Citigroup Ecosystem

Citigroup Inc.
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(212) 559-1000; www.citigroup.com/citi

Outside Relationships

Regulators

Business Regulation

Trading Regulators

- US Securities and Exchange Commission (SEC) *(Broker-Dealer, Security-Based Swap Dealers and Futures Commission Merchant Registration and Regulation of Citigroup Global Markets Inc. (CGMI), Citi's Primary Broker-Dealer, and Other Broker-Dealer Subsidiaries, Including Net Capital Requirements; Investment Adviser Registration and Regulation)*
- US Commodity, Futures, and Trading Commission (CFTC) *(Futures Commission Merchants, Commodity Pool Operators, and Swap Dealers Registration and Regulation, including Uniform Minimum Net Capital Requirements; Derivatives Regulation; Regulates SEC-Registered Investment Advisers regarding Futures and Swaps-Related Trades)*
- Securities, Derivatives, Commodities Futures Exchanges, and Derivatives Clearinghouses *(Membership Requirement and Trading Regulation)*
- Financial Industry Regulatory Authority (FINRA) *(U.S. Securities Dealer Self-Regulation; Research-Related Regulation)*
- European Financial Supervisory Regulators: UK Financial Conduct Authority, *UK Prudential Authority, and London Stock Exchange Regulation of Citigroup Capital Markets Limited*
- Asia Financial Supervisory Regulators: Financial Services Agency of Japan Regulation of Citigroup Global Markets Japan Inc.

Key US Business Conduct Regulators

- Office of Cybersecurity and Infrastructure Agency (CISA) (Regulation of Cybersecurity Threats to Critical Physical and Cyber Infrastructure)
- U.S. Department of the Treasury (Anti-Money Laundering; Prohibited Transactions with Parties Who are Threats to U.S. Security)
- U.S. Securities and Exchange Commission (SEC) (Anti-Bribery and Corrupt Practices Laws)

Capital

- Hedge Counter-parties
- Senior and Subordinated Note Holders
- **Federal Reserve System**
  - As Borrower: Federal Funds Rate: 0% - 0.25%
  - As Lender: Federal Discount Rate: >=0.25%

Suppliers

- **Professional Services Firms**
  - KPMG (Audit Services)
  - Capitol Hill Strategies; Capitol Tax Partners (Lobbying Services)
  - Citi's In-house Creative Agency; Publicis (Advertising Services)
  - Hogan Lovells (Revlon Litigation)
- **Private Label and Co-Branded Credit Card Partners**
  - Retailers (Sears, Home Depot, Best Buy, Macy's, L.L. Beans, Costco Wholesale)
  - Gas Retailers (Shell, Exxon Mobil)
  - Airlines (American Airlines)
  - Business Spend Management Networks (Coupa Pay)
- **Secondary Mortgage Market**
  - Federal Home Loan Mortgage Corp. (Freddie Mac)
  - Federal National Mortgage Association (Fanny May).
- **Sales of Mortgage-Backed Securities**
  - Investors in Mortgage-Backed Securities
- **Technology and Equipment**
  - Data Processing
  - Information Technology
  - ATMs and Other Retail Technology (NCR/ Cardtronics/ Allpoint Network, Diebold, Nautilus Hyosung)
  - Security

Customers

- **Investing and Wealth Management Customers**
  - Retail Investors (High Wealth Individuals)
  - Small & Middle-Sized Businesses
  - Institutions (Insurance Companies)
  - Stock Plans; Defined Benefit Contribution Plans
  - Foundations and Endowments
- **Retail Banking Clients**
  - Home Buyers
  - Individuals
  - Small Businesses

Flows

- Futures and Forward Contracts, Swap Contracts, and Option Contracts for Trading and Hedging Purposes
- Bond Financings
- Professional Services
- Park Excess Reserve with Fed
- Loans from Fed Discount Window
- Cash Investments
- Investment and Wealth Management Products and Services
- Co-Branded Credit Card Relationships
- Cash Deposits
- Consumer Banking Services (e.g. Checking Accounts, CDs, Personal and Home Mortgage Loans)
- Credit Cards Services
- Small Business Banking Services
- Sales of Qualifying Home Mortgages
- ATMs, Data Processing, IT, Security, and Technology Services

Citigroup Inc. (Delaware Corporation)

Debt Structure

Debt: $301.1B (at 12/31/2020) | Parent Senior Debt Credit Ratings: Fitch (A) Moody's (A3) S&P (BBB+)

- *Citibank Commercial Paper:* $10.02B
- *Broker-Dealer Commercial Paper:* $7.99B
- *Citi Senior Debt:* $142.2B through 2098 (2.82% weighted average)
- *Citi Subordinated Debt:* $26.67B through 2046 (4.38% weighted average)
- *Trust Preferred Securities:* $1.73B through 2067 (6.26% weighted average)
- *Broker-Dealer Senior Debt:* $55.896B through 2070 (0.72% weighted average)
- *Citibank Senior Debt:* $44.74B through 2049 (1.46% weighted average)
- *Broker-Dealer Subordinated Debt:* $485M through 2046 (0.0% weighted average)

Equity Structure

Equity

- Share Repurchase Program: *2021 Federal Reserve Board Authorization:* $2.8B (Includes Dividends) *2020 Purchases:* Suspended
- Preferred Stock: *Authorized:* 30 million *Issued:* 15 series (A, B, D, J, K, M, O, P, Q, R, S, T, U, V, W) *Outstanding:* 15 series
- Common Stock: *Authorized:* 6B shares *Issued:* 3.099B *Outstanding:* 2.09B shares *Record Holders:* 63,632

Governance

Board of Directors

- John C. Dugan (A, EX, N, P, R)
- Barbara Desoer (EX, R)
- Grace E. Dailey (A, R)
- Ellen M. Costello (A, R)
- Jane Fraser
- Duncan Hennes (A, EX, P, R)
- Peter B. Henry (E, EX, N)
- S. Leslie Ireland (E)
- Jay Jacobs (E, EX, N, P)
- Renée J. James (A, P)
- Gary M. Reiner (N, P)
- Diana L. Taylor (EX, N, P)
- James S. Turley (A, E, R)
- Deborah C. Wright (A, E, N)
- Alexander Wynaendts (P, R)
- Ernesto Zedillo (E, N)

Committees: Audit (A); Ethics, Conduct & Culture (E); Executive (EX); Nomination, Governance and Public Affairs (N); Personnel & Compensation (P); Risk Management (R)

Executive Officers

- President & CEO *Jane Fraser*
- Chief Risk Officer *Zdenek Turek*
- CEO, Asia Pacific *Peter Babej*
- Chief Financial Officer *Mark Mason*
- Chief Compliance Office *Mary McNiff*
- GC and Secretary *Rohan Weerasinghe*
- CEO, Latin America *Ernesto Torres Cantú*
- Chief Administrative Officer *Karen Peetz*
- Head of Human Resources *Sara Weechter*
- Head of Global Public Affairs *Edward Skyler*
- CEO, Institutional Clients Group *Paco Ybarra*
- CEO, Global Consumer Bank *Anand Selva*
- Head of Operations and Technology *Mike Whitaker*
- CEO, Europe, Middle East and Africa *David Livingstone*
- Controller and Chief Accounting Officer *Johnbull Okpara*

Corporate Matters

Finance

- Financial Planning
- Treasury
- Line of Business Finances
- Asset-Liability Management
- Financial Reporting
- Expense Management
- Corporate Investments

Accounting/Control

- Corporate Tax
- Accounting
- Financial Controls
- Oversight Policies

Public Affairs

- Corporate Communications
- Government Affairs
- Marketing
- Sustainability / ESG
- Community Investing and Development (Including Community Reinvestment Act Compliance)
- Corporate Operations (Aviation, Client & Internal Event Management, Conferencing Units)
- Citi Foundation
- Co-Leadership (Investor Relations, Regulatory Affairs, Environmental & Social Risk Management)

Human Resources

- Recruiting
- Diversity
- Global Learning
- Talent Development
- Compensation and Benefits
- Employee Relations

Administrative

- Project Management Office
- Remediation Efforts
- Global Regulatory Engagement

Legal

- Regulatory Affairs
- Litigation Management
- Transactions
- Legal Operations (Global, Business Unit, Regional, and Corporate)
- Real Estate
- Corporate Governance
- Compliance

Internal Audit

- Audit Assurance (Governance, Risk Management, Control Environment)

Operations/Technology

- Online Banking
- Legacy Platforms
- Branch Technologies
- Technology Innovation
- IT Infrastructure
- Systems Architecture
- Cyber Security
- Data Management Systems

Corporate Risk

- Risk Governance Framework
- Credit Risk
- Conduct Risk
- Market Risk
- Compliance Risk
- Operational Risk
- Information Security Risk

Operations

Global Consumer Banking (2020 Revenue: $29.99B)

Global Consumer Banking (GCB) includes a global, full-service consumer franchise delivering a wide array of banking, credit card, lending, and investment and wealth management services through a network of local branches, offices and electronic delivery systems. GCB consists of three business units: North America, Latin America and Asia (includes certain countries in Europe, the Middle East, and Africa). For comparison purposes, the retail banking and investing and wealth management businesses generated $11.73B in revenue, and the credit card business generated $18.26B.

- **North America** Revenue: $19.148B
- **Latin American** Revenue: $4.372B
- **Asia** Revenue: $6.471B

Products and Services

Retail Banking (Includes Investing and Wealth Management) (Revenue: $11.73B)

Banking

Checking and Savings Accounts

- Everyday Banking Packages (Citi Elevate Account, Access Account, Basic Banking, The Citibank Account)
- Premium Banking Packages (Citi Priority Account, Citigold Account, Citigold Private Client)
- Benefits of Citi Accounts (Checking: ATM Access, Online Banking, Mobile Check Deposit, Digital Wallets, Zelle Compatibility, Security; Savings: AutoSave, Balance Alerts, Mobile Check Deposits, Overdraft Protection, Identity Theft Solutions, Citi Mobile App)

Certificates of Deposit & Banking IRAs

- Fixed Rate CD
- Step-Up CD
- No Penalty CD
- Money Markets vs CDs
- Traditional IRA vs Roth IRA

Small Business Banking Offerings

- Cash Management
- Trade Services
- Online Banking
- Citi Merchant Services

Lending

Personal Loans and Lines of Credit

Home Lending

- Home Purchases
- Home Loan Refinancing
- Home Equity Loans

Investing

Services

- Self-Directed Trading
- Citi Wealth Builder (Digital Guidance)
- Professional Investing Guidance
- Other (Market Commentary and Financial Education Center)

Products

- Investment Accounts (Traditional Brokerage Accounts, Managed Accounts, IRAs, Business Retirement Plans)
- Investment Products (Stocks, Mutual Funds, Bonds, Options)
- Insurance Products (Annuities, Life Insurance, Long-term Care Insurance)
- Planning Services (Retirement Savings, Education Savings, Trusts and Estate Planning)
- Sophisticated Products (Alternative Investments, Structured Products, Securities-Based Lending)

Wealth Management

Citi Personal Wealth Management

- Citi Priority Account
- Citigold Account
- Citigold Private Client

Credit Cards ($18.257B)

GCB provides Citi-branded credit card products to retail and small business customers in North America, Latin America (through Citibanamex, one of Mexico's largest banks), and Asia.

Citi Branded Cards Categories

Proprietary Portfolio

- Rewards
- Business
- Travel
- Balance Transfer
- 0% Intro APR
- Cash Back
- Double Cash Cards
- Thank You Cards
- Value Cards

Co-branded Cards

- American Airlines
- Costco Wholesale

Citi Retail Services

In North America only, GCB offers Citi retail services card products – i.e. Co-branded, private label cards.

Co-branded Private Label Accounts

GCB has co-brand, private label relationships with Sears, Home Depot, Best Buy, Exxon Mobil, L.L. Bean, Macy's, Shell, and Tractor Supply Company.

78 Million Customer Accounts

Competitors

Retail Banking	Investing and Wealth Management	Credit Cards
Wells Fargo	UBS	American Express
JPMorgan Chase	Goldman Sachs	JPMorgan Chase
US Bank	Charles Schwab	Bank of America
PNC Bank	Morgan Stanley	US Bank
Bank of America	Fidelity	Capital One
Truist Bank	Bank of America	Discover

Institutional Clients Group (2020 Revenue: $44.253B)

Institutional Clients Group (ICG) consists of Banking and Markets and securities services and provides corporate, institutional, public sector and high-net-worth clients in 96 countries and jurisdictions with a broad range of banking and financial products and services (including fixed income and equity sales and trading, foreign exchange, prime brokerage, derivative services, equity and fixed income research, corporate lending, investment banking and advisory services, private banking, cash management, trade finance and securities services). Citi Velocity, Citi's Digital Content Platform, delivers electronic access to Citi's capital market services to over 100,000 institutional clients spread across 150 countries.

Products and Services

Banking (Revenue: $21.232B)

Investment Banking (Revenue: $5.787B)

Advisory and Capital-Raising Activities

- Mergers & Acquisitions
- Divestitures
- Financial Restructurings
- Debt & Equity Underwritings

Treasury and Trade Solutions (Revenue: $9.524B)

- Commercial Cards
- Export and Agency Finance
- Digital Channels and Data
- Liquidity Management Services
- Payments & Receivables
- Trade Services and Finance

Corporate Lending / Commercial Banking (Revenue: $2.814B)

- Lending (Short-term revolving credit facilities and working capital financing, medium-term loans, structured financing, refinancing)
- Investment Banking & Capital Markets (Advice, structuring and execution on capital-raising transactions – e.g., inaugural issuances, exchanges, cross-border transactions)
- Wealth Management (Checking and savings accounts, loans, mortgages for employees of commercial banking clients)
- Liquidity & Cash Management (local and foreign currency accounts, payments, receivables, electronic banking)
- Fraud Prevention
- Market Solutions (risk management strategies for currencies, commodities, interest rates)
- Trade Solutions (letters of credit, complex trade finance solutions)

Private Bank (Revenue: $3.737B)

Products and Services

- Investments (Capital Markets, Investment Management, Portfolio Analytics, Sustainable Investing)
- Lifestyle (Home Financing, Art Advisory, Sports Financing, Aircraft Financing)
- Management (Investment Finance, Real Estate Financing, Banking, Treasury Management)
- Legacy (Trust & Wealth Planning, Philanthropy, Next Generation)

Markets and Securities Services (Revenue: $23.072B)

Fixed Income Markets (Revenue: $17.256B)

Intermediation

Global Spread Products

(Emerging Markets Bonds, Asset Backed Securities, Corporate Bonds, Mortgage Backed Securities, Loans, Collateralized Loan Obligations, Government Agency Securities, Short Term Interest Rate Products, Municipal Securities, Letters of Credit, and Derivatives)

G10 Rates

(Derivatives: Interest-Rate Swaps, Forward-Rate Agreements, Overnight indexed Swaps, Basis Swaps, Foreign Currency Swaps; Interest Rate Volatility Products: Caps, Collars, Floors, Swaptions; Market Making: Government and AAA-rated Agency Bonds, Inflation-Linked Government Products, Structured Notes Origination and Packaging)

Multi-Asset Investment and Trading Products

(Structured Investments, Unique Rules-Based Investment Strategies, & Tailored Solutions)

Fixed Income and Equity Markets Research

Equity Markets (Revenue: $3.624B)

Intermediation

Cash Equities and Equity-Linked Securities

(Equity Securities and Equity-Linked Securities -- Exchange Traded Funds (ETFs), Options, Convertible Securities, Futures, Over-the-Counter (OTC) & Exchange-Traded Derivatives)

Derivatives

(Futures/Synthetic Futures, Swaps, Listed & OTC Options, Exchange-Traded Notes, Funds, Warrants, Market-linked Deposits, Certificates, Participation Notes, Variance & Dispersion)

Delta One (Indices)

(Exposure to global equity indices, custom baskets and single stocks through a broad range of financial instruments including swaps, futures, forwards, certificates, ETFs)

Securities Services (Revenue: $2.545B)

Offerings

- Custody
- Data Services
- Custody FX Solutions
- Trustee & Depositary Services
- Securities Lending
- Fund Services
- Transfer Agency
- Liquidity Management Solutions
- Middle Office
- ETF Services
- Fiduciary Services
- Administrative Services

Competitors

Investment Banking	Commercial Banking	Global Markets	
Morgan Stanley	Wells Fargo	Morgan Stanley	Virtu Financial
JPMorgan Chase	JPMorgan Chase	UBS	Deutsche Bank
Goldman Sachs	Bank of America	Goldman Sachs	JPMorgan Chase
Credit Suisse	Deutsche Bank		
Barclays	Bank of America		
	Goldman Sachs		
	Morgan Stanley		

Global Trading Systems (GTS)	Merrill Edge / Bank of America
Charles Schwab & Co.	Interactive Brokers

Outside Relationships

Customers

- **Investment Banking Customers**
  - Advisory
    - Large Business Acquirors
    - Large Business Acquisition Targets
    - Sovereign Wealth Funds
    - Private Equity Funds
  - Underwriting
    - Sovereign Wealth Funds
    - Private Equity Funds
    - Domestic Companies
    - Foreign Companies
    - Domestic Governments
    - Foreign Governments
- **Fixed Income and Equity Markets Customers**
  - Corporations
  - Financial Institutions
  - Governments
  - Individual Investors
- BlackRock

Suppliers

- Advisory Services for Mergers, Acquisitions, and Divestitures
- Financial Restructuring Services
- Private Placements and Public Offerings of Debt and Equity Securities
- Fixed Income and Equity Securities Brokerage, Trading, and Research Services
- Alliance Regarding Outsourcing to Citi of Middle Office Services on BlackRock's Instance of Citi's Aladdin End-to-End Investment Management Platform (From Trade Confirmation to Post-Settlement Reconciliation)

Capital

- Equity Capital
- Dividends and Common Stock Repurchases
- **Significant Shareholders**
  - Vanguard Group (7.78%)
  - BlackRock Fund Advisors (4.57%)
  - SSgA Funds Management (4.54%)
  - Capital Group Companies (4.52%)
  - Geode Capital Management (1.58%)
  - Institutional Ownership: 78.21%

Regulators

- Securities Regulation and Stock Exchange Listing Rules
- **Securities Regulators**
  - SEC (Securities Law Disclosure and Financial Reporting Requirements; Anti-Bribery Law)
  - New York Stock Exchange (Listing and Maintenance Requirements)

Flows

- Substantive Banking Regulation
- Commercial Loans
- Integrated Cash Management and Trade Finance Services
- Custody, Accounting, Fiduciary, and/or Administrative Services

Commercial Banking Clients

- Nonprofit Clients
- Private Equity Funds
- Global Industrial Companies
- Institutional Investors
- Asset Managers
- Real Estate Developers
- Real Estate Investors

Treasury and Trade Clients

- Multi-National Corporations
- Financial Institutions
- Public Sector Organizations

Markets and Securities Services Clients (in 96 countries)

- Corporate
- Institutional Investors (e.g. BlackRock)
- Public Sector
- High-Net-Worth Individuals

Key Company Data *(as of 12/31/2020)*

Business Description

Founded as City Bank of New York in 1812, today Citigroup is a global diversified financial services holding company whose businesses provide consumers, corporations, governments and institutions a broad array of financial products and services, including consumer banking and credit, corporate and investment banking, securities brokerage, trade and securities services and wealth management.

Share Data

- Stock Exchange: NYSE
- Ticker Symbol: C
- Share Price: $68.21 (as of 7/6/2021)
- 2020 EPS: $4.74
- EPS (Trailing 12 Months 5/6/21): $7.29
- Forward Annual Dividend: $2.04
- Market Cap: $140.99B

Financial Highlights

Income Statement

- Total Revenues (Net of Interest Expense): $74.298B
- Net Interest: $43.458B
- Commissions, Fees, and Other Revenue: $30.75B
- Operating Expenses: $43.171B
- Earnings Before Tax: $13.632B
- Net Income: $11.047B

Balance Sheet

- Total Assets: $2.26T
- Total Liabilities: $2.06T
- Deposits: $1.281T
- Borrowings: $301.1B
- Equity: $200.2B

Cash Flows

- From Operations: -$20.621B
- From Investing Activities: -$95.312B
- From Financing Activities: $233.595B

Resources

- 210,000 Employees in Nearly 100 Countries
- New York City Headquarters
- Clients in Over 160 Countries
- 200 Million Customer Accounts

Recent Developments

Exiting Unprofitable Businesses. In October of 2014, Citigroup said it was pulling out of consumer banking in 11 markets, including Japan and Egypt, as the U.S. bank with the biggest international business looks to cut persistently high costs. Stripping out these units would reduce operating expenses by $1.34 billion, while reducing net income by only $34 million.

$900 Million Mistake. In August of 2020, human error led Citi to mistakenly transmit $900 million to creditors on a 2016 Revlon loan, instead of the $7.8 million interest payment it intended to send. In February of 2021, a federal judge ruled the asset managers do not need to return $504 million the bank sent them by mistake. In April of 2021, Citi's lawyers filed paperwork asking the 2nd Circuit Court of Appeals to overturn the February district court ruling.

US Bank Regulators

- Federal Reserve Board (Comprehensive Consolidated Supervision, Regulation and Examination of Citigroup as a Bank Holding Company and Financial Holding Company, including Review of Expansion Plans, Limits on Activities, Capital and Liquidity Requirements (e.g., Prohibits Unsound Dividends and Requires Liquidity Stress Tests), Derivative Activities Regulation, and Volcker Rule Compliance (e.g., No Proprietary Trading Activities for Banks Except for Underwriting, Market Making, Risk-Mitigating, Hedging; Requires Implementation of Comprehensive Compliance Program); Requires Resolution And Recovery Plan In Case Citigroup's Banks Fail); Limitation of Affiliate Transactions with Banks)
- Federal Deposit Insurance Corporation ($250,000 of Deposit Insurance Per Depositor; Prohibits Unsound Dividends; Requires Resolution and Recovery Plan in Case Citigroup's Banks Fail)
- Office of the Comptroller of the Currency (Depository Institution Regulation; Enforces Capital and Liquidity Requirements for, and Prohibits Unsound Dividends by, Citibank, N.A. and Other Citigroup National Banks)
- Consumer Financial Protection Bureau (Regulated Consumer Financial Products and Services)

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