

200 YEARS Citi

Citi works tirelessly to serve individuals, communities, institutions and nations. With 200 years of experience meeting the world's toughest challenges and seizing its greatest opportunities, we strive to create the best outcomes for our clients and customers with financial solutions that are simple, creative and responsible. An institution connecting over 1,000 cities, 160 countries and millions of people, **we are your global bank; we are Citi.**

Common Purpose

One team, with one goal: serving our clients and stakeholders

Responsible Finance

Conduct that is transparent, prudent and dependable

Ingenuity

Enhancing our clients' lives through innovation that harnesses the breadth and depth of our information, global network and world-class products

Leadership

Talented people with the best training who thrive in a diverse meritocracy that demands excellence, initiative and courage



Conquering distance and the seasons

CARGO CONTAINER

GENERATIONS FORGET that fruits and vegetables have natural growing seasons. In the Northern Hemisphere, people give Valentine's Day roses in February without a thought. This was not true, though, before it became possible to efficiently transport large amounts of cargo across land and sea. Malcolm McLean, a trucking entrepreneur, saw a ship as just another piece of highway for transporting goods and envisioned installing racks to anchor truck trailers on cargo ships. Citi teamed up with him to finance the project, which ultimately led to the invention of the cargo container and thus inter-modal transportation.



Charting the path to instant communication

TRANS-ATLANTIC CABLE

IT TAKES MILLISECONDS for a businessman in London to call his family members in New York to let them know that he has arrived safely. In 1865, it would have taken a ship nearly three weeks to deliver the message. All that changed a year later, with the laying of the trans-Atlantic cable. For \$10 a word, messages could be transmitted between continents within minutes. What once required an ocean crossing now took a few keystrokes. The cable was the brainchild of Frederick Gisborne and Cyrus Field, who founded the New York, Newfoundland and London Electric Telegraph Company. Citi played a role in its financing, with Citi's president serving as treasurer and director of the company.



Bringing the Atlantic and Pacific 13,000 kilometers closer

PANAMA CANAL

TAXI DRIVERS IN SHANGHAI prefer German Volkswagens, teenagers in London love phones made in Taiwan and Parisian restaurateurs like to serve Ecuadorian shrimp. We owe the routine nature of these choices to one of the greatest engineering feats in human history: the Panama Canal. Thirty million cubic meters of earth were removed to connect the Atlantic and Pacific oceans, saving 15,000 ships a year from having to round the tip of South America. Thanks to the world's biggest shortcut, trade flourished, economies expanded, and new markets and jobs emerged. At the request of President Theodore Roosevelt, Citi played a central part in financing the construction of the canal.



Making a scarce resource available worldwide

SUPERTANKER

WE DEPEND ON OIL to heat our homes in winter, power our cars on the way to work and lift passenger jets to destinations everywhere. Nearly half of the oil supply is produced in just five countries, but it's used in every corner of the world. Much of it is transported in supertankers, championed by Aristotle Onassis. These ships created unprecedented links between oil suppliers and purchasers, bringing comfort and simplicity to everyday lives while changing industries and making new markets. Citi financed the construction of Onassis' first supertanker in 1948.



Rebuilding a broken continent

THE MARSHALL PLAN

EUROPE IS A PILLAR of the global economy, contributing more than 20% of the world's gross domestic product. But in the aftermath of World War II, Europe was a devastated continent. It suffered crippling shortages of food, fuel and clothing. Moved by this humanitarian crisis, the U.S. government developed the Marshall Plan, a program that delivered \$13 billion in aid. It's considered one of the most successful foreign aid programs in history, helping to boost the European economy by more than a third in three years. Citi played an important role in the Marshall Plan by arranging commercial letters of credit for shipments to countries receiving aid.



Partnering to expand financial access

MICROFINANCE

GLOBALLY, MORE THAN 200 MILLION people have access to credit and other financial services, primarily through microfinance institutions that provide loans to individuals, often in rural communities, financing small businesses, education and housing. Microfinance continues to evolve as fresh thinking, with innovative technologies like mobile and branchless banking, providing inclusion and new opportunities for households and communities fostering economic growth. The Citi Foundation has been a leading supporter of understanding client needs, product innovation and financial education for more than 30 years. Citi's businesses, led by Citi Microfinance, are expanding financial inclusion through partnerships with more than 120 microfinance institutions, funds and networks in more than 40 countries, providing financial services to millions of underserved households.



Laying foundations for a new urban reality

CITI FOR CITIES

CITIES HAVE LONG BEEN ENGINES of innovation and progress. The world currently is undergoing the largest wave of urban growth in history, with city populations increasing by a third in the last 20 years. This dramatic change introduces a host of complexities, and governments work to keep pace by developing updated services and infrastructure that are efficient and secure. Mumbai established an e-payment gateway for the government to collect tax receipts and make payments. Warsaw created a system that allows it to monitor its cash flows in real time. Mexico City adopted a system to manage its \$30 million in daily payments. All these programs and more are made possible by the financial and technological know-how delivered through the Citi for Cities team.



Championing financial inclusion

COMMUNITIES AT WORK FUND

THERE IS NEW REASON to be hopeful in low-income communities across America, where some small businesses are getting loans, community centers are being developed and housing units are being renovated. In many such communities, access to credit has long been scarce, and the opportunities for economic development go by the wayside because educational, commercial and social ventures are starved for cash. The Communities at Work Fund was created to help reverse this trend. It provides financing through neighborhood institutions that lend to nonprofit and for-profit enterprises that are underserved by traditional banks. Citi, together with the Calvert Foundation and Opportunity Finance Network, launched the \$200 million fund in 2010 and has since approved loans to communities in 39 states.

Enhancing our clients' lives through innovation that harnesses the breadth and depth of our information, global network and world-class products



Inventing the modern multinational company

FIRST FOREIGN EXCHANGE

CORPORATIONS ROUTINELY PERFORM thousands of transactions all around the world – payments, transfers and deposits – to cultivate new markets or sustain existing ones. This was impossible before John Rockefeller saw an opportunity to bring Standard Oil's surplus oil reserves to China in 1891. Citi established a foreign exchange department to enable Rockefeller to maintain seamless cross-border cash flows for his Chinese operations. By 1898, it enabled Standard Oil to pay any sum of money to any industrialized city in the world within 24 hours. This was the precedent for the modern multinational company.



Creating access at all hours of the day

ATM

NINETY PERCENT OF THE WORLD'S population lives within a 15-minute walk from an ATM, making our 24-hour-a-day lives possible. We can go almost anywhere in the world, at any time of the day or night, and get instant access to cash to make a purchase, pay for a service or cover a bill. In 1977, when Citi introduced its first ATM in New York City, there were a miniscule number of such machines anywhere in the world. Four years later, the convenience of ATMs doubled Citi's share of deposits in the market. Today, we have 26,000 ATMs worldwide.



Stripping barriers out of the banking experience

CITI SMART BANKING

AT A CITI SMART BANKING BRANCH, a person is greeted by a concierge, accesses full online banking features at a workstation, views instantly updated market information on a wall display and receives customer service through a live video chat. It is a seamless experience and a dramatic departure from traditional branches, which some people equate with long lines, uneven service and excessive paperwork. The design comes from the insight that the most successful bank of the future will be the one that delivers the greatest customized value to clients in the simplest way. The first Citi Smart Banking branch, built in Tokyo, was heralded as the top retail bank in Japan just one year after opening.



Making the wallet carry its own weight

DIGITAL WALLET

A PERSON WALKING DOWN the street can use a mobile phone to search for a restaurant and can use a digital wallet on the phone to retrieve coupons from establishments within walking distance and pay for a meal – all with a wave of the hand. The digital wallet is a far cry from the purses and wallets that people have carried since the creation of money. Developers recognized the potential of handheld technology to make people's lives simpler and smarter. Citi collaborated with Google, MasterCard, Sprint and First Data to introduce the first widely deployed near-field communication-connected digital wallet in the U.S. market.

Leadership

Talented people with the best training who thrive in a diverse meritocracy that demands excellence, initiative and courage



Establishing an institution dedicated to progress

FOUNDING STORY

EVERY DAY, CITI BANKERS work alongside tens of millions of clients to achieve progress for individuals, families and communities, businesses, institutions and nations. It is the shared purpose of the Citi community that spans over 100 countries: people laying plans, making decisions and taking action with an abiding passion to make things better. That was the character of the dozen people who came together at a small building at 52 Wall Street in the summer of 1812 to found the bank that would become Citi. They pooled their resources to fund each other's ambitions in New York City and beyond.



Setting universal standards for leadership

TRAINING FUTURE LEADERS

CITI ALUMNI go on to become chiefs of multinational corporations, ministers of finance, governors of central banks, ambassadors of nations – even heads of state. Citi has a rich history as a training ground for future leaders. In 1914, as the bank continued to expand internationally, Citi president Frank Vanderlip formalized that role in Citi's first official learning and development curriculum, dwelling not only on the rigors of banking but also on the tools of general management and the study of foreign languages and cultures. The courses equipped the program's graduates with the skills and sensibilities necessary to serve a new kind of worldly clientele. This was the precedent for the reputation that Citi still enjoys today.



Making money mobile and secure

WALTER WRISTON

THERE ARE MORE THAN THREE BILLION credit cards in circulation worldwide, and nearly four billion people manage their funds through an ATM, website or mobile phone. In the late 1960s, the idea of paying for dinner with a plastic card or having access to a bank account after 4 p.m. was unthinkable. It took the vision of Citi president Walter Wriston to imagine the future of retail banking, a world where people have simple access to credit and savings, anywhere at any time. Wriston believed that Citi had to be "responsive to the needs of society," and he invested billions to create Citi's consumer business through the commercialization of credit cards and the ATM.



Spurring an era of worldwide growth

MOSES TAYLOR

FOR MORE THAN 100 YEARS, the United States has been a driving force of innovation and economic success in the world. Setting that dynamo into motion required bold action in the decades before. In the 19th century, the first modern gas utility was founded to light Manhattan, vast railroad systems were laid to open the American frontier and far-stretching communications networks were created to link most points in America to each other and to the world. Moses Taylor, president of Citi from 1856 to 1882, was a leading player in these and numerous other investments that transformed the United States from an outlier to a pacesetter in the global economy.

Dear Fellow Shareholders,

This year marks our 200th anniversary – a milestone that few institutions ever reach. This is a time to commemorate who we are and what we've done and also to look forward to all that we can achieve in the coming years.

Our bank enjoys a heritage that none of our competitors can match. Since 1812, our central mission has been to support economic progress. For two centuries, we have applied our passion for innovation to help our customers advance from ambition to achievement – a role even more important today, as our clients confront the uncertainties of the future. We started as a trade finance bank, enabling commerce between New York and Liverpool. Since then, we literally have been connecting the world. Over the decades, we have financed some of the world's most transformative projects, from the trans-Atlantic cable to the Panama Canal to the jumbo jet. We were the first major American bank to open branches abroad, and today we maintain a presence in more than 100 countries and jurisdictions and conduct business in some 60 more.

We rightly draw inspiration from our past. But our future is even more exciting. This bank's core strengths – facilitating international trade and capital flows, helping consumers pursue opportunities in the world's top 150 cities and helping companies build their businesses in the U.S., throughout the developed world and in the high-growth emerging markets – all are aligned with the trends that are redefining the global economy. The world may be diverging in many ways, but our role is to create convergence – to connect the world for our clients and to connect our clients to the world.

2011 Results

Our company is in strong shape and is well-positioned for the future. Full-year 2011 earnings of \$11.1 billion represented an increase of 4% over 2010. Our consumer- and services-related businesses continued to perform well as we executed our strategy and were chosen by clients for many important assignments. Throughout Citicorp, we grew our loans by 14% from 2010, including a 24% increase in corporate loans.



Vikram S. Pandit
Chief Executive Officer

And Global Transaction Services (GTS) continued to show positive momentum, with full-year revenues up 5% over 2010. Our operating account balances in GTS rose 23%, buoyed in particular by strong growth in Treasury and Trade Solutions.

Revenues in international consumer banking grew by 5% (excluding the impact of foreign exchange (FX)) for the year as we opened three million new accounts while increasing average loans and deposits, on a constant-dollar basis, by \$12 billion and \$9 billion, respectively. Customer satisfaction with the experience in our consumer bank is rising, as measured by net promoter scores. During the fourth quarter, we achieved positive operating leverage in Latin America, something we achieved in Asia in both the third and fourth quarters. In the U.S., customer accounts, deposits, loans and revenues each grew from the third to fourth quarters. And we increased our small business lending from \$6 billion in 2010 to \$7.9 billion in 2011, significantly higher than our target of \$7 billion and up 72% in the past two years.

Yet while 2011 was a good year for us, our results fell short of expectations in the fourth quarter. Fears of a banking crisis in Europe – or worse, a change in the status of the euro – affected the entire sector and weighed on client confidence and activity throughout the world. Market activity was down significantly, and our clients reduced their risk exposures. All of our businesses geared to the capital markets – such as Sales and Trading, Securities and Fund Services in GTS, and even investment sales in consumer banking – were adversely impacted.

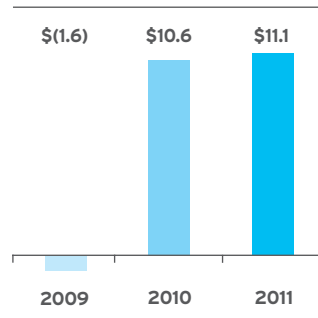
In addition, we are not completely through with our remediation efforts. We reduced Citi Holdings assets by an additional \$90 billion in 2011 after many successful sales. We have split what used to be CitiFinancial into two components: a servicing portfolio for existing loans and OneMain Financial, which continues to originate personal loans in the U.S. This restructuring will help us prepare for an eventual sale of OneMain, a solid business but one outside the scope of our core mission and current strategy. As with every asset in Citi Holdings, we will sell only on economically rational terms. Now that Retail Partner Cards (renamed Citi Retail Services) is back in Citicorp, Citi Holdings assets stand at only 12% of our balance sheet – well below 19% at the end of last year.

Our expenses rose by \$3.6 billion in 2011. Approximately two-thirds of that was owing to the impact of foreign exchange and nonoperating expenses such as increased legal and repositioning charges. Factoring those out, expenses rose by \$1.0 billion, or 2.0%, driven by investments.

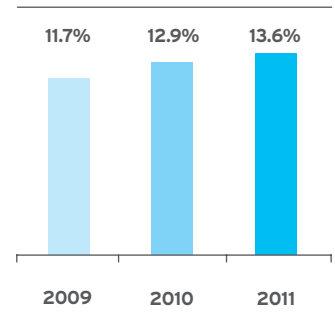
Investments in the Future

Despite the soft economy and market turmoil over the past year, we judged it important to continue making key investments in the long-term health of our businesses even as we worked to bolster our quarterly earnings. Thus, in keeping with our strategy, we invested an additional \$3.9 billion to bring our franchise up to the standards our clients and regulators expect from a global bank of our caliber. Nearly half of that, \$1.9 billion, was self-funded through reengineering savings. We also made much-needed

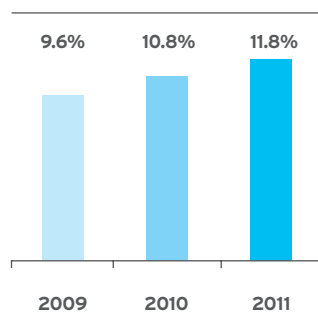
Citigroup Net Income
(in billions of dollars)



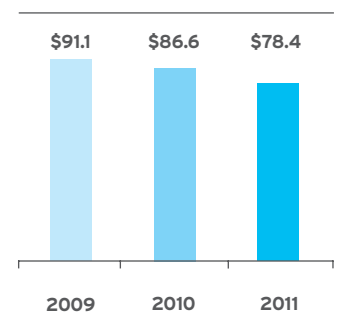
Citigroup Tier 1 Capital Ratio



Citigroup Tier 1 Common Ratio



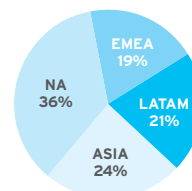
Citigroup Net Revenues
(in billions of dollars)



Citicorp Revenues

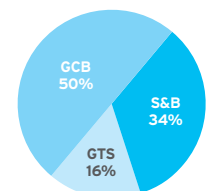
2011 Revenues: \$64.6 billion

By Region



NA – North America
EMEA – Europe, Middle East and Africa
LATAM – Latin America

By Business



GCB – Global Consumer Banking
S&B – Securities and Banking
GTS – Global Transaction Services

investments in our infrastructure. Our institutional and consumer businesses were burdened with a patchwork of outdated, often overlapping and even redundant technology systems that needed to be replaced. During the crisis, we deferred many important initiatives but now must focus on making our bank more efficient and nimble.

Many of these investments, such as nearly \$1 billion in 2011 to meet regulatory requirements, are not discretionary. Some, such as building a common technology platform for our global consumer business, are vital to improving the customer experience globally. Investments in our North America cards business grew by more than \$500 million last year – a necessary effort to get us back into a position to take on our peers head-to-head. Similarly, in fast-growing emerging markets where standing still risks losing share, we had to invest just to keep up. Investments to grow the client franchise in Asia and Latin America rose by approximately \$300 million.

We intend to reduce our expenses in 2012 compared with 2011 levels (assuming no changes in FX or significant one-time charges). We also will continue to right-size our businesses for the opportunities we see so that we are prepared whether the current environment proves to be the result of a cyclical or secular trend.

Progress on Our Priorities

Despite the challenging environment, in 2011 we still were able to make progress on all of the execution priorities I outlined in last year's letter.

Our intense focus on capturing emerging market trade and capital flows yielded some impressive achievements over the past year. Citi's loans to companies in the emerging markets grew by 34% from 2010 to 2011. Among the many deals we concluded in the emerging markets in 2011, Citi was the lead underwriter on the \$3.7 billion capital-raising for Russian telecommunications company VimpelCom. This was the largest capital markets financing exercise ever for a private sector company in Russia. And Citi acted as exclusive advisor

to Japanese beverage company Kirin on its \$2.6 billion acquisition of Schincariol in August 2011 – the second-largest Japanese acquisition in Latin America ever.

To further our ongoing initiative to become the world's digital bank, we were proud to be awarded a global mandate from one of Citi's largest clients to conduct online and mobile receivables and payments. Three key businesses – Global Enterprise Payments, Global Consumer Banking and GTS – worked seamlessly together across every region to make this happen. While the details of the mandate are being finalized, this new project promises to be applicable across a range of clients and industries. We're also innovating with other partners – including telecoms, start-ups and other players in the ecosystem – to help shape mobile payments around the globe. In May, Citi served as the lead bank on the U.S. launch of Google Wallet, which offers the latest smartphone payment technology. Mobile payment pilot systems are under way in Asia and Latin America, and several others are being negotiated.

I'm particularly proud of the progress we've made in enhancing the customer experience at our bank. In 2011, we opened new Citi Smart Banking branches in Washington, D.C., Tokyo and Busan, South Korea. We also opened five innovative sales and service centers in Moscow and St. Petersburg plus 130 Citi Express locations – innovative 24-hour service units – in Colombia. We opened branches in three new markets in China, expanding our presence in that country to 13 cities. And, in direct response to customer feedback, in the U.S. we introduced the Citi Simplicity® credit card, whose benefits are unique and industry-leading: one APR, a single rate and no late fees.

Over the past 12 months, Global Consumer Banking also has introduced or refined digital banking options at an exceptional pace to meet or exceed those demands and continue Citi's evolution as the world's premier digital bank. I don't have the space here to list even half of our many accomplishments, but in July, we launched a consumer banking app designed for the iPad®. We also made major headway in the development of new customer applications for Facebook and Amazon's Kindle Fire, as well as mobile person-to-person payment capabilities,

to offer customers new and enhanced banking options. The 2011 results speak for themselves: Citi MobileSM users were up more than 80%, and mobile transfers increased 170%.

On becoming the industry's best source of content: In 2011, we strengthened our global Economics team with several key hires, built a full-scale research capability for our Commodities group and enhanced our equity research in a number of critical sectors, notably energy and health care. We also launched an innovative research series under the brand of Citi GPS (Global Perspectives & Solutions), reports that provide deep, thematic research relevant to all our clients on major issues facing the world economy.

We are making good progress on our pledge to build best-in-class corporate and investment banking capabilities. In 2011, we built our talent base in critical sectors such as technology, energy and industrials and in key countries, including China, Russia, Brazil, Qatar and the UK. We established new country desks in 10 emerging market countries to enhance global connectivity for our corporate clients, in the U.S. and abroad, and help them capture capital flows into, out of and within the emerging markets. We relocated staff across regions to focus on client flows and provide guidance and recommendations to clients based upon deep market knowledge. And we launched a Citi Global Banking Mobile application for the iPad that allows clients to access our latest insights on global capital markets and M&A. Citi is focused on supporting clients in the emerging markets by providing intraregional connectivity and detailed knowledge.

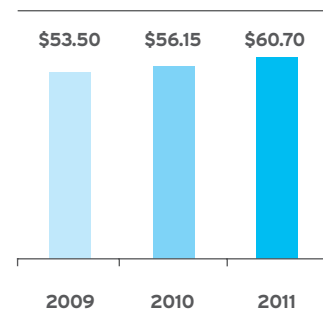
To better connect with our customers, we revamped our brand strategy to ensure that we present our company in a powerful, consistent way, unified under the name "Citi" everywhere while keeping the name "Citibank" for our retail bank. We're also proud to sponsor the 2012 U.S. Olympic and Paralympic Teams as they compete for the gold in London this summer.

We also made progress on our ongoing goal to attract the world's very best and most globally minded talent, wherever such people can be found. We realigned portions of the organization to better reflect Citi's long-term business strategy, including the creation of the COO/president role

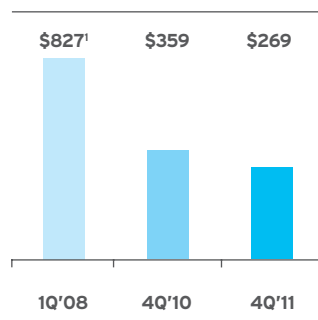
Citicorp Net Income
(in billions of dollars)



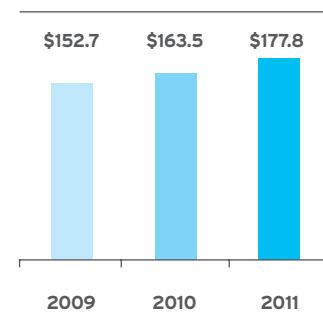
Citigroup Book Value Per Share



Citi Holdings Assets
(in billions of dollars)

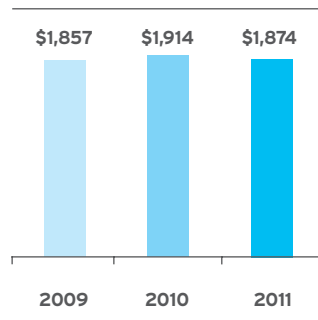


Total Stockholders' Equity
(in billions of dollars)

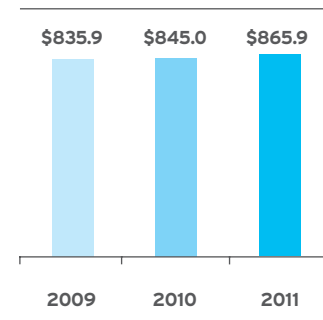


¹Peak quarter.

Citigroup Total Assets
(in billions of dollars)



Citigroup Deposits
(in billions of dollars)



and the new global consumer organization. We worked hard on leadership succession to ensure that the 200 or so most critical roles within the company are backed by deep benches of talent. And we held a huge number of leadership and executive development programs that reached more than 10,000 of our best people.

Citi also made strong headway in 2011 in our efforts to promote financial inclusion. Just two examples: In partnership with the city and county of San Francisco, we rolled out Kindergarten to College, the first universal college savings program in the U.S. In Indonesia, working with the U.S. Overseas Private Investment Corporation and Bank Danamon, we executed a \$20 million loan to fund the growth of Bank Danamon's Microfinance Program, which lends to microentrepreneurs and small businesses.

Three Central Responsibilities

Finally, let me turn to three central responsibilities and update you on what we accomplished in these areas over the past year. First, in everything we do, we seek to place the safety and soundness of this institution beyond question – an objective that is particularly important in the current environment. Second, we continually work to boost confidence in our franchise. And third, we strive to grow our book value as much as possible.

First, with respect to safety and soundness, our capital strength is among the highest of all our peers. We ended the year with a Basel I Tier 1 Common ratio of 11.8%, up from 10.8% one year ago. We remain highly liquid, with nearly a quarter of our balance sheet in cash and liquid securities. And our loan loss reserves remain strong.

Clearly, reducing risk in our trading books and across the franchise negatively impacted revenues in the second half of 2011. But it was the right and necessary step to take in this environment. Safety and soundness must come first. That's why, among other measures, we've been carefully managing our exposure to Western Europe – for instance, selling off our interest in Egg Banking PLC and our Belgian

retail network while continuing to serve our clients throughout the region. We also have hedges in place to mitigate the various outcomes – or the ongoing lack of one – to the European situation.

In addition, we have been taking steps to reduce operating risk throughout our company. And our new enterprise risk framework and anti-money laundering efforts are working to spot trouble before it arises.

Second, opinion of our company has been steadily improving. We're increasingly given credit for what we offer and for what we have accomplished since the financial crisis. The vast majority of major equity analysts agree that Citi is a good investment. We won numerous awards, including Best Bank in Asia from *Euromoney* and Best Global Private Bank and Transaction Services Bank of the Year from *The Banker*.

Third, we continue to increase our company's book value. We achieved a 7.8% return on tangible common equity in 2011. That's in the middle of the pack with respect to our peers but well ahead of some and solid given the environment. In addition, we generated this return while growing our tangible common equity by 12%, a level near the top for our industry.

More to the point, we achieved that with about half our capital essentially unavailable for use in our core franchise. Citigroup has GAAP capital of roughly \$180 billion. However, for Basel I purposes, approximately \$25 billion of goodwill is deducted, and around \$40 billion of deferred tax assets is disallowed. This leaves us with \$115 billion of Tier 1 Common, of which approximately \$25 billion is tied up in Citi Holdings. In other words, only about \$90 billion, or half our capital, is available to support assets that can generate returns for our core franchise. The approximately 16% return we generated on our Citicorp franchise was quite good considering the ultra-low interest rate environment and sluggish worldwide growth during the year.

Yet our stock price suffered. The entire sector was down. All the macroeconomic factors discussed above – especially the problems in Europe – played a role. We suffered more than some, less than others. Citi Holdings and deferred tax assets



continue to act as drags on our trading value. Some of our peers were buoyed by the ability to buy back shares, an option we lacked. In the final analysis, the value that we all want to see reflected in our share price will be most apparent when we can meaningfully return capital to shareholders. That remains one of our overriding objectives.

Looking Ahead

In a turbulent world, many things have not changed. Globalization, digitization, urbanization and the rise of the emerging market consumer still are the defining trends of our time. Citi is well-positioned to seize the opportunities those trends present. We are in the right businesses and in the right countries and regions – where the growth is. Our strategy in a nutshell is to position our bank to seize these trends for our clients' benefit, remain committed to Responsible Finance and the basics of banking, and serve the real economy, not ourselves. Our focus is all on execution – executing our broad strategy and also the specific priorities I've identified. In fact, the two are inseparable.

We're focused on the years and decades ahead. Environmental and regulatory factors could arise that require us to change how we execute our strategy. But the strategy itself is right for us and right for the times. It builds on the great legacy left to us by Walter Wriston, updated for the changing times and current environment. It's what built this bank into a global powerhouse, and it will serve us well in the coming years and decades. The short-term outlook for many economies remains cloudy. But for the long term, we've positioned our company to seize and capitalize on the trends that we believe will define the global economy.

Sincerely,

A handwritten signature in black ink, appearing to read "Vikram S. Pandit".

Vikram S. Pandit
Chief Executive Officer, Citigroup Inc.



Citi Celebrates Sponsorship of 2012 U.S. Olympic and Paralympic Teams

This past July, to mark the year-out milestone to the London 2012 Olympic Games, Citi, an official sponsor of the 2012 U.S. Olympic and Paralympic Teams and the U.S. Olympic Committee (USOC), held a ceremonial Citi Team USA flag-raising event outside the Citibank Financial Center at its headquarters in New York City. Olympic silver medalist Alicia Sacramone (gymnastics), Olympic gold medalist Susan Francia (rowing) and two-time Paralympic gold medalist Jeremy Campbell (discus, pentathlon) joined Vikram Pandit and employees to kick off the one-year countdown.

"Observing this important milestone on the Olympic calendar with inspiring athletes was a great way to celebrate our sponsorship of Team USA," said Mr. Pandit. "Helping America's athletes fulfill their Olympic dreams is one way to demonstrate our support for the athletes and our country, reinforcing the commitment to excellence we share. In 2012, our 200th anniversary, we will be proud to stand with our nation's Olympians and Paralympians as they take the best of the American spirit to London."

At the event, the athletes spoke with employees about their experiences at the Beijing 2008 Olympic and Paralympic Games and shared their journeys as Olympic and Paralympic hopefuls as they compete to represent the U.S. at the London 2012 Olympic and Paralympic Games. As America's global bank for nearly 200 years, Citi's mission of helping individuals, businesses, institutions and nations succeed in the global marketplace complements the USOC's mission of supporting U.S. Olympic and Paralympic athletes in achieving sustained competitive excellence and thereby inspiring all Americans.

Proudly serving more than 100 million clients in 40 countries, Citi's Global Consumer Banking (GCB) business is among the largest retail banks in the world. Strategically centered in the world's top cities, it leverages its deep footprint to gain local market advantages by delivering a consistent and enhanced client-centric banking experience. GCB accounted for nearly 40% of total deposits and 50% of total revenues within Citicorp in 2011.

GCB consists of four primary business units – Retail Banking, Citi Branded Cards, CitiMortgage and Commercial Banking – that operate in our four key global regions – North America, Latin America, Europe, Middle East and Africa, and Asia Pacific. Operations outside the U.S. account for approximately half our total loans, deposits, revenues and net income. Our GCB businesses are strong in some of the world's most important growth markets, from China, Malaysia, Korea and India in Asia Pacific, to Poland and Russia in Europe, to Mexico, Brazil, Colombia, Argentina and Panama in Latin America. In Mexico, Citi's Banamex franchise serves more than 20 million customers and is the country's largest financial institution as measured by assets and customer-managed resources. Citi Retail Services (formerly Retail Partner Cards), after solidifying several existing partnerships and changing its name to reflect the comprehensive suite of services it offers to partners, is moving from Citi Holdings in 2012 to become an integral part of GCB.

Retail Banking

Citi's Retail Banking network consists of more than 4,600 branches across the globe and holds deposits exceeding \$300 billion. In 2011, we opened state-of-the-art digitized Citi Smart Banking branches in Washington, D.C., New York, Tokyo and Busan (South Korea) and continued renovating our entire branch network. We also opened innovative sales and service centers in Moscow and St. Petersburg and Citi Express modules – a 24-hour service unit – in Colombia. Branch openings in three new cities in China expanded our presence in the country to 13 cities.

Citi Branded Cards

As one of the world's largest credit card issuers, Citi Branded Cards introduced several new products in 2011, including: Citi ThankYou®, Citi Executive®/AAAdvantage® and Citi Simplicity® cards in the U.S.; Latin America partnership cards with Colombia-based airline Avianca and with Banamex and AeroMexico; and a merchant loyalty program in Europe.

CitiMortgage

U.S. mortgage originations of \$63 billion continued to show strong improvement, particularly in branch volumes and through the direct-to-consumer channel, which recently surpassed \$1 billion. Helping to keep people in their homes remained a top priority throughout 2011. Since 2007, we have helped more than one million homeowners in their efforts to avoid potential foreclosure. We launched the Road to Recovery consumer outreach and homeowner support network in the U.S. to help distressed homeowners. Globally, CitiMortgage partnered with target markets to build a foundation for expansion in countries with high-growth opportunities.

Commercial Banking

Commercial Banking is dedicated to serving the needs of 100,000 small to medium-size companies in 32 countries. The business' global strategy is to leverage Citi's worldwide network to help our clients navigate a continually globalizing marketplace. The business grew profitably in 2011 and has improved overall client satisfaction within each region.

Digital Innovations

Global Consumer Banking continued making progress toward Vikram Pandit's vision of transforming Citi into the world's digital bank. Citibank unveiled Citibank for iPad®, a critically acclaimed consumer banking app designed specifically for iPad that provides clients with an engaging, visually rich tool to track, analyze and plan their finances. We launched a mobile banking platform and an updated Citibank® Online website in the U.S. and are implementing a worldwide rollout of both innovations, setting us on a course to bring the best digital experiences to our customers worldwide.

In Global Consumer Banking, we are pursuing a strategy of increasing our share of customers in the top 150 U.S. and international cities.

Nearly half of our 2011 consumer banking revenues were generated in emerging markets.

2011 Highlights

- GCB was a significant contributor to Citicorp with \$6.2 billion of net income (43% of total) and \$32.6 billion in revenues (50% of total).
- Combining Branded Cards and Retail Services, Citi remained the #1 credit card issuer in the world.
- Commercial Banking loans for small to medium-size companies increased by 19% year over year (excluding impact of FX) on a global basis.
- Citi Retail Services solidified several existing partnerships, including with Sears, Shell and Sunoco.
- Citi Small Business in the U.S. is well on its way to meeting its commitment to lend small businesses \$24 billion over three years and in 2011 surpassed its \$7 billion target goal by \$900 million – a 30% increase from 2010.
- Wireless provider América Móvil, along with Citi, Banamex and Inbursa, participated in a joint venture to provide mobile payment services to more than 236 million people in Latin America.
- Citi was the lead bank on the U.S. Google Wallet launch, offering the latest smartphone tap-and-pay technology.
- A new consumer innovation lab in Singapore opened that will create the next generation of consumer banking products.
- CitiMortgage's Road to Recovery Tour crisscrossed the U.S., stopping in 24 cities throughout the year, and helped thousands in their efforts to avoid potential foreclosure.



Citi's Securities and Banking (S&B) business offers a wide array of investment and corporate banking services and products for corporations, governments, institutions and high-net-worth investors.

Global Banking

Our Global Banking franchise is among the world's foremost corporate and investment banks. It offers a full suite of strategic and financing products, services and advice to multinational and local corporations, financial institutions, governments and privately held businesses in more than 160 countries. With our strong local presence in many countries – Citi has been in some markets for more than 100 years – we use our country and sector expertise to lend money to our clients, help them raise capital and advise them on important transactions. Citi served clients on some of the most successful deals of 2011, including *International Financing Review's* Best Americas Securitization for Ford Credit, Best Emerging Asia Bond for Pertamina, Best Latin America Bond for Petrobras, Best Emerging EMEA Bond for VimpelCom, Best Yen Bond for Panasonic, Best Senior Financial Bond for Capital One and Best Americas Structure Equity Issue for AIB/MetLife.

Global Markets

Global Markets provides world-class financial products and solutions across a broad range of asset classes through its underwriting, sales and trading, distribution and research capabilities. Products offered include equities, commodities, credit, futures, foreign exchange, emerging markets, G10 rates, municipals, prime finance and securitized markets. Our Investment Research and Analysis division focuses on delivering the highest-quality company, sector, economic and geographic insights to our clients globally. The unit includes equity and fixed income research, economic and market analysis and product-specific analysis to help individual and institutional clients navigate a complex global marketplace.

Citi Private Bank

Citi Private Bank is a trusted advisor to some of the wealthiest individuals and families throughout the world. The Private Bank has relationships with many globally minded entrepreneurs, investors and philanthropists who expect and demand a highly personalized and consistent level of service. Our open architecture network of more than 1,000 private bankers and investment professionals across 46 countries and jurisdictions provides clients access to the best investment opportunities available, coupled with exceptional advice tailored to their needs and aspirations. With \$250 billion in assets under management, the Private Bank offers a wide range of products and services covering capital markets, managed investments, portfolio management, trust and estate planning, investment finance, banking and art, aircraft and sports advisory, and finance.

Citi Capital Advisors

Citi Capital Advisors (CCA) is a global alternative asset management platform that offers a diverse set of investment strategies across a full spectrum of asset classes, ranging from market strategies to infrastructure and private equity investing for institutional and high-net-worth investors. Our market strategies products include specialized hedge funds, managed accounts and structured investments managed by experienced investment professionals whose interests are firmly aligned with those of our clients and whose focus is on preserving client capital and liquidity while seeking differentiated risk-adjusted returns. The bankers in our private equity and infrastructure investment businesses offer investors years of experience across a broad range of asset classes with an innovative operational and risk management infrastructure, all supported by the vast resources of Citi's global network.

In Securities and Banking, our approach is to leverage our global network to build deep, enduring relationships

with some 5,000 U.S. and global priority clients across the corporate, public and financial sectors.

2011 Highlights

- Citi won numerous awards, including: *Euromoney's* Best Global Emerging Market Bank, Best Project Finance House in North America and Best Investment Bank in the Caribbean and UAE; *Global Finance's* Best Latin American Investment Bank and Best Corporate/Institutional Internet Bank; *The Banker's* Most Innovative Investment Bank for FX; *Derivatives Intelligence's* Best Credit Derivatives House; *International Financing Review's* Best U.S. Dollar Bond House, Best Asia Bank and Best Asia Pacific Loan House; and *The Asset and Structured Products* magazines' Best Structured Products House.
- We launched Citi VelocitySM, a state-of-the-art digital interface through which we deliver capital markets services across equities, FX, emerging markets, rates, credit, commodities, securitization, municipals and prime finance. Citi Velocity gives our clients exclusive access to pre-trade analytics and research, cutting-edge trading platforms and post-trade analysis.
- Citi Private Bank was named Best Global Private Bank by *The Banker* and Best Private Bank in Latin America by *Euromoney*. Citi Private Bank's Sports Advisory team advised a family client on the sale of the National Basketball Association's Detroit Pistons and related assets to a private equity firm for a purchase price in excess of \$400 million, the first transaction of its kind in U.S. history.
- CCA raised more than \$1.2 billion of third-party capital from predominantly institutional investors around the globe. Additionally, CCA acquired collateralized loan obligation management contracts representing an additional \$2 billion of assets under management.

Global Transaction Services (GTS) provides cash management, trade and securities services to companies, governments and other institutions in the U.S. and more than 140 countries.

GTS intermediates more than \$3 trillion in financial, commercial and capital flows daily and provides access to technology platforms, regulatory knowledge, operational expertise and data-driven analytics that enable corporations, financial institutions and governments to manage their financial operations efficiently, with visibility and control across their enterprise and supply chains. Clients benefit from the scale and consistency of our global platforms, service experience, connectivity to market infrastructures, and proven operating expertise in developed and growth markets. The business' growth strategy is well-aligned with the fundamental trends that are shaping change across all industries: globalization, urbanization and digitization.

Ninety-nine percent of *Fortune* 100 companies and 93% of *Fortune* Global 500 companies count on GTS to support their treasury operations with global solutions for payments, collections, liquidity and investments by working in partnership with export credit agencies and development banks. We also serve our clients' critical trading partners by delivering supply chain financing solutions as well as medium- and long-term global financing programs across multiple industries. In 2011, clients doing business with Citi in 10 or more countries generated over 60% of GTS' total revenues.

More than 400 of the world's top 500 banks and 200 of the top 300 asset managers rely on GTS to provide correspondent banking, investment administration solutions and securities services through our global network. We provide customized investment servicing across traditional and alternative

investment strategies, asset classes and geographies and help clients meet their performance objectives. We also assist governments around the world to enhance the delivery of services to citizens while supporting the vital need for efficiency reform through e-government initiatives. GTS is an important contributor to the company's Citi for Cities initiative, which helps cities address the needs of their rapidly growing populations through improvements in citywide efficiency, infrastructure modernization, and increased citizen empowerment and access.

We also are becoming increasingly critical to our clients as they expand their operational footprint and supply chains, particularly in the developing markets. The business is uniquely placed to capture the growth in developing-market trade and capital flows, including the cross-regional flows between Latin America, Africa and Asia.

By continuing to invest in technology and talent, GTS is innovating with clients and developing solutions that meet and anticipate their needs. With this in mind, we've established Citi Innovation Labs in Dublin, Singapore and Lodz (Poland) to expedite the development of new applications. From mobile payments that increase financial access for the unbanked in developing markets to digital identity management solutions that help clients better serve their own customers, GTS focuses on delivering accessible, digital solutions in an increasingly information-driven business.

Economic uncertainty, along with vast changes to the regulatory and competitive landscape, presents broad-reaching implications for our clients and their operations. We are helping clients navigate through this period of volatility with solutions that improve efficiency, maximize the value of capital, protect the integrity of their supply chains and manage risk to help ensure their success in this emerging environment. As a strategic partner to its clients, GTS is the backbone of Citi's global franchise.

As a partner to corporations, financial institutions and governments as they expand their operational footprint and

supply chains around the globe, GTS is the backbone of Citi's global franchise.

2011 Highlights

- Launched CitiDirect BESM Mobile, a mobile browser-based treasury management application that allows clients to receive notifications and authorize payments using their mobile phones.
- Launched Citi[®] Cash to Mobile in South Korea, India and Poland to enable corporate clients to pay their invoices directly through mobile devices.
- Expanded Direct Custody and Clearing services to 61 markets globally with new offerings in South Africa, Panama and Kuwait.
- Expanded Citi[®] Commercial Cards business, making cards available now in over 100 countries, including 64 where a local currency program is available.
- Expanded private equity and real estate administration services with an extension of the end-to-end portfolio administration capability.
- Launched a specialized Citi[®] Supplier Finance web-based platform that tracks and reports receivables and facilitates communication between buyers and sellers for 14 countries in Latin America.
- Through our Export Agency Finance unit, Citi successfully raised over \$1.7 billion in financing, partially guaranteed by the U.S. Department of Energy for the Desert Sunlight project in California – one of the world's largest solar energy facilities.
- GTS was recognized with more than 800 industry awards and rankings, including: Best Global Transaction Bank by *Euromoney* and *The Banker* and Best in Securities Lending by *Financial-i*. Clients voted GTS the #1 Global Cash Management Provider and Global Trade Finance Bank in *Euromoney* polls.



At Citi, we aim to conduct business in a manner that creates value for our clients, shareholders, people and communities. We understand that being a good corporate citizen starts with operating responsibly.

This philosophy is ingrained in every aspect of Citi's daily operations, in our culture and in our decision making. We think carefully about the impact we have on business partners, on the financial system and on the world we all share. We reinforce our commitment to Responsible Finance and financial inclusion with innovative business endeavors, with robust philanthropic investments and by recruiting and supporting a diverse workforce.

Financial Inclusion

As a financial institution, Citi embraces the challenge to help reach the 2.5 billion people in the world with no access to financial services. Expanding financial inclusion is part of our mission, and we have a long record of developing programs that extend saving-, credit- and asset-building opportunities to those outside the financial system, providing them pathways to build more secure futures. At Citi, we integrate our core businesses, a global perspective, local presence and cutting-edge technologies to contribute to financial inclusion with thought leadership, research and initiatives that are innovative, measurable and replicable.

Through Citi Microfinance, Citi Community Development and the Citi Foundation, we focus on working across Citi business lines and with community groups, governments, institutions and networks to develop initiatives that broaden access for traditionally underserved communities. By investing capital and expertise, we work with partners to:

- Make it possible for microentrepreneurs and small business owners to start and sustain their businesses and to create livelihoods for their families and neighbors.
- Enable young people to receive advanced educations and prepare them for productive livelihoods.

- Help consumers build their own financial capability by pairing financial education with access to appropriate products and services so they can save, wisely manage their money and weather setbacks.
- Finance affordable housing and community infrastructure projects that create a solid foundation for financial mobility.

Environmental Sustainability

Citi's commitment to environmental sustainability in our own operations and with our clients is based on three pillars: managing the environmental footprint of our own global operations; managing environmental and social risk associated with projects we finance; and developing business opportunities with our partners to address critical environmental issues. In 2011, Citi financed and advised on nearly 14,000 megawatts of wind and solar power projects worldwide, pioneered transactions in energy efficiency finance, and, as chair of the Equator Principles Association, led the industry in updating standards for environmental and social risk management practices. In our own operations and in our work with clients, we are dedicated to supporting solutions that address climate change, water scarcity, declining biodiversity, human rights and other important challenges.

A Diverse Modern Workforce

Our work would not be possible without the strength of a diverse and skilled global workforce. Citi ensures that our people are equipped with the support systems needed to realize their professional growth, make meaningful contributions and develop pride in their work. The distinct perspectives of our team members all bring added value to our clients and customers, and Citi's strong tradition of employee volunteerism ensures that our collective passion and talents are put to use outside the workplace as well.

For a more in-depth look at our work in these areas, please be sure to access Citi's 2011 *Global Citizenship Report* at <http://citizenship.citigroup.com>.

Students from Chicago's KIPP Ascend Middle School visit a Citibank branch to learn about the benefits of saving and acquire advice on how to get started. In 2011, Citi helped launch the Partnership

for College Completion, which combines incentivized savings accounts, financial education and scholarships, to help increase the number of students who are the first in their family to earn a college degree.



2011 Highlights

Expanding financial access:

- Citi Community Development helped launch the Chicago Credit Building Coalition and the Chicago Microlending Institute, both pioneering efforts to develop responsible access and use of credit.
- The Citi Foundation invested in an innovative pilot program in Latin America and the Caribbean to evaluate the impact of savings accounts for recipients of conditional cash transfers.
- Citi co-led an \$85 million international bond issue for Grupo ACP, a Peruvian microfinance holding company operating in 10 countries.
- The Citi Foundation was the lead funder for the U.S. Financial Diaries, a study tracking 300 low-income American families to collect data on how households manage their finances.

Championing the environment:

- Citi met its 2011 goal to reduce absolute greenhouse gas emissions by 10% from 2005 levels.
- Citi was the only financial institution to be an inaugural ally of President Obama's Better Buildings Initiative and a U.S. EPA Energy Star Partner of the Year, underscoring our commitment to energy efficiency.
- Citi committed \$205 million in client financing to support the installation of solar power systems on approximately 8,000 American homes.

A dynamic workforce:

- More than 40,000 Citi volunteers took part in nearly 1,100 local service projects around the world during our 2011 Global Community Day.
- Citi co-founded Veterans on Wall Street to help develop careers in the financial services industry for former and active duty U.S. military personnel.

Citigroup Financial Summary

In billions of dollars, except per-share amounts, ratios and direct staff

	2011	2010	2009
Citicorp Net Revenues	\$ 64.6	\$ 65.6	\$ 68.4
Citi Holdings Net Revenues	12.9	19.3	33.3
Corporate/Other Net Revenues	0.9	1.8	(10.6)
Citigroup Net Revenues	\$ 78.4	\$ 86.6	\$ 91.1
Citicorp Net Income	14.4	14.7	15.3
Citi Holdings Net Income	(2.6)	(4.3)	(9.1)
Corporate/Other Net Income ¹	(0.7)	0.2	(7.8)
Citigroup Net Income	\$ 11.1	\$ 10.6	\$ (1.6)
Diluted EPS – Net Income	3.63	3.54	(7.99)
Diluted EPS – Income from Continuing Operations	3.59	3.55	(7.61)
Citicorp Assets	1,319	1,284	1,138
Citi Holdings Assets	269	359	487
Corporate/Other Assets	286	271	232
Citigroup Assets	\$ 1,874	\$ 1,914	\$ 1,857
Deposits	\$ 865.9	\$ 845.0	\$ 835.9
Total Stockholders' Equity	\$ 177.8	\$ 163.5	\$ 152.7
Tier 1 Capital Ratio	13.6 %	12.9 %	11.7 %
Tier 1 Common Ratio	11.8 %	10.8 %	9.6 %
Book Value Per Share	\$ 60.70	\$ 56.15	\$ 53.50
Common Shares Outstanding (millions)	2,923.9	2,905.8	2,848.3
Market Capitalization	\$ 77	\$ 137	\$ 94
Direct Staff (thousands)	266	260	265

¹Includes Discontinued Operations.

Note: 2009 revenues are on a managed basis. For additional information, see Citigroup's Fourth Quarter 2010 Quarterly Financial Data Supplement furnished as an exhibit to Form 8-K filed with the U.S. Securities and Exchange Commission on January 18, 2011.

Totals may not sum due to rounding.