

NEWS RELEASE
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**RBS Citizens Financial Group to contribute 300,000 meals to local food banks
in honor of customers**

*Donations a way of saying 'thank you' to Citizens Bank, Charter One
and RBS Citizens customers during international Customer Service Week*

PROVIDENCE, RI – As part of its commitment to serving customers and supporting local communities, RBS Citizens Financial Group, Inc. today announced it will contribute 300,000 healthy meals to local food banks next week in recognition of international Customer Service Week.

RBSCFG is celebrating Customer Service Week with activities that underscore its focus on providing customers with great service and that thank customers for their business.

“Our colleagues’ dedication to serving our consumer, small business and corporate customers is at the heart of who we are as a company, and so is our collective commitment to volunteerism and community service,” said Ellen Alemany, Chairman and CEO of RBS Citizens Financial Group. “This donation of 300,000 meals to people in need is our way of saying ‘thank you’ to the local communities we serve as a bank as well as recognizing the great work our colleagues do for our customers every day.”

The bank also is celebrating its colleagues, whose commitment to customer service benefits the customers of Citizens Bank, Charter One and RBS Citizens, the bank’s commercial banking division. Among other activities, the company will be recognizing great customer service with awards for colleagues and offering refreshments in local branches. Executives also will be visiting with customers in branches and at their companies to thank them and traveling across the company to thank both front-line and operations colleagues for their service to customers.

The food banks receiving donations during Customer Service Week include:

- *Connecticut* – Connecticut Food Bank
- *Illinois* – Illinois People’s Resource Center
- *Massachusetts* – Greater Boston Food Bank
- *Michigan* – Gleaners Community Food Bank
- *New Hampshire* – New Hampshire Food Bank
- *New York* – The Regional Food Bank of Northeastern NY (Albany), Food Bank of Western NY (Buffalo), Food Bank of Central NY (Syracuse), Food Bank of Southern Tier (Binghamton/Southern Tier), The Food Bank for Westchester (Hudson Valley), Food Link (Rochester)
- *Ohio* – Cleveland Food Bank
- *Pennsylvania* – Philabundance (Philadelphia), Greater Pittsburgh Community Food Bank (Pittsburgh)
- *Rhode Island* – Rhode Island Community Food Bank
- *Vermont* – Vermont Food Bank

To help set the course for their financial future, Citizens Bank and Charter One also encourage customers to schedule a complimentary financial review with one of the banks' knowledgeable and local Investment Services Financial Consultant who will help customers learn about investing, and develop a customized financial strategy. To schedule a meeting with a Financial Consultant, call 1-800-242-2224 or [visit a local Citizens Bank branch](#) or [a local Charter One branch](#),

Customer Service Week is an international event devoted to recognizing the importance of customer service and to honoring the people who serve and support customers with the highest degree of care and professionalism. In 1992 the [U.S. Congress proclaimed](#) Customer Service Week a nationally recognized event to be celebrated annually during the first full week in October every year.

About RBS Citizens Financial Group, Inc.

RBS Citizens Financial Group, Inc. is a \$129 billion commercial bank holding company. It is headquartered in Providence, R.I., and through its subsidiaries has more than 1,400 branches, approximately 3,700 ATMs and approximately 18,940 colleagues. Its two bank subsidiaries are RBS Citizens, N.A., and Citizens Bank of Pennsylvania. They operate a 12-state branch network under the Citizens Bank brand in Connecticut, Delaware, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island and Vermont; and the Charter One brand in Illinois, Michigan and Ohio. RBSCFG has non-branch retail and commercial offices in more than 30 states. RBSCFG is owned by RBS (the Royal Bank of Scotland Group plc). RBSCFG's website is citizensbank.com.

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