



**TARP PROGRESS REPORT
FOURTH QUARTER 2009**

March 2, 2010

SUMMARY

I. U.S. Lending Activity

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- Citi made approximately **\$439.8 billion** in new credit available to U.S. borrowers in the year ended December 31, 2009, including **\$90.8 billion** in the fourth quarter.
 - New lending to U.S. consumers in 2009 was **\$175.6 billion**.
 - New commercial lending activity in 2009 totaled **\$264.2 billion**.

II. Help for U.S. Homeowners and Other Borrowers

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- Since the start of the U.S. housing crisis in 2007, Citi has helped approximately **824,000 homeowners** in their effort to avoid potential foreclosure on mortgages totaling nearly **\$98 billion**.
 - In 2009, Citi helped approximately **388,000 borrowers** in their effort to avoid potential foreclosure on mortgages totaling nearly **\$58 billion**, including **128,000 borrowers** in the fourth quarter.
 - As of December 31, 2009, CitiMortgage, Inc. had active trials or permanent modifications for 47 percent of its eligible mortgage borrowers under the Federal Government's Making Home Affordable Program, the highest proportion of any of the major U.S. mortgage servicers in percentage terms.
- Citi is also currently helping more than **1.6 million credit card members** manage their card debt through a variety of forbearance programs.
 - **490,000 card members** entered these programs in the fourth quarter.

III. TARP Capital

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- In December 2009, Citi repaid \$20 billion invested in the company by the U.S. Government under the Targeted Investment Program (TIP) of TARP.
 - As of December 31, 2009, Citi has deployed \$23 billion to help expand the flow of credit to U.S. consumers, communities and businesses through various initiatives that were supported by the TARP capital.

IV. Citi in the Community

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- Citi continues to support local community organizations with financial contributions, by providing technical assistance, and through the tremendous efforts of our employee volunteers.



I. U.S. LENDING ACTIVITY

New Consumer and Commercial Credit

Despite the difficult economic environment, Citi made approximately \$439.8 billion in new credit available to U.S. consumers and businesses in the year ended December 31, 2009, including \$90.8 billion in the fourth quarter.

These efforts have helped businesses keep their doors open, spur job creation in communities and provide families with access to capital at times when they've needed it the most.

New loans to U.S. consumers totaled \$175.6 billion in 2009, including \$34.5 billion in the fourth quarter. In 2009, Citi:

- Originated approximately \$80.5 billion in mortgage loans that helped more than 360,000 Americans purchase new homes or lower their payments through refinancing.
- Approved \$80.1 billion in credit to new card members.
- Made available approximately \$15.0 billion in other consumer loans, including auto loans, personal installment loans and student loans.

New commercial lending activity totaled \$264.2 billion in 2009, including \$56.2 billion in the fourth quarter. In 2009, Citi:

- Arranged \$232.7 billion in underwriting activity on behalf of large corporate and institutional clients to provide funding for general liquidity, business expansion, and strategic transactions.
- Extended approximately \$26.8 billion in new commercial and industrial loans and the renewal of existing commitments.
- Extended approximately \$4.7 billion in new commercial real estate loans and the renewal of existing commitments.



II. HELP FOR HOMEOWNERS AND OTHER BORROWERS

Helping Homeowners

Since the start of the housing crisis in 2007, Citi has helped approximately 824,000 homeowners in their effort to avoid potential foreclosure on mortgages totaling nearly \$98 billion.

In 2009, Citi:

- Helped approximately 388,000 borrowers whose mortgages we own or service in their effort to avoid potential foreclosure on loans totaling approximately \$58 billion through modifications, extensions, forbearances, reinstatements and other loss mitigation activities.
- Was able to keep approximately nine out of 10 distressed borrowers with mortgages we own or service in their homes, a result that can be attributed, in part, to our participation in the Federal Government's "Making Home Affordable" program.
- Processed more than 898,000 mortgage applications with an aggregate value of approximately \$148 billion.
- Originated approximately \$80.5 billion in mortgage loans, helping more than 366,000 Americans either purchase a home or lower their payments through refinancing.
- Refinanced approximately 270,000 primary mortgages.

Citi fully supports the "Making Home Affordable" program, which gives eligible homeowners with loans owned or guaranteed by Fannie Mae or Freddie Mac an opportunity to obtain more affordable monthly payments.

- As of December 31, 2009, CitiMortgage, Inc. had active trials or permanent modifications for 47 percent of its eligible mortgage borrowers who are more than 60 days past due on their payments, the highest proportion of any of the major U.S. mortgage servicers in percentage terms.*

*Making Home Affordable Program – Servicer Performance Report Through December 2009, www.makinghomeaffordable.gov



Support for Credit Card Holders

Citi's primary objective, particularly in this continued difficult credit environment, is to fund the expansion of credit to existing card members and attract new account holders, based on their ability to repay their loans.

- During 2009, Citi Cards extended \$80.1 billion in new credit to U.S. consumers who meet Citi's customary sound lending standards, including \$21.0 billion in the fourth quarter.

Citi also continues to provide card members facing financial challenges with expanded eligibility forbearance programs.

- Citi is currently providing help to more than 1.6 million card members to manage their credit card debt through a variety of forbearance programs.
- 490,000 card members entered these programs in the fourth quarter of 2009, compared with approximately 357,000 during the same period in 2008.
- Programs for eligible customers include temporary forbearance, work outs, settlements and rate reductions as well as payment incentives and balance-consolidation programs that accelerate the reduction of card loans without materially increasing the cost to consumers.

Citi is also proactively reaching out to customers who, although current on their accounts, may be showing signs of financial stress and may need additional help to repay their balances.

- Citi assists these customers through a variety of programs, such as matching payments, which reduce the customer's outstanding balance. The specific programs are dependent on individual circumstances and the customer's willingness and ability to repay.
- Given the current economic challenges, Citi is continuously developing and refining these programs to help customers resolve credit problems and restore their credit health.



III. TARP Capital

In December 2009, Citi repaid \$20 billion invested in the company by the U.S. Government under the Targeted Investment Program (TIP) of TARP and exited the loss-sharing agreement with the Government.

As of December 31, 2009, Citi has deployed \$23 billion to help expand the flow of credit to U.S. consumers, communities and businesses through various initiatives that were supported by the TARP capital.

Consistent with Citi's repayment of the TIP investment, the initiatives referred to above will no longer be separately tracked and reported, and Citi will no longer issue a separate quarterly update on the use of TARP capital.

IV. CITI IN THE COMMUNITY

Citi remains committed to helping our neighbors and non-profit partners refocus and rebuild for the future.

Citi's Office of Homeownership Preservation (OHP) provides a range of support services that go beyond modification of a mortgage loan, including our extensive partnership network with non-profit organizations that offer legal assistance, counseling, and translation services to borrowers.

We continue to support local community organizations with financial contributions, by providing technical assistance, and through the tremendous efforts of our employee volunteers.

Here are some highlights of our work in the fourth quarter of 2009.

- In November 2009, Citi Community Capital provided \$15 million in financing to the Bedford Stuyvesant Restoration Corporation for a major renovation project that is expected to spur economic growth in the Central Brooklyn area of New York City.
- In October 2009, Citi and the Citi Foundation provided \$280,000 in grants to fund Native American small business development, college scholarships, financial literacy and education initiatives in South Dakota, where Citi is a major employer.
- Citi and the Citi Foundation provided grants to the following non-profits, among others:
 - \$100,000 to The Smith Center for the Performing Arts in support of arts education and the redevelopment of downtown Las Vegas,
 - \$50,000 to the Broward College Foundation to support research into green jobs needs in Broward County, Florida.
 - \$30,000 to support the work of Project Access among low- and moderate-income youth, adults and seniors in California.