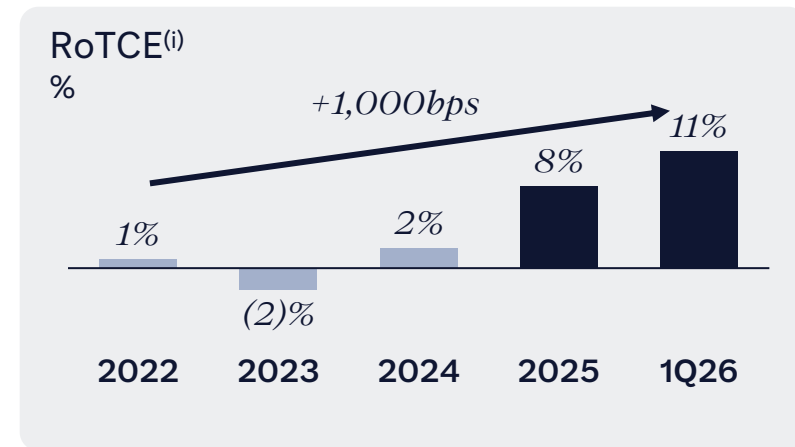
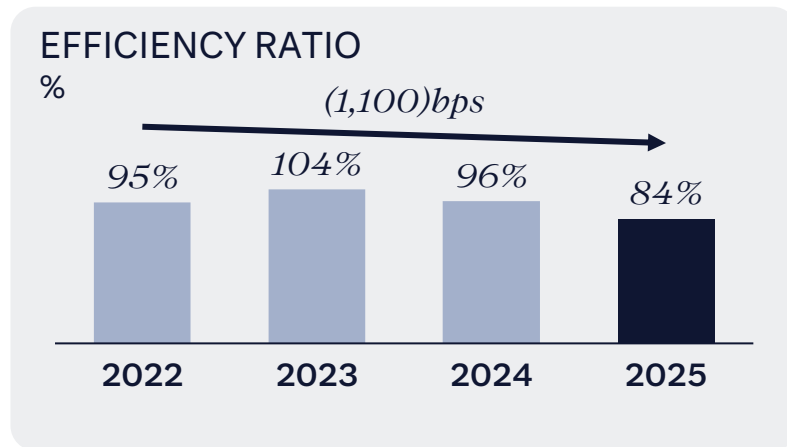
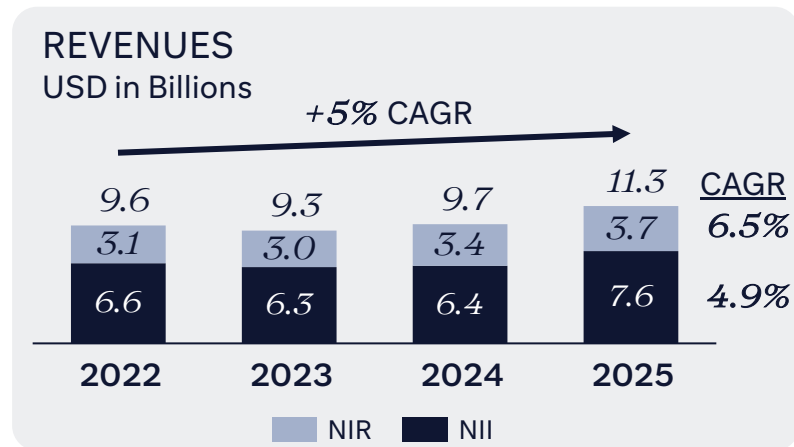
~\$1.3T  
total client balances<sup>(f)</sup>

~30%  
of revenues from APAC<sup>(3)</sup>

Footnotes begin on Slide 18.

# Improving financial performance and an upward trajectory<sup>(g)</sup>

2025	<b>\$11.3B</b> REVENUES	<b>\$1.3T</b> CLIENT BALANCES <sup>(f)</sup>	<b>\$670B</b> CLIENT INVESTMENT ASSETS <sup>(h)</sup>	<b>14%</b> PRE-TAX MARGIN	<b>8%</b> RoTCE <sup>(i)</sup>
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# Beginning in 2023, we began rebuilding our foundation and preparing for sustainable growth

## SIMPLIFIED THE BUSINESS

**Sharpened our strategic focus**, right-sized our expense base, exited ~20% of headcount<sup>(1)</sup> and established global product platforms

## INVESTMENT ADVISORY FOCUS

**Set NNIA<sup>(j)</sup> as our north star** and elevated the focus of our business to providing investment advice to clients

## SCALED GROWTH ENGINES

**Integrated U.S. Retail Banking into Wealth** and activated OneCiti institutional referral flows

## MODERNIZING CLIENT EXPERIENCES

**Simplifying our technology**, unifying customer data and overhauling critical client experience touchpoints

# Building a world-class Wealth platform

A leading wealth management franchise is...

## ADVISORY

- ✓ **Client-centric** approach
- ✓ **Goals-driven** planning
- ✓ Best-in-class **open architecture** platform
- ✓ Providing **clarity in complex** markets

## HOLISTIC

- ✓ **Fully integrated** financial solutions
- ✓ **Comprehensive** coverage of entire financial life
- ✓ **End-to-end** view of full client balance sheet

## SEAMLESS

- ✓ **Convenient** client experience
- ✓ **Modern** platforms and access
- ✓ **Proactive** and always-on
- ✓ **Exceptional** client value

## GLOBAL

- ✓ **Global by design**
- ✓ **Deep market insights**
- ✓ **Institutional-grade** capabilities
- ✓ International **booking centers**

# Our strategic priorities and path forward

1

## **Elevating the products and services we deliver to clients**

Investments, deposits, and lending each reinforcing the client relationship

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2

## **Serving clients with distinct, world-class coverage**

Segment-specific coverage models across the client continuum

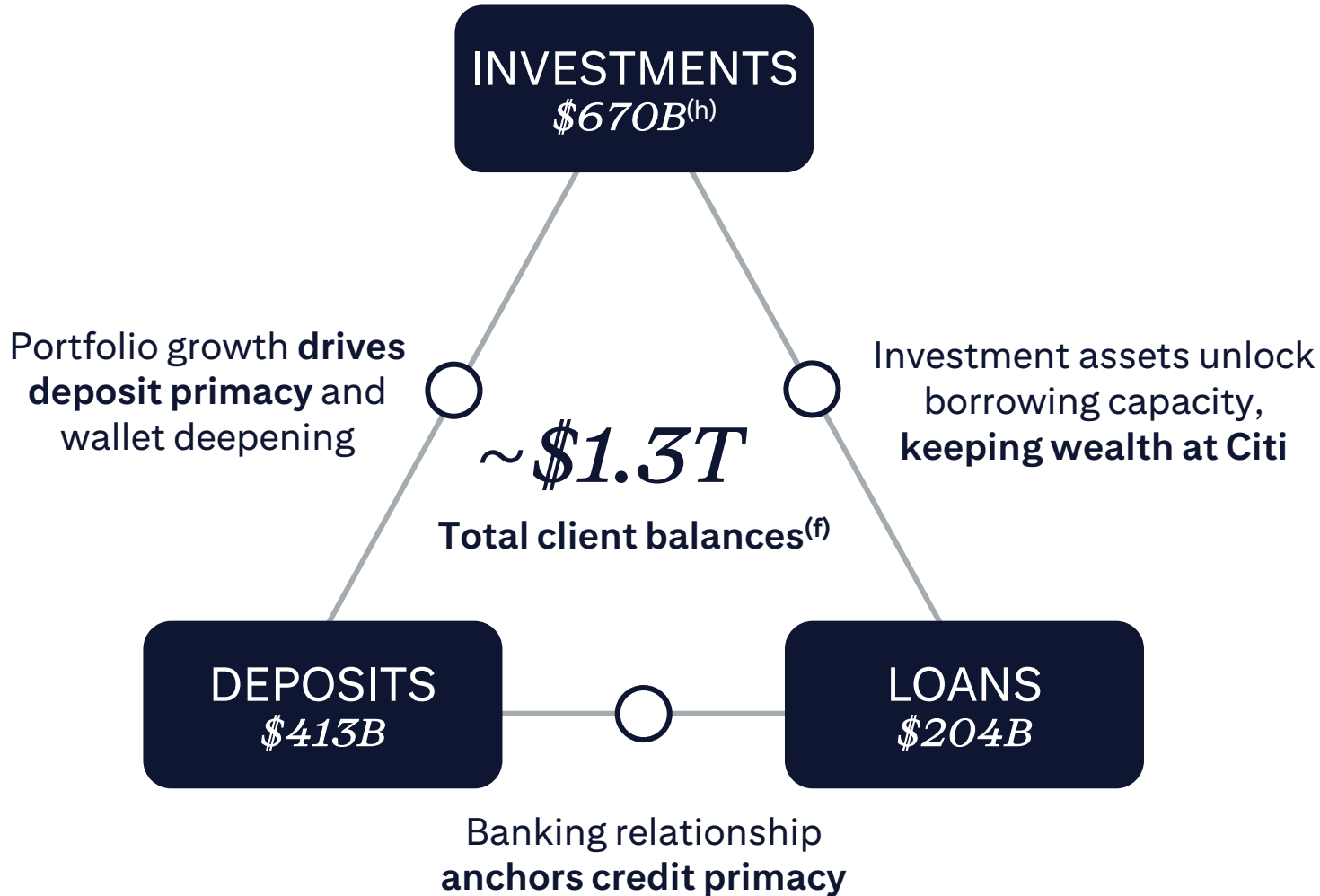
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3

## **Delivering seamlessly and at scale through a modern platform**

Deploying market-leading AI and cutting-edge technology to better serve our clients

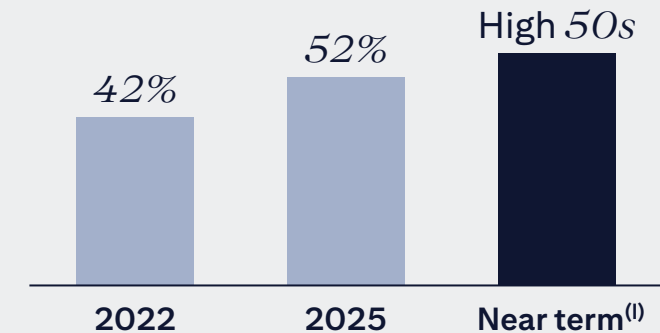
# 1 Integrated investment and banking products to support the full client relationship



## RELATIONSHIP-BASED PRICING

Rewarding clients for growing with Citi across an integrated product platform of investments, deposits, and loans

**Client investment assets<sup>(h)</sup>**  
As % of total client balances<sup>(f)</sup>

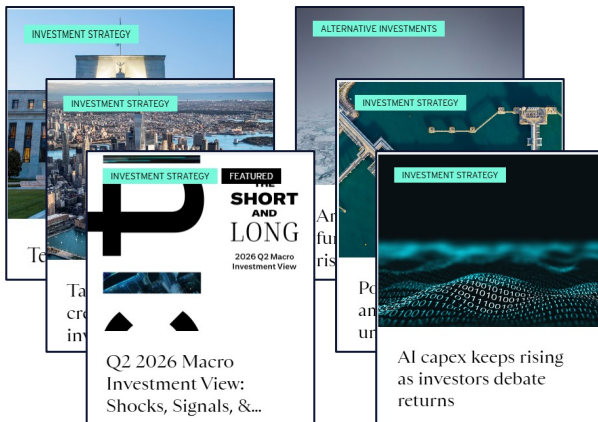


# 1 A global investments offering built on an institutional-grade platform and leading asset manager partnerships

## DIFFERENTIATED ADVICE AND VALUABLE INSIGHT

CIO platform informed by breadth and scale of OneCiti

Global, cross-border analytics and portfolio construction



## A WORLD-CLASS OPEN ARCHITECTURE PLATFORM

Managed Investments

Alternatives

Capital Markets

Insurance

OneCiti Platform

Direct access to institutional desks

Citi Portfolio Solutions  
Powered by BlackRock.

allfunds  
iCapital.

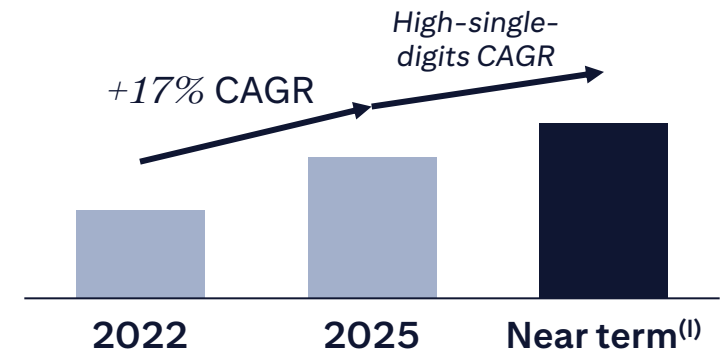
## ADVISOR-LED CLIENT ENGAGEMENT AT SCALE

Dedicated investment specialists

Goals-based advice process

Global UMA<sup>(1)</sup> with Advyzon

Investment revenue per advisor<sup>(k)</sup>



# 2 Investing in world-class client service across the Wealth continuum

## DISTINCT COVERAGE MODELS<sup>(1)</sup>



## A DIFFERENTIATED APPROACH, BUILT TO SCALE

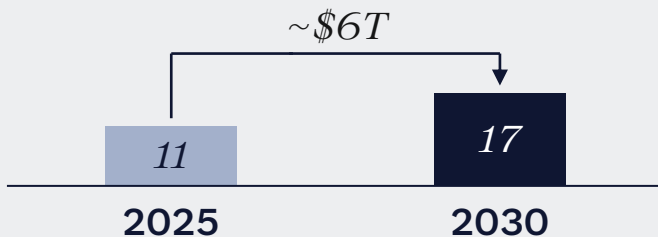


# 2 Citi Private Bank: A global franchise purpose-built to serve the world's most complex clients

Boutique in feel,  
global in force...

- #1 Family Office Private Bank<sup>(1)</sup>
- ~2,000 Family Office clients
- 10 Global booking centers<sup>(2)</sup>
- OneCiti Institutional access

Global UHNW<sup>(a)</sup> cross-border wealth<sup>(3)</sup>  
Market growth; USD in Trillions

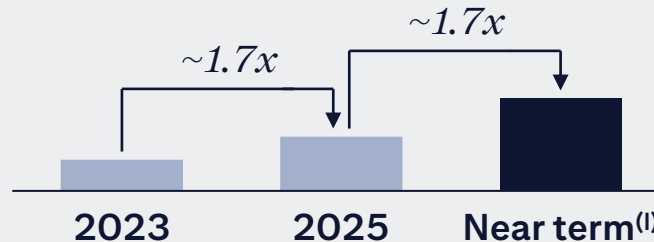


...understanding client  
needs and deepening  
relationships...

Integrated platform and  
investment-first advisory model

~\$13B of NNIA from OneCiti  
cross-franchise referrals<sup>(4)</sup>

NNIA<sup>(j)</sup> per advisor  
Citi Private Bank



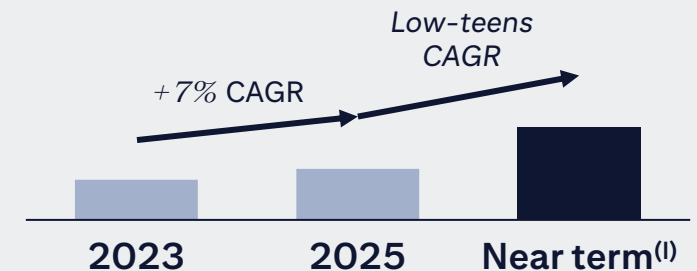
...and investing to further  
accelerate growth

EXPANDING COVERAGE CAPACITY  
BY HIRING

100+

Private Bankers and ICs<sup>(5)</sup>

Investment fee revenues<sup>(k)</sup>  
Citi Private Bank



# 2 U.S. Retail Banking and Citigold: A substantial opportunity within our existing client base and footprint



#1 in deposits per branch<sup>(1)</sup> (~\$255MM)

6 affluent urban markets<sup>(e)</sup>

~1.6x larger affluent client base<sup>(2)</sup>

>90% branch CSAT<sup>(3)</sup>



Dedicated Wealth advisory team with planning-based engagement

~900 dedicated Wealth advisors and Relationship managers

Comprehensive digital Wealth platform

Best Bank for HNW – 9 years in a row<sup>(6)</sup>

## CLEAR PATHWAY ENABLED BY SIMPLIFIED BANKING

~325K clients upgraded to Citigold since 2022<sup>(7)</sup>

~2.4x increase in client investment revenue<sup>(k)</sup> post upgrade to Citigold<sup>(8)</sup>

## 2 Investing in our retail bank to improve client experience and capture our biggest opportunity

### MODERNIZED AND REFRESHED BRANCHES

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**Refreshed branch network**

Modernized, **elevated experience**

**Next Gen teller and advisor technology**

### ELEVATED SERVICE QUALITY

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**+400** client advisors and personal bankers

Expanded **advisory-first coverage**

**Relationship-based pricing**

### EXPANDED SMB AND WORKPLACE

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**+200** small business advisors

**Refreshed SMB product offerings**

**Scaling workplace as a growth engine**

### LEADING DIGITAL PLATFORM

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**AI-enabled digital wealth platform**

**Seamless omnichannel client experience**

**Citi Sky – intelligence for advisors**

citi SKY



Every Question. Every Moment.  
ASK MORE

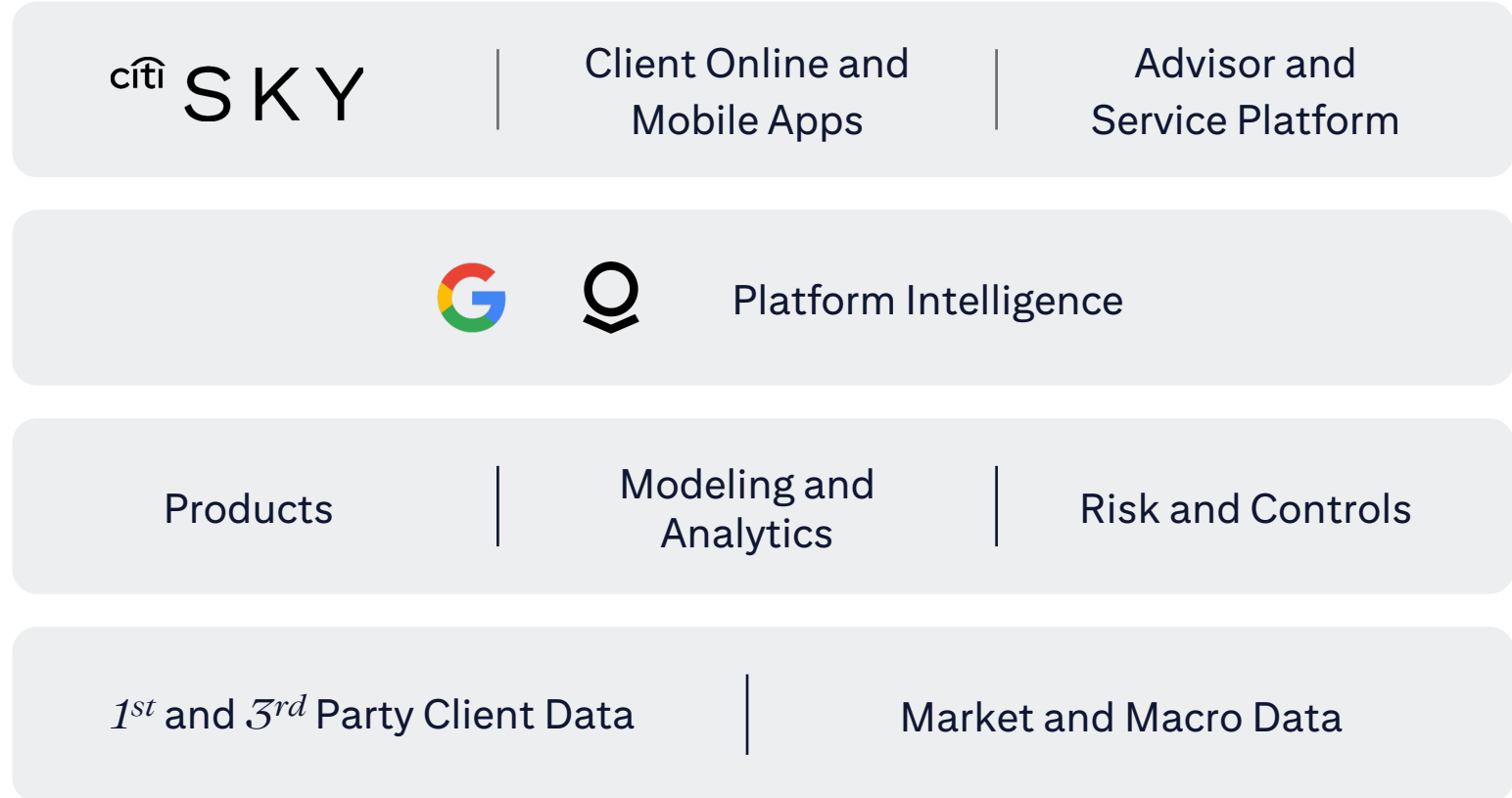
# 3 Delivering seamlessly and at scale through a modern platform

**LAYER 4**  
Experience

**LAYER 3**  
AI orchestration

**LAYER 2**  
Core capabilities

**LAYER 1**  
Data



**Delivering personalized advice to every client**

**Extending our reach to serve more clients at scale**

**Driving operating leverage across the platform**

# Investing to capture the opportunity ahead

## FOCUS AREAS

BEST-IN-CLASS  
TALENT

**Expanding our banker and advisor force**  
to grow in the Private Bank and Citigold

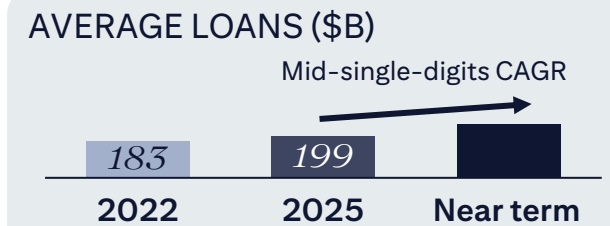
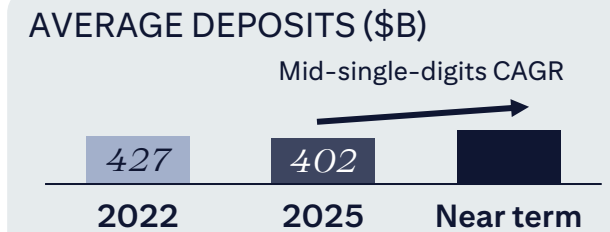
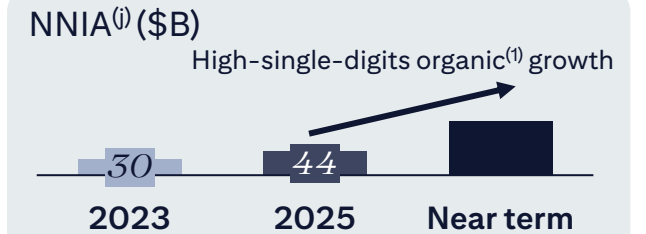
A REFRESHED  
PHYSICAL  
FOOTPRINT

**Refurbishing our branch network**  
with an elevated advisory experience

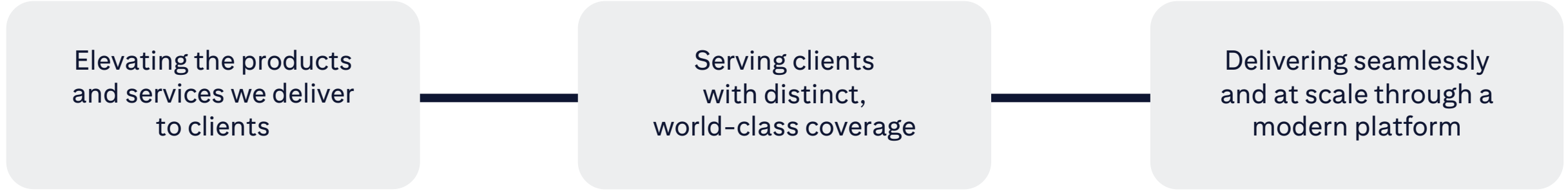
NEXT  
GENERATION  
AI AND  
TECHNOLOGY

**Reinventing the future of Wealth with Sky**  
and a modernized digital platform

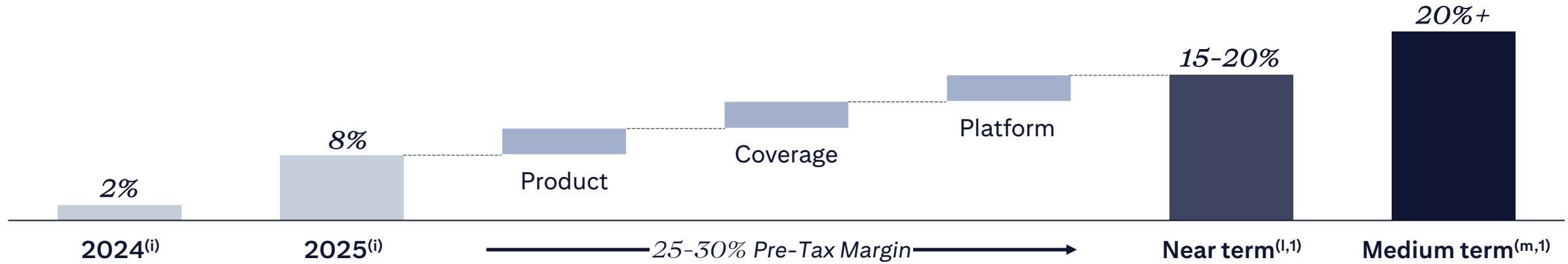
## KEY PERFORMANCE INDICATORS (Near-Term<sup>(1)</sup> Targets)



# Path forward to higher returns



## RETURNS (RoTCE) TRAJECTORY



Targeting low-teens revenue CAGR and *15-20%* RoTCE in the near term, and above *20%* RoTCE in the medium term

Certain statements in this presentation are “forward-looking statements” within the meaning of 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, outlook, guidance and 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. These factors include, among others: (i) macroeconomic, geopolitical and other challenges and uncertainties, including impacts related to the conflict in the Middle East and resulting disruptions to energy and other commodities markets and supply chains; elevated inflation, slowing economic growth and increases in unemployment rates; changes in U.S. laws or policies; and changes in interest rates and monetary policies; (ii) the execution and efficacy of Citi’s initiatives to achieve its simplification, transformation and enhanced firm and business performance priorities; and (iii) the precautionary statements included in this presentation. These factors also consist of those contained in Citigroup's filings with the U.S. Securities and Exchange Commission, including without limitation the “Risk Factors” section of Citigroup’s 2025 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.

# Footnotes

## Global

- a. Citi defines Ultra High Net Worth (UHNW) as clients with investable assets of greater than \$25MM.
- b. Citi defines retail as clients with under \$200K in assets with Citi.
- c. Citi defines High Net Worth (HNW) as clients with investable assets between \$10MM to \$25MM.
- d. Citi defines Affluent as clients with investable assets between \$200K to \$10MM.
- e. Six affluent urban markets: New York, Los Angeles, San Francisco, Chicago, Miami and Washington, D.C.
- f. Client Balances includes EOP deposits, loans and client investment assets. Figure is as of December 31, 2025, unless otherwise noted.
- g. As previously disclosed, certain reporting changes were implemented in the first quarter of 2026. Prior period results for Citi's segments were recast to reflect these reporting changes, while Citi's consolidated results remained unchanged. For additional information, please refer to Citi's Form 8-K furnished with the U.S. Securities and Exchange Commission on April 3, 2026.
- h. Client Investment Assets includes Assets Under Management, trust and custody assets.
- i. Return on Tangible Common Equity (RoTCE) is a non-GAAP financial measure. RoTCE represents annualized net income available to common shareholders as a percentage of average TCE. For a reconciliation to reported results, please refer to Citi's Form 8-K furnished with the U.S. Securities and Exchange Commission on April 3, 2026 and the Citigroup Inc. Quarterly Financial Data Supplement for the quarter ended March 31, 2026, which is Exhibit 99.2 to Citigroup's Current Report on Form 8-K furnished with the U.S. Securities and Exchange Commission on April 14, 2026.
- j. Net new investment assets (NNIA) represents investment asset inflows, including dividends, interest and distributions, less investment asset outflows. Excluded from the calculation are the impact of fees and commissions, market movement, and any impact from strategic decisions by Citi to exit certain markets or services. Also excluded from the calculation are net new investment assets associated with markets for which data was not available. NNIA for Retail Banking is not available prior to 1Q24.
- k. Investment revenue is comprised primarily of fees earned for providing fiduciary investment management and advisory services, brokerage commissions earned on client trading activities and fees generated on alternative and traditional investments. Investment revenue per advisor is investment revenue divided by the average number of advisors within the wealth organization for that year.
- l. Citi defines the near-term period as 2027-2028. Citi expects to be within the near-term RoTCE range for both 2027 and 2028. Near-term CAGR targets refer to the period from 2025-2028. Citi expects to reach near-term non-CAGR targets over the near term. All near-term amounts are targets and subject to macro and market conditions.
- m. Citi defines the medium-term period as 2029-2031. Citi expects to reach the medium-term RoTCE range over the medium term. All medium-term amounts are targets and subject to macro and market conditions.

# Footnotes (cont.)

## Slide 2

1. Client penetration among global billionaires is based on Citi's figures using Forbes estimate of total billionaire population.
2. \$5T Off-Us Opportunity refers to the estimated total market size or potential revenue/asset generation from Wealth clients or transactions not currently serviced by or conducted through Global Citi Wealth existing platforms, products, or services. Estimated total market size derived from 3rd party sources (Source: Equifax IXI), internal Citi data, client self-disclosed data and internal estimates. Data is subject to further changes, including changes in methodology.
3. Represents geographical region and not cluster. Citi is organized into six clusters: United Kingdom; Japan, Asia North and Australia (JANA); LATAM; Asia South; Europe; and Middle East, Africa and Russia (MEA). Although the chief operating decision maker (CODM) does not manage Citi's segments and All Other by cluster. For additional information, please refer to Citigroup's 2025 Annual Report on Form 10-K.

## Slide 4

1. Reflects headcount reduction in the legacy Wealth organizational structure, excluding U.S. Retail Banking and Mortgage, as of the first quarter of 2026 relative to peak headcount levels recorded in the first quarter of 2023.

## Slide 8

1. UMA stands for Unified Managed Account.

## Slide 9

1. All figures are as of December 31, 2025, unless otherwise noted.
2. Consists of private bankers and investment counselors.
3. Consists of NAM Citigold and NAM Citigold Private Client households only.
4. Consists of financial advisors and relationship managers.
5. Consists of Asia South and Asia North Citigold, and Asia South and Asia North Citigold Private Clients only.
6. Consists of Wealth at Work bankers and investment counselors.
7. Consists of US Retail clients and US mortgage lending only households.
8. Consists of retail clients covered by international wealth management centers, international cards only, and international mortgage lending only clients, which are managed within International Citigold.

## Slide 10

1. Source: The Banker 2025. Awarded distinction as "Best Private Bank for Family Offices 2025" by PWM (Professional Wealth Management).
2. Booking Centers are the number of countries in which the Wealth business has legal vehicles where client loans, deposits or investments are recorded.
3. Source: BCG Expand Global Wealth Market Sizing 2026. UHNW is defined as adult individuals with \$20MM or above in financial wealth. Note: Wealth in local currency was converted to US dollars at the year-end exchange rates for each respective year. Financial wealth is defined as the total wealth of adult individuals, excluding real assets and liabilities. Cross-border wealth is defined as financial wealth booked in a jurisdiction that is different from the jurisdiction of domicile.
4. NNIA during FY25 as a result of client referrals from Banking, Services and Markets business segments.
5. Investment Counselors.

# Footnotes (cont.)

## Slide 11

1. Source: FDIC Filings as of June 30, 2025. Based on Citi's internal definition of deposits, which excludes commercial deposits. Nationwide deposits divided by total branches.
2. Estimated from 3rd party sources (Source: Equifax IXI), internal Citi data, household self-disclosed data and internal estimates. Compares the percentage of Citi affluent households in Citigold and Retail Banking versus percentage of affluent households in the U.S. overall." Affluent threshold used is greater than \$500K of investable assets to align with external data sources.
3. CSAT refers to branch channel client satisfaction in 2025.
4. \$5T Off-Us Opportunity refers to the estimated total market size or potential revenue/asset generation from Wealth clients or transactions not currently serviced by or conducted through Global Citi Wealth existing platforms, products, or services. Estimated total market size derived from 3rd party sources (Source: Equifax IXI), internal Citi data, client self-disclosed data and internal estimates. Data is subject to further changes, including changes in methodology.
5. \$3T Off-Us Opportunity refers to the estimated total market size or potential revenue/asset generation from clients or transactions not currently serviced by or conducted through U.S. Retail Bank and U.S. Citigold platforms, products, or services. Estimated total market size derived from 3rd party sources (Source: Equifax IXI), internal Citi data, client self-disclosed data and internal estimates. Data is subject to further changes, including possible changes in methodology.
6. Source: Kiplinger. Awarded distinction as "Best HNW" 9 years in a row.
7. Reflects number of clients upgraded from Retail to Citigold (NAM only) from 2022 to 2025.
8. Refers to the uplift in investment revenue generated from clients 12 months post being upgraded to Citigold through February 2026.

## Slide 15

1. Organic growth is defined as the sum of NNIA throughout the calendar year divided by the total Client Investment Assets as of December 31 of the prior calendar year.

## Slide 16

1. RoTCE over the near and medium-term is a forward-looking non-GAAP financial measure. From time-to-time, management may discuss forward-looking non-GAAP financial measures, such as forward-looking estimates or targets for revenue, expenses, and RoTCE. We are unable to provide a reconciliation of forward-looking non-GAAP financial measures to their most directly comparable GAAP financial measures because we are unable to provide, without unreasonable effort, a meaningful or accurate calculation or estimation of amounts that would be necessary for the reconciliation due to the complexity and inherent difficulty in forecasting and quantifying future amounts or when they may occur. Such unavailable information could be significant for future results.