

CITIGROUP INC

Form 10-Q

April 30, 2019

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## UNITED STATES SECURITIES AND EXCHANGE COMMISSION

WASHINGTON, D.C. 20549

### FORM 10-Q

### QUARTERLY REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934

For the quarterly period ended March 31, 2019

Commission file number 1-9924

## Citigroup Inc.

(Exact name of registrant as specified in its charter)

Delaware

52-1568099

(State or other jurisdiction of incorporation or organization)

(I.R.S. Employer Identification No.)

388 Greenwich Street, New York, NY

10013

(Address of principal executive offices)

(Zip code)

(212) 559-1000

(Registrant's telephone number, including area code)

Indicate by check mark whether the registrant (1) has filed all reports required to be filed by Section 13 or 15(d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days. Yes  No

Indicate by check mark whether the registrant has submitted electronically every Interactive Data File required to be submitted pursuant to Rule 405 of Regulation S-T (§232.405 of this chapter) during the preceding 12 months (or for such shorter period that the registrant was required to submit such files). Yes  No

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer, smaller reporting, or an emerging growth company. See the definitions of "large accelerated filer," "accelerated filer," "smaller reporting company" and "emerging growth company" in Rule 12b-2 of the Exchange Act.

Large accelerated filer  Accelerated filer  Non-accelerated filer  Smaller reporting company   
Emerging growth company

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act. Yes  No   
Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act). Yes  No



**Number of shares of Citigroup Inc. common stock outstanding on March 31, 2019: 2,312,467,721**

**Available on the web at [www.citigroup.com](http://www.citigroup.com)**

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**CITIGROUP'S FIRST QUARTER 2019—FORM 10-Q**

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## OVERVIEW

This Quarterly Report on Form 10-Q should be read in conjunction with Citigroup's Annual Report on Form 10-K for the year ended December 31, 2018 (2018 Annual Report on Form 10-K).

Additional information about Citigroup is available on Citi's website at [www.citigroup.com](http://www.citigroup.com). Citigroup's annual reports on Form 10-K, quarterly reports on Form 10-Q and proxy statements, as well as other filings with the U.S. Securities and Exchange Commission (SEC), are available free of charge through Citi's website by clicking on the "Investors" page and selecting "All SEC Filings." The SEC's website also contains current reports on Form 8-K, and other information regarding Citi at [www.sec.gov](http://www.sec.gov).

Certain reclassifications, including a realignment of certain businesses, have been made to the prior periods' financial statements and disclosures to conform to the current period's presentation. For additional information on certain recent reclassifications, see Notes 1 and 3 to the Consolidated Financial Statements below and Notes 1 and 3 to the Consolidated Financial Statements in Citi's 2018 Annual Report on Form 10-K.

Throughout this report, "Citigroup," "Citi" and "the Company" refer to Citigroup Inc. and its consolidated subsidiaries.

**Citigroup is managed pursuant to two business segments: *Global Consumer Banking* and *Institutional Clients Group*, with the remaining operations in *Corporate/Other*.**

**The following are the four regions in which Citigroup operates. The regional results are fully reflected in the segment results above.**

(1) *Latin America GCB* consists of Citi's consumer banking business in Mexico.

(2) *Asia GCB* includes the results of operations of *GCB* activities in certain *EMEA* countries for all periods presented.

(3) *North America* includes the U.S., Canada and Puerto Rico, *Latin America* includes Mexico and *Asia* includes Japan.

## MANAGEMENT'S DISCUSSION AND ANALYSIS OF FINANCIAL CONDITION AND RESULTS OF OPERATIONS

### EXECUTIVE SUMMARY

#### First Quarter of 2019—Results Demonstrated Continued Progress

As described further throughout this Executive Summary, Citi made steady progress in the first quarter of 2019 toward improving its profitability and returns. During the quarter, Citi had revenue growth and positive operating leverage in every region in *Global Consumer Banking (GCB)*, excluding the impact of foreign currency translation into U.S. dollars for reporting purposes (FX translation) as well as the gain on sale of the Hilton portfolio in the prior-year period in *North America GCB*. (Citi's results of operations excluding the gain on sale as well as the impact of FX translation are non-GAAP financial measures.) Citi also showed continued momentum across treasury and trade solutions, securities services, investment banking and corporate lending in *Institutional Clients Group (ICG)*, while equity markets revenues were impacted by a weaker market environment.

Citi continued to demonstrate strong expense discipline, resulting in the tenth consecutive quarter of positive operating leverage. Citi also had growth in deposits and overall loan growth in *GCB* and *ICG*, while credit quality remained broadly stable.

In addition, Citi continued to return capital to its shareholders. In the quarter, Citi returned \$5.1 billion in the form of common stock repurchases and dividends. Citi repurchased approximately 66 million common shares, contributing to a 9% reduction in average outstanding common shares from the prior-year period. Despite the continued progress in returning capital to shareholders during the quarter, each of Citi's key regulatory capital metrics remained strong (see "Capital" below).

While the macroeconomic environment remains largely positive, global economic growth forecasts for 2019 have been lowered and there continue to be various economic, political and other risks and uncertainties that could create a more volatile operating environment and impact Citi's businesses and future results. For a discussion of the risks and uncertainties that could impact Citi's businesses, results of operations and financial condition during the remainder of 2019, see each respective business's results of operations and "Forward-Looking Statements" below, as well as each respective business's results of operations and the "Managing Global Risk" and "Risk Factors" sections in Citi's 2018 Annual Report on Form 10-K.

#### First Quarter of 2019 Results Summary

##### *Citigroup*

Citigroup reported net income of \$4.7 billion, or \$1.87 per share, compared to net income of \$4.6 billion, or \$1.68 per share, in the prior-year period. Net income increased 2% from the prior-year period, primarily driven by lower expenses and a lower effective tax rate, partially offset by lower revenues and higher cost of credit. Earnings per share increased 11%,

primarily reflecting the 9% reduction in average shares outstanding driven by the common stock repurchases, as well as growth in net income.

Citigroup revenues of \$18.6 billion in the first quarter of 2019 decreased 2% from the prior-year period, including the impact of the \$150 million gain on the sale of the Hilton portfolio in the prior-year period. Excluding the gain on sale, revenues decreased 1%, primarily reflecting lower equity markets revenues as well as mark-to-market losses on loan hedges, both in *ICG*, and the continued wind-down of legacy assets in *Corporate/Other*.

Citigroup's end-of-period loans increased 1% to \$682 billion versus the prior-year period. Excluding the impact of FX translation, Citigroup's end-of-period loans grew 3%, as 5% aggregate growth in *GCB* and *ICG* was partially offset by the continued wind-down of legacy assets in *Corporate/Other*. Citigroup's end-of-period deposits increased 3% to \$1.0 trillion versus the prior-year period. Excluding the impact of FX translation, Citigroup's deposits increased 5%,

primarily driven by 8% growth in *ICG* deposits as well as 2% growth in *GCB*.

***Expenses***

Citigroup operating expenses of \$10.6 billion decreased 3% versus the prior-year period, as efficiency savings and the wind-down of legacy assets were partially offset by continued investments. Year-over-year, *GCB* and *ICG* operating expenses were both down 1% and *Corporate/Other* operating expenses decreased 26%.

***Cost of Credit***

Citi's total provisions for credit losses and for benefits and claims of \$2.0 billion increased 7% from the prior-year period. The increase was primarily driven by higher net credit losses in both Citi-branded cards and Citi retail services in *North America GCB* as well as a lower net loan loss reserve release in *ICG*.

Net credit losses of \$1.9 billion increased 4% versus the prior-year period. Consumer net credit losses of \$1.9 billion increased 7% from the prior-year period, primarily reflecting volume growth and seasoning in the *North America* cards portfolios. Corporate net credit losses decreased from \$96 million in the prior-year period to \$56 million.

For additional information on Citi's consumer and corporate credit costs and allowance for loan losses, see each respective business's results of operations and "Credit Risk" below.

***Capital***

Citigroup's Common Equity Tier 1 (CET1) Capital and Tier 1 Capital ratios were 11.9% and 13.5% as of March 31, 2019, respectively, compared to 12.1% and 13.7% as of March 31, 2018, both based on the Basel III Standardized Approach for determining risk-weighted assets. The decline in regulatory capital ratios primarily reflected the return of capital to common shareholders, partially offset by net income.

Citigroup's Supplementary Leverage ratio as of March 31, 2019 was 6.4%, compared to 6.7% as of March 31, 2018. For additional information on Citi's capital ratios and related components, see "Capital Resources" below.

### ***Global Consumer Banking***

*GCB* net income of \$1.4 billion increased 4%. Excluding the impact of FX translation and the gain on the sale of the Hilton portfolio in the prior-year period (approximately \$115 million after-tax), net income increased 14%, driven primarily by higher revenues, partially offset by higher cost of credit. *GCB* operating expenses of \$4.6 billion decreased 1%. Excluding the impact of FX translation, expenses were largely unchanged, as investments and volume-driven expenses were offset by efficiency savings.

*GCB* revenues of \$8.5 billion were largely unchanged versus the prior-year period. Excluding the impact of FX translation and the gain on the sale of the Hilton portfolio in the prior-year period, revenues increased 4%, driven by growth in all three regions. *North America GCB* revenues of \$5.2 billion increased 1%, or 4% excluding the gain on the sale of the Hilton portfolio, with growth in all three businesses. In *North America GCB*, Citi-branded cards revenues of \$2.2 billion increased 5%, excluding the gain on the sale of the Hilton portfolio, primarily driven by growth in interest-earning balances. Citi retail services revenues of \$1.7 billion increased 3% versus the prior-year period, primarily reflecting organic loan growth and the benefit of the L.L.Bean portfolio acquisition. Retail banking revenues increased 1% from the prior-year period to \$1.3 billion. Excluding mortgage revenues, retail banking revenues of \$1.2 billion were up 2% from the prior-year period, driven by continued growth in deposit spreads as well as modest growth in deposit volumes.

*North America GCB* average deposits of \$182 billion increased 1% year-over-year, average retail loans of \$57 billion increased 3% year-over-year and assets under management of \$66 billion grew 9%. Average Citi-branded card loans of \$88 billion increased 1% compared to the first quarter of 2018, which represented the peak level of promotional balances in 2018, as Citi has now optimized its mix of interest-earning to non-interest earning balances, while Citi-branded card purchase sales of \$84 billion increased 6% versus the prior-year period. Average Citi retail services loans of \$50 billion increased 7% versus the prior-year period, while Citi retail services purchase sales of \$19 billion also increased 7%. For additional information on the results of operations of *North America GCB* for the first quarter of 2019, see "*Global Consumer Banking—North America GCB*" below.

International *GCB* revenues (consisting of *Latin America GCB* and *Asia GCB* (which includes the results of operations in certain *EMEA* countries)) of \$3.3 billion were largely unchanged versus the prior-year period. Excluding the impact of FX translation, international *GCB* revenues increased 3% versus the prior-year period. On this basis, *Latin America GCB* revenues increased 6% versus the prior-year period, including the impact of the sale of an asset management business in Mexico in 2018. The impact was a net benefit in the current quarter, as Citi recorded a small residual gain on the sale, partially offset by the absence of related revenues.

Excluding this impact, *Latin America GCB* revenues increased 5%, primarily driven by continued deposit growth as well as improved deposit spreads. *Asia GCB* revenues increased 1%, as continued growth in deposit, lending and insurance revenues was largely offset by lower investment revenues due to weaker market sentiment. For additional information on the results of operations of *Latin America GCB* and *Asia GCB* for the first quarter of 2019, including the impact of FX translation, see "*Global Consumer Banking—Latin America GCB*" and "*Global Consumer Banking—Asia GCB*" below.

Year-over-year, international *GCB* average deposits of \$128 billion increased 3%, average retail loans of \$89 billion increased 2%, assets under management of \$106 billion increased 7%, average card loans of \$25 billion increased 3% and card purchase sales of \$26 billion increased 6%, all excluding the impact of FX translation.

### ***Institutional Clients Group***

*ICG* net income of \$3.3 billion was largely unchanged, as a decrease in expenses and a lower effective tax rate were offset by lower revenues and higher cost of credit. *ICG* operating expenses decreased 1% to \$5.4 billion, as efficiency savings more than offset investments and volume-related expenses.

*ICG* revenues were \$9.7 billion in the first quarter of 2019, down 2% from the prior-year period, as a 2% increase in *Banking* revenues was more than offset by a 6% decrease in *Markets and securities services* revenue. The increase in *Banking* revenues included the impact of \$231 million of losses on loan hedges within corporate lending, compared to gains of \$23 million in the prior-year period.

*Banking* revenues of \$5.2 billion (excluding the impact of gains (losses) on loan hedges within corporate lending) increased 8%, driven by solid growth in treasury and trade solutions, investment banking and corporate lending, partially offset by lower revenues in private bank. Investment banking revenues of \$1.4 billion increased 20% versus the prior-year period, as growth in advisory and investment-grade debt underwriting more than offset a decline in equity underwriting, largely reflecting a lower market wallet. Advisory revenues increased 76% to \$378 million, equity underwriting revenues decreased 20% to \$172 million and debt underwriting revenues increased 15% to \$804 million, all versus the prior-year period.

Treasury and trade solutions revenues of \$2.4 billion increased 6% versus the prior-year period, and 10% excluding the impact of FX translation, reflecting continued growth in deposits as well as improved spreads. Private bank revenues decreased 3% to \$880 million compared to a strong prior-year period, reflecting lower managed investment revenues and higher funding costs. Corporate lending revenues decreased 38% to \$338 million. Excluding the impact of gains (losses) on loan hedges, corporate lending revenues increased 9% versus the prior-year period, primarily driven by loan growth and spread expansion.

*Markets and securities services* revenues of \$4.7 billion decreased 6% from the prior-year period, as lower equity markets revenues more than offset modest revenue growth in fixed income. Fixed income markets revenues of \$3.5 billion increased 1% from the prior-year period, as strength in rates



and spread products was largely offset by weakness in FX, as a result of low currency volatility in the current quarter, while corporate client activity remained stable. Equity markets revenues of \$842 million decreased 24%, compared to a strong prior-year period, reflecting lower market volumes and client financing balances. Securities services revenues of \$638 million were largely unchanged, and increased 5% excluding the impact of FX translation, driven by continued growth in client volumes and higher net interest revenue. For additional information on the results of operations of *ICG* for the first quarter of 2019, see “*Institutional Clients Group*” below.

***Corporate/Other***

*Corporate/Other* net loss was \$38 million in the first quarter of 2019, compared to a net loss of \$87 million in the prior-year period. Operating expenses of \$549 million declined 26% from the prior-year period, largely reflecting the wind-down of legacy assets. *Corporate/Other* revenues were \$431 million, down 27% from the prior-year period, primarily reflecting the continued wind-down of legacy assets. For additional information on the results of operations of *Corporate/Other* for the first quarter of 2019, see “*Corporate/Other*” below.

## RESULTS OF OPERATIONS

### SUMMARY OF SELECTED FINANCIAL DATA—PAGE 1

*Citigroup Inc. and Consolidated Subsidiaries*

	<b>First Quarter</b>		
	<b>2019</b>	2018	<b>% Change</b>
<i>In millions of dollars, except per-share amounts and ratios</i>			
Net interest revenue	<b>\$11,759</b>	\$11,172	<b>5 %</b>
Non-interest revenue	<b>6,817</b>	7,700	<b>(11 )</b>
<b>Revenues, net of interest expense</b>	<b>\$18,576</b>	\$18,872	<b>(2 )%</b>
Operating expenses	<b>10,584</b>	10,925	<b>(3 )</b>
Provisions for credit losses and for benefits and claims	<b>1,980</b>	1,857	<b>7</b>
<b>Income from continuing operations before income taxes</b>	<b>\$6,012</b>	\$6,090	<b>(1 )%</b>
Income taxes	<b>1,275</b>	1,441	<b>(12 )</b>
<b>Income from continuing operations</b>	<b>\$4,737</b>	\$4,649	<b>2 %</b>
<b>Income (loss) from discontinued operations, net of taxes<sup>(1)</sup></b>	<b>(2 )</b>	(7 )	<b>71</b>
<b>Net income before attribution of noncontrolling interests</b>	<b>\$4,735</b>	\$4,642	<b>2 %</b>
Net income attributable to noncontrolling interests	<b>25</b>	22	<b>14</b>
<b>Citigroup's net income</b>	<b>\$4,710</b>	\$4,620	<b>2 %</b>
Less:			
Preferred dividends—Basic	<b>\$262</b>	\$272	<b>(4 )%</b>
Dividends and undistributed earnings allocated to employee restricted and deferred shares that contain nonforfeitable rights to dividends, applicable to basic EPS	<b>59</b>	51	<b>16</b>
<b>Income allocated to unrestricted common shareholders for basic and diluted EPS</b>	<b>\$4,389</b>	\$4,297	<b>2 %</b>
<b>Earnings per share</b>			
<b>Basic</b>			
Income from continuing operations	<b>\$1.88</b>	\$1.68	<b>12 %</b>
Net income	<b>1.88</b>	1.68	<b>12</b>
<b>Diluted</b>			
Income from continuing operations	<b>\$1.87</b>	\$1.68	<b>11 %</b>
Net income	<b>1.87</b>	1.68	<b>11</b>
<b>Dividends declared per common share</b>	<b>0.45</b>	0.32	<b>41</b>

Table continues on the next page, including footnotes.

**SUMMARY OF SELECTED FINANCIAL DATA—PAGE 2***Citigroup Inc. and Consolidated Subsidiaries*

<i>In millions of dollars, except per-share amounts, ratios and direct staff</i>	First Quarter		% Change
	2019	2018	
<b>At March 31:</b>			
Total assets	<b>\$1,958,413</b>	\$1,922,104	<b>2 %</b>
Total deposits	<b>1,030,355</b>	1,001,219	<b>3</b>
Long-term debt	<b>243,566</b>	237,938	<b>2</b>
Citigroup common stockholders' equity	<b>178,272</b>	182,759	<b>(2 )</b>
Total Citigroup stockholders' equity	<b>196,252</b>	201,915	<b>(3 )</b>
Direct staff ( <i>in thousands</i> )	<b>203</b>	209	<b>(3 )</b>
<b>Performance metrics</b>			
Return on average assets	<b>0.98</b>	% 0.98	%
Return on average common stockholders' equity <sup>(2)</sup>	<b>10.2</b>	9.7	
Return on average total stockholders' equity <sup>(2)</sup>	<b>9.8</b>	9.3	
Efficiency ratio (total operating expenses/total revenues)	<b>57.0</b>	57.9	
<b>Basel III ratios</b>			
Common Equity Tier 1 Capital <sup>(3)</sup>	<b>11.91</b>	% 12.05	%
Tier 1 Capital <sup>(3)</sup>	<b>13.47</b>	13.67	
Total Capital <sup>(3)</sup>	<b>16.44</b>	16.01	
Supplementary Leverage ratio	<b>6.44</b>	6.71	
Citigroup common stockholders' equity to assets	<b>9.10</b>	% 9.51	%
Total Citigroup stockholders' equity to assets	<b>10.02</b>	10.50	
Dividend payout ratio <sup>(4)</sup>	<b>24</b>	19	
Total payout ratio <sup>(5)</sup>	<b>115</b>	71	
Book value per common share	<b>\$77.09</b>	\$71.67	<b>8 %</b>
Tangible book value (TBV) per share <sup>(6)</sup>	<b>65.55</b>	61.02	<b>7</b>

(1) See Note 2 to the Consolidated Financial Statements in Citi's 2018 Annual Report on Form 10-K for additional information on Citi's discontinued operations.

(2) The return on average common stockholders' equity is calculated using net income less preferred stock dividends divided by average common stockholders' equity. The return on average total Citigroup stockholders' equity is calculated using net income divided by average Citigroup stockholders' equity.

(3) Citi's reportable Common Equity Tier 1 (CET1) Capital and Tier 1 Capital ratios were the lower derived under the U.S. Basel III Standardized Approach, whereas the reportable Total Capital ratio was the lower derived under the U.S. Basel III Advanced Approaches framework. This reflects the U.S. Basel III requirement to report the lower of risk-based capital ratios under both the Standardized Approach and Advanced Approaches in accordance with the Collins Amendment of the Dodd-Frank Act.

(4) Dividends declared per common share as a percentage of net income per diluted share.

Total common dividends declared plus common stock repurchases as a percentage of net income available to common shareholders. See "Consolidated

(5) Statement of Changes in Stockholders' Equity," Note 9 to the Consolidated Financial Statements and "Equity Security Repurchases" below for the component details.

(6) For information on TBV, see "Capital Resources—Tangible Common Equity, Book Value Per Share, Tangible Book Value Per Share and Returns on Equity" below.

## SEGMENT AND BUSINESS—INCOME (LOSS) AND REVENUES

### CITIGROUP INCOME

<i>In millions of dollars</i>	First Quarter		
	2019	2018	% Change
<b>Income from continuing operations</b>			
<b><i>Global Consumer Banking</i></b>			
<i>North America</i>	\$769	\$838	(8 )%
<i>Latin America</i>	252	179	41
<i>Asia</i> <sup>(1)</sup>	416	373	12
<b>Total</b>	<b>\$1,437</b>	<b>\$1,390</b>	<b>3 %</b>
<b><i>Institutional Clients Group</i></b>			
<i>North America</i>	\$714	\$858	(17 )%
<i>EMEA</i>	1,125	1,113	1
<i>Latin America</i>	503	494	2
<i>Asia</i>	980	869	13
<b>Total</b>	<b>\$3,322</b>	<b>\$3,334</b>	<b>— %</b>
<b><i>Corporate/Other</i></b>	<b>(22 )</b>	<b>(75 )</b>	<b>71</b>
<b>Income from continuing operations</b>	<b>\$4,737</b>	<b>\$4,649</b>	<b>2 %</b>
<b>Discontinued operations</b>	<b>\$(2 )</b>	<b>\$(7 )</b>	<b>71 %</b>
<b>Less: Net income attributable to noncontrolling interests</b>	<b>25</b>	<b>22</b>	<b>14</b>
<b>Citigroup's net income</b>	<b>\$4,710</b>	<b>\$4,620</b>	<b>2 %</b>

(1) *Asia GCB* includes the results of operations of *GCB* activities in certain *EMEA* countries for all periods presented.

### CITIGROUP REVENUES

<i>In millions of dollars</i>	First Quarter		
	2019	2018	% Change
<b><i>Global Consumer Banking</i></b>			
<i>North America</i>	\$5,185	\$5,157	1 %
<i>Latin America</i>	1,381	1,340	3
<i>Asia</i> <sup>(1)</sup>	1,885	1,929	(2 )
<b>Total</b>	<b>\$8,451</b>	<b>\$8,426</b>	<b>— %</b>
<b><i>Institutional Clients Group</i></b>			
<i>North America</i>	\$3,119	\$3,266	(5 )%
<i>EMEA</i>	3,170	3,167	—
<i>Latin America</i>	1,160	1,216	(5 )
<i>Asia</i>	2,245	2,206	2
<b>Total</b>	<b>\$9,694</b>	<b>\$9,855</b>	<b>(2 )%</b>
<b><i>Corporate/Other</i></b>	<b>431</b>	<b>591</b>	<b>(27 )</b>
<b>Total Citigroup net revenues</b>	<b>\$18,576</b>	<b>\$18,872</b>	<b>(2 )%</b>

(1) *Asia GCB* includes the results of operations of *GCB* activities in certain *EMEA* countries for all periods presented.

**SEGMENT BALANCE SHEET<sup>(1)</sup>**

<i>In millions of dollars</i>	<b>Global Consumer Banking</b>	<b>Institutional Clients Group</b>	<b>Corporate/Other and consolidating eliminations<sup>(2)</sup></b>	<b>Citigroup parent company- issued long-term debt and stockholders' equity<sup>(3)</sup></b>	<b>Total Citigroup consolidated</b>
<b>Assets</b>					
Cash and deposits with banks	\$ 8,747	64,506	\$ 132,640	\$ —	\$ 205,893
Federal funds sold and securities borrowed and purchased under agreements to resell	—	264,264	231	—	264,495
Trading account assets	843	275,309	10,359	—	286,511
Investments	1,173	117,776	230,332	—	349,281
Loans, net of unearned income and allowance for loan losses	297,630	360,156	12,231	—	670,017
Other assets	37,544	103,212	41,460	—	182,216
Net inter-segment liquid assets <sup>(4)</sup>	79,746	240,275	(320,021)	)	—
<b>Total assets</b>	<b>\$ 425,683</b>	<b>\$ 1,425,498</b>	<b>\$ 107,232</b>	<b>\$ —</b>	<b>\$ 1,958,413</b>
<b>Liabilities and equity</b>					
Total deposits	\$ 315,547	\$ 701,544	\$ 13,264	\$ —	\$ 1,030,355
Federal funds purchased and securities loaned and sold under agreements to repurchase	3,967	186,335	70	—	190,372
Trading account liabilities	195	135,864	333	—	136,392
Short-term borrowings	485	25,490	13,347	—	39,322
Long-term debt <sup>(3)</sup>	1,817	48,509	43,410	149,830	243,566
Other liabilities	19,386	83,420	18,585	—	121,391
Net inter-segment funding (lending) <sup>(3)</sup>	84,286	244,336	17,460	(346,082)	)
<b>Total liabilities</b>	<b>\$ 425,683</b>	<b>\$ 1,425,498</b>	<b>\$ 106,469</b>	<b>\$ (196,252)</b>	<b>) \$ 1,761,398</b>
<b>Total stockholders' equity<sup>(5)</sup></b>	<b>—</b>	<b>—</b>	<b>763</b>	<b>196,252</b>	<b>197,015</b>
<b>Total liabilities and equity</b>	<b>\$ 425,683</b>	<b>\$ 1,425,498</b>	<b>\$ 107,232</b>	<b>\$ —</b>	<b>\$ 1,958,413</b>

(1) The supplemental information presented in the table above reflects Citigroup's consolidated GAAP balance sheet by reporting segment as of March 31, 2019. The respective segment information depicts the assets and liabilities managed by each segment as of such date.

(2) Consolidating eliminations for total Citigroup and Citigroup parent company assets and liabilities are recorded within *Corporate/Other*.

(3) The total stockholders' equity and the majority of long-term debt of Citigroup reside in the Citigroup parent company Balance Sheet. Citigroup allocates stockholders' equity and long-term debt to its businesses through inter-segment allocations as shown above.

(4) Represents the attribution of Citigroup's liquid assets (primarily consisting of cash, marketable equity securities, and available-for-sale debt securities) to the various businesses based on Liquidity Coverage Ratio (LCR) assumptions.

(5) *Corporate/Other* equity represents noncontrolling interests.

## GLOBAL CONSUMER BANKING

*Global Consumer Banking (GCB)* consists of consumer banking businesses in *North America*, *Latin America* (consisting of Citi's consumer banking business in Mexico) and *Asia*. *GCB* provides traditional banking services to retail customers through retail banking, including commercial banking, and Citi-branded cards and Citi retail services (for additional information on these businesses, see "Citigroup Segments" above). *GCB* is focused on its priority markets in the U.S., Mexico and *Asia* with 2,404 branches in 19 countries and jurisdictions as of March 31, 2019. At March 31, 2019, *GCB* had approximately \$426 billion in assets and \$316 billion in deposits.

*GCB*'s overall strategy is to leverage Citi's global footprint and be the pre-eminent bank for the affluent and emerging affluent consumers in large urban centers. In credit cards and in certain retail markets (including commercial banking), Citi serves customers in a somewhat broader set of segments and geographies.

	First Quarter		
	2019	2018	% Change
<i>In millions of dollars, except as otherwise noted</i>			
Net interest revenue	\$7,253	\$6,980	4 %
Non-interest revenue	1,198	1,446	(17 )
<b>Total revenues, net of interest expense</b>	<b>\$8,451</b>	<b>\$8,426</b>	<b>— %</b>
Total operating expenses	\$4,608	\$4,677	(1 )%
Net credit losses	\$1,891	\$1,736	9 %
Credit reserve build (release)	76	144	(47 )
Provision (release) for unfunded lending commitments	5	(1 )	NM
Provision for benefits and claims	12	26	(54 )
Provisions for credit losses and for benefits and claims (LLR & PBC)	\$1,984	\$1,905	4 %
Income from continuing operations before taxes	\$1,859	\$1,844	1 %
Income taxes	422	454	(7 )
<b>Income from continuing operations</b>	<b>\$1,437</b>	<b>\$1,390</b>	<b>3 %</b>
Noncontrolling interests	—	2	(100 )
<b>Net income</b>	<b>\$1,437</b>	<b>\$1,388</b>	<b>4 %</b>
<b>Balance Sheet data and ratios</b> <i>(in billions of dollars)</i>			
Total EOP assets	\$426	\$423	1 %
Average assets	426	423	1
Return on average assets	1.37	% 1.33	%
Efficiency ratio	55	56	
Average deposits	\$310	\$309	—
Net credit losses as a percentage of average loans	2.48	% 2.30	%
<b>Revenue by business</b>			
Retail banking	\$3,467	\$3,464	— %
Cards <sup>(1)</sup>	4,984	4,962	—
<b>Total</b>	<b>\$8,451</b>	<b>\$8,426</b>	<b>— %</b>
<b>Income from continuing operations by business</b>			
Retail banking	\$526	\$520	1 %
Cards <sup>(1)</sup>	911	870	5
<b>Total</b>	<b>\$1,437</b>	<b>\$1,390</b>	<b>3 %</b>

Table continues on the next page, including footnotes.

**Foreign currency (FX) translation impact**

Total revenue—as reported	<b>\$8,451</b>	\$8,426	— %
Impact of FX translation <sup>(2)</sup>	—	(113)	)
Total revenues—ex-FX	<b>\$8,451</b>	\$8,313	2 %
Total operating expenses—as reported	<b>\$4,608</b>	\$4,677	(1) %
Impact of FX translation <sup>(2)</sup>	—	(70)	)
Total operating expenses—ex-FX	<b>\$4,608</b>	\$4,607	— %
Total provisions for LLR & PBC—as reported	<b>\$1,984</b>	\$1,905	4 %
Impact of FX translation <sup>(2)</sup>	—	(19)	)
Total provisions for LLR & PBC—ex-FX	<b>\$1,984</b>	\$1,886	5 %
Net income—as reported	<b>\$1,437</b>	\$1,388	4 %
Impact of FX translation <sup>(2)</sup>	—	(13)	)
Net income—ex-FX	<b>\$1,437</b>	\$1,375	5 %

(1) Includes both Citi-branded cards and Citi retail services.

(2) Reflects the impact of FX translation into U.S. dollars at the first quarter of 2019 average exchange rates for all periods presented.

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

NM Not meaningful

## NORTH AMERICA GCB

*North America GCB* provides traditional retail banking, including commercial banking, and its Citi-branded cards and Citi retail services card products to retail customers and small to mid-size businesses, as applicable, in the U.S. *North America GCB's* U.S. cards product portfolio includes its proprietary portfolio (including the Citi Double Cash, Thank You and Value cards) and co-branded cards (including, among others, American Airlines and Costco) within Citi-branded cards as well as its co-brand and private label relationships (including, among others, Sears, The Home Depot, Best Buy and Macy's) within Citi retail services.

As of March 31, 2019, *North America GCB's* 689 retail bank branches are concentrated in the six key metropolitan areas of New York, Chicago, Miami, Washington, D.C., Los Angeles and San Francisco. Also as of March 31, 2019, *North America GCB* had approximately 9.1 million retail banking customer accounts, \$57.3 billion in retail banking loans and \$185.4 billion in deposits. In addition, *North America GCB* had approximately 119.4 million Citi-branded and Citi retail services credit card accounts with \$135.9 billion in outstanding card loan balances.

	First Quarter		
<i>In millions of dollars, except as otherwise noted</i>	2019	2018	% Change
Net interest revenue	\$5,058	\$4,750	6 %
Non-interest revenue	127	407	(69 )
<b>Total revenues, net of interest expense</b>	<b>\$5,185</b>	<b>\$5,157</b>	<b>1 %</b>
Total operating expenses	\$2,669	\$2,645	1 %
Net credit losses	\$1,429	\$1,296	10 %
Credit reserve build (release)	98	123	(20 )
Provision (release) for unfunded lending commitments	5	(4 )	NM
Provision for benefits and claims	6	6	—
Provisions for credit losses and for benefits and claims	\$1,538	\$1,421	8 %
Income from continuing operations before taxes	\$978	\$1,091	(10 )%
Income taxes	209	253	(17 )
<b>Income from continuing operations</b>	<b>\$769</b>	<b>\$838</b>	<b>(8 )%</b>
Noncontrolling interests	—	—	—
<b>Net income</b>	<b>\$769</b>	<b>\$838</b>	<b>(8 )%</b>
<b>Balance Sheet data and ratios</b> <i>(in billions of dollars)</i>			
Average assets	\$250	\$248	1 %
Return on average assets	1.25	% 1.37	%
Efficiency ratio	51	51	
Average deposits	\$182.3	\$180.9	1
Net credit losses as a percentage of average loans	2.97	% 2.77	%
<b>Revenue by business</b>			
Retail banking	\$1,316	\$1,307	1 %
Citi-branded cards	2,195	2,232	(2 )
Citi retail services	1,674	1,618	3
<b>Total</b>	<b>\$5,185</b>	<b>\$5,157</b>	<b>1 %</b>
<b>Income from continuing operations by business</b>			
Retail banking	\$83	\$140	(41 )%
Citi-branded cards	382	425	(10 )
Citi retail services	304	273	11
<b>Total</b>	<b>\$769</b>	<b>\$838</b>	<b>(8 )%</b>

NM Not meaningful





### 1Q19 vs. 1Q18

*Net income* decreased 8%, due to higher cost of credit and higher expenses, partially offset by a lower effective tax rate and higher revenues.

*Revenues* increased 1%, as higher revenues in Citi retail services and retail banking were largely offset by lower revenues in Citi-branded cards, including the impact of the \$150 million gain on the sale of the Hilton portfolio in the prior-year period. Excluding the gain on sale, revenues increased 4%, reflecting growth in all three businesses.

Retail banking revenues increased 1%. Excluding mortgage revenues (decline of 12%), revenues were up 2%, driven by continued growth in deposit spreads as well as modest deposit growth. Average deposits increased 1% and assets under management increased 9%. The decline in mortgage revenues was driven by lower origination activity and higher cost of funds, reflecting the higher interest rate environment.

Cards revenues were largely unchanged. Excluding the gain on sale, revenues were up 5%. In Citi-branded cards, revenues decreased 2%, including the impact of the gain on sale in the prior-year period. Excluding the gain on sale, Citi-branded cards revenues increased 5%, primarily driven by continued growth in interest-earning balances. Average loans increased 1%, compared to the first quarter of 2018, which represented the peak level of promotional balances in 2018, as Citi has now optimized its mix of interest-earning to non-interest earning balances. Purchase sales increased 6%, or 7% excluding Hilton.

Citi retail services revenues increased 3%, primarily reflecting organic loan growth and the benefit of the L.L.Bean portfolio acquisition. Average loans and purchase sales both increased 7%.

*Expenses* increased 1%, as volume growth and investments were largely offset by efficiency savings.

*Provisions* increased 8% from the prior-year period, primarily driven by higher net credit losses, partially offset by a lower net loan loss reserve build. Net credit losses increased 10%, primarily driven by higher net credit losses in Citi-branded cards (up 8% to \$706 million) and Citi retail services (up 10% to \$663 million). The increase in net credit losses primarily reflected volume growth and seasoning in both cards portfolios.

The net loan loss reserve build in the current quarter was \$103 million (compared to a build of \$119 million in the prior-year period), reflecting volume growth and seasoning in both cards portfolios.

For additional information on *North America GCB*'s retail banking, including commercial banking, and its Citi-branded cards and Citi retail services portfolios, see "Credit Risk—Consumer Credit" below.

For additional information on Citi retail services' co-brand and private label credit card products with Sears, see "Forward-Looking Statements" below and "*North America GCB*" and "Risk Factors—Strategic Risks" in Citi's 2018 Annual Report on Form 10-K.

## LATIN AMERICA GCB

*Latin America GCB* provides traditional retail banking, including commercial banking, and its Citi-branded card products to retail customers and small to mid-size businesses in Mexico through Citibanamex, one of Mexico's largest banks.

At March 31, 2019, *Latin America GCB* had 1,464 retail branches in Mexico, with approximately 30.0 million retail banking customer accounts, \$19.7 billion in retail banking loans and \$28.4 billion in deposits. In addition, the business had approximately 5.5 million Citi-branded card accounts with \$5.6 billion in outstanding card loan balances.

<i>In millions of dollars, except as otherwise noted</i>	First Quarter		% Change
	2019	2018	
Net interest revenue	\$975	\$997	(2 )%
Non-interest revenue	406	343	18
<b>Total revenues, net of interest expense</b>	<b>\$1,381</b>	<b>\$1,340</b>	<b>3 %</b>
Total operating expenses	\$735	\$755	(3 )%
Net credit losses	\$298	\$278	7 %
Credit reserve build	(7 )	42	NM
Provision (release) for unfunded lending commitments	—	1	(100 )
Provision for benefits and claims	6	20	(70 )
Provisions for credit losses and for benefits and claims (LLR & PBC)	\$297	\$341	(13 )%
Income from continuing operations before taxes	\$349	\$244	43 %
Income taxes	97	65	49
<b>Income from continuing operations</b>	<b>\$252</b>	<b>\$179</b>	<b>41 %</b>
Noncontrolling interests	—	—	—
<b>Net income</b>	<b>\$252</b>	<b>\$179</b>	<b>41 %</b>
<b>Balance Sheet data and ratios</b> <i>(in billions of dollars)</i>			
Average assets	\$44	\$44	— %
Return on average assets	2.32	% 1.65	%
Efficiency ratio	53	56	
Average deposits	\$28.6	\$28.9	(1 )
Net credit losses as a percentage of average loans	4.72	% 4.29	%
<b>Revenue by business</b>			
Retail banking	\$1,008	\$959	5 %
Citi-branded cards	373	381	(2 )
<b>Total</b>	<b>\$1,381</b>	<b>\$1,340</b>	<b>3 %</b>
<b>Income from continuing operations by business</b>			
Retail banking	\$197	\$134	47 %
Citi-branded cards	55	45	22 %
<b>Total</b>	<b>\$252</b>	<b>\$179</b>	<b>41 %</b>

**FX translation impact**

Total revenues—as reported	\$1,381	\$1,340	3 %
Impact of FX translation <sup>(1)</sup>	—	(43)	( )
Total revenues—ex-FX	\$1,381	\$1,297	6 %
Total operating expenses—as reported	\$735	\$755	(3) %
Impact of FX translation <sup>(1)</sup>	—	(21)	( )
Total operating expenses—ex-FX	\$735	\$734	— %
Provisions for LLR & PBC—as reported	\$297	\$341	(13) %
Impact of FX translation <sup>(1)</sup>	—	(11)	( )
Provisions for LLR & PBC—ex-FX	\$297	\$330	(10) %
Net income—as reported	\$252	\$179	41 %
Impact of FX translation <sup>(1)</sup>	—	(7)	( )
Net income—ex-FX	\$252	\$172	47 %

(1) Reflects the impact of FX translation into U.S. dollars at the first quarter of 2019 average exchange rates for all periods presented.

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

NM Not meaningful

*The discussion of the results of operations for Latin America GCB below excludes the impact of FX translation for all periods presented. Presentations of the results of operations, excluding the impact of FX translation, are non-GAAP financial measures. For a reconciliation of certain of these metrics to the reported results, see the table above.*

**1Q19 vs. 1Q18**

*Net income* increased 47%, reflecting higher revenues and lower cost of credit, partially offset by a higher effective tax rate, while expenses were largely unchanged.

*Revenues* increased 6%, including the impact of the sale of an asset management business in Mexico in 2018. The impact was a net benefit in the current quarter, as Citi recorded a small residual gain on the sale, partially offset by the absence of related revenues. Excluding this impact, *Latin America GCB* revenues increased 5%, largely driven by higher retail banking revenues.

Retail banking revenues increased 9% (7% excluding the impact), driven by continued deposit growth, as well as improved deposit spreads due to higher interest rates. Average deposits and assets under management both grew 1%. Average loans declined 2%, due in part to a slowdown in commercial banking activity where client sentiment has become more cautious. Cards revenues increased 1%, due to continued volume growth, reflecting higher purchase sales (up 8%) and full-rate revolving loans, partially offset by lower fees revenue. Average cards loans grew 5%. Although consumer confidence remained strong in Mexico in the current quarter, *Latin America GCB* has begun to see a slowdown in overall economic growth and industry lending volumes in Mexico.

*Expenses* were largely unchanged, as ongoing investment spending and volume-driven growth were offset by efficiency savings.

*Provisions* decreased 10%, as higher net credit losses were more than offset by a net loan loss release compared to a net loan loss reserve build in the prior-year period. The increase in net credit losses was primarily driven by volume growth and seasoning in the cards portfolio.

For additional information on *Latin America GCB*'s retail banking, including commercial banking, and its Citi-branded cards portfolios, see "Credit Risk—Consumer Credit" below.



## ASIA GCB

*Asia GCB* provides traditional retail banking, including commercial banking, and its Citi-branded card products to retail customers and small to mid-size businesses, as applicable. During the first quarter of 2019, *Asia GCB*'s most significant revenues in *Asia* were from Hong Kong, Singapore, Korea, India, Australia, Taiwan, Thailand, Philippines, Indonesia and Malaysia. Included within *Asia GCB*, traditional retail banking and Citi-branded card products are also provided to retail customers in certain *EMEA* countries, primarily Poland, Russia and the United Arab Emirates. At March 31, 2019, on a combined basis, the businesses had 251 retail branches, approximately 15.9 million retail banking customer accounts, \$70.0 billion in retail banking loans and \$101.7 billion in deposits. In addition, the businesses had approximately 15.2 million Citi-branded card accounts with \$18.8 billion in outstanding card loan balances.

	First Quarter		
	2019	2018	% Change
<i>In millions of dollars, except as otherwise noted</i> <sup>(1)</sup>			
Net interest revenue	\$1,220	\$1,233	(1 )%
Non-interest revenue	665	696	(4 )
<b>Total revenues, net of interest expense</b>	<b>\$1,885</b>	<b>\$1,929</b>	<b>(2 )%</b>
Total operating expenses	\$1,204	\$1,277	(6 )%
Net credit losses	\$164	\$162	1 %
Credit reserve build (release)	(15 )	(21 )	29
Provision (release) for unfunded lending commitments	—	2	(100 )
Provisions for credit losses	\$149	\$143	4 %
Income from continuing operations before taxes	\$532	\$509	5 %
Income taxes	116	136	(15 )
<b>Income from continuing operations</b>	<b>\$416</b>	<b>\$373</b>	<b>12 %</b>
Noncontrolling interests	—	2	(100 )
<b>Net income</b>	<b>\$416</b>	<b>\$371</b>	<b>12 %</b>
<b>Balance Sheet data and ratios</b> <i>(in billions of dollars)</i>			
Average assets	\$132	\$131	1 %
Return on average assets	1.28	% 1.15	%
Efficiency ratio	64	66	
Average deposits	\$99.3	\$99.1	—
Net credit losses as a percentage of average loans	0.75	% 0.73	%
<b>Revenue by business</b>			
Retail banking	\$1,143	\$1,198	(5 )%
Citi-branded cards	742	731	2
<b>Total</b>	<b>\$1,885</b>	<b>\$1,929</b>	<b>(2 )%</b>
<b>Income from continuing operations by business</b>			