



Fourth Quarter and 2000 Earnings Review

January 16, 2001

Full Year 2000 Highlights

Record \$14.14B Core Earnings in 2000 (after charges), up 25%

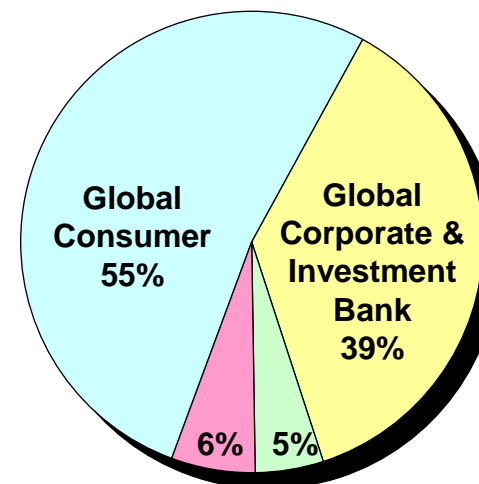
- ✓ **14% Revenue growth**
- ✓ **24% ROE on \$64.5B in Common Equity vs. 22% on \$56.4B in 1999**
- ✓ **Acquisition of Associates First Capital completed**
 - \$600MM (pre-tax) in cost savings
 - Immediately accretive to earnings
 - Charges (after tax) include:
 - \$135MM transportation loss provision
 - \$11MM in 4Q00 (\$163 MM full year 2000) conforming accounting adjustments
 - \$459MM in 4Q00 restructuring and merger related expenses
- ✓ **Credit remains sound**
- ✓ **Significant progress on Internet initiatives**
- ✓ **Continue to strengthen competitive position in key franchises**

Diversified Global Earnings Growth - 4Q

Fourth Quarter 2000 Core Income

| (\$ in Millions) | <u>4Q00</u> | <u>4Q99</u> | <u>% Change</u> |
|---|-----------------|-----------------|-----------------|
| Global Consumer | \$ 1,466 | \$ 1,171 | 25% |
| Global Corporate & Investment Bank | 1,414 | 1,284 | 10% |
| Global Investment Mgmt. & Private Banking | 163 | 151 | 8% |
| Associates* | 289 | 394 | (27%) |
| Investment Activities | 203 | 213 | (5%) |
| Corporate/Other | <u>(204)</u> | <u>(215)</u> | 5% |
| Core Income | \$ 3,331 | \$ 2,998 | 11% |
| Diluted EPS | \$ 0.65 | \$ 0.58 | 12% |
| ROE | 21.0% | 21.6% | |

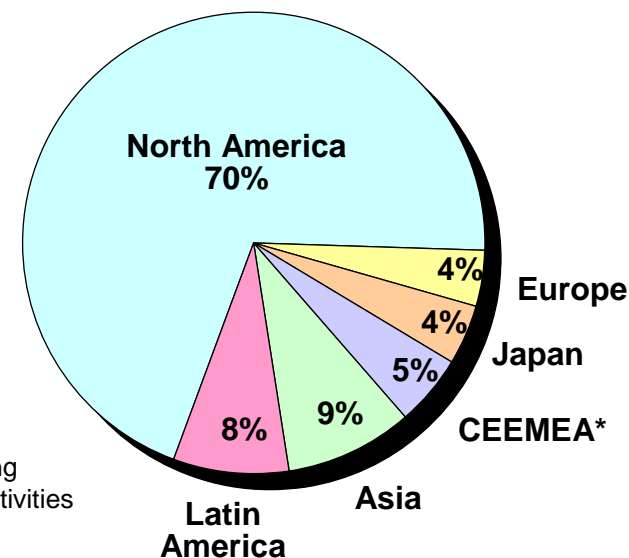
*AFS net of transportation loss provision of \$135 MM and conforming adjustments of \$11 MM



Note: Excluding Corporate/Other

Investment Activities

Global Investment Mgmt. & Private Banking



Note: Excluding Investment Activities

Latin America

Asia

CEEMEA*

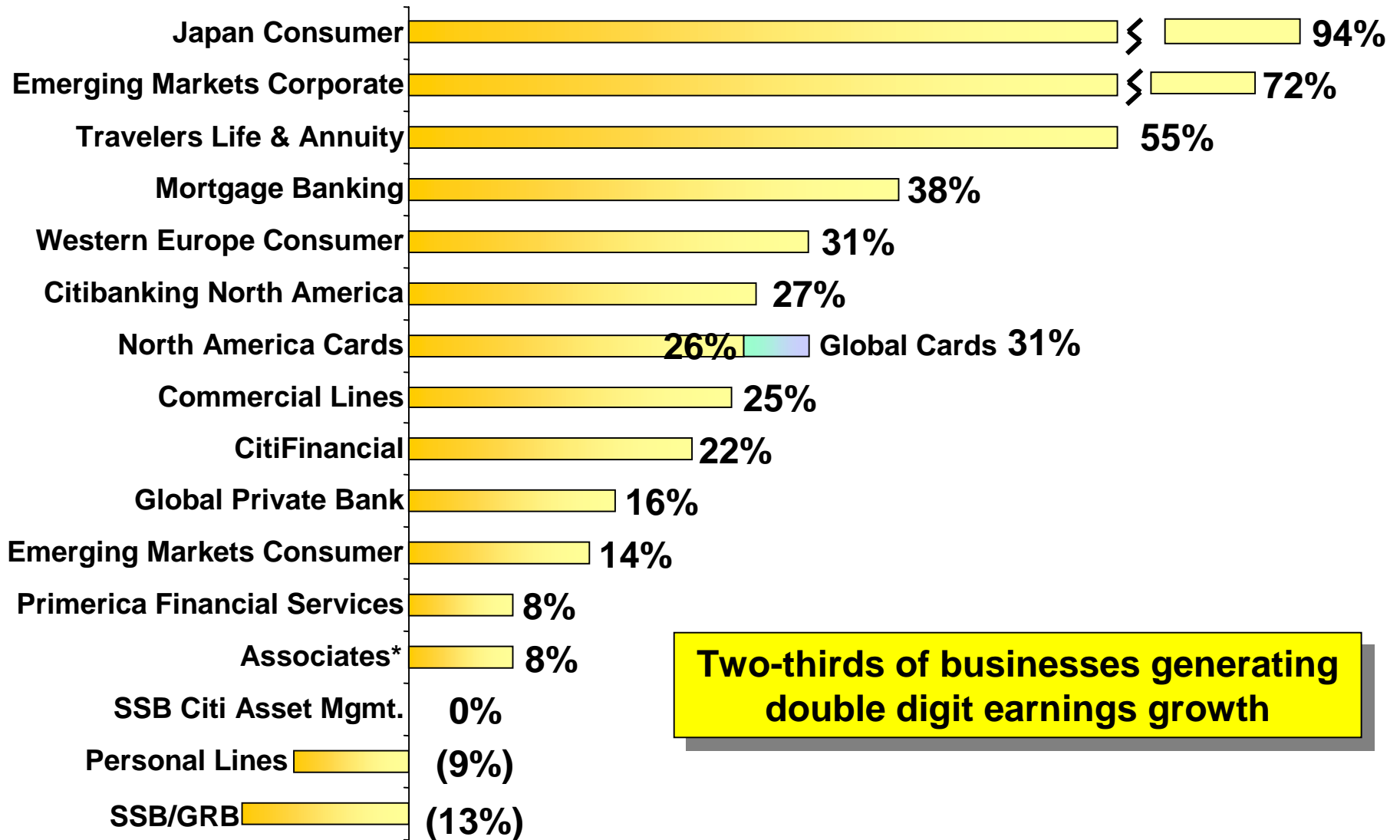
Japan

Europe

*CEEMEA (Central & Eastern Europe, Middle East and Africa) includes the Indian sub-continent

Across the Board Performance

Core Income Fourth Quarter 2000 (Year-over-Year %)



Two-thirds of businesses generating double digit earnings growth

*Associates before transportation loss provision

Diversified Global Earnings Growth - Full Year

Full Year 2000 Core Income

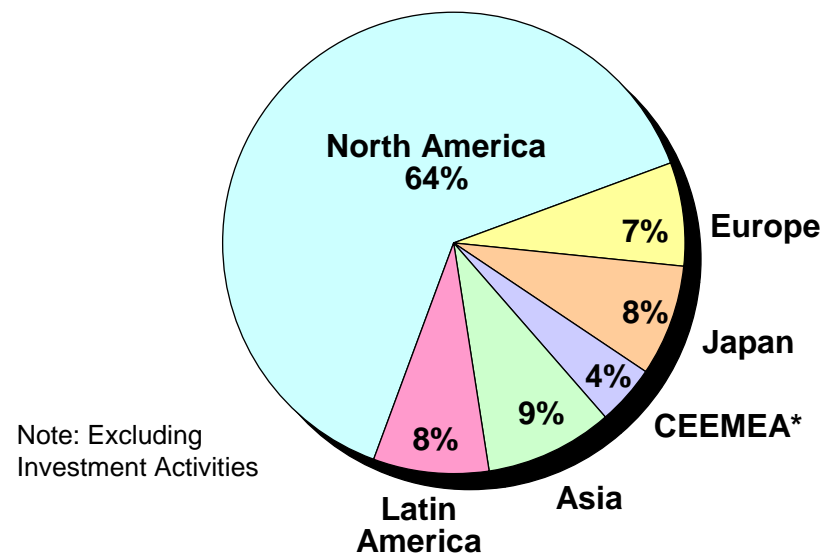
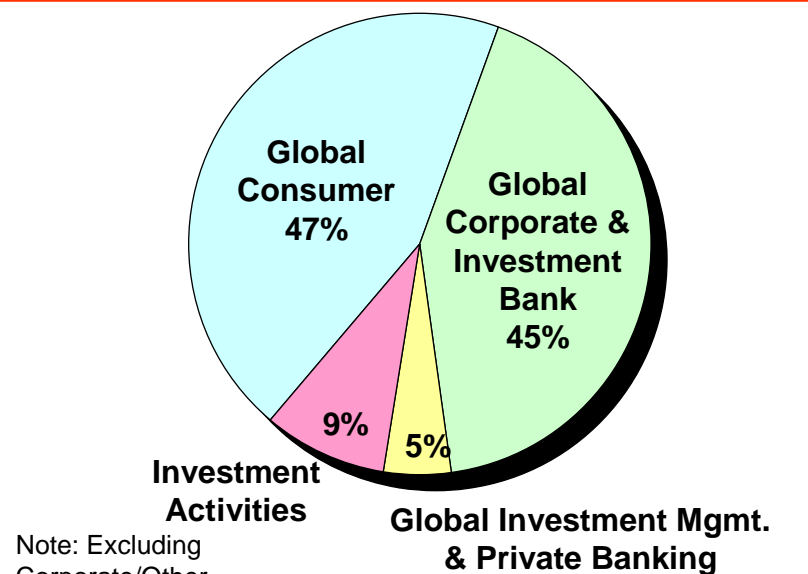
| (\$ in Millions) | <u>2000</u> | <u>1999</u> | <u>% Change</u> |
|---|--------------|--------------|-----------------|
| Global Consumer | \$ 5,294 | \$ 4,347 | 22% |
| Global Corporate & Investment Bank | 6,370 | 4,996 | 28% |
| Global Investment Mgmt. & Private Banking | 685 | 597 | 15% |
| Associates* | 1,381 | 1,402 | (1%) |
| Investment Activities | 1,363 | 658 | 107% |
| Corporate/Other | <u>(953)</u> | <u>(655)</u> | (45)% |

| | | | |
|--------------------|------------------|------------------|------------|
| Core Income | \$ 14,140 | \$ 11,345 | 25% |
|--------------------|------------------|------------------|------------|

| | | | |
|--------------------|----------------|----------------|------------|
| Diluted EPS | \$ 2.74 | \$ 2.19 | 25% |
|--------------------|----------------|----------------|------------|

| | | |
|------------|--------------|--------------|
| ROE | 23.5% | 21.7% |
|------------|--------------|--------------|

*AFS net of transportation loss provision of \$135 MM and conforming adjustments of \$163 MM



*CEEMEA (Central & Eastern Europe, Middle East and Africa) includes the Indian sub-continent

Consolidation of Associates First Capital

Status of Integration

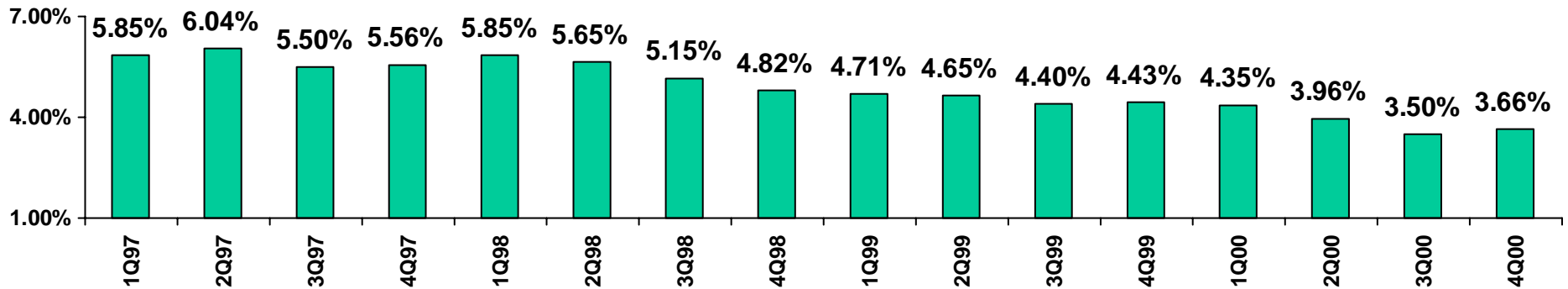
- Over year end, converted 750 Associates branches to CitiFinancial's brand, systems and management; closed 160 combined branches
- Consolidating corporate staff, reducing by one-third through Q1 2001
- Bankcard management consolidated

| <i>(\$ in after tax millions)</i> | <u>4Q00</u> | <u>2000</u> |
|--|---------------|-----------------|
| Associates Core Income Before... | \$ 435 | \$ 1,679 |
| Transportation loss provision | 135 | 135 |
| Conforming/other adjustments | 11 | 163 |
| Associates Core Income | \$ 289 | \$ 1,381 |
| Restructuring and merger-related charges | \$ 459 | \$ 459 |
| Total Associates- related charges | \$ 605 | \$ 757 |

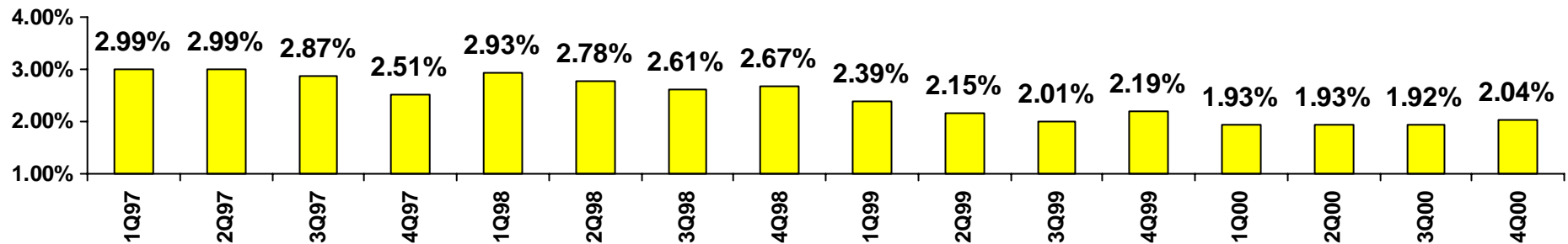
- \$600 MM (pre-tax) in cost savings
 - Two-thirds realized within first year
 - consolidating corporate and administrative functions
 - cost savings from cards consolidation
 - additional leverage with vendor contracts
 - real estate saves from branch consolidation
 - Japan funding benefit

Citigroup Consumer Credit Quality

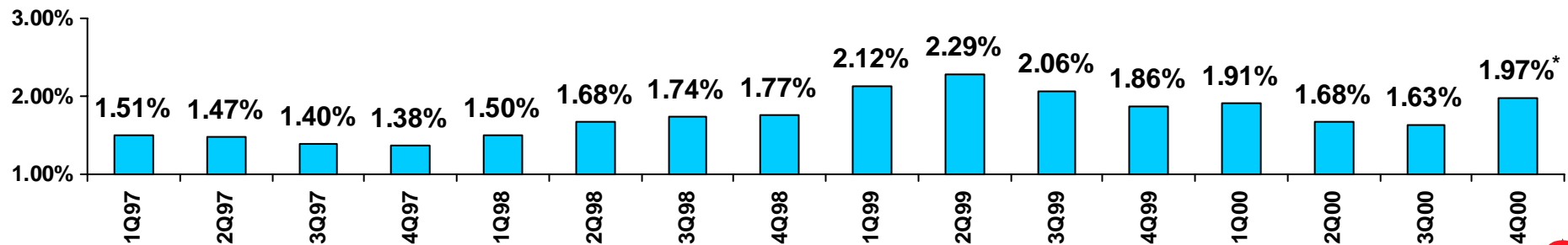
N.A. Bankcards - Net Credit Losses as a % of Average Loans



CitiFinancial – Net Credit Losses as a % of Average Loans



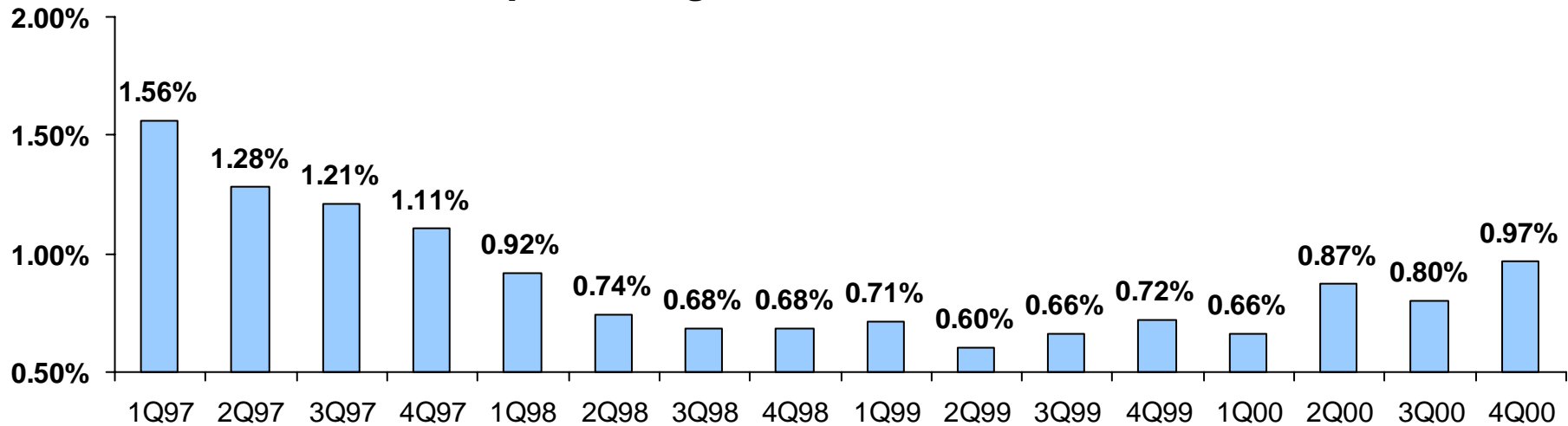
International Consumer - Net Credit Losses as a % of Average Loans



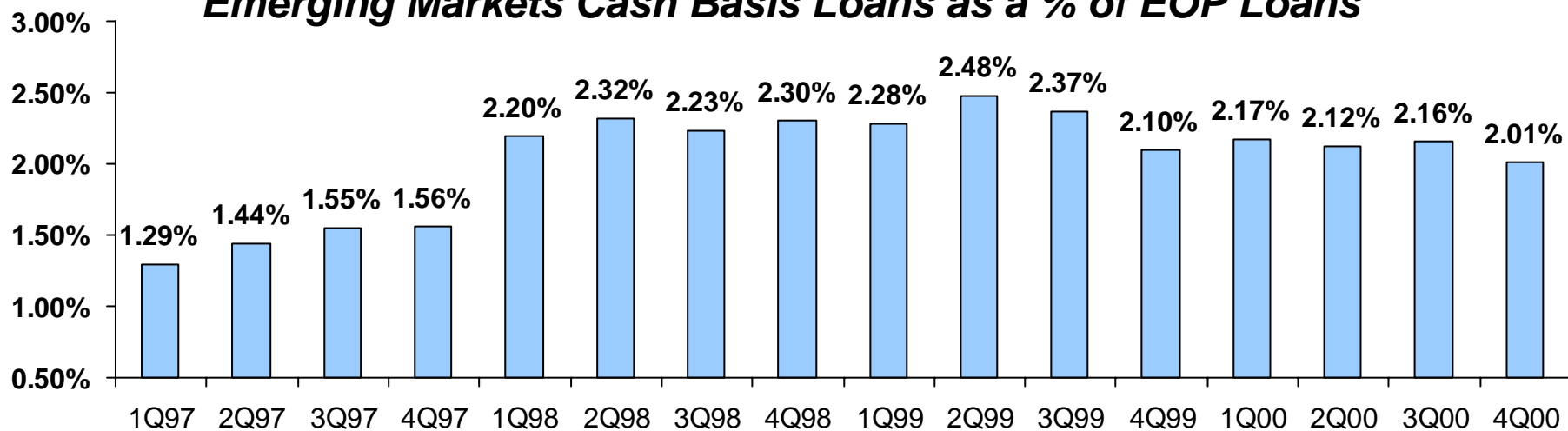
*4Q00 of 1.97% includes FFIEC write-offs; ex-FFIEC in 4Q00 was 1.53%

Citigroup Corporate Bank Credit Quality

Global Relationship Banking Cash Basis Loans as a % of EOP Loans



Emerging Markets Cash Basis Loans as a % of EOP Loans

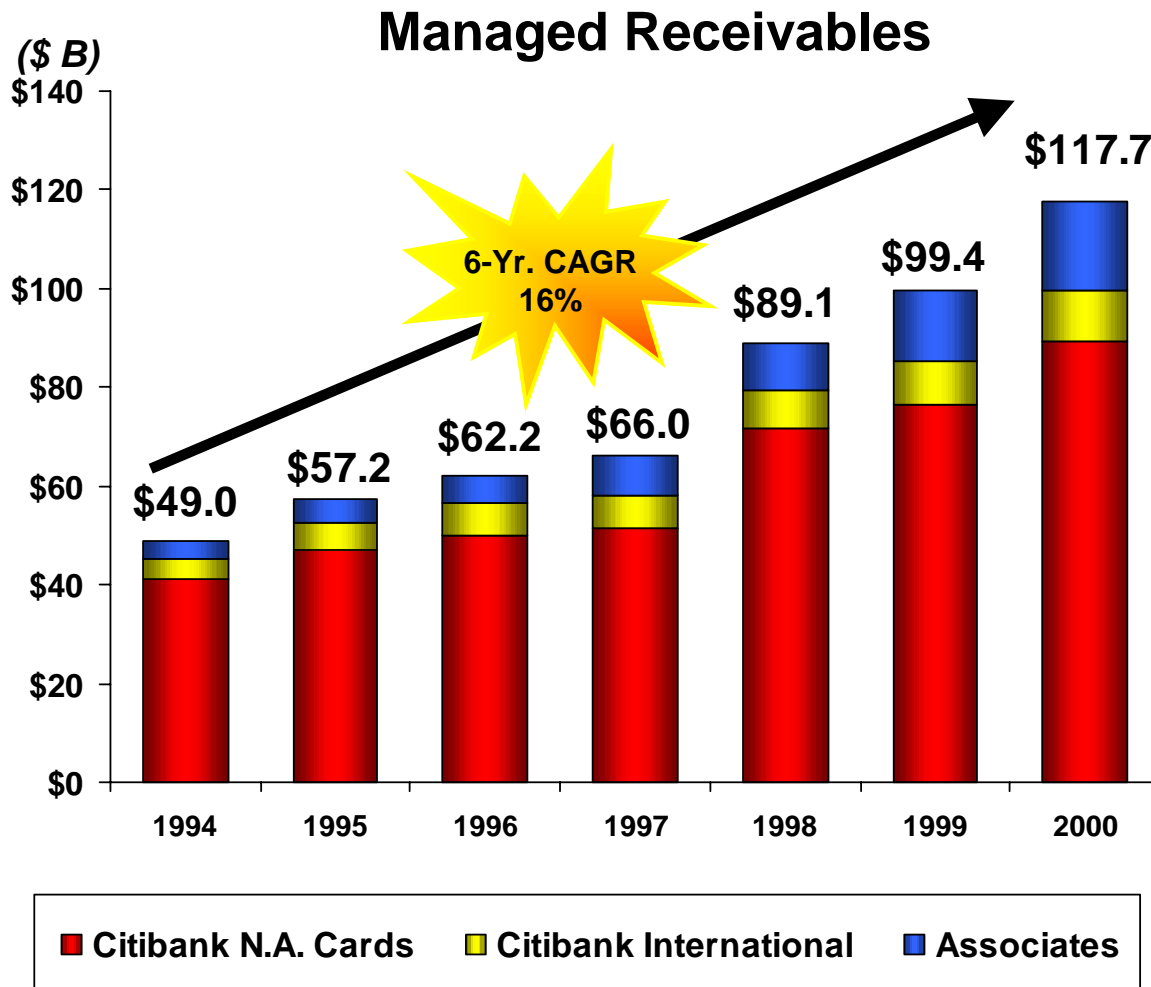


Executing Growth Strategy

| Citigroup Strategic Focus | 2000 Performance |
|--|--|
| <p>Emerging Markets</p> | <p>✓</p> <ul style="list-style-type: none"> • Core income of \$2.7 billion, up 34% • Acquired Handlowy, EFG Hermes, ING bank branches • # 1 Emerging Markets Bank |
| <p>Global Cards</p> | <p>✓</p> <ul style="list-style-type: none"> • Core income of \$2.2 billion, up 30%; Receivables up 18% • Acquired Associates, Diners Japan and Canada Trust • #1 Globally, 100 million accounts, 46 countries |
| <p>Global Consumer Finance</p> | <p>✓</p> <ul style="list-style-type: none"> • Core income of \$1.5 billion, up 21% • #1 in US, #4 in Japan |
| <p>Global Insurance</p> | <p>✓</p> <ul style="list-style-type: none"> • Core income of \$2.7 billion, up 21% • TAP buyback, joint venture with Fubon, Reliance acquisition • PFS launched in Spain |
| <p>Global Corporate Finance</p> | <p>✓</p> <ul style="list-style-type: none"> • Global Corporate Finance core income of \$3.6 billion, up 20% • Acquired Schrodgers and the Geneva Group • #1 in Global Underwriting; IFR's Best Bank for 2 years running |
| <p>Wealth Management</p> | <p>✓</p> <ul style="list-style-type: none"> • Core income of \$3.2 billion, up 20% • Acquired Garante and Siembra; CitiStreet joint venture • Distribution investment in branches, sales forces • # 2 wealth management company |

Note: Some of the above income segments overlap with others.

Building the Preeminent Global Cards Franchise

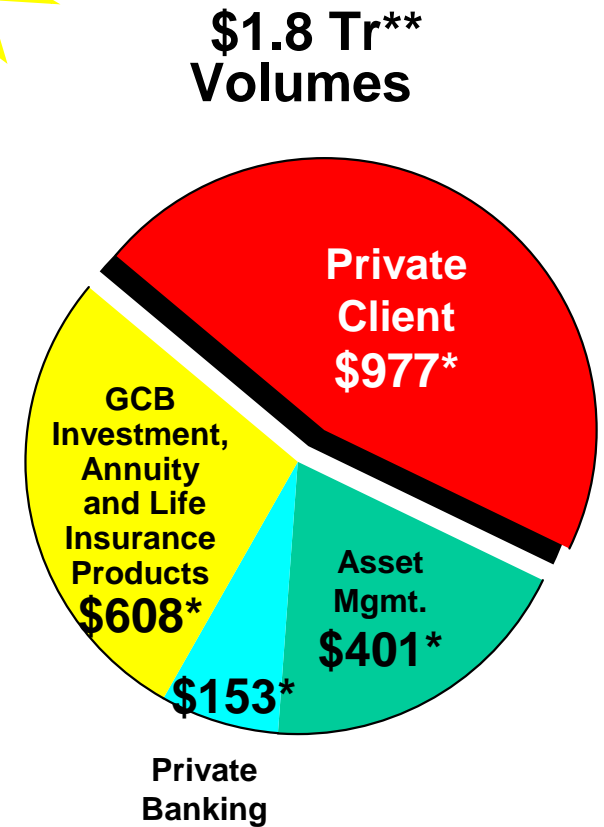
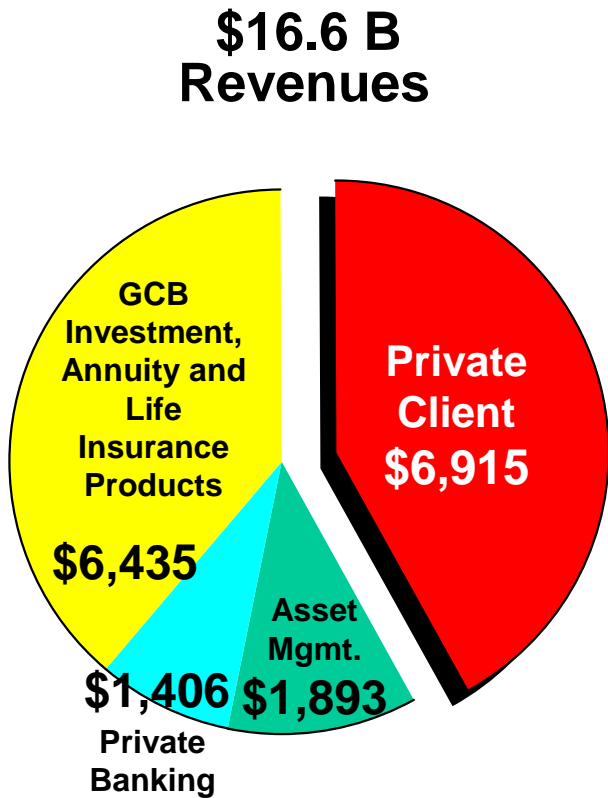


Global Cards

- ✓ 30% income growth in 2000 to \$2.2 billion
- ✓ Universal card consolidation generates cost savings of \$100 million in 2001
- ✓ 100 million accounts
- ✓ 10 acquisitions in 2000
- ✓ Increased market share of U.S. receivables from 16.5% to 20.0%
- ✓ Best-in-Industry cost position
- ✓ Best-in-Industry credit performance

Leadership in Wealth Management

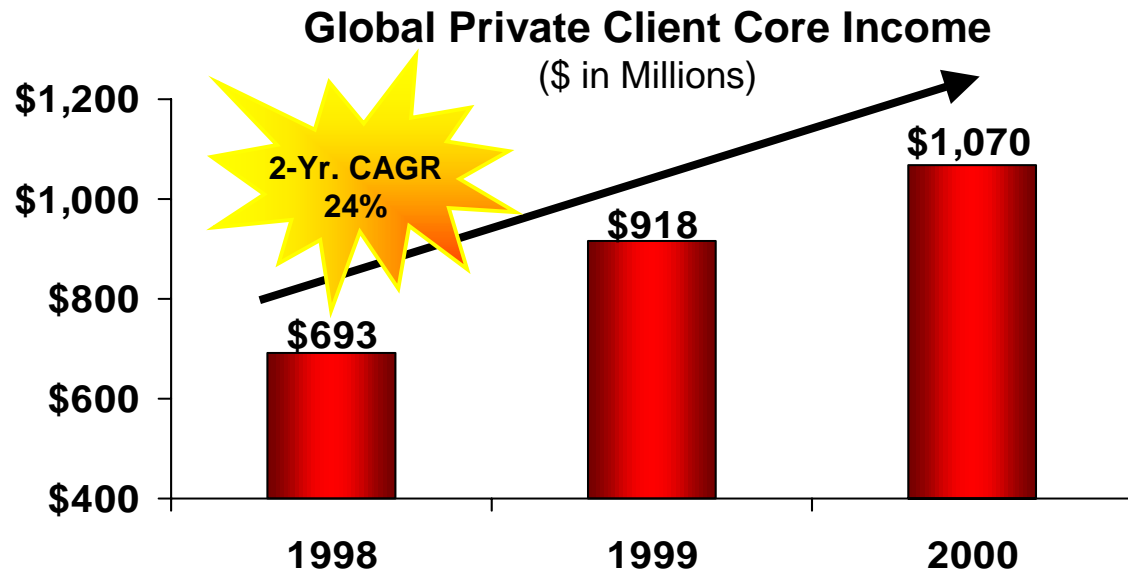
Full Year 2000



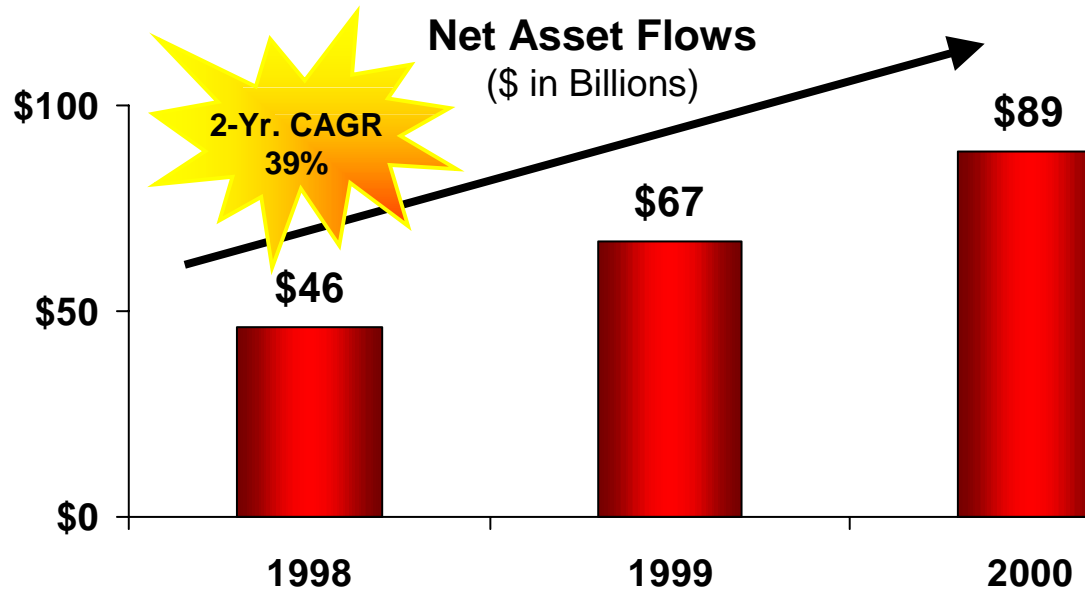
*#s before adjustment for cross-sell volumes

**Adjusted total for cross-sell

Private Client Performance

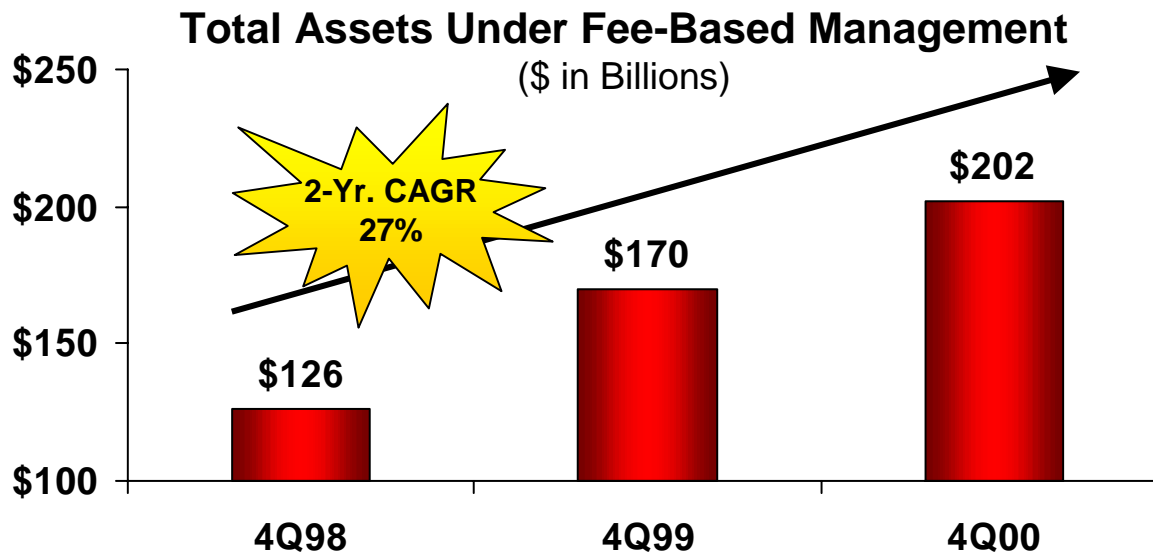
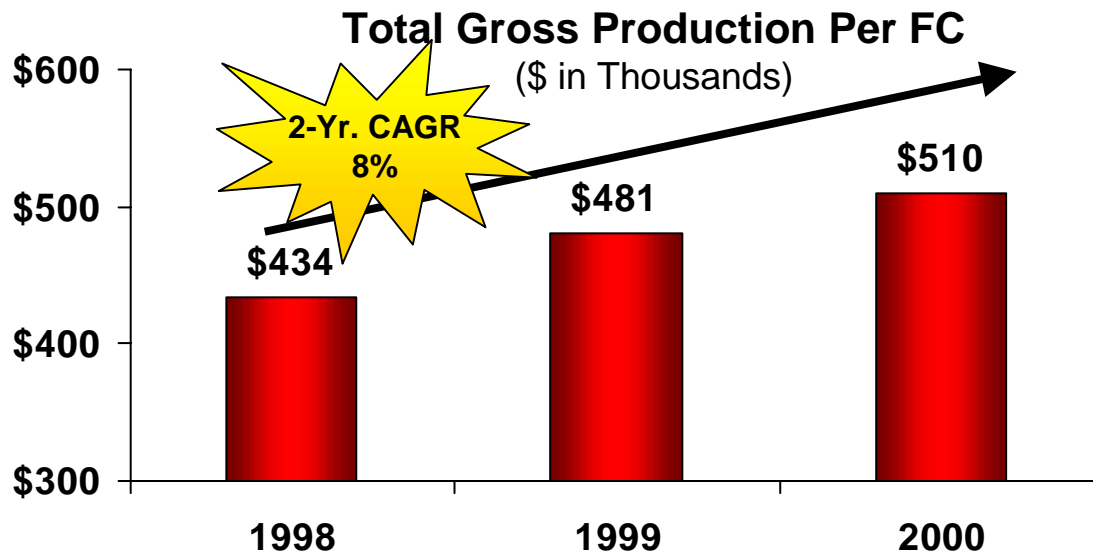


- Core income over \$1 billion in 2000 (up 17%)
- Pre-tax margins of over 25%



- Record \$89 billion in net new assets
- Record \$977 billion in client assets

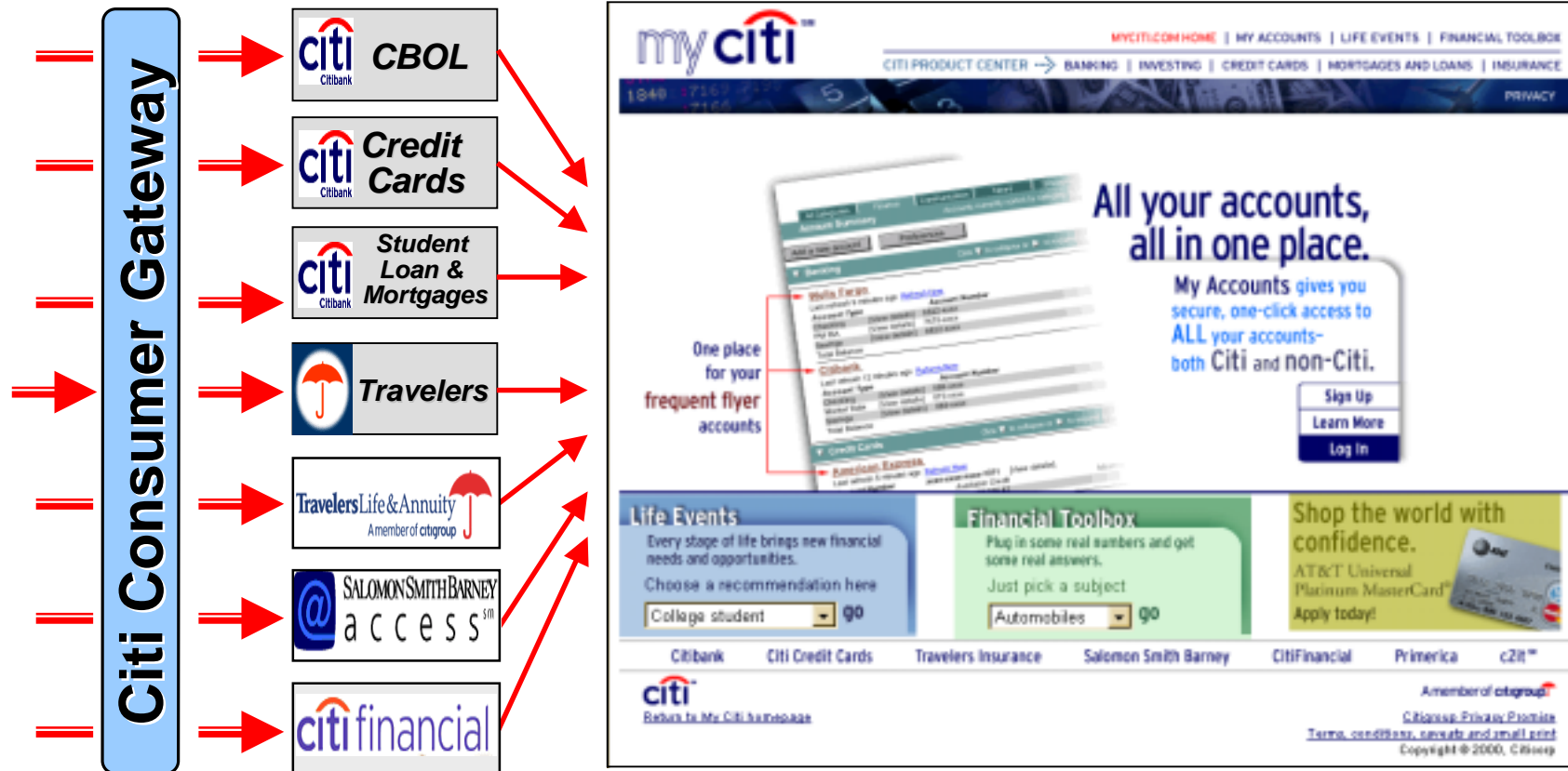
Private Client Performance



- 12,130 FCs, up 800
- 513 domestic retail branches, up 8%
- #1 in industry productivity; record \$510,000 (gross/FC)
- Industry's lowest FC attrition
- 1.5MM online accounts

- Ultra-high net worth clients account for over 50% assets
- Relationship with 1 in 7 affluent households; 1 in 10 ultra high-net worth
- Fee-based assets account for 20% of total client assets and 1/3 of revenues

Delivering on the Internet



Capital Discipline

Full Year 2000

Stockholders' equity⁽¹⁾ (billions)

ROE (Full Year)

Strong regulatory capital ratios

Tier I Ratio (>7.5%⁽³⁾)

Total Capital Ratio (>10.5%⁽³⁾)

GAAP Assets (billions)

| | 12/31/00 | 12/31/99 |
|--|-----------------------|----------|
| Stockholders' equity ⁽¹⁾ (billions) | \$ 71.2 | \$ 63.2 |
| ROE (Full Year) | 23.5% ⁽²⁾ | 21.7% |
| Strong regulatory capital ratios | | |
| Tier I Ratio (>7.5% ⁽³⁾) | 8.4% ⁽²⁾ | 8.9% |
| Total Capital Ratio (>10.5% ⁽³⁾) | 11.3% ⁽²⁾ | 11.3% |
| GAAP Assets (billions) | \$ 901 ⁽²⁾ | \$ 799 |

Consistent share repurchase

- 15.3 million shares for 4Q00
- 86.0 million shares for full year 2000
- Repurchase cost of \$4.0 billion for 2000
- Diluted shares outstanding 5.122 billion for full year 2000

(1) Includes trust securities

(2) Preliminary

(3) Management guideline

Citigroup Business Model

- **Diversified global earnings growth**
 - Geography, product, channel
 - Stable and recurring income
- **Business leadership**
 - Market share leaders
 - Distribution power
- **Management discipline**
 - Expense and risk management
 - Cross-sell management
 - Acquisition integration
- **Technology leadership**
 - Internet enabled
 - Scale platforms
- **Capital Strength**
 - Efficient management
 - Play offense

- **Statements made today may include forward-looking information subject to risks, uncertainties and other factors that could materially affect actual results.**
- **For further information please see Citigroup's reports filed with the SEC pursuant to the Securities Exchange Act of 1934 which are available at the SEC's website (www.sec.gov).**