
**UNITED STATES
SECURITIES AND EXCHANGE COMMISSION
WASHINGTON, D.C. 20549**

FORM 8-K

CURRENT REPORT

Pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934

Date of Report (Date of earliest event reported) **July 14, 2014**

Citigroup Inc.

(Exact name of registrant as specified in its charter)

Delaware
(State or other jurisdiction
of incorporation)

1-9924
(Commission
File Number)

52-1568099
(IRS Employer
Identification No.)

**399 Park Avenue, New York,
New York**
(Address of principal executive offices)

10022
(Zip Code)

(212) 559-1000
(Registrant's telephone number,
including area code)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions:

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
 - Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)
 - Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
 - Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))
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CITIGROUP INC.
Current Report on Form 8-K

Item 2.02 Results of Operations and Financial Condition.

On July 14, 2014, Citigroup Inc. announced its results for the quarter ended June 30, 2014. A copy of the related press release, filed as Exhibit 99.1 to this Form 8-K, is incorporated herein by reference in its entirety and shall be deemed to be “filed” for purposes of the Securities Exchange Act of 1934, as amended (the “Act”).

In addition, a copy of the Citigroup Inc. Quarterly Financial Data Supplement for the quarter ended June 30, 2014 is being furnished as Exhibit 99.2 to this Form 8-K and shall not be deemed to be “filed” for purposes of Section 18 of the Act or otherwise subject to the liabilities of that section.

Item 9.01 Financial Statements and Exhibits.

(d) Exhibits.

Exhibit Number

99.1	Press Release, dated July 14, 2014, issued by Citigroup Inc.
99.2	Citigroup Inc. Quarterly Financial Data Supplement for the quarter ended June 30, 2014.

SIGNATURE

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

CITIGROUP INC.

Dated: July 14, 2014

By: /s/ JEFFREY R. WALSH
Name: Jeffrey R. Walsh
Title: Controller and Chief Accounting Officer

EXHIBIT INDEX

Exhibit Number

99.1	Press Release, dated July 14, 2014, issued by Citigroup Inc.
99.2	Citigroup Inc. Quarterly Financial Data Supplement for the quarter ended June 30, 2014.

For Immediate Release

Citigroup Inc. (NYSE: C)

July 14, 2014



**CITIGROUP REPORTS SECOND QUARTER 2014 EARNINGS PER SHARE OF \$0.03;
\$1.24 EXCLUDING CVA/DVA (1) AND IMPACT OF MORTGAGE SETTLEMENT (2)**

NET INCOME OF \$181 MILLION; \$3.9 BILLION EXCLUDING CVA/DVA AND IMPACT OF MORTGAGE SETTLEMENT

REVENUES OF \$19.3 BILLION; \$19.4 EXCLUDING CVA/DVA

NET INTEREST MARGIN INCREASED TO 2.87% VERSUS PRIOR YEAR PERIOD

NET CREDIT LOSSES OF \$2.2 BILLION DECLINED 16% VERSUS PRIOR YEAR PERIOD

UTILIZED APPROXIMATELY \$1.1 BILLION OF DEFERRED TAX ASSETS

**ESTIMATED BASEL III TIER 1 COMMON RATIO OF 10.6% (3)
ESTIMATED BASEL III SUPPLEMENTARY LEVERAGE RATIO OF 5.7% (4)**

**BOOK VALUE PER SHARE INCREASED TO \$66.76
TANGIBLE BOOK VALUE PER SHARE (5) INCREASED TO \$56.89**

CITIGROUP DEPOSITS OF \$966 BILLION GREW 3% VERSUS PRIOR YEAR PERIOD

CITICORP LOANS OF \$585 BILLION GREW 8% VERSUS PRIOR YEAR PERIOD

**CITI HOLDINGS ASSETS OF \$111 BILLION DECLINED 15% FROM PRIOR YEAR PERIOD
AND REPRESENTED 6% OF TOTAL CITIGROUP ASSETS AT QUARTER END**

New York, July 14, 2014 — Citigroup Inc. today reported net income for the second quarter 2014 of \$181 million, or \$0.03 per diluted share, on revenues of \$19.3 billion. This compared to net income of \$4.2 billion, or \$1.34 per diluted share, on revenues of \$20.5 billion for the second quarter 2013. Second quarter 2014 results included the impact of a \$3.8 billion charge (\$3.7 billion after-tax) to settle RMBS and CDO-related claims, which consisted of \$3.7 billion in legal expenses and a \$55 million loan loss reserve build, each recorded in Citi Holdings.

CVA/DVA was negative \$33 million (negative \$20 million after-tax) in the second quarter 2014, compared to positive \$477 million (\$293 million after-tax) in the prior year period. Excluding CVA/DVA in both periods, second quarter revenues of \$19.4 billion declined 3% from the prior year period. Excluding CVA/DVA and the impact of the mortgage settlement in the second quarter 2014, earnings were \$1.24 per diluted share, a 1% decline from prior year earnings of \$1.25 per diluted share.

Michael Corbat, Chief Executive Officer of Citi, said, “Our businesses showed resilience in the face of an uneven economic environment. During the quarter, we continued to grow loans in our core businesses, reduce operating expenses by simplifying our products and processes and utilize our deferred tax assets. Despite the significant impact of today’s settlement on our net income, our capital position strengthened to an estimated Tier 1 Common ratio of 10.6% on a Basel III basis, and our tangible book value increased.”

Citigroup (\$ in millions, except per share amounts)	2Q'14	1Q'14	2Q'13	QoQ%	YoY%
Citicorp	17,879	18,668	19,392	-4 %	-8 %
Citi Holdings	1,463	1,456	1,096	—	33 %
Total Revenues	\$ 19,342	\$ 20,124	\$ 20,488	-4 %	-6 %
Adjusted Revenues(a)	\$ 19,375	\$ 20,117	\$ 20,011	-4 %	-3 %
Expenses	\$ 15,521	\$ 12,149	\$ 12,149	28 %	28 %
Adjusted Expenses(a)	\$ 11,772	\$ 12,149	\$ 12,149	-3 %	-3 %
Net Credit Losses	2,189	2,439	2,608	-10 %	-16 %
Loan Loss Reserve Build/(Release)(b)	(641)	(673)	(784)	5 %	18 %
Provision for Benefits and Claims	182	208	200	-13 %	-9 %
Total Cost of Credit	\$ 1,730	\$ 1,974	\$ 2,024	-12 %	-15 %
Adjusted Cost of Credit(a)	\$ 1,675	\$ 1,974	\$ 2,024	-15 %	-17 %
Income (Loss) from Cont. Ops. Before Taxes	\$ 2,091	\$ 6,001	\$ 6,315	-65 %	-67 %
Provision for Income Taxes	1,838	2,050	2,127	-10 %	-14 %
Income from Continuing Operations	\$ 253	\$ 3,951	\$ 4,188	-94 %	-94 %
Net income (loss) from Disc. Ops.	(22)	37	30	NM	NM
Non-Controlling Interest	50	45	36	11 %	39 %
Citigroup Net Income	\$ 181	\$ 3,943	\$ 4,182	-95 %	-96 %
Adjusted Net Income(a)	\$ 3,927	\$ 4,149	\$ 3,889	-5 %	1 %
Estimated Basel III Tier 1 Common ratio(c)	10.6%	10.5%	10.0%		
Estimated Basel III Supplementary Leverage ratio					
(d)	5.7%	5.6%	4.9%		
Return on Common Equity	0.2%	7.8%	8.8%		
Book Value per Share	\$ 66.76	\$ 66.25	\$ 63.02	1 %	6 %
Tangible Book Value per Share	\$ 56.89	\$ 56.40	\$ 53.10	1 %	7 %

Note: Please refer to the Appendices and Footnotes at the end of this press release for additional information.

(a) Excludes, as applicable, CVA / DVA in all periods, the impact of the mortgage settlement in 2Q'14, and the tax item in 1Q'14. For additional information on the tax item in 1Q'14, please refer to Footnote 6. Citigroup's results of operations excluding these items are non-GAAP financial measures. For a reconciliation of these measures to reported results, see Appendix B.

(b) Includes provision for unfunded lending commitments.

(c) Citigroup's estimated Basel III Tier 1 Common ratio, with full implementation assumed for capital components, is a non-GAAP financial measure. For additional information, please refer to Footnote 3.

(d) Citigroup's estimated Basel III Supplementary Leverage ratio is a non-GAAP financial measure. For additional information, please refer to Footnote 4.

Citigroup

Citigroup revenues of \$19.3 billion in the second quarter 2014 declined 6% from the prior year period. Excluding CVA/DVA, revenues of \$19.4 declined 3% from the prior year period. This decrease was driven by a 5% decline in Citicorp revenues, primarily due to a decline in *Fixed Income Markets* revenues in *Institutional Clients Group (ICG)* and lower U.S. mortgage refinancing activity in *North America Global Consumer Banking (GCB)*, partially offset by higher Citi Holdings revenues.

Citigroup's net income declined to \$181 million in the second quarter 2014 from \$4.2 billion in the prior year period. Excluding CVA/DVA and the impact of the mortgage settlement, Citigroup net income of \$3.9 billion increased 1% versus the prior year period driven by lower operating expenses and a decline in credit costs, partially offset by lower revenues. Operating expenses were \$15.5 billion in the second quarter 2014, compared to \$12.1 billion in the prior year period. Excluding the impact of the mortgage settlement, operating expenses were \$11.8 billion in the second quarter 2014, 3% lower than the prior year period, driven by continued efficiency savings, the overall decline in Citi Holdings assets and lower legal expenses, partially offset by higher regulatory and compliance costs and higher repositioning expenses. Excluding the impact of the mortgage settlement, operating expenses in the second quarter 2014 included legal and related expenses of \$402 million, compared to \$832 million in the prior year period, and \$397 million of repositioning charges, compared to \$75 million in the prior year period. Excluding the impact of the mortgage settlement, Citigroup's cost of credit in the second

quarter 2014 was \$1.7 billion, a decrease of 17% from the prior year period, primarily reflecting a \$419 million improvement in net credit losses. Excluding CVA/DVA and the impact of the mortgage settlement, Citi's effective tax rate was 33% in both the current quarter and prior year period.

Citigroup's allowance for loan losses was \$17.9 billion at quarter end, or 2.70% of total loans, compared to \$21.6 billion, or 3.38% of total loans, at the end of the prior year period. Excluding the impact of the mortgage settlement, the \$696 million net release of loan loss reserves in the current quarter compared to a \$784 million release in the prior year period. Citigroup asset quality continued to improve as total non-accrual assets fell to \$8.3 billion, an 18% reduction compared to the second quarter 2013. Corporate non-accrual loans declined 43% to \$1.2 billion, while consumer non-accrual loans declined 12% to \$6.7 billion.

Citigroup's capital levels and book value per share increased versus the prior year period. As of quarter end, book value per share was \$66.76 and tangible book value per share was \$56.89, 6% and 7% increases, respectively, versus the prior year period. At quarter end, Citigroup's estimated Basel III Tier 1 Common ratio was 10.6%, up from 10.0% in the prior year period, largely driven by earnings and the utilization of deferred tax assets (DTA). Citigroup utilized approximately \$1.1 billion of DTA in the second quarter 2014 and \$2.2 billion year-to-date 2014. Citigroup's estimated Basel III Supplementary Leverage ratio for the second quarter 2014 was 5.7%, up from 4.9% in the prior year period.

Citicorp (\$ in millions)	2Q'14	1Q'14	2Q'13	QoQ%	YoY%
Global Consumer Banking	9,381	9,293	9,718	1 %	-3 %
Institutional Clients Group	8,463	9,234	9,560	-8 %	-11 %
Corporate/Other	35	141	114	-75 %	-69 %
Total Revenues	\$ 17,879	\$ 18,668	\$ 19,392	-4 %	-8 %
Adjusted Revenues(a)	\$ 17,911	\$ 18,675	\$ 18,930	-4 %	-5 %
Expenses	\$ 11,007	\$ 10,605	\$ 10,585	4 %	4 %
Net Credit Losses	1,790	1,920	1,838	-7 %	-3 %
Loan Loss Reserve Build/(Release)(b)	(442)	(328)	(311)	-35 %	-42 %
Provision for Benefits and Claims	39	53	46	-26 %	-15 %
Total Cost of Credit	\$ 1,387	\$ 1,645	\$ 1,573	-16 %	-12 %
Net Income	\$ 3,663	\$ 4,227	\$ 4,764	-13 %	-23 %
Adjusted Net Income(a)	\$ 3,683	\$ 4,441	\$ 4,480	-17 %	-18 %
Adjusted Revenues(a)					
North America	7,958	8,342	8,206	-5 %	-3 %
EMEA	2,785	3,110	3,110	-10 %	-10 %
LATAM	3,483	3,372	3,533	3 %	-1 %
Asia	3,650	3,710	3,967	-2 %	-8 %
Corporate/Other	35	141	114	-75 %	-69 %
Adjusted Income from Continuing Ops.(a)					
North America	2,163	2,310	2,011	-6 %	8 %
EMEA	563	783	815	-28 %	-31 %
LATAM	735	653	859	13 %	-14 %
Asia	726	950	1,029	-24 %	-29 %
Corporate/Other	(432)	(248)	(229)	-74 %	-89 %
EOP Assets (\$B)	1,799	1,781	1,753	1 %	3 %
EOP Loans (\$B)	585	575	544	2 %	8 %
EOP Deposits (\$B)	947	937	874	1 %	8 %

Note: Please refer to the Appendices and Footnotes at the end of this press release for additional information.

(a) Excludes, as applicable, CVA / DVA in all periods and the tax item in 1Q'14. For additional information on the tax item in 1Q'14, please refer to Footnote 6. For a reconciliation of these measures to reported results, see Appendix B.

(b) Includes provision for unfunded lending commitments.

Citicorp

Citicorp revenues of \$17.9 billion in the second quarter 2014 declined 8% from the prior year period. CVA/DVA, reported within *ICG*, was negative \$32 million in the second quarter 2014 (negative \$20 million after-tax), compared to positive \$462 million (\$284 million after-tax) in the prior year period. Excluding CVA/DVA, revenues were down 5% from the second quarter 2013, reflecting declines in both *GCB* and *ICG* revenues of 3% and 7%, respectively. *Corporate/Other* revenues were \$35 million versus \$114 million in the prior year period.

Citicorp net income decreased 23% from the prior year period to \$3.7 billion. Excluding CVA/DVA, net income declined 18% compared to the prior year period, as lower revenues and higher expenses were partially offset by an improvement in credit.

Citicorp operating expenses increased 4% from the prior year period to \$11.0 billion primarily reflecting higher legal and related and repositioning charges as well as higher regulatory and compliance costs, partially offset by efficiency savings.

Citicorp cost of credit of \$1.4 billion in the second quarter 2014 declined 12% from the prior year period. The decline reflected both a 3% decline in net credit losses as well as a higher net loan loss reserve release, which increased 42% versus the prior year period. Citicorp's consumer loans 90+ days delinquent increased 6% from the prior year period to \$2.8 billion, but the 90+ days delinquency ratio remained roughly stable at 0.93% of loans.

Citicorp end of period loans grew 8% versus the prior year period to \$585 billion, with 9% growth in corporate loans to \$283 billion and 7% growth in consumer loans to \$303 billion. The growth in consumer loans included the impact of the acquisition of Best Buy's U.S. credit card portfolio in the third quarter 2013.

Global Consumer Banking

(\$ in millions)	2Q'14	1Q'14	2Q'13	QoQ%	YoY%
North America	4,782	4,783	5,053	—	-5 %
EMEA	359	347	364	3 %	-1 %
LATAM	2,324	2,268	2,333	2 %	—
Asia	1,916	1,895	1,968	1 %	-3 %
Total Revenues	\$ 9,381	\$ 9,293	\$ 9,718	1 %	-3 %
Expenses	\$ 5,461	\$ 5,190	\$ 5,285	5 %	3 %
Net Credit Losses	1,781	1,786	1,785	—	—
Loan Loss Reserve Build/(Release)(a)	(321)	(221)	(228)	-45 %	-41 %
Provision for Benefits and Claims	39	53	46	-26 %	-15 %
Total Cost of Credit	\$ 1,499	\$ 1,618	\$ 1,603	-7 %	-6 %
Net Income	\$ 1,599	\$ 1,719	\$ 1,856	-7 %	-14 %
Income from Continuing Operations					
North America	1,077	1,020	1,084	6 %	-1 %
EMEA	15	15	22	—	-32 %
LATAM	299	311	346	-4 %	-14 %
Asia	214	381	410	-44 %	-48 %
(in billions of dollars)					
Avg. Cards Loans	142	144	138	-1 %	3 %
Avg. Retail Banking Loans	157	152	145	3 %	8 %
Avg. Deposits	335	330	326	1 %	3 %
Investment Sales	27	27	28	-1 %	-4 %
Cards Purchase Sales	95	85	91	11 %	4 %

Note: Please refer to the Appendices and Footnotes at the end of this press release for additional information.

(a) Includes provision for unfunded lending commitments.

Global Consumer Banking

GCB revenues of \$9.4 billion declined 3% from the prior year period, as lower U.S. mortgage refinancing activity, regulatory changes, repositioning actions in certain markets and the continued impact of spread compression globally more than offset the impact of the Best Buy portfolio acquisition and ongoing volume growth in most international businesses.

GCB net income declined 14% versus the prior year period to \$1.6 billion, reflecting the decline in revenues and higher operating expenses, partially offset by a lower cost of credit. Operating expenses increased 3% versus the prior year period, reflecting higher repositioning charges in Korea and the impact of the Best Buy portfolio acquisition, partially offset by ongoing cost reduction initiatives.

North America GCB revenues declined 5% to \$4.8 billion versus the prior year period driven by lower retail banking revenues, partially offset by higher Citi-branded card and retail services revenues. Retail banking revenues declined 26% to \$1.2 billion from the second quarter 2013, primarily reflecting the lower U.S. mortgage refinancing activity, partially offset by revenue increases attributable to 4% growth in average deposits and 11% growth in average loans. Citi-branded cards revenues of \$2.0 billion were up 3% versus last year, as purchase sales grew and lower average loans were partially offset by an improvement in spreads driven by a reduction in promotional rate balances. Citi retail services revenues increased 7% to \$1.6 billion, mainly reflecting the impact of the Best Buy portfolio acquisition.

North America GCB net income was \$1.1 billion, broadly flat versus the second quarter 2013, as the decline in revenues was offset by lower operating expenses, a decline in net credit losses and higher loan loss reserve releases. Operating expenses declined by 4% versus the prior year period to \$2.3 billion, reflecting ongoing cost reduction initiatives, partially offset by the impact of the Best Buy portfolio acquisition.

North America GCB credit quality continued to improve as net credit losses of \$1.1 billion decreased 10% versus the prior year period. Net credit losses improved in Citi-branded cards (down 14% to \$570 million) and in Citi retail services (down 3% to \$465 million) versus the prior year period. Delinquency rates improved in Citi-branded cards and Citi retail services versus the prior year period and ended the quarter at close to historically low levels. The reserve release in the second quarter 2014 was \$396 million, \$45 million higher than in the second quarter 2013.

International GCB revenues declined 1% versus the second quarter 2013 to \$4.6 billion on a reported basis. On a constant dollar basis, (7) international GCB revenues were up 1% versus the second quarter 2013 as growth in *Latin America* offset declines in *Asia and EMEA*. In constant dollars, revenues in *Latin America* increased 3% to \$2.3 billion as volume growth more than offset spread compression. In *Asia*, revenues decreased by 2% to \$1.9 billion primarily due to the ongoing impact of regulatory changes as well as continued franchise repositioning in Korea and lower investment sales revenues reflecting weaker investor sentiment, partially offset by volume growth. In *EMEA*, revenues declined 1% in constant dollars to \$359 million, primarily due to the previously-announced market exits in 2013.

International GCB net income declined 33% from the prior year period to \$521 million on a reported basis and declined 30% in constant dollars. On a constant dollar basis, higher expenses and higher credit costs more than offset the higher revenues. Operating expenses in the second quarter 2014 increased 12% in constant dollars (increased 10% on a reported basis) driven by higher repositioning charges in Korea, partially offset by efficiency savings, while credit costs increased 10% versus the prior year (increased 8% on a reported basis) mostly driven by portfolio growth and seasoning in *Latin America*.

International GCB credit quality reflected portfolio seasoning as well as the ongoing impact of fiscal reforms and slower economic growth in Mexico. On a reported basis, net credit losses rose 19% to \$711 million, primarily reflecting the impact of portfolio growth as well as portfolio seasoning in *Latin America*. The international net credit loss rate was 1.97% of average loans in the second quarter 2014, compared to 1.74% in the prior year period.

Institutional Clients Group (\$ in millions)	2Q'14	1Q'14	2Q'13	QoQ%	YoY%
Treasury & Trade Solutions	2,009	1,948	2,005	3 %	—
Investment Banking	1,338	1,052	1,156	27 %	16 %
Private Bank	656	668	645	-2 %	2 %
Corporate Lending(a)	454	415	404	9 %	12 %
Total Banking	4,457	4,083	4,210	9 %	6 %
Fixed Income Markets	2,996	3,850	3,422	-22 %	-12 %
Equity Markets	659	883	885	-25 %	-26 %
Securities Services	598	561	599	7 %	—
Other	(171)	(119)	(41)	-44 %	NM
Total Markets & Securities Services	4,082	5,175	4,865	-21 %	-16 %
Product Revenues(b)	\$ 8,539	\$ 9,258	\$ 9,075	-8 %	-6 %
Gain / (loss) on Loan Hedges	(44)	(17)	23	NM	NM
Total Revenues ex-CVA / DVA	8,495	9,241	9,098	-8 %	-7 %
CVA/DVA	(32)	(7)	462	NM	NM
Total Revenues	\$ 8,463	\$ 9,234	\$ 9,560	-8 %	-11 %
Expenses	\$ 4,891	\$ 4,994	\$ 5,006	-2 %	-2 %
Net Credit Losses	9	134	53	-93 %	-83 %
Credit Reserve Build/(Release)(c)	(121)	(107)	(83)	-13 %	-46 %
Total Cost of Credit	\$ (112)	\$ 27	\$ (30)	NM	NM
Net Income	\$ 2,543	\$ 2,939	\$ 3,113	-13 %	-18 %
Adjusted Net Income(d)	\$ 2,563	\$ 2,943	\$ 2,829	-13 %	-9 %
Adjusted Revenues(d)					
North America	3,176	3,559	3,153	-11 %	1 %
EMEA	2,426	2,763	2,746	-12 %	-12 %
LATAM	1,159	1,104	1,200	5 %	-3 %
Asia	1,734	1,815	1,999	-4 %	-13 %
Adjusted Income from Continuing Ops.(d)					
North America	1,086	1,290	927	-16 %	17 %
EMEA	548	768	793	-29 %	-31 %
LATAM	436	342	513	27 %	-15 %
Asia	512	569	619	-10 %	-17 %

Note: Please refer to the Appendices and Footnotes at the end of this press release for additional information.

(a) Excludes gain / (loss) on loan hedges.

(b) Excludes CVA / DVA and gain / (loss) on loan hedges. For additional information, please refer to Footnote 8.

(c) Includes provision for unfunded lending commitments.

(d) Excludes, as applicable, CVA / DVA in all periods. For a reconciliation of these measures to reported results, see Appendix B.

Institutional Clients Group

ICG revenues declined 11% from the prior year period to \$8.5 billion. Excluding the impact of CVA/DVA, revenues were \$8.5 billion, 7% lower than the prior year period, primarily reflecting a decline in *Fixed Income Markets* and *Equity Markets* revenues, partially offset by higher *Investment Banking* revenues.

Banking revenues of \$4.5 billion increased 6% from the prior year period, primarily reflecting growth in *Investment Banking* revenues. *Investment Banking* revenues increased 16% versus the prior year period, driven by a 17% increase in debt underwriting revenues to \$748 million and a 31% increase in equity underwriting revenues to \$397 million, partially offset by a 10% decline in advisory revenues to \$193 million. *Private Bank* revenues increased 2% to \$656 million from the prior year period as growth in client volumes was partially offset by the impact of spread compression. *Corporate Lending* revenues rose 12% versus the prior year period to \$454 million primarily reflecting growth in average loans. *Treasury and Trade Solutions (TTS)* revenues were flat versus the prior year period. Excluding a one-time gain of \$50 million in the prior year, *TTS* revenues were up 3%

versus the prior year period as volume and fee growth more than offset the impact of spread compression globally.

Markets and Securities Services revenues of \$4.1 billion (excluding negative \$31 million of CVA/DVA, versus positive \$461 million in the second quarter 2013) declined 16% from the prior year period. *Fixed Income Markets* revenues of \$3.0 billion in the second quarter 2014 (excluding negative \$36 million of CVA/DVA) declined 12% from the prior year period reflecting historically low volatility and continued macro uncertainty, which led to lower market volumes, as well as the impact of gains in the prior year period. *Equity Markets* revenues of \$659 million (excluding positive \$4 million of CVA/DVA) were down 26% versus the prior year period, reflecting lower client activity and weak trading performance in *EMEA*. *Securities Services* revenues were roughly flat versus the prior year period as higher client activity was offset by a reduction in high margin deposits.

ICG net income was \$2.5 billion in the second quarter 2014. Excluding CVA/DVA, net income of \$2.6 billion declined 9% from the prior year period, primarily reflecting the decline in revenues, partially offset by a decline in operating expenses and improved credit costs. Operating expenses declined 2% to \$4.9 billion driven by lower incentive compensation, partially offset by higher regulatory and compliance costs and legal and related expenses.

ICG average loans grew 10% versus the prior year period to \$279 billion while deposits increased 8% to \$577 billion.

Citi Holdings (\$ in millions)	2Q'14	1Q'14	2Q'13	QoQ%	YoY%
Total Revenues	\$ 1,463	\$ 1,456	\$ 1,096	—	33 %
Adjusted Revenues(a)	\$ 1,464	\$ 1,442	\$ 1,081	2 %	35 %
Expenses	\$ 4,514	\$ 1,544	\$ 1,564	NM	NM
Adjusted Expenses(a)	\$ 765	\$ 1,544	\$ 1,564	-50 %	-51 %
Net Credit Losses	399	519	770	-23 %	-48 %
Loan Loss Reserve Build/(Release)(b)	(199)	(345)	(473)	42 %	58 %
Provision for Benefits and Claims	143	155	154	-8 %	-7 %
Total Cost of Credit	\$ 343	\$ 329	\$ 451	4 %	-24 %
Adjusted Cost of Credit(a)	\$ 288	\$ 329	\$ 451	-12 %	-36 %
Net Income (Loss)	\$ (3,482)	\$ (284)	\$ (582)	NM	NM
Adjusted Net Income(a)	\$ 244	\$ (292)	\$ (591)	NM	NM
EOP Assets (\$ in billions)	111	114	131	-3 %	-15 %
EOP Loans (\$B)	82	90	100	-8 %	-18 %
EOP Deposits (\$B)	20	29	65	-33 %	-70 %

Note: Please refer to the Appendices and Footnotes at the end of this press release for additional information.

(a) Excludes, as applicable, CVA / DVA in all periods and the impact of the mortgage settlement in 2Q'14. For a reconciliation of these measures to reported results, see Appendix B.

(b) Includes provision for unfunded lending commitments.

Citi Holdings

Citi Holdings revenues in the second quarter 2014 increased 33% versus the prior year period to \$1.5 billion. Revenues in the second quarter 2014 included CVA/DVA of negative \$1 million compared to positive \$15 million in the prior year period. Excluding CVA/DVA, Citi Holdings revenues increased 35% to \$1.5 billion primarily driven by the absence of repurchase reserve builds for representation and warranty claims in the current quarter, a higher level of gains on asset sales compared to the prior year and lower funding costs. As of the end of the quarter, total Citi Holdings assets were \$111 billion, 15% below the prior year period, and represented approximately 6% of total Citigroup assets.

Citi Holdings net loss was \$3.5 billion in the second quarter 2014, compared to a net loss of \$582 million in the prior year. Excluding the impact of the mortgage settlement in the second quarter 2014, Citi Holdings net income was \$244 million, reflecting higher revenues, lower operating expenses and lower credit costs. Excluding the impact of the mortgage settlement, operating expenses in the second quarter 2014 declined 51% from the prior year period, principally reflecting lower legal and related costs (\$15 million in the second quarter 2014, compared to \$705 million in the prior year period) as well as the ongoing decline in Citi Holdings assets. Net credit losses decreased 48% or \$371 million from the prior year period, primarily driven by improvements in the *North America* mortgage portfolio.

Citi Holdings allowance for credit losses was \$5.4 billion at the end of the second quarter 2014, or 6.57% of loans, compared to \$8.2 billion, or 8.15% of loans, in the prior year period. 90+ days delinquent consumer loans in Citi Holdings decreased 22% to \$2.5 billion, or 3.32% of loans.

Citicorp Results by Region(a) (\$ in millions)	Revenues			Income from Continuing Ops.		
	2Q'14	1Q'14	2Q'13	2Q'14	1Q'14	2Q'13
North America						
Global Consumer Banking	4,782	4,783	5,053	1,077	1,020	1,084
Institutional Clients Group	3,176	3,559	3,153	1,086	1,290	927
Total North America	\$ 7,958	\$ 8,342	\$ 8,206	\$ 2,163	\$ 2,310	\$ 2,011
EMEA						
Global Consumer Banking	359	347	364	15	15	22
Institutional Clients Group	2,426	2,763	2,746	548	768	793
Total EMEA	\$ 2,785	\$ 3,110	\$ 3,110	\$ 563	\$ 783	\$ 815
Latin America						
Global Consumer Banking	2,324	2,268	2,333	299	311	346
Institutional Clients Group	1,159	1,104	1,200	436	342	513
Total Latin America	\$ 3,483	\$ 3,372	\$ 3,533	\$ 735	\$ 653	\$ 859
Asia						
Global Consumer Banking	1,916	1,895	1,968	214	381	410
Institutional Clients Group	1,734	1,815	1,999	512	569	619
Total Asia	\$ 3,650	\$ 3,710	\$ 3,967	\$ 726	\$ 950	\$ 1,029
Corporate/Other	\$ 35	\$ 141	\$ 114	\$ (432)	\$ (248)	\$ (229)
Citicorp	\$ 17,911	\$ 18,675	\$ 18,930	\$ 3,755	\$ 4,448	\$ 4,485

Note: Totals may not sum due to rounding. Please refer to the Appendices and Footnotes at the end of this press release for additional information.

(a) Excludes, as applicable, CVA / DVA in all periods and the tax item in 1Q'14. For a reconciliation of these measures to reported results, see Appendix B.

Citigroup will host a conference call today at 10:00 AM (EDT). A live webcast of the presentation, as well as financial results and presentation materials, will be available at <http://www.citigroup.com/citi/investor>. Dial-in numbers for the conference call are as follows: (866) 516-9582 in the U.S. and Canada; (973) 409-9210 outside of the U.S. and Canada. The conference code for both numbers is 54126232.

Citigroup, the leading global bank, has approximately 200 million customer accounts and does business in more than 160 countries and jurisdictions. Citigroup provides consumers, corporations, governments and institutions with a broad range of financial products and services, including consumer banking and credit, corporate and investment banking, securities brokerage, transaction services, and wealth management.

Additional information may be found at www.citigroup.com | Twitter: @Citi | YouTube: www.youtube.com/citi | Blog: <http://new.citi.com> | Facebook: www.facebook.com/citi | LinkedIn: www.linkedin.com/company/citi

Additional financial, statistical, and business-related information, as well as business and segment trends, is included in a Quarterly Financial Data Supplement. Both this earnings release and Citigroup's Second Quarter 2014 Quarterly Financial Data Supplement are available on Citigroup's website at www.citigroup.com.

Certain statements in this release are “forward-looking statements” within the meaning of the U.S. Private Securities Litigation Reform Act of 1995. 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, including the precautionary statements included in this release and those contained in Citigroup’s filings with the U.S. Securities and Exchange Commission, including without limitation the “Risk Factors” section of Citigroup’s 2013 Annual Report on Form 10-K. Any forward-looking statements made by or on behalf of Citigroup speak only as to the date they are made, and Citigroup 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.

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Appendix A: CVA / DVA

CVA / DVA (\$ in millions)	2Q'14	1Q'14	2Q'13
Institutional Clients Group			
Counterparty CVA(1)	\$ 62	\$ (10)	\$ 194
Own-Credit CVA(1)	(50)	(29)	64
Derivatives CVA(1)	\$ 12	\$ (39)	\$ 258
DVA on Citi Liabilities at Fair Value	(44)	32	204
Total Institutional Clients Group CVA / DVA	\$ (32)	\$ (7)	\$ 462
Citi Holdings			
Counterparty CVA(1)	\$ 1	\$ 17	\$ 12
Own-Credit CVA(1)	(2)	(5)	5
Derivatives CVA(1)	\$ (1)	\$ 12	\$ 17
DVA on Citi Liabilities at Fair Value	—	2	(2)
Total Citi Holdings CVA / DVA	\$ (1)	\$ 14	\$ 15
Total Citigroup CVA / DVA	\$ (33)	\$ 7	\$ 477

Note: Totals may not sum due to rounding.

(1) Net of hedges.

Appendix B: Non-GAAP Financial Measures - Adjusted Items

Citigroup (\$ in millions, except per share amounts)	2Q'14	1Q'14	2Q'13
Reported Revenues (GAAP)	\$ 19,342	\$ 20,124	\$ 20,488
Impact of:			
CVA/DVA	(33)	7	477
Adjusted Revenues	\$ 19,375	\$ 20,117	\$ 20,011
Reported Expenses (GAAP)	\$ 15,521	\$ 12,149	\$ 12,149
Impact of:			
Mortgage Settlement	(3,749)	—	—
Adjusted Expenses	\$ 11,772	\$ 12,149	\$ 12,149
Reported Cost of Credit (GAAP)	\$ 1,730	\$ 1,974	\$ 2,024
Impact of:			
Mortgage Settlement	(55)	—	—
Adjusted Cost of Credit	\$ 1,675	\$ 1,974	\$ 2,024
Reported Net Income (GAAP)	\$ 181	\$ 3,943	\$ 4,182
Impact of:			
CVA / DVA	(20)	4	293
Tax Item	—	(210)	—
Mortgage Settlement	(3,726)	—	—
Adjusted Net Income	\$ 3,927	\$ 4,149	\$ 3,889
Preferred Dividends	100	124	9
Adjusted Net Income to Common	\$ 3,827	\$ 4,025	\$ 3,880
Reported EPS (GAAP)	\$ 0.03	\$ 1.23	\$ 1.34
Impact of:			
CVA / DVA	(0.01)	0.00	0.09
Tax Item	—	(0.07)	—
Mortgage Settlement	(1.21)	—	—
Adjusted EPS	\$ 1.24	\$ 1.30	\$ 1.25

Appendix B: Non-GAAP Financial Measures - Adjusted Items (Cont.)

Citicorp (\$ in millions)	2Q'14	1Q'14	2Q'13
Reported Revenues (GAAP)	\$ 17,879	\$ 18,668	\$ 19,392
Impact of:			
CVA/DVA	(32)	(7)	462
Adjusted Revenues	\$ 17,911	\$ 18,675	\$ 18,930
Reported Net Income (GAAP)	\$ 3,663	\$ 4,227	\$ 4,764
Impact of:			
CVA/DVA	(20)	(4)	284
Tax Item	—	(210)	—
Adjusted Net Income	\$ 3,683	\$ 4,441	\$ 4,480
Institutional Clients Group (\$ in millions)	2Q'14	1Q'14	2Q'13
Reported Revenues (GAAP)	\$ 8,463	\$ 9,234	\$ 9,560
Impact of:			
CVA/DVA	(32)	(7)	462
Adjusted Revenues	\$ 8,495	\$ 9,241	\$ 9,098
Reported Net Income (GAAP)	\$ 2,543	\$ 2,939	\$ 3,113
Impact of:			
CVA/DVA	(20)	(4)	284
Adjusted Net Income	\$ 2,563	\$ 2,943	\$ 2,829
Corp / Other (\$ in millions)	2Q'14	1Q'14	2Q'13
Reported Net Income (GAAP)	\$ (479)	\$ (431)	\$ (205)
Impact of:			
Tax Item	—	(210)	—
Adjusted Net Income	\$ (479)	\$ (221)	\$ (205)
Citi Holdings (\$ in millions)	2Q'14	1Q'14	2Q'13
Reported Revenues (GAAP)	\$ 1,463	\$ 1,456	\$ 1,096
Impact of:			
CVA/DVA	(1)	14	15
Adjusted Revenues	\$ 1,464	\$ 1,442	\$ 1,081
Reported Expenses (GAAP)	\$ 4,514	\$ 1,544	\$ 1,564
Impact of:			
Mortgage Settlement	(3,749)	—	—
Adjusted Expenses	\$ 765	\$ 1,544	\$ 1,564
Reported Cost of Credit (GAAP)	\$ 343	\$ 329	\$ 451
Impact of:			
Mortgage Settlement	(55)	—	—
Adjusted Cost of Credit	\$ 288	\$ 329	\$ 451
Reported Net Income (GAAP)	\$ (3,482)	\$ (284)	\$ (582)
Impact of:			
CVA / DVA	—	8	9
Mortgage Settlement	(3,726)	—	—
Adjusted Net Income	\$ 244	\$ (292)	\$ (591)

Appendix C: Non-GAAP Financial Measures - Excluding Impact of FX Translation

Int'l Consumer Banking (\$ in millions)	2Q'14	1Q'14	2Q'13
Reported Revenues	\$ 4,599	\$ 4,510	\$ 4,665
Impact of FX Translation	—	74	(99)
Revenues in Constant Dollars	\$ 4,599	\$ 4,584	\$ 4,566
Reported Expenses	\$ 3,119	\$ 2,759	\$ 2,835
Impact of FX Translation	—	43	(45)
Expenses in Constant Dollars	\$ 3,119	\$ 2,802	\$ 2,790
Reported Credit Costs	\$ 813	\$ 778	\$ 751
Impact of FX Translation	—	19	(13)
Credit Costs in Constant Dollars	\$ 813	\$ 797	\$ 738
Reported EBT	\$ 667	\$ 973	\$ 1,079
Impact of FX Translation	—	12	(41)
EBT in Constant Dollars	\$ 667	\$ 985	\$ 1,038
Reported Net Income	\$ 521	\$ 700	\$ 773
Impact of FX Translation	—	4	(28)
Net Income in Constant Dollars	\$ 521	\$ 704	\$ 745
EMEA Consumer Banking (\$ in millions)	2Q'14	1Q'14	2Q'13
Reported Revenues	\$ 359	\$ 347	\$ 364
Impact of FX Translation	—	3	(2)
Revenues in Constant Dollars	\$ 359	\$ 350	\$ 362
Reported Expenses	\$ 313	\$ 315	\$ 342
Impact of FX Translation	—	4	—
Expenses in Constant Dollars	\$ 313	\$ 319	\$ 342
Latam Consumer Banking (\$ in millions)	2Q'14	1Q'14	2Q'13
Reported Revenues	\$ 2,324	\$ 2,268	\$ 2,333
Impact of FX Translation	—	39	(80)
Revenues in Constant Dollars	\$ 2,324	\$ 2,307	\$ 2,253
Reported Expenses	\$ 1,360	\$ 1,314	\$ 1,351
Impact of FX Translation	—	21	(43)
Expenses in Constant Dollars	\$ 1,360	\$ 1,335	\$ 1,308
Asia Consumer Banking (\$ in millions)	2Q'14	1Q'14	2Q'13
Reported Revenues	\$ 1,916	\$ 1,895	\$ 1,968
Impact of FX Translation	—	32	(17)
Revenues in Constant Dollars	\$ 1,916	\$ 1,927	\$ 1,951
Reported Expenses	\$ 1,446	\$ 1,130	\$ 1,142
Impact of FX Translation	—	18	(2)
Expenses in Constant Dollars	\$ 1,446	\$ 1,148	\$ 1,140

Appendix D: Non-GAAP Financial Measures - Basel III Tier 1 Common Capital and Ratio(1)(2)

(\$ in millions)	6/30/2014(3)	3/31/2014	6/30/2013
Citigroup Common Stockholders' Equity(4)	\$ 202,511	\$ 201,350	\$ 191,672
Add: Qualifying noncontrolling interests	183	177	161
Regulatory Capital Adjustments and Deductions:			
Less:			
Accumulated net unrealized losses on cash flow hedges, net of tax(5)	(1,007)	(1,127)	(1,671)
Cumulative unrealized net gain related to changes in fair value of financial liabilities attributable to the change in own creditworthiness, net of tax(6)	118	170	524
Intangible Assets:			
Goodwill, net of related deferred tax liabilities(7)	24,465	24,314	24,553
Identifiable intangible assets other than mortgage servicing rights (MSRs), net of related deferred tax liabilities	4,506	4,692	5,057
Defined benefit pension plan net assets	1,066	1,178	876
Deferred tax assets (DTAs) arising from net operating loss, foreign tax credit and general business credit carry-forwards, excess over 10% / 15% limitations for other DTAs, certain common stock investments and MSRs, and other(8)	37,981	40,375	45,347
Basel III Tier 1 Common Capital	\$ 135,565	\$ 131,925	\$ 117,147
Basel III Risk-Weighted Assets (RWA)	\$ 1,274,000	\$ 1,261,000	\$ 1,168,000
Basel III Tier 1 Common ratio	10.6%	10.5%	10.0%

(1) Certain reclassifications have been made to prior period presentation to conform to the current period.

(2) Citi's estimated Basel III Tier 1 Common ratio and related components as of June 30, 2013 are based on the proposed U.S. Basel III rules, and with full implementation assumed for capital components; whereas March 31, 2014 and after are based on the final U.S. Basel III rules, and with full implementation assumed for capital components. Estimated Basel III risk-weighted assets are based on the "advanced approaches" for determining total risk-weighted assets for all periods.

(3) Preliminary.

(4) Excludes issuance costs related to preferred stock outstanding in accordance with Federal Reserve Board regulatory reporting requirements.

(5) Tier 1 Common Capital is adjusted for accumulated net unrealized gains (losses) on cash flow hedges included in accumulated other comprehensive income that relate to the hedging of items not recognized at fair value on the balance sheet.

(6) The cumulative impact of changes in Citigroup's own creditworthiness in valuing liabilities for which the fair value option has been elected and own-credit valuation adjustments on derivatives are excluded from Tier 1 Common Capital, in accordance with the final U.S. Basel III rules.

(7) Includes goodwill "embedded" in the valuation of significant common stock investments in unconsolidated financial institutions.

(8) Aside from MSRs, reflects other DTAs arising from temporary differences and significant common stock investments in unconsolidated financial institutions.

Appendix E: Non-GAAP Financial Measures - Tangible Common Equity

(\$ in millions, except per share amounts)	Preliminary 6/30/2014
Citigroup Total Stockholders' Equity	\$ 211,362
Less: Preferred Stock	8,968
Common Equity	\$ 202,394
Less:	
Goodwill	25,087
Other Intangible Assets (other than MSRs)	4,702
Goodwill related to Assets Held-for-Sale	116
Tangible Common Equity (TCE)	\$ 172,489
Common Shares Outstanding at Quarter-end	3,032
Tangible Book Value Per Share	\$ 56.89

(1) Credit valuation adjustments (CVA) on derivatives (counterparty and own-credit), net of hedges, and debt valuation adjustments (DVA) on Citigroup's fair value option debt. See Appendix A. Citigroup's results of operations, excluding the impact of CVA/DVA, are non-GAAP financial measures. Citigroup believes the presentation of its results of operations excluding the impact of CVA/DVA provides a more meaningful depiction of the underlying fundamentals of its businesses impacted by CVA/DVA. For a reconciliation of these measures to reported results, see Appendix B.

(2) Second quarter 2014 results included a \$3.8 billion charge (\$3.7 billion after-tax) to settle claims related to legacy residential mortgage-backed securities (RMBS) and collateralized debt obligations (CDOs) issued, structured or underwritten by Citigroup between 2003 and 2008, recorded in Citi Holdings. For additional information, please see Citigroup's Form 8-K filed with the U.S. Securities and Exchange Commission on July 14, 2014. Citigroup's results of operations, excluding this item, are non-GAAP financial measures. For a reconciliation of these measures to reported results, see Appendix B.

(3) Citigroup's estimated Basel III Tier 1 Common ratio, which reflects full implementation assumed for related capital components, is a non-GAAP financial measure. Citigroup believes this ratio and its components provide useful information to investors and others by measuring Citigroup's progress against future regulatory capital standards. Citigroup's estimated Basel III Tier 1 Common ratio and related components are based on its current interpretation, expectations and understanding of the final U.S. Basel III rules and are subject to, among other things, any changes to the final U.S. Basel III rules, ongoing regulatory review, regulatory approval of Citi's credit, market and operational risk models, additional refinements, modifications or enhancements (whether required or otherwise) to Citi's models and further implementation guidance in the U.S. For the calculation of Citigroup's estimated Basel III Tier 1 Common ratio, see Appendix D.

(4) Citigroup's estimated Basel III Supplementary Leverage ratio (SLR) and certain related components are non-GAAP financial measures. Citigroup believes this ratio and its components provide useful information to investors and others by measuring Citigroup's progress against future regulatory capital standards. Citi's estimated Basel III SLR, as calculated under the final U.S. Basel III rules, represents the average for the quarter of the three monthly ratios of Tier 1 Capital to Total Leverage Exposure (i.e., the sum of the ratios calculated for April, May and June, divided by three). Total Leverage Exposure is the sum of: (1) the carrying value of all on-balance sheet assets less applicable Tier 1 Capital deductions; (2) the potential future exposure on derivative contracts; (3) 10% of the notional amount of unconditionally cancellable commitments; and (4) the full notional amount of certain other off-balance sheet exposures (e.g., other commitments and contingencies). Citigroup's estimated Basel III SLR and related components are based on its current interpretation, expectations and understanding of the final U.S. Basel III rules and are subject to, among other things, any changes to the final U.S. Basel III rules, ongoing regulatory review and further implementation guidance in the U.S.

(5) Tangible book value per share is a non-GAAP financial measure. Citi believes this metric provides useful information as it is used by investors and industry analysts. For a reconciliation of this measure to reported results, see Appendix E.

(6) First quarter 2014 results included a \$210 million tax charge (recorded in *Corporate/Other*) related to corporate tax reforms enacted in two states. These reforms lowered marginal tax rates, resulting in a reduction in Citigroup's state deferred tax assets. Citigroup's results of operations, excluding this tax item, are non-GAAP financial measures. Citigroup believes the presentation of its results of operations excluding this item provides a more meaningful depiction of the underlying fundamentals of its businesses. For a reconciliation of these measures to reported results, see Appendix B.

(7) Results of operations excluding the impact of FX translation (constant dollar basis) are non-GAAP financial measures. Citigroup believes the presentation of its results of operations excluding the impact of FX translation is a more meaningful depiction of the underlying fundamentals of its businesses impacted by FX translation. For a reconciliation of these measures to reported results, see Appendix C.

(8) Hedges on accrual loans reflect the mark-to-market on credit derivatives used to hedge the corporate loan portfolio. The fixed premium cost of these hedges is included (netted against) the core lending revenues to reflect the cost of the credit protection. Results of operations excluding the impact of gain/(loss) on loan hedges, are non-GAAP financial measures. Citigroup believes the presentation of its results of operations excluding the impact of gain/(loss) on loan hedges is a more meaningful depiction of the underlying fundamentals of its businesses.



CITIGROUP - QUARTERLY FINANCIAL DATA SUPPLEMENT

2Q14

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CITIGROUP — FINANCIAL SUMMARY

(In millions of dollars, except per share amounts, and as otherwise noted)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Total Revenues, Net of										
Interest Expense	\$ 20,488	\$ 17,904	\$ 17,779	\$ 20,124	\$ 19,342	(4)%	(6)%	\$40,736	\$39,466	(3)%
Total Operating Expenses	12,149	11,679	12,292	12,149	15,521	28%	28%	24,437	27,670	13%
Net Credit Losses (NCLs)	2,608	2,430	2,547	2,439	2,189	(10)%	(16)%	5,486	4,628	(16)%
Credit Reserve Build / (Release)	(781)	(778)	(636)	(646)	(610)	6%	22%	(1,445)	(1,256)	13%
Provision for Unfunded Lending Commitments	(3)	103	(34)	(27)	(31)	(15)%	NM	11	(58)	NM
Provision for Benefits & Claims	200	204	195	208	182	(13)%	(9)%	431	390	(10)%
Provision for Credit Losses and for Benefits and Claims	2,024	1,959	2,072	1,974	1,730	(12)%	(15)%	4,483	3,704	(17)%
Income from Continuing Operations before Income Taxes	6,315	4,266	3,415	6,001	2,091	(65)%	(67)%	11,816	8,092	(32)%
Income Taxes (benefits)	2,127	1,080	1,090	2,050	1,838	(10)%	(14)%	3,697	3,888	5%
Income from Continuing Operations	\$ 4,188	\$ 3,186	\$ 2,325	\$ 3,951	\$ 253	(94)%	(94)%	\$ 8,119	\$ 4,204	(48)%
Income (Loss) from Discontinued Operations, net of Taxes	30	92	181	37	(22)	NM	NM	(3)	15	NM
Net Income before Noncontrolling Interests	4,218	3,278	2,506	3,988	231	(94)%	(95)%	8,116	4,219	(48)%
Net Income Attributable to Noncontrolling Interests	36	51	50	45	50	11%	39%	126	95	(25)%
Citigroup's Net Income	\$ 4,182	\$ 3,227	\$ 2,456	\$ 3,943	\$ 181	(95)%	(96)%	\$ 7,990	\$ 4,124	(48)%
Diluted Earnings Per Share:										
Income from Continuing Operations	\$ 1.33	\$ 0.98	\$ 0.71	\$ 1.22	\$ 0.03	(98)%	(98)%	\$ 2.57	\$ 1.26	(51)%
Citigroup's Net Income	\$ 1.34	\$ 1.00	\$ 0.77	\$ 1.23	\$ 0.03	(98)%	(98)%	\$ 2.57	\$ 1.26	(51)%
Shares (in millions):										
Average Basic	3,040.7	3,034.3	3,028.0	3,037.4	3,033.8	—	—	3,040.4	3,035.6	—
Average Diluted	3,046.3	3,040.9	3,034.6	3,043.3	3,038.3	—	—	3,045.5	3,040.8	—
Common Shares Outstanding, at period end	3,041.0	3,033.0	3,029.2	3,037.8	3,031.8	—	—			
Preferred Dividends - Basic	\$ 9	\$ 110	\$ 71	\$ 124	\$ 100	(19)%	NM	\$ 13	\$ 224	NM
Preferred Dividends - Diluted	\$ 9	\$ 110	\$ 71	\$ 124	\$ 100	(19)%	NM	\$ 13	\$ 224	NM
Income Allocated to Unrestricted Common Shareholders - Basic										
Income from Continuing Operations	\$ 4,061	\$ 2,965	\$ 2,161	\$ 3,720	\$ 102	(97)%	(97)%	\$ 7,825	\$ 3,821	(51)%
Citigroup's Net Income	\$ 4,090	\$ 3,056	\$ 2,338	\$ 3,757	\$ 80	(98)%	(98)%	\$ 7,822	\$ 3,836	(51)%
Income Allocated to Unrestricted Common Shareholders - Diluted										
Income from Continuing Operations	\$ 4,061	\$ 2,966	\$ 2,161	\$ 3,720	\$ 102	(97)%	(97)%	\$ 7,826	\$ 3,822	(51)%
Citigroup's Net Income	\$ 4,091	\$ 3,056	\$ 2,338	\$ 3,757	\$ 80	(98)%	(98)%	\$ 7,823	\$ 3,836	(51)%
Financial Ratios:										
Estimated Basel III Tier 1 Common Ratio (1)	10.03%	10.50%	10.11%	10.47%	10.6*					

Estimated Basel III Tier 1 Capital Ratio (1)	10.38%	10.93%	10.74%	11.12%	11.4*				
Estimated Basel III Total Capital Ratio (1)	12.80%	13.15%	12.08%	12.53%	12.8*				
Estimated Basel III Supplementary Leverage Ratio (2)	4.89%	5.09%	5.40%	5.61%	5.7*				
Return on Average Assets	0.88%	0.69%	0.52%	0.85%	0.04*			0.85%	0.44%
Efficiency Ratio	59%	65%	69%	60%	80%			60%	70%
Return on Average Common Equity	8.8%	6.4%	4.8%	7.8%	0.2*				
Balance Sheet Data, EOP (in billions of dollars, except Book Value per Share):									
Total Assets	\$1,884.0	\$1,899.5	\$1,880.4	\$1,894.7	\$1,910.3	1%	1%		
Total Average Assets	1,898.9	1,859.5	1,888.0	1,888.3	1,903.3	1%	—	1,892.9	1,895.8
Total Deposits	938.4	955.5	968.3	966.3	966.0	—	3%		
Citigroup's Stockholders' Equity	195.9	200.8	204.3	208.5	211.4	1%	8%		
Book Value Per Share	\$ 63.02	\$ 64.49	\$ 65.23	\$ 66.25	\$ 66.76	1%	6%		
Tangible Book Value Per Share (3)	\$ 53.10	\$ 54.52	\$ 55.31	\$ 56.40	\$ 56.89	1%	7%		
Direct Staff (in thousands)	253	252	251	248	244	(2)%	(4)%		

- (1) Citigroup's estimated Basel III Tier 1 Common ratio, which reflects full implementation assumed for related capital components, is a non-GAAP financial measure. Citigroup's estimated Basel III Capital ratios and related components as of June 30, 2013 are based on the proposed U.S. Basel III rules, and with full implementation assumed for capital components; whereas September 30, 2013 and after are based on the final U.S. Basel III rules, and with full implementation assumed for capital components. For all periods, estimated Basel III risk-weighted assets are based on the "advanced approaches" for determining total risk-weighted assets. In addition, December 31, 2013 estimated Basel III Tier 1 Common ratio was adjusted to include on a pro forma basis, approximately \$56 billion of additional operational risk risk-weighted assets related to Citigroup's approved exit from Basel III parallel reporting, effective in the second quarter of 2014. See page 42 for a reconciliation of this measure to reported results.
- (2) Citigroup's estimated Basel III Supplementary Leverage ratio (SLR) and certain related components are non-GAAP financial measures. See page 42 for additional information.
- (3) Tangible book value per share is a non-GAAP financial measure. See page 42 for a reconciliation of this measure.

* Preliminary

Note: Ratios and returns are calculated based on the displayed numbers.

NM Not meaningful

Reclassified to conform to the current period's presentation.

CITIGROUP CONSOLIDATED STATEMENT OF INCOME
(In millions of dollars)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Revenues										
Interest revenue	\$15,840	\$15,463	\$15,707	\$15,350	\$15,561	1%	(2)%	\$31,800	\$30,911	(3)%
Interest expense	4,158	3,952	3,737	3,591	3,615	1%	(13)%	8,488	7,206	(15)%
Net interest revenue	<u>11,682</u>	<u>11,511</u>	<u>11,970</u>	<u>11,759</u>	<u>11,946</u>	2%	2%	<u>23,312</u>	<u>23,705</u>	2%
Commissions and fees	3,293	3,061	3,152	3,134	3,491	11%	6%	6,728	6,625	(2)%
Principal transactions	2,684	1,149	965	2,888	1,843	(36)%	(31)%	5,188	4,731	(9)%
Administrative and other fiduciary fees	1,083	968	970	1,009	1,029	2%	(5)%	2,151	2,038	(5)%
Realized gains (losses) on investments	251	63	(16)	128	84	(34)%	(67)%	701	212	(70)%
Other-than-temporary impairment losses on investments and other assets	(162)	(39)	(73)	(201)	(37)	82%	77%	(423)	(238)	44%
Insurance premiums	582	556	552	595	488	(18)%	(16)%	1,172	1,083	(8)%
Other revenue	1,075	635	259	812	498	(39)%	(54)%	1,907	1,310	(31)%
Total non-interest revenues	<u>8,806</u>	<u>6,393</u>	<u>5,809</u>	<u>8,365</u>	<u>7,396</u>	(12)%	(16)%	<u>17,424</u>	<u>15,761</u>	(10)%
Total revenues, net of interest expense	<u>20,488</u>	<u>17,904</u>	<u>17,779</u>	<u>20,124</u>	<u>19,342</u>	(4)%	(6)%	<u>40,736</u>	<u>39,466</u>	(3)%
Provisions for Credit Losses and for Benefits and Claims										
Net credit losses	2,608	2,430	2,547	2,439	2,189	(10)%	(16)%	5,486	4,628	(16)%
Credit reserve build / (release)	(781)	(778)	(636)	(646)	(610)	6%	22%	(1,445)	(1,256)	13%
Provision for loan losses	1,827	1,652	1,911	1,793	1,579	(12)%	(14)%	4,041	3,372	(17)%
Policyholder benefits and claims	200	204	195	208	182	(13)%	(9)%	431	390	(10)%
Provision for unfunded lending commitments	(3)	103	(34)	(27)	(31)	(15)%	NM	11	(58)	NM
Total provisions for credit losses and for benefits and claims	<u>2,024</u>	<u>1,959</u>	<u>2,072</u>	<u>1,974</u>	<u>1,730</u>	(12)%	(15)%	<u>4,483</u>	<u>3,704</u>	(17)%
Operating Expenses										
Compensation and benefits	6,075	5,828	5,729	6,010	6,028	—	(1)%	12,410	12,038	(3)%
Premises and Equipment	762	763	796	805	819	2%	7%	1,606	1,624	1%
Technology / communication expense	1,486	1,568	1,552	1,530	1,619	6%	9%	3,016	3,149	4%
Advertising and marketing expense	480	458	501	458	460	—	(4)%	929	918	(1)%
Other operating	3,346	3,062	3,714	3,346	6,595	97%	97%	6,476	9,941	54%
Total operating expenses	<u>12,149</u>	<u>11,679</u>	<u>12,292</u>	<u>12,149</u>	<u>15,521</u>	28%	28%	<u>24,437</u>	<u>27,670</u>	13%
Income from Continuing Operations before Income Taxes	6,315	4,266	3,415	6,001	2,091	(65)%	(67)%	11,816	8,092	(32)%
Provision (benefits) for income taxes	<u>2,127</u>	<u>1,080</u>	<u>1,090</u>	<u>2,050</u>	<u>1,838</u>	(10)%	(14)%	<u>3,697</u>	<u>3,888</u>	5%
Income from Continuing Operations Discontinued Operations (1)	<u>4,188</u>	<u>3,186</u>	<u>2,325</u>	<u>3,951</u>	<u>253</u>	(94)%	(94)%	<u>8,119</u>	<u>4,204</u>	(48)%
Income (Loss) from Discontinued Operations	51	33	(223)	40	(3)	NM	NM	(52)	37	NM
Gain (Loss) on Sale	—	6	206	—	—	—	—	56	—	(100)%
Provision (benefits) for income taxes	<u>21</u>	<u>(53)</u>	<u>(198)</u>	<u>3</u>	<u>19</u>	NM	(10)%	<u>7</u>	<u>22</u>	NM
Income (Loss) from Discontinued Operations, net of taxes	<u>30</u>	<u>92</u>	<u>181</u>	<u>37</u>	<u>(22)</u>	NM	NM	<u>(3)</u>	<u>15</u>	NM
Net Income before Noncontrolling Interests	4,218	3,278	2,506	3,988	231	(94)%	(95)%	8,116	4,219	(48)%
Net Income attributable to noncontrolling interests	<u>36</u>	<u>51</u>	<u>50</u>	<u>45</u>	<u>50</u>	11%	39%	<u>126</u>	<u>95</u>	(25)%
Citigroup's Net Income	<u>\$ 4,182</u>	<u>\$ 3,227</u>	<u>\$ 2,456</u>	<u>\$ 3,943</u>	<u>\$ 181</u>	(95)%	(96)%	<u>\$ 7,990</u>	<u>\$ 4,124</u>	(48)%

(1) Discontinued operations primarily reflect the following:

- a) In the second quarter of 2013, Citi executed a definitive agreement to sell its Brazil Credicard business (Credicard). The second quarter of 2013 also includes residual amounts related to previous discontinued operations. All historical periods have been reclassified to reflect Credicard as discontinued operations.
- b) In the third quarter of 2013, residual tax release amounts related to the sale of Citi's German consumer branch business (German consumer business).
- c) In the fourth quarter of 2013, Citi completed the sale of Credicard resulting in a \$189 million after-tax benefit to discontinued operations.
- d) In the first quarter of 2014, residual amounts related to the sale of Credicard and the Egg credit card business (Egg).
- e) In the second quarter of 2014, residual amounts related to the sale of Credicard, German consumer business and Egg.

NM Not meaningful

Reclassified to conform to the current period's presentation.

CITIGROUP CONSOLIDATED BALANCE SHEET
(In millions of dollars)



	June 30, 2013	September 30, 2013	December 31, 2013	March 31, 2014	June 30, 2014 (1)	2Q14 Increase (Decrease) from	
						1Q14	2Q13
Assets							
Cash and due from banks (including segregated cash and other deposits)	\$ 31,145	\$ 32,810	\$ 29,885	\$ 33,380	\$ 35,268	6%	13%
Deposits with banks	158,028	172,659	169,005	171,020	153,817	(10)%	(3)%
Fed funds sold and securities borrr'd or purch under agree. to resell	263,205	273,679	257,037	263,398	250,353	(5)%	(5)%
Brokerage receivables	33,484	24,976	25,674	32,484	41,864	29%	25%
Trading account assets	306,570	291,722	285,928	278,180	290,776	5%	(5)%
Investments							
Available-for-sale and non-marketable equity securities	290,738	292,717	298,381	302,300	303,293	—	4%
Held-to-maturity	9,602	10,808	10,599	10,600	22,330	NM	NM
Total Investments	300,340	303,525	308,980	312,900	325,623	4%	8%
Loans, net of unearned income							
Consumer	382,152	387,822	393,831	384,661	384,345	—	1%
Corporate	261,589	269,729	271,641	279,560	283,159	1%	8%
Loans, net of unearned income	643,741	657,551	665,472	664,221	667,504	—	4%
Allowance for loan losses	(21,580)	(20,605)	(19,648)	(18,923)	(17,890)	5%	17%
Total loans, net	622,161	636,946	645,824	645,298	649,614	1%	4%
Goodwill	24,896	25,098	25,009	25,008	25,087	—	1%
Intangible assets (other than MSR's)	4,981	4,888	5,056	4,891	4,702	(4)%	(6)%
Mortgage servicing rights (MSR's)	2,524	2,580	2,718	2,586	2,282	(12)%	(10)%
Other assets	133,348	127,308	125,266	125,591	130,884	4%	(2)%
Assets related to discontinued operations held for sale	3,306	3,320	—	—	—	—	(100)%
Total assets	\$1,883,988	\$ 1,899,511	\$ 1,880,382	\$1,894,736	\$1,910,270	1%	1%
Liabilities							
Non-interest-bearing deposits in U.S. offices	\$ 124,141	\$ 130,273	\$ 128,399	\$ 135,632	\$ 138,659	2%	12%
Interest-bearing deposits in U.S. offices	270,687	266,322	284,164	280,549	281,029	—	4%
Total U.S. Deposits	394,828	396,595	412,563	416,181	419,688	1%	6%
Non-interest-bearing deposits in offices outside the U.S.	63,793	66,028	69,406	69,263	74,300	7%	16%
Interest-bearing deposits in offices outside the U.S.	479,806	492,837	486,304	480,819	472,046	(2)%	(2)%
Total International Deposits	543,599	558,865	555,710	550,082	546,346	(1)%	1%
Total deposits	938,427	955,460	968,273	966,263	966,034	—	3%
Fed funds purch and securities loaned or sold under agree. to repurch.	218,252	216,387	203,512	190,676	183,912	(4)%	(16)%
Brokerage payables	61,705	56,992	53,707	59,407	62,323	5%	1%
Trading account liabilities	123,022	122,048	108,762	124,040	123,370	(1)%	—
Short-term borrowings	58,743	58,904	58,944	58,903	59,534	1%	1%
Long-term debt	220,959	221,593	221,116	222,747	226,984	2%	3%
Other liabilities (2)	62,992	63,349	59,935	62,458	75,014	20%	19%
Liabilities related to discontinued operations held for sale	2,062	2,039	—	—	—	—	(100)%
Total liabilities	\$1,686,162	\$ 1,696,772	\$ 1,674,249	\$1,684,494	\$1,697,171	1%	1%
Equity							
Stockholders' equity							
Preferred stock	\$ 4,293	\$ 5,243	\$ 6,738	\$ 7,218	\$ 8,968	24%	NM
Common stock	31	31	31	31	31	—	—
Additional paid-in capital	106,876	107,030	107,193	107,505	107,669	—	1%
Retained earnings	105,725	108,812	111,168	115,091	115,361	—	9%
Treasury stock	(1,075)	(1,472)	(1,658)	(2,237)	(2,520)	(13)%	NM
Accumulated other comprehensive income (loss)	(19,924)	(18,798)	(19,133)	(19,146)	(18,147)	5%	9%
Total common equity	\$ 191,633	\$ 195,603	\$ 197,601	\$ 201,244	\$ 202,394	1%	6%

Total Citigroup stockholders' equity	\$ 195,926	\$ 200,846	\$ 204,339	\$ 208,462	\$ 211,362	1%	8%
Noncontrolling interests	1,900	1,893	1,794	1,780	1,737	(2)%	(9)%
Total equity	197,826	202,739	206,133	210,242	213,099	1%	8%
Total liabilities and equity	\$1,883,988	\$ 1,899,511	\$ 1,880,382	\$1,894,736	\$1,910,270	1%	1%

(1) Preliminary

(2) Includes allowance for credit losses for letters of credit and unfunded lending commitments. See page 34 for amounts by period.

NM Not meaningful

Reclassified to conform to the current period's presentation.

**CITIGROUP
SEGMENT DETAIL
NET REVENUES**

(In millions of dollars)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
CITICORP										
Global Consumer Banking										
North America	\$ 5,053	\$ 4,739	\$ 4,874	\$ 4,783	\$ 4,782	—	(5)%	\$10,163	\$ 9,565	(6)%
EMEA	364	359	358	347	359	3%	(1)%	732	706	(4)%
Latin America	2,333	2,272	2,403	2,268	2,324	2%	—	4,641	4,592	(1)%
Asia	1,968	1,862	1,834	1,895	1,916	1%	(3)%	3,928	3,811	(3)%
Total	9,718	9,232	9,469	9,293	9,381	1%	(3)%	19,464	18,674	(4)%
Institutional Clients Group										
North America	3,245	2,439	2,212	3,558	3,146	(12)%	(3)%	6,822	6,704	(2)%
EMEA	3,088	2,147	2,032	2,782	2,441	(12)%	(21)%	5,841	5,223	(11)%
Latin America	1,223	1,095	1,151	1,102	1,150	4%	(6)%	2,446	2,252	(8)%
Asia	2,004	1,691	1,649	1,792	1,726	(4)%	(14)%	4,042	3,518	(13)%
Total	9,560	7,372	7,044	9,234	8,463	(8)%	(11)%	19,151	17,697	(8)%
Corporate / Other	114	42	(41)	141	35	(75)%	(69)%	120	176	47%
Total Citicorp	19,392	16,646	16,472	18,668	17,879	(4)%	(8)%	38,735	36,547	(6)%
Total Citi Holdings	1,096	1,258	1,307	1,456	1,463	—	33%	2,001	2,919	46%
Total Citigroup - Net Revenues	20,488	17,904	17,779	20,124	19,342	(4)%	(6)%	40,736	39,466	(3)%
Credit valuation adjustment (CVA) on derivatives (counterparty and own-credit, excluding monolines), net of hedges; and debt valuation adjustments (DVA) on Citigroup's fair value option debt (1) {CVA/DVA}	477	(336)	(164)	7	(33)	NM	NM	158	(26)	NM
Total Citigroup - Net Revenues - Excluding CVA/DVA (2)	\$20,011	\$18,240	\$17,943	\$20,117	\$19,375	(4)%	(3)%	\$40,578	\$39,492	(3)%

(1) Included, as applicable, in Citicorp-Institutional Clients Group and Citi Holdings lines above.

(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

NM Not meaningful

Reclassified to conform to the current period's presentation.

**CITIGROUP
SEGMENT DETAIL
INCOME**

(In millions of dollars)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Income from Continuing Operations:										
CITICORP										
Global Consumer Banking										
North America	\$1,084	\$ 894	\$ 858	\$1,020	\$1,077	6%	(1)%	\$2,158	\$2,097	(3)%
EMEA	22	13	(1)	15	15	—	(32)%	23	30	30%
Latin America	346	264	371	311	299	(4)%	(14)%	702	610	(13)%
Asia	410	364	313	381	214	(44)%	(48)%	804	595	(26)%
Total	1,862	1,535	1,541	1,727	1,605	(7)%	(14)%	3,687	3,332	(10)%
Institutional Clients Group										
North America	984	508	395	1,289	1,068	(17)%	9%	2,240	2,357	5%
EMEA	1,003	374	401	779	557	(28)%	(44)%	1,657	1,336	(19)%
Latin America	527	427	202	341	430	26%	(18)%	999	771	(23)%
Asia	622	431	470	556	507	(9)%	(18)%	1,310	1,063	(19)%
Total	3,136	1,740	1,468	2,965	2,562	(14)%	(18)%	6,206	5,527	(11)%
Corporate / Other	(229)	20	(256)	(458)	(432)	6%	(89)%	(394)	(890)	NM
Total Citicorp	4,769	3,295	2,753	4,234	3,735	(12)%	(22)%	9,499	7,969	(16)%
Total Citi Holdings	(581)	(109)	(428)	(283)	(3,482)	NM	NM	(1,380)	(3,765)	NM
Income From Continuing Operations	4,188	3,186	2,325	3,951	253	(94)%	(94)%	8,119	4,204	(48)%
Discontinued Operations	30	92	181	37	(22)	NM	NM	(3)	15	NM
Net Income Attributable to Noncontrolling Interests	36	51	50	45	50	11%	39%	126	95	(25)%
Citigroup's Net Income	\$4,182	\$3,227	\$2,456	\$3,943	\$ 181	(95)%	(96)%	\$7,990	\$4,124	(48)%
CVA/DVA (after-tax) (1)	293	(208)	(100)	4	(20)	NM	NM	95	(16)	NM
Total Citigroup - Net Income - Excluding CVA/DVA (2)	\$3,889	\$3,435	\$2,556	\$3,939	\$ 201	(95)%	(95)%	\$7,895	\$4,140	(48)%

(1) Included, as applicable, in Citicorp-Institutional Clients Group and Citi Holdings lines above.

(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

NM Not meaningful

Reclassified to conform to the current period's presentation.

CITICORP
INCOME STATEMENT AND BALANCE SHEET DATA
(In millions of dollars, except as otherwise noted)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Revenues										
Net interest revenue	\$10,898	\$10,735	\$11,099	\$10,856	\$10,974	1%	1%	\$21,775	\$21,830	—
Non-interest revenue	8,494	5,911	5,373	7,812	6,905	(12)%	(19)%	16,960	14,717	(13)%
Total revenues, net of interest expense	19,392	16,646	16,472	18,668	17,879	(4)%	(8)%	38,735	36,547	(6)%
Provisions for Credit Losses and for Benefits and Claims										
Net credit losses	1,838	1,795	1,812	1,920	1,790	(7)%	(3)%	3,786	3,710	(2)%
Credit reserve build / (release)	(301)	(104)	(104)	(305)	(414)	(36)%	(38)%	(618)	(719)	(16)%
Provision for loan losses	1,537	1,691	1,708	1,615	1,376	(15)%	(10)%	3,168	2,991	(6)%
Provision for benefits & claims	46	51	52	53	39	(26)%	(15)%	109	92	(16)%
Provision for unfunded lending commitments	(10)	108	(26)	(23)	(28)	(22)%	NM	8	(51)	NM
Total provisions for credit losses and for benefits and claims	1,573	1,850	1,734	1,645	1,387	(16)%	(12)%	3,285	3,032	(8)%
Total operating expenses	10,585	10,283	10,799	10,605	11,007	4%	4%	21,356	21,612	1%
Income from Continuing Operations before Income Taxes										
	7,234	4,513	3,939	6,418	5,485	(15)%	(24)%	14,094	11,903	(16)%
Provision for income taxes	2,465	1,218	1,186	2,184	1,750	(20)%	(29)%	4,595	3,934	(14)%
Income from Continuing Operations	4,769	3,295	2,753	4,234	3,735	(12)%	(22)%	9,499	7,969	(16)%
Income (loss) from Discontinued Operations, net of taxes	30	92	181	37	(22)	NM	NM	(3)	15	NM
Noncontrolling interests	35	45	46	44	50	14%	43%	120	94	(22)%
Citicorp's Net Income	\$ 4,764	\$ 3,342	\$ 2,888	\$ 4,227	\$ 3,663	(13)%	(23)%	\$ 9,376	\$ 7,890	(16)%
Balance Sheet Data (in billions of dollars):										
Total EOP Assets	\$ 1,753	\$ 1,778	\$ 1,763	\$ 1,781	\$ 1,799	1%	3%			
Average Assets	\$ 1,756	\$ 1,735	\$ 1,769	\$ 1,773	\$ 1,791	1%	2%	\$ 1,745	\$ 1,782	2%
Return on Average Assets	1.09%	0.76%	0.65%	0.97%	0.82%			1.08%	0.89%	
Efficiency Ratio (Operating Expenses/Total Revenues, net)	55%	62%	66%	57%	62%			55%	59.1%	
Total EOP Loans	\$ 544	\$ 561	\$ 573	\$ 575	\$ 585	2%	8%			
Total EOP Deposits	\$ 874	\$ 914	\$ 932	\$ 937	\$ 947	1%	8%			

NM Not meaningful
Reclassified to conform to the current period's presentation.



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						(Decrease) from 1Q14	2Q13			
Net Interest Revenue	\$ 7,067	\$ 7,100	\$ 7,315	\$ 7,056	\$ 7,182	2%	2%	\$14,233	\$14,238	—
Non-Interest Revenue	2,651	2,132	2,154	2,237	2,199	(2)%	(17)%	5,231	4,436	(15)%
Total Revenues, Net of Interest Expense	9,718	9,232	9,469	9,293	9,381	1%	(3)%	19,464	18,674	(4)%
Total Operating Expenses	5,285	5,189	5,361	5,190	5,461	5%	3%	10,637	10,651	—
Net Credit Losses	1,785	1,730	1,787	1,786	1,781	—	—	3,694	3,567	(3)%
Credit Reserve Build / (Release)	(237)	(85)	(7)	(218)	(318)	(46)%	(34)%	(577)	(536)	7%
Provision for Unfunded Lending Commitments	9	15	(2)	(3)	(3)	—	NM	24	(6)	NM
Provision for Benefits & Claims	46	51	52	53	39	(26)%	(15)%	109	92	(16)%
Provision for Loan Losses and for Benefits and Claims	1,603	1,711	1,830	1,618	1,499	(7)%	(6)%	3,250	3,117	(4)%
Income from Continuing Operations before Taxes	2,830	2,332	2,278	2,485	2,421	(3)%	(14)%	5,577	4,906	(12)%
Income Taxes	968	797	737	758	816	8%	(16)%	1,890	1,574	(17)%
Income from Continuing Operations	1,862	1,535	1,541	1,727	1,605	(7)%	(14)%	3,687	3,332	(10)%
Noncontrolling Interests	6	4	2	8	6	(25)%	—	11	14	27%
Net Income	\$ 1,856	\$ 1,531	\$ 1,539	\$ 1,719	\$ 1,599	(7)%	(14)%	\$ 3,676	\$ 3,318	(10)%
Average Assets (in billions of dollars)	\$ 391	\$ 391	\$ 399	\$ 397	\$ 400	1%	2%	\$ 396	\$ 399	1%
Return on Average Assets (ROA) (1)	1.90%	1.55%	1.53%	1.76%	1.60%			1.88%	1.68%	
Efficiency Ratio	54%	56%	57%	56%	58%			55%	57%	
Net Credit Losses as a % of Average Loans (1)	2.54%	2.41%	2.40%	2.45%	2.39%			2.62%	2.42%	
Revenue by Business										
Retail Banking	\$ 4,542	\$ 3,928	\$ 3,939	\$ 4,017	\$ 4,069	1%	(10)%	\$ 9,074	\$ 8,086	(11)%
Cards (2)	5,176	5,304	5,530	5,276	5,312	1%	3%	10,390	10,588	2%
Total	\$ 9,718	\$ 9,232	\$ 9,469	\$ 9,293	\$ 9,381	1%	(3)%	\$19,464	\$18,674	(4)%
Net Credit Losses by Business										
Retail Banking	\$ 299	\$ 336	\$ 370	\$ 343	\$ 340	(1)%	14%	\$ 637	\$ 683	7%
Cards (2)	1,486	1,394	1,417	1,443	1,441	—	(3)%	3,057	2,884	(6)%
Total	\$ 1,785	\$ 1,730	\$ 1,787	\$ 1,786	\$ 1,781	—	—	\$ 3,694	\$ 3,567	(3)%
Income (loss) from Continuing Operations by Business										
Retail Banking	\$ 665	\$ 257	\$ 318	\$ 436	\$ 362	(17)%	(46)%	\$ 1,332	\$ 798	(40)%
Cards (2)	1,197	1,278	1,223	1,291	1,243	(4)%	4%	2,355	2,534	8%
Total	\$ 1,862	\$ 1,535	\$ 1,541	\$ 1,727	\$ 1,605	(7)%	(14)%	\$ 3,687	\$ 3,332	(10)%
FX Translation Impact:										
Total Revenue - as Reported	\$ 9,718	\$ 9,232	\$ 9,469	\$ 9,293	\$ 9,381	1%	(3)%	\$19,464	\$18,674	(4)%
Impact of FX Translation (3)	(99)	20	3	74	—			(346)	—	
Total Revenues - Ex-FX (4)	\$ 9,619	\$ 9,252	\$ 9,472	\$ 9,367	\$ 9,381	—	(2)%	\$19,118	\$18,674	(2)%
Total Operating Expenses - as Reported	\$ 5,285	\$ 5,189	\$ 5,361	\$ 5,190	\$ 5,461	5%	3%	\$10,637	\$10,651	—
Impact of FX Translation (3)	(45)	11	4	43	—			(186)	—	
Total Operating Expenses - Ex-FX (4)	\$ 5,240	\$ 5,200	\$ 5,365	\$ 5,233	\$ 5,461	4%	4%	\$10,451	\$10,651	2%

Total Provisions for LLR & PBC - as Reported	\$ 1,603	\$ 1,711	\$ 1,830	\$ 1,618	\$ 1,499	(7)%	(6)%	\$ 3,250	\$ 3,117	(4)%
Impact of FX Translation (3)	(13)	10	5	19	—			(65)	—	
Total Provisions for LLR & PBC - Ex-FX (4)	<u>\$ 1,590</u>	<u>\$ 1,721</u>	<u>\$ 1,835</u>	<u>\$ 1,637</u>	<u>\$ 1,499</u>	(8)%	(6)%	<u>\$ 3,185</u>	<u>\$ 3,117</u>	(2)%
Net Income - as Reported	\$ 1,856	\$ 1,531	\$ 1,539	\$ 1,719	\$ 1,599	(7)%	(14)%	\$ 3,676	\$ 3,318	(10)%
Impact of FX Translation (3)	(28)	(19)	—	4	—			(58)	—	
Net Income - Ex-FX (4)	<u>\$ 1,828</u>	<u>\$ 1,512</u>	<u>\$ 1,539</u>	<u>\$ 1,723</u>	<u>\$ 1,599</u>	(7)%	(13)%	<u>\$ 3,618</u>	<u>\$ 3,318</u>	(8)%

- (1) Under U.S. GAAP, historical balance sheet information is not restated to reflect discontinued operations. Since the numerator portion of the ratio calculation excludes (under I.S GAAP) the Brazil Creditcard discontinued operations, the averages used in the calculation have been adjusted to exclude Brazil Creditcard discontinued operations. Under U.S. GAAP, historical balance sheet information is not restated to reflect discontinued operations. Since the numerator portion of the ratio calculation excludes the income statement items under U.S. GAAP related to the Creditcard discontinued operations, the averages used in the ratio calculations have been adjusted to exclude the Creditcard discontinued operations.
- (2) Includes both Citi-Branded Cards and Citi Retail Services.
- (3) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the second quarter of 2014 exchange rates for all periods presented.
- (4) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

NM Not meaningful

Reclassified to conform to the current period's presentation.



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from	
						1Q14	2Q13
Retail Banking Key Indicators (in billions of dollars, except as otherwise noted)							
Branches (actual)	3,816	3,777	3,729	3,601	3,463	(4)%	(9)%
Accounts (in millions)	64.9	64.7	64.4	64.2	64.4	—	(1)%
Average Deposits	\$ 325.5	\$ 323.7	\$ 328.8	\$ 330.4	\$ 334.9	1%	3%
Investment Sales	\$ 28.0	\$ 23.7	\$ 23.4	\$ 27.2	\$ 27.0	(1)%	(4)%
Investment AUMs	\$ 156.3	\$ 161.1	\$ 166.4	\$ 168.9	\$ 177.2	5%	13%
Average Loans	\$ 144.7	\$ 146.9	\$ 150.8	\$ 152.1	\$ 156.9	3%	8%
EOP Loans:							
Real Estate Lending	\$ 73.8	\$ 76.4	\$ 78.0	\$ 79.5	\$ 81.8	3%	11%
Commercial Markets	40.6	41.0	41.9	42.6	43.4	2%	7%
Personal and Other	30.5	30.6	31.7	32.3	33.4	3%	10%
EOP Loans	\$ 144.9	\$ 148.0	\$ 151.6	\$ 154.4	\$ 158.6	3%	9%
Net Interest Revenue (in millions) (1)	\$ 2,644	\$ 2,552	\$ 2,554	\$ 2,454	\$ 2,549	4%	(4)%
As a % of Average Loans	7.33%	6.89%	6.72%	6.54%	6.52%		
Net Credit Losses (in millions)	\$ 299	\$ 336	\$ 370	\$ 343	\$ 340	(1)%	14%
As a % of Average Loans	0.83%	0.91%	0.97%	0.91%	0.87%		
Loans 90+ Days Past Due (in millions) (2)	\$ 849	\$ 872	\$ 952	\$ 992	\$ 1,015	2%	20%
As a % of EOP Loans	0.59%	0.59%	0.63%	0.65%	0.64%		
Loans 30-89 Days Past Due (in millions) (2)	\$ 1,085	\$ 1,109	\$ 1,049	\$ 991	\$ 1,032	4%	(5)%
As a % of EOP Loans	0.76%	0.76%	0.70%	0.65%	0.66%		
Cards Key Indicators (in millions of dollars, except as otherwise noted) (3) (4)							
EOP Open Accounts	128.3	141.8	141.8	139.8	140.3	—	9%
Purchase Sales (in billions)	\$ 91.2	\$ 90.2	\$ 99.3	\$ 85.4	\$ 95.1	11%	4%
Average Loans (in billions) (5)	\$ 137.5	\$ 138.3	\$ 145.1	\$ 143.7	\$ 142.0	(1)%	3%
EOP Loans (in billions) (5)	\$ 138.5	\$ 144.7	\$ 150.4	\$ 141.8	\$ 143.9	1%	4%
Average Yield (6)	13.62%	13.87%	13.39%	13.51%	13.56%		
Net Interest Revenue (7)	\$ 4,423	\$ 4,548	\$ 4,761	\$ 4,602	\$ 4,633	1%	5%
As a % of Average Loans (7)	12.90%	13.05%	13.02%	12.99%	13.09%		
Net Credit Losses	\$ 1,486	\$ 1,394	\$ 1,417	\$ 1,443	\$ 1,441	—	(3)%
As a % of Average Loans	4.33%	4.00%	3.87%	4.07%	4.07%		
Net Credit Margin (8)	\$ 3,678	\$ 3,892	\$ 4,097	\$ 3,825	\$ 3,861	1%	5%
As a % of Average Loans (8)	10.73%	11.16%	11.20%	10.80%	10.91%		
Loans 90+ Days Past Due	\$ 1,795	\$ 1,827	\$ 2,021	\$ 1,916	\$ 1,790	(7)%	—
As a % of EOP Loans	1.30%	1.26%	1.34%	1.35%	1.24%		
Loans 30-89 Days Past Due	\$ 1,882	\$ 2,106	\$ 2,171	\$ 2,024	\$ 1,940	(4)%	3%
As a % of EOP Loans	1.36%	1.46%	1.44%	1.43%	1.35%		

- (1) Also includes net interest revenue related to the international regions' deposit balances in excess of the average loan portfolio.
- (2) The Loans 90+ Days Past Due and 30-89 Days Past Due and related ratios excludes U.S. mortgage loans that are guaranteed by U.S. government-sponsored agencies. See Note 1 on North America Global Consumer Banking on page 10.
- (3) Under U.S. GAAP, historical balance sheet information is not restated to reflect discontinued operations. Since the numerator portion of the ratio calculation excludes the income statement items under U.S. GAAP related to the Credicard discontinued operations, the averages used in the ratio calculations have been adjusted to exclude the Credicard discontinued operations.
- (4) Includes the impact of adding approximately 13 million credit card accounts and \$7 billion of loans related to the previously announced acquisition of Best Buy's U.S. credit card portfolio in the third quarter of 2013.
- (5) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
- (6) Average yield is gross interest revenue earned divided by average loans.
- (7) Net interest revenue includes certain fees that are recorded as interest revenue.
- (8) Net credit margin is total revenues, net of interest expense, less net credit losses and policy benefits and claims.

Reclassified to conform to the current period's presentation.

	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Net Interest Revenue	\$4,065	\$4,136	\$4,306	\$4,186	\$4,210	1%	4%	\$ 8,216	\$8,396	2%
Non-Interest Revenue	988	603	568	597	572	(4)%	(42)%	1,947	1,169	(40)%
Total Revenues, Net of Interest Expense	5,053	4,739	4,874	4,783	4,782	—	(5)%	10,163	9,565	(6)%
Total Operating Expenses	2,450	2,423	2,482	2,431	2,342	(4)%	(4)%	4,945	4,773	(3)%
Net Credit Losses	1,190	1,083	1,106	1,103	1,070	(3)%	(10)%	2,445	2,173	(11)%
Credit Reserve Build / (Release)	(351)	(228)	(87)	(271)	(397)	(46)%	(13)%	(721)	(668)	7%
Provision for Unfunded Lending Commitments	—	3	3	2	1	(50)%	100%	—	3	NM
Provision for Benefits & Claims	13	17	16	6	12	100%	(8)%	27	18	(33)%
Provision for Loan Losses and for Benefits and Claims	852	875	1,038	840	686	(18)%	(19)%	1,751	1,526	(13)%
Income from Continuing Operations before Taxes	1,751	1,441	1,354	1,512	1,754	16%	—	3,467	3,266	(6)%
Income Taxes (benefits)	667	547	496	492	677	38%	1%	1,309	1,169	(11)%
Income from Continuing Operations	1,084	894	858	1,020	1,077	6%	(1)%	2,158	2,097	(3)%
Noncontrolling Interests	1	—	1	1	(1)	NM	NM	1	—	(100)%
Net Income	\$1,083	\$ 894	\$ 857	\$1,019	\$1,078	6%	—	\$ 2,157	\$2,097	(3)%
Average Assets (in billions of dollars)	\$ 172	\$ 173	\$ 178	\$ 178	\$ 176	(1)%	2%	\$ 174	\$ 177	2%
Return on Average Assets	2.53%	2.05%	1.91%	2.32%	2.46%			2.50%	2.39%	
Efficiency Ratio	48%	51%	51%	51%	49%			49%	50%	

**Net Credit Losses as a % of Average
Loans**

3.29%	2.88%	2.82%	2.87%	2.78%	3.34%	2.82%
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Revenue by Business

Retail Banking	\$1,592	\$1,124	\$1,087	\$1,139	\$1,173	3%	(26)%	\$ 3,165	\$2,312	(27)%
Citi-Branded Cards	1,978	2,087	2,120	2,019	2,028	—	3%	4,004	4,047	1%
Citi Retail Services	1,483	1,528	1,667	1,625	1,581	(3)%	7%	2,994	3,206	7%
Total	\$5,053	\$4,739	\$4,874	\$4,783	\$4,782	—	(5)%	\$10,163	\$9,565	(6)%

Net Credit Losses by Business

Retail Banking	\$ 44	\$ 38	\$ 47	\$ 35	\$ 35	—	(20)%	\$ 99	\$ 70	(29)%
Citi-Branded Cards	665	610	588	587	570	(3)%	(14)%	1,357	1,157	(15)%
Citi Retail Services	481	435	471	481	465	(3)%	(3)%	989	946	(4)%
Total	\$1,190	\$1,083	\$1,106	\$1,103	\$1,070	(3)%	(10)%	\$ 2,445	\$2,173	(11)%

**Income (loss) from Continuing
Operations by Business**

Retail Banking	\$ 257	\$ (37)	\$ (21)	\$ 17	\$ 89	NM	(65)%	\$ 469	\$ 106	(77)%
Citi-Branded Cards	440	548	522	566	558	(1)%	27%	872	1,124	29%
Citi Retail Services	387	383	357	437	430	(2)%	11%	817	867	6%
Total	\$1,084	\$ 894	\$ 858	\$1,020	\$1,077	6%	(1)%	\$ 2,158	\$2,097	(3)%

NM Not meaningful

Reclassified to conform to the current period's presentation.



	2Q	3Q	4Q	1Q	2Q	2Q14 Increase (Decrease) from	
	2013	2013	2013	2014	2014	1Q14	2Q13
Retail Banking Key Indicators (in billions of dollars, except as otherwise noted)							
Branches (actual)	983	983	983	962	912	(5)%	(7)%
Accounts (in millions)	12.0	12.1	12.0	12.1	12.0	(1)%	—
Investment Sales	\$ 3.9	\$ 3.1	\$ 3.3	\$ 3.9	\$ 3.8	(3)%	(3)%
Investment AUMs	\$ 31.4	\$ 32.3	\$ 33.8	\$ 34.6	\$ 35.9	4%	14%
Average Deposits	\$ 165.1	\$ 166.5	\$ 168.6	\$ 170.7	\$ 171.0	—	4%
Average Loans	\$ 41.0	\$ 42.9	\$ 43.8	\$ 44.8	\$ 45.6	2%	11%
EOP Loans:							
Real Estate Lending	\$ 32.2	\$ 33.6	\$ 34.3	\$ 35.1	\$ 36.4	4%	13%
Commercial Markets	8.4	8.5	8.7	8.7	8.5	(2)%	1%
Personal and Other	1.1	1.1	1.1	1.2	1.3	8%	18%
Total EOP Loans	<u>\$ 41.7</u>	<u>\$ 43.2</u>	<u>\$ 44.1</u>	<u>\$ 45.0</u>	<u>\$ 46.2</u>	3%	11%
Mortgage Originations	\$ 17.2	\$ 14.5	\$ 8.3	\$ 5.2	\$ 6.2	19%	(64)%
Third Party Mortgage Servicing Portfolio (EOP)	\$ 177.9	\$ 180.3	\$ 180.6	\$ 178.8	\$ 175.9	(2)%	(1)%
Net Servicing & Gain/(Loss) on Sale (in millions)	\$ 588.5	\$ 167.0	\$ 142.9	\$ 127.7	\$ 133.9	5%	(77)%
Saleable Mortgage Rate Locks	\$ 13.0	\$ 7.1	\$ 4.5	\$ 3.6	\$ 4.2	17%	(68)%
Net Interest Revenue on Loans (in millions)	\$ 242	\$ 232	\$ 234	\$ 244	\$ 261	7%	8%
As a % of Avg. Loans	2.37%	2.15%	2.12%	2.21%	2.30%		
Net Credit Losses (in millions)	\$ 44	\$ 38	\$ 47	\$ 35	\$ 35	—	(20)%
As a % of Avg. Loans	0.43%	0.35%	0.43%	0.32%	0.31%		
Loans 90+ Days Past Due (in millions) (1)	\$ 285	\$ 277	\$ 257	\$ 243	\$ 227	(7)%	(20)%
As a % of EOP Loans	0.71%	0.66%	0.60%	0.55%	0.50%		
Loans 30-89 Days Past Due (in millions) (1)	\$ 217	\$ 209	\$ 205	\$ 177	\$ 203	15%	(6)%
As a % of EOP Loans	0.54%	0.50%	0.48%	0.40%	0.45%		

(1) The Loans 90+ Days Past Due and 30-89 Days Past Due and related ratios exclude U.S. mortgage loans that are guaranteed by U.S. government-sponsored agencies since the potential loss predominantly resides with the U.S. agencies.

The amounts excluded for Loans 90+Days Past Due and (EOP Loans) were \$728 million and (\$1.3 billion), \$733 million and (\$1.3 billion), \$690 million and (\$1.2 billion), \$679 million and (\$1.2 billion) and \$668 million and (\$1.2 billion) as of June 30, 2013, September 30, 2013, December 31, 2013, March 31, 2014 and June 30, 2014, respectively.

The amounts excluded for Loans 30-89 Days Past Due and (EOP Loans) were \$144 million and (\$1.3 billion), \$146 million and (\$1.3 billion), \$141 million and (\$1.2 billion), \$122 million and (\$1.2 billion) and \$125 million and (\$1.2 billion), as of June 30, 2013, September 30, 2013, December 31, 2013, March 31, 2014 and June 30, 2014, respectively.

Reclassified to conform to the current period's presentation.



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from	
						1Q14	2Q13
Citi-Branded Cards Key Indicators (in millions of dollars, except as otherwise noted) (1)							
EOP Open Accounts (in millions)	23.6	23.8	23.9	24.0	24.1	—	2%
Purchase Sales (in billions)	\$ 41.9	\$ 41.7	\$ 43.4	\$ 39.6	\$ 43.9	11%	5%
Average Loans (in billions) (1)	\$ 68.4	\$ 68.4	\$ 68.2	\$ 67.5	\$ 66.4	(2)%	(3)%
EOP Loans (in billions) (1)	\$ 69.3	\$ 68.8	\$ 70.5	\$ 66.8	\$ 67.3	1%	(3)%
Average Yield (2)	10.11%	10.22%	10.33%	10.39%	10.31%		
Net Interest Revenue (3)	\$ 1,645	\$ 1,690	\$ 1,708	\$ 1,649	\$ 1,635	(1)%	(1)%
As a % of Avg. Loans (3)	9.65%	9.80%	9.94%	9.91%	9.88%		
Net Credit Losses	\$ 665	\$ 610	\$ 588	\$ 587	\$ 570	(3)%	(14)%
As a % of Average Loans	3.90%	3.54%	3.42%	3.53%	3.44%		
Net Credit Margin (4)	\$ 1,310	\$ 1,470	\$ 1,527	\$ 1,427	\$ 1,453	2%	11%
As a % of Avg. Loans (4)	7.68%	8.53%	8.88%	8.57%	8.78%		
Loans 90+ Days Past Due	\$ 663	\$ 628	\$ 681	\$ 648	\$ 583	(10)%	(12)%
As a % of EOP Loans	0.96%	0.91%	0.97%	0.97%	0.87%		
Loans 30-89 Days Past Due	\$ 588	\$ 650	\$ 661	\$ 599	\$ 540	(10)%	(8)%
As a % of EOP Loans	0.85%	0.94%	0.94%	0.90%	0.80%		

Citi Retail Services Key Indicators (in millions of dollars, except as otherwise noted) (1) (5)							
EOP Open Accounts	76.1	89.7	90.0	88.2	88.8	1%	17%
Purchase Sales (in billions)	\$ 18.3	\$ 18.1	\$ 23.3	\$ 16.7	\$ 20.4	22%	11%
Average Loans (in billions) (1)	\$ 35.8	\$ 37.8	\$ 43.6	\$ 43.6	\$ 42.4	(3)%	18%
EOP Loans (in billions) (1)	\$ 36.0	\$ 43.0	\$ 46.3	\$ 42.3	\$ 43.1	2%	20%
Average Yield (2)	17.89%	17.33%	16.34%	16.63%	16.89%		
Net Interest Revenue (3)	\$ 1,587	\$ 1,682	\$ 1,860	\$ 1,819	\$ 1,810	—	14%
As a % of Avg. Loans (3)	17.78%	17.65%	16.93%	16.92%	17.12%		
Net Credit Losses	\$ 481	\$ 435	\$ 471	\$ 481	\$ 465	(3)%	(3)%
As a % of Average Loans	5.39%	4.57%	4.29%	4.47%	4.40%		
Net Credit Margin (4)	\$ 993	\$ 1,082	\$ 1,185	\$ 1,141	\$ 1,111	(3)%	12%
As a % of Avg. Loans (4)	11.13%	11.36%	10.78%	10.61%	10.51%		
Loans 90+ Days Past Due	\$ 556	\$ 650	\$ 771	\$ 689	\$ 606	(12)%	9%
As a % of EOP Loans	1.54%	1.51%	1.67%	1.63%	1.41%		
Loans 30-89 Days Past Due	\$ 615	\$ 799	\$ 830	\$ 725	\$ 683	(6)%	11%
As a % of EOP Loans	1.71%	1.86%	1.79%	1.71%	1.58%		

- (1) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
- (2) Average yield is calculated as gross interest revenue earned divided by average loans.
- (3) Net interest revenue includes certain fees that are recorded as interest revenue.
- (4) Net credit margin represents total revenues, net of interest expense, less net credit losses and policy benefits and claims.
- (5) Includes the impact of adding approximately 13 million credit card accounts and \$7 billion of loans related to the previously announced acquisition of Best Buy's U.S. credit card portfolio in the third quarter of 2013.

Reclassified to conform to the current period's presentation.

(In millions of dollars, except as otherwise noted)

	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Net Interest Revenue	\$ 237	\$ 226	\$ 239	\$ 231	\$ 233	1%	(2)%	\$ 483	\$ 464	(4)%
Non-Interest Revenue	127	133	119	116	126	9%	(1)%	249	242	(3)%
Total Revenues, Net of Interest Expense	364	359	358	347	359	3%	(1)%	732	706	(4)%
Total Operating Expenses	342	315	349	315	313	(1)%	(8)%	695	628	(10)%
Net Credit Losses	(1)	21	19	11	20	82%	NM	28	31	11%
Credit Reserve Build / (Release)	(9)	3	(1)	—	3	NM	NM	(20)	3	NM
Provision for Unfunded Lending Commitments	(1)	—	—	—	1	100%	NM	—	1	100%
Provision for Benefits & Claims	—	—	—	—	—	—	—	—	—	—
Provision for Loan Losses and for Benefits and Claims (LLR & PBC)	(11)	24	18	11	24	NM	NM	8	35	NM
Income (loss) from Continuing Operations before Taxes	33	20	(9)	21	22	5%	(33)%	29	43	48%
Income Taxes (benefits)	11	7	(8)	6	7	17%	(36)%	6	13	NM
Income from Continuing Operations	22	13	(1)	15	15	—	(32)%	23	30	30%
Noncontrolling Interests	5	3	—	5	5	—	—	8	10	25%
Net Income	\$ 17	\$ 10	\$ (1)	\$ 10	\$ 10	—	(41)%	\$ 15	\$ 20	33%
Average Assets (in billions of dollars)	\$ 10	\$ 9	\$ 9	\$ 9	\$ 10	11%	—	\$ 10	\$ 10	—
Return on Average Assets	0.68%	0.44%	(0.04)%	0.45%	0.40%			0.30%	0.40%	
Efficiency Ratio	94%	88%	97%	91%	87%			95%	89%	
Net Credit Losses as a % of Average Loans	(0.05)%	1.08%	0.94%	0.57%	0.97%			0.70%	0.77%	
Revenue by Business										
Retail Banking	\$ 214	\$ 219	\$ 220	\$ 214	\$ 224	5%	5%	\$ 429	\$ 438	2%
Citi-Branded Cards	150	140	138	133	135	2%	(10)%	303	268	(12)%
Total	<u>\$ 364</u>	<u>\$ 359</u>	<u>\$ 358</u>	<u>\$ 347</u>	<u>\$ 359</u>	3%	(1)%	\$ 732	\$ 706	(4)%
Net Credit Losses by Business										
Retail Banking	\$ (2)	\$ 11	\$ 8	\$ 2	\$ 8	NM	NM	\$ 7	\$ 10	43%
Citi-Branded Cards	1	10	11	9	12	33%	NM	21	21	—
Total	<u>\$ (1)</u>	<u>\$ 21</u>	<u>\$ 19</u>	<u>\$ 11</u>	<u>\$ 20</u>	82%	NM	\$ 28	\$ 31	11%
Income (loss) from Continuing Operations by Business										
Retail Banking	\$ (5)	\$ (7)	\$ (17)	\$ (7)	\$ 7	NM	NM	\$ (18)	\$ —	100%
Citi-Branded Cards	27	20	16	22	8	(64)%	(70)%	41	30	(27)%
Total	<u>\$ 22</u>	<u>\$ 13</u>	<u>\$ (1)</u>	<u>\$ 15</u>	<u>\$ 15</u>	—	(32)%	\$ 23	\$ 30	30%
FX Translation Impact:										
Total Revenue - as Reported	\$ 364	\$ 359	\$ 358	\$ 347	\$ 359	3%	(1)%	\$ 732	\$ 706	(4)%
Impact of FX Translation (1)	(2)	(1)	(6)	3	—			(15)	—	
Total Revenues - Ex-FX (2)	<u>\$ 362</u>	<u>\$ 358</u>	<u>\$ 352</u>	<u>\$ 350</u>	<u>\$ 359</u>	3%	(1)%	\$ 717	\$ 706	(2)%
Total Operating Expenses - as Reported	\$ 342	\$ 315	\$ 349	\$ 315	\$ 313	(1)%	(8)%	\$ 695	\$ 628	(10)%
Impact of FX Translation (1)	—	1	(4)	4	—			(11)	—	
Total Operating Expenses - Ex-FX (2)	<u>\$ 342</u>	<u>\$ 316</u>	<u>\$ 345</u>	<u>\$ 319</u>	<u>\$ 313</u>	(2)%	(8)%	\$ 684	\$ 628	(8)%
Provisions for LLR & PBC - as Reported	\$ (11)	\$ 24	\$ 18	\$ 11	\$ 24	NM	NM	\$ 8	\$ 35	NM
Impact of FX Translation (1)	—	(1)	—	1	—			(3)	—	
Provisions for LLR & PBC - Ex-FX (2)	<u>\$ (11)</u>	<u>\$ 23</u>	<u>\$ 18</u>	<u>\$ 12</u>	<u>\$ 24</u>	100%	NM	\$ 5	\$ 35	NM
Net Income - as Reported	\$ 17	\$ 10	\$ (1)	\$ 10	\$ 10	—	(41)%	\$ 15	\$ 20	33%
Impact of FX Translation (1)	—	—	(1)	(1)	—			3	—	
Net Income - Ex-FX (2)	<u>\$ 17</u>	<u>\$ 10</u>	<u>\$ (2)</u>	<u>\$ 9</u>	<u>\$ 10</u>	11%	(41)%	\$ 18	\$ 20	11%

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- (1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the second quarter of 2014 exchange rates for all periods presented.
 - (2) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

NM Not meaningful

Reclassified to conform to the current period's presentation.



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from	
						1Q14	2Q13
Retail Banking Key Indicators (in billions of dollars, except as otherwise noted)							
Branches (actual)	222	201	172	161	159	(1)%	(28)%
Accounts (in millions)	3.8	3.6	3.4	3.3	3.3	—	(13)%
Average Deposits	\$ 13.0	\$ 12.0	\$ 12.5	\$ 12.9	\$ 13.5	5%	4%
Investment Sales	\$ 1.0	\$ 0.7	\$ 0.9	\$ 1.0	\$ 1.1	10%	10%
Investment AUMs	\$ 6.2	\$ 6.2	\$ 6.5	\$ 7.0	\$ 7.4	6%	19%
Average Loans	\$ 5.3	\$ 5.6	\$ 5.6	\$ 5.5	\$ 5.9	7%	11%
EOP Loans:							
Real Estate Lending	\$ 0.3	\$ 0.4	\$ 0.4	\$ 0.4	\$ 0.4	—	33%
Commercial Markets	2.3	2.6	2.6	2.8	2.9	4%	26%
Personal and Other	2.7	2.5	2.6	2.6	2.7	4%	—
Total EOP Loans	\$ 5.3	\$ 5.5	\$ 5.6	\$ 5.8	\$ 6.0	3%	13%
Net Interest Revenue (in millions) (1)	\$ 130	\$ 124	\$ 135	\$ 129	\$ 128	(1)%	(2)%
As a % of Average Loans (1)	9.84%	8.78%	9.56%	9.51%	8.70%		
Net Credit Losses (in millions)	\$ (2)	\$ 11	\$ 8	\$ 2	\$ 8	NM	NM
As a % of Average Loans	(0.15)%	0.78%	0.57%	0.15%	0.54%		
Loans 90+ Days Past Due (in millions)	\$ 41	\$ 38	\$ 34	\$ 27	\$ 26	(4)%	(37)%
As a % of EOP Loans	0.77%	0.69%	0.61%	0.47%	0.43%		
Loans 30-89 Days Past Due (in millions)	\$ 68	\$ 57	\$ 51	\$ 52	\$ 50	(4)%	(26)%
As a % of EOP Loans	1.28%	1.04%	0.91%	0.90%	0.83%		
Citi-Branded Cards Key Indicators (in billions of dollars, except as otherwise noted)							
EOP Open Accounts (in millions)	2.8	2.2	2.1	2.1	2.1	—	(25)%
Purchase Sales (in billions)	\$ 3.0	\$ 2.5	\$ 2.6	\$ 2.4	\$ 2.6	8%	(13)%
Average Loans (2)	\$ 2.8	\$ 2.1	\$ 2.4	\$ 2.3	\$ 2.4	4%	(14)%
EOP Loans (2)	\$ 2.8	\$ 2.4	\$ 2.4	\$ 2.4	\$ 2.5	4%	(11)%
Average Yield (3)	18.42%	20.96%	18.86%	18.81%	18.43%	(2)%	—
Net Interest Revenue (in millions) (4)	\$ 107	\$ 102	\$ 104	\$ 102	\$ 105	3%	(2)%
As a % of Avg. Loans (4)	15.33%	19.27%	17.19%	17.99%	17.55%		
Net Credit Losses (in millions)	\$ 1	\$ 10	\$ 11	\$ 9	\$ 12	33%	NM
As a % of Average Loans	0.14%	1.89%	1.82%	1.59%	2.01%		
Net Credit Margin (in millions) (5)	\$ 149	\$ 130	\$ 127	\$ 124	\$ 123	(1)%	(17)%
As a % of Avg. Loans (5)	21.34%	24.56%	20.99%	21.86%	20.56%		
Loans 90+ Days Past Due (in millions)	\$ 44	\$ 34	\$ 32	\$ 31	\$ 31	—	(30)%
As a % of EOP Loans	1.57%	1.42%	1.33%	1.29%	1.24%		
Loans 30-89 Days Past Due (in millions)	\$ 57	\$ 44	\$ 42	\$ 39	\$ 40	3%	(30)%
As a % of EOP Loans	2.04%	1.83%	1.75%	1.63%	1.60%		

- (1) Also includes net interest revenue related to the region's deposit balances in excess of the average loan portfolio.
(2) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
(3) Average yield is gross interest revenue earned divided by average loans.
(4) Net interest revenue includes certain fees that are recorded as interest revenue.
(5) Net credit margin is total revenues, net of interest expense, less net credit losses and policy benefits and claims.

Reclassified to conform to the current period's presentation.



(In millions of dollars, except as otherwise noted)

	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Net Interest Revenue	\$1,575	\$1,575	\$1,594	\$1,505	\$1,571	4%	—	\$3,117	\$3,076	(1)%
Non-Interest Revenue	758	697	809	763	753	(1)%	(1)%	1,524	1,516	(1)%
Total Revenues, Net of Interest Expense	2,333	2,272	2,403	2,268	2,324	2%	—	4,641	4,592	(1)%
Total Operating Expenses	1,351	1,319	1,381	1,314	1,360	4%	1%	2,692	2,674	(1)%
Net Credit Losses	416	434	458	469	493	5%	19%	835	962	15%
Credit Reserve Build / (Release)	104	168	66	56	111	98%	7%	142	167	18%
Provision for Unfunded Lending Commitments	—	—	—	(1)	1	NM	100%	—	—	—
Provision for Benefits & Claims	33	34	36	47	27	(43)%	(18)%	82	74	(10)%
Provision for Loan Losses and for Benefits and Claims (LLR & PBC)	553	636	560	571	632	11%	14%	1,059	1,203	14%
Income from Continuing Operations before Taxes	429	317	462	383	332	(13)%	(23)%	890	715	(20)%
Income Taxes	83	53	91	72	33	(54)%	(60)%	188	105	(44)%
Income from Continuing Operations	346	264	371	311	299	(4)%	(14)%	702	610	(13)%
Noncontrolling Interests	—	1	1	2	2	—	NM	2	4	100%
Net Income	\$ 346	\$ 263	\$ 370	\$ 309	\$ 297	(4)%	(14)%	\$ 700	\$ 606	(13)%
Average Assets (in billions of dollars)	\$ 80	\$ 80	\$ 81	\$ 80	\$ 81	1%	1%	\$ 83	\$ 81	(2)%
Return on Average Assets (1)	1.73%	1.30%	1.81%	1.57%	1.47%			1.72%	1.51%	
Efficiency Ratio	58%	58%	57%	58%	59%			58%	58%	
Net Credit Losses as a % of Average Loans (1)	4.06%	4.22%	4.33%	4.58%	4.65%			4.14%	4.62%	
Revenue by Business										
Retail Banking	\$1,544	\$1,483	\$1,562	\$1,498	\$1,511	1%	(2)%	\$3,088	\$3,009	(3)%
Citi-Branded Cards	789	789	841	770	813	6%	3%	1,553	1,583	2%
Total	\$2,333	\$2,272	\$2,403	\$2,268	\$2,324	2%	—	\$4,641	\$4,592	(1)%
Net Credit Losses by Business										
Retail Banking	\$ 204	\$ 209	\$ 224	\$ 215	\$ 222	3%	9%	\$ 411	\$ 437	6%
Citi-Branded Cards	212	225	234	254	271	7%	28%	424	525	24%
Total	\$ 416	\$ 434	\$ 458	\$ 469	\$ 493	5%	19%	\$ 835	\$ 962	15%
Income (loss) from Continuing Operations by Business										
Retail Banking	\$ 190	\$ 123	\$ 211	\$ 205	\$ 208	1%	9%	\$ 418	\$ 413	(1)%
Citi-Branded Cards	156	141	160	106	91	(14)%	(42)%	284	197	(31)%
Total	\$ 346	\$ 264	\$ 371	\$ 311	\$ 299	(4)%	(14)%	\$ 702	\$ 610	(13)%
FX Translation Impact:										
Total Revenue - as Reported	\$2,333	\$2,272	\$2,403	\$2,268	\$2,324	2%	—	\$4,641	\$4,592	(1)%
Impact of FX Translation (2)	(80)	(3)	(5)	39	—			(225)	—	
Total Revenues - Ex-FX (3)	\$2,253	\$2,269	\$2,398	\$2,307	\$2,324	1%	3%	\$4,416	\$4,592	4%
Total Operating Expenses - as Reported	\$1,351	\$1,319	\$1,381	\$1,314	\$1,360	4%	1%	\$2,692	\$2,674	(1)%
Impact of FX Translation (2)	(43)	(4)	(1)	21	—			(128)	—	
Total Operating Expenses - Ex-FX (3)	\$1,308	\$1,315	\$1,380	\$1,335	\$1,360	2%	4%	\$2,564	\$2,674	4%
Provisions for LLR & PBC - as Reported	\$ 553	\$ 636	\$ 560	\$ 571	\$ 632	11%	14%	\$1,059	\$1,203	14%
Impact of FX Translation (2)	(14)	5	1	12	—			(49)	—	
Provisions for LLR & PBC - Ex-FX (3)	\$ 539	\$ 641	\$ 561	\$ 583	\$ 632	8%	17%	\$1,010	\$1,203	19%
Net Income - as Reported	\$ 346	\$ 263	\$ 370	\$ 309	\$ 297	(4)%	(14)%	\$ 700	\$ 606	(13)%
Impact of FX Translation (1)	(18)	(22)	(1)	—	—			(35)	—	

Net Income - Ex-FX (2)	<u>\$ 328</u>	<u>\$ 241</u>	<u>\$ 369</u>	<u>\$ 309</u>	<u>\$ 297</u>	(4)%	(9)%	<u>\$ 665</u>	<u>\$ 606</u>	(9)%
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- (1) Under U.S. GAAP, historical balance sheet information is not restated to reflect discontinued operations. Since the numerator portion of the ratio calculation excludes the income statement items under U.S. GAAP related to the Credicard discontinued operations, the averages used in the ratio calculations have been adjusted to exclude the Credicard discontinued operations.
 - (2) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the second quarter of 2014 exchange rates for all periods presented.
 - (3) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

Reclassified to conform to the current period's presentation.



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from	
						1Q14	2Q13
Retail Banking Key Indicators (in billions of dollars, except as otherwise noted)							
Branches (actual)	2,040	2,031	2,021	1,940	1,921	(1)%	(6)%
Accounts (in millions)	32.2	32.0	32.2	31.9	32.2	1%	—
Average Deposits	\$45.1	\$45.0	\$46.7	\$45.8	\$47.1	3%	4%
Investment Sales	\$11.8	\$11.3	\$10.8	\$12.0	\$13.0	8%	10%
Investment AUMs	\$67.3	\$67.9	\$71.6	\$71.2	\$75.6	6%	12%
Average Loans	\$29.6	\$29.2	\$29.9	\$29.8	\$30.6	3%	3%
EOP Loans:							
Real Estate Lending	\$ 5.7	\$ 5.4	\$ 5.7	\$ 5.9	\$ 5.8	(2)%	2%
Commercial Markets	12.8	12.5	13.4	13.2	13.5	2%	5%
Personal and Other	10.9	11.1	11.2	11.1	11.5	4%	6%
Total EOP Loans	<u>\$29.4</u>	<u>\$29.0</u>	<u>\$30.3</u>	<u>\$30.2</u>	<u>\$30.8</u>	2%	5%
Net Interest Revenue (in millions) (1)	\$ 973	\$ 973	\$ 985	\$ 931	\$ 957	3%	(2)%
As a % of Average Loans (1)	13.18%	13.22%	13.07%	12.67%	12.54%		
Net Credit Losses (in millions)	\$ 204	\$ 209	\$ 224	\$ 215	\$ 222	3%	9%
As a % of Average Loans	2.76%	2.84%	2.97%	2.93%	2.91%		
Loans 90+ Days Past Due (in millions)	\$ 318	\$ 347	\$ 470	\$ 528	\$ 552	5%	74%
As a % of EOP Loans	1.08%	1.20%	1.55%	1.75%	1.79%		
Loans 30-89 Days Past Due (in millions)	\$ 368	\$ 445	\$ 395	\$ 370	\$ 373	1%	1%
As a % of EOP Loans	1.25%	1.53%	1.30%	1.23%	1.21%		
Citi-Branded Cards Key Indicators (in billions of dollars, except as otherwise noted) (2)							
EOP Open Accounts (in millions)	9.4	9.5	9.2	9.1	9.0	(1)%	(4)%
Purchase Sales (in billions)	\$ 8.6	\$ 8.7	\$ 9.4	\$ 7.7	\$ 8.1	5%	(6)%
Average Loans (in billions) (3)	\$11.5	\$11.6	\$12.1	\$11.7	\$11.9	2%	3%
EOP Loans (in billions) (3)	\$11.5	\$11.8	\$12.1	\$11.7	\$11.7	—	2%
Average Yield (4)	21.71%	21.60%	20.91%	20.91%	21.30%		
Net Interest Revenue (in millions) (5)	\$ 602	\$ 602	\$ 609	\$ 574	\$ 614	7%	2%
As a % of Average Loans (5)	21.00%	20.59%	19.97%	19.90%	20.70%		
Net Credit Losses (in millions)	\$ 212	\$ 225	\$ 234	\$ 254	\$ 271	7%	28%
As a % of Average Loans	7.39%	7.70%	7.67%	8.80%	9.13%		
Net Credit Margin (in millions) (6)	\$ 577	\$ 564	\$ 607	\$ 516	\$ 542	5%	(6)%
As a % of Average Loans (6)	20.12%	19.29%	19.90%	17.89%	18.27%		
Loans 90+ Days Past Due (in millions)	\$ 323	\$ 326	\$ 349	\$ 349	\$ 364	4%	13%
As a % of EOP Loans	2.81%	2.76%	2.88%	2.98%	3.11%		
Loans 30-89 Days Past Due (in millions)	\$ 335	\$ 346	\$ 364	\$ 390	\$ 396	2%	18%
As a % of EOP Loans	2.91%	2.93%	3.01%	3.33%	3.38%		

- (1) Also includes net interest revenue related to the region's deposit balances in excess of the average loan portfolio.
- (2) Under U.S. GAAP, historical balance sheet information is not restated to reflect discontinued operations. Since the numerator portion of the ratio calculation excludes the income statement items under U.S. GAAP related to the Credicard discontinued operations, the averages used in the ratio calculations have been adjusted to exclude the Credicard discontinued operations.
- (3) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
- (4) Average yield is gross interest revenue earned divided by average loans.
- (5) Net interest revenue includes certain fees that are recorded as interest revenue.
- (6) Net credit margin is total revenues, net of interest expense, less net credit losses and policy benefits and claims.



(In millions of dollars, except as otherwise noted)

	2Q	3Q	4Q	1Q	2Q	2Q14 Increase (Decrease) from		Six	Six	YTD 2014 vs.
	2013	2013	2013	2014	2014	1Q14	2Q13	Months	Months	YTD 2013 Increase/ (Decrease)
Net Interest Revenue	\$ 1,190	\$ 1,163	\$ 1,176	\$ 1,134	\$ 1,168	3%	(2)%	\$ 2,417	\$ 2,302	(5)%
Non-Interest Revenue	778	699	658	761	748	(2)%	(4)%	1,511	1,509	—
Total Revenues, Net of Interest Expense	1,968	1,862	1,834	1,895	1,916	1%	(3)%	3,928	3,811	(3)%
Total Operating Expenses	1,142	1,132	1,149	1,130	1,446	28%	27%	2,305	2,576	12%
Net Credit Losses	180	192	204	203	198	(2)%	10%	386	401	4%
Credit Reserve Build / (Release)	19	(28)	15	(3)	(35)	NM	NM	22	(38)	NM
Provision for Unfunded Lending Commitments	10	12	(5)	(4)	(6)	(50)%	NM	24	(10)	NM
Provision for Benefits & Claims	—	—	—	—	—	—	—	—	—	—
Provision for Loan Losses and for Benefits and Claims (LLR & PBC)	209	176	214	196	157	(20)%	(25)%	432	353	(18)%
Income from Continuing Operations before Taxes	617	554	471	569	313	(45)%	(49)%	1,191	882	(26)%
Income Taxes	207	190	158	188	99	(47)%	(52)%	387	287	(26)%
Income from Continuing Operations	410	364	313	381	214	(44)%	(48)%	804	595	(26)%
Noncontrolling Interests	—	—	—	—	—	—	—	—	—	—
Net Income	\$ 410	\$ 364	\$ 313	\$ 381	\$ 214	(44)%	(48)%	\$ 804	\$ 595	(26)%
Average Assets (in billions of dollars)	\$ 129	\$ 129	\$ 131	\$ 130	\$ 133	2%	3%	\$ 129	\$ 132	2%
Return on Average Assets	1.27%	1.12%	0.95%	1.19%	0.65%			1.26%	0.91%	
Efficiency Ratio	58%	61%	63%	60%	75%			59%	68%	
Net Credit Losses as a % of Average Loans	0.82%	0.87%	0.90%	0.91%	0.85%			0.88%	0.88%	
Revenue by Business										
Retail Banking	\$ 1,192	\$ 1,102	\$ 1,070	\$ 1,166	\$ 1,161	—	(3)%	\$ 2,392	\$ 2,327	(3)%
Citi-Branded Cards	776	760	764	729	755	4%	(3)%	1,536	1,484	(3)%
Total	<u>\$ 1,968</u>	<u>\$ 1,862</u>	<u>\$ 1,834</u>	<u>\$ 1,895</u>	<u>\$ 1,916</u>	<u>1%</u>	<u>(3)%</u>	<u>\$ 3,928</u>	<u>\$ 3,811</u>	<u>(3)%</u>
Net Credit Losses by Business										
Retail Banking	\$ 53	\$ 78	\$ 91	\$ 91	\$ 75	(18)%	42%	\$ 120	\$ 166	38%
Citi-Branded Cards	127	114	113	112	123	10%	(3)%	266	235	(12)%
Total	<u>\$ 180</u>	<u>\$ 192</u>	<u>\$ 204</u>	<u>\$ 203</u>	<u>\$ 198</u>	<u>(2)%</u>	<u>10%</u>	<u>\$ 386</u>	<u>\$ 401</u>	<u>4%</u>
Income from Continuing Operations by Business										
Retail Banking	\$ 223	\$ 178	\$ 145	\$ 221	\$ 58	(74)%	(74)%	\$ 463	\$ 279	(40)%
Citi-Branded Cards	187	186	168	160	156	(3)%	(17)%	341	316	(7)%
Total	<u>\$ 410</u>	<u>\$ 364</u>	<u>\$ 313</u>	<u>\$ 381</u>	<u>\$ 214</u>	<u>(44)%</u>	<u>(48)%</u>	<u>\$ 804</u>	<u>\$ 595</u>	<u>(26)%</u>
FX Translation Impact:										
Total Revenue - as Reported	\$ 1,968	\$ 1,862	\$ 1,834	\$ 1,895	\$ 1,916	1%	(3)%	\$ 3,928	\$ 3,811	(3)%
Impact of FX Translation (1)	(17)	24	14	32	—			(106)	—	
Total Revenues - Ex-FX (2)	<u>\$ 1,951</u>	<u>\$ 1,886</u>	<u>\$ 1,848</u>	<u>\$ 1,927</u>	<u>\$ 1,916</u>	<u>(1)%</u>	<u>(2)%</u>	<u>\$ 3,822</u>	<u>\$ 3,811</u>	<u>—</u>
Total Operating Expenses - as Reported	\$ 1,142	\$ 1,132	\$ 1,149	\$ 1,130	\$ 1,446	28%	27%	\$ 2,305	\$ 2,576	12%
Impact of FX Translation (1)	(2)	14	9	18	—			(47)	—	
Total Operating Expenses - Ex-FX (2)	<u>\$ 1,140</u>	<u>\$ 1,146</u>	<u>\$ 1,158</u>	<u>\$ 1,148</u>	<u>\$ 1,446</u>	<u>26%</u>	<u>27%</u>	<u>\$ 2,258</u>	<u>\$ 2,576</u>	<u>14%</u>
Provisions for LLR & PBC - as Reported	\$ 209	\$ 176	\$ 214	\$ 196	\$ 157	(20)%	(25)%	\$ 432	\$ 353	(18)%

Impact of FX Translation (1)	<u>1</u>	<u>6</u>	<u>4</u>	<u>6</u>	<u>—</u>			<u>(13)</u>	<u>—</u>	
Provisions for LLR & PBC - Ex-FX (2)	<u>\$ 210</u>	<u>\$ 182</u>	<u>\$ 218</u>	<u>\$ 202</u>	<u>\$ 157</u>	(22)%	(25)%	<u>\$ 419</u>	<u>\$ 353</u>	(16)%
Net Income - as Reported	\$ 410	\$ 364	\$ 313	\$ 381	\$ 214	(44)%	(48)%	\$ 804	\$ 595	(26)%
Impact of FX Translation (1)	<u>(10)</u>	<u>3</u>	<u>2</u>	<u>5</u>	<u>—</u>			<u>(26)</u>	<u>—</u>	
Net Income - Ex-FX (2)	<u>\$ 400</u>	<u>\$ 367</u>	<u>\$ 315</u>	<u>\$ 386</u>	<u>\$ 214</u>	(45)%	(47)%	<u>\$ 778</u>	<u>\$ 595</u>	(24)%

(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the second quarter of 2014 exchange rates for all periods presented.

(2) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

NM Not meaningful

Reclassified to conform to the current period's presentation.



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from	
						1Q14	2Q13
Retail Banking Key Indicators (in billions of dollars, except as otherwise noted)							
Branches (actual)	571	562	553	538	471	(12)%	(18)%
Accounts (in millions)	16.9	17.0	16.8	16.9	16.9	—	—
Average Deposits	\$ 102.3	\$ 100.2	\$ 101.0	\$ 101.0	\$ 103.3	2%	1%
Investment Sales	\$ 11.3	\$ 8.6	\$ 8.4	\$ 10.3	\$ 9.1	(12)%	(19)%
Investment AUMs	\$ 51.4	\$ 54.7	\$ 54.5	\$ 56.1	\$ 58.3	4%	13%
Average Loans	\$ 68.8	\$ 69.2	\$ 71.5	\$ 72.0	\$ 74.8	4%	9%
EOP Loans:							
Real Estate Lending	\$ 35.6	\$ 37.0	\$ 37.6	\$ 38.1	\$ 39.2	3%	10%
Commercial Markets	17.1	17.4	17.2	17.9	18.5	3%	8%
Personal and Other	15.8	15.9	16.8	17.4	17.9	3%	13%
Total EOP Loans	<u>\$ 68.5</u>	<u>\$ 70.3</u>	<u>\$ 71.6</u>	<u>\$ 73.4</u>	<u>\$ 75.6</u>	3%	10%
Net Interest Revenue (in millions) (1)	\$ 708	\$ 691	\$ 696	\$ 676	\$ 699	3%	(1)%
As a % of Average Loans (1)	4.13%	3.96%	3.86%	3.81%	3.75%		
Net Credit Losses (in millions)	\$ 53	\$ 78	\$ 91	\$ 91	\$ 75	(18)%	42%
As a % of Average Loans	0.31%	0.45%	0.50%	0.51%	0.40%		
Loans 90+ Days Past Due (in millions)	\$ 205	\$ 210	\$ 191	\$ 194	\$ 210	8%	2%
As a % of EOP Loans	0.30%	0.30%	0.27%	0.26%	0.28%		
Loans 30-89 Days Past Due (in millions)	\$ 432	\$ 398	\$ 398	\$ 392	\$ 406	4%	(6)%
As a % of EOP Loans	0.63%	0.57%	0.56%	0.53%	0.54%		
Citi-Branded Cards Key Indicators (in billions of dollars, except as otherwise noted)							
EOP Open Accounts (in millions)	16.4	16.6	16.6	16.4	16.3	(1)%	(1)%
Purchase Sales (in billions)	\$ 19.4	\$ 19.2	\$ 20.6	\$ 19.0	\$ 20.1	6%	4%
Average Loans (in billions) (2)	\$ 19.0	\$ 18.4	\$ 18.8	\$ 18.6	\$ 18.9	2%	(1)%
EOP Loans (in billions) (2)	\$ 18.9	\$ 18.7	\$ 19.1	\$ 18.6	\$ 19.3	4%	2%
Average Yield (3)	12.48%	12.33%	12.24%	12.21%	11.98%		
Net Interest Revenue (in millions) (4)	\$ 482	\$ 472	\$ 480	\$ 458	\$ 469	2%	(3)%
As a % of Average Loans (4)	10.18%	10.18%	10.13%	9.99%	9.95%		
Net Credit Losses (in millions)	\$ 127	\$ 114	\$ 113	\$ 112	\$ 123	10%	(3)%
As a % of Average Loans	2.68%	2.46%	2.38%	2.44%	2.61%		
Net Credit Margin (in millions) (5)	\$ 649	\$ 646	\$ 651	\$ 617	\$ 632	2%	(3)%
As a % of Average Loans (5)	13.70%	13.93%	13.74%	13.45%	13.41%		
Loans 90+ Days Past Due	\$ 209	\$ 189	\$ 188	\$ 199	\$ 206	4%	(1)%
As a % of EOP Loans	1.11%	1.01%	0.98%	1.07%	1.07%		
Loans 30-89 Days Past Due	\$ 287	\$ 267	\$ 274	\$ 271	\$ 281	4%	(2)%
As a % of EOP Loans	1.52%	1.43%	1.43%	1.46%	1.46%		

- (1) Also includes net interest revenue related to the region's deposit balances in excess of the average loan portfolio.
- (2) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
- (3) Average yield is gross interest revenue earned divided by average loans.
- (4) Net interest revenue includes certain fees that are recorded as interest revenue.
- (5) Net credit margin is total revenues, net of interest expense, less net credit losses and policy benefits and claims.

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INSTITUTIONAL CLIENTS GROUP
(In millions of dollars, except as otherwise noted)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Commissions and Fees	\$1,105	\$1,081	\$1,022	\$1,110	\$1,089	(2)%	(1)%	2,241	2,199	(2)%
Administration and Other Fiduciary Fees	683	625	637	638	666	4%	(2)%	1,364	1,304	(4)%
Investment Banking	983	842	952	957	1,257	31%	28%	2,068	2,214	7%
Principal Transactions	2,450	863	706	2,606	1,577	(39)%	(36)%	4,922	4,183	(15)%
Other	370	132	(189)	87	37	(57)%	(90)%	731	124	(83)%
Total Non-Interest Revenue	5,591	3,543	3,128	5,398	4,626	(14)%	(17)%	11,326	10,024	(11)%
Net Interest Revenue (including Dividends)	3,969	3,829	3,916	3,836	3,837	—	(3)%	7,825	7,673	(2)%
Total Revenues, Net of Interest Expense	9,560	7,372	7,044	9,234	8,463	(8)%	(11)%	19,151	17,697	(8)%
Total Operating Expenses	5,006	4,888	5,245	4,994	4,891	(2)%	(2)%	10,085	9,885	(2)%
Net Credit Losses	53	65	25	134	9	(93)%	(83)%	92	143	55%
Credit Reserve Build / (Release)	(64)	(19)	(97)	(87)	(96)	(10)%	(50)%	(41)	(183)	NM
Provision for Unfunded Lending Commitments	(19)	93	(24)	(20)	(25)	(25)%	(32)%	(16)	(45)	NM
Provision for Benefits & Claims	—	—	—	—	—	—	—	—	—	—
Provision for Credit Losses and for Benefits and Claims	(30)	139	(96)	27	(112)	NM	NM	35	(85)	NM
Income from Continuing Operations before Taxes	4,584	2,345	1,895	4,213	3,684	(13)%	(20)%	9,031	7,897	(13)%
Income Taxes	1,448	605	427	1,248	1,122	(10)%	(23)%	2,825	2,370	(16)%
Income from Continuing Operations	3,136	1,740	1,468	2,965	2,562	(14)%	(18)%	6,206	5,527	(11)%
Noncontrolling Interests	23	19	18	26	19	(27)%	(17)%	73	45	(38)%
Net Income	\$3,113	\$1,721	\$1,450	\$2,939	\$2,543	(13)%	(18)%	\$ 6,133	\$ 5,482	(11)%
Average Assets (in billions of dollars)	\$1,090	\$1,052	\$1,052	\$1,058	\$1,065	1%	(2)%	\$ 1,080	\$ 1,062	(2)%
Return on Average Assets	1.15%	0.65%	0.55%	1.13%	0.96%			1.15%	1.04%	
Return on Average Assets (Excluding CVA/DVA) (1)(2)	1.04%	0.73%	0.58%	1.13%	0.97%			1.13%	1.05%	
Efficiency Ratio	52%	66%	74%	54%	58%			53%	56%	
Revenue by Region - Excluding CVA/DVA (2)										
North America	\$3,153	\$2,579	\$2,325	\$3,559	\$3,176	(11)%	1%	\$ 6,832	\$ 6,735	(1)%
EMEA	2,746	2,328	2,053	2,763	2,426	(12)%	(12)%	5,684	5,189	(9)%
Latin America	1,200	1,102	1,147	1,104	1,159	5%	(3)%	2,432	2,263	(7)%
Asia	1,999	1,695	1,684	1,815	1,734	(4)%	(13)%	4,051	3,549	(12)%
Total	\$9,098	\$7,704	\$7,209	\$9,241	\$8,495	(8)%	(7)%	\$18,999	\$17,736	(7)%
CVA/DVA {excluded as applicable in lines above}	462	(332)	(165)	(7)	(32)	NM	NM	152	(39)	NM
Total Revenues, net of Interest Expense	\$9,560	\$7,372	\$7,044	\$9,234	\$8,463	(8)%	(11)%	\$19,151	\$17,697	(8)%
Income from Continuing Operations by Region - Excluding CVA/DVA (2)										
North America	\$ 927	\$ 596	\$ 463	\$1,290	\$1,086	(16)%	17%	\$ 2,245	\$ 2,376	6%
EMEA	793	486	414	768	548	(29)%	(31)%	1,562	1,316	(16)%
Latin America	513	431	200	342	436	27%	(15)%	991	778	(21)%
Asia	619	433	491	569	512	(10)%	(17)%	1,316	1,081	(18)%
Total	\$2,852	\$1,946	\$1,568	\$2,969	\$2,582	(13)%	(9)%	\$ 6,114	\$ 5,551	(9)%
CVA/DVA (after-tax) {excluded as applicable in lines above}	284	(206)	(100)	(4)	(20)	NM	NM	92	(24)	NM
Income from Continuing Operations	\$3,136	\$1,740	\$1,468	\$2,965	\$2,562	(14)%	(18)%	\$ 6,206	\$ 5,527	(11)%
Average Loans by Region (in billions)										
North America	\$ 96	\$ 100	105	\$ 107	\$ 109	2%	14%	\$ 93	\$ 108	16%
EMEA	56	54	56	57	59	4%	5%	55	58	5%
Latin America	37	38	39	40	41	3%	11%	38	41	8%

Asia	64	67	68	68	70	3%	9%	62	69	11%
Total	<u>\$ 253</u>	<u>\$ 259</u>	<u>\$ 268</u>	<u>\$ 272</u>	<u>\$ 279</u>	3%	10%	<u>\$ 248</u>	<u>\$ 276</u>	11%

EOP Deposits by Region (in billions)

North America	\$ 158	\$ 173	\$ 183	\$ 186	\$ 182	(1)%	15%			
EMEA	173	181	185	184	185	1%	7%			
Latin America	57	63	60	65	65	—	14%			
Asia	145	149	146	139	145	4%	—			
Total	<u>\$ 533</u>	<u>\$ 566</u>	<u>\$ 574</u>	<u>\$ 574</u>	<u>\$ 577</u>	1%	8%			

EOP Deposits by Business (in billions)

Treasury and Trade Solutions	\$ 343	\$ 371	\$ 380	\$ 381	\$ 384	1%	12%			
All Other ICG Businesses	190	195	194	193	193	—	2%			
Total	<u>\$ 533</u>	<u>\$ 566</u>	<u>\$ 574</u>	<u>\$ 574</u>	<u>\$ 577</u>	1%	8%			

(1) ROA excluding CVA/DVA is defined as annualized net income less CVA/DVA, divided by average assets. See above for the after-tax CVA/DVA for each period presented.

(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

NM Not meaningful

Reclassified to conform to the current period's presentation.

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INSTITUTIONAL CLIENTS GROUP
REVENUES BY BUSINESS



(In millions of dollars, except as otherwise noted)

	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from 1Q14 2Q13		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
Revenue Details - Excluding CVA/DVA:										
Investment Banking:										
Advisory	\$ 215	\$ 167	\$ 266	\$ 175	\$ 193	10%	(10)%	\$ 419	\$ 368	(12)%
Equity Underwriting	302	197	310	299	397	33%	31%	552	696	26%
Debt Underwriting	639	578	570	578	748	29%	17%	1,352	1,326	(2)%
Total Investment Banking	1,156	942	1,146	1,052	1,338	27%	16%	2,323	2,390	3%
Treasury and Trade Solutions	2,005	1,950	1,938	1,948	2,009	3%	—	3,931	3,957	1%
Corporate Lending - Excluding Gain/(Loss) on Loan Hedges	404	379	395	415	454	9%	12%	739	869	18%
Private Bank	645	614	599	668	656	(2)%	2%	1,274	1,324	4%
Total Banking Revenues (Ex-CVA/DVA and Gain/(Loss) on Loan Hedges) (1)	\$ 4,210	\$ 3,885	\$ 4,078	\$ 4,083	\$ 4,457	9%	6%	\$ 8,267	\$ 8,540	3%
Corporate Lending — Gain/(Loss) on Loan Hedges(2)	23	(147)	(139)	(17)	(44)	NM	NM	(1)	(61)	NM
Total Banking Revenues (Ex-CVA/DVA and including G(L) on Loan Hedges) (1)	\$ 4,233	\$ 3,738	\$ 3,939	\$ 4,066	\$ 4,413	9%	4%	\$ 8,266	\$ 8,479	3%
Fixed Income Markets	3,422	2,838	2,375	3,850	2,996	(22)%	(12)%	8,109	6,846	(16)%
Equity Markets	885	670	484	883	659	(25)%	(26)%	1,664	1,542	(7)%
Securities Services	599	553	554	561	598	7%	—	1,165	1,159	(1)%
Other	(41)	(95)	(143)	(119)	(171)	(44)%	NM	(205)	(290)	(41)%
Total Markets and Securities Services (Ex- CVA/DVA) (1)	\$ 4,865	\$ 3,966	\$ 3,270	\$ 5,175	\$ 4,082	(21)%	(16)%	\$ 10,733	\$ 9,257	(14)%
Total ICG (Ex-CVA/DVA) (1)	\$ 9,098	\$ 7,704	\$ 7,209	\$ 9,241	\$ 8,495	(8)%	(7)%	\$ 18,999	\$ 17,736	(7)%
CVA/DVA {excluded as applicable in lines above}	462	(332)	(165)	(7)	(32)	NM	NM	152	(39)	NM
Total Revenues, net of Interest Expense	\$ 9,560	\$ 7,372	\$ 7,044	\$ 9,234	\$ 8,463	(8)%	(11)%	\$ 19,151	\$ 17,697	(8)%
Taxable-equivalent adjustments (3)	\$ 301	\$ 269	\$ 266	\$ 240	\$ 240	—	(20)%	\$ 603	\$ 480	(20)%
Total ICG Revenues (Ex-CVA/DVA) and including Taxable-equivalent adjustments (1) (3)	\$ 9,399	\$ 7,973	\$ 7,475	\$ 9,481	\$ 8,735	(8)%	(7)%	\$ 19,602	\$ 18,216	(7)%

(1) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

(2) Hedges on accrual loans reflect the mark-to-market on credit derivatives used to economically hedge the corporate loan accrual portfolio. The fixed premium costs of these hedges is netted against the core lending revenues to reflect the cost of credit protection.

(3) Primarily relates to income tax credits related to affordable housing and alternative energy investments as well as tax exempt income from municipal bond investments.

NM Not meaningful

Reclassified to conform to the current period's presentation.

CORPORATE / OTHER (1)

(In millions of dollars, except as otherwise noted)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Net Interest Revenue	\$ (138)	\$ (194)	\$ (132)	\$ (36)	\$ (45)	(25)%	67%	\$ (283)	\$ (81)	71%
Non-Interest Revenue	252	236	91	177	80	(55)%	(68)%	403	257	(36)%
Total Revenues, Net of Interest Expense	114	42	(41)	141	35	(75)%	(69)%	120	176	47%
Total Operating Expenses	294	206	193	421	655	56%	NM	634	1,076	70%
Net Credit Losses	—	—	—	—	—	—	—	—	—	—
Credit Reserve Build / (Release)	—	—	—	—	—	—	—	—	—	—
Provision for Benefits & Claims	—	—	—	—	—	—	—	—	—	—
Provision for Unfunded Lending Commitments	—	—	—	—	—	—	—	—	—	—
Provision for Loan Losses and for Benefits and Claims	—	—	—	—	—	—	—	—	—	—
Income from Continuing Operations before Taxes	(180)	(164)	(234)	(280)	(620)	NM	NM	(514)	(900)	(75)%
Income Taxes	49	(184)	22	178	(188)	NM	NM	(120)	(10)	92%
Income from Continuing Operations	(229)	20	(256)	(458)	(432)	6%	(89)%	(394)	(890)	NM
Income (Loss) from Discontinued Operations, net of taxes (2)	30	92	181	37	(22)	NM	NM	(3)	15	NM
Noncontrolling Interests	6	22	26	10	25	NM	NM	36	35	(3)%
Net Income (Loss)	\$ (205)	\$ 90	\$ (101)	\$ (431)	\$ (479)	(11)%	NM	\$ (433)	\$ (910)	NM
EOP Assets (in billions of dollars)	\$ 290	\$ 317	\$ 313	\$ 323	\$ 326	1%	12%			
Average Assets (in billions of dollars)	\$ 275	\$ 292	\$ 318	\$ 318	\$ 326	3%	19%	\$ 270	\$ 322	19%

(1) Includes unallocated global staff functions, other corporate expense and unallocated global operations and technology expenses, Corporate Treasury, Corporate items and Income (Loss) from Discontinued Operations.

(2) See Footnote 1 on page 2 for components of Discontinued operations.

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NORTH AMERICA (1)

(In millions of dollars, except as otherwise noted)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Net Interest Revenue	\$5,458	\$5,593	\$5,814	\$5,673	\$5,630	(1)%	3%	\$11,006	\$11,303	3%
Non-Interest Revenue	2,840	1,585	1,272	2,668	2,298	(14)%	(19)%	5,979	4,966	(17)%
Total Revenues, Net of										
Interest Expense	8,298	7,178	7,086	8,341	7,928	(5)%	(4)%	16,985	16,269	(4)%
Total Operating Expenses	4,341	4,276	4,388	4,352	4,143	(5)%	(5)%	8,771	8,495	(3)%
Net Credit Losses	1,207	1,121	1,113	1,093	1,085	(1)%	(10)%	2,478	2,178	(12)%
Credit Reserve Build / (Release)	(331)	(329)	(71)	(317)	(491)	(55)%	(48)%	(755)	(808)	(7)%
Provision Unfunded Lending Commitments	(19)	94	(29)	(14)	(19)	(36)%	—	(16)	(33)	NM
Provision for Benefits & Claims	13	17	16	6	12	100%	(8)%	27	18	(33)%
Provision for Credit Losses and for Benefits and Claims	870	903	1,029	768	587	(24)%	(33)%	1,734	1,355	(22)%
Income from Continuing Operations before Taxes	3,087	1,999	1,669	3,221	3,198	(1)%	4%	6,480	6,419	(1)%
Income Taxes	1,019	597	416	912	1,053	15%	3%	2,082	1,965	(6)%
Income from Continuing Operations	2,068	1,402	1,253	2,309	2,145	(7)%	4%	4,398	4,454	1%
Noncontrolling Interests	(2)	3	6	5	(5)	NM	NM	15	—	(100)%
Net Income	\$2,070	\$1,399	\$1,247	\$2,304	\$2,150	(7)%	4%	\$ 4,383	\$ 4,454	2%
Average Assets (in billions of dollars)	\$ 638	\$ 629	\$ 632	\$ 629	\$ 619	(2)%	(3)%	\$ 635	\$ 624	(2)%
Return on Average Assets	1.30%	0.88%	0.78%	1.49%	1.39%			1.39%	1.44%	
Efficiency Ratio	52%	60%	62%	52%	52%			52%	52%	
Revenue by Business										
Retail Banking	\$1,592	\$1,124	\$1,087	\$1,139	\$1,173	3%	(26)%	\$ 3,165	\$ 2,312	(27)%
Citi-Branded Cards	1,978	2,087	2,120	2,019	2,028	—	3%	4,004	4,047	1%
Citi Retail Services	1,483	1,528	1,667	1,625	1,581	(3)%	7%	2,994	3,206	7%
Global Consumer Banking	5,053	4,739	4,874	4,783	4,782	—	(5)%	10,163	9,565	(6)%
Institutional Clients Group	3,245	2,439	2,212	3,558	3,146	(12)%	(3)%	6,822	6,704	(2)%
Total	<u>\$8,298</u>	<u>\$7,178</u>	<u>\$7,086</u>	<u>\$8,341</u>	<u>\$7,928</u>	(5)%	(4)%	<u>\$16,985</u>	<u>\$16,269</u>	(4)%
CVA/DVA {included as applicable in businesses above}	92	(140)	(113)	(1)	(30)	NM	NM	(10)	(31)	NM
Total Revenues - Excluding CVA/DVA (2)	<u>\$8,206</u>	<u>\$7,318</u>	<u>\$7,199</u>	<u>\$8,342</u>	<u>\$7,958</u>	(5)%	(3)%	<u>\$16,995</u>	<u>\$16,300</u>	(4)%
Income (loss) from Continuing Operations by Business										
Retail Banking	\$ 257	\$ (37)	\$ (21)	\$ 17	\$ 89	NM	(65)%	\$ 469	\$ 106	(77)%
Citi-Branded Cards	440	548	522	566	558	(1)%	27%	872	1,124	29%
Citi Retail Services	387	383	357	437	430	(2)%	11%	817	867	6%
Global Consumer Banking	1,084	894	858	1,020	1,077	6%	(1)%	2,158	2,097	(3)%
Institutional Clients Group	984	508	395	1,289	1,068	(17)%	9%	2,240	2,357	5%
Total	<u>\$2,068</u>	<u>\$1,402</u>	<u>\$1,253</u>	<u>\$2,309</u>	<u>\$2,145</u>	(7)%	4%	<u>\$ 4,398</u>	<u>\$ 4,454</u>	1%
CVA/DVA {included as applicable in businesses above}	57	(88)	(68)	(1)	(18)	NM	NM	(5)	(19)	NM
Income (loss) from Continuing Operations - Excluding CVA/DVA (2)	<u>\$2,011</u>	<u>\$1,490</u>	<u>\$1,321</u>	<u>\$2,310</u>	<u>\$2,163</u>	(6)%	8%	<u>\$ 4,403</u>	<u>\$ 4,473</u>	2%

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- (1) Regional results do not include Corporate/Other. See page 20 for Corporate/Other results.
 - (2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

NM Not meaningful

Reclassified to conform to the current period's presentation.

CITICORP
EMEA (1)

(In millions of dollars, except as otherwise noted)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Net Interest Revenue	\$1,214	\$1,068	\$1,065	\$1,044	\$1,102	6%	(9)%	\$2,380	\$2,146	(10)%
Non-Interest Revenue	2,238	1,438	1,325	2,085	1,698	(19)%	(24)%	4,193	3,783	(10)%
Total Revenues, Net of Interest Expense	3,452	2,506	2,390	3,129	2,800	(11)%	(19)%	6,573	5,929	(10)%
Total Operating Expenses	1,948	1,921	1,893	1,985	1,944	(2)%	—	3,951	3,929	(1)%
Net Credit Losses	25	41	36	8	23	NM	(8)%	66	31	(53)%
Credit Reserve Build / (Release)	(64)	36	(108)	(47)	(43)	9%	33%	15	(90)	NM
Provision Unfunded Lending Commitments	(1)	(18)	(1)	(4)	(4)	—	NM	—	(8)	NM
Provision for Benefits & Claims	—	—	—	—	—	—	—	—	—	—
Provision for Credit Losses and for Benefits and Claims	(40)	59	(73)	(43)	(24)	44%	40%	81	(67)	NM
Income from Continuing Operations before Taxes	1,544	526	570	1,187	880	(26)%	(43)%	2,541	2,067	(19)%
Income Taxes	519	139	170	393	308	(22)%	(41)%	861	701	(19)%
Income from Continuing Operations	1,025	387	400	794	572	(28)%	(44)%	1,680	1,366	(19)%
Noncontrolling Interests	30	18	12	26	27	4%	(10)%	66	53	(20)%
Net Income	\$ 995	\$ 369	\$ 388	\$ 768	\$ 545	(29)%	(45)%	\$1,614	\$1,313	(19)%
Average Assets (in billions of dollars)	\$ 312	\$ 291	\$ 292	\$ 301	\$ 313	4%	—	\$ 307	\$ 307	—
Return on Average Assets	1.28%	0.50%	0.53%	1.03%	0.70%			1.06%	0.86%	
Efficiency Ratio	56%	77%	79%	63%	69%			60%	66%	

Revenue by Business

Retail Banking	\$ 214	\$ 219	\$ 220	\$ 214	\$ 224	5%	5%	\$ 429	\$ 438	2%
Citi-Branded Cards	150	140	138	133	135	2%	(10)%	303	268	(12)%
Regional Consumer Banking	364	359	358	347	359	3%	(1)%	732	706	(4)%
Institutional Clients Group	3,088	2,147	2,032	2,782	2,441	(12)%	(21)%	5,841	5,223	(11)%
Total	\$3,452	\$2,506	\$2,390	\$3,129	\$2,800	(11)%	(19)%	\$6,573	\$5,929	(10)%

CVA/DVA {included as applicable in
businesses above}

	342	(181)	(21)	19	15	(21)%	(96)%	157	34	(78)%
Total Revenues - Excluding CVA/DVA (2)	\$3,110	\$2,687	\$2,411	\$3,110	\$2,785	(10)%	(10)%	\$6,416	\$5,895	(8)%

**Income (loss) from Continuing
Operations by Business**

Retail Banking	\$ (5)	\$ (7)	\$ (17)	\$ (7)	\$ 7	NM	NM	\$ (18)	\$ —	100%
Citi-Branded Cards	27	20	16	22	8	(64)%	(70)%	41	30	(27)%
Regional Consumer Banking	22	13	(1)	15	15	—	(32)%	\$ 23	\$ 30	30%
Institutional Clients Group	1,003	374	401	779	557	(28)%	(44)%	1,657	1,336	(19)%
Total	\$1,025	\$ 387	\$ 400	\$ 794	\$ 572	(28)%	(44)%	\$1,680	\$1,366	(19)%

CVA/DVA {included as applicable in
businesses above}

	210	(112)	(13)	11	9	(18)%	(96)%	95	20	(79)%
Income (loss) from Continuing Operations - Excluding CVA/DVA (2)	\$ 815	\$ 499	\$ 413	\$ 783	\$ 563	(28)%	(31)%	\$1,585	\$1,346	(15)%

(1) Regional results do not include Corporate/Other. See page 20 for Corporate/Other results.

(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

NM Not meaningful

Reclassified to conform to the current period's presentation.

CITICORP

LATIN AMERICA (1)

(In millions of dollars, except as otherwise noted)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Net Interest Revenue	\$2,359	\$2,294	\$2,341	\$2,238	\$2,267	1%	(4)%	\$4,609	\$4,505	(2)%
Non-Interest Revenue	1,197	1,073	1,213	1,132	1,207	7%	1%	2,478	2,339	(6)%
Total Revenues, Net of Interest Expense	3,556	3,367	3,554	3,370	3,474	3%	(2)%	7,087	6,844	(3)%
Total Operating Expenses	1,843	1,766	2,229	1,770	1,841	4%	—	3,678	3,611	(2)%
Net Credit Losses	423	443	458	617	486	(21)%	15%	847	1,103	30%
Credit Reserve Build / (Release)	49	153	68	57	170	NM	NM	106	227	NM
Provision Unfunded Lending Commitments	—	20	9	(1)	1	NM	100%	—	—	—
Provision for Benefits & Claims	33	34	36	47	27	(43)%	(18)%	82	74	(10)%
Provision for Credit Losses and for Benefits and Claims	505	650	571	720	684	(5)%	35%	1,035	1,404	36%
Income from Continuing Operations before Taxes	1,208	951	754	880	949	8%	(21)%	2,374	1,829	(23)%
Income Taxes	335	260	181	228	220	(4)%	(34)%	673	448	(33)%
Income from Continuing Operations	873	691	573	652	729	12%	(16)%	1,701	1,381	(19)%
Noncontrolling Interests	—	1	1	2	2	—	NM	1	4	NM
Net Income	\$ 873	\$ 690	\$ 572	\$ 650	\$ 727	12%	(17)%	\$1,700	\$1,377	(19)%
Average Assets (in billions of dollars)	\$ 180	\$ 177	\$ 178	\$ 178	\$ 178	—	(1)%	\$ 182	\$ 178	(2)%
Return on Average Assets	1.95%	1.55%	1.27%	1.48%	1.64%			1.89%	1.56%	
Efficiency Ratio	52%	52%	63%	53%	53%			52%	53%	
Revenue by Business										
Retail Banking	\$1,544	\$1,483	\$1,562	\$1,498	\$1,511	1%	(2)%	\$3,088	\$3,009	(3)%
Citi-Branded Cards	789	789	841	770	813	6%	3%	1,553	1,583	2%
Regional Consumer Banking	2,333	2,272	2,403	2,268	2,324	2%	—	\$4,641	\$4,592	(1)%
Institutional Clients Group	1,223	1,095	1,151	1,102	1,150	4%	(6)%	2,446	2,252	(8)%
Total	<u>\$3,556</u>	<u>\$3,367</u>	<u>\$3,554</u>	<u>\$3,370</u>	<u>\$3,474</u>	3%	(2)%	<u>\$7,087</u>	<u>\$6,844</u>	(3)%
CVA/DVA {included as applicable in businesses above}	23	(7)	4	(2)	(9)	NM	NM	14	(11)	NM
Total Revenues - Excluding CVA/DVA (2)	<u>\$3,533</u>	<u>\$3,374</u>	<u>\$3,550</u>	<u>\$3,372</u>	<u>\$3,483</u>	3%	(1)%	<u>\$7,073</u>	<u>\$6,855</u>	(3)%
Income from Continuing Operations by Business										
Retail Banking	\$ 190	\$ 123	\$ 211	\$ 205	\$ 208	1%	9%	\$ 418	\$ 413	(1)%
Citi-Branded Cards	156	141	160	106	91	(14)%	(42)%	284	197	(31)%
Regional Consumer Banking	346	264	371	311	299	(4)%	(14)%	\$ 702	\$ 610	(13)%
Institutional Clients Group	527	427	202	341	430	26%	(18)%	999	771	(23)%
Total	<u>\$ 873</u>	<u>\$ 691</u>	<u>\$ 573</u>	<u>\$ 652</u>	<u>\$ 729</u>	12%	(16)%	<u>\$1,701</u>	<u>\$1,381</u>	(19)%
CVA/DVA {included as applicable in businesses above}	14	(4)	2	(1)	(6)	NM	NM	8	(7)	NM
Income (loss) from Continuing Operations - Excluding CVA/DVA (2)	<u>\$ 859</u>	<u>\$ 695</u>	<u>\$ 571</u>	<u>\$ 653</u>	<u>\$ 735</u>	13%	(14)%	<u>\$1,693</u>	<u>\$1,388</u>	(18)%

(1) Regional results do not include Corporate/Other. See page 20 for Corporate/Other results.

(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

NM Not meaningful

Reclassified to conform to the current period's presentation.

CITICORP
ASIA (1)

(In millions of dollars, except as otherwise noted)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Net Interest Revenue	\$2,005	\$1,974	\$2,011	\$1,937	\$2,020	4%	1%	\$4,063	\$3,957	(3)%
Non-Interest Revenue	1,967	1,579	1,472	1,750	1,622	(7)%	(18)%	3,907	3,372	(14)%
Total Revenues, Net of Interest Expense	3,972	3,553	3,483	3,687	3,642	(1)%	(8)%	7,970	7,329	(8)%
Total Operating Expenses	2,159	2,114	2,096	2,077	2,424	17%	12%	4,322	4,501	4%
Net Credit Losses	183	190	205	202	196	(3)%	7%	395	398	1%
Credit Reserve Build / (Release)	45	36	7	2	(50)	NM	NM	16	(48)	NM
Provision for Unfunded Lending Commitments	10	12	(5)	(4)	(6)	(50)%	NM	24	(10)	NM
Provision for Benefits & Claims	—	—	—	—	—	—	—	—	—	—
Provision for Credit Losses and for Benefits and Claims	238	238	207	200	140	(30)%	(41)%	435	340	(22)%
Income from Continuing Operations before Taxes	1,575	1,201	1,180	1,410	1,078	(24)%	(32)%	3,213	2,488	(23)%
Income Taxes	543	406	397	473	357	(25)%	(34)%	1,099	830	(24)%
Income from Continuing Operations	1,032	795	783	937	721	(23)%	(30)%	2,114	1,658	(22)%
Noncontrolling Interests	1	1	1	1	1	—	—	2	2	—
Net Income	\$1,031	\$ 794	\$ 782	\$ 936	\$ 720	(23)%	(30)%	\$2,112	\$1,656	(22)%
Average Assets (in billions of dollars)	\$ 351	\$ 346	\$ 349	\$ 347	\$ 355	2%	1%	\$ 351	\$ 351	—
Return on Average Assets	1.18%	0.91%	0.89%	1.09%	0.81%			1.21%	0.95%	
Efficiency Ratio	54%	59%	60%	56%	67%			54%	61%	

Revenue by Business

Retail Banking	\$1,192	\$1,102	\$1,070	\$1,166	\$1,161	—	(3)%	\$2,392	\$2,327	(3)%
Citi-Branded Cards	776	760	764	729	755	4%	(3)%	1,536	1,484	(3)%
Regional Consumer Banking	1,968	1,862	1,834	1,895	1,916	1%	(3)%	3,928	3,811	(3)%
Institutional Clients Group	2,004	1,691	1,649	1,792	1,726	(4)%	(14)%	4,042	3,518	(13)%
Total	\$3,972	\$3,553	\$3,483	\$3,687	\$3,642	(1)%	(8)%	\$7,970	\$7,329	(8)%

CVA/DVA {included as applicable in businesses above}

	5	(4)	(35)	(23)	(8)	65%	NM	(9)	(31)	NM
Total Revenues - Excluding CVA/DVA (2)	\$3,967	\$3,557	\$3,518	\$3,710	\$3,650	(2)%	(8)%	\$7,979	\$7,360	(8)%

Income from Continuing Operations by Business

Retail Banking	\$ 223	\$ 178	\$ 145	\$ 221	\$ 58	(74)%	(74)%	\$ 463	\$ 279	(40)%
Citi-Branded Cards	187	186	168	160	156	(3)%	(17)%	341	316	(7)%
Regional Consumer Banking	410	364	313	381	214	(44)%	(48)%	804	595	(26)%
Institutional Clients Group	622	431	470	556	507	(9)%	(18)%	1,310	1,063	(19)%
Total	\$1,032	\$ 795	\$ 783	\$ 937	\$ 721	(23)%	(30)%	\$2,114	\$1,658	(22)%

CVA/DVA {included as applicable in businesses above}

	3	(2)	(21)	(13)	(5)	62%	NM	(6)	(18)	NM
Income (loss) from Continuing Operations - Excluding CVA/DVA (2)	\$1,029	\$ 797	\$ 804	\$ 950	\$ 726	(24)%	(29)%	\$2,120	\$1,676	(21)%

(1) Regional results do not include Corporate/Other. See page 20 for Corporate/Other results.

(2) Presentation of this metric excluding CVA/DVA is a non-GAAP financial measure.

NM Not meaningful

Reclassified to conform to the current period's presentation.

CITI HOLDINGS
INCOME STATEMENT AND BALANCE SHEET DATA
(In millions of dollars, except as otherwise noted)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Revenues										
Net interest revenue	\$ 784	\$ 776	\$ 871	\$ 903	\$ 972	8%	24%	\$ 1,537	\$ 1,875	22%
Non-interest revenue	312	482	436	553	491	(11)%	57%	464	1,044	NM
Total revenues, net of interest expense	1,096	1,258	1,307	1,456	1,463	—	33%	2,001	2,919	46%
Provisions for Credit Losses and for Benefits and Claims										
Net Credit Losses (1)	770	635	735	519	399	(23)%	(48)%	1,700	918	(46)%
Credit Reserve Build / (Release) (2) (3)	(480)	(674)	(532)	(341)	(196)	43%	59%	(827)	(537)	35%
Provision for loan losses	290	(39)	203	178	203	14%	(30)%	873	381	(56)%
Provision for Benefits & Claims	154	153	143	155	143	(8)%	(7)%	322	298	(7)%
Provision for unfunded lending commitments	7	(5)	(8)	(4)	(3)	25%	NM	3	(7)	NM
Total provisions for credit losses and for benefits and claims	451	109	338	329	343	4%	(24)%	1,198	672	(44)%
Total operating expenses (2)	1,564	1,396	1,493	1,544	4,514	NM	NM	3,081	6,058	97%
Income (Loss) from Continuing Operations before Income Taxes										
	(919)	(247)	(524)	(417)	(3,394)	NM	NM	(2,278)	(3,811)	(67)%
Provision (benefits) for income taxes	(338)	(138)	(96)	(134)	88	NM	NM	(898)	(46)	95%
Income (Loss) from Continuing Operations	(581)	(109)	(428)	(283)	(3,482)	NM	NM	(1,380)	(3,765)	NM
Noncontrolling Interests	1	6	4	1	—	(100)%	(100)%	6	1	(83)%
Citi Holding's Net Income (Loss)	\$(582)	\$(115)	\$(432)	\$(284)	\$(3,482)	NM	NM	\$(1,386)	\$(3,766)	NM
Average Assets (in billions of dollars)	\$ 143	\$ 125	\$ 119	\$ 115	\$ 112	(3)%	(22)%	\$ 148	\$ 114	(23)%
Return on Average Assets	(1.63)%	(0.37)%	(1.44)%	(1.00)%	(12.47)%			(1.89)%	(6.66)%	
Efficiency Ratio	143%	111%	114%	106%	309%			154%	208%	
Balance Sheet Data (in billions):										
Total EOP Assets	\$ 131	\$ 122	\$ 117	\$ 114	\$ 111	(3)%	(15)%	\$ 131	\$ 111	(15)%
Total EOP Loans	\$ 100	\$ 96	\$ 93	\$ 90	\$ 82	(8)%	(18)%	\$ 100	\$ 82	(18)%
Total EOP Deposits	\$ 65	\$ 42	\$ 36	\$ 29	\$ 19	(34)%	(70)%	\$ 65	\$ 19	(71)%
Consumer Net Credit Losses as a % of Average Loans	3.01%	2.47%	3.20%	2.29%	1.83%			3.20%	2.10%	

- The fourth quarter of 2013 NCLs include approximately \$184 million related to: 1) a change in charge-off policy for mortgages originated in Citi's legacy CitiFinancial North America business (CFNA) to more closely align to policies used in the CitiMortgage (CMI) business (\$91 million); 2) acceleration of accounting losses associated with modified home equity loans determined to be collateral dependent (\$64 million); and 3) change in estimate of NCLs related to collateral dependent loans to borrowers that have gone through Chapter 7 of the U.S. bankruptcy code (\$29 million, of which \$15 million related to CMI residential first mortgages and \$14 million related to home equity loans). These incremental \$184 million of NCLs were fully offset by related loan loss reserve releases during the quarter.
- The second quarter of 2014 results included the impact of a \$3.8 billion charge (\$3.7 billion after-tax) to settle claims related to legacy residential-backed securities (RMBS) and collateralized debt obligations (CDOs) issued, structured or underwritten by Citigroup between 2003 and 2008. For additional information, please see Citigroup's Form 8-K filed with the U.S. Securities and Exchange Commission on July 14, 2014. The charge consisted of \$3.7 billion in legal expenses and a \$55 million loan loss reserve build.
- The second quarter of 2013, third quarter of 2013, fourth quarter of 2013, first quarter of 2014 and second quarter of 2014 include \$124 million, \$91 million, \$60 million, \$32 million and \$0 million, respectively, of builds related to gains / (losses) on loan sales.

NM Not meaningful

Reclassified to conform to the current period's presentation.



	<u>2Q</u> <u>2013</u>	<u>3Q</u> <u>2013</u>	<u>4Q</u> <u>2013</u>	<u>1Q</u> <u>2014</u>	<u>2Q</u> <u>2014</u>	<u>2Q14 Increase</u> <u>(Decrease) from</u>	
						<u>1Q14</u>	<u>2Q13</u>
CITI HOLDINGS KEY INDICATORS:							
<u>Consumer - International</u>							
Branches (actual)	83	73	73	72	5	(93)%	(94)%
Average Loans (in billions) (1)	\$ 6.4	\$ 6.1	\$ 5.9	\$ 5.7	\$ 5.6	(2)%	(13)%
EOP Loans (1):							
Real Estate Lending (REL)	\$ 3.4	\$ 3.2	\$ 3.2	\$ 3.0	\$ 2.9	(3)%	(15)%
Cards	2.4	2.4	2.5	2.4	—	(100)%	(100)%
Commercial Markets	—	—	—	—	—	—	—
Personal and Other	0.4	0.4	0.2	0.3	0.2	(33)%	(50)%
EOP Loans (in billions of dollars)	<u>\$ 6.2</u>	<u>\$ 6.0</u>	<u>\$ 5.9</u>	<u>\$ 5.7</u>	<u>\$ 3.1</u>	(46)%	(50)%
Net Interest Revenue	\$ 123	\$ 57	\$ 66	\$ 43	\$ 83	93%	(33)%
As a % of Average Loans	7.71%	3.71%	4.44%	3.06%	5.94%		
Net Credit Losses	\$ 51	\$ 46	\$ 35	\$ 32	\$ 39	22%	(24)%
As a % of Average Loans	3.20%	2.99%	2.35%	2.28%	2.79%		
Loans 90+ Days Past Due	\$ 242	\$ 177	\$ 162	\$ 170	\$ 66	(61)%	(73)%
As a % of EOP Loans	3.90%	2.95%	2.75%	2.98%	2.13%		
Loans 30-89 Days Past Due	\$ 255	\$ 184	\$ 200	\$ 194	\$ 86	(56)%	(66)%
As a % of EOP Loans	4.11%	3.07%	3.39%	3.40%	2.77%		
<u>Consumer - North America (1)</u>							
Branches (actual)	1,493	1,483	1,471	1,459	1,458	—	(2)%
Average Loans (in billions of dollars)	\$ 97.0	\$ 90.6	\$ 86.8	\$ 83.8	\$ 80.8	(4)%	(17)%
EOP Loans (in billions of dollars)	\$ 91.7	\$ 88.3	\$ 85.3	\$ 82.3	\$ 78.5	(5)%	(14)%
Net Interest Revenue	\$ 747	\$ 779	\$ 819	\$ 862	\$ 859	—	15%
As a % of Average Loans	3.09%	3.41%	3.74%	4.17%	4.26%		
Net Credit Losses	\$ 724	\$ 556	\$ 713	\$ 474	\$ 356	(25)%	(51)%
As a % of Average Loans	2.99%	2.43%	3.26%	2.29%	1.77%		
Loans 90+ Days Past Due (2)	\$ 2,992	\$ 2,792	\$ 2,594	\$ 2,545	\$ 2,470	(3)%	(17)%
As a % of EOP Loans	3.57%	3.46%	3.33%	3.38%	3.37%		
Loans 30-89 Days Past Due (2)	\$ 2,896	\$ 2,661	\$ 2,524	\$ 2,103	\$ 2,174	3%	(25)%
As a % of EOP Loans	3.45%	3.30%	3.24%	2.79%	2.97%		

(1) Average loans, EOP loans and the related consumer delinquency amounts and ratios include interest and fees receivables balances.
(2) See Footnote 1 on page 27.

Reclassified to conform to the current period's presentation.



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from	
						1Q14	2Q13
CITI HOLDINGS KEY INDICATORS:							
North America Mortgages							
CMI (CitiMortgage Inc.)	\$ 42.6	\$ 38.1	\$ 36.3	\$ 35.0	\$ 33.3	(5)%	(22)%
CFNA (CitiFinancial - North America)	10.2	9.8	9.2	8.8	8.6	(2)%	(16)%
Residential First	52.8	47.9	45.5	43.8	41.9	(4)%	(21)%
Home Equity	32.0	30.6	29.3	28.2	27.4	(3)%	(14)%
Average Loans (in billions of dollars)	\$ 84.8	\$ 78.5	\$ 74.8	\$ 72.0	\$ 69.3	(4)%	(18)%
CMI	\$ 38.8	\$ 37.1	\$ 35.6	\$ 34.5	\$ 31.6	(8)%	(19)%
CFNA	9.8	9.4	9.0	8.7	8.4	(3)%	(14)%
Residential First	48.6	46.5	44.6	43.2	40.0	(7)%	(18)%
Home Equity	31.2	29.8	28.7	27.7	26.9	(3)%	(14)%
EOP Loans (in billions of dollars)	\$ 79.8	\$ 76.3	\$ 73.3	\$ 70.9	\$ 66.9	(6)%	(16)%
Third Party Mortgage Serv. Portfolio (EOP, in billions)	\$ 116.7	\$ 106.4	\$ 100.1	\$ 88.4	\$ 69.9	(21)%	(40)%
Net Servicing & Gain/(Loss) on Sale	\$ 98.7	\$ 25.1	\$ 53.5	\$ 27.2	\$ 34.6	27%	(65)%
Net Interest Revenue on Loans	\$ 295	\$ 316	\$ 342	\$ 354	\$ 333	(6)%	13%
As a % of Avg. Loans	1.40%	1.60%	1.81%	1.99%	1.93%		
CMI (1)	\$ 152	\$ 81	\$ 111	\$ 95	\$ 1	(99)%	(99)%
CFNA	127	130	186	95	90	(5)%	(29)%
Residential First	\$ 279	\$ 211	\$ 297	\$ 190	\$ 91	(52)%	(67)%
Home Equity	274	212	269	140	114	(19)%	(58)%
Net Credit Losses (NCLs) (4)	\$ 553	\$ 423	\$ 566	\$ 330	\$ 205	(38)%	(63)%
As a % of Avg. Loans	2.62%	2.14%	3.00%	1.86%	1.19%		
CMI	\$ 1,418	\$ 1,336	\$ 1,250	\$ 1,228	\$ 1,197	(3)%	(16)%
CFNA	688	592	522	539	546	1%	(21)%
Residential First	2,106	1,928	1,772	1,767	1,743	(1)%	(17)%
Home Equity	678	641	582	542	517	(5)%	(24)%
Loans 90+ Days Past Due (2) (3)	\$ 2,784	\$ 2,569	\$ 2,354	\$ 2,309	\$ 2,260	(2)%	(19)%
As a % of EOP Loans	3.87%	3.73%	3.57%	3.61%	3.66%		
CMI	\$ 1,874	\$ 1,686	\$ 1,580	\$ 1,283	\$ 1,340	4%	(28)%
CFNA	338	329	304	294	302	3%	(11)%
Residential First	2,212	2,015	1,884	1,577	1,642	4%	(26)%
Home Equity	483	427	422	350	336	(4)%	(30)%
Loans 30-89 Days Past Due (2) (3)	\$ 2,695	\$ 2,442	\$ 2,306	\$ 1,927	\$ 1,978	3%	(27)%
As a % of EOP Loans	3.74%	3.55%	3.49%	3.02%	3.21%		
North America Personal Loans							
Average Loans (in billions of dollars)	\$ 9.0	\$ 9.2	\$ 9.2	\$ 9.2	\$ 9.1	(1)%	1%
EOP Loans (in billions of dollars)	\$ 9.0	\$ 9.3	\$ 9.3	\$ 9.0	\$ 9.2	2%	2%
Net Interest Revenue on Loans	\$ 520	\$ 518	\$ 516	\$ 511	\$ 516	1%	(1)%
As a % of Avg. Loans	23.17%	22.34%	22.25%	22.53%	22.74%		
Net Credit Losses	\$ 157	\$ 127	\$ 134	\$ 140	\$ 143	2%	(9)%
As a % of Avg. Loans	7.00%	5.48%	5.78%	6.17%	6.30%		
Loans 90+ Days Past Due	\$ 181	\$ 199	\$ 221	\$ 218	\$ 194	(11)%	7%
As a % of EOP Loans	2.01%	2.14%	2.38%	2.42%	2.11%		
Loans 30-89 Days Past Due	\$ 139	\$ 159	\$ 161	\$ 125	\$ 155	24%	12%
As a % of EOP Loans	1.54%	1.71%	1.73%	1.39%	1.68%		

(1) The second quarter of 2014 NCLs for CMI Residential First Mortgages includes a \$58 million benefit related to third party legal settlement.

(2) The Loans 90+ Days Past Due and 30-89 Days Past Due and related ratios exclude U.S. mortgage loans that are guaranteed by U.S.

government-sponsored agencies since the potential loss predominantly resides with the U.S. agencies.

The amounts excluded for Loans 90+Days Past Due and (EOP Loans) for each period were \$3.5 billion and (\$6.8 billion), \$3.4 billion and (\$6.5 billion), \$3.3 billion and (\$6.4 billion), \$3.0 billion and (\$6.1 billion) and \$2.8 billion and (\$5.2 billion), as of June 30, 2013, September 30, 2013, December 31, 2013, March 31, 2014 and June 30, 2014, respectively.

The amounts excluded for Loans 30-89 Days Past Due and (EOP Loans) for each period were \$1.2 billion and (\$6.8 billion), \$1.1 billion and (\$6.5 billion), \$1.1 billion and (\$6.4 billion), \$0.9 billion and (\$6.1 billion) and \$0.7 billion and (\$5.2 billion), as of June 30, 2013, September 30, 2013, December 31, 2013, March 31, 2014 and June 30, 2014, respectively.

- (3) The June 30, 2013, September 30, 2013, December 31, 2013, March 31, 2014 and June 30, 2014 Loans 90+ Days Past Due and 30-89 Days Past Due and related ratios exclude \$1.0 billion, \$1.0 billion, \$0.9 billion, \$0.9 billion and \$17 million, respectively, of loans that are carried at fair value.
- (4) The fourth quarter of 2013 NCLs include approximately \$184 million related to: 1) a change in charge-off policy for mortgages originated in Citi's legacy CitiFinancial North America business (CFNA) to more closely align to policies used in the CitiMortgage (CMI) business (\$91 million); 2) acceleration of accounting losses associated with modified home equity loans determined to be collateral dependent (\$64 million); and 3) change in estimate of NCLs related to collateral dependent loans to borrowers that have gone through Chapter 7 of the U.S. bankruptcy code (\$29 million, of which \$15 million related to CMI residential first mortgages and \$14 million related to home equity loans). These incremental \$184 million of NCLs were fully offset by related loan loss reserve releases during the quarter.

Reclassified to conform to the current period's presentation.

AVERAGE BALANCES AND INTEREST RATES (1)(2)(3)(4)
Taxable Equivalent Basis



In millions of dollars, except as otherwise noted	Average Volumes			Interest			% Average Rate (4)		
	Second Quarter 2013	First Quarter 2013	Second Quarter 2014(5)	Second Quarter 2013	First Quarter 2013	Second Quarter 2014(5)	Second Quarter 2013	First Quarter 2013	Second Quarter 2014(5)
Assets:									
Deposits with Banks	\$ 130,920	\$ 174,916	\$ 160,555	\$ 252	\$ 252	\$ 250	0.77%	0.58%	0.62%
Fed Funds Sold and Resale Agreements (6)	275,625	255,194	265,423	702	594	592	1.02%	0.94%	0.89%
Trading Account Assets (7)	263,010	234,414	234,219	1,703	1,519	1,487	2.60%	2.63%	2.55%
Investments	307,441	307,740	323,269	1,786	1,847	1,889	2.33%	2.43%	2.34%
Total Loans (net of Unearned Income) (8)	642,370	658,706	665,071	11,309	11,186	11,367	7.06%	6.89%	6.86%
Other Interest-Earning Assets	46,606	33,891	39,088	230	80	97	1.98%	0.96%	1.00%
Total Average Interest-Earning Assets	\$1,665,972	\$1,664,861	\$1,687,625	\$15,982	\$15,478	\$15,682	3.85%	3.77%	3.73%
Liabilities:									
Deposits (excluding deposit insurance and FDIC Assessment)	\$ 738,610	\$ 760,923	\$ 756,602	\$ 1,294	\$ 1,168	\$ 1,218	0.70%	0.62%	0.65%
Deposit Insurance and FDIC Assessment	—	—	—	289	281	251			
Total Deposits	738,610	760,923	756,602	1,583	1,449	1,469	0.86%	0.77%	0.78%
Fed Funds Purchased and Repurchase Agreements (6)	243,131	197,146	193,302	630	525	537	1.04%	1.08%	1.11%
Trading Account Liabilities (7)	81,883	72,837	82,330	43	41	48	0.21%	0.23%	0.23%
Short-Term Borrowings	111,833	114,803	115,160	148	137	162	0.53%	0.48%	0.56%
Long-Term Debt (9)	205,180	198,476	204,068	1,754	1,439	1,399	3.43%	2.94%	2.75%
Total Average Interest-Bearing Liabilities	\$1,380,637	\$1,344,185	\$1,351,462	\$ 4,158	\$ 3,591	\$ 3,615	1.21%	1.08%	1.07%
Total Average Interest-Bearing Liabilities (excluding deposit insurance and FDIC Assessment)	\$1,380,637	\$1,344,185	\$1,351,462	\$ 3,869	\$ 3,310	\$ 3,364	1.12%	1.00%	1.00%
Net Interest Revenue as a % of Average Interest-Earning Assets (NIM)				\$11,824	\$11,887	\$12,067	2.85%	2.90%	2.87%
NIR as a % of Average Interest-Earning Assets (NIM) (excluding deposit insurance and FDIC Assessment)				\$12,113	\$12,168	\$12,318	2.92%	2.96%	2.93%
2Q14 Increase (Decrease) From							2bps	(3bps)	
2Q14 Increase (Decrease) (excluding deposit insurance and FDIC Assessment) From							1bps	(3bps)	

- (1) Interest Revenue includes the taxable equivalent adjustments (based on the U.S. federal statutory tax rate of 35%) of \$142 million for the second quarter of 2013, \$128 million for the first quarter of 2013 and \$121 million for the second quarter of 2014.
- (2) Citigroup average balances and interest rates include both domestic and international operations.
- (3) Monthly averages have been used by certain subsidiaries where daily averages are unavailable.
- (4) Average rate % is calculated as annualized interest over average volumes.
- (5) Preliminary
- (6) Average volumes of securities borrowed or purchased under agreements to resell and securities loaned or sold under agreements to repurchase are reported net pursuant to FIN 41; the related interest excludes the impact of FIN 41.
- (7) Interest expense on trading account liabilities of ICG is reported as a reduction of interest revenue. Interest revenue and interest expense on cash collateral positions are reported in trading account assets and trading account liabilities, respectively.
- (8) Nonperforming loans are included in the average loan balances.
- (9) Excludes hybrid financial instruments with changes recorded in Principal Transactions.

Reclassified to conform to the current period's presentation and has been reclassified to exclude Discontinued Operations.

DEPOSITS
(In billions of dollars)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from	
						1Q14	2Q13
Citicorp Deposits by Business							
Global Consumer Banking							
North America	\$ 165.9	\$ 168.6	\$ 170.2	\$ 172.6	\$ 170.6	(1)%	3%
EMEA	12.9	12.5	13.1	13.3	13.8	4%	7%
Latin America	45.8	46.6	47.4	48.0	48.6	1%	6%
Asia	101.2	101.6	101.4	103.0	105.0	2%	4%
Total	\$ 325.8	\$ 329.3	\$ 332.1	\$ 336.9	\$ 338.0	—	4%
ICG							
North America	\$ 157.0	\$ 173.2	\$ 183.0	\$ 186.0	\$ 182.5	(2)%	16%
EMEA	173.0	181.1	185.1	183.7	185.1	1%	7%
Latin America	57.3	62.8	59.9	65.2	64.6	(1)%	13%
Asia	145.4	149.2	146.1	139.0	145.0	4%	—
Total	\$ 532.7	\$ 566.3	\$ 574.1	\$ 573.9	\$ 577.2	1%	8%
Corporate/Other	\$ 15.2	\$ 18.0	\$ 26.1	\$ 26.3	\$ 31.4	19%	NM
Total Citicorp	\$ 873.7	\$ 913.6	\$ 932.3	\$ 937.1	\$ 946.6	1%	8%
Total Citi Holdings	\$ 64.7	\$ 41.8	\$ 36.0	\$ 29.2	\$ 19.4	(34)%	(70)%
Total Citigroup Deposits - EOP	\$ 938.4	\$ 955.4	\$ 968.3	\$ 966.3	\$ 966.0	—	3%
Total Citigroup Deposits - Average	\$ 924.5	\$ 922.1	\$ 956.4	\$ 957.4	\$ 959.5	—	4%
FX Translation Impact:							
Total Citigroup EOP Deposits - as Reported	\$ 938.4	\$ 955.4	\$ 968.3	\$ 966.3	\$ 966.0	—	3%
Impact of FX Translation (1)	7.6	2.2	3	3.6	—		
Total Citigroup EOP Deposits - Ex-FX (2)	\$ 946.0	\$ 957.6	\$ 971.3	\$ 969.9	\$ 966.0	—	2%

(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the second quarter of 2014 exchange rates for all periods presented.

(2) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

NM Not meaningful

Reclassified to conform to the current period's presentation.



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from	
						1Q14	2Q13
Citicorp:							
Global Consumer Banking							
North America							
Credit Cards	\$ 105.3	\$ 111.8	\$ 116.8	\$ 109.1	\$ 110.4	1%	5%
Retail Banking	41.7	43.2	44.1	45.0	46.2	3%	11%
Total	\$ 147.0	\$ 155.0	\$ 160.9	\$ 154.1	\$ 156.6	2%	7%
EMEA							
Credit Cards	\$ 2.8	\$ 2.4	\$ 2.4	\$ 2.4	\$ 2.5	4%	(11)%
Retail Banking	5.3	5.5	5.6	5.8	6.0	3%	13%
Total	\$ 8.1	\$ 7.9	\$ 8.0	\$ 8.2	\$ 8.5	4%	5%
Latin America							
Credit Cards	\$ 11.5	\$ 11.8	\$ 12.1	\$ 11.7	\$ 11.7	—	2%
Retail Banking	29.4	29.0	30.3	30.2	30.8	2%	5%
Total	\$ 40.9	\$ 40.8	\$ 42.4	\$ 41.9	\$ 42.5	1%	4%
Asia							
Credit Cards	\$ 18.9	\$ 18.7	\$ 19.1	\$ 18.6	\$ 19.3	4%	2%
Retail Banking	68.5	70.3	71.6	73.4	75.6	3%	10%
Total	\$ 87.4	\$ 89.0	\$ 90.7	\$ 92.0	\$ 94.9	3%	9%
Total Consumer Loans							
Credit Cards	\$ 138.5	\$ 144.7	\$ 150.4	\$ 141.8	\$ 143.9	1%	4%
Retail Banking	144.9	148.0	151.6	154.4	158.6	3%	9%
Total Consumer	\$ 283.4	\$ 292.7	\$ 302.0	\$ 296.2	\$ 302.5	2%	7%
Total Corporate Loans							
North America	\$ 99.1	\$ 103.0	\$ 105.8	\$ 107.3	\$ 108.9	1%	10%
EMEA	56.6	58.0	58.5	60.4	61.0	1%	8%
Latin America	37.6	39.4	39.8	41.4	41.0	(1)%	9%
Asia	66.9	68.3	66.6	69.4	71.7	3%	7%
Total Corporate Loans	\$ 260.2	\$ 268.7	\$ 270.7	\$ 278.5	\$ 282.6	1%	9%
Total Citicorp	\$ 543.6	\$ 561.4	\$ 572.7	\$ 574.7	\$ 585.1	2%	8%
FX Translation Impact:							
Total Citicorp EOP Loans - as Reported	\$ 543.6	\$ 561.4	\$ 572.7	\$ 574.7	\$ 585.1	2%	8%
Impact of FX Translation (1)	3.3	1.5	2.3	2.9	—		
Total Citicorp EOP Loans - Ex-FX (2)	\$ 546.9	\$ 562.9	\$ 575.0	\$ 577.6	\$ 585.1	1%	7%

Note: Certain small balance consumer loans included in the above lines are classified as Corporate Loans on the Consolidated Balance Sheet.

- (1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the second quarter of 2014 exchange rates for all periods presented.
- (2) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

Reclassified to conform to the current period's presentation.

EOP LOANS - Page 2
CITI HOLDINGS AND TOTAL CITIGROUP
(In billions of dollars)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from	
						1Q14	2Q13
Citi Holdings:							
Consumer - North America							
Mortgages	79.8	76.3	73.3	70.9	66.9	(6)%	(16)%
Personal Loans	9.0	9.3	9.3	9.0	9.2	2%	2%
Other	2.9	2.7	2.7	2.4	2.4	—	(17)%
Total	<u>\$ 91.7</u>	<u>\$ 88.3</u>	<u>\$ 85.3</u>	<u>\$ 82.3</u>	<u>\$ 78.5</u>	(5)%	(14)%
Consumer - International							
Credit Cards	\$ 2.4	\$ 2.4	\$ 2.5	\$ 2.4	\$ —	(100)%	(100)%
REL, Personal & Other	3.8	3.6	3.4	3.3	3.1	(6)%	(18)%
Total	<u>\$ 6.2</u>	<u>\$ 6.0</u>	<u>\$ 5.9</u>	<u>\$ 5.7</u>	<u>\$ 3.1</u>	(46)%	(50)%
Citi Holdings - Other	<u>2.2</u>	<u>1.9</u>	<u>1.6</u>	<u>1.5</u>	<u>0.8</u>	(47)%	(64)%
Total Citi Holdings	<u>\$ 100.1</u>	<u>\$ 96.2</u>	<u>\$ 92.8</u>	<u>\$ 89.5</u>	<u>\$ 82.4</u>	(8)%	(18)%
Total Citigroup	<u>\$ 643.7</u>	<u>\$ 657.6</u>	<u>\$ 665.5</u>	<u>\$ 664.2</u>	<u>\$ 667.5</u>	—	4%
Consumer Loans	\$ 382.2	\$ 387.9	\$ 393.8	\$ 384.7	\$ 384.3	—	1%
Corporate Loans	261.5	269.7	271.7	279.5	283.2	1%	8%
Total Citigroup	<u>\$ 643.7</u>	<u>\$ 657.6</u>	<u>\$ 665.5</u>	<u>\$ 664.2</u>	<u>\$ 667.5</u>	—	4%
FX Translation Impact:							
Total Citigroup EOP Loans - as Reported	\$ 643.7	\$ 657.6	\$ 665.5	\$ 664.2	\$ 667.5	—	4%
Impact of FX Translation (1)	3.6	1.5	2.4	2.9	—		
Total Citigroup EOP Loans - Ex-FX (2)	<u>\$ 647.3</u>	<u>\$ 659.1</u>	<u>\$ 667.9</u>	<u>\$ 667.1</u>	<u>\$ 667.5</u>	—	3%

Note: Certain small balance consumer loans included in the above lines are classified as Corporate Loans on the Consolidated Balance Sheet.

(1) Reflects the impact of foreign exchange (FX) translation into U.S. Dollars at the second quarter of 2014 exchange rates for all periods presented.

(2) Presentation of this metric excluding FX translation is a non-GAAP financial measure.

Reclassified to conform to the current period's presentation.

**SUPPLEMENTAL DETAIL
CONSUMER LOANS 90+DAYS DELINQUENCY AMOUNTS
AND RATIOS**



BUSINESS VIEW

(In millions of dollars, except EOP loan amounts in billions of dollars)

	Loans 90+ Days Past Due (1)					EOP Loans 2Q 2014
	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	
Citicorp (2)						
Total	\$ 2,644	\$ 2,699	\$ 2,973	\$ 2,908	\$ 2,805	\$ 302.5
<i>Ratio</i>	0.94%	0.93%	0.99%	0.99%	0.93%	
Retail Bank (2)						
Total	\$ 849	\$ 872	\$ 952	\$ 992	\$ 1,015	\$ 158.6
<i>Ratio</i>	0.59%	0.59%	0.63%	0.65%	0.64%	
North America (2)	\$ 285	\$ 277	\$ 257	\$ 243	\$ 227	\$ 46.2
<i>Ratio</i>	0.71%	0.66%	0.60%	0.55%	0.50%	
EMEA	\$ 41	\$ 38	\$ 34	\$ 27	\$ 26	\$ 6.0
<i>Ratio</i>	0.77%	0.69%	0.61%	0.47%	0.43%	
Latin America	\$ 318	\$ 347	\$ 470	\$ 528	\$ 552	\$ 30.8
<i>Ratio</i>	1.08%	1.20%	1.55%	1.75%	1.79%	
Asia	\$ 205	\$ 210	\$ 191	\$ 194	\$ 210	\$ 75.6
<i>Ratio</i>	0.30%	0.30%	0.27%	0.26%	0.28%	
Cards						
Total	\$ 1,795	\$ 1,827	\$ 2,021	\$ 1,916	\$ 1,790	\$ 143.9
<i>Ratio</i>	1.30%	1.26%	1.34%	1.35%	1.24%	
North America - Citi-Branded	\$ 663	\$ 628	\$ 681	\$ 648	\$ 583	\$ 67.3
<i>Ratio</i>	0.96%	0.91%	0.97%	0.97%	0.87%	
North America - Retail Services	\$ 556	\$ 650	\$ 771	\$ 689	\$ 606	\$ 43.1
<i>Ratio</i>	1.54%	1.51%	1.67%	1.63%	1.41%	
EMEA	\$ 44	\$ 34	\$ 32	\$ 31	\$ 31	\$ 2.5
<i>Ratio</i>	1.57%	1.42%	1.33%	1.29%	1.24%	
Latin America	\$ 323	\$ 326	\$ 349	\$ 349	\$ 364	\$ 11.7
<i>Ratio</i>	2.81%	2.76%	2.88%	2.98%	3.11%	
Asia	\$ 209	\$ 189	\$ 188	\$ 199	\$ 206	\$ 19.3
<i>Ratio</i>	1.11%	1.01%	0.98%	1.07%	1.07%	
Citi Holdings - Consumer (2) (3)						
	\$ 3,234	\$ 2,969	\$ 2,756	\$ 2,715	\$ 2,536	\$ 81.6
<i>Ratio</i>	3.59%	3.42%	3.28%	3.35%	3.32%	
International	\$ 242	\$ 177	\$ 162	\$ 170	\$ 66	\$ 3.1
<i>Ratio</i>	3.90%	2.95%	2.75%	2.98%	2.13%	
North America (2) (3)	\$ 2,992	\$ 2,792	\$ 2,594	\$ 2,545	\$ 2,470	\$ 78.5
<i>Ratio</i>	3.57%	3.46%	3.33%	3.38%	3.37%	
Other (4)						\$ 0.2
Total Citigroup (2) (3)						
	\$ 5,878	\$ 5,668	\$ 5,729	\$ 5,623	\$ 5,341	\$ 384.3
<i>Ratio</i>	1.58%	1.50%	1.49%	1.50%	1.41%	

(1) The ratio of 90+ Days Past Due is calculated based on end-of-period loans, net of unearned income.

(2) The 90+ Days Past Due and related ratios for North America Consumer Banking and Citi Holdings North America Mortgages excludes U.S. mortgage loans that are guaranteed by U.S. government-sponsored agencies since the potential loss predominantly resides with the U.S. agencies. See North America Consumer Banking on page 10 and Citi Holdings North America Mortgages on page 27.

(3) The June 30, 2013, September 30, 2013, December 31, 2013, March 31, 2014 and June 30, 2014 Loans 90+ Days Past Due and 30-89 Days Past Due and related ratios exclude \$1.0 billion, \$1.0 billion, \$0.9 billion, \$0.9 billion and \$17 million, respectively, of loans that are carried at fair value.

(4) Represents loans classified as Consumer loans on the Consolidated Balance Sheet that are not included in the Citi Holdings Consumer credit metrics.

Reclassified to conform to the current period's presentation.

SUPPLEMENTAL DETAIL
CONSUMER LOANS 30-89 DAYS DELINQUENCY AMOUNTS AND RATIOS



BUSINESS VIEW

(In millions of dollars, except EOP loan amounts in billions of dollars)

	Loans 30-89 Days Past Due (1)					EOP Loans 2Q 2014
	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	
Citicorp (2)						
Total	\$ 2,967	\$ 3,215	\$ 3,220	\$ 3,015	\$ 2,972	\$ 302.5
<i>Ratio</i>	1.05%	1.10%	1.07%	1.02%	0.99%	
Retail Bank (2)						
Total	\$ 1,085	\$ 1,109	\$ 1,049	\$ 991	\$ 1,032	\$ 158.6
<i>Ratio</i>	0.76%	0.76%	0.70%	0.65%	0.66%	
North America (2)	\$ 217	\$ 209	\$ 205	\$ 177	\$ 203	\$ 46.2
<i>Ratio</i>	0.54%	0.50%	0.48%	0.40%	0.45%	
EMEA	\$ 68	\$ 57	\$ 51	\$ 52	\$ 50	\$ 6.0
<i>Ratio</i>	1.28%	1.04%	0.91%	0.90%	0.83%	
Latin America	\$ 368	\$ 445	\$ 395	\$ 370	\$ 373	\$ 30.8
<i>Ratio</i>	1.25%	1.53%	1.30%	1.23%	1.21%	
Asia	\$ 432	\$ 398	\$ 398	\$ 392	\$ 406	\$ 75.6
<i>Ratio</i>	0.63%	0.57%	0.56%	0.53%	0.54%	
Cards						
Total	\$ 1,882	\$ 2,106	\$ 2,171	\$ 2,024	\$ 1,940	\$ 143.9
<i>Ratio</i>	1.36%	1.46%	1.44%	1.43%	1.35%	
North America - Citi-Branded	\$ 588	\$ 650	\$ 661	\$ 599	\$ 540	\$ 67.3
<i>Ratio</i>	0.85%	0.94%	0.94%	0.90%	0.80%	
North America - Retail Services	\$ 615	\$ 799	\$ 830	\$ 725	\$ 683	\$ 43.1
<i>Ratio</i>	1.71%	1.86%	1.79%	1.71%	1.58%	
EMEA	\$ 57	\$ 44	\$ 42	\$ 39	\$ 40	\$ 2.5
<i>Ratio</i>	2.04%	1.83%	1.75%	1.63%	1.60%	
Latin America	\$ 335	\$ 346	\$ 364	\$ 390	\$ 396	\$ 11.7
<i>Ratio</i>	2.91%	2.93%	3.01%	3.33%	3.38%	
Asia	\$ 287	\$ 267	\$ 274	\$ 271	\$ 281	\$ 19.3
<i>Ratio</i>	1.52%	1.43%	1.43%	1.46%	1.46%	
Citi Holdings - Consumer (2) (3)						
Total	\$ 3,151	\$ 2,845	\$ 2,724	\$ 2,297	\$ 2,260	\$ 81.6
<i>Ratio</i>	3.50%	3.28%	3.24%	2.84%	3.00%	
International	\$ 255	\$ 184	\$ 200	\$ 194	\$ 86	\$ 3.1
<i>Ratio</i>	4.11%	3.07%	3.39%	3.40%	2.77%	
North America (2) (3)	\$ 2,896	\$ 2,661	\$ 2,524	\$ 2,103	\$ 2,174	\$ 78.5
<i>Ratio</i>	3.45%	3.30%	3.24%	2.79%	2.97%	
Other (4)						\$ 0.2
Total Citigroup (2) (3)						
Total	\$ 6,118	\$ 6,060	\$ 5,944	\$ 5,312	\$ 5,232	\$ 384.3
<i>Ratio</i>	1.64%	1.61%	1.54%	1.41%	1.39%	

(1) The ratio of 30-89 Days Past Due is calculated based on end-of-period loans, net of unearned income.

(2) The 30-89 Days Past Due and related ratios for North America Consumer Banking and North America Local Consumer Lending excludes U.S. mortgage loans that are guaranteed by U.S. government-sponsored agencies since the potential loss predominantly resides with the U.S. agencies. See North America Consumer Banking on page 10 and Citi Holdings North America Mortgages on page 27.

(3) The June 30, 2013, September 30, 2013, December 31, 2013, March 31, 2014 and June 30, 2014 Loans 90+ Days Past Due and 30-89 Days Past Due and related ratios exclude \$1.0 billion, \$1.0 billion, \$0.9 billion, \$0.9 billion and \$17 million, respectively, of loans that are carried at fair value.

(4) Represents loans classified as Consumer loans on the Consolidated Balance Sheet that are not included in the Citi Holdings Consumer credit metrics.

Reclassified to conform to the current period's presentation.

ALLOWANCE FOR CREDIT LOSSES - PAGE 1
TOTAL CITIGROUP
(In millions of dollars)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Total Citigroup										
Allowance for Loan Losses at Beginning of Period (1)	\$23,727	\$21,580	\$20,605	\$19,648	\$18,923			\$25,455	\$19,648	
Gross Credit (Losses)	(3,257)	(2,974)	(3,094)	(2,983)	(2,812)	6%	14%	(6,701)	(5,795)	14%
Gross Recoveries	649	544	547	544	623	15%	(4)%	1,215	1,167	(4)%
Net Credit (Losses) / Recoveries (NCLs)	(2,608)	(2,430)	(2,547)	(2,439)	(2,189)	10%	16%	(5,486)	(4,628)	16%
NCLs (2)	2,608	2,430	2,547	2,439	2,189	(10)%	(16)%	5,486	4,628	(16)%
Net Reserve Builds / (Releases) (3)	(642)	(767)	(246)	(560)	(521)	7%	19%	(948)	(1,081)	(14)%
Net Specific Reserve Builds / (Releases) (3)	(139)	(11)	(390)	(86)	(89)	(3)%	36%	(497)	(175)	65%
Provision for Loan Losses	1,827	1,652	1,911	1,793	1,579	(12)%	(14)%	4,041	3,372	(17)%
Other (4) (5) (6) (7) (8) (9)	(1,366)	(197)	(321)	(79)	(423)	NM	69%	(2,430)	(502)	
Allowance for Loan Losses at End of Period (1) (a)	\$21,580	\$20,605	\$19,648	\$18,923	\$17,890			\$21,580	\$17,890	
Allowance for Unfunded Lending Commitments (10) (a)	\$ 1,133	\$ 1,262	\$ 1,229	\$ 1,202	\$ 1,176			\$ 1,133	\$ —	
Provision for Unfunded Lending Commitments	\$ (3)	\$ 103	\$ (34)	\$ (27)	\$ (31)			\$ 11	\$ (58)	
Total Allowance for Loans, Leases and Unfunded Lending Commitments [Sum of (a)]	\$22,713	\$21,867	\$20,877	\$20,125	\$19,066			\$22,713	\$17,890	
Total Allowance for Loan Losses as a Percentage of Total Loans (11)	3.38%	3.16%	2.97%	2.87%	2.70%					
Allowance for Loan Losses at End of Period (1):										
Citicorp	\$13,425	\$13,299	\$13,174	\$12,870	\$12,473					
Citi Holdings	8,155	7,306	6,474	6,053	5,417					
Total Citigroup	\$21,580	\$20,605	\$19,648	\$18,923	\$17,890					

- (1) Allowance for credit losses represents management's estimate of probable losses inherent in the portfolio. Attribution of the allowance is made for analytical purposes only, and the entire allowance is available to absorb probable credit losses inherent in the portfolio.
- (2) The fourth quarter of 2013 NCLs include approximately \$184 million related to: 1) a change in charge-off policy for mortgages originated in Citi's legacy CitiFinancial North America business (CFNA) to more closely align to policies used in the CitiMortgage (CMI) business (\$91 million); 2) acceleration of accounting losses associated with modified home equity loans determined to be collateral dependent (\$64 million); and 3) change in estimate of NCLs related to collateral dependent loans to borrowers that have gone through Chapter 7 of the U.S. bankruptcy code (\$29 million, of which \$15 million related to CMI residential first mortgages and \$14 million related to home equity loans). These incremental \$184 million of NCLs were fully offset by related loan loss reserve releases during the quarter.
- (3) The second quarter of 2013, third quarter of 2013, fourth quarter of 2013, first quarter of 2014 and second quarter of 2014 include \$124 million, \$91 million, \$60 million, \$32 million and \$0 million, respectively, of builds related to gains / (losses) on loan sales.
- (4) Includes all adjustments to the allowance for credit losses, such as changes in the allowance from acquisitions, securitizations, foreign currency translation, purchase accounting adjustments, etc.
- (5) The second quarter of 2013 includes a reduction of approximately \$650 million related to the sale or transfers to held-for-sale of various U.S. loan portfolios and a reduction of approximately \$360 million related to the transfer of Credicard to discontinued operations held for sale. Additionally, a reduction of approximately \$90 million related to a transfer to held-for-sale of a loan portfolio in Greece and a reduction of approximately \$220 million related to foreign currency translation.

- (6) The third quarter of 2013 includes a reduction of approximately \$214 million related to the sale or transfers to held-for-sale of various loan portfolios.
- (7) The fourth quarter of 2013 includes a reduction of approximately \$113 million related to the sale or transfers to held-for-sale of various loan portfolios. Additionally, there was a reduction of \$230 million related to a non-provision transfer of reserves associated with deferred interest to other assets which includes deferred interest.
- (8) The first quarter of 2014 includes a reduction of approximately \$79 million related to the sale or transfers to held-for-sale of various loan portfolios.
- (9) The second quarter of 2014 includes a reduction of approximately \$480 million related to the sale or transfers to held-for-sale of various loan portfolios, including a reduction of approximately \$204 million, \$177 million and \$29 million related to the transfers to held-for-sale (HFS) of businesses in Greece, Spain and Honduras, and \$66 million related to a transfer of a real estate loan portfolio to HFS. These amounts are partially offset by foreign currency translation on the entire allowance balance.
- (10) Represents additional credit reserves recorded as other liabilities on the Consolidated Balance Sheet.
- (11) June 30, 2013, September 30, 2013, December 31, 2013, March 31, 2014 and June 30, 2014 exclude \$4.9 billion, \$5.2 billion, \$5.0 billion, \$5.7 billion and \$4.8 billion, respectively, of loans which are carried at fair value.

NM Not meaningful

Reclassified to conform to the current period's presentation.

ALLOWANCE FOR CREDIT LOSSES - PAGE 2
TOTAL CITIGROUP

(In millions of dollars)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Total Citigroup Consumer Loans										
Allowance for Loan Losses at Beginning of Period (1)										
	<u>\$20,948</u>	<u>\$18,872</u>	<u>\$17,912</u>	<u>\$17,064</u>	<u>\$16,451</u>			<u>\$22,679</u>	<u>\$17,064</u>	
Net Credit Losses (NCLs)	(2,563)	(2,334)	(2,532)	(2,294)	(2,178)	5%	15%	(5,396)	(4,472)	17%
NCLs (2)	2,563	2,334	2,532	2,294	2,178	(5)%	(15)%	5,396	4,472	(17)%
Net Reserve Builds / (Releases) (3)	(544)	(785)	(158)	(459)	(495)	(8)%	9%	(819)	(954)	(16)%
Net Specific Reserve Builds / (Releases) (3)	(169)	34	(362)	(76)	(14)	82%	92%	(569)	(90)	84%
Provision for Loan Losses	<u>1,850</u>	<u>1,583</u>	<u>2,012</u>	<u>1,759</u>	<u>1,669</u>	(5)%	(10)%	<u>4,008</u>	<u>3,428</u>	(14)%
Other (4) (5) (6) (7) (8) (9)	(1,363)	(209)	(328)	(78)	(422)	NM	69%	(2,419)	(500)	79%
Allowance for Loan Losses at End of Period (1) (a)	<u>\$18,872</u>	<u>\$17,912</u>	<u>\$17,064</u>	<u>\$16,451</u>	<u>\$15,520</u>			<u>\$18,872</u>	<u>\$15,520</u>	
Consumer Allowance for Unfunded Lending Commitments (10) (a)										
	<u>\$ 27</u>	<u>\$ 66</u>	<u>\$ 65</u>	<u>\$ 62</u>	<u>\$ 64</u>			<u>\$ 27</u>	<u>\$ —</u>	
Provision for Unfunded Lending Commitments										
	<u>\$ 8</u>	<u>\$ 14</u>	<u>\$ (2)</u>	<u>\$ (2)</u>	<u>\$ (3)</u>			<u>\$ 23</u>	<u>\$ (5)</u>	
Total Allowance for Loans, Leases and Unfunded Lending Commitments [Sum of (a)]										
	<u>\$18,899</u>	<u>\$17,978</u>	<u>\$17,129</u>	<u>\$16,513</u>	<u>\$15,584</u>			<u>\$18,899</u>	<u>\$15,520</u>	
Consumer Allowance for Loan Losses as a Percentage of Total Consumer Loans (11)										
	4.95%	4.63%	4.34%	4.29%	4.04%					
Total Citigroup Corporate Loans										
Allowance for Loan Losses at Beginning of Period										
	<u>\$ 2,779</u>	<u>\$ 2,708</u>	<u>\$ 2,693</u>	<u>\$ 2,584</u>	<u>\$ 2,472</u>			<u>\$ 2,776</u>	<u>\$ 2,584</u>	
Net Credit (Losses) / Recoveries (NCL's)	(45)	(96)	(15)	(145)	(11)	92%	76%	(90)	(156)	(73)%
NCLs	45	96	15	145	11	(92)%	(76)%	90	156	73%
Net Reserve Builds / (Releases)	(98)	18	(88)	(101)	(26)	74%	73%	(129)	(127)	2%
Net Specific Reserve Builds / (Releases)	30	(45)	(28)	(10)	(75)	NM	NM	72	(85)	NM
Provision for Loan Losses	<u>(23)</u>	<u>69</u>	<u>(101)</u>	<u>34</u>	<u>(90)</u>	NM	NM	<u>33</u>	<u>(56)</u>	NM
Other (4)	(3)	12	7	(1)	(1)			(11)	(2)	
Allowance for Loan Losses at End of Period (1) (b)	<u>\$ 2,708</u>	<u>\$ 2,693</u>	<u>\$ 2,584</u>	<u>\$ 2,472</u>	<u>\$ 2,370</u>			<u>\$ 2,708</u>	<u>\$ 2,370</u>	
Corporate Allowance for Unfunded Lending Commitments (10) (b)										
	<u>\$ 1,106</u>	<u>\$ 1,196</u>	<u>\$ 1,164</u>	<u>\$ 1,140</u>	<u>\$ 1,112</u>			<u>\$ 1,106</u>	<u>\$ —</u>	
Provision for Unfunded Lending Commitments										
	<u>\$ (11)</u>	<u>\$ 89</u>	<u>\$ (32)</u>	<u>\$ (25)</u>	<u>\$ (28)</u>			<u>\$ (12)</u>	<u>\$ (53)</u>	
Total Allowance for Loans, Leases and Unfunded Lending Commitments [Sum of (b)]										
	<u>\$ 3,814</u>	<u>\$ 3,889</u>	<u>\$ 3,748</u>	<u>\$ 3,612</u>	<u>\$ 3,482</u>			<u>\$ 3,814</u>	<u>\$ 2,370</u>	
Corporate Allowance for Loan Losses as a Percentage of Total Corporate Loans (12)										
	1.05%	1.01%	0.97%	0.90%	0.85%					

Notes to these tables are on the following page (page 36).



The following notes relate to the tables on the prior page (page 35).

-
- (1) Allowance for credit losses represents management's estimate of probable losses inherent in the portfolio. Attribution of the allowance is made for analytical purposes only, and the entire allowance is available to absorb probable credit losses inherent in the portfolio.
 - (2) See Footnote (2) on page 34.
 - (3) The second quarter of 2013, third quarter of 2013, fourth quarter of 2013, first quarter of 2014 and second quarter of 2014 include \$124 million, \$91 million, \$60 million, \$32 million and \$0 million, respectively, of builds related to gains / (losses) on loan sales.
 - (4) Includes all adjustments to the allowance for credit losses, such as changes in the allowance from acquisitions, securitizations, foreign currency translation, purchase accounting adjustments, etc.
 - (5) The second quarter of 2013 includes a reduction of approximately \$650 million related to the sale or transfers to held-for-sale of various U.S. loan portfolios and a reduction of approximately \$360 million related to the transfer of Credicard to discontinued operations held for sale. Additionally, a reduction of approximately \$90 million related to a transfer to held-for-sale of a loan portfolio in Greece and a reduction of approximately \$220 million related to foreign currency translation.
 - (6) The third quarter of 2013 includes a reduction of approximately \$214 million related to the sale or transfers to held-for-sale of various loan portfolios.
 - (7) The fourth quarter of 2013 includes a reduction of approximately \$113 million related to the sale or transfers to held-for-sale of various loan portfolios. Additionally, there was a reduction of \$230 million related to a non-provision transfer of reserves associated with deferred interest to other assets which includes deferred interest.
 - (8) The first quarter of 2014 includes a reduction of approximately \$79 million related to the sale or transfers to held-for-sale of various loan portfolios.
 - (9) The second quarter of 2014 includes a reduction of approximately \$480 million related to the sale or transfers to held-for-sale of various loan portfolios, including a reduction of approximately \$204 million, \$177 million and \$29 million related to the transfers to held-for-sale (HFS) of businesses in Greece, Spain and Honduras, and \$66 million related to a transfer of a real estate loan portfolio to HFS. These amounts are partially offset by foreign currency translation on the entire allowance balance.
 - (10) Represents additional credit reserves recorded as other liabilities on the Consolidated Balance Sheet.
 - (11) June 30, 2013, September 30, 2013, December 31, 2013, March 31, 2014 and June 30, 2014 exclude \$1.0 billion, \$1.0 billion, \$0.9 billion, \$0.9 billion and \$46 million, respectively, of loans which are carried at fair value.
 - (12) June 30, 2013, September 30, 2013, December 31, 2013, March 31, 2014 and June 30, 2014 exclude \$3.8 billion, \$4.2 billion, \$4.1 billion, \$4.8 billion and \$4.8 billion, respectively, of loans which are carried at fair value.

NM Not meaningful
Reclassified to conform to the current period's presentation.

COMPONENTS OF PROVISION FOR LOAN LOSSES - PAGE 1
CITICORP

(In millions of dollars)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Citicorp										
Net Credit Losses	\$ 1,838	\$ 1,795	\$ 1,812	\$ 1,920	\$ 1,790	(7)%	(3)%	\$ 3,786	\$ 3,710	(2)%
Credit Reserve Build / (Release)	(301)	(104)	(104)	(305)	(414)	(36)%	(38)%	(618)	(719)	(16)%
Global Consumer Banking										
Net Credit Losses	1,785	1,730	1,787	1,786	1,781	—	—	3,694	3,567	(3)%
Credit Reserve Build / (Release)	(237)	(85)	(7)	(218)	(318)	(46)%	(34)%	(577)	(536)	7%
North America Regional										
Consumer Banking										
Net Credit Losses	1,190	1,083	1,106	1,103	1,070	(3)%	(10)%	2,445	2,173	(11)%
Credit Reserve Build / (Release)	(351)	(228)	(87)	(271)	(397)	(46)%	(13)%	(721)	(668)	7%
Retail Banking										
Net Credit Losses	44	38	47	35	35	—	(20)%	99	70	(29)%
Credit Reserve Build / (Release)	(2)	9	(20)	(4)	(28)	NM	NM	(11)	(32)	NM
Citi-Branded Cards										
Net Credit Losses	665	610	588	587	570	(3)%	(14)%	1,357	1,157	(15)%
Credit Reserve Build / (Release)	(176)	(156)	(76)	(188)	(223)	(19)%	(27)%	(304)	(411)	(35)%
Citi Retail Services										
Net Credit Losses	481	435	471	481	465	(3)%	(3)%	989	946	(4)%
Credit Reserve Build / (Release)	(173)	(81)	9	(79)	(146)	(85)%	16%	(406)	(225)	45%
EMEA Regional Consumer Banking										
Net Credit Losses	(1)	21	19	11	20	82%	NM	28	31	11%
Credit Reserve Build / (Release)	(9)	3	(1)	—	3	NM	NM	(20)	3	NM
Retail Banking										
Net Credit Losses	(2)	11	8	2	8	NM	NM	7	10	43%
Credit Reserve Build / (Release)	(5)	3	(3)	3	(1)	NM	80%	(15)	2	NM
Citi-Branded Cards										
Net Credit Losses	1	10	11	9	12	33%	NM	21	21	—
Credit Reserve Build / (Release)	(4)	—	2	(3)	4	NM	NM	(5)	1	NM
Latin America Regional Consumer Banking										
Net Credit Losses	416	434	458	469	493	5%	19%	835	962	15%
Credit Reserve Build / (Release)	104	168	66	56	111	98%	7%	142	167	18%
Retail Banking										
Net Credit Losses	204	209	224	215	222	3%	9%	411	437	6%
Credit Reserve Build / (Release)	80	126	28	8	18	NM	(78)%	89	26	(71)%
Citi-Branded Cards										
Net Credit Losses	212	225	234	254	271	7%	28%	424	525	24%
Credit Reserve Build / (Release)	24	42	38	48	93	94%	NM	53	141	NM
Asia Regional Consumer Banking										
Net Credit Losses	180	192	204	203	198	(2)%	10%	386	401	4%
Credit Reserve Build / (Release)	19	(28)	15	(3)	(35)	NM	NM	22	(38)	NM
Retail Banking										
Net Credit Losses	53	78	91	91	75	(18)%	42%	120	166	38%
Credit Reserve Build / (Release)	42	(11)	14	(1)	(22)	NM	NM	42	(23)	NM
Citi-Branded Cards										

Net Credit Losses	127	114	113	112	123	10%	(3)%	266	235	(12)%
Credit Reserve Build / (Release)	(23)	(17)	1	(2)	(13)	NM	43%	(20)	(15)	25%
Institutional Clients Group (ICG)										
Net Credit Losses	53	65	25	134	9	(93)%	(83)%	92	143	55%
Credit Reserve Build / (Release)	(64)	(19)	(97)	(87)	(96)	(10)%	(50)%	(41)	(183)	NM
Corporate / Other										
Net Credit Losses	—	—	—	—	—	—	—	—	—	—
Credit Reserve Build / (Release)	—	—	—	—	—	—	—	—	—	—
Total Citicorp Provision for										
Loan Losses	\$ 1,537	\$ 1,691	\$ 1,708	\$ 1,615	\$ 1,376	(15)%	(10)%	\$ 3,168	\$ 2,991	(6)%

NM Not meaningful

Reclassified to conform to the current period's presentation.

COMPONENTS OF PROVISION FOR LOAN LOSSES - PAGE 2
 CITI HOLDINGS / TOTAL CITIGROUP
 (In millions of dollars)



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from		Six Months 2013	Six Months 2014	YTD 2014 vs. YTD 2013 Increase/ (Decrease)
						1Q14	2Q13			
Citi Holdings										
Net Credit Losses	\$ 770	\$ 635	\$ 735	\$ 519	\$ 399	(23)%	(48)%	\$1,700	\$ 918	(46)%
Credit Reserve Build / (Release)	(480)	(674)	(532)	(341)	(196)	43%	59%	(827)	(537)	35%
Total Citi Holdings Provision for Loan Losses	\$ 290	\$ (39)	\$ 203	\$ 178	\$ 203	14%	(30)%	\$ 873	\$ 381	(56)%
Total Citicorp Provision for Loan Losses (from prior page)	\$1,537	\$1,691	\$1,708	\$1,615	\$1,376	(15)%	(10)%	\$3,168	\$2,991	(6)%
Total Citigroup Provision for Loan Losses	\$1,827	\$1,652	\$1,911	\$1,793	\$1,579	(12)%	(14)%	\$4,041	\$3,372	(17)%

Reclassified to conform to the current period's presentation.



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from	
						1Q14	2Q13
Non-Accrual Loans (1)							
Corporate Non-Accrual Loans By Region (2)							
North America	\$ 811	\$ 807	\$ 736	\$ 689	\$ 367	(47)%	(55)%
EMEA	972	975	766	461	363	(21)%	(63)%
Latin America	91	124	127	186	288	55%	NM
Asia	270	272	279	284	200	(30)%	(26)%
Total	\$ 2,144	\$ 2,178	\$ 1,908	\$ 1,620	\$ 1,218	(25)%	(43)%
Consumer Non-Accrual Loans By Region (2)							
North America	\$ 5,595	\$ 5,345	\$ 5,238	\$ 5,139	\$ 4,915	(4)%	(12)%
EMEA	234	147	138	131	101	(23)%	(57)%
Latin America	1,430	1,400	1,426	1,466	1,386	(5)%	(3)%
Asia	330	348	293	292	314	8%	(5)%
Total	\$ 7,589	\$ 7,240	\$ 7,095	\$ 7,028	\$ 6,716	(4)%	(12)%
OTHER REAL ESTATE OWNED AND OTHER REPOSSESSED ASSETS							
ICG	\$ 4	\$ 3	\$ 13	\$ 25	\$ 24	(4)%	NM
Global Consumer Banking	39	46	46	52	56	8%	44%
Citi Holdings	339	334	338	311	302	(3)%	(11)%
Corporate/Other	9	20	20	21	20	(5)%	NM
TOTAL OTHER REAL ESTATE OWNED (OREO) (3)	\$ 391	\$ 403	\$ 417	\$ 409	\$ 402	(2)%	3%
OREO By Region:							
North America	\$ 267	\$ 293	\$ 305	\$ 304	\$ 294	(3)%	10%
EMEA	76	62	59	50	44	(12)%	(42)%
Latin America	46	40	47	50	49	(2)%	7%
Asia	2	8	6	5	15	NM	NM
Total	\$ 391	\$ 403	\$ 417	\$ 409	\$ 402	(2)%	3%
Other Repossessed Assets (4)	\$ —	\$ —	\$ —	\$ —	\$ —	—	—
Non-Accrual Assets (NAA) (5)							
Corporate Non-Accrual Loans	\$ 2,144	\$ 2,178	\$ 1,908	\$ 1,620	\$ 1,218	(25)%	(43)%
Consumer Non-Accrual Loans	7,589	7,240	7,095	7,028	6,716	(4)%	(12)%
Non-Accrual Loans (NAL)	9,733	9,418	9,003	8,648	7,934	(8)%	(18)%
OREO	391	403	417	409	402	(2)%	3%
Other Repossessed Assets	—	—	—	—	—	—	—
Non-Accrual Assets (NAA)	\$ 10,124	\$ 9,821	\$ 9,420	\$ 9,057	\$ 8,336	(8)%	(18)%
NAL as a % of Total Loans	1.51%	1.43%	1.35%	1.30%	1.19%		
NAA as a % of Total Assets	0.54%	0.52%	0.50%	0.48%	0.44%		
Allowance for Loan Losses as a % of NAL	222%	219%	218%	219%	225%		

- (1) Corporate loans are placed on non-accrual status based upon a review by Citigroup's risk officers. Corporate non-accrual loans may still be current on interest payments. With limited exceptions, the following practices are applied for Consumer loans: Consumer loans, excluding credit cards and mortgages, are placed on non-accrual status at 90 days past due, and are charged off at 120 days past due; residential mortgage loans are placed on non-accrual status at 90 days past due and written down to net realizable value at 180 days past due. Consistent with industry conventions, Citigroup generally accrues interest on credit card loans until such loans are charged off, which typically occurs at 180 days contractual delinquency. As such, the non-accrual loan disclosures do not include credit card loans.
- (2) Excludes SOP 3-03 purchased distressed loans.
- (3) Represents the carrying value of all property acquired by foreclosure or other legal proceedings when Citigroup has taken possession of the collateral. Also includes former premises and property for use that is no longer contemplated.

- (4) Primarily transportation equipment, carried at lower of cost or fair value, less costs to sell.
- (5) There is no industry-wide definition of non-accrual assets. As such, analysis against the industry is not always comparable.

NM Not meaningful

Reclassified to conform to the current period's presentation.



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from	
						1Q14	2Q13
Non-Accrual Loans (1)							
Corporate Non-Accrual Loans By Region (2)							
North America	\$ 731	\$ 746	\$ 695	\$ 672	\$ 352	(48)%	(52)%
EMEA	658	676	489	396	319	(19)%	(52)%
Latin America	90	123	126	185	287	55%	NM
Asia	268	262	270	275	192	(30)%	(28)%
Total	\$ 1,747	\$ 1,807	\$ 1,580	\$ 1,528	\$ 1,150	(25)%	(34)%
Consumer Non-Accrual Loans By Region (2)							
North America	\$ 502	\$ 499	\$ 485	\$ 469	\$ 430	(8)%	(14)%
EMEA	91	70	61	51	46	(10)%	(49)%
Latin America	1,391	1,368	1,395	1,437	1,359	(5)%	(2)%
Asia	299	309	270	267	295	10%	(1)%
Total	\$ 2,283	\$ 2,246	\$ 2,211	\$ 2,224	\$ 2,130	(4)%	(7)%
OTHER REAL ESTATE OWNED AND OTHER REPOSSESSED ASSETS							
ICG	\$ 4	\$ 3	\$ 13	\$ 25	\$ 24	(4)%	NM
Global Consumer Banking	39	46	46	52	56	8%	44%
Corporate/Other	9	20	20	21	20	(5)%	NM
TOTAL OTHER REAL ESTATE OWNED (OREO) (3)	\$ 52	\$ 69	\$ 79	\$ 98	\$ 100	2%	92%
OREO By Region:							
North America	\$ 13	\$ 23	\$ 15	\$ 31	\$ 23	(26)%	77%
EMEA	5	6	15	16	16	—	NM
Latin America	32	32	43	46	46	—	44%
Asia	2	8	6	5	15	NM	NM
Total	\$ 52	\$ 69	\$ 79	\$ 98	\$ 100	2%	92%
Other Repossessed Assets (4)	N/A	N/A	N/A	N/A	N/A		
Non-Accrual Assets (NAA) (5)							
Corporate Non-Accrual Loans	\$ 1,747	\$ 1,807	\$ 1,580	\$ 1,528	\$ 1,150	(25)%	(34)%
Consumer Non-Accrual Loans	2,283	2,246	2,211	2,224	2,130	(4)%	(7)%
Non-Accrual Loans (NAL)	4,030	4,053	3,791	3,752	3,280	(13)%	(19)%
OREO	52	69	79	98	100	2%	92%
Other Repossessed Assets	N/A	N/A	N/A	N/A	N/A		
Non-Accrual Assets (NAA)	\$ 4,082	\$ 4,122	\$ 3,870	\$ 3,850	\$ 3,380	(12)%	(17)%
NAA as a % of Total Assets	0.23%	0.23%	0.22%	0.22%	0.19%		
Allowance for Loan Losses as a % of NAL	333%	328%	348%	343%	380%		

N/A Not Available at the Citicorp level. See "Non-Accrual Assets - Page 1" (on page 39) for total Citigroup balances.

- Corporate loans are placed on non-accrual status based upon a review by Citigroup's risk officers. Corporate non-accrual loans may still be current on interest payments. With limited exceptions, the following practices are applied for Consumer loans: Consumer loans, excluding credit cards and mortgages, are placed on non-accrual status at 90 days past due, and are charged off at 120 days past due; residential mortgage loans are placed on non-accrual status at 90 days past due and written down to net realizable value at 180 days past due. Consistent with industry conventions, Citigroup generally accrues interest on credit card loans until such loans are charged off, which typically occurs at 180 days contractual delinquency. As such, the non-accrual loan disclosures do not include credit card loans.
- Excludes SOP 3-03 purchased distressed loans.
- Represents the carrying value of all property acquired by foreclosure or other legal proceedings when Citigroup has taken possession of the collateral. Also includes former premises and property for use that is no longer contemplated.
- Primarily transportation equipment, carried at lower of cost or fair value, less costs to sell.

(5) There is no industry-wide definition of non-accrual assets. As such, analysis against the industry is not always comparable.

NM Not meaningful

Reclassified to conform to the current period's presentation.



	2Q 2013	3Q 2013	4Q 2013	1Q 2014	2Q 2014	2Q14 Increase (Decrease) from	
						1Q14	2Q13
Non-Accrual Loans (1)							
Corporate Non-Accrual Loans By Region (2)							
North America	\$ 80	\$ 61	\$ 41	\$ 17	\$ 15	(12)%	(81)%
EMEA	314	299	277	65	44	(32)%	(86)%
Latin America	1	1	1	1	1	—	—
Asia	2	10	9	9	8	(11)%	NM
Total	\$ 397	\$ 371	\$ 328	\$ 92	\$ 68	(26)%	(83)%
Consumer Non-Accrual Loans By Region (2)							
North America	\$ 5,093	\$ 4,846	\$ 4,753	\$ 4,670	\$ 4,485	(4)%	(12)%
EMEA	143	77	77	80	55	(31)%	(62)%
Latin America	39	32	31	29	27	(7)%	(31)%
Asia	31	39	23	25	19	(24)%	(39)%
Total	\$ 5,306	\$ 4,994	\$ 4,884	\$ 4,804	\$ 4,586	(5)%	(14)%
<u>OTHER REAL ESTATE OWNED AND OTHER REPOSSESSED ASSETS</u>							
OREO By Region (3):							
North America	\$ 254	\$ 270	\$ 290	\$ 273	\$ 271	(1)%	7%
EMEA	71	56	44	34	28	(18)%	(61)%
Latin America	14	8	4	4	3	(25)%	(79)%
Asia	—	—	—	—	—	—	—
Total	\$ 339	\$ 334	\$ 338	\$ 311	\$ 302	(3)%	(11)%
Other Repossessed Assets (4)	N/A	N/A	N/A	N/A	N/A		
Non-Accrual Assets (NAA) (5)							
Corporate Non-Accrual Loans	\$ 397	\$ 371	\$ 328	\$ 92	\$ 68	(26)%	(83)%
Consumer Non-Accrual Loans	5,306	4,994	4,884	4,804	4,586	(5)%	(14)%
Non-Accrual Loans (NAL)	5,703	5,365	5,212	4,896	4,654	(5)%	(18)%
OREO	339	334	338	311	302	(3)%	(11)%
Other Repossessed Assets	N/A	N/A	N/A	N/A	N/A		
Non-Accrual Assets (NAA)	\$ 6,042	\$ 5,699	\$ 5,550	\$ 5,207	\$ 4,956	(5)%	(18)%
NAA as a % of Total Assets	4.61%	4.67%	4.74%	4.57%	4.46%		
Allowance for Loan Losses as a % of NAL	143%	136%	124%	124%	116%		

N/A Not Available at the Citi Holdings level. See "Non-Accrual Assets - Page 1" (on page 39) for total Citigroup balances.

- Corporate loans are placed on non-accrual status based upon a review by Citigroup's risk officers. Corporate non-accrual loans may still be current on interest payments. With limited exceptions, the following practices are applied for Consumer loans: Consumer loans, excluding credit cards and mortgages, are placed on non-accrual status at 90 days past due, and are charged off at 120 days past due; residential mortgage loans are placed on non-accrual status at 90 days past due and written down to net realizable value at 180 days past due. Consistent with industry conventions, Citigroup generally accrues interest on credit card loans until such loans are charged off, which typically occurs at 180 days contractual delinquency. As such, the non-accrual loan disclosures do not include credit card loans.
- Excludes SOP 3-03 purchased distressed loans.
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- There is no industry-wide definition of non-accrual assets. As such, analysis against the industry is not always comparable.

Reclassified to conform to the current period's presentation.

CITIGROUP
RECONCILIATION OF NON-GAAP FINANCIAL MEASURES
(In millions of dollars, except per share amounts)



Tangible Book Value

Tangible Book Value Per Share and Tangible Common Equity (TCE) are non-GAAP financial measures. TCE, as defined by Citigroup, represents common equity less goodwill and intangible assets (excluding MSRs) net of the related deferred taxes. Other companies may calculate TCE in a manner different from Citigroup. A reconciliation of Citigroup's total stockholders' equity to TCE and Tangible Book Value per Share follows:

	<u>2Q</u> <u>2013</u>	<u>3Q</u> <u>2013</u>	<u>4Q</u> <u>2013</u>	<u>1Q</u> <u>2014</u>	<u>2Q</u> <u>2014</u>
<u>Tangible Book Value Per Share (on page 1):</u>					
Total Common Equity	\$ 191,633	\$ 195,603	\$ 197,601	\$ 201,244	\$ 202,394
Less:					
Goodwill	24,896	25,098	25,009	25,008	25,087
Intangible Assets (Other than MSRs)	4,981	4,888	5,056	4,891	4,702
Goodwill and Intangible Assets (other than MSRs) Related to Assets Held-for-Sale	<u>267</u>	<u>267</u>	<u>—</u>	<u>—</u>	<u>116</u>
Tangible Common Equity	<u>\$ 161,489</u>	<u>\$ 165,350</u>	<u>\$ 167,536</u>	<u>\$ 171,345</u>	<u>\$ 172,489</u>
Common Shares Outstanding, at period end	<u>3,041.0</u>	<u>3,033.0</u>	<u>3,029.2</u>	<u>3,037.8</u>	<u>3,031.8</u>
Tangible Book Value Per Share	<u>\$ 53.10</u>	<u>\$ 54.52</u>	<u>\$ 55.31</u>	<u>\$ 56.40</u>	<u>\$ 56.89</u>

Basel III Supplementary Leverage Ratio

Citigroup's estimated Basel III SLR, as calculated under the final U.S. Basel III rules, represents the average for the quarter of the three monthly ratios of Tier 1 Capital to Total Leverage Exposure (i.e., the sum of the ratios calculated for April, May and June, divided by three). Total Leverage Exposure is the sum of: (1) the carrying value of all on-balance sheet assets less applicable Tier 1 Capital deductions; (2) the potential future exposure on derivative contracts; (3) 10% of the notional amount of unconditionally cancellable commitments; and (4) the notional amount of certain other off-balance sheet exposures (e.g., other commitments and contingencies). Citigroup's estimated Basel III SLR and related components are based on its current interpretation, expectations and understanding of the final U.S. Basel III rules and are subject to, among other things, any changes to the final U.S. Basel III rules, ongoing regulatory review, any changes to those rules and further implementation guidance in the U.S.

	<u>June 30,</u> <u>2013</u>	<u>September 30,</u> <u>2013</u>	<u>December 31,</u> <u>2013</u>	<u>March 31,</u> <u>2014</u>	<u>June 30,</u> <u>2014 (3)</u>
<u>Basel III Tier 1 Common Capital and Ratio (1)(2)</u>					
Citigroup Common Stockholders' Equity (4)	\$ 191,672	\$ 195,662	\$ 197,694	\$ 201,350	\$ 202,511
Add: Qualifying noncontrolling interests	161	172	182	177	183
Regulatory Capital Adjustments and Deductions:					
Less:					
Accumulated net unrealized losses on cash flow hedges, net of tax (5)	(1,671)	(1,341)	(1,245)	(1,127)	(1,007)
Cumulative unrealized net gain related to changes in fair value of financial liabilities attributable to the change in own creditworthiness, net of tax (6)	524	339	177	170	118
Intangible Assets:					
Goodwill, net of related deferred tax liabilities (7)	24,553	24,721	24,518	24,314	24,465
Identifiable intangible assets other than mortgage servicing rights (MSRs), net of related deferred tax liabilities	5,057	4,966	4,950	4,692	4,506
Defined benefit pension plan net assets	876	954	1,125	1,178	1,066
Deferred tax assets (DTAs) arising from net operating loss, foreign tax credit and general business credit carry-forwards, excess over 10% / 15% limitations for other DTAs, certain common stock investments, MSRs(8) and other	<u>45,347</u>	<u>44,504</u>	<u>42,754</u>	<u>40,375</u>	<u>37,981</u>
Total Basel III Tier 1 Common Capital	<u>\$ 117,147</u>	<u>\$ 121,691</u>	<u>\$ 125,597</u>	<u>\$ 131,925</u>	<u>\$ 135,565</u>
Basel III Risk-Weighted Assets (RWA)	<u>\$1,168,000</u>	<u>\$ 1,159,000</u>	<u>\$ 1,242,000(9)</u>	<u>\$1,261,000</u>	<u>\$1,274,000</u>

Basel III Tier 1 Common Capital Ratio	10.0%	10.5%	10.1(9) [%]	10.5%	10.6%
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- (1) Certain reclassifications have been made to prior period presentation to conform to the current period.
- (2) Citi's estimated Basel III Tier 1 Common ratio and related components as of June 30, 2013 are based on the proposed U.S. Basel III rules, and with full implementation assumed for capital components; whereas September 30, 2013 and after are based on the final U.S. Basel III rules, and with full implementation assumed for capital components. Estimated Basel III risk-weighted assets are based on the "advanced approaches" for determining total risk-weighted assets for all periods. Citigroup's estimated Basel III Tier 1 Common ratio and related components are based on its current interpretation, expectations and understanding of the final U.S. Basel III rules and are subject to, among other things, any changes to the final U.S. Basel III rules, ongoing regulatory review, regulatory approval of Citi's credit, market and operational risk models, additional refinements, modifications or enhancements (whether required or otherwise) to Citi's models and further implementation guidance in the U.S.
- (3) Preliminary.
- (4) Excludes issuance costs related to preferred stock outstanding in accordance with Federal Reserve Board regulatory reporting requirements.
- (5) Tier 1 Common Capital is adjusted for accumulated net unrealized gains (losses) on cash flow hedges included in accumulated other comprehensive income that relate to the hedging of items not recognized at fair value on the balance sheet.
- (6) The cumulative impact of changes in Citigroup's own creditworthiness in valuing liabilities for which the fair value option has been elected and own-credit valuation adjustments on derivatives are excluded from Tier 1 Common Capital, in accordance with the final U.S. Basel III rules.
- (7) Includes goodwill "embedded" in the valuation of significant common stock investments in unconsolidated financial institutions.
- (8) Aside from MSRs, reflects DTAs arising from temporary differences and significant common stock investments in unconsolidated financial institutions.
- (9) 4Q'13 estimated Basel III Tier 1 Common ratio was adjusted to include, on a pro forma basis, approximately \$56 billion of additional operational risk risk-weighted assets related to Citigroup's approved exit from Basel III parallel reporting, effective in 2Q'14.