

FACTS

What does Citizens do with your personal information?



Why? Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What? The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security Number and income
- Account Transactions and account balances
- Credit Scores and checking account information

How? All financial companies need to share customers’ personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers’ personal information; the reasons Citizens Financial Group, Inc., (“Citizens”) may choose to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Citizens share?	Can you limit this sharing?
For our everyday business purposes - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes - to offer our products and services to you	Yes	No
For joint marketing with other financial companies	Yes	No
For our affiliates’ everyday business purposes - information about your transactions and experiences	Yes	No
For our affiliates’ everyday business purposes - information about your creditworthiness	Yes	Yes
For our affiliates to market to you	Yes	Yes
For nonaffiliates to market to you	No	We don’t share

To limit our sharing

- Call toll-free 877-229-6430, or
- Mail the form below

Please note: If you are a *new* customer, we can begin sharing your information 30 days from the date we sent this notice. When you are *no longer* our customer, we continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing.

For California Residents Only: For information on how to exercise your privacy rights under the California Consumer Privacy Act (“CCPA”), please see the “Other Important Information” section on page 2.

Questions? Call toll-free 877-229-6430



Mail-in Form

Mark if you want to limit:
 Do not share my creditworthiness or personal information with your affiliates or allow your affiliates to use this information to market to me.

Name:	Mail to: Citizens Fulfillment Services - Privacy 525 William Penn Place Mailstop - PW2140 Pittsburgh, PA 15219
Account Number:	
Address:	
Apt. #:	
City, State, Zip:	
Phone Number:	

Who we are

Who is providing this notice?

Citizens is a brand name of Citizens Bank, N.A., which is a subsidiary of Citizens Financial Group, Inc.

What we do

How does Citizens protect my personal information?

To protect your personal information from unauthorized access and use, we use security measures that are designed to comply with federal law. These measures include computer safeguards and secured files and buildings.

How does Citizens collect my personal information?

We collect your personal information, for example, when you

- Open an account or deposit money
- Apply for a loan or provide account information
- Enter into an investment advisory contract

We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.

Why can't I limit all sharing?

Federal law gives you the right to limit only

- Sharing for affiliates' everyday business purposes - information about your creditworthiness
- Affiliates from using your information to market to you
- Sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.

What happens when I limit sharing for an account I hold jointly with someone else?

Your choices will apply to everyone on your account.

Definitions

Affiliates

Companies related by common ownership or control. They can be financial and nonfinancial companies.

- *Our affiliates include those companies that control, are controlled by or are under common control with Citizens, such as other banks and mortgage companies.*

Nonaffiliates

Companies not related by common ownership or control. They can be financial and nonfinancial companies.

- *Citizens does not share with nonaffiliates so they can market to you.*

Joint marketing

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

- *Our joint marketing partners include insurance companies and financial product or service companies.*

Other important information

For Vermont and California Residents Only: The information practices we have described above comply with federal law. Vermont and California laws place additional limits on sharing information about their residents. If you are a Vermont or California resident, we will automatically limit the disclosure of your information within and outside our family of companies as permitted or required by applicable law or regulation.

For Nevada Residents Only: We are providing you this notice pursuant to state law. You may request to be placed on our internal Do Not Call list by calling, 877-229-6430. For more information on this Nevada law contact Bureau of Consumer Protection, Office of the Nevada Attorney General, 555 East Washington Avenue, Suite 3900, Las Vegas, NV 89101; telephone number: 702-486-3132; email: BCPINFO@ag.state.nv.us; Citizens Bank, P.O. Box 42020, Providence, RI 02940-2020.

For California Residents only: To exercise your privacy rights under CCPA, please review our privacy policy at www.citizensbank.com or call us at 888-999-1927.

For Apple iPhone Upgrade and iPhone Payments Customers Only: The information practices we have described here comply with federal law. Our Agreement with Apple places limitations on our use of your information related to your Apple relationship with us. If you are an Apple iPhone Upgrade or iPhone Payments Program customer, we will automatically limit the disclosure of your Apple relationship information to our provision of services to you under our agreement with Apple. If you have any relationship(s) with Citizens other than Apple iPhone Upgrade or iPhone Payments, this restriction does not apply as to such other relationship(s).

Companies to which this notice applies

This notice applies to Citizens Financial Group, Inc., which does business through its brands and divisions, including: Citizens, Citizens Bank, Citizens Access, and Clarfeld Citizens Private Wealth. This notice also applies to the following companies within the Citizens Financial Group, Inc. family of companies: Citizens Securities, Inc., Clarfeld Financial Advisors, LLC, Estate Preservation Services, LLC, and other banks or companies that we may acquire or establish from time to time. Citizens, Citizens Bank, Citizens Access, Franklin American Mortgage Company and Clarfeld Citizens Private Wealth are brand names/divisions of Citizens Bank, N.A.