



citi
200
YEARS

Public Accountability
Statement [2011](#)





John Hastings
Citi Country Officer, Canada
Chairman and CEO, Citibank Canada

On behalf of my colleagues at Citi Canada, I am pleased to submit this year's Public Accountability Statement for our business.

This is a special year for Citi around the world, as we celebrate our 200th anniversary. Two hundred years is a notable milestone for any organization. Among other things, it speaks to our leadership and resilience in the face of challenges over many decades.

In Canada, our history is impressive as well, dating back to 1919 with the establishment of investment banking offices in both Montreal and Toronto. Since then, we've grown to be one of the more significant foreign banks operating in Canada today, with over 3,400 employees and approximately 230 locations from coast to coast.

This Public Accountability Statement details Citi's commitment to making an impact in the many communities where we operate - from our Citi Foundation grants and charitable contributions to the many hours volunteered in the community by members of our talented team. We take our community responsibilities seriously and I am pleased to share our progress with you.

A handwritten signature in black ink, appearing to read "J Hastings", written in a cursive style.



About Citi

Citi, the leading global bank, has approximately 200 million customer accounts and does business in more than 160 countries and jurisdictions. Citi 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.

In 2012, Citi celebrates 200 years.

For two centuries, Citi's central mission has been to support economic progress. The company started in 1812 as a trade finance bank, enabling commerce between New York and Liverpool. Since then, Citi has been connecting the world for its clients. Citi has financed some of the world's most transformative projects, such as the Panama Canal, the Transatlantic Cable, and the jumbo jet. Passionate about improving people's lives through innovation, from the ATM to the Google Wallet™, during its 200th year, Citi will commemorate its history and work hard to build a better future.

CONTACT US:

www.citigroup.com

www.citibank.ca

Twitter: @Citi

YouTube: www.youtube.com/citi

Blog: <http://new.citi.com>

Facebook: www.facebook.com/citi

LinkedIn: www.linkedin.com/company/citi

Google Wallet™ is a trademark of Google Inc.

Citi's Canadian franchise

With roots in Canada dating back to 1919, Citi has been operating in Canada continuously since the 1950s. Currently, the company has over 3,400 employees in approximately 230 locations across the country.

Citi is one of the most global financial services organizations in Canada, with a presence on the ground in more than 160 countries and jurisdictions around the world.

Citi's key strategic focus in Canada is to serve clients through Citi Corporate and Investment Banking, Citi Markets, Citi Transaction Services, Citi Private Bank and Citi Cards Canada.

CITI CORPORATE AND INVESTMENT BANKING

Our Corporate & Investment Banking franchise is among the world's foremost corporate and investment banks. It offers a full suite of strategic and financing products, services and advice to multinational and local corporations, financial institutions, governments and privately held businesses in more than 160 countries. With our strong local presence in many countries – Citi has been in some markets for more than 100 years – we use our country and sector expertise to lend money to our clients, help them raise capital and advise them on important transactions.

CITI MARKETS

Citi Markets provides world-class financial products and solutions across a broad range of asset classes through its underwriting, sales and trading, distribution and research capabilities. Products offered include equities, commodities, credit, futures, foreign exchange, emerging markets, G10 rates, municipals, prime finance and securitized markets.



Citigroup Place - Toronto, Ontario



Citi processing centre - Mississauga, Ontario



Citi processing centre - London, Ontario

Citi's affiliates in Canada include the following legal entity and brand names:

Citicorp

Citi Cards Canada Inc.
Citi Private Bank
Citi Trust Company Canada
Citi Transaction Services Canada, Ltd.
Citibank Canada
Citibank Canada Investment Funds Limited
Citibank, N.A., Canadian branch
Citigroup Finance Canada Inc.
Citigroup Fund Services Canada Inc.
Citigroup Global Markets Canada Inc.
Citigroup Energy Canada ULC

Citi Holdings

CitiFinancial Canada Inc.
American Health and Life
Triton Insurance Company (Branch)

Branch changes in 2011:

Having exited retail consumer banking in 2009, Citi did not open or close any bank branches in 2011.

CITI TRANSACTION SERVICES

Citi Transaction Services provides cash management, trade and securities services to companies, governments and other institutions in more than 140 countries. Leveraging the industry's largest proprietary network, spanning over 95 countries, we are uniquely qualified to serve your organization's local and cross-border interests, enabling clients to increase efficiency and reduce costs, effectively manage business locally and globally and gain greater control over financial positions.

CITI PRIVATE BANK

Citi Private Bank is a trusted advisor to some of the wealthiest individuals and families throughout the world. The Private Bank has relationships with many globally minded entrepreneurs, investors and philanthropists who expect and demand a highly personalized and consistent level of service. Our open architecture network of more than 1,000 private bankers and investment professionals across 46 countries and jurisdictions provides clients access to the best investment opportunities available, coupled with exceptional advice tailored to their needs and aspirations.

With \$250 billion in assets under management, the Private Bank offers a wide range of products and services covering capital markets, managed investments, portfolio management, trust and estate planning, investment finance, banking and art, aircraft and sports advisory, and finance.

CITI CARDS CANADA

Citi Cards Canada is one of Canada's premier providers of private label credit and charge cards for retail organizations. Citi Cards Canada is part of Citi Retail Services, one of North America's largest providers of consumer and commercial credit card products, services, and retail solutions.

CITIFINANCIAL

Since 1912, CitiFinancial has been helping people realize their financial goals and dreams. With more than 200 branches in Canada, we are part of the communities in which we serve. Our branches are staffed with friendly, knowledgeable people who live and work right in your neighbourhood.

Citi's mission and principles

Citi's mission and four principles – common purpose, responsible finance, ingenuity and leadership – are the bridge that connects our 200-year history with the future we want to create. When these principles guide our actions, we endure and thrive. Our special anniversary provides us with an opportunity to reflect on our history and prepare for the future.

OUR MISSION

Citi works tirelessly to serve individuals, communities, institutions and nations. With 200 years of experience meeting the world's toughest challenges and seizing its greatest opportunities, we strive to create the best outcomes for our clients and customers with financial solutions that are simple, creative and responsible. An institution connecting over 1,000 cities, 160 countries and millions of people, we are your global bank; we are Citi.

OUR FOUR KEY PRINCIPLES

Common Purpose

One team, with one goal: serving our clients and stakeholders

Responsible Finance

Conduct that is transparent, prudent and dependable

Ingenuity

Enhancing our clients' lives through innovation that harnesses the breadth and depth of our information, global network and world-class products

Leadership

Talented people with the best training who thrive in a diverse meritocracy that demands excellence, initiative and courage





Citi Community Development

Using a “More than Philanthropy” approach, we put the strength of Citi’s business resources and people to work to help improve communities

Citi Community Development (CCD) is leading Citi’s commitment to achieve economic empowerment and growth for underserved individuals, families and communities by expanding access to financial services, and building sustainable business solutions and innovative partnerships.

CCD’s focus areas include: commercial and philanthropic funding; innovative financial products and services; and collaborations with institutions that expand access to financial products and services for low-income and underserved communities.

The Citi Foundation works with Citi Community Development Regional and State Directors across the U.S. and Canada to achieve its goals.

For more information, please visit www.citicommunitydevelopment.com. Internationally, the Citi Foundation works with regional Corporate Citizenship Heads to foster relationships with innovative and impactful NGO partners with deep knowledge of the local needs.





Citi Foundation

The Citi Foundation supports the economic empowerment and financial inclusion of low- and moderate-income people in communities where Citi operates. We work collaboratively with a range of partners to design and test financial inclusion innovations with potential to achieve scale. We also seek to support leadership and knowledge-building activities. We put the strength of our business, resources, products and people to work to help improve communities. We describe this as a “More than Philanthropy” approach, which includes support for program development and skill-based volunteering.

Our investment strategy

- 1) Promote collaboration and effective use of philanthropic resources
- 2) Provide opportunities for knowledge-building and replication
- 3) Foster innovative solutions to move the field forward
- 4) Engage our colleagues
- 5) Deliver positive outcomes for those being served
- 6) Generate long-term impact

Our investments focus on:

- Financial capability and asset building
- Microfinance
- Economic development
- Youth education and livelihood

CITI FOUNDATION GRANTS IN CANADA IN 2011 (\$M)

| | | |
|--------------------|--|-------------------|
| Ontario | Habitat For Humanity: 360 GTA | \$ 45,000 |
| Alberta | Habitat For Humanity: 360 Calgary | \$ 25,000 |
| B.C. | Habitat For Humanity: 360 Vancouver | \$ 20,000 |
| Quebec | Fondation du maire (Montreal): Youth Entrepreneurship | \$ 25,000 |
| Ontario | Children's Aid Foundation: Pape and Adult Resource Centre (PARC) Youth Education | \$ 60,000 |
| Ontario | ACCESS Community Capital Fund (Toronto): Microfinance | \$ 50,000 |
| Ontario | Junior Achievement Central Ontario: Banks in Action: Youth Education | \$ 30,000 |
| Total (USD) | | \$ 255,000 |



A WORD ABOUT FINANCIAL LITERACY

Financial Capability and Asset-Building, and Youth Education are the labels Citi applies to our efforts to facilitate raising today's level of financial literacy.

Citi supports improved financial literacy through many of our Citi Foundation commitments, such as our commitment to Rise Asset Development, where low-income individuals with a history of mental or physical challenges are provided with micro-loans and support towards becoming entrepreneurs.

Through our corporate giving program, we are a sponsor of Credit Education Week offered by the Credit Counselling Service of Toronto. Following our "more than philanthropy" mantra, our employees give countless hours to organizations such as Junior Achievement, in support of Banks in Action (see page 15).





YOUTH EDUCATION
& LIVELIHOODS



Citi has been a partner of the Children's Aid Foundation since 2007. In 2011, the company was recognized with its Pioneer Award for exemplary support.

CITI FOUNDATION AND VOLUNTEER
PARTNER PROFILE:



CHILDREN'S AID FOUNDATION

One in every 25 children in Canada are at risk and need our help. Many suffer in poverty, while others have been victims of abuse and neglect. A staggering 76,000 of them live in foster homes or a residential facility. Established in 1979, the mission of the Children's Aid Foundation is to fund programs that give them skills and hope for a promising future.

An unwavering commitment to move at-risk children and youth out of poverty and dependency is the cornerstone of the eight-year partnership involving Citi and the Children's Aid Foundation. In the past two years, Citi Foundation has invested \$100,000 to launch a financial literacy initiative for a growing population of at-risk youth preparing to exit the child welfare system, often at the tender age of 18.

The Financial Literacy and Pre-Employment Program administered by the Pape Adolescent Resource Centre (PARC) offers a practical money management and pre-employment curriculum for youth ages 16-24. The program is led by older youth mentors who share their early life experiences of being in the care of a child welfare agency with their younger counterparts enrolled in the program.

The program curriculum helps youth to formulate strategies to earn an income as they move out of care by securing employment and/or establishing a plan to further their education. Using Citi's Canadian Financial Education curriculum, and other reputable resources, youth are not only grasping fundamental money management concepts such as budgeting, debt management and investing, but they are developing a stronger relationship with money and the confidence to make the right financial decisions today and for their futures.

Citi Foundation's leadership has offered hope and opportunity to 110 at-risk youth to date. Here is what some of these young people are saying about this program:

"I learned to prioritize, what is essential and needed, and the difference between needs and wants."

"I've budgeted for everything; including my bus pass and groceries. Now, I have money left for this month."

Thank you to Citi Foundation for providing our young people with an opportunity to improve their own socio-economic status and future prosperity.

Children's Aid Foundation

www.cafdn.org

2011 COMMUNITY GIVING

In 2011, employees in Canada walked, rode, rowed, collected, sorted, bowled, planted, built, pinned, trained and performed a myriad of other tasks in support of community initiatives. Local and national charitable organizations were supported by a host of employee-led fundraisers, event participation and through Citi corporate charitable contributions.

| Charitable Contributions & Sponsorships (C\$) | Corporate Contributions | Employee Giving |
|---|-------------------------|-----------------|
| Alberta Treasury Management Charity Classic | \$ 2,500.00 | |
| Arcturus Realty Corporation | \$ 1,000.00 | |
| Audrey's Place Foundation | \$ 3,500.00 | |
| Auxiliary of the Royal Victoria Hospital | \$ 3,000.00 | |
| Big Brothers & Big Sisters | | \$ 780.00 |
| Boys & Girls Club of Ottawa-Carleton | \$ 2,400.00 | |
| Caisse de Depot et Placement du Quebec | \$ 1,800.00 | |
| Calgary Dream Centre | \$ 1,000.00 | |
| Camp Trillium | \$ 9,000.00 | |
| Canadian Cancer Society | \$ 3,000.00 | \$ 5,639.44 |
| Canadian Cancer Society (Ca) | \$ 21,000.00 | |
| Canadian Liver Foundation | \$ 250.00 | |
| Centre for Addiction & Mental Health | \$ 11,300.00 | |
| Children's Hospital of Western Ontario | \$ 2,000.00 | \$ 149.00 |
| Children's Aid Foundation | \$ 47,000.00 | |
| Children's Health Foundation | \$ 1,000.00 | |
| Clothing Works | \$ 500.00 | |





| Charitable Contributions & Sponsorships (C\$) | Corporate Contributions | Employee Giving |
|---|-------------------------|-----------------|
| Clublink Corporation (Ca) | \$ 5,000.00 | |
| CN Employee's & Pension Community Fund | \$ 2,000.00 | |
| Credit Counselling Service of Toronto | \$ 11,600.00 | |
| Food Banks Canada | \$ 50,000.00 | |
| Fondation du Theatre du Nouveau Monde | \$ 5,000.00 | |
| Foundation of Stars | \$ 2,000.00 | |
| Go Le Grand Defi | \$ 500.00 | |
| Habitat For Humanity London | \$ 25,000.00 | |
| Heart & Stroke Foundation | \$ 5,000.00 | \$ 14,508.00 |
| Heart & Stroke Foundation of BC & Yukon | \$ 2,500.00 | |
| Hold'Em for Life Challenge | \$ 15,000.00 | |
| Home Depot Foundation (Ca) | \$ 7,500.00 | |
| Investing In Children | \$ 1,500.00 | |
| Junior Achievement of Central Ontario | \$ 5,000.00 | |
| Leukemia & Lymphoma Society | \$ 1,000.00 | |
| London Food Bank | | \$ 100.00 |
| London Humane Society | | \$ 700.00 |
| Movember Campaign | \$ 500.00 | \$ 3,000.00 |
| Ottawa Hospital Foundation | \$ 2,500.00 | |
| Pavillon Pierre Peladeau | \$ 2,000.00 | |
| Pillar Nonprofit Network | \$ 1,400.00 | |



| Charitable Contributions & Sponsorships (C\$) | Corporate Contributions | Employee Giving |
|--|-------------------------|----------------------|
| Pillar Nonprofit Network | \$ 3,500.00 | |
| President's Choice Children's Charity | \$ 10,000.00 | |
| Princess Margaret Hospital Foundation | \$ 500.00 | |
| Project Sunshine Canada | \$ 7,500.00 | |
| Prostate Cancer Canada | \$ 250.00 | |
| Rethink Breast Cancer | \$ 5,000.00 | |
| Rotman Camh Social Enterprise Development | \$ 10,000.00 | |
| Salvation Army | | \$ 445.30 |
| St. Joseph's Health Centre Foundation | \$ 3,000.00 | |
| Tobias House Attendant Care Incorporated | \$ 5,000.00 | |
| United Way Campaigns Across Canada | \$ 30,000.00 | \$ 301,396.64 |
| United Way of London & Middlesex | | \$ 33,000.00 |
| United Way of Peel Region | \$ 4,000.00 | |
| Unity Project for Relief of Homelessness in London | \$ 500.00 | |
| University of Calgary | \$ 500.00 | |
| Upper Thames River Conservation Authority | | \$ 2,000.00 |
| WIL Counselling and Training for Employment | \$ 5,000.00 | |
| Windrush Stable Therapeutic Riding Centre | \$ 2,000.00 | |
| Women's Community House | | \$ 450.00 |
| Youth Opportunities Unlimited | \$ 500.00 | |
| Total | \$ 342,500.00 | \$ 362,168.38 |



CITI'S COMMITMENT TO UNITED WAY

Across Canada and across the continent, Citi has an active commitment to United Way which reflects its commitment to the "More than Philanthropy" approach. In addition to corporate commitments, teams of employee volunteers are charged with designing events and activities that raise important funds for United Way and its member charities. These events raise awareness of United Way's work, and encourage staff to make a payroll donation, which can be made by staff online.

In Canada, Citi's contribution to United Way exceeded \$300,000 in 2011.



THE CITI ANGELS AMONG US

To further encourage participation as donors, Citi offers an Angel Day, where a payroll donation equivalent to at least one hour's pay per month is rewarded with an extra day off, and a tax receipt.

A total of 673 Citi Canada employees took advantage of this unique community-minded innovation in 2011.



CITI FOUNDATION AND VOLUNTEER
PARTNER PROFILE:

JUNIOR ACHIEVEMENT



Junior Achievement (JA) is the world's largest not-for-profit organization dedicated to educating young people about financial literacy, career-readiness, and entrepreneurship. With over 120 charters worldwide, JA brings a global view of business to local communities. Since 1968, Junior Achievement of Central Ontario has partnered with educators, donors, and volunteers to bring a real world experience into the classroom. Our programs give students in grades 5-12 the confidence and skills they need to become the next generation of business and community leaders. In its last year, Junior Achievement of Central Ontario provided programming to over 63,000 students with the dedication of 4,300 volunteers.

Since 2004, the Citi Foundation is responsible for the co-creation and implementation of JA's Banks in Action program worldwide. Geared to students in grades 10-12, the Banks in Action program introduces youth to the principles of the banking industry and the challenges of successfully operating a bank in a competitive environment. Students use critical thinking skills to analyze financial data in a competitive online gaming system that simulates everyday banking operations and the decisions required to achieve success in the banking industry. Winning teams from the program participate in the annual North American Banks in Action Competition and learn about the various careers available in the financial services industry.

In the 2010-2011 school year, the Banks in Action program impacted 15 classrooms reaching 400 students with the dedication of 19 Citi volunteers across Central Ontario's catchment area. During the current school year, Citi volunteers have been actively participating in the program and expect to impact approximately 450 students.

The Boston Consulting Group recently conducted an Impact Study on the influence of Junior Achievement programs in society. For every \$1 invested in a Junior Achievement program, there is a \$45 return in terms of societal prosperity. Graduates of the Banks in Action program have a better understanding of financial literacy, recognize the careers available to them in the financial services industry, and have learned the tools and skills needed to understand how to run a business.

Thank you to Citi Foundation for its continued support and dedication to the Banks in Action program.

Junior Achievement of Central Ontario

www.jacan.org



YOUTH EDUCATION
& LIVELIHOODS



As a partner in Banks in Action program,
Citi employees take to the classroom
to share their expertise.



More than philanthropy

Ours is a work culture that encourages, supports and rewards participation in the community, and this value is supported by a wide variety of company sponsored tools:

THE CITI VOLUNTEER MANAGEMENT SYSTEM (VMS)

VMS is a multidimensional online platform available to all employees where they can register for volunteer opportunities in their area, and track their volunteer hours. This application is intranet- and internet-based so that employees can login to view/signup for events and submit hours - personal or work related - either at work or remotely.

VOLUNTEER DAY

Active and qualified employees are encouraged to take a paid day off from their job each calendar year to volunteer for the eligible organization of their choice. Employees may use this day for any charitable activity at a registered charity or a school. In 2011, employees across Canada used their Volunteer Day to support dozens of organizations, totalling more than 3,000 hours in volunteer time.

EMPLOYEE TIME AND TALENT

Big Brothers & Big Sisters
 Canadian Cancer Society
 Children's Aid Society
 Children's Hospital of Western Ontario
 Clothing Works
 Epilepsy Support Centre
 Good Shepherd Centre of Toronto
 Habitat for Humanity-London
 Habitat for Humanity-Mississauga
 Heart & Stroke Foundation
 Junior Achievement - Banks in Action
 Leukemia & Lymphoma Society
 London Clean & Green

London Food Bank
 London Humane Society
 Movember
 Salvation Army
 Sunshine Foundation
 Thames Valley District School Board
 United Way of Caring
 United Way Red Feather Games
 Upper Thames River Conservation Authority
 Windrush Stables
 Women's Community House
 Youth Opportunities Unlimited

| 2011 | Volunteer hours |
|--|-----------------|
| Citi volunteer days (418 days at 7.26 hours per day) | 3,034 |
| Other volunteer hours | 344 |
| Total volunteer hours | 3,378 |





GLOBAL COMMUNITY DAY

On October 22, 2011, Citi's sixth Global Community Day was one to remember, with nearly 1,100 events in 78 countries. Across Canada, hundreds of employees, friends and families helped make a difference indoors and outdoors.

A few examples of Citi's participation:

- In Toronto, volunteers helped create craft kits to be distributed by **Project Sunshine** hospital volunteers to the children at The Hospital for Sick Children, Montreal Children's Hospital and Brampton Civic Hospital. The craft kits have all the art materials necessary for children to complete a special craft from the comfort of their own hospital beds. These kits are especially appreciated by children who are in isolation units and cannot attend regular hospital programming.
- In Mississauga, volunteers participated in the Brand New Park Beautification Initiative. Team Citi worked with the Recreation and Parks Division of the **City of Mississauga** bulb planting, mulching/wood chipping trees, planting beds, garbage can painting and picking up litter in the park. This dynamic team of staff, volunteers and partners is committed to working together to strengthen individuals, families, communities and the environment by offering and encouraging lifelong learning, leisure and recreation experiences.
- London volunteers worked with their community partner **The Upper Thames River Conservation Authority** once again to plant trees on Boler Mountain ski hill. After trekking to the site, volunteers planted 100 trees on the new hill and enjoyed a great view of the city.



CITI FOUNDATION AND VOLUNTEER
PARTNER PROFILE:

HABITAT FOR HUMANITY



Helping transform lives through financial literacy and homeowner education programs

Through Habitat for Humanity, families across Canada actively engage to change their own future, escaping the cycle of poverty by participating in programs that help ensure their success as new homeowners. Part of the transition to becoming new homeowners is the family's obligation and commitment to gaining a practical, working understanding of the financial and other obligations required to maintain and grow their very important new asset - their new Habitat home.

Citi has been a valued supporter of Habitat's efforts in Canada since 2000, through Home Sponsorships, Team Builds, and helping selected affiliate locations across the country build capacity. Since 2008, Citi Foundation has offered grants to several Habitat affiliates; in 2011, Citi Foundation provided grants to help Habitat for Humanity develop and implement financial literacy and homeownership programs in select communities in Ontario, Alberta and British Columbia. With Citi's support, Habitat affiliates were able to enhance and develop those programs which support the successful transition to homeownership. Habitat affiliates were able to effectively undertake critical research, then train staff and volunteers to deliver more effective financial education courses locally. They were also able to increase awareness of the opportunities for homeownership in those communities, and reach out to more families at risk through collaboration with other local agencies.

Through Citi's 2011 donations, Habitat affiliates were able to implement programs that helped educate and transform the lives of just under 600 family member participants. The results of Citi Foundation's grants will be long-lasting - hard-working low-income families and individuals will have gained valuable knowledge and skills in critical areas including managing their household budget, tax planning, and creating and building a long-term savings plan. These are valuable skills that help them to adopt improved financial behaviours and help to ensure their long-term financial stability. And the programs Citi is helping support are working: Habitat sees a less than 1% default on their geared to income, no-profit mortgages.

Thank you Citi Foundation. Your support is helping us build capacity in areas critical to the success of our mission.

Your friends at Habitat for Humanity Canada

www.habitat.ca



FINANCIAL CAPABILITY
& ASSET BUILDING



Taxes

In 2011, the overall tax contribution in Canada was \$78,430,150.
This amount includes \$76,937,343 of income taxes and \$1,492,807 in capital taxes.

TAXES BY JURISDICTION

As of December 31, 2011

| Jurisdiction | Income Taxes | | Capital Taxes | | Total Taxes |
|-----------------------|--------------|-------------------|---------------|------------------|----------------------|
| Federal | \$ | 45,341,148 | \$ | 0 | \$ 45,341,148 |
| Alberta | \$ | 3,218,029 | \$ | 0 | \$ 3,218,029 |
| British Columbia | \$ | 1,465,642 | \$ | 0 | \$ 1,465,642 |
| Manitoba | \$ | 771,785 | \$ | 267,500 | \$ 1,039,285 |
| New Brunswick | \$ | 217,082 | \$ | 0 | \$ 217,082 |
| Newfoundland | \$ | 516,796 | \$ | 0 | \$ 516,796 |
| Northwest Territories | \$ | 51,912 | \$ | 0 | \$ 51,912 |
| Nova Scotia | \$ | 317,829 | \$ | 40,000 | \$ 357,829 |
| Ontario | \$ | 20,693,749 | \$ | 0 | \$ 20,693,749 |
| PEI | \$ | 141,846 | \$ | 0 | \$ 141,846 |
| Quebec | \$ | 3,601,221 | \$ | 1,185,307 | \$ 4,786,527 |
| Saskatchewan | \$ | 547,838 | \$ | 0 | \$ 547,838 |
| Yukon | \$ | 52,468 | \$ | 0 | \$ 52,468 |
| Total Taxes | \$ | 76,937,343 | \$ | 1,492,807 | \$ 78,430,150 |

TAXES BY COMPANY

As of December 31, 2011

| Company | Income Taxes | | Capital Taxes | | Total Taxes |
|---------------------------------|--------------|-------------------|---------------|------------------|----------------------|
| Citibank Canada | \$ | 8,857,752 | \$ | 218,932 | \$ 9,076,684 |
| Citibank, N.A., Canadian branch | \$ | 7,886,451 | \$ | 0 | \$ 7,886,451 |
| Citigroup Finance Canada | \$ | 33,750,107 | \$ | 1,273,875 | \$ 35,023,982 |
| Citi Cards Canada | \$ | 12,111,247 | \$ | 0 | \$ 12,111,247 |
| Citigroup Global Markets Canada | \$ | 0 | \$ | 0 | \$ 0 |
| American Health and Life | \$ | 4,045,418 | \$ | 0 | \$ 4,045,418 |
| Triton | \$ | 10,286,368 | \$ | 0 | \$ 10,286,368 |
| Total Taxes | \$ | 76,937,343 | \$ | 1,492,807 | \$ 78,430,150 |



Employment in Canada

Citi Employment in Canada
As of December 31, 2011

| Provinces and Territories | Number of Employees | Full-time | Part-time |
|--|---------------------|--------------|------------|
| Newfoundland and Labrador | 74 | 72 | 2 |
| Prince Edward Island | 7 | 7 | 0 |
| Nova Scotia | 62 | 54 | 8 |
| New Brunswick | 54 | 44 | 10 |
| Quebec | 367 | 82 | 285 |
| Ontario | 2577 | 2468 | 109 |
| Manitoba | 54 | 53 | 1 |
| Saskatchewan | 28 | 25 | 3 |
| Alberta | 122 | 120 | 2 |
| British Columbia | 99 | 95 | 4 |
| Yukon, Northwest Territories and Nunavut | 3 | 3 | 0 |
| Total | 3,447 | 3,023 | 424 |

Debt financing for businesses in Canada

At Citi, we are committed to making debt financing available to our clients across Canada. As at December 31, 2011, authorized amounts available to businesses in Canada totalled approximately \$4,587,810,973.

Debt financing for businesses in Canada

As of December 31, 2011

| Provinces and Territories | Data | \$0 - \$24,999 | \$25,000 - \$99,999 | \$100,000 - \$249,999 | \$250,000 - \$499,999 | \$500,000 - \$999,999 | \$1,000,000 - \$4,999,999 | \$5,000,000 and greater | Grand total |
|---------------------------|--|--|---|---------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|---|--|
| Nfld. and Labrador | Number of Clients | 2,324 | 35 | ** | 0 | 0 | 0 | 0 | 2,359 |
| | Authorized Amount | \$ 7,125,043 | \$ 1,280,000 | | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 8,405,043 |
| Prince Edward Island | Number of Clients | 1,169 | * | 0 | 0 | 0 | 0 | 0 | 1,169 |
| | Authorized Amount | \$ 3,433,250 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 3,433,250 |
| Nova Scotia | Number of Clients | 8,043 | 43 | 0 | *** | 0 | 0 | 0 | 8,086 |
| | Authorized Amount | \$ 25,585,829 | \$ 1,545,733 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 27,131,562 |
| New Brunswick | Number of Clients | 6,036 | 70 | ** | *** | **** | ***** | ***** | 6,106 |
| | Authorized Amount | \$ 16,961,209 | \$ 2,375,000 | | | | | \$ 0 | \$ 19,336,209 |
| Quebec | Number of Clients | 70,386 | 330 | 28 | 0 | 12 | 18 | 24 | 70,798 |
| | Authorized Amount | \$ 199,198,250 | \$ 11,130,500 | \$ 3,248,000 | \$ 0 | \$ 8,153,165 | \$ 39,148,376 | \$ 1,181,896,974 | \$ 1,442,775,264 |
| Ontario | Number of Clients | 142,642 | 1,357 | 87 | 39 | 35 | 48 | 39 | 144,247 |
| | Authorized Amount | \$ 533,462,827 | \$ 47,719,440 | \$ 11,597,945 | \$ 12,024,041 | \$ 23,076,830 | \$ 92,765,341 | \$ 1,888,360,741 | \$ 2,609,007,165 |
| Manitoba | Number of Clients | 10,425 | 93 | ** | 0 | 0 | **** | 0 | 10,518 |
| | Authorized Amount | \$ 38,380,892 | \$ 3,472,000 | | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 41,852,892 |
| Saskatchewan | Number of Clients | 6,973 | 58 | ** | 0 | 0 | 0 | ***** | 7,031 |
| | Authorized Amount | \$ 25,303,886 | \$ 1,864,000 | | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 27,167,886 |
| Alberta | Number of Clients | 36,451 | 299 | 12 | 0 | **** | 14 | 0 | 36,776 |
| | Authorized Amount | \$ 131,743,247 | \$ 10,815,180 | \$ 1,511,968 | \$ 0 | \$ 0 | \$ 38,013,102 | \$ 0 | \$ 182,083,498 |
| British Columbia | Number of Clients | 64,634 | 508 | 23 | 0 | **** | **** | ***** | 65,165 |
| | Authorized Amount | \$ 206,561,034 | \$ 16,589,720 | \$ 2,370,000 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 225,520,754 |
| Yukon | Number of Clients | 79 | * | 0 | 0 | 0 | 0 | 0 | 79 |
| | Authorized Amount | \$ 237,950 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 237,950 |
| Northwest Territories | Number of Clients | 138 | * | 0 | 0 | 0 | 0 | 0 | 138 |
| | Authorized Amount | \$ 661,100 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 661,100 |
| Nunavut | Number of Clients | 44 | * | ** | 0 | 0 | 0 | 0 | 44 |
| | Authorized Amount | \$ 198,400 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 0 | \$ 198,400 |
| Total | Number of Clients Authorized Amount | \$ 349,344 \$ 1,188,852,917 | \$ 2,793 \$ 96,791,573 | \$ 150 \$ 18,727,914 | \$ 39 \$ 12,024,041 | \$ 47 \$ 31,229,995 | \$ 80 \$ 169,926,819 | \$ 63 \$ 3,070,257,714 | \$ 352,516 \$ 4,587,810,973 |

* Client counts and authorizations for Prince Edward Island, Yukon, Northwest Territories and Nunavut have been added to Newfoundland/Labrador for the same dollar band to preserve confidentiality.

** Client counts and authorizations for Newfoundland/Labrador, New Brunswick, Manitoba, Saskatchewan, Nunavut have been added to Quebec for the same dollar band to preserve confidentiality.

*** Client counts and authorizations for Nova Scotia and New Brunswick have been added to Quebec for the same dollar band to preserve confidentiality.

**** Client counts and authorizations for New Brunswick, Alberta and British Columbia have been added to Quebec for the same dollar band to preserve confidentiality.

***** Client counts and authorizations for New Brunswick, Manitoba and BC have been added to Quebec for the same dollar band to preserve confidentiality.

***** Client counts and authorizations for New Brunswick, Saskatchewan and BC have been added to Quebec for the same dollar band to preserve confidentiality.

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- Pamela Flaherty, Director of Corporate Citizenship; President and CEO of the Citi Foundation



Citi Canada Office of Community Development
123 Front Street W., Toronto, Ontario M5J 2M3
canada.communications@citi.com www.citibank.ca

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