

# Barclays Americas Select Franchise Conference 2017

May 2017

Bruce Van Saun  
Chief Executive Officer

# Forward-looking statements and use of key performance metrics and Non-GAAP financial measures

This document contains forward-looking statements within the Private Securities Litigation Reform Act of 1995. Any statement that does not describe historical or current facts is a forward-looking statement. These statements often include the words “believes,” “expects,” “anticipates,” “estimates,” “intends,” “plans,” “goals,” “targets,” “initiatives,” “potentially,” “probably,” “projects,” “outlook” or similar expressions or future conditional verbs such as “may,” “will,” “should,” “would,” and “could.”

Forward-looking statements are based upon the current beliefs and expectations of management, and on information currently available to management. Our statements speak as of the date hereof, and we do not assume any obligation to update these statements or to update the reasons why actual results could differ from those contained in such statements in light of new information or future events. We caution you, therefore, against relying on any of these forward-looking statements. They are neither statements of historical fact nor guarantees or assurances of future performance. While there is no assurance that any list of risks and uncertainties or risk factors is complete, important factors that could cause actual results to differ materially from those in the forward-looking statements include the following, without limitation:

- negative economic conditions that adversely affect the general economy, housing prices, the job market, consumer confidence and spending habits which may affect, among other things, the level of nonperforming assets, charge-offs and provision expense;
- the rate of growth in the economy and employment levels, as well as general business and economic conditions;
- our ability to implement our strategic plan, including the cost savings and efficiency components, and achieve our indicative performance targets;
- our ability to remedy regulatory deficiencies and meet supervisory requirements and expectations;
- liabilities and business restrictions resulting from litigation and regulatory investigations;
- our capital and liquidity requirements (including under regulatory capital standards, such as the U.S. Basel III capital rules) and our ability to generate capital internally or raise capital on favorable terms;
- the effect of changes in interest rates on our net interest income, net interest margin and our mortgage originations, mortgage servicing rights and mortgages held for sale;
- changes in interest rates and market liquidity, as well as the magnitude of such changes, which may reduce interest margins, impact funding sources and affect the ability to originate and distribute financial products in the primary and secondary markets;
- the effect of changes in the level of checking or savings account deposits on our funding costs and net interest margin;
- financial services reform and other current, pending or future legislation or regulation that could have a negative effect on our revenue and businesses, including the Dodd-Frank Act and other legislation and regulation relating to bank products and services;
- a failure in or breach of our operational or security systems or infrastructure, or those of our third party vendors or other service providers, including as a result of cyber attacks; and
- management’s ability to identify and manage these and other risks.

In addition to the above factors, we also caution that the amount and timing of any future common stock dividends or share repurchases will depend on our financial condition, earnings, cash needs, regulatory constraints, capital requirements (including requirements of our subsidiaries), and any other factors that our board of directors deems relevant in making such a determination. Therefore, there can be no assurance that we will pay any dividends to holders of our common stock, or as to the amount of any such dividends.

More information about factors that could cause actual results to differ materially from those described in the forward-looking statements can be found under “Risk Factors” in Part I, Item 1A in our Annual Report on Form 10-K for the year ended December 31, 2016, filed with the United States Securities and Exchange Commission on February 24, 2017.

## Key Performance Metrics and Non-GAAP Financial Measures and Reconciliations

### Key Performance Metrics:

Our management team uses key performance metrics (KPMs) to gauge our performance and progress over time in achieving our strategic and operational goals and also in comparing our performance against our peers. We have established the following financial targets, in addition to others, as KPMs, which are utilized by our management in measuring our progress against financial goals and as a tool in helping assess performance for compensation purposes. These KPMs can largely be found in our periodic reports which are filed with the Securities and Exchange Commission, and are supplemented from time to time with additional information in connection with our quarterly earnings releases.

### Our key performance metrics include:

- Return on average tangible common equity (ROTCE);
- Return on average total tangible assets (ROTA);
- Efficiency ratio;
- Operating leverage; and
- Common equity tier 1 capital ratio (U.S. Basel III Standardized fully phased-in basis).

In establishing goals for these KPMs, we determined that they would be measured on a management-reporting basis, or an operating basis, which we refer to externally as “Adjusted” or “Underlying” results. We believe that these “Adjusted” or “Underlying” results provide the best representation of our financial progress towards these goals as they exclude items that our management does not consider indicative of our on-going financial performance. KPMs that contain “Adjusted” or “Underlying” results are considered non-GAAP financial measures.

### Non-GAAP Financial Measures:

This document contains non-GAAP financial measures. The tables in the appendix present reconciliations of our non-GAAP measures. These reconciliations exclude “Adjusted” or “Underlying” items, which are included, where applicable, in the financial results presented in accordance with GAAP. “Adjusted” or “Underlying” results, which are non-GAAP, exclude certain items as applicable, that may occur in a reporting period which management does not consider indicative of on-going financial performance.

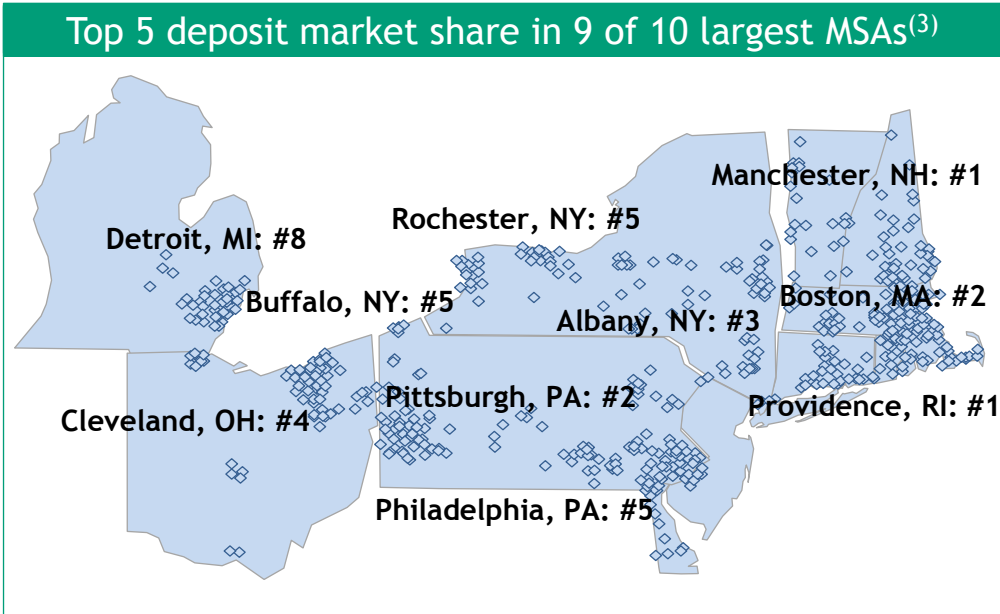
The non-GAAP measures presented in the following tables include reconciliations to the most directly comparable GAAP measures and are: “noninterest income”, “total revenue”, “noninterest expense”, “pre-provision profit”, “income before income tax expense”, “income tax expense”, “effective income tax rate”, “net income”, “net income available to common stockholders”, “other income”, “salaries and employee benefits”, “outside services”, “amortization of software expense”, “other operating expense”, “net income per average common share”, “return on average common equity” and “return on average total assets”.

We believe these non-GAAP measures provide useful information to investors because these are among the measures used by our management team to evaluate our operating performance and make day-to-day operating decisions. In addition, we believe our “Adjusted” or “Underlying” results in any period reflect our operational performance in that period and, accordingly, it is useful to consider our GAAP results and our “Adjusted” or “Underlying” results together. We believe this presentation also increases comparability of period-to-period results.

Other companies may use similarly titled non-GAAP financial measures that are calculated differently from the way we calculate such measures. Accordingly, our non-GAAP financial measures may not be comparable to similar measures used by other companies. We caution investors not to place undue reliance on such non-GAAP measures, but instead to consider them with the most directly comparable GAAP measure. Non-GAAP financial measures have limitations as analytical tools, and should not be considered in isolation, or as a substitute for our results as reported under GAAP.

# Solid franchise with leading positions in attractive markets

## Retail presence in 11 states



- Leading deposit market share of 12.0% in top 10 MSAs<sup>(3)</sup>
  - #2 deposit market share in New England
- Relatively diverse economies/affluent demographics
- Serve 5 million+ individuals, institutions and companies
- ~17,500 colleagues

Dimension <sup>(1)</sup>	Rank <sup>(2)</sup>
Assets: \$150.3 billion	#12
Loans: \$108.1 billion <sup>(4)</sup>	#11
Deposits: \$112.1 billion	#12
Branches: ~1,200	#11
ATM network: ~3,200	#7
Mortgage: \$15.4 billion	#13 nationally <sup>(5)</sup>
Education: \$7.2 billion	Top 4 rank nationally <sup>(6)</sup>
Deposits: \$112.1 billion	Top 5 rank: 9/10 markets <sup>(3)</sup>
HELOC: \$14.0 billion	Top 5 rank: 9/9 markets <sup>(7)</sup>
Middle market lead/joint lead bookrunner	#5 <sup>(8)</sup>

Source: SNL Financial. Data as of 12/31/2016, unless otherwise noted.

1) CFG data as of March 31, 2017.

2) Ranking based on 12/31/2016 data, unless otherwise noted; excludes non-retail depository institutions, includes U.S. subsidiaries of foreign banks.

3) Source: FDIC, June 2016. Excludes “non-retail banks” as defined by SNL Financial. The scope of “non-retail banks” is subject to the discretion of SNL Financial, but typically includes: industrial bank and non-depository trust charters, institutions with more than 20% brokered deposits (of total deposits), institutions with more than 20% credit card loans (of total loans), institutions deemed not to broadly participate in the banking services market and other non-retail competitor banks.

4) Excludes held for sale.

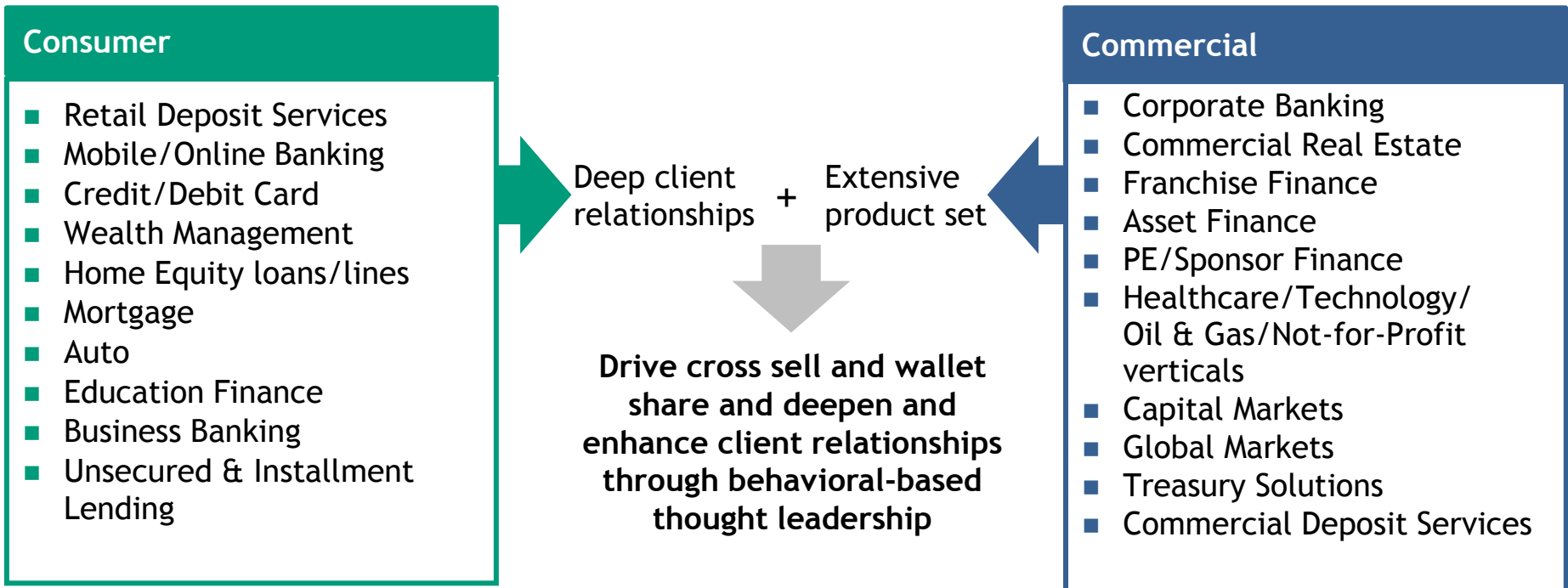
5) According to IMF bank-only origination rank; volume as of 4Q16.

6) CFG estimate, based on published company reports, where available; private student loan origination data as of 12/31/2016.

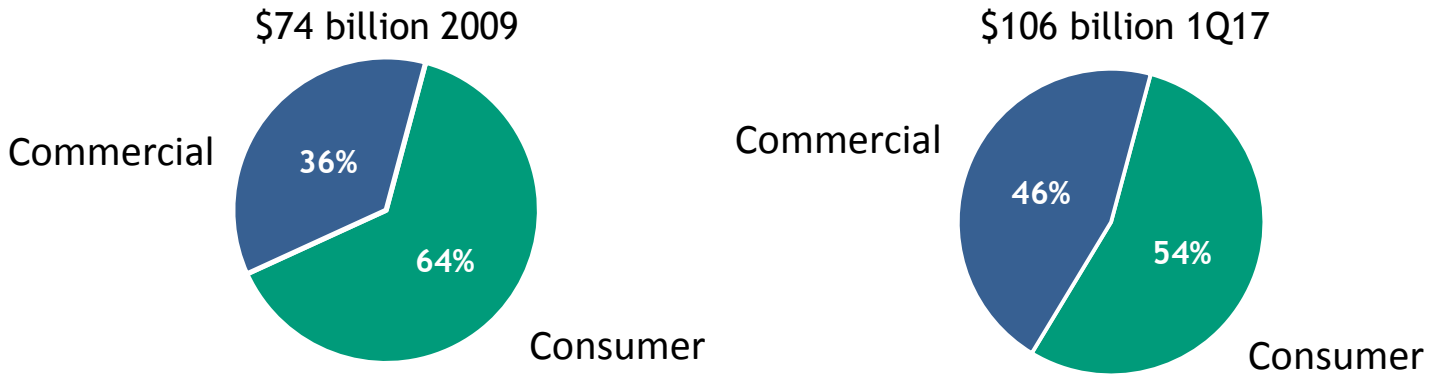
7) According to Equifax; origination volume as of 4Q16.

8) Thomson Reuters LPC, Loan syndications 4Q16 ranking based on number of deals for Overall Middle Market (defined as Borrower Revenues < \$500MM and Deal Size < \$500MM).

# Robust product offerings and balanced business mix



Period-end loans and leases<sup>(1)</sup>



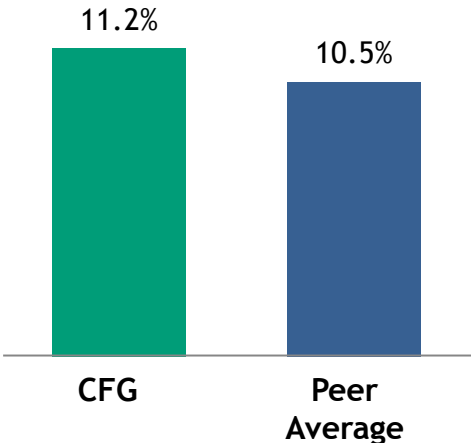
Targeting  
50/50  
Mix

<sup>1)</sup> Reflects loans and leases and loans and leases held for sale in our operating segments (Consumer and Commercial Banking). Excludes non-core loans held in Other. Non-core assets are primarily loans inconsistent with our strategic goals, generally as a result of geographic location, industry, product type or risk level.

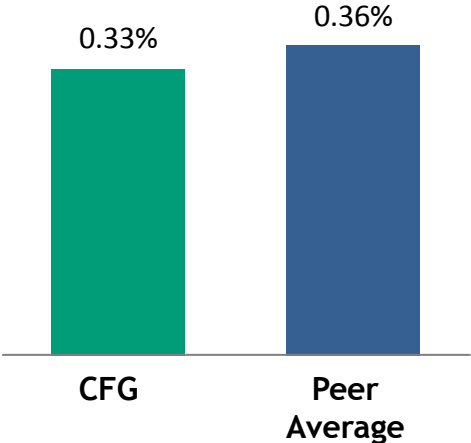
# Strong, clean balance sheet

- Well capitalized with a common equity tier 1 capital ratio of 11.2%
- Strong asset-quality performance with net charge-offs of 33 bps<sup>(1)</sup> in 1Q17
- Robust deposit franchise with \$91.0 billion of average core deposits<sup>(2)</sup>; 55% retail
- Strong liquidity and fully compliant liquidity coverage ratio

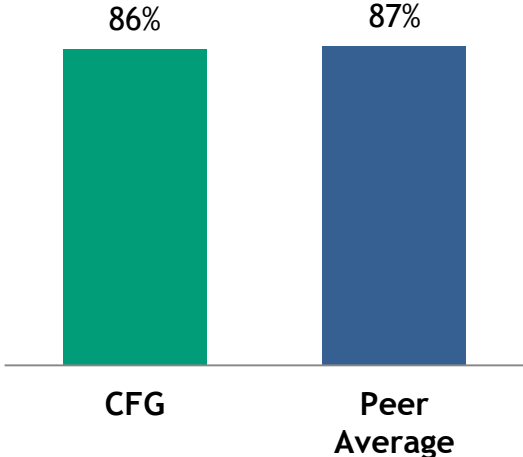
**1Q17 CET1 ratio**  
(Basel III transitional basis common equity tier 1 ratio)



**1Q17 net charge-offs/  
average loans and leases<sup>(1)</sup>**



**1Q17 total deposits/  
total liabilities<sup>(3)</sup>**



Source: SNL Financial and Company filings. Peers include BBT, CMA, FITB, MTB, PNC, RF, STI and USB. As a result of KEY's 3Q16 acquisition of First Niagara, KEY's results have been excluded from the peer average

1) Net charge-off percentages are quarter-to-date on an annualized basis.

2) Excludes term and brokered deposits.

3) Period-end balance of as of March 31, 2017.

# We are led by a strong and experienced board & leadership team

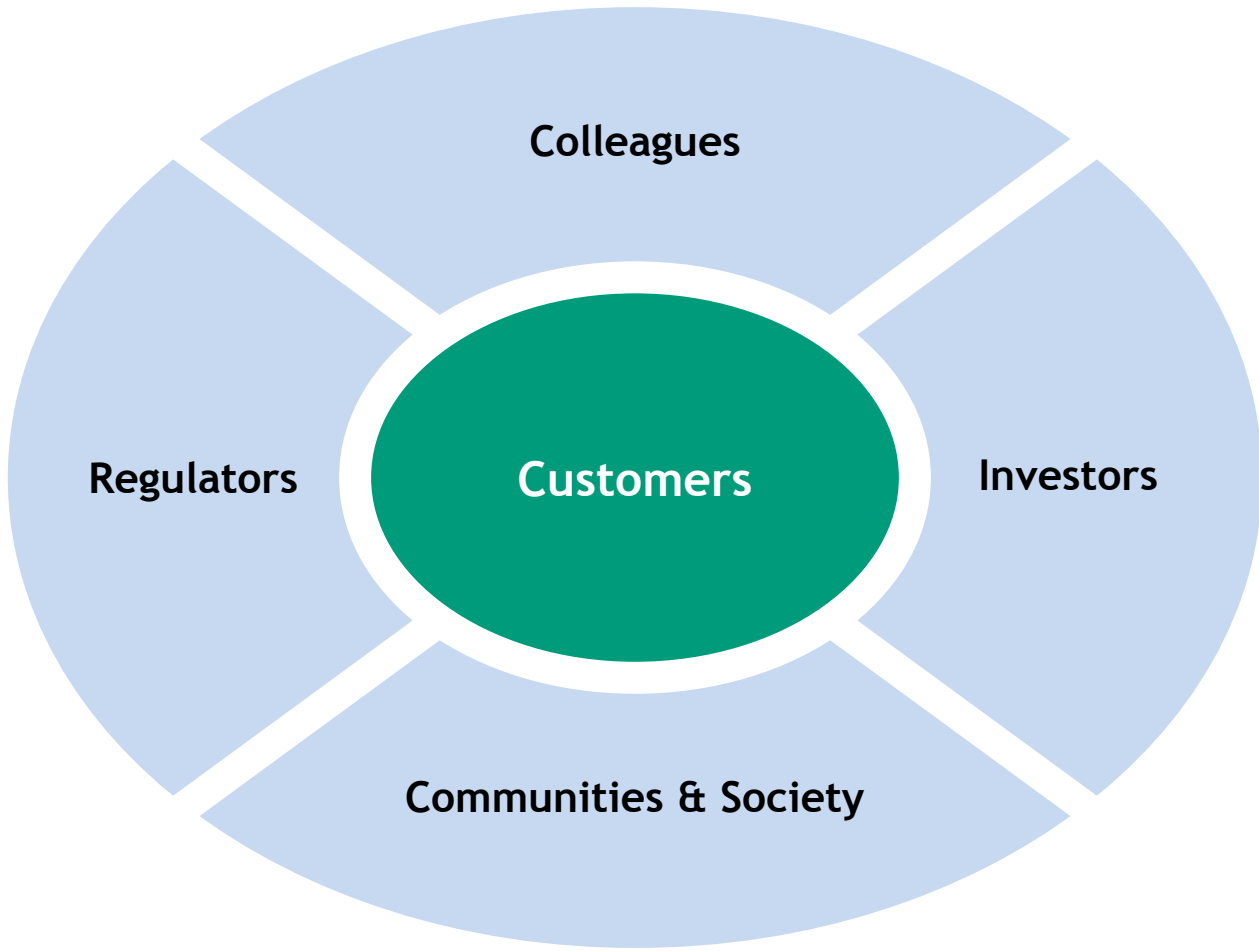
Since January 2015, have attracted or promoted from within  
~32% of our Executive Leadership Group (top 137)

Leadership Team Member	Title
Bruce Van Saun	Chairman and Chief Executive Officer
John F. Woods	Chief Financial Officer
Mary Ellen Baker	EVP and Head of Business Services
Brad Conner	Vice Chairman and Head of Consumer Banking
Stephen Gannon	EVP, General Counsel and Chief Legal Officer
Malcolm Griggs	EVP and Chief Risk Officer
Beth Johnson	EVP, Chief Marketing Officer and Head of Consumer Strategy
Susan LaMonica	EVP and Chief Human Resource Officer
Don McCree	Vice Chairman and Head of Commercial Banking
Brian O'Connell	EVP and Regional Director Technology Services
Average industry experience of 30 years	

Board Member	Committees
Bruce Van Saun	Chairman and Chief Executive Officer
Arthur F. Ryan	Lead Director; Chair of Compensation and Human Resources Committee; Member of Nominating and Corporate Governance Committee
Mark Casady	Member of Risk Committee
Christine Cumming	Member of Risk Committee
Anthony Di Iorio	Member of Audit Committee; Nominating and Corporate Governance Committee
William P. Hankowsky	Member of Audit Committee; Compensation and Human Resources Committee
Howard W. Hanna III	Member of Audit Committee; Nominating and Corporate Governance Committee
Lee Higdon	Member of Audit Committee; Compensation and Human Resources Committee
Charles J. ("Bud") Koch	Chair of Risk Committee; Member of Audit Committee
Shivan S. Subramaniam	Chair of Nominating and Corporate Governance Committee; Member of Risk Committee
Wendy A. Watson	Chair of Audit Committee; Member of Risk Committee; Compensation and Human Resources Committee
Marita Zuraitis	Member of Risk Committee

**Aspire to be a top-performing regional bank, delivering well for all stakeholders**

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**Customer-centric culture**

# Our vision and credo guide us

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## Mission

To help our customers, colleagues and communities reach their potential

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## Vision

To be a top-performing bank distinguished by its customer-centric culture, mindset of continuous improvement and excellent capabilities

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## Credo

We perform our best every day so we can do more for our customers, colleagues, communities and shareholders

We strive to always exceed customer expectations, do the right thing, think long-term, work together

We are citizens helping citizens reach their potential



# How we will stand out from the competition

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## Strong Culture

Customer-centric focus reflecting:

- Expertise and deep knowledge of customers
- High-quality advice
- Team approach
- Insights from data and analytics

## Financial Discipline

- Selective in how and where we play
- Seeking to self-fund investments through search for efficiency; expense discipline; mindset of continuous improvement
- Utilizing new technologies to deliver more effective outcomes at lower costs
- Good stewards of our capital

## Excellence in key areas

Consumer:

- Banking products
- Wealth advice
- Data analytics
- Personalized solutions
- Business partnering

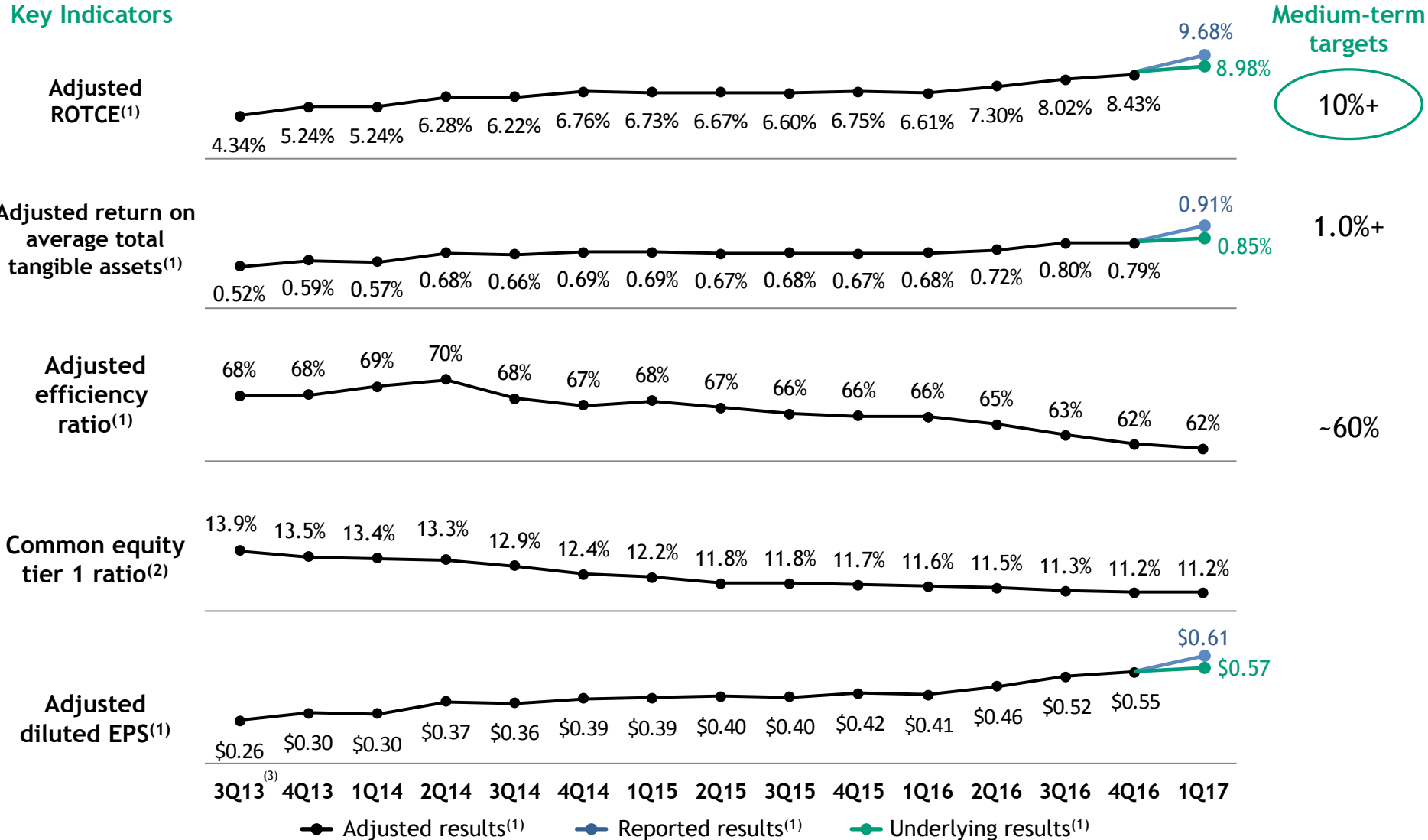
Commercial:

- Quality coverage bankers
- Capital and global markets
- Treasury solutions
- Team-based approach

# Making consistent progress against our financial goals

## Goal is to deliver a 10%+ run-rate ROTCE in the medium term

### Key Indicators



1) Please see important information on Key Performance Metrics and Non-GAAP Financial Measures at the beginning and end of this presentation for an explanation of our use of these metrics and non-GAAP financial measures and their reconciliation to GAAP financial measures, as applicable. "Adjusted" results exclude restructuring charges, special items and/or notable items, as applicable. "Underlying" results exclude a \$23 million benefit related to the settlement of certain state tax matters in the first quarter 2017.  
 2) Common equity tier 1 ("CET1") capital under Basel III replaced tier 1 common capital under Basel I effective January 1, 2015.  
 3) Commencement of separation effort from RBS.

# FY2016 performance vs. outlook

	Adjusted FY2016 outlook vs. Adjusted FY2015 <sup>(1)</sup>	Actual Adjusted FY2016 vs. FY2015 <sup>(1)</sup>	
Balance sheet	<ul style="list-style-type: none"> <li>■ 5-6% earning asset growth</li> <li>■ 6-8% loan growth</li> <li>■ 5-7% deposit growth</li> </ul>	<ul style="list-style-type: none"> <li>■ 6%</li> <li>■ 8%</li> <li>■ 6%</li> </ul>	✓ ✓ ✓
Net interest margin Net interest income	<ul style="list-style-type: none"> <li>■ 6-12 bps improvement</li> <li>■ 7-10% growth</li> </ul>	<ul style="list-style-type: none"> <li>■ 11 bps improvement</li> <li>■ 10% growth</li> </ul>	✓ ✓
Noninterest income	<ul style="list-style-type: none"> <li>■ 2.5-4%*</li> </ul>	<ul style="list-style-type: none"> <li>■ 1%</li> </ul>	✗
Noninterest expense Operating leverage Efficiency ratio	<ul style="list-style-type: none"> <li>■ 1.3-2.3%* growth</li> <li>■ 1-2% target*</li> <li>■ 63-65%*</li> </ul>	<ul style="list-style-type: none"> <li>■ 3%<sup>(2)</sup></li> <li>■ 4.2%</li> <li>■ 64%</li> </ul>	✓ ✓ ✓
Provision expense Net charge-off rate Tax rate	<ul style="list-style-type: none"> <li>■ \$375-\$425 million</li> <li>■ normalize modestly</li> <li>■ ~33%</li> </ul>	<ul style="list-style-type: none"> <li>■ \$369 million</li> <li>■ 32 bps</li> <li>■ 31.7%</li> </ul>	✓ ✓ ✓
Dividend payout/stock buyback YE 2016 Basel III CET1 ratio Loan-to-deposit ratio	<ul style="list-style-type: none"> <li>■ 25-30%/CCAR stock buyback TBD</li> <li>■ 11.2-11.5%</li> <li>■ ~98%</li> </ul>	<ul style="list-style-type: none"> <li>■ 24%/ \$430 million</li> <li>■ 11.2%</li> <li>■ spot 99%; avg 98%</li> </ul>	✓ ✓ ✓
YE 2016: fed funds/10-year rate 2016 GDP growth YE 2016 unemployment rate	<ul style="list-style-type: none"> <li>■ ~85-90 bps/ ~2.40%-2.50%</li> <li>■ 2%-3%</li> <li>■ 4%-5%</li> </ul>	<ul style="list-style-type: none"> <li>■ 75 bps/2.45%</li> <li>■ 1.6%</li> <li>■ 4.7%</li> </ul>	✗ ✗ ✓

\*Including the estimated effect of a prospective card reward accounting change.

Note: Balance sheet outlook and actual results reflect average balances except spot loan-to-deposit ratio.

1) Outlook as provided on 4Q15 January 22, 2016 earnings call. Please see important information on Key Performance Metrics and Non-GAAP Financial Measures at the beginning and end of this presentation for an explanation of our use of these metrics and non-GAAP financial measures and their reconciliation to GAAP financial measures, as applicable. "Adjusted" results exclude restructuring charges, special items and/or notable items, as applicable. "Underlying" results exclude a \$23 million benefit related to the settlement of certain state tax matters in the first quarter 2017.

2) Reflects impacts linked to higher revenues.

# 1Q17 performance vs. outlook

	1Q17 outlook vs. 4Q16 <sup>(1)</sup>	Actual 1Q17 vs. 4Q16 <sup>(1)</sup>	
Balance sheet	<ul style="list-style-type: none"> <li>~1.5% loan growth</li> </ul>	<ul style="list-style-type: none"> <li>1.5%</li> </ul>	✓
Net interest margin	<ul style="list-style-type: none"> <li>2-3 bps improvement</li> </ul>	<ul style="list-style-type: none"> <li>6 bps improvement</li> </ul>	✓
Net interest income		<ul style="list-style-type: none"> <li>2% growth</li> </ul>	✓
Noninterest income	<ul style="list-style-type: none"> <li>seasonally lower</li> </ul>	<ul style="list-style-type: none"> <li>1%</li> </ul>	✓
Noninterest expense	<ul style="list-style-type: none"> <li>1-2%</li> </ul>	<ul style="list-style-type: none"> <li>1%</li> </ul>	✓
Operating leverage	<ul style="list-style-type: none"> <li>positive</li> </ul>	<ul style="list-style-type: none"> <li>0.7%</li> </ul>	✓
Efficiency ratio		<ul style="list-style-type: none"> <li>61.7%</li> </ul>	✓
Provision expense	<ul style="list-style-type: none"> <li>stable</li> </ul>	<ul style="list-style-type: none"> <li>\$96 million</li> </ul>	✓
Net charge-off rate	<ul style="list-style-type: none"> <li>lower</li> </ul>	<ul style="list-style-type: none"> <li>33 bps</li> </ul>	✓
Tax rate	<ul style="list-style-type: none"> <li>30-31%</li> </ul>	<ul style="list-style-type: none"> <li>26.4%</li> </ul>	✓
Dividend payout/stock buyback		<ul style="list-style-type: none"> <li>23%/\$130 million</li> </ul>	✓
YE 2017 Basel III CET1 ratio	<ul style="list-style-type: none"> <li>11.1%</li> </ul>	<ul style="list-style-type: none"> <li>11.2%</li> </ul>	✓
Loan-to-deposit ratio	<ul style="list-style-type: none"> <li>~98%</li> </ul>	<ul style="list-style-type: none"> <li>spot 97%; avg 99%</li> </ul>	✓
YE 2017: fed funds/10-year rate	<ul style="list-style-type: none"> <li>increases in Jun and Nov/Dec</li> </ul>	<ul style="list-style-type: none"> <li>Mar17 rate increase</li> </ul>	✓
2017 GDP growth			
YE 2017 unemployment rate			

Note: Balance sheet outlook and actual results reflect average balances except spot loan-to-deposit ratio.

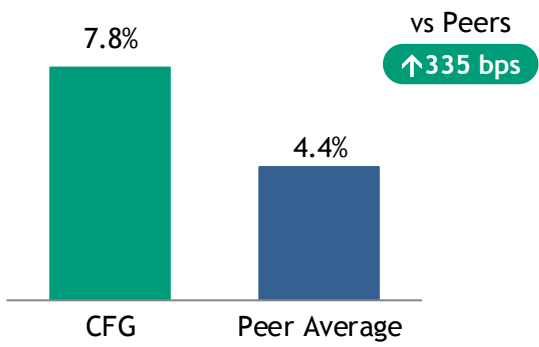
<sup>1)</sup> Outlook as provided on 4Q15 January 22, 2016 earnings call. Please see important information on Key Performance Metrics and Non-GAAP Financial Measures at the beginning and end of this presentation for an explanation of our use of these metrics and non-GAAP financial measures and their reconciliation to GAAP financial measures, as applicable. "Adjusted" results exclude restructuring charges, special items and/or notable items, as applicable. "Underlying" results exclude a \$23 million benefit related to the settlement of certain state tax matters in the first quarter 2017.

# Delivered attractive balance sheet and revenue growth in 1Q17

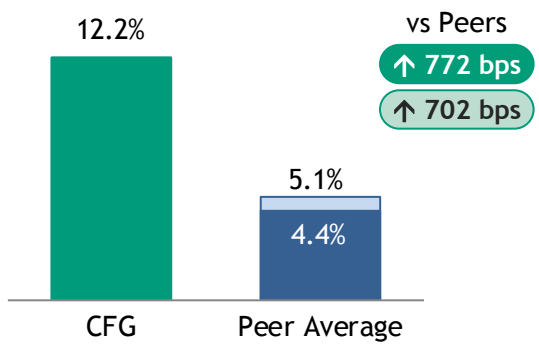
1Q17 vs. 1Q16

## A strong platform well-positioned to drive value

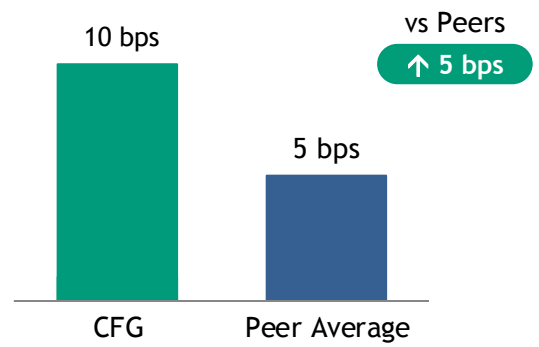
**Strong loan growth**  
(Average total loan growth)



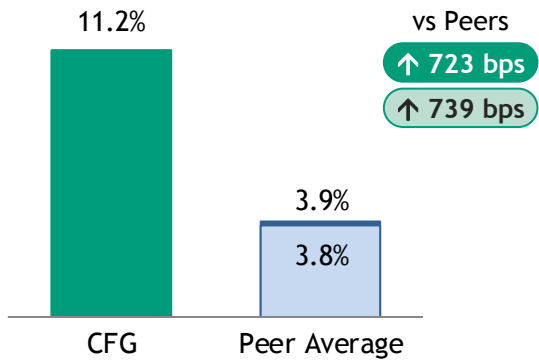
**Growing revenues faster**  
(Total revenue growth)



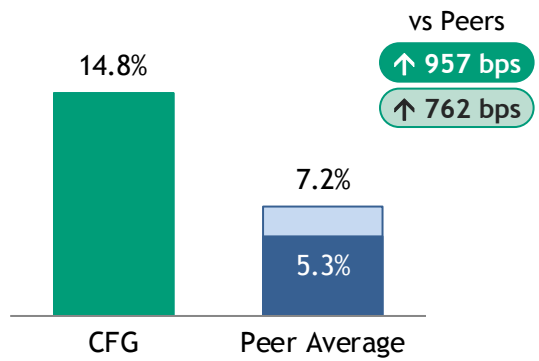
**Higher NIM expansion**  
(Net interest margin change)



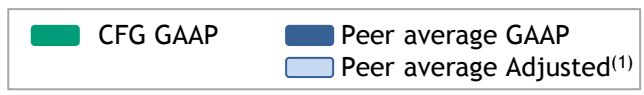
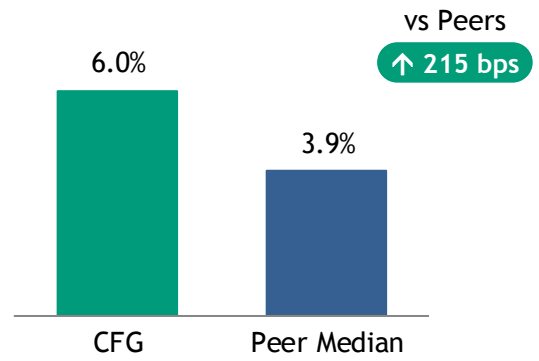
**Robust NII growth**  
(Net interest income growth)



**Fee income growth**  
(Noninterest income growth)



**Asset-sensitive balance sheet**  
(+200 bps gradual increase over forward curve<sup>(2)</sup>)  
Peer data as of most recent 10-Q filing



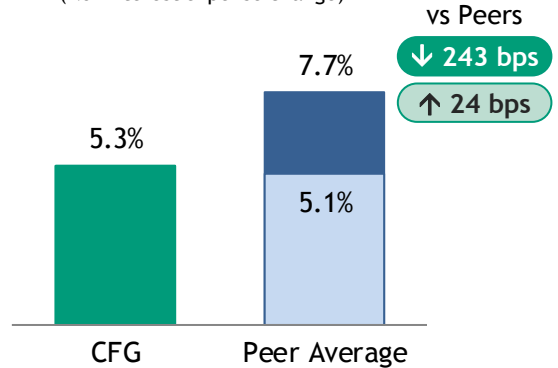
Source: CapIQ and Company filings. Peers include CMA, BBT, FITB, MTB, PNC, RF, STI and USB. As a result of KEY's 3Q16 acquisition of First Niagara, KEY's results have been excluded from the Peer average and Peer median.

1) Where disclosed, peer results adjusted for unusual or special revenue, expense and acquisition items.  
2) Reflects net interest income sensitivity to forward yield curve changes. Peer data based on public disclosures as of 1Q17 10-Q filing. Peer data utilizes a +200 basis point gradual increase above the 12-month forward curve except PNC and STI, which disclose +100 basis point gradual increase and +200 basis point shock. PNC and STI estimated based on the disclosed data.

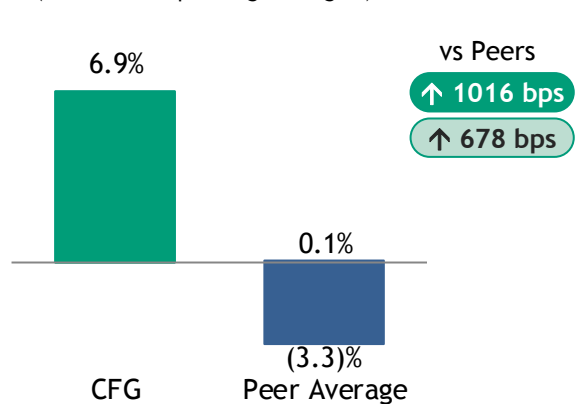
# With continued focus on expense control and improving returns

1Q17 vs. 1Q16

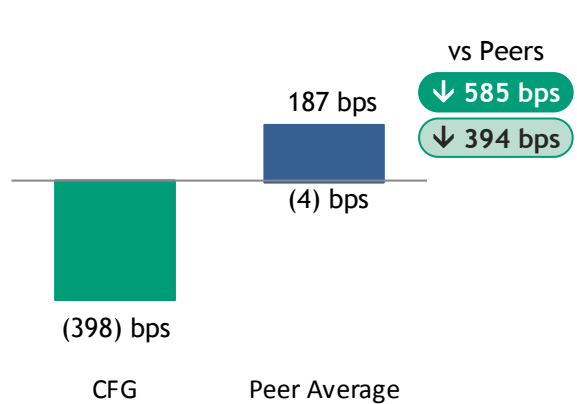
## Well-controlled expenses; investing for growth (Noninterest expense change)



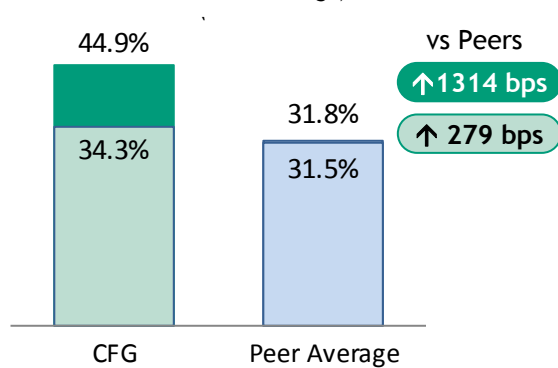
## Strong operating leverage (YoY Positive operating leverage<sup>(1)</sup>)



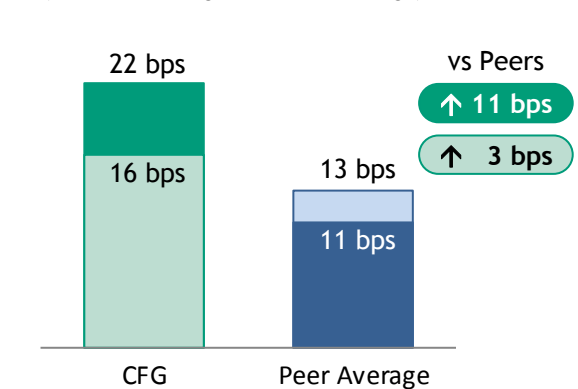
## Efficiency improvement (Efficiency ratio<sup>(1)</sup> change)



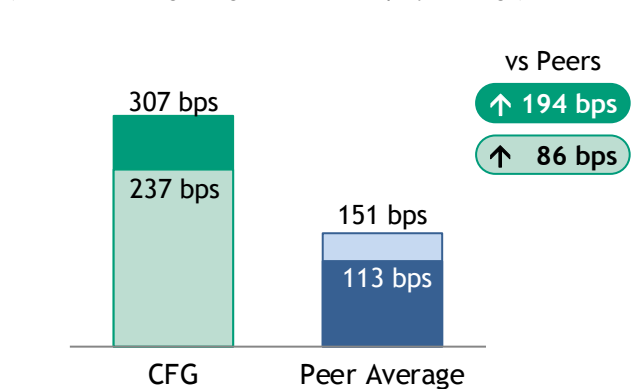
## Accelerating profitability (Net income available to common stockholders change)



## Improving ROA as assets grow (Return on average total assets change)



## Return on equity (Return on average tangible common equity<sup>(1)</sup> change)



Source: CapIQ and Company filings. Peers include CMA, BBT, FITB, MTB, PNC, RF, STI and USB. As a result of KEY's 3Q16 acquisition of First Niagara, KEY's results have been excluded from the peer average and peer median.

1) Please see important information on Key Performance Metrics and Non-GAAP Financial Measures at the beginning and end of this presentation for an explanation of our use of these metrics and non-GAAP financial measures and their reconciliation to GAAP financial measures, as applicable. "Adjusted" results exclude restructuring charges, special items and/or notable items, as applicable. "Underlying" results exclude a \$23 million benefit related to the settlement of certain state tax matters in the first quarter 2017.

2) Where disclosed, peer results adjusted for unusual or special revenue, expense and acquisition items.

# Summary of progress on strategic initiatives

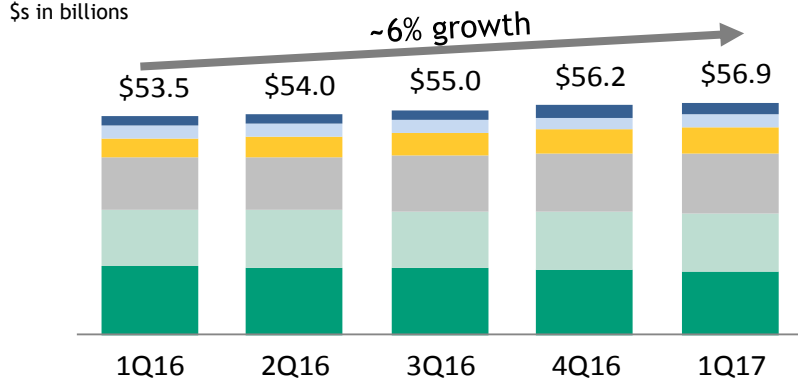
	Initiative	1Q17 Status	Commentary
Consumer	Grow and deepen relationships with primary households		Primary households up ~23,000 YoY and added ~15,000 primary HHs with a loan or investment. Continue to build out Mass Affluent and Affluent value propositions. Citizens Checkup continues to help build stronger relationships with customers and maintains high levels of customer satisfaction.
	Expand mortgage sales force		Expanding platform with LOs up 124 YoY and 22 from 4Q16 to 560. Originations up 20% YoY though down 25% from 4Q16 due to re-finance headwinds. Fulfillment efficiency and Top-box satisfaction showing improvement. Strengthening linkages with wealth business.
	Optimize Auto		Continue to optimize returns in business through focus on most profitable dealers and increased pricing. Reducing portfolio in favor of more attractive education and unsecured assets. SCUSA deal ends April 30.
	Grow Education/Unsecured Credit		Continued strong momentum in education with total loan balances up 45% YoY driven by steady growth in Ed Refi. Apple iUp balances up nicely YoY, adding new partners; expanding unsecured through targeted marketing.
	Expand Business Banking		Loan originations up YoY reflecting increased demand for credit and new sales alignment implemented in 2016. Deposit balances up 6% YoY.
	Expand Wealth		Expand Wealth FCs up 31 YoY to 360. YoY managed money sales up 300% with Investment sales up 25%. Fee-based business mix improved to 36% from 14% in 1Q16.
	Continue development of Capital and Global Markets activities		Fee income up 89% YoY, reflecting strong capital markets activity in loan and bond markets and modest growth in derivatives and FX activity; benefitting from expanded capabilities.
Commercial	Build out Treasury Solutions		Fees up 8% compared to prior-year quarter, reflecting pricing increase, improving sales activity and a 15% increase in commercial card fees. Maintaining focus on growing deposits. Continuing to build out product- and industry-specialist teams.
	Grow Franchise Finance		Strong growth with balances up 27% YoY. Continue expansion in well-established brands of quick-service and fast-casual franchises.
	Expand Middle Market		Loan balances up 5% and origination volumes up 51% YoY. Deposits up \$590 million, or 8%, and fee income up 16% YoY, driven by initiatives to deepen relationships with customers.
	Build out Mid-corp & Verticals		Overall loan growth of 18% YoY, driven by Healthcare and Technology Industry Verticals, which had loan growth of 28% YoY. Fee income up \$26 million, or 80% YoY.
	Prudently grow CRE		Continue to deepen client penetration with top developers in core geographies, while moderating growth in multi-family and retail sectors. CRE loans grew 16% YoY to \$10.1 billion.
	Reposition Asset Finance		Continue to realign product offering and strategy towards core Middle Market and Mid-corp customers to drive improved spread and fees.
CFG	Balance Sheet Optimization		NIM increased 10 bps YoY with approximately one-half of the increase due to continued execution of balance sheet strategies targeting improved mix and pricing. Continue to optimize auto and asset finance portfolios for higher returns.
	TOP III		TOP III program on track to meet targeted run-rate pre-tax benefit of \$100-\$115 million by end of 2017.

Note: Slide information as of 4/20/2017.

# Consumer Banking

Results reflect strong loan growth, improving yields, and investment in talent, infrastructure, product and advisory capabilities

## Robust loan growth



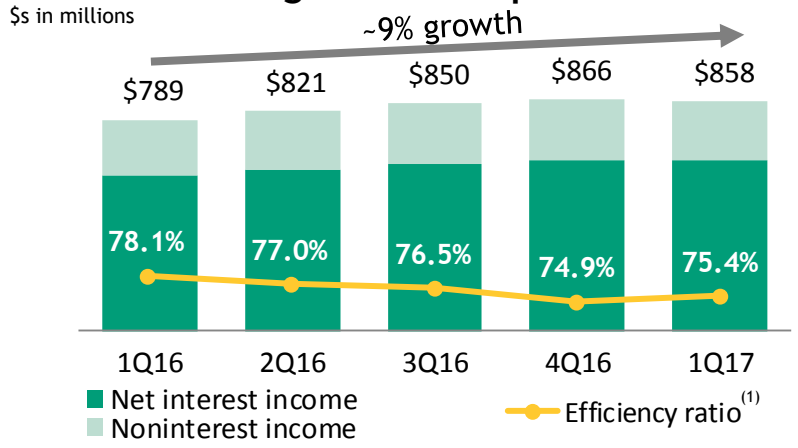
Deposits

Quarter	1Q16	2Q16	3Q16	4Q16	1Q17
Deposits	\$70.9	\$71.9	\$72.1	\$73.1	\$74.1

↑ ~5%

- Home equity
- Mortgage
- Business banking
- Auto
- Education
- Other

## Driving revenue improvement



- Net interest income
- Noninterest income
- Efficiency ratio <sup>(1)</sup>

## Recognition

**Top 5**  
**JD Power recognition**  
 Mortgage servicing and originations<sup>(2)</sup>

**Top 5**  
 Business Banking<sup>(3)</sup>

**10% better than peers**  
 Customer branch experience<sup>(4)</sup>



**2016 Javelin Mobile Banking Leader**  
 in App Rating category<sup>(5)</sup>

Note: Loan and deposit balances represent average balances.  
 1) Please see important information on Key Performance Metrics and Non-GAAP Financial Measures at the beginning and end of this presentation for an explanation of our use of these metrics and non-GAAP financial measures and their reconciliation to GAAP financial measures, as applicable. "Adjusted" results exclude restructuring charges, special items and/or notable items, as applicable. "Underlying" results exclude a \$23 million benefit related to the settlement of certain state tax matters in the first quarter 2017.  
 2) JD Power survey results reflect 2015-2016 assessment period.  
 3) Greenwich survey period from October 1, 2015 to September 30, 2016.  
 4) JD Power survey results reflect 2015 - 2016 assessment period and derive from JD Power branch servicing assessment score.  
 5) Javelin Strategy & Research.



# Consumer Banking – Delivering on a multi-year growth strategy

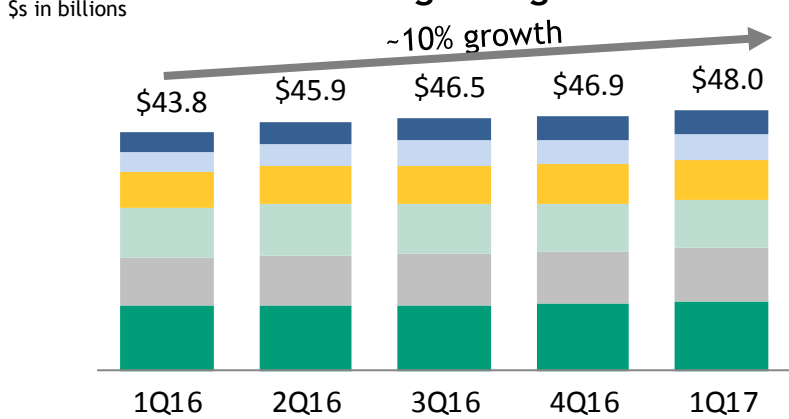
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- Utilizing segmentation strategies to drive primary household growth and attract, retain and deepen customer relationships
  - Enhancing Mass Affluent and Affluent offerings, expanding merchant partnership financing, growing education refinance and personal unsecured
- Further enhancing branch network efficiency and effectiveness
  - Evolving distribution to better meet changing consumer preferences and create integrated multi-channel experience
- Leveraging analytics, targeting and fulfillment capabilities
  - Improving customer acquisition and experience
  - Focus on becoming trusted advisor and developing deeper customer relationships
- Driving continued improvement in fee income
  - Significant investments in Wealth and Mortgage capabilities showing results

# Commercial Banking - Solid track record of delivering organic growth

Results reflect continued investment in talent, and enhanced product and advisory capabilities

## Strong loan growth

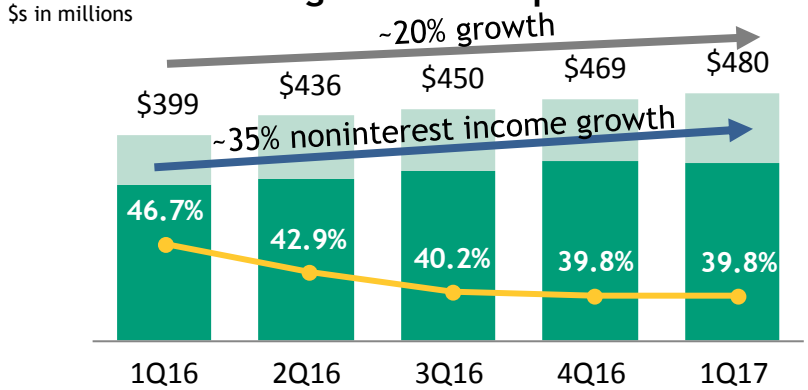


Deposits	\$24.8	\$25.1	\$27.8	\$29.4	\$29.0
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↑ ~17%

- Middle Market
- Asset Finance & Other<sup>(1)</sup>
- Franchise Finance
- CRE
- Mid-corporate
- Industry Verticals

## Driving revenue improvement



- Net interest income
- Noninterest income
- Efficiency ratio<sup>(2)</sup>

## Recognition



94%

Barlow Overall Customer Satisfaction<sup>(3)</sup>

96%

Relationship manager Satisfaction<sup>(3)</sup>

Top 10

Middle Market Syndications<sup>(4)</sup>

22% annual growth

Lead-left or joint-lead relationships<sup>(4)</sup>

Note: Loan and deposit balances represent average balances.  
 1) Includes Business Capital, Govt & Professional Banking, Corporate Finance & Global Markets, Treasury Solutions, Corporate and Commercial Banking Admin.  
 2) Please see important information on Key Performance Metrics and Non-GAAP Financial Measures at the beginning and end of this presentation for an explanation of our use of these metrics and non-GAAP financial measures and their reconciliation to GAAP financial measures, as applicable. "Adjusted" results exclude restructuring charges, special items and/or notable items, as applicable. "Underlying" results exclude a \$23 million benefit related to the settlement of certain state tax matters in the first quarter 2017.  
 3) Source: Barlow Research 2016 Voice of the Customer Survey, Top-2 box score, all Citizens Commercial Banking respondents (n=606)  
 4) Thomson Reuters LPC, Loan syndications 4Q16 ranking based on number of deals for Overall Middle Market (defined as Borrower Revenues < \$500MM and Deal Size < \$500MM) as of 12/31/2016.

# Commercial Banking - Consistently enhancing our capabilities and gaining market share

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- Drive deeper share of wallet with existing credit relationships and attract new relationships
  - Focus on enhancing product and service capabilities with selective extension into attractive growth areas
  - Prudently expand geographic reach in Southeast
  - Continue investment in key infrastructure and technology platforms (FX, IRP, Cash Mgmt.)
- Continue momentum in Capital Markets
  - Continue to bolster strategic advice model for M&A, capital structure, valuation and capital raises
  - Maintain top ten or better syndications league table status<sup>(1)</sup>
- Commitment to uptiering leadership and talent
  - Adding Market Leaders in Southeast, Midwest and New York metro to optimize client coverage model
  - Created a National Sales Manager role to drive consistent account prioritization and coverage routines
- Continue to drive growth in lead-client relationships

1) Thomson Reuters LPC, Loan syndications 4Q16 ranking based on number of deals for Overall Middle Market (defined as Borrower Revenues < \$500MM and Deal Size < \$500MM) as of 12/31/2016.

## We are making strong, consistent progress and will continue to focus on disciplined execution

- Citizens 1Q17 results highlight continued momentum
  - Strong revenue, net income and EPS growth
  - Robust operating leverage, expanding net interest margin, improving efficiency ratio and active capital management
  - ROTCE of 9.7%; 9.0% excluding the impact of certain state tax matters<sup>(1)</sup>
- Strong balance sheet position
  - Above peer-average CET1 ratio permits strong loan growth and attractive returns to shareholders
  - Attractive loan growth with continued improvement in credit quality
  - Disciplined execution on growing more attractive risk-adjusted return portfolios
- Keen focus on continuous improvement and delivering benefits from TOP efficiency programs
- Continue to self-fund significant investments in technology, talent and growth initiatives
- Strong execution against initiatives
  - In particular, Capital Markets, Global Markets and Wealth Management showed strong momentum in 1Q17
- On track to deliver well for all stakeholders in 2017
  - Progressing well on objectives for customers, colleagues, communities, shareholders and regulators

1) Please see important information on Key Performance Metrics and Non-GAAP Financial Measures at the beginning and end of this presentation for an explanation of our use of these metrics and non-GAAP financial measures and their reconciliation to GAAP financial measures, as applicable. "Adjusted" results exclude restructuring charges, special items and/or notable items, as applicable. "Underlying" results exclude a \$23 million benefit related to the settlement of certain state tax matters in the first quarter 2017.

# Appendix / Key performance metrics, Non-GAAP financial measures and reconciliations

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# Key performance metrics, Non-GAAP financial measures and reconciliations

\$s in millions, except share, per share and ratio data

	QUARTERLY TRENDS									
	1Q17	4Q16	3Q16	2Q16	1Q16	1Q17 Change				
						4Q16		1Q16		
						\$	%	\$	%	
<b>Noninterest income, adjusted:</b>										
Noninterest income (GAAP)	\$379	\$377	\$435	\$355	\$330	\$2	1 %	\$49	15 %	
Less: Notable items	—	—	67	—	—	—	—	—	—	—
Noninterest income, adjusted (non-GAAP)	\$379	\$377	\$368	\$355	\$330	\$2	1 %	\$49	15 %	
<b>Total revenue, adjusted:</b>										
Total revenue (GAAP)	A \$1,384	\$1,363	\$1,380	\$1,278	\$1,234	\$21	2 %	\$150	12 %	
Less: Notable items	—	—	67	—	—	—	—	—	—	—
Total revenue, adjusted (non-GAAP)	B \$1,384	\$1,363	\$1,313	\$1,278	\$1,234	\$21	2 %	\$150	12 %	
<b>Noninterest expense, adjusted:</b>										
Noninterest expense (GAAP)	C \$854	\$847	\$867	\$827	\$811	\$7	1 %	\$43	5 %	
Less: Notable items	—	—	36	—	—	—	—	—	—	—
Noninterest expense, adjusted (non-GAAP)	D \$854	\$847	\$831	\$827	\$811	\$7	1 %	\$43	5 %	
<b>Pre-provision profit:</b>										
Total revenue (GAAP)	A \$1,384	\$1,363	\$1,380	\$1,278	\$1,234	\$21	2 %	\$150	12 %	
Noninterest expense (GAAP)	C 854	847	867	827	811	7	1	43	5	
Pre-provision profit (GAAP)	\$530	\$516	\$513	\$451	\$423	\$14	3 %	\$107	25 %	
<b>Pre-provision profit, adjusted:</b>										
Total revenue, adjusted (non-GAAP)	B \$1,384	\$1,363	\$1,313	\$1,278	\$1,234	\$21	2 %	\$150	12 %	
Less: Noninterest expense, adjusted (non-GAAP)	D 854	847	831	827	811	7	1	43	5	
Pre-provision profit, adjusted (non-GAAP)	\$530	\$516	\$482	\$451	\$423	\$14	3 %	\$107	25 %	
<b>Income before income tax expense, adjusted:</b>										
Income before income tax expense (GAAP)	\$434	\$414	\$427	\$361	\$332	\$20	5 %	\$102	31 %	
Less: Income before income tax expense (benefit) related to notable items	—	—	31	—	—	—	—	—	—	—
Income before income tax expense, adjusted (non-GAAP)	\$434	\$414	\$396	\$361	\$332	\$20	5 %	\$102	31 %	
<b>Income tax expense and effective income tax rate, adjusted:</b>										
Income tax expense (GAAP)	\$114	\$132	\$130	\$118	\$109	(\$18)	(14%)	\$5	5 %	
Less: Income tax expense (benefit) related to notable items	—	—	12	—	—	—	—	—	—	—
Income tax expense, adjusted (non-GAAP)	\$114	\$132	\$118	\$118	\$109	(\$18)	(14%)	\$5	5 %	
<b>Net income, adjusted:</b>										
Net income (GAAP)	E \$320	\$282	\$297	\$243	\$223	\$38	13 %	\$97	43 %	
Add: Notable items, net of income tax expense (benefit)	—	—	(19)	—	—	—	—	—	—	—
Net income, adjusted (non-GAAP)	F \$320	\$282	\$278	\$243	\$223	\$38	13 %	\$97	43 %	
<b>Net income available to common stockholders, adjusted:</b>										
Net income available to common stockholders (GAAP)	G \$313	\$282	\$290	\$243	\$216	\$31	11%	\$97	45 %	
Add: Notable items, net of income tax expense (benefit)	—	—	(19)	—	—	—	—	—	—	—
Net income available to common stockholders, adjusted (non-GAAP)	H \$313	\$282	\$271	\$243	\$216	\$31	11 %	\$97	45 %	

# Key performance metrics, Non-GAAP financial measures and reconciliations

\$s in millions, except share, per share and ratio data

	QUARTERLY TRENDS									
	1Q17	4Q16	3Q16	2Q16	1Q16	1Q17 Change				
						4Q16		1Q16		
						\$/bps	%	\$/bps	%	
<b>Operating leverage:</b>										
Total revenue (GAAP)	A	\$1,384	\$1,363	\$1,380	\$1,278	\$1,234	\$21	1.54 %	\$150	12.16 %
Less: Noninterest expense (GAAP)	C	854	847	867	827	811	7	0.83	43	5.30
Operating leverage								0.71 %		6.86 %
<b>Operating leverage, adjusted:</b>										
Total revenue, adjusted (non-GAAP)	B	\$1,384	\$1,363	\$1,313	\$1,278	\$1,234	\$21	1.54 %	\$150	12.16 %
Less: Noninterest expense, adjusted (non-GAAP)	D	854	847	831	827	811	7	0.83	43	5.30
Operating leverage, adjusted (non-GAAP)								0.71 %		6.86 %
<b>Efficiency ratio and efficiency ratio, adjusted:</b>										
Efficiency ratio	C/A	61.68 %	62.18 %	62.88 %	64.71 %	65.66 %	(50)	bps	(398)	bps
Efficiency ratio, adjusted (non-GAAP)	D/B	61.68	62.18	63.31	64.71	65.66	(50)	bps	(398)	bps
<b>Return on average common equity and return on average common equity, adjusted:</b>										
Average common equity (GAAP)	I	\$19,460	\$19,645	\$19,810	\$19,768	\$19,567	(\$185)	(1%)	(\$107)	(1%)
Return on average common equity	G/I	6.52 %	5.70 %	5.82 %	4.94 %	4.45 %	82	bps	207	bps
Return on average common equity, adjusted (non-GAAP)	H/I	6.52	5.70	5.44	4.94	4.45	82	bps	207	bps
<b>Return on average tangible common equity and return on average tangible common equity, adjusted:</b>										
Average common equity (GAAP)	I	\$19,460	\$19,645	\$19,810	\$19,768	\$19,567	(\$185)	(1%)	(\$107)	(1%)
Less: Average goodwill (GAAP)		6,876	6,876	6,876	6,876	6,876	—	—	—	—
Less: Average other intangibles (GAAP)		—	1	1	2	3	(1)	(100)	(3)	(100)
Add: Average deferred tax liabilities related to goodwill (GAAP)		531	523	509	496	481	8	2	50	10
Average tangible common equity	J	\$13,115	\$13,291	\$13,442	\$13,386	\$13,169	(\$176)	(1%)	(\$54)	—%
Return on average tangible common equity	G/J	9.68 %	8.43 %	8.58 %	7.30 %	6.61 %	125	bps	307	bps
Return on average tangible common equity, adjusted (non-GAAP)	H/J	9.68	8.43	8.02	7.30	6.61	125	bps	307	bps
<b>Return on average total assets and return on average total assets, adjusted:</b>										
Average total assets (GAAP)	K	\$148,786	\$147,315	\$144,399	\$142,179	\$138,780	\$1,471	1 %	\$10,006	7 %
Return on average total assets	E/K	0.87 %	0.76 %	0.82 %	0.69 %	0.65 %	11	bps	22	bps
Return on average total assets, adjusted (non-GAAP)	F/K	0.87	0.76	0.77	0.69	0.65	11	bps	22	bps
<b>Return on average total tangible assets and return on average total tangible assets, adjusted:</b>										
Average total assets (GAAP)	K	\$148,786	\$147,315	\$144,399	\$142,179	\$138,780	\$1,471	1 %	\$10,006	7 %
Less: Average goodwill (GAAP)		6,876	6,876	6,876	6,876	6,876	—	—	—	—
Less: Average other intangibles (GAAP)		—	1	1	2	3	(1)	(100)	(3)	(100)
Add: Average deferred tax liabilities related to goodwill (GAAP)		531	523	509	496	481	8	2	50	10
Average tangible assets	L	\$142,441	\$140,961	\$138,031	\$135,797	\$132,382	\$1,480	1 %	\$10,059	8 %
Return on average total tangible assets	E/L	0.91 %	0.79 %	0.86 %	0.72 %	0.68 %	12	bps	23	bps
Return on average total tangible assets, adjusted (non-GAAP)	F/L	0.91	0.79	0.80	0.72	0.68	12	bps	23	bps

# Key performance metrics, Non-GAAP financial measures and reconciliations

\$s in millions, except share, per share and ratio data

	QUARTERLY TRENDS					1Q17 Change			
	1Q17	4Q16	3Q16	2Q16	1Q16	4Q16		1Q16	
						\$/bps	%	\$/bps	%
<b>Tangible book value per common share:</b>									
Common shares - at end of period (GAAP)	M 509,515,646	511,954,871	518,148,345	529,094,976	528,933,727	(2,439,225)	—%	(19,418,081)	(4%)
Common stockholders' equity (GAAP)	\$19,600	\$19,499	\$19,934	\$19,979	\$19,718	\$101	1	(\$118)	(1)
Less: Goodwill (GAAP)	6,876	6,876	6,876	6,876	6,876	—	—	—	—
Less: Other intangible assets (GAAP)	—	1	1	2	3	(1)	(100)	(3)	(100)
Add: Deferred tax liabilities related to goodwill (GAAP)	534	532	519	507	494	2	—	40	8
Tangible common equity	N \$13,258	\$13,154	\$13,576	\$13,608	\$13,333	\$104	1%	(\$75)	(1%)
Tangible book value per common share	N/M \$26.02	\$25.69	\$26.20	\$25.72	\$25.21	\$0.33	1%	\$0.81	3%
<b>Net income per average common share - basic and diluted, adjusted:</b>									
Average common shares outstanding - basic (GAAP)	O 509,451,450	512,015,920	519,458,976	528,968,330	528,070,648	(2,564,470)	(1%)	(18,619,198)	(4%)
Average common shares outstanding - diluted (GAAP)	P 511,348,200	513,897,085	521,122,466	530,365,203	530,446,188	(2,548,885)	—	(19,097,988)	(4)
Net income available to common stockholders (GAAP)	G \$313	\$282	\$290	\$243	\$216	\$31	11	\$97	45
Net income per average common share - basic (GAAP)	G/O 0.61	0.55	0.56	0.46	0.41	0.06	11	0.20	49
Net income per average common share - diluted (GAAP)	G/P 0.61	0.55	0.56	0.46	0.41	0.06	11	0.20	49
Net income available to common stockholders, adjusted (non-GAAP)	H 313	282	271	243	216	31	11	97	45
Net income per average common share - basic, adjusted (non-GAAP)	H/O 0.61	0.55	0.52	0.46	0.41	0.06	11	0.20	49
Net income per average common share - diluted, adjusted (non-GAAP)	H/P 0.61	0.55	0.52	0.46	0.41	0.06	11	0.20	49
<b>Pro forma Basel III fully phased-in common equity tier 1 capital ratio<sup>1</sup>:</b>									
Common equity tier 1 capital (regulatory)	\$13,941	\$13,822	\$13,763	\$13,768	\$13,570				
Less: Change in DTA and other threshold deductions (GAAP)	—	—	—	1	1				
Pro forma Basel III fully phased-in common equity tier 1 capital	Q \$13,941	\$13,822	\$13,763	\$13,767	\$13,569				
Risk-weighted assets (regulatory general risk weight approach)	\$124,881	\$123,857	\$121,612	\$119,492	\$116,591				
Add: Net change in credit and other risk-weighted assets (regulatory)	247	244	228	228	232				
Pro forma Basel III standardized approach risk-weighted assets	R \$125,128	\$124,101	\$121,840	\$119,720	\$116,823				
Pro forma Basel III fully phased-in common equity tier 1 capital ratio <sup>1</sup>	Q/R 11.1%	11.1%	11.3%	11.5%	11.6%				

<sup>1</sup> Basel III ratios assume certain definitions impacting qualifying Basel III capital, which otherwise will phase in through 2019, are fully phased-in. Ratios also reflect the required US Standardized methodology for calculating RWAs, effective January 1, 2015.



# Key performance metrics, Non-GAAP financial measures and reconciliations

\$s in millions, except share, per share and ratio data

	QUARTERLY TRENDS					1Q17 Change			
	1Q17	4Q16	3Q16	2Q16	1Q16	4Q16		1Q16	
						\$	%	\$	%
<b>Other income, adjusted</b>									
Other income (GAAP)	\$24	\$25	\$87	\$15	\$20	(\$1)	(4%)	\$4	20 %
Less: Notable items	—	—	67	—	—	—	—	—	—
Other income, adjusted (non-GAAP)	\$24	\$25	\$20	\$15	\$20	(\$1)	(4%)	\$4	20 %
<b>Salaries and employee benefits, adjusted:</b>									
Salaries and employee benefits (GAAP)	\$444	\$420	\$432	\$432	\$425	\$24	6 %	\$19	4 %
Less: Notable items	—	—	11	—	—	—	—	—	—
Salaries and employee benefits, adjusted (non-GAAP)	\$444	\$420	\$421	\$432	\$425	\$24	6 %	\$19	4 %
<b>Outside services, adjusted:</b>									
Outside services (GAAP)	\$91	\$98	\$102	\$86	\$91	(\$7)	(7%)	\$—	—%
Less: Notable items	—	—	8	—	—	—	—	—	—
Outside services, adjusted (non-GAAP)	\$91	\$98	\$94	\$86	\$91	(\$7)	(7%)	\$—	—%
<b>Occupancy, adjusted:</b>									
Occupancy (GAAP)	\$82	\$77	\$78	\$76	\$76	\$5	6 %	\$6	8 %
Less: Notable items	—	—	—	—	—	—	—	—	—
Occupancy, adjusted (non-GAAP)	\$82	\$77	\$78	\$76	\$76	\$5	6 %	\$6	8 %
<b>Equipment expense, adjusted:</b>									
Equipment expense (GAAP)	\$67	\$69	\$65	\$64	\$65	(\$2)	(3%)	\$2	3 %
Less: Notable items	—	—	—	—	—	—	—	—	—
Equipment expense, adjusted (non-GAAP)	\$67	\$69	\$65	\$64	\$65	(\$2)	(3%)	\$2	3 %
<b>Amortization of software, adjusted:</b>									
Amortization of software (GAAP)	\$44	\$44	\$46	\$41	\$39	\$—	—%	\$5	13 %
Less: Notable items	—	—	3	—	—	—	—	—	—
Amortization of software, adjusted (non-GAAP)	\$44	\$44	\$43	\$41	\$39	\$—	—%	\$5	13 %
<b>Other operating expense, adjusted:</b>									
Other operating expense (GAAP)	\$126	\$139	\$144	\$128	\$115	(\$13)	(9%)	\$11	10 %
Less: Notable items	—	—	14	—	—	—	—	—	—
Other operating expense, adjusted (non-GAAP)	\$126	\$139	\$130	\$128	\$115	(\$13)	(9%)	\$11	10 %

# Key performance metrics, Non-GAAP financial measures and reconciliations

\$s in millions, except share, per share and ratio data

	FULL YEAR			
	2016	2015	2016 Change	
			2015	
			\$	%
<b>Noninterest income, adjusted:</b>				
Noninterest income (GAAP)	\$1,497	\$1,422	\$75	5 %
Less: Special items	—	—	—	—
Less: Notable items	67	—	67	100
Noninterest income, adjusted (non-GAAP)	<u>\$1,430</u>	<u>\$1,422</u>	<u>\$8</u>	<u>1 %</u>
<b>Total revenue, adjusted:</b>				
Total revenue (GAAP)	A \$5,255	\$4,824	\$431	9 %
Less: Special items	—	—	—	—
Less: Notable items	67	—	67	100
Total revenue, adjusted (non-GAAP)	<u>B \$5,188</u>	<u>\$4,824</u>	<u>\$364</u>	<u>8 %</u>
<b>Noninterest expense, adjusted:</b>				
Noninterest expense (GAAP)	C \$3,352	\$3,259	\$93	3 %
Less: Restructuring charges and special items	—	50	(50)	(100)
Less: Notable items	36	—	36	100
Noninterest expense, adjusted (non-GAAP)	<u>D \$3,316</u>	<u>\$3,209</u>	<u>\$107</u>	<u>3 %</u>
<b>Pre-provision profit, adjusted:</b>				
Total revenue, adjusted (non-GAAP)	\$5,188	\$4,824	\$364	8 %
Less: Noninterest expense, adjusted (non-GAAP)	3,316	3,209	107	3
Pre-provision profit, adjusted (non-GAAP)	<u>\$1,872</u>	<u>\$1,615</u>	<u>\$257</u>	<u>16 %</u>
<b>Income before income tax expense, adjusted:</b>				
Income before income tax expense (GAAP)	E \$1,534	\$1,263	\$271	21 %
Less: Income before income tax expense (benefit) related to restructuring charges and special items	—	(50)	50	100
Less: Income before income tax expense (benefit) related to notable items	31	—	31	100
Income before income tax expense, adjusted (non-GAAP)	<u>F \$1,503</u>	<u>\$1,313</u>	<u>\$190</u>	<u>14 %</u>
<b>Income tax expense, adjusted:</b>				
Income tax expense (GAAP)	G \$489	\$423	\$66	16 %
Less: Income tax expense (benefit) related to restructuring charges and special items	—	(19)	19	100
Less: Income tax expense (benefit) related to notable items	12	—	12	100
Income tax expense, adjusted (non-GAAP)	<u>H \$477</u>	<u>\$442</u>	<u>\$35</u>	<u>8 %</u>
<b>Net income, adjusted:</b>				
Net income (GAAP)	I \$1,045	\$840	\$205	24 %
Add: Restructuring charges and special items, net of income tax expense (benefit)	—	31	(31)	(100)
Add: Notable items, net of income tax expense (benefit)	(19)	—	(19)	(100)
Net income, adjusted (non-GAAP)	<u>J \$1,026</u>	<u>\$871</u>	<u>\$155</u>	<u>18 %</u>
<b>Net income available to common stockholders, adjusted:</b>				
Net income available to common stockholders (GAAP)	K \$1,031	\$833	\$198	24 %
Add: Restructuring charges and special items, net of income tax expense (benefit)	—	31	(31)	(100)
Add: Notable items, net of income tax expense (benefit)	(19)	—	(19)	(100)
Net income available to common stockholders, adjusted (non-GAAP)	<u>L \$1,012</u>	<u>\$864</u>	<u>\$148</u>	<u>17 %</u>
<b>Effective income tax rate, adjusted:</b>				
Effective income tax rate	G/E 31.88%	33.52%	(164)	bps
Effective income tax rate, adjusted:	H/F 31.74	33.67	(193)	bps

# Key performance metrics, Non-GAAP financial measures and reconciliations

\$s in millions, except share, per share and ratio data

		FULL YEAR			
		2016	2015	2016 Change	
				2015	
				\$/bps	%
<b>Operating leverage:</b>					
Total revenue (GAAP)	A	\$5,255	\$4,824	\$431	8.93 %
Less: Noninterest expense (GAAP)	C	3,352	3,259	93	2.85
Operating leverage					<u>6.08 %</u>
<b>Operating leverage, adjusted:</b>					
Total revenue, adjusted (non-GAAP)	B	\$5,188	\$4,824	\$364	7.55 %
Less: Noninterest expense, adjusted (non-GAAP)	D	3,316	3,209	107	3.33
Operating leverage, adjusted (non-GAAP)					<u>4.22 %</u>
<b>Efficiency ratio and efficiency ratio, adjusted:</b>					
Efficiency ratio	C/A	63.80 %	67.56 %	(376)	bps
Efficiency ratio, adjusted (non-GAAP)	D/B	63.92	66.52	(260)	bps
<b>Return on average common equity and return on average common equity, adjusted:</b>					
Average common equity (GAAP)	M	\$19,698	\$19,354	\$344	2 %
Return on average common equity	K/M	5.23 %	4.30 %	93	bps
Return on average common equity, adjusted (non-GAAP)	L/M	5.14	4.46	68	bps
<b>Return on average tangible common equity and return on average tangible common equity, adjusted:</b>					
Average common equity (GAAP)	M	\$19,698	\$19,354	\$344	2 %
Less: Average goodwill (GAAP)		6,876	6,876	—	—
Less: Average other intangibles (GAAP)		2	4	(2)	(50)
Add: Average deferred tax liabilities related to goodwill (GAAP)		502	445	57	13
Average tangible common equity	N	<u>\$13,322</u>	<u>\$12,919</u>	<u>\$403</u>	3 %
Return on average tangible common equity	K/N	7.74 %	6.45 %	129	bps
Return on average tangible common equity, adjusted (non-GAAP)	L/N	7.60	6.69	91	bps
<b>Return on average total assets and return on average total assets, adjusted:</b>					
Average total assets (GAAP)	O	\$143,183	\$135,070	\$8,113	6 %
Return on average total assets	I/O	0.73 %	0.62 %	11	bps
Return on average total assets, adjusted (non-GAAP)	J/O	0.72	0.64	8	bps
<b>Return on average total tangible assets and return on average total tangible assets, adjusted:</b>					
Average total assets (GAAP)	O	\$143,183	\$135,070	\$8,113	6 %
Less: Average goodwill (GAAP)		6,876	6,876	—	—
Less: Average other intangibles (GAAP)		2	4	(2)	(50)
Add: Average deferred tax liabilities related to goodwill (GAAP)		502	445	57	13
Average tangible assets	P	<u>\$136,807</u>	<u>\$128,635</u>	<u>\$8,172</u>	6 %
Return on average total tangible assets	I/P	0.76 %	0.65 %	11	bps
Return on average total tangible assets, adjusted (non-GAAP)	J/P	0.75	0.68	7	bps

# Key performance metrics, Non-GAAP financial measures and reconciliations

\$s in millions, except share, per share and ratio data

	FULL YEAR				
	2016	2015	2016 Change		
			\$/bps	%	
<b>Tangible book value per common share:</b>					
Common shares - at end of period (GAAP)	Q	511,954,871	527,774,428	(15,819,557)	(3%)
Common stockholders' equity (GAAP)		\$19,499	\$19,399	\$100	1
Less: Goodwill (GAAP)		6,876	6,876	—	—
Less: Other intangible assets (GAAP)		1	3	(2)	(67)
Add: Deferred tax liabilities related to goodwill (GAAP)		532	480	52	11
Tangible common equity	R	\$13,154	\$13,000	\$154	1 %
Tangible book value per common share	R/Q	\$25.69	\$24.63	\$1.06	4 %
<b>Net income per average common share - basic and diluted, adjusted:</b>					
Average common shares outstanding - basic (GAAP)	S	522,093,545	535,599,731	(13,506,186)	(3%)
Average common shares outstanding - diluted (GAAP)	T	523,930,718	538,220,898	(14,290,180)	(3)
Net income available to common stockholders (GAAP)	K	\$1,031	\$833	\$198	24
Net income per average common share - basic (GAAP)	K/S	1.97	1.55	0.42	27
Net income per average common share - diluted (GAAP)	K/T	1.97	1.55	0.42	27
Net income available to common stockholders, adjusted (non-GAAP)	L	1,012	864	148	17
Net income per average common share - basic, adjusted (non-GAAP)	L/S	1.94	1.61	0.33	20
Net income per average common share - diluted, adjusted (non-GAAP)	L/T	1.93	1.61	0.32	20

# Key performance metrics, Non-GAAP financial measures and reconciliations

\$s in millions, except share, per share and ratio data

	THREE MONTHS ENDED MAR 31,				THREE MONTHS ENDED DEC 31,				THREE MONTHS ENDED SEPT 30,				
	2017				2016				2016				
	Consumer	Commercial	Other	Consolidated	Consumer	Commercial	Other	Consolidated	Consumer	Commercial	Other	Consolidated	
<b>Net income available to common stockholders:</b>													
Net income (loss) (GAAP)	A	\$95	\$180	\$45	\$320	\$92	\$172	\$18	\$282	\$92	\$162	\$43	\$297
Less: Preferred stock dividends		—	—	7	7	—	—	—	—	—	—	7	7
Net income available to common stockholders	B	\$95	\$180	\$38	\$313	\$92	\$172	\$18	\$282	\$92	\$162	\$36	\$290
<b>Return on average tangible common equity:</b>													
Average common equity (GAAP)		\$5,460	\$5,528	\$8,472	\$19,460	\$5,275	\$5,278	\$9,092	\$19,645	\$5,190	\$5,172	\$9,448	\$19,810
Less: Average goodwill (GAAP)		—	—	6,876	6,876	—	—	6,876	6,876	—	—	6,876	6,876
Average other intangibles (GAAP)		—	—	—	—	—	—	1	1	—	—	1	1
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	531	531	—	—	523	523	—	—	509	509
Average tangible common equity	C	\$5,460	\$5,528	\$2,127	\$13,115	\$5,275	\$5,278	\$2,738	\$13,291	\$5,190	\$5,172	\$3,080	\$13,442
Return on average tangible common equity	B/C	7.06 %	13.18 %	NM	9.68 %	6.97 %	12.94 %	NM	8.43 %	7.04 %	12.50 %	NM	8.58 %
<b>Return on average total tangible assets:</b>													
Average total assets (GAAP)		\$58,660	\$49,243	\$40,883	\$148,786	\$58,066	\$48,024	\$41,225	\$147,315	\$56,689	\$47,902	\$39,808	\$144,399
Less: Average goodwill (GAAP)		—	—	6,876	6,876	—	—	6,876	6,876	—	—	6,876	6,876
Average other intangibles (GAAP)		—	—	—	—	—	—	1	1	—	—	1	1
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	531	531	—	—	523	523	—	—	509	509
Average tangible assets	D	\$58,660	\$49,243	\$34,538	\$142,441	\$58,066	\$48,024	\$34,871	\$140,961	\$56,689	\$47,902	\$33,440	\$138,031
Return on average total tangible assets	A/D	0.66 %	1.48 %	NM	0.91 %	0.63 %	1.42 %	NM	0.79 %	0.64 %	1.35 %	NM	0.86 %
<b>Efficiency ratio:</b>													
Noninterest expense (GAAP)	E	\$647	\$190	\$17	\$854	\$649	\$187	\$11	\$847	\$650	\$181	\$36	\$867
Net interest income (GAAP)		638	346	21	1,005	639	347	—	986	621	327	(3)	945
Noninterest income (GAAP)		220	134	25	379	227	122	28	377	229	123	83	435
Total revenue (GAAP)	F	\$858	\$480	\$46	\$1,384	\$866	\$469	\$28	\$1,363	\$850	\$450	\$80	\$1,380
Efficiency ratio	E/F	75.41 %	39.80 %	NM	61.68 %	74.90 %	39.83 %	NM	62.18 %	76.46 %	40.21 %	NM	62.88 %
<b>THREE MONTHS ENDED JUNE 30,</b>													
<b>2016</b>													
<b>THREE MONTHS ENDED MAR 31,</b>													
<b>2016</b>													
		Consumer	Commercial	Other	Consolidated	Consumer	Commercial	Other	Consolidated				
<b>Net income available to common stockholders:</b>													
Net income (loss) (GAAP)	A	\$90	\$164	(\$11)	\$243	\$71	\$133	\$19	\$223				
Less: Preferred stock dividends		—	—	—	—	—	—	7	7				
Net income available to common stockholders	B	\$90	\$164	(\$11)	\$243	\$71	\$133	\$12	\$216				
<b>Return on average tangible common equity:</b>													
Average common equity (GAAP)		\$5,110	\$5,040	\$9,618	\$19,768	\$5,089	\$4,790	\$9,688	\$19,567				
Less: Average goodwill (GAAP)		—	—	6,876	6,876	—	—	6,876	6,876				
Average other intangibles (GAAP)		—	—	2	2	—	—	3	3				
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	496	496	—	—	481	481				
Average tangible common equity	C	\$5,110	\$5,040	\$3,236	\$13,386	\$5,089	\$4,790	\$3,290	\$13,169				
Return on average tangible common equity	B/C	7.09 %	13.04 %	NM	7.30 %	5.59 %	11.19 %	NM	6.61 %				
<b>Return on average total tangible assets:</b>													
Average total assets (GAAP)		\$55,660	\$47,388	\$39,131	\$142,179	\$55,116	\$45,304	\$38,360	\$138,780				
Less: Average goodwill (GAAP)		—	—	6,876	6,876	—	—	6,876	6,876				
Average other intangibles (GAAP)		—	—	2	2	—	—	3	3				
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	496	496	—	—	481	481				
Average tangible assets	D	\$55,660	\$47,388	\$32,749	\$135,797	\$55,116	\$45,304	\$31,962	\$132,382				
Return on average total tangible assets	A/D	0.65 %	1.39 %	NM	0.72 %	0.52 %	1.18 %	NM	0.68 %				
<b>Efficiency ratio:</b>													
Noninterest expense (GAAP)	E	\$632	\$186	\$9	\$827	\$616	\$187	\$8	\$811				
Net interest income (GAAP)		602	314	7	923	581	300	23	904				
Noninterest income (GAAP)		219	122	14	355	208	99	23	330				
Total revenue (GAAP)	F	\$821	\$436	\$21	\$1,278	\$789	\$399	\$46	\$1,234				
Efficiency ratio	E/F	76.98 %	42.88 %	NM	64.71 %	78.08 %	46.74 %	NM	65.66 %				

# Key performance metrics, Non-GAAP financial measures and reconciliations

\$s in millions, except share, per share and ratio data

	QUARTERLY TRENDS							
	1Q17	4Q16	1Q16	1Q17 Change				
				4Q16		1Q16		
			\$/bps	%	\$/bps	%		
<b>Income before income tax expense (GAAP)</b>	A	\$434	\$414	\$332	\$20	4.8 %	\$102	30.7 %
<b>Income tax expense and effective income tax rate, underlying:</b>								
Income tax expense (GAAP)	B	\$114	\$132	\$109	(\$18)	(13.6)%	\$5	4.6 %
Less: Settlement of certain state tax matters		(23)	—	—	(23)	(100.0)	(23)	(100.0)
Income tax expense, underlying	C	\$137	\$132	\$109	\$5	3.8 %	\$28	25.7 %
Effective income tax rate (GAAP)	B/A	26.36 %	31.90 %	32.87 %	(554)	bps	(651)	bps
Effective income tax rate, underlying	C/A	31.56	31.90	32.87	(34)	bps	(131)	bps
<b>Net income, underlying:</b>								
Net income (GAAP)	D	\$320	\$282	\$223	\$38	13.5 %	\$97	43.5 %
Less: Settlement of certain state tax matters		23	—	—	23	100.0	23	100.0
Net income, underlying	E	\$297	\$282	\$223	\$15	5.3 %	\$74	33.2 %
<b>Net income available to common stockholders, underlying:</b>								
Net income available to common stockholders (GAAP)	F	\$313	\$282	\$216	\$31	11.0 %	\$97	44.9 %
Less: Settlement of certain state tax matters		23	—	—	23	100.0	23	100.0
Net income available to common stockholders, underlying	G	\$290	\$282	\$216	\$8	2.8 %	\$74	34.3 %
<b>Return on average common equity and return on average common equity, underlying:</b>								
Average common equity (GAAP)	H	\$19,460	\$19,645	\$19,567	(\$185)	(0.9)%	(\$107)	(0.5)%
Return on average common equity	F/H	6.52 %	5.70 %	4.45 %	82	bps	207	bps
Return on average common equity, underlying	G/H	6.05	5.70	4.45	35	bps	160	bps
<b>Return on average tangible common equity and return on average tangible common equity, underlying:</b>								
Average common equity (GAAP)	H	\$19,460	\$19,645	\$19,567	(\$185)	(0.9)%	(\$107)	(0.5)%
Less: Average goodwill (GAAP)		6,876	6,876	6,876	—	—	—	—
Less: Average other intangibles (GAAP)		—	1	3	(1)	(100.0)	(3)	(100.0)
Add: Average deferred tax liabilities related to goodwill (GAAP)		531	523	481	8	1.5	50	10.4
Average tangible common equity	I	\$13,115	\$13,291	\$13,169	(\$176)	(1.3)%	(\$54)	(0.4)%
Return on average tangible common equity	F/I	9.68 %	8.43 %	6.61 %	125	bps	307	bps
Return on average tangible common equity, underlying	G/I	8.98	8.43	6.61	55	bps	237	bps
<b>Return on average total assets and return on average total assets, underlying:</b>								
Average total assets (GAAP)	J	\$148,786	\$147,315	\$138,780	\$1,471	1.0 %	\$10,006	7.2 %
Return on average total assets	D/J	0.87 %	0.76 %	0.65 %	11	bps	22	bps
Return on average total assets, underlying	E/J	0.81	0.76	0.65	5	bps	16	bps
<b>Return on average total tangible assets and return on average total tangible assets, underlying:</b>								
Average total assets (GAAP)	J	\$148,786	\$147,315	\$138,780	\$1,471	1.0 %	\$10,006	7.2 %
Less: Average goodwill (GAAP)		6,876	6,876	6,876	—	—	—	—
Less: Average other intangibles (GAAP)		—	1	3	(1)	(100.0)	(3)	(100.0)
Add: Average deferred tax liabilities related to goodwill (GAAP)		531	523	481	8	1.5	50	10.4
Average tangible assets	K	\$142,441	\$140,961	\$132,382	\$1,480	1.0 %	\$10,059	7.6 %
Return on average total tangible assets	D/K	0.91 %	0.79 %	0.68 %	12	bps	23	bps
Return on average total tangible assets, underlying	E/K	0.85	0.79	0.68	6	bps	17	bps
<b>Net income per average common share - basic and diluted, underlying:</b>								
Average common shares outstanding - basic (GAAP)	L	509,451,450	512,015,920	528,070,648	(2,564,470)	(0.5)%	(18,619,198)	(3.5)%
Average common shares outstanding - diluted (GAAP)	M	511,348,200	513,897,085	530,446,188	(2,548,885)	(0.5)	(19,097,988)	(3.6)
Net income available to common stockholders (GAAP)	F	\$313	\$282	\$216	\$31	11.0	\$97	44.9
Net income per average common share - basic (GAAP)	F/L	0.61	0.55	0.41	0.06	10.9	0.20	48.8
Net income per average common share - diluted (GAAP)	F/M	0.61	0.55	0.41	0.06	10.9	0.20	48.8
Net income available to common stockholders, underlying	G	290	282	216	8	2.8	74	34.3
Net income per average common share - basic, underlying	G/L	0.57	0.55	0.41	0.02	3.6	0.16	39.0
Net income per average common share - diluted, underlying	G/M	0.57	0.55	0.41	0.02	3.6	0.16	39.0

# Key performance metrics, Non-GAAP financial measures and reconciliations

\$s in millions, except share, per share and ratio data

	FOR THE THREE MONTHS ENDED															
	MAR. 31,	DEC. 31,	SEP. 30,	JUNE 30,	MAR. 31,	DEC. 31,	SEP. 30,	JUNE 30,	MAR. 31,	DEC. 31,	SEP. 30,	JUNE 30,	MAR. 31,	DEC. 31,	SEP. 30,	
	2017	2016	2016	2016	2016	2015	2015	2015	2015	2014	2014	2014	2014	2013	2013	
<b>Total revenue, adjusted:</b>																
Total revenue (GAAP)	A	\$1,384	\$1,363	\$1,380	\$1,278	\$1,234	\$1,232	\$1,209	\$1,200	\$1,183	\$1,179	\$1,161	\$1,473	\$1,166	\$1,158	\$1,153
Less: Special items		—	—	—	—	—	—	—	—	—	—	288	—	—	—	—
Less: Notable items		—	—	67	—	—	—	—	—	—	—	—	—	—	—	—
Total revenues, adjusted (non-GAAP)	B	\$1,384	\$1,363	\$1,313	\$1,278	\$1,234	\$1,232	\$1,209	\$1,200	\$1,183	\$1,179	\$1,161	\$1,185	\$1,166	\$1,158	\$1,153
<b>Noninterest expense, adjusted:</b>																
Noninterest expense (GAAP)	C	\$854	\$847	\$867	\$827	\$811	\$810	\$798	\$841	\$810	\$824	\$810	\$948	\$810	\$818	\$788
Less: Restructuring charges and special items		—	—	—	—	—	—	—	40	10	33	21	115	—	26	—
Less: Notable items		—	—	36	—	—	—	—	—	—	—	—	—	—	—	—
Noninterest expense, adjusted (non-GAAP)	D	\$854	\$847	\$831	\$827	\$811	\$810	\$798	\$801	\$800	\$791	\$789	\$833	\$810	\$792	\$788
<b>Efficiency ratio and efficiency ratio, adjusted:</b>																
Efficiency ratio	C/A	62 %	62 %	63 %	65 %	66 %	66 %	66 %	70 %	68 %	70 %	70 %	64 %	69 %	71 %	68 %
Efficiency ratio, adjusted (non-GAAP)	D/B	62	62	63	65	66	66	66	67	68	67	68	70	69	68	68
<b>Net income, adjusted:</b>																
Net income (GAAP)	E	\$320	\$282	\$297	\$243	\$223	\$221	\$220	\$190	\$209	\$197	\$189	\$313	\$166	\$152	\$144
Add: Restructuring charges and special items, net of income tax expense (benefit)		—	—	—	—	—	—	—	25	6	20	13	(108)	—	17	—
Add: Notable items, net of income tax expense (benefit)		—	—	(19)	—	—	—	—	—	—	—	—	—	—	—	—
Net income, adjusted (non-GAAP)	F	\$320	\$282	\$278	\$243	\$223	\$221	\$220	\$215	\$215	\$217	\$202	\$205	\$166	\$169	\$144
<b>Net income per average common share - diluted, and net income per average common share - diluted, adjusted</b>																
Net income available to common stockholders (GAAP)	G	\$313	\$282	\$290	\$243	\$216	\$221	\$213	\$190	\$209	\$197	\$189	\$313	\$166	\$152	\$144
Add: Restructuring charges and special items, net of income tax expense (benefit)		—	—	—	—	—	—	—	25	6	20	13	(108)	—	17	—
Add: Notable items, net of income tax expense (benefit)		—	—	(19)	—	—	—	—	—	—	—	—	—	—	—	—
Net income available to common stockholders, adjusted (non-GAAP)	H	\$313	\$282	\$271	\$243	\$216	\$221	\$213	\$215	\$215	\$217	\$202	\$205	\$166	\$169	\$144
Average common shares outstanding - diluted (GAAP)	P	\$11,348,200	\$13,897,085	\$21,122,466	\$30,365,203	\$30,446,188	\$30,275,673	\$33,398,158	\$39,909,366	\$49,798,717	\$50,676,298	\$60,243,747	\$59,998,324	\$59,998,324	\$59,998,324	\$59,998,324
Net income per average common share - diluted (GAAP)	G/P	\$0.61	\$0.55	\$0.56	\$0.46	\$0.41	\$0.42	\$0.40	\$0.35	\$0.38	\$0.36	\$0.34	\$0.56	\$0.30	\$0.27	\$0.26
Net income per average common share - diluted, adjusted (non-GAAP)	H/P	0.61	0.55	0.52	0.46	0.41	0.42	0.40	0.40	0.39	0.39	0.36	0.37	0.30	0.30	0.26
<b>Return on average tangible common equity and return on average tangible common equity, adjusted:</b>																
Average common equity (GAAP)		\$19,460	\$19,645	\$19,810	\$19,768	\$19,567	\$19,359	\$19,261	\$19,391	\$19,407	\$19,209	\$19,411	\$19,607	\$19,370	\$19,364	\$19,627
Less: Average goodwill (GAAP)		6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876
Less: Average other intangibles (GAAP)		—	1	1	2	3	3	4	5	5	6	6	7	7	8	9
Add: Average deferred tax liabilities related to goodwill (GAAP)		531	523	509	496	481	468	453	437	422	403	384	369	351	342	325
Average tangible common equity	J	\$13,115	\$13,291	\$13,442	\$13,386	\$13,169	\$12,948	\$12,834	\$12,947	\$12,948	\$12,730	\$12,913	\$13,093	\$12,838	\$12,822	\$13,067
Return on average tangible common equity	G/J	9.68 %	8.43 %	8.58 %	7.30 %	6.61 %	6.75 %	6.60 %	5.90 %	6.53 %	6.12 %	5.81 %	9.59 %	5.24 %	4.71 %	4.34 %
Return on average tangible common equity, adjusted (non-GAAP)	H/J	9.68	8.43	8.02	7.30	6.61	6.75	6.60	6.67	6.73	6.76	6.22	6.28	5.24	5.24	4.34
<b>Return on average total tangible assets and return on average total tangible assets, adjusted:</b>																
Average total assets (GAAP)	K	\$148,786	\$147,315	\$144,399	\$142,179	\$138,780	\$136,298	\$135,103	\$135,521	\$133,325	\$130,671	\$128,691	\$127,148	\$123,904	\$120,393	\$117,386
Less: Average goodwill (GAAP)		6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876	6,876
Less: Average other intangibles (GAAP)		—	1	1	2	3	3	4	5	5	6	6	7	7	8	9
Add: Average deferred tax liabilities related to goodwill (GAAP)		531	523	509	496	481	468	453	437	422	403	384	369	351	342	325
Average tangible assets	L	\$142,441	\$140,961	\$138,031	\$135,797	\$132,382	\$129,887	\$128,676	\$129,077	\$126,866	\$124,192	\$122,193	\$120,634	\$117,372	\$113,851	\$110,826
Return on average total tangible assets	E/L	0.91 %	0.79 %	0.86 %	0.72 %	0.68 %	0.67 %	0.68 %	0.59 %	0.67 %	0.63 %	0.61 %	1.04 %	0.57 %	0.53 %	0.52 %
Return on average total tangible assets, adjusted (non-GAAP)	F/L	0.91	0.79	0.80	0.72	0.68	0.67	0.68	0.67	0.69	0.69	0.66	0.68	0.57	0.59	0.52

