

# CITIZENS FINANCIAL GROUP

Citizens Financial Group is a \$151 billion commercial bank holding company. It is headquartered in Providence, R.I., and through its subsidiaries has more than 1,500 branches, more than 3,500 ATMs and approximately 22,600 employees. It operates its branch network in 12 states and has non-branch retail and commercial offices in about 40 states.

## RBS AMERICAS

RBS Americas encompasses all of The Royal Bank of Scotland Group's operating units in North and South America. They include Citizens Financial Group, Inc.; RBS Global Banking & Markets Americas, a leading provider of institutional banking and capital markets services for many of the world's most prominent corporations, financial institutions, and government entities; Global Transaction Services, which includes international payments, corporate transaction banking and merchant processing activities; and RBS Citizens Business Services, the company's operations, technology and properties division. RBS Americas also has specialized commercial banking offices in Canada and South America.

## KEY FACTS

<b>Assets:</b>	\$151 billion
<b>Deposits:</b>	\$99 billion
<b>Employees:</b>	22,600
<b>ATMs:</b>	3,536*
<b>Total Branches:</b>	1,509
	Traditional Branches: 986
	In-store Branches: 523

Stable, strong and invested in the communities we serve.

## SUBSIDIARIES AND DIVISIONS

RBS Citizens, N.A.	CCO Investment Services Corp.
Citizens Bank	CCO Mortgage
Charter One	RBS Business Capital
Citizens Bank of Pennsylvania	RBS Card Services
Citizens Automobile Finance	RBS WorldPay
Citizens Capital, Inc.	RBS Asset Finance

## KEY CORPORATE AND INSTITUTIONAL SERVICES

Asset-Based Lending	International Banking
Asset Finance (including Leasing)	Investment Management Services
Automobile Dealer Finance	Private Equity
Cash Management	Private Placements
Foreign Exchange	Syndications
Global Transaction Services	Trade Services
Government Banking	Specialized Industry Lending
Interest-Rate Risk Management	



## OUR CREDO

- **Customers:**  
Treat the customer the way we would enjoy being treated all the time.
- **Colleagues:**  
Do what it takes to make our company the best place to work in the world.
- **Community:**  
Show that we care deeply about the community and the environment. Conduct ourselves ethically at all times as we deliver for our shareholders.

## CFG THROUGH THE YEARS

Citizens' 26 strategic bank acquisitions since 1988 greatly expanded its reach and its customer base throughout New England, into the Mid-Atlantic and into the Midwest. The largest market-changing transactions included:

- Mellon Financial Corporation's retail, small business and middle market units in Pennsylvania and Delaware in 2001.
- Charter One Financial acquisition added Ohio, Illinois, Indiana, Michigan, New York and Vermont to CFG's footprint in 2004.
- In March 2007 RBS formed RBS Americas, which encompasses all The Royal Bank of Scotland Group's operating units in North and South America.

## A BRIEF HISTORY

Citizens' history began in 1871 on Hoyle Square in Providence, Rhode Island, then the city's busy market center. In 1985, Citizens Financial Group was established as the holding company for Citizens Savings Bank and Citizens Trust Company, which evolved into Citizens Bank.

In December 1988, Citizens Financial Group became a wholly-owned subsidiary of The Royal Bank of Scotland Group plc (RBS). Headquartered in Edinburgh, RBS has grown into one of the world's leading financial services groups. RBS's ownership gave Citizens the stability and support of an international financial services company — and a partner with capital for growth. Over the past 21 years, this support has made Citizens a steady contributor to RBS's success.



The Royal Bank of Scotland Group is one of the world's leading financial services companies, providing a range of retail and corporate banking, financial markets, consumer finance, insurance, and wealth management services. RBS Group serves more than 40 million personal customers worldwide. For further information, please visit the RBS Web site at [rbs.com](http://rbs.com).

## LONG TERM CREDIT RATINGS\*

A- from Standard & Poor's  
A2 from Moody's Investor Service  
A+ from Fitch Ratings

## NATIONAL RANKINGS\*\*

11th in commercial bank assets  
12th in commercial bank deposits  
7th in ATMs  
9th in branches  
4th in in-store banking

For more information, please visit our Web sites:  
[citizensbank.com](http://citizensbank.com). or [charterone.com](http://charterone.com)

\*Ratings as of October 19, 2009  
\*\*Numbers as of June 30, 2009