



Military Recruitment & Employee Support Initiatives

At A Glance



For 200 years, Citi has been committed to providing veterans and active-duty military personnel with career opportunities. We are proud of our long-standing support for military employees and their families and continue to be involved in efforts to provide transitional professional development for those who serve and protect our nation.

Citi believes that recruiting and hiring veterans is about more than just finding a way to give back to those who've sacrificed for our country – it's about making good business decisions in our hiring practices. By finding opportunities for veteran and military candidates to join our company, we are tapping into the nation's best leadership talent and a population that brings proven strengths in navigating complex organizations, tackling risk-assessment and other challenges, and managing difficult projects to completion.

Working with industry peers and veterans service organizations

Citi complements our own military hiring efforts with partnerships and associations with a range of veterans service organizations (VSOs) and industry organizations.

In 2011, Citi co-founded Veterans on Wall Street (VOWS) along with four other financial services firms to bring the very best of Wall Street together to collectively support and honor our servicemembers. Working through VOWS, Citi is helping to raise awareness of the value of military personnel in the workforce while supporting charitable giving to veterans-focused organizations that assist servicemembers as they transition into and out of civilian life. VOWS was formally launched in June 2011 with the hosting of a hiring fair for veterans and active-duty servicemembers, held aboard the USS Intrepid in New York City. The hiring fair was followed by a gala dinner that raised \$1.2 million to benefit various veterans service organizations.

Citi also teams with and supports other organizations that provide similar backing to veterans, active-duty soldiers and their families, including:

Employer Support for the Guard & Reserve: In November 2011, Citi CEO Vikram Pandit signed the Employer Support for the Guard & Reserve statement, further reinforcing our commitment to meeting the unique needs of Guard and Reserve colleagues. Together with ESGR National Chairman James Rebholtz, our CEO also joined four Citi Guard/Reserve employees in presenting Patriot Awards to their Citi managers in recognition of the support they provide to these employees as they balance their professional and military obligations.

Joining Forces: This national initiative, established by First Lady Michelle Obama and Dr. Jill Biden, encourages individuals, communities and businesses to support veterans, servicemembers and their families as they transition back to civilian life. Citi Chairman Richard Parsons leads the employment work stream and serves on the Joining Forces Advisory Board, underscoring Citi's military support at the highest levels of the company.

Department of Defense Military Spouse Employment Partnership: Citi recognizes that the sacrifices made by members of the military are often shared by their families and their spouses. We are an official partner of the MSEP because we recognize that, in addition to sharing the challenges of military service with their loved ones, military spouses often also share the highly desirable qualities that make for first-class employees.

Advisory Board of the U.S. Chamber of Commerce's Veterans Employment Advisory Council: As part of our commitment to the U.S. Chamber of Commerce's Hiring our Heroes initiative, Citi has joined 25 of the country's other largest employers to provide thousands of nationwide job opportunities for veterans and military spouses, commit to reporting job placements for veterans and spouses, and recognize private sector excellence.

U.S. Army Partnership for Youth Success Program: In 2006, Citi was among the first 100 companies and the first financial services organization to partner with the Army when it launched the Partnership for Youth Success (PaYS) Program, a recruiting initiative that ensures military recruits have a civilian job with a leading employer after completing their service to the country.

“Since the first day I arrived for interviews, Citigroup has been incredible in terms of respecting my commitments to both a civilian job and the United States Marine Corps Reserve. Citi was able to bring me into a position that would be conducive for my deployment schedule over the next 24 months.

Finally, Citi has also welcomed me into a larger network of former military members, providing me with connections and opportunities that I would not otherwise have. My experience is just one example of how Citi does an outstanding job in terms of seeking out military members as employees and fostering their success once here.”

Kyle Finnerty
Associate, U.S. Rates Trading

Creating opportunities for military job-seekers

In addition to leading industry-wide efforts encouraging other corporations to focus on hiring veterans and military personnel, Citi has made it a priority for itself to identify, recruit and retain candidates with valuable military experience. Citi continues to lead by example, employing more than 2,000 self-identified veterans across our businesses. We hired nearly 700 veterans in 2011 alone – on pace to exceed the goal Citi CEO Vikram Pandit set in August 2011 to hire as many as 500 more veterans over the next 12 months.

Citi proactively recruits directly through VSOs and by participating in a number of job fairs specifically catering to veteran, Guard and Reserve job-seekers. We also recognize that geography, disability, training engagements and deployments mean that in-person recruiting is not always practical. That’s why we also leverage new technologies to recruit virtually through platforms like Milicruit and other online career sites that cater to and attract servicemembers.

Citi has also recently launched a Junior Military Officer Leadership Program. This program will select and hire recent military officers and noncommissioned officers who can benefit from a career transition program to help them start a new position in financial services. Similarly, Citi has established a national-level partnership with The Wounded Warrior Project’s Warrior to Work program to help Wounded Warrior Project alumni with career coaching, mentoring and their broader job search efforts.

Within Citi, we have also developed a training program for Human Resources staff and hiring managers to ensure they

understand the challenges veteran and servicemember applicants face and to better understand how military experience translates into job-specific skills. This program includes a network of supervisors and employees at all levels of the company who help to match military skills detailed on resumes with appropriate jobs within the company. Where promising candidates have potential knowledge or skills gaps, we also identify where job skills training can be used to round out job readiness. Several Citi business units also have a separate career track for employees with military experience, which can include flexible start dates, internships and accelerated promotions.

Internally, Citi trains more than 500 Citi employees as part of our North American Service Initiative. These employees assist transitioning men and women with resume writing and interviewing skills.

Each volunteer is trained in mentoring skills, and educated on the unique issues facing our transitioning military. Additionally, this program also coordinates the efforts of the more than 14 Citi sites in North America that participate in at least one volunteer effort a month that focuses on making a difference in the veteran and servicemember community, including fundraising for VSOs and welcoming home troops from overseas deployments, including our own employees.

To assist with military transition, several Citi business units have established internal mentoring programs for veteran and servicemember hires. The focus of this effort is linking a newly on-boarded employee with an experienced manager who can serve as a professional guide throughout the early stages of their career.

Once in the Citi ranks, our employees, including those serving in the Guard or Reserves, are encouraged to utilize the many benefits of Citi's Military Veterans Network, an employee affinity network established at Citi corporate locations nationwide. With seven formally established networks (Dallas/Ft. Worth, Jacksonville, New York City, San Antonio, St. Louis, Sioux Falls and Tampa) and six more in formation as of February 2012, the local networks provide more than 1,100 military-experienced employees with the opportunity to discuss their shared military heritage, ease their transition to civilian life, connect with Citi military colleagues across the country and highlight the skills they offer as they rise to leadership positions around the company. The Military Veterans Network also serves as a rich resource for military-related knowledge, providing military resume reviews and awareness of military culture – meaning that it is not only benefits network members, but Citi as an organization that is able to leverage the unique skills and perspectives of this employee pool.

Supporting servicemembers is an ongoing endeavor

After servicemembers become a part of the Citi team, they continue to receive the full support of the organization throughout their careers. Before, during and after deployment, our National Guard and Reserve employees are encouraged to share their concerns, questions and thoughts with their managers and with other employees with similar experiences. The support network of the Citi's Military Veterans Network has proven invaluable to many of our military employees.

Citi Employee Services (CES) is keenly focused on helping servicemembers transition between active-duty service and their jobs at Citi. CES provides a central point of contact and support to servicemember employees and their families regarding matters of compensation, benefits, leave and transition throughout their deployments and mobilizations. From the moment a servicemember is aware of training, mobilization or deployment, CES is ready to assist with the employee's transition and to ensure the employee is receiving the pay differential, benefits access and power of attorney support, which offers tremendous peace of mind to military employees and their families. CES representatives are available around-the-clock through an 800 number to answer any servicemember and family questions during a military-related absence.

Upon a servicemember employee's return to the workplace, CES remains engaged, coaching both military employees and the manager on how to ensure a smooth transition. Citi employees who serve in the Guard and Reserve as well as Citi customers who serve in the military can also take advantage of specialized financial education, PCS assistance and other homeownership services.

These ongoing efforts and many more have earned Citi praise and high marks within the military community, including recognition in June 2010 as one of the nation's top employers of U.S. Navy Reserve Sailors by Vice Admiral Dirk Debbink, Chief of Navy Reserve.

"When I left active duty, I received an overwhelming amount of support from current veterans at Citi. This comfort made my transition seamless and I count many members of Citi's veteran network among my closest mentors. My decision to continue as a Reservist was met with enthusiasm and encouragement from multiple levels: my colleagues, my boss and Human Resources. I've been lucky to have the opportunity to serve my country due to Citi's policies which afford me the latitude to continue both trading and leading Marines."

Benjamin Crovella
Analyst, U.S. Equities Trading