



Welcome

At Citi, Citizenship is integral to how we do business every day, in more than 100 countries around the world. Through our Citizenship efforts, we are making a positive difference in the lives of individuals, families and the communities where we work and live.

In this brochure, we provide an overview of the Citizenship activities that Citi has undertaken in 2008. Please visit our full online Citizenship Report for complete information: <http://www.citigroup.com/citi/citizen>

2008 PERFORMANCE HIGHLIGHTS

Citizenship

is the positive impact Citi has on society and the environment through its core business activities, diversity efforts, volunteerism and Citi Foundation philanthropy.



Community Relations	<ul style="list-style-type: none"> Helped approximately 440,000 homeowners since 2007 through loss mitigation and proactive loan modifications Piloted the London Benchmarking Group community investment measurement model in four U.S. states and 16 countries
Financial Education	<ul style="list-style-type: none"> Provided more than \$28 million in funding throughout 73 countries and U.S. territories Reached 22,344,441 individuals through financial education and asset-building programs
Citi Microfinance	<ul style="list-style-type: none"> Citi Businesses served more than 100 microfinance institutions, networks and investors in 35 countries Closed \$30 million transaction with ACCION Texas Sponsored inaugural <i>Microfinance Banana Skins</i> report on risks to the industry
Environment	<ul style="list-style-type: none"> Committed \$3.9 billion toward Citi's \$50 billion climate initiative Achieved LEED-NC Platinum and Gold certification for data centers in Frankfurt, Germany and Austin, Texas, respectively, and LEED-CI Gold certification for a data center in Singapore Commenced Carbon Principles implementation; continued leadership in the Equator Principles network The Environmental and Social Risk Management Unit reviewed 380 transactions across product types and geographies
Diversity	<ul style="list-style-type: none"> Supported employee networks representing more than 13,000 employees Launched Women's Leadership Development Program
Volunteerism	<ul style="list-style-type: none"> Held Global Community Day 2008: more than 55,000 employees and their families and friends participated in more than 1,000 volunteer activities
Citi Foundation	<ul style="list-style-type: none"> Made grants totalling \$89.9 million in 89 countries and territories Committed more than \$13.2 million to launch the Building Bridges to College and Career Initiative in the United States



Reaching out to our communities

Focusing on foreclosure prevention

Since early 2007, Citi has helped approximately 440,000 homeowners, representing nearly \$43 billion in total underlying value in loans, through loss mitigation actions and proactive modifications. Citi's efforts have kept approximately six distressed borrowers in their homes for every one foreclosure completed in 2008.

Office of Homeownership Preservation

In 2008 Citi's Office of Homeownership Preservation (OHP) reached out to more than 88,000 borrowers; participated in 106 borrower outreach counseling events in 72 cities, where OHP staff met with close to 4,000 families; trained almost 600 counselors from more than 300 nonprofit organizations; and worked with 18,240 borrowers to find foreclosure solutions.

Contact Citi's Office of Homeownership Preservation
Toll-Free Phone: 1-866-915-9417
Website: <http://www.mortgagehelp.citi.com>

Citi Homeowner's Assistance Program

We are proactively reaching out to as many as 500,000 homeowners whose mortgages Citi holds. This effort is expected to result in workouts of approximately \$20 billion in underlying mortgage balances.

Neighborhood Stabilization Planning Grants

Citi's OHP and the Citi Foundation launched the \$1 million Citi Neighborhood Stabilization Planning Grants program to help communities most heavily impacted by foreclosure apply for federal aid.

[www](http://www.citigroup.com/citi/citizen/community) <http://www.citigroup.com/citi/citizen/community>

Advancing financial education

Citi helps individuals, families and entrepreneurs learn to manage money effectively, use credit wisely and understand how financial services can help them achieve their personal and business goals.

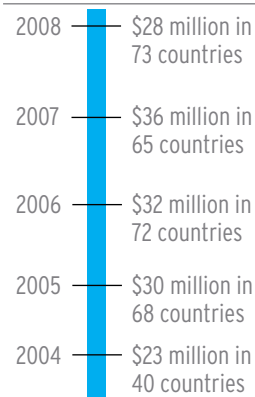
The Global Financial Education Program

Citi is the primary funder of the Global Financial Education Program, a long-term, strategic project designed to educate low-income individuals around the world on budgeting, debt management, savings, bank services and financial negotiations.

- Funding 2002-2008: \$6.2 million
- Trainers trained: More than 5,400
- Individuals educated (directly): 322,600
- Individuals reached (indirectly): 2.24 million

[www](http://www.citigroup.com/citi/financialeducation) <http://www.citigroup.com/citi/financialeducation>

10-year, \$200 million commitment to financial education



Total: \$149 million

Note: includes countries and U.S. territories

Giving back through the Citi Foundation

The Citi Foundation is committed to the economic empowerment of individuals and families, particularly those in need, in the communities where we work so that they can improve their standard of living.

Foundation giving in 2008: **\$89.9 million**

Priority Funding Areas

- **Microfinance and Microenterprise**, to help individuals and families improve their lives through economic self-sufficiency and reduce their financial vulnerability
- **Small and Growing Businesses**, to create employment opportunities and support broad economic growth
- **Financial Education and Asset Building**, to help individuals and families develop the knowledge they need to achieve financial stability
- **Education**, to help improve the quality of and access to primary and secondary education internationally and increase the number of low-income students in the United States who enroll in postsecondary education and earn a degree
- **Community Development in the United States and Canada**, with a focus on revitalizing neighborhoods and creating economically vibrant communities
- **The Environment**, by working with partners in Microfinance and Microenterprise, Small and Growing Businesses and Community Development to support the environment within key areas of their work

[www](http://www.citifoundation.com) <http://www.citifoundation.com>

Managing our environmental performance

Citi is committed to managing its direct environmental impacts and the environmental and social impacts associated with the projects we finance and the products and services we offer.

Our \$50 billion climate initiative

In 2007 we announced our intent to target \$50 billion over ten years toward a wide-ranging portfolio of climate initiatives such as the sustainable construction of Citi facilities, financing of alternative energy and investment in clean technology.

Results (billions of dollars)	As of 5/07	2007 Total	2008
Total	8.1	5.7	3.9
Total to Date	Approximately \$17.7 Billion		

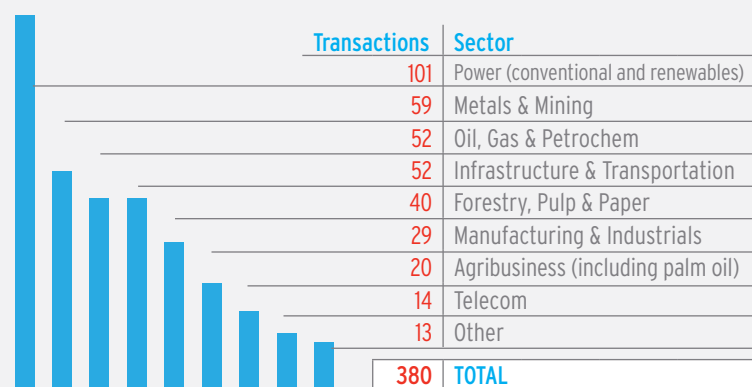
Greening our facilities

In 2008 Citi Operations & Technology established a real estate sustainability team to lead greenhouse gas (GHG) reduction initiatives and ensure the application of sustainable building practices for both new and existing structures. Through 2008 we completed 47 U.S. Green Building Council LEED certified projects, with 118 additional projects planned for 2009.

Environmental and Social Risk Management

In accordance with our Environmental and Social Risk Management (ESRM) Policy, the ESRM Unit reviewed and advised on 380 transactions globally, including 62 transactions subject to the Equator Principles.

Transactions Receiving ESRM Review by Sector



Citi's goal is to reduce absolute GHG emissions by 10 percent by 2011 from a 2005 baseline

The Carbon Principles

The Carbon Principles provide a framework for banks and their clients to address carbon risks in the development of U.S. coal-fired power plants. In 2008 Citi adopted the Carbon Principles, conducted banker training, implemented procedures to screen transactions and applied the Principles to four corporate finance deals.

[www](http://www.citigroup.com/citi/environment) <http://www.citigroup.com/citi/environment>

More than 3,600 Citi employees have been trained on the ESRM Policy since its release in 2003

Expanding our microfinance business



Working across Citi's businesses, product groups and geographies, Citi Microfinance provides over 100 microfinance institutions (MFIs), networks and investors in 35 countries with products and services spanning the financial spectrum — from financing, access to capital markets, transaction services and hedging foreign exchange risk, to credit, savings, remittances and insurance products.

Investing in microfinance in the United States

In 2008 Citi entered into the U.S. microfinance market with a five-year contract to purchase up to \$30 million in microenterprise loans from ACCION Texas. ACCION Texas will use the funds to expand lending, invest in small businesses and provide greater access to financing for the underserved and underbanked.

Understanding emerging microfinance risks

Citi Microfinance worked closely with the Centre for the Study of Financial Innovation (CSFI) on the *Microfinance Banana Skins* benchmark report. The report, which was co-sponsored by the Citi Foundation and the Consultative Group to Assist the Poor (CGAP), identifies potential risks to the microfinance industry based on a survey of industry practitioners, regulators, investors and others in 74 countries.

[www](http://www.citigroup.com/citi/microfinance) <http://www.citigroup.com/citi/microfinance>

Find out more!

Please visit our full online Citizenship Report at <http://www.citigroup.com/citi/citizen>

We welcome your feedback on our Citizenship efforts at citizenship@citi.com



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Volunteering to make a difference

Employee volunteerism

Citi encourages its employees to volunteer their time and skills to support and improve their communities.

- Employee volunteer hours logged in 2008: **399,378**
- Cumulative hours logged since 2004: **1.8 million**
- Citi Foundation matching gifts and volunteer incentive program funding in 2008: **\$3 million**

Global Community Day

Citi's third annual Global Community Day, held on November 8, 2008, brought together more than 55,000 Citi employees and their friends and families. Activities included providing financial education, planting trees to combat deforestation, refurbishing schools in poor communities and serving meals to the homeless.

290,304 lives impacted

47,077 tons of food donated

34,914 meals served

31,354 flora planted

3,239 people received financial education

More than 1,000 volunteer activities across 550 cities in 100 countries

www.citigroup.com/citi/citizen/volunteerism

Promoting diversity

Citi's diversity strategy centers around our four commitments to be the:

- Employer of choice... for our employees
- Service provider of choice... for our clients
- Business partner of choice... for our suppliers
- Neighbor of choice... for our communities

Around the globe, we seek to foster an inclusive work environment that promotes mutual respect and offers all our employees the opportunity to develop to their full potential. Our initiatives include:

Employee Networks: At the close of 2008, there were 44 employee networks with approximately 13,400 members.

Flexible Work Strategies (FWS): Citi's FWS program enables employees and managers to consider different ways on how, where and when work can be accomplished.

Global Women's Initiative: Forty-eight Women's Councils and networks worldwide with more than 7,300 members support the sharing of best practices and development of women at Citi.

Women's Leadership Development Program

The Women's Leadership Development Program, launched in April 2008 in conjunction with UCLA's Anderson School of Management, offers research, informed lectures, discussion, small group work and individual assignments to support the development of Citi's female talent pipeline. Two sessions of the program were held in 2008, reaching a total of 57 participants.

www.citigroup.com/citi/citizen/diversity