

May 11, 2020

To our Customers and Friends,

We understand many people in our community continue to struggle with the difficulties surrounding the COVID-19 pandemic. Citizens Bank was built on a strong foundation anchored in our commitment to the customers and communities we serve. For over 62 years, we have stood by that commitment. We remain deeply dedicated to this foundation today and are honored to serve during these challenging times. Working together, there is nothing we cannot overcome.

This past month the Treasury and SBA provided Citizens Bank with authority to accept applications for the Paycheck Protection Program (PPP). To date we have processed over 650 applications and obtained SBA approval for all qualified applicants. We are currently committed to providing nearly \$90,000,000 to support local customers and their communities. Our staff has worked around the clock directly with business owners and non-profits, and we will continue this meaningful work until program funds are exhausted.

While the PPP is a Government sponsored program, funding these loans is the responsibility of Citizens Bank. Because of the long-term devotion from you, our deposit customer, all PPP Loans have been funded with local deposits. Your deposits are helping your friends and neighbors in your community, a fundamental value of community banking at work during these difficult times. Your choice to bank with Citizens Bank is making a difference.

Citizens Bank also recognizes organizations such as our schools, business advocacy groups and others are especially in need during the pandemic. In response to COVID-19 we have donated over \$20,000 to local non-profits that are helping individuals and businesses manage this unexpected crisis.

For your safety and that of our employees our branch lobbies remain closed, however we continue to provide personal service to you at all branches that have drive-up capability. In addition, you can access your account at any time via Online Banking, our Mobile Banking App, and XPress Phone Banking. Please call us if you need assistance establishing access or have questions about any of these services.

This crisis will pass and together we will be stronger for it. Our communities deserve our best. I assure you Citizens Bank and its employees remain committed to delivering outstanding service regardless of the challenge.

Thank you for your continued support, it is a privilege to be of service.



Sincerely,

Gordon Zimmerman
President & CEO

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