Deutsche Bank Global Financial Services Conference

May 31, 2017

Brad Conner
Vice Chairman, Head of Consumer Banking

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 Basel III capital standards) and our ability to generate capital internally or raise capital on favorable terms;
- the effect of the current low interest rate environment or 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 (Basel III 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 measures, 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”.

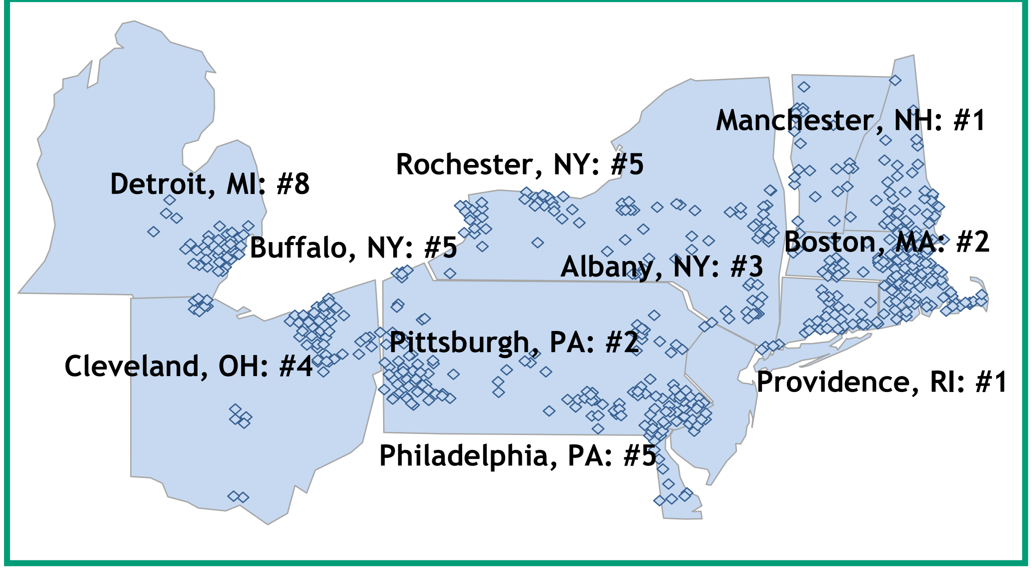
We believe these non-GAAP measures provide useful information to investors because these are among the measures used by our management team to evaluate our operating performance and make day-to-day operating decisions. In addition, we believe our “Adjusted” or “Underlying” results in any period reflect 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

Top 5 deposit market share in 9 of 10 largest MSAs[3]



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

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

Source: SNL Financial. Data as of 12/31/2016, unless otherwise noted.
1) CFG data as of March 31, 2017.
2) Ranking based on 03/31/2017 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) Inside Mortgage Finance Publications, Inc. Copyright © 2017. Bank-only origination rank.
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).

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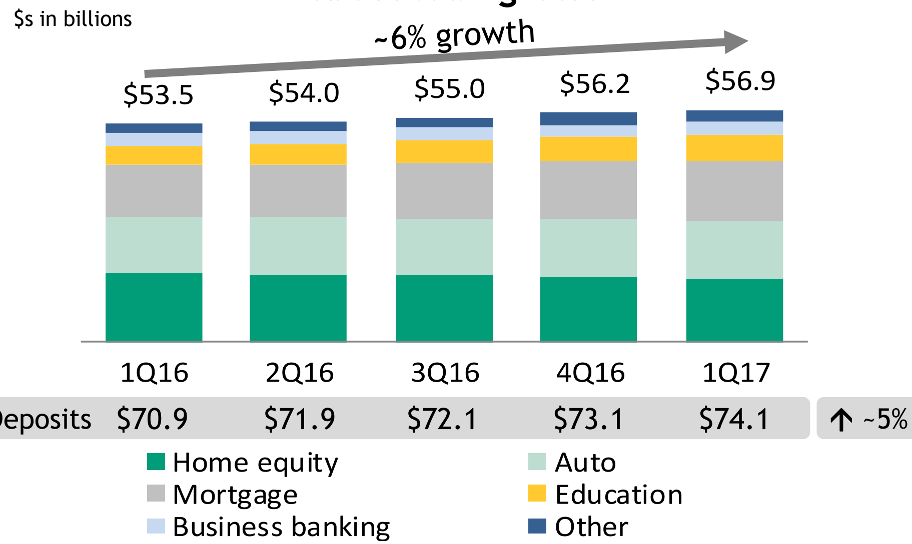
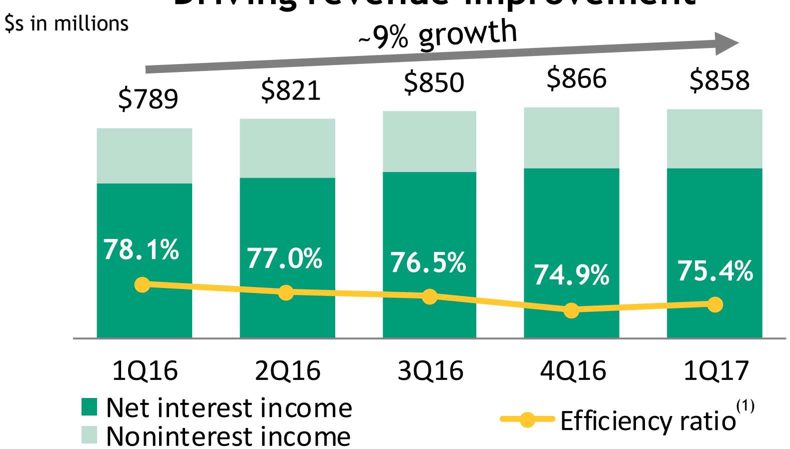
Consumer Banking

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

Robust loan growth



Driving revenue improvement



Recognition

Top 5
JD Power recognition
Mortgage servicing and originations[2]

Top 5
Business Banking[3]

10% better than peers
Customer branch experience[4]

2016 Javelin Mobile Banking Leader in App Rating category[5]

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.

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Continued Consumer Banking strength in 1Q17

$s in millions	1Q17	4Q16	1Q16	1Q17 change from 4Q16 $	1Q17 change from 4Q16 %	1Q17 change from 1Q16 $	1Q17 change from 1Q16 %
Net interest income	$ 638	$ 639	$ 581	$ (1)	— %	$ 57	10 %
Noninterest income	220	227	208	(7)	(3)	12	6
Total revenue	858	866	789	(8)	(1)	69	9
Noninterest expense	647	649	616	(2)	—	31	5
Pre-provision profit	211	217	173	(6)	(3)	38	22
Provision for credit losses	64	74	63	(10)	(14)	1	2
Income before income tax expense	147	143	110	4	3	37	34
Income tax expense	52	51	39	1	2	13	33
Net income	**$ 95**	**$ 92**	**$ 71**	**$ 3**	**3 %**	**$ 24**	**34 %**
Average balances $s in billions							
Total loans and leases[2]	$ 57.3	$ 56.7	$ 53.7	$ 0.6	1 %	$ 3.6	7 %
Total deposits	$ 74.1	$ 73.1	$ 70.9	$ 1.0	1 %	$ 3.3	5 %
Credit metrics							
Net charge-offs %	0.46%	0.52%	0.47%	(6) bps		(1) bps	
Nonperforming loans %	0.94%	0.96%	1.06%	(2) bps		(12) bps	
Key performance metrics							
ROTCE[1,3]	7.1%	7.0%	5.6%	9 bps		147 bps	
Efficiency ratio[1]	75%	75%	78%	51 bps		(267) bps	

Highlights

- Positive operating leverage is driving strong growth in pre-provision profit — up 22% YoY
- Credit costs remain stable as growth continues in high-credit quality portfolios
- 34% YoY growth in net income, driving improvement in ROTCE, efficiency ratio[1]
- On track to exceed 9% target ROTCE by 4Q17

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.
2) Includes held for sale.
3) Operating segments are allocated capital on a risk-adjusted basis considering economic and regulatory capital requirements. We approximate that regulatory capital is equivalent to a sustainable target level for tier 1 common equity and then allocate that approximation to the segments based on economic capital.

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Consumer Banking — Delivering on a multi-year growth strategy

1. Further enhancing branch network efficiency and effectiveness
   - Evolving distribution to better meet changing consumer preferences and create integrated multi-channel experience
   - Focus on becoming trusted advisor and developing deeper customer relationships
2. Utilize segmentation strategies to drive primary household growth and attract, retain and deepen customer relationships
   - Enhancing Mass Affluent and Affluent offerings
3. Continue to optimize loan portfolio and deposit funding
   - Grow education refinance and personal unsecured; expand merchant partnership financing
   - Cost effectively grow deposit base through improved targeting
4. Leverage analytics, targeting and fulfillment capabilities
   - Improving customer acquisition and experience
5. Deliver continued improvement in fee income
   - Significant investments in Wealth and Mortgage capabilities showing results
6. Drive continuous improvement mindset and efficiencies

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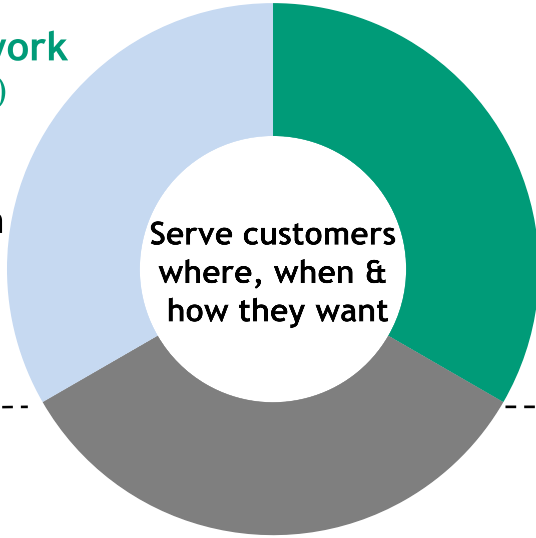
Evolving our integrated distribution and advice model

1

Retail Network
(Branch & ATM)

36% non-branch deposits ⬆ 5% YoY



Contact Center

Digital

Online banking HHs ⬆ 2% YoY(1)

Mobile HHs ⬆ 10% YoY(1)

⬆ IVR calls 3% YoY(2)

Objectives

- Focus on end-to-end customer experience
- Enable needs-based advice and solutions through programs such as Citizens Checkup
- Migrate routine interactions to lower-cost channels
- Streamline the physical network and reducing average branch size to ~3,600 from ~4,300 square feet(3)

How we are streamlining and transforming the physical network



Flagship Branch 2021: 3%	Advice Branch 2021: 36%	Everyday Banking Branch 2021: 32%	In-store Branch 2021: 29%	Remote ATMs 2021: 353

1) Represents enrolled online and mobile households.
2) IVR defined as interactive voice recognition technology.
3) Expected average branch size in 2021 based upon March 2017 Company estimates.

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Branch experience remains important to success

1

External measurement highlights consistent and significant progress

- **Top 10%** of companies for customer experience across all industries[1]
- **Second highest** in customer experience (79%) among banks and 6.8 points above industry average[1]
- **Most improved** bank with an 18 point increase 2017 vs. 2016[1]

J.D. Power

- **37 point increase** in Branch satisfaction 2017 vs. 2016[2]
- **Top 5** rank in key branch categories[2]

Internal measures also show steady progress

- Successful migration to specialist model[3]

	1Q14	1Q17	% change
Tellers	~2,600	~1,400	~-46%
UBs	~2,100	~2,500	~+19%
LBs	~160	~500	~+213%
SBs		~350	nm
Mgmt./ other	~2,900	~1,600	~-45%
Total	~7,760	~6,350	~-18%

- **Turnover** continues to trend lower with 16% reduction YoY[4]
- **Organizational Health** Index shows strong improvement
  - 57 in 2015; 63 in 2016
- **Survey results show strong scores** around customer alignment, doing the right thing, recommend Citizens as a place to work

1) 2017 Temkin Experience Ratings, U.S., March 2017.
2) J.D. Power 2017 U.S. Retail Banking Satisfaction Study, April 2017. Top 5 reflects wait times and in-person best practices for J.D. Power-surveyed footprint.
3) UBs are Universal Bankers; LBs are Licensed Bankers; SBs are Small Business Specialists; Mgmt./other comprises branch managers, assistant branch managers, bankers and other FTE equivalents.
4) As of 1Q17. Based on twelve-trailing month voluntary retail turnover.

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Our strategy focuses on customer segment needs

2

Segment[1]		Approach
Pre-Mass Market and Mass Market	~≤$100,000	**Maintain steady growth and accelerate shift to digital:** ■ Differentiate customer experience through branch, online & mobile channels ■ Provide appropriate suite of products and services
Mass Affluent	~$100,000 to <$500,000	**Accelerate growth by providing:** ■ Targeted products/services (Platinum, Premier) ■ Personalized advisory services
Affluent	~$500,000 to <$2,000,000	■ Attractive offers, with particular focus on home equity and Education Refinance
High Net Worth[2]	~$2,000,000+	■ Augmenting wealth advisory model to align with highest-opportunity clients
Small Business	Revenues ~≤ $25 million per annum	**Maintain steady growth by providing:** ■ Specialized products & services ■ Wide range of lending & credit solutions ■ Enhanced digital capabilities

1) Household liquid assets: IXI/CFG data.
2) High Net Worth clients also defined as “HNW”.

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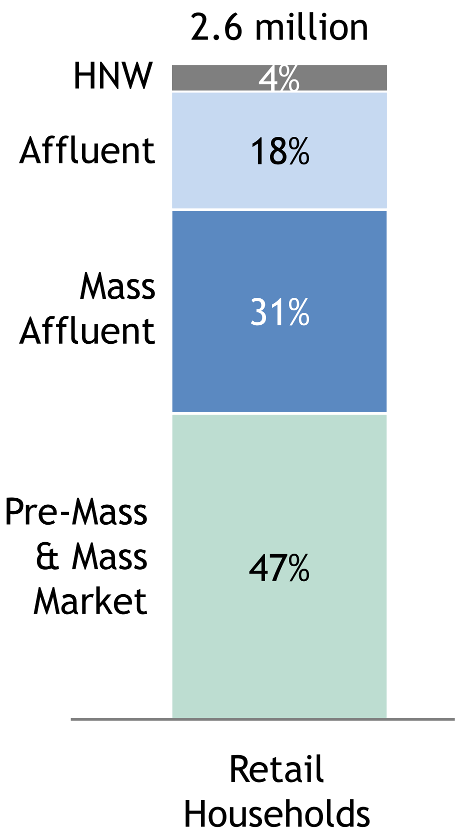
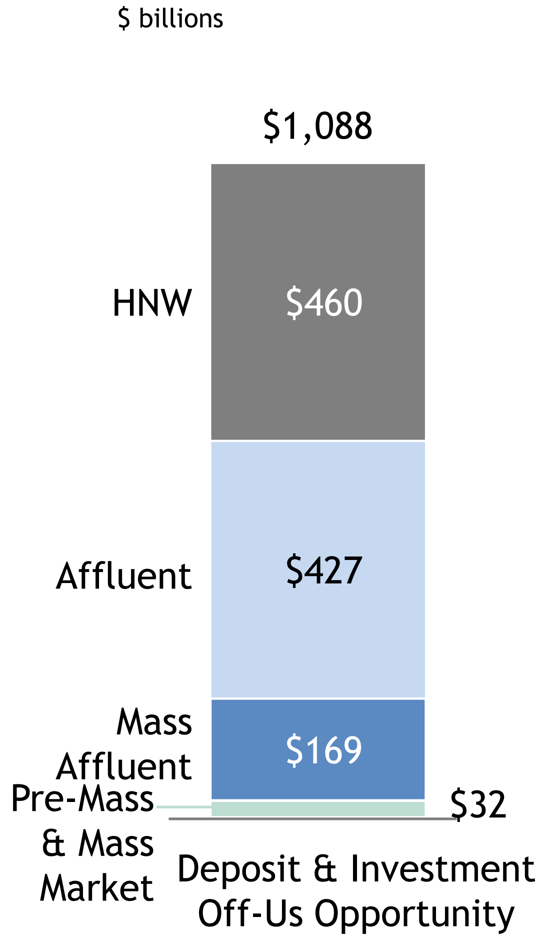
With a heightened focus on the Mass Affluent and Affluent segments

2

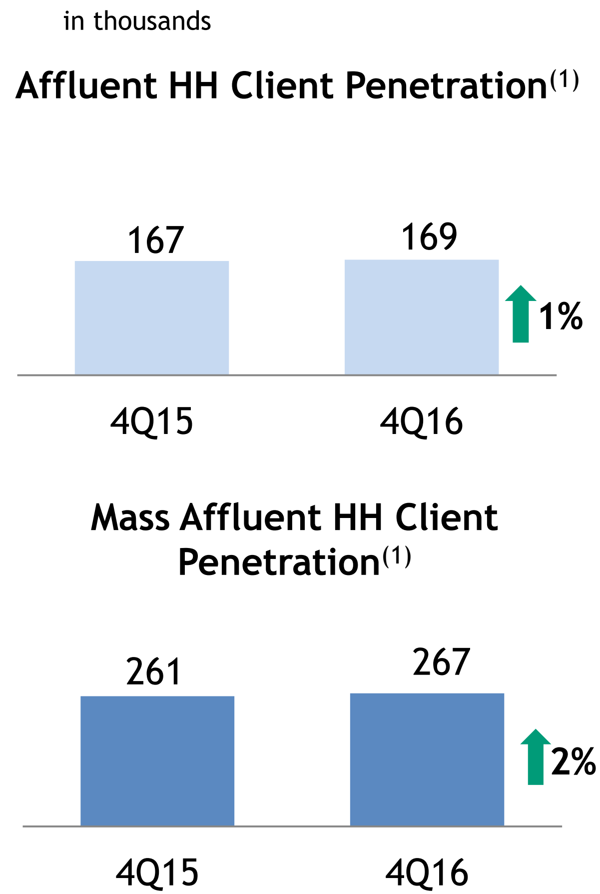
Target segments represent 49% of our retail households



They hold ~$600B in assets outside of Citizens



Deepening remains an opportunity



Source: Company data from AMP as of year-end 2016; includes Retail households only. Source also includes data from IXI that estimates total household assets.

1) Primary bank household with lending or investment product. Primary household defined as checking household with checking average balance >=$100 and transactions >1 in each of the prior three months. Transactions include ACH credit, OLBP, ACH debit or checks written. Primary household with loan or investment product defined as primary household that also has a minimum of one loan or investment account.

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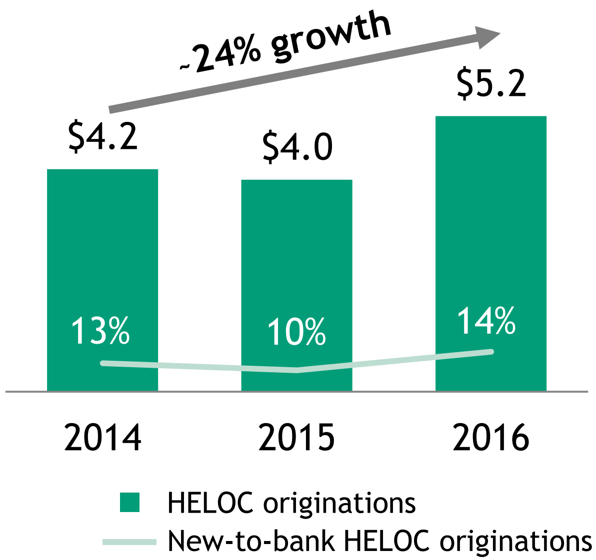
Building lending capabilities

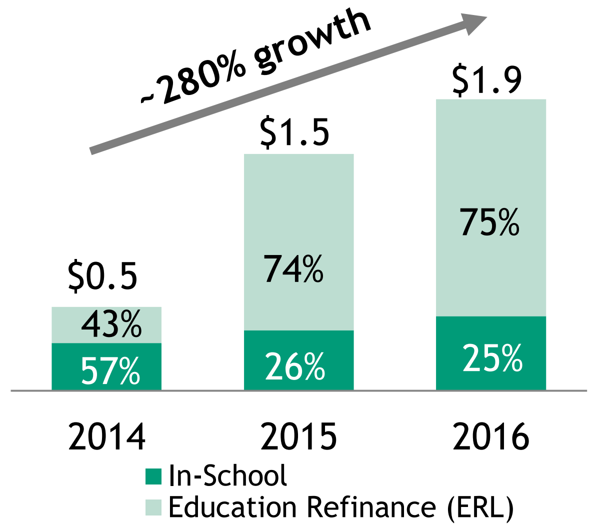
$ billions

Home equity line of credit originations



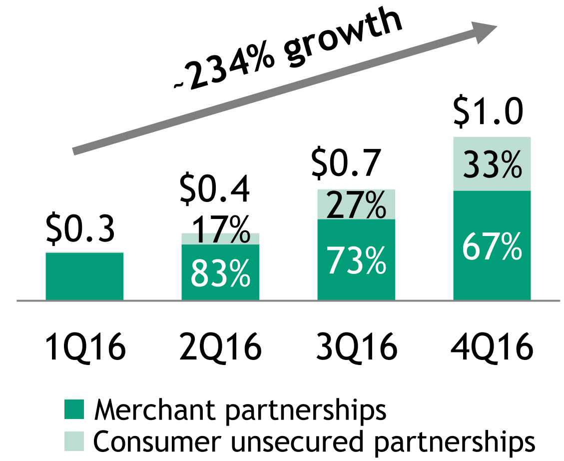
- 57% of new-to-bank home equity line of credit households are Mass Affluent or Affluent; up from 53% YOY(1)
- Focused on continuous customer experience improvement:
  - Expanding distribution capabilities
  - Reducing cycle times
  - Recapturing end-of-draw runoff

Education originations



- 54% of new-to-bank In-School and/or ERL households are Mass Affluent or Affluent(2)
- Differentiated product offering attractive to younger demographic
  - Multi-year loans
  - Education refinance

Consumer unsecured portfolio growth(2)



- Launched merchant partnership financing in 3Q15 with Apple relationship
- In 2016 and 2017, expanded our unsecured offerings with launches of high FICO score consumer unsecured installment products

1) As of 4Q16 and 4Q15, respectively. New-to-bank origination percentage based on households as percentage of total household HELOC originations. Source: AMP and Company data.
2) As of 4Q16.
3) Excludes credit card and education portfolios.

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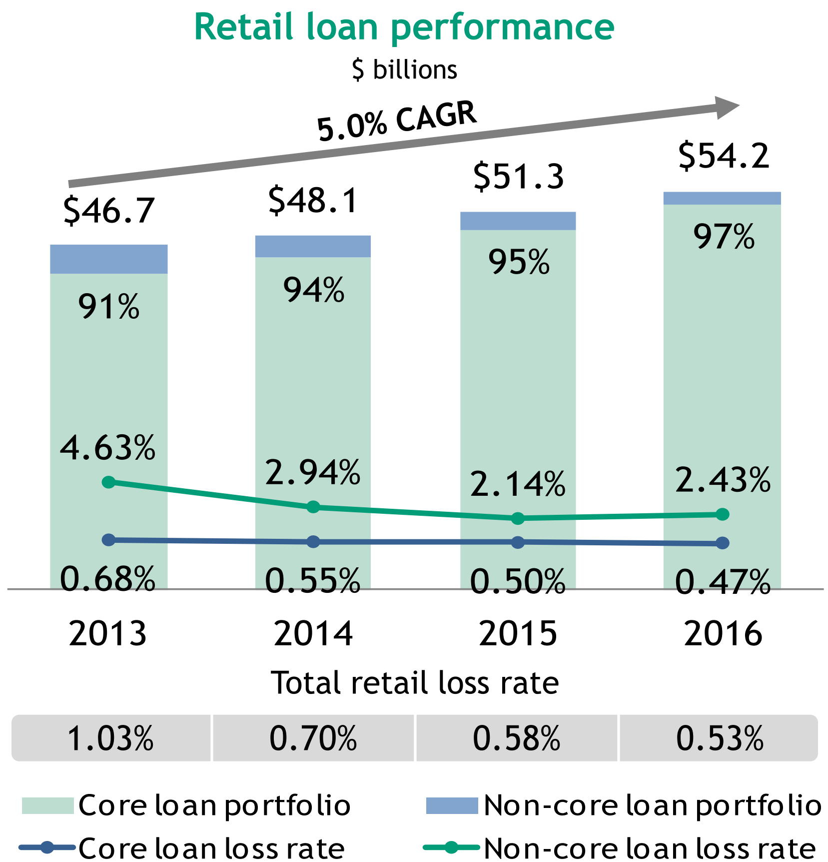
Re-balancing loan mix to drive improved risk-adjusted returns



	2013 Loan Mix[1]	2013 Loss rate	2016 Loan Mix[1]	2016 Loss rate
Auto	19%	0.06%	26%	0.68%
Core home equity	44	0.66	30	0.15
Core resi mortgage	18	0.38	25	0.08
Education				
Core education refi	–	–	6	0.14
Core Inschool[2]	3	0.51	4	0.77
Unsecured[3]	4	3.70	4	2.34
Core all other	3	4.07	1	5.54
Total core Consumer[4]	91%	0.68%	97%	0.47%
Non-core home equity	6%	4.47%	2%	2.18%
Non-core education	1	7.85	1	6.52
Non-core other retail	2	2.41	1	(0.22)
Total non-core retail	9%	4.63%	3%	2.43%
Total retail	100%	1.03%	100%	0.53%

- Consistent loan growth over 2013-2016 of 5.0% CAGR[4]
  - Paced by growth in high-quality mortgage, student, auto
- Yields up, return on capital up, charge-off trend favorable, stress losses down, non-core runoff provides benefit
- Expect core loss rates over next three years in ~45–50 bps range; total retail at ~50-55 bps

1) Shown as % of retail assets.
2) FFELP loans are included in InSchool.
3) Unsecured includes PERL, credit card and product financing.
4) Excludes Business Banking.

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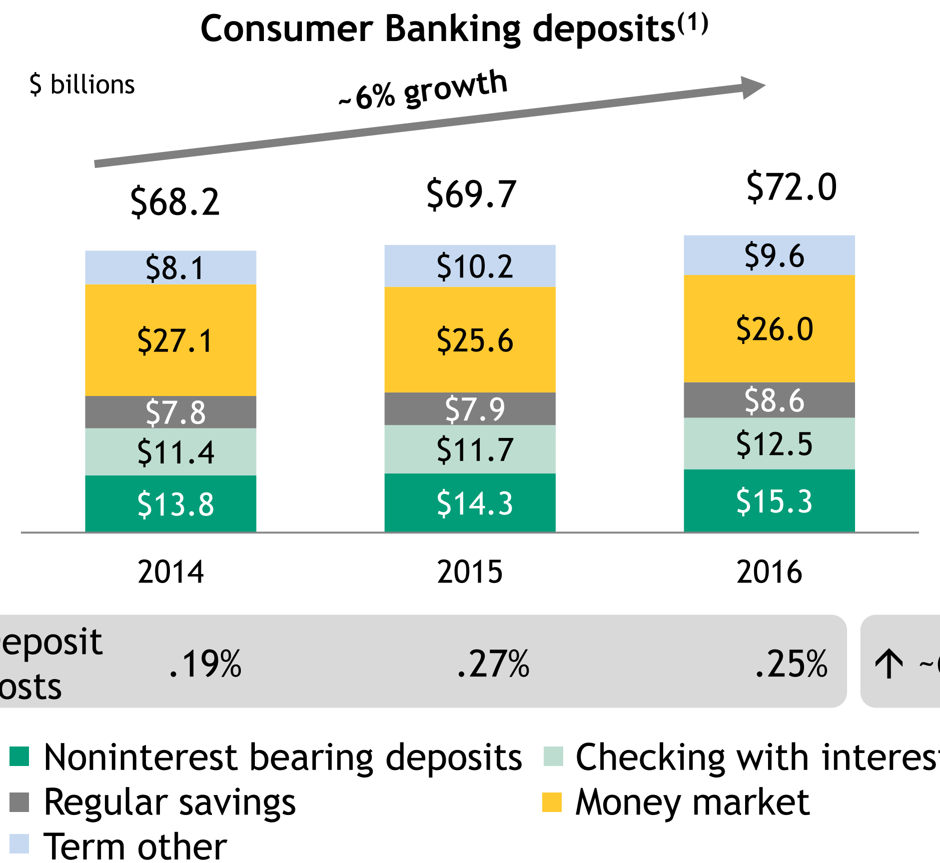
Robust deposit growth with continued pricing discipline

3



	2014	2015	2016	
Deposit costs	.19%	.27%	.25%	↑ ~6 bps

- Continued focus on cost effectively growing deposits
  - Deposit costs remain well-controlled; up ~1 bp linked quarter and up ~4 bps YOY
- Launching initiatives to expand deposit-gathering capabilities through improved data analytics
  - Targeted customer promotional offers
- Efforts underway to focus to further refine and enhance deposit-gathering strategies

1) Average Consumer deposits exclude repurchase agreements.

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Using data and analytics to reach customers more effectively

Improving Targeting
Direct Mail

- Rolling out **new targeting models** across all programs/products
- Centralizing **targeting execution** to a single, in-house platform
- Moving from product silo targeting to **holistic and personalized customer relationship** targeting
- **Shifting to targeted promotional deposit and lending offers**; ending the use of "mass promotions"

Enabling Sales Intelligence
Alerts

- Enabling and **empowering front-end colleagues** across channels to act as trusted advisors
- Providing relevant, actionable, and specific intelligence for **personalized customer treatment**
- Opportunity for **increased branch sales** by enabling pre-qualification

Expanding Sales Channels
Future of Fulfillment

- Leveraging preassembled data and electronic documents to **streamline origination fulfillment**
- Expected to help position us as an industry leader with the use of data to **deliver true personalization from marketing through origination and fulfillment**
- **New technology will help enable optimized marketing spend**, reduce operational costs and originations timelines, with a goal of driving **improved revenue growth and profitability**

- **35% increase in marketing response rates in 2016**
- **25% reduction in marketing execution costs in 2016**
- **Expedited home equity fulfillment pilot successfully launched**

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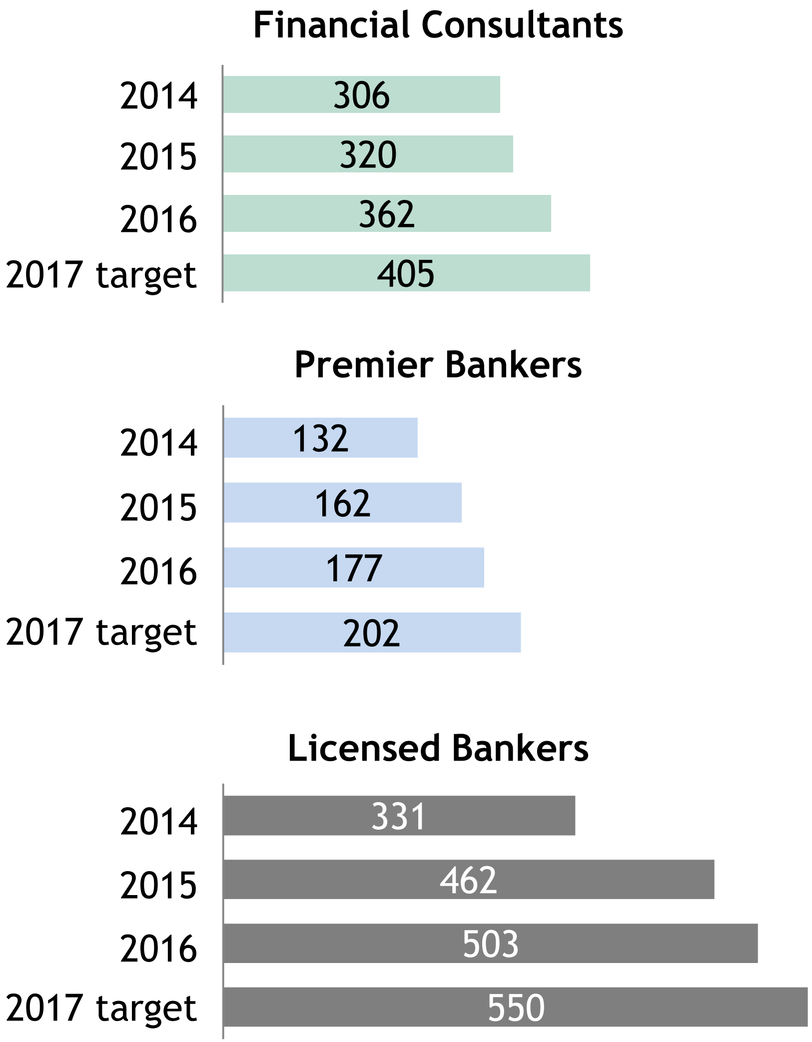
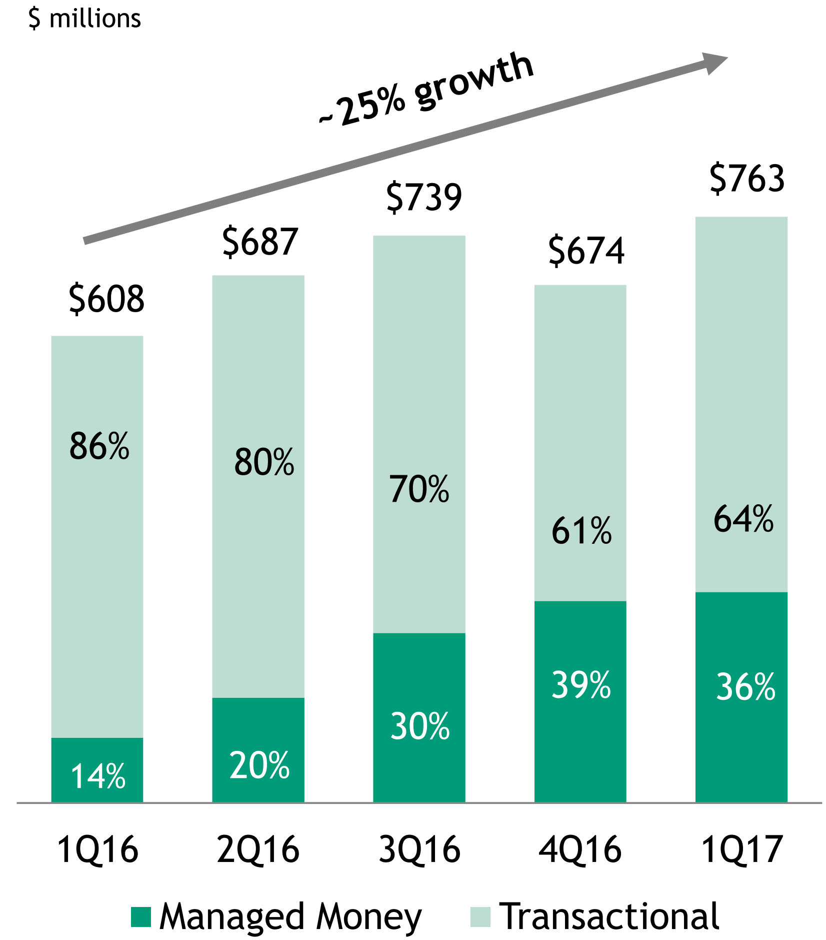
Aligning sales force to better serve our highest-opportunity wealth clients

5

Growing advisory staff[1]



Building momentum with investment sales[2]



1) Data as of year-end for 2014, 2015 and 2016. Headcounts reflect full-time equivalents. 2017 data is estimated for year-end 2017 as of April 2017.
2) Investment sales through Citizens Investment Services.

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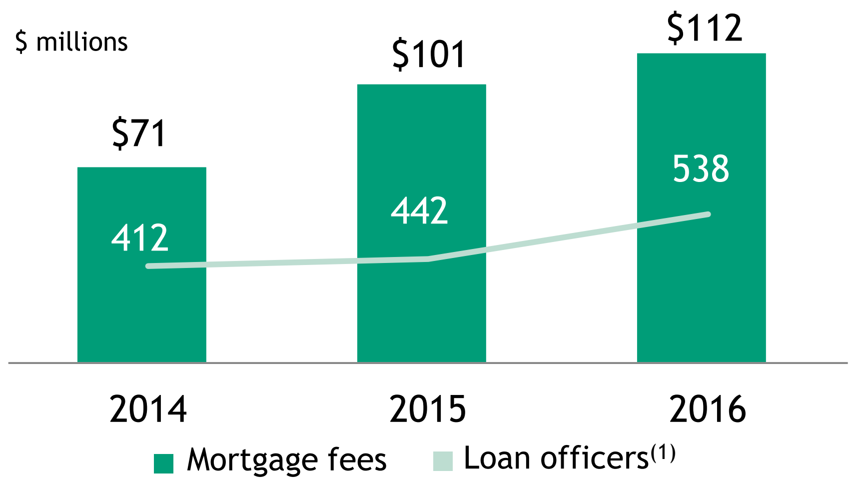
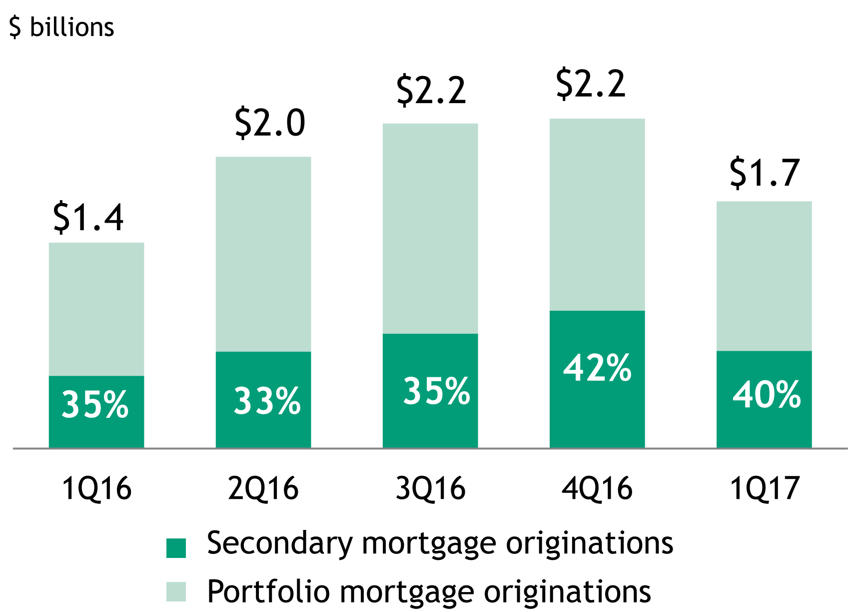
Accelerating Mortgage fee growth

Growing mortgage fees



Improving origination mix



- Double digit growth in mortgage banking fees
- Expansion of sales force and focus on conforming expected to help drive fee growth and improved returns
- Expect continued market share growth to help mitigate impact of current mortgage market headwinds
- Multi-faceted approach: sales force expansion, product enhancements, channel optimization, improved operational efficiency

1) Period-end Loan Officer count (LO).

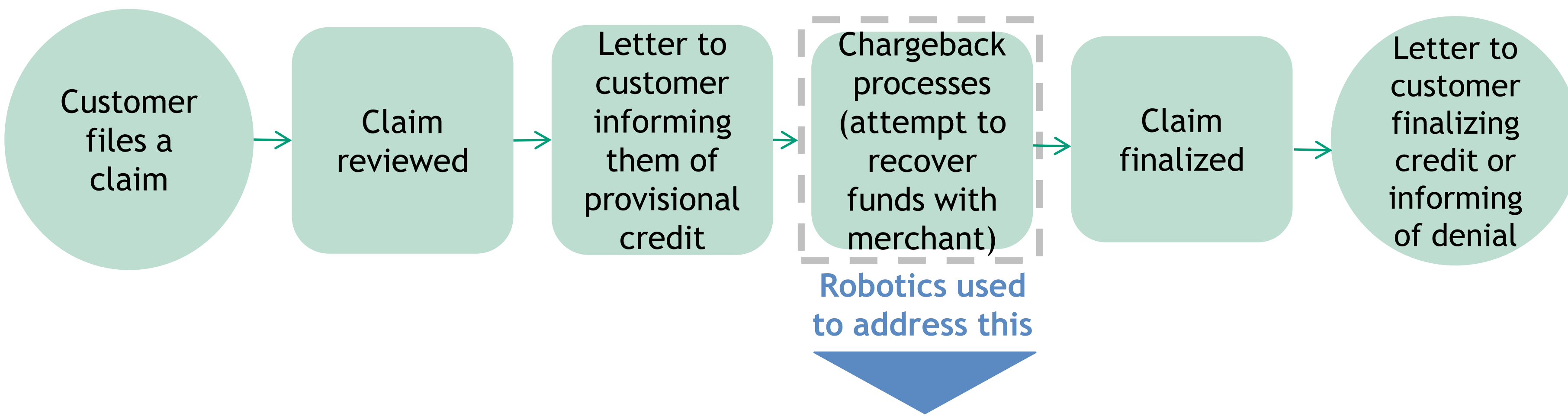
Continuously improving processes to drive efficiencies

A mindset of continuous improvement

Benefits

- Improved customer experience
- Increased productivity
- Enhanced risk management
- Quicker implementation

Example: Using process automation for debit card chargeback processing to deliver recovery benefits for the bank



Early Results

- Reduced time per transaction from ~8 minutes to <2 minutes
- More than 35,000 chargebacks ($3.5 million) filed since launch on March 1, 2017
- Expect volume and value of chargebacks processed by end of May 2017 will surpass total recovered losses for 2016

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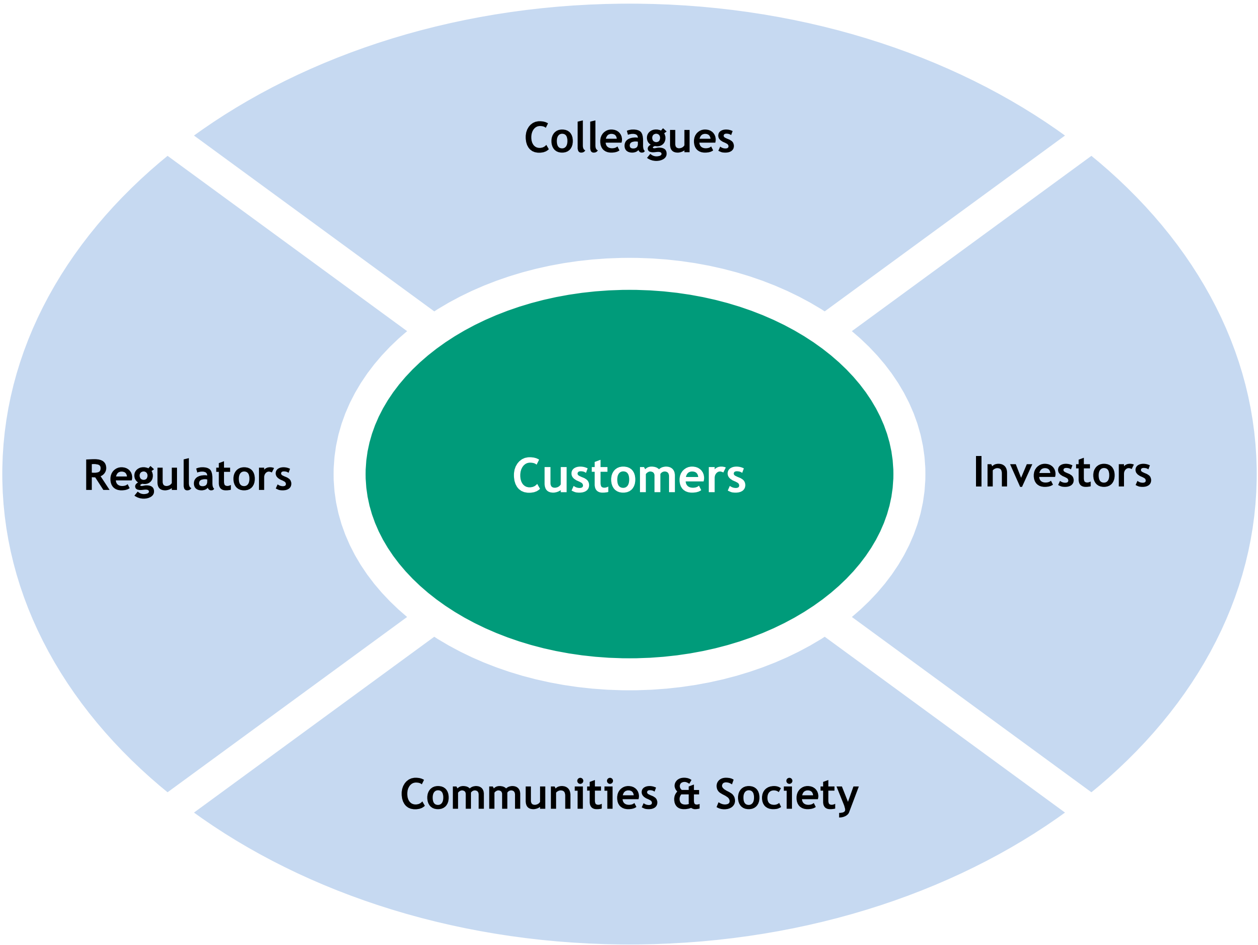
Key messages

- Consumer Banking continues to deliver strong growth and improving performance
- Adapting to the changing world of retail banking
- Remain focused on a customer-segment strategy
- Optimizing lending portfolio and enhancing deposit capabilities
- Investing to grow wealth and mortgage businesses
- Self-funding investment through continuous improvement

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

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



Customer-centric culture

Citizens Financial Group, Inc.™

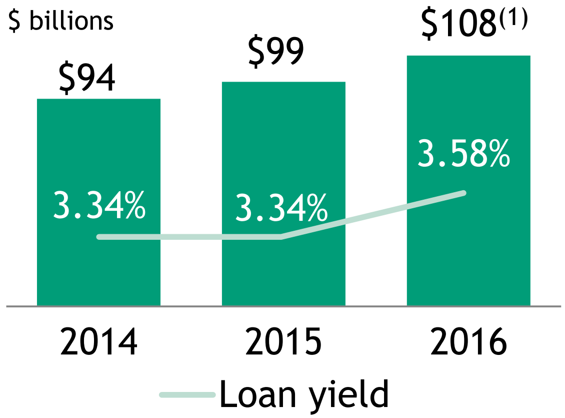
Our vision and credo guide us

Mission	To help our customers, colleagues and communities reach their potential
Vision	To be a top-performing bank distinguished by its customer-centric culture, mindset of continuous improvement and excellent capabilities
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

Citizens Financial Group, Inc.™

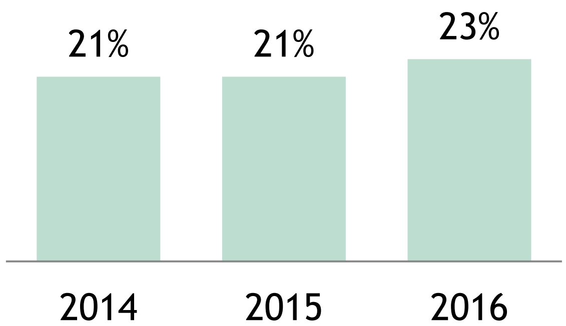
At Citizens, continue to smartly grow our balance sheet

Total loans



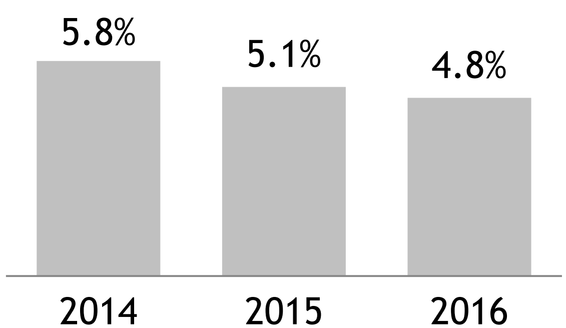
↑ 16%

- Good loan growth with rising yields



↑ 10%

- Return on loan book regulatory capital improving[2]



↓ 17%

- Stress losses as a % of loans declining[3]

1) Period-end loan balances; includes held-for sale.
2) Reflects after-tax return calculated as loan interest income/regulatory capital assuming a CET1 target of 10.5%.
3) Total loan losses as a percentage of the total loan book based on FRB Severely Adverse Scenario 9-quarter horizon for 2014, 2015 and 2016.

Citizens Financial Group, Inc.™

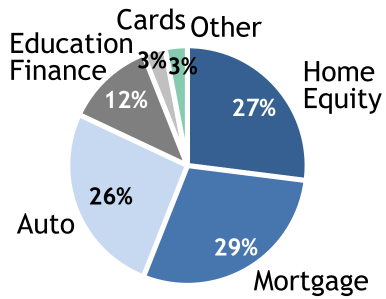
Core retail portfolio

Highlights

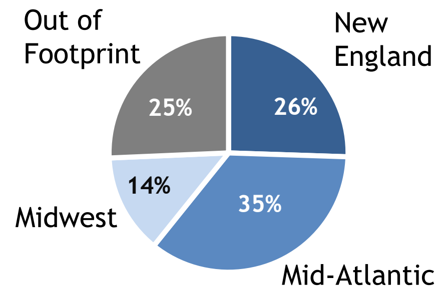
- Weighted-average core FICO score of 760
- 63% of the retail portfolio has a FICO score of >750
- Core Mortgage – average portfolio FICO of 779 and LTV of 63%
  - 4Q16 originations of $2.2 billion with weighted-average FICO of 767 and yield of 3.28%
- Auto Finance – Purchase only, no leasing, average portfolio FICO of 730
  - 64% new-car loans
  - 4Q16 originations of $1.4 billion with weighted-average FICO score of 747 and weighted-average yield of 3.29%
- Education Lending
  - 95% of InSchool loans co-signed with average portfolio FICO of 774
  - 4Q16 InSchool originations of $58 million with average FICO of 762 and 94% co-sign rate
  - 4Q16 organic refinance product originations of $346 million with weighted-average FICO of 783

4Q16 $54.5 billion core retail portfolio

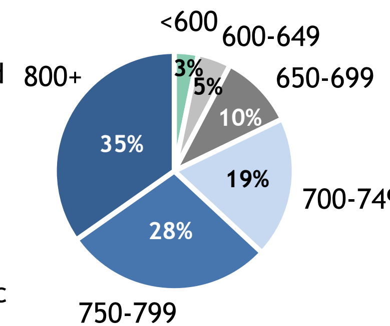
by Product type



by Geography[1]



by refreshed FICO[1]



$s in billions	2013	2014	2015	2016
Period-end loans	$43.2	$47.4	$50.7	$54.5
Average loans	$42.9	$45.1	$48.9	$52.3
30-Day past due %	2.53%	2.31%	2.13%	1.87%
NPL %	2.31%	1.68%	1.53%	1.02%
NCO %	0.68%	0.55%	0.50%	0.47%

Note: excludes $1.5 billion of non-core loans, including $1.1 billion of home equity, $291 million of education and $173 million of residential mortgage.
1) Portfolio balances as of December 31, 2016. Based on most current available FICO scores and collateral value. Loan term, lien position, risk rating, property type, industry sector and geographic stratifications current as of September 30, 2016, as applicable.

Citizens Financial Group, Inc.™

Core home equity portfolio[1]

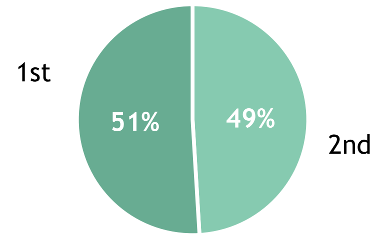
Highlights

- 53% of the portfolio is secured by 1st lien
- Weighted-average FICO of 766
- 88% has an LTV of less than 80%
- 4Q16 HELOC originations of $1.3 billion
  - Weighted-average FICO score of 790 and a weighted-average CLTV of 64.1%
  - 59% of originations are first-lien

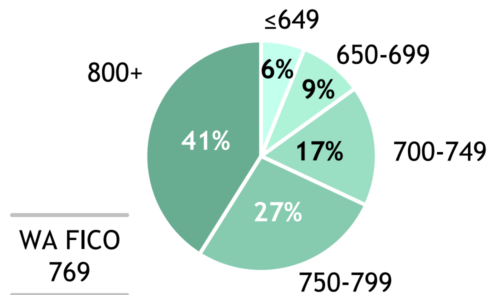
$s in billions	2013	2014	2015	2016
Period-end loans	$20.1	$18.7	$17.1	$15.9
Average loans	$20.7	$19.4	$17.2	$16.5
30-Day past due %	2.53%	2.71%	2.76%	2.53%
NPL %	2.93%	2.41%	2.35%	2.13%
NCO %	0.66%	0.47%	0.34%	0.15%

4Q16 $14.1 billion HELOC

by Lien position[2]

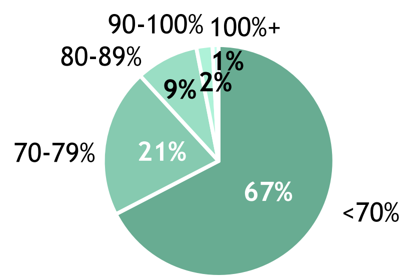


by Refreshed FICO[2]



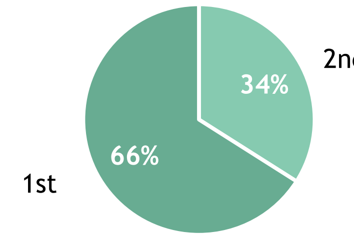
by Refreshed LTV[2,3]

88% with LTV <80%

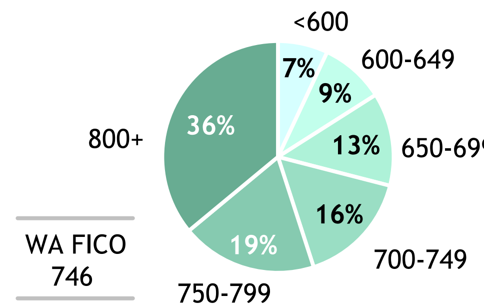


4Q16 $1.8 billion HELOAN

by Lien position[2]

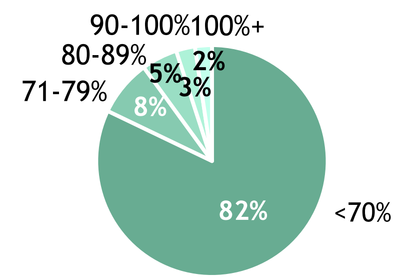


by Refreshed FICO[2]



by Refreshed LTV[2,3]

90% with LTV <80%



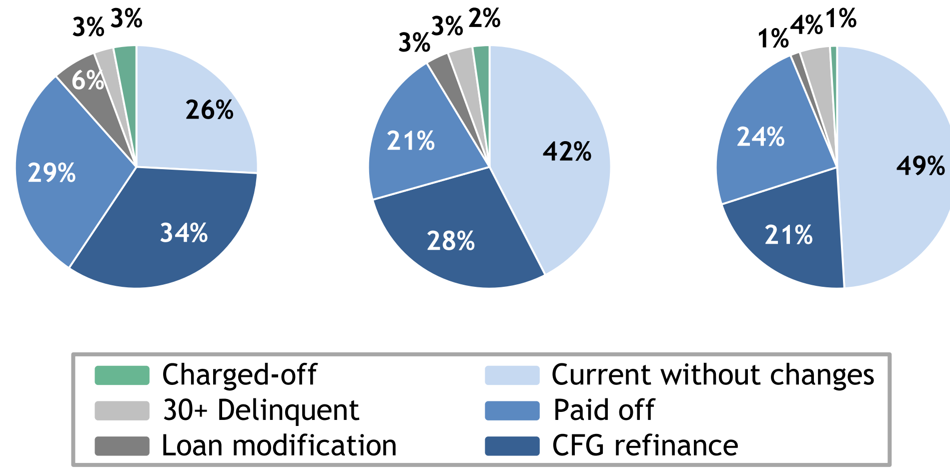
1) As of December 31, 2016. Excludes serviced by other portfolio.
2) Portfolio balances as of December 31, 2016. Based on most current available FICO scores and collateral value. Loan term, lien position, risk rating, property type, industry sector and geographic stratifications current as of December 31, 2016, as applicable.
3) LTV based on refreshed collateral values and assumes that any undrawn borrowing capacity is fully funded

HELOC payment shock management

Highlights

- Between 2017 – 2019, $3.1 billion in drawn balances ($3.0 billion of undrawn balances) are scheduled to mature, or 22%, of the total drawn HELOC balances
  - Weighted average FICO of 762, and CLTV of 64% with 36% secured by 1st lien
  - In no single year is the maturing population balance greater than $1.5 billion

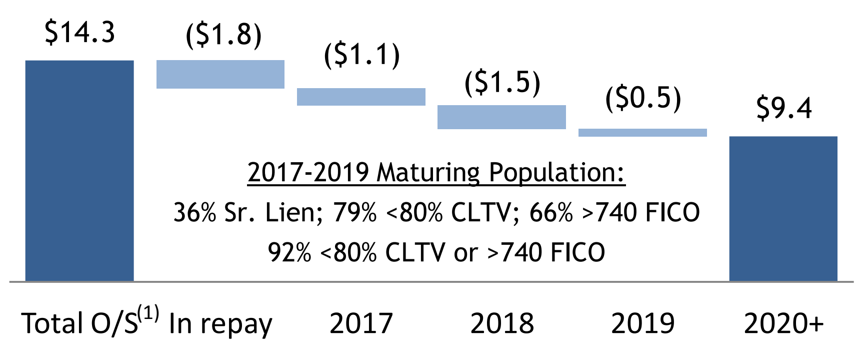
Maturing vintages as of December 31, 2016



Proactive mitigation efforts

- Initiated comprehensive mitigation plan to manage exposure and assist customers through reset by offering alternative financing/forbearance options
  - Begin reaching out two years in advance of maturity dates
  - Policies, procedures and monitoring requirements; guidance on TDR/collateral dependency recognition
  - Enhanced product to maximize customer options – new 30-year, high-LTV HE loan product
  - Proactive assessment of unused lines before maturity to manage higher-risk customers

Maturity schedule 2017 - 2019
as of December 31, 2016
$s in billions



1) Includes serviced by other portfolio.

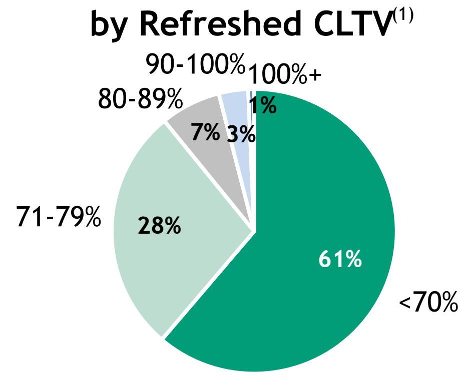
Citizens Financial Group, Inc.

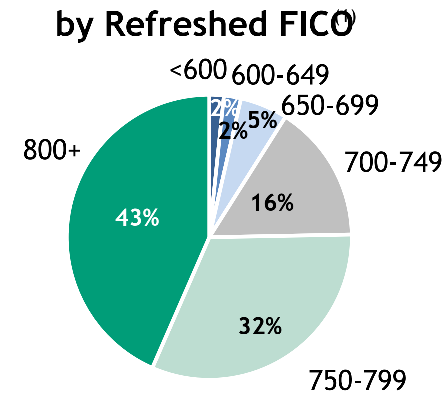
Core mortgage portfolio overview

Highlights

- Jumbo mortgages originated primarily within the Bank's lending footprint
- Predominately in-footprint with a weighted-average refreshed portfolio FICO score of 779 and CLTV of 63%
  - 4Q16 originations of $2.2 billion with weighted-average FICO of 767 and yield of 3.28%
- OREO portfolio of 135 units at $17.0 million

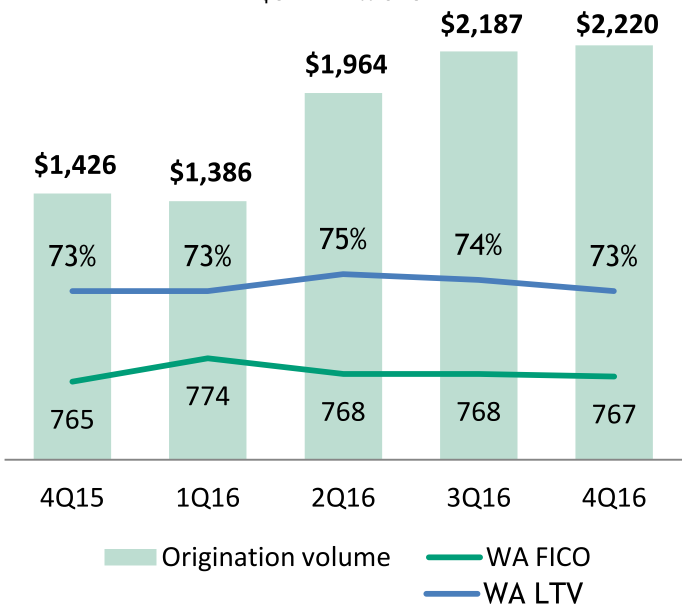
4Q16 $14.9 billion core mortgage portfolio





Origination detail

$s in millions



$s in billions	2013	2014	2015	2016
Period-end loans	$9.0	$11.5	$12.6	$14.9
Average loans	$8.6	$10.3	$12.0	$13.8
30-Day past due %	4.68%	3.44%	2.58%	1.80%
NPL %	3.66%	2.64%	2.30%	0.88%
NCO %	0.38%	0.16%	0.07%	0.08%

Note: Excludes $173 million of non-core mortgage loans as of December 31, 2016.
1) Portfolio balances as of December 31, 2016. Based on most current available FICO scores and collateral value. Loan term, lien position, risk rating, property type, industry sector and geographic stratifications current as of December 31, 2016, as applicable.

Citizens Financial Group, Inc.™

Auto portfolio credit metrics

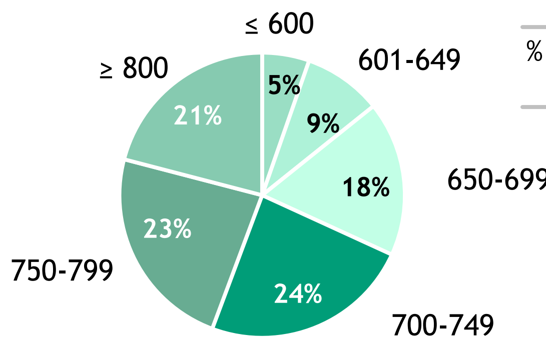
Highlights [1]

- Auto Finance portfolio – purchase only, no leasing, weighted-average FICO score of 730
  - 4Q16 originations of $1.4 billion with weighted-average FICO score of 747 and weighted-average yield of 3.88%
- 68% of the portfolio has a FICO score of greater than 700, 54% ≤ 72 months and 64% are new-car loans
  - Nearly 70% of the portfolio secured by pickups, SUVs or CUVs with only 13% secured by midsize vehicles[3]
- 76- to 84-month term originations have a weighted-average FICO score of 767

$s in billions	2013	2014	2015	2016
Period-end loans	$9.4	$12.7	$13.8	$13.9
Average loans	$8.9	$11.0	$13.5	$14.0
30-Day past due %	0.52%	0.83%	1.35%	1.74%
NPL %	0.18%	0.17%	0.30%	0.36%
NCO %	0.07%	0.21%	0.51%	0.68%

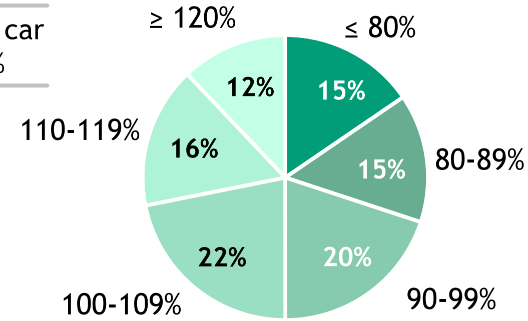
4Q16 $13.9 billion Auto portfolio

by Refreshed FICO score [1,2]



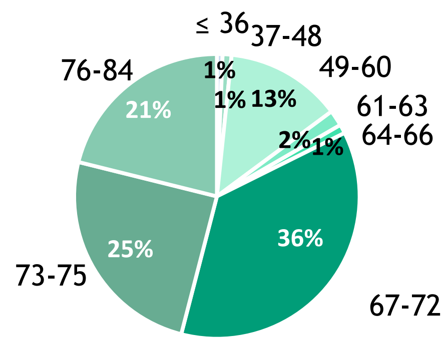
% new car
64%

by Origination LTV[2]



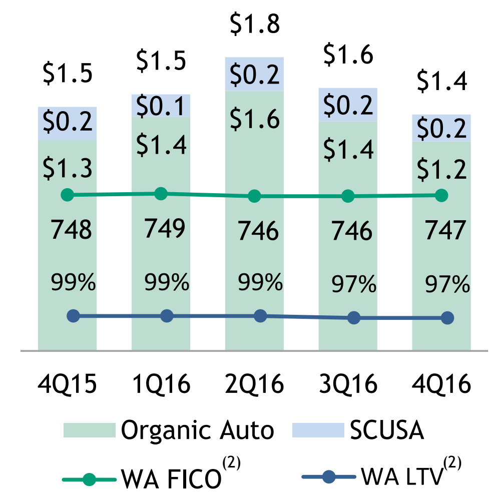
by Term[2]

(months)



Auto + SCUSA Originations

$s in billions



1) Assumes that for loans where refreshed FICO score information not available, the balance stratification is consistent with the remainder of the portfolio.
2) Portfolio balances as of December 31, 2016. Based on most current available FICO scores. LTV ratio, loan term, lien position, risk rating, property type, industry sector and geographic stratifications current as of December 31, 2016, as applicable. LTV calculated utilizing actual invoice amount or Kelley Blue Book value.
3) Portfolio collateral mix as of April 30, 2017.

Citizens Financial Group, Inc.

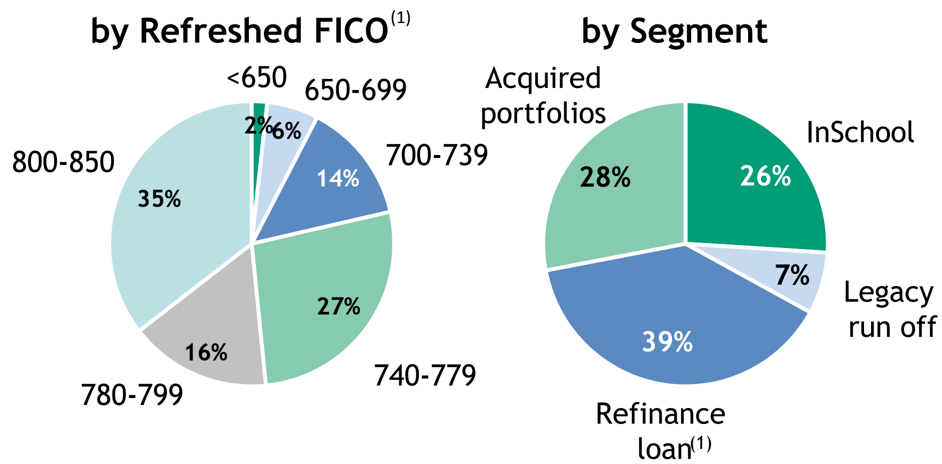
Core education finance portfolio overview

Highlights

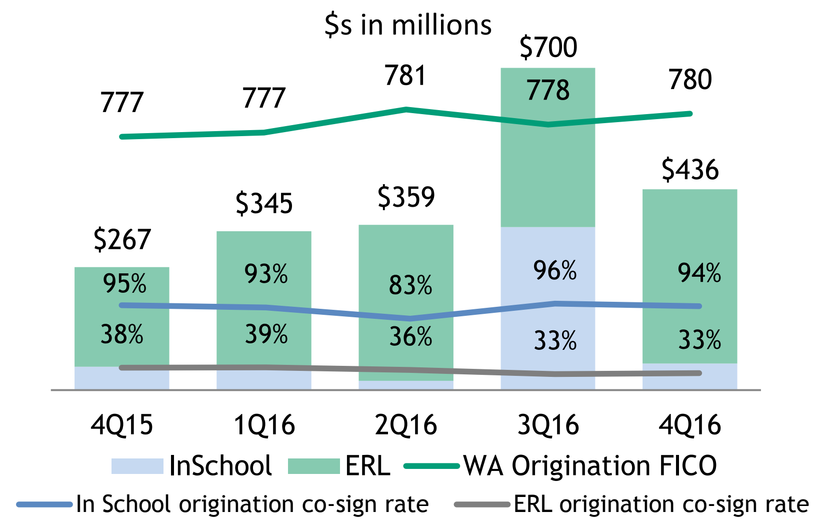
- Core education finance portfolio average FICO score of 774 and co-sign rate of 49%
- 95% of InSchool loans co-signed with average FICO of 774
  - 4Q16 InSchool originations of $58 million with average FICO of 762 and 94% co-sign rate
- Total organic refinance portfolio of $2.2 billion with weighted-average FICO of 780
  - 4Q16 organic refi product originations of $346 million with weighted-average FICO of 783
- SoFi purchased portfolio balance of $1.6 billion with average FICO of 773

$s in billions	2013	2014	2015	2016
Period-end loans	$1.8	$1.9	$4.0	$6.3
Average loans	$1.5	$1.7	$3.0	$5.3
30-Day past due %	3.77%	1.13%	0.72%	0.53%
NPL %	1.80%	0.53%	0.45%	0.25%
NCO %	0.53%	0.37%	0.41%	0.40%

4Q16 $6.3 billion core education finance portfolio



Origination Detail



Note: YoY delinquency and NPL improvement driven by sale of FFELP loans in 3Q 2014.
Previous origination data was based on amounts disbursed to students per quarter and represented balance sheet loan growth. Current data represents full amounts originated per quarter that have been committed to borrowers.

1) Portfolio balances as of December 31, 2016. Based on most current available FICO scores and collateral value. Loan term, lien position, risk rating, property type, industry sector and geographic stratifications current as of December 31, 2016, as applicable.

Citizens Financial Group, Inc.™

Consumer unsecured*

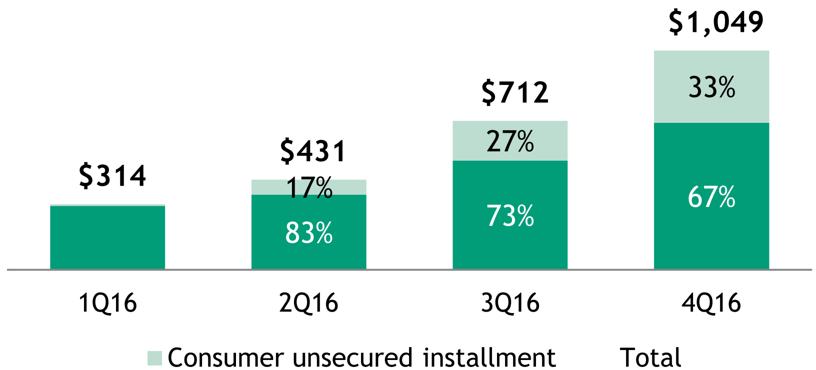
Highlights

- Launched merchant partnership financing in 3Q15 and in 2016 expanded our unsecured offerings with the launch of our consumer unsecured installment product
  - Originated ~$1.2 billion unsecured loans in 2016 with weighted-average FICO score of 750
- Consumer unsecured installment product focuses on super prime and high-prime borrowers
  - Average term 5.5 years with portfolio weighted-average FICO of 765
- Developing strategic partnerships designed around high-quality merchant partnership offerings
  - Partnerships utilize loss-sharing arrangements
  - Apple partnership launched mid-2015
  - Vivint Smart Home and HP partnerships launched in 1Q17

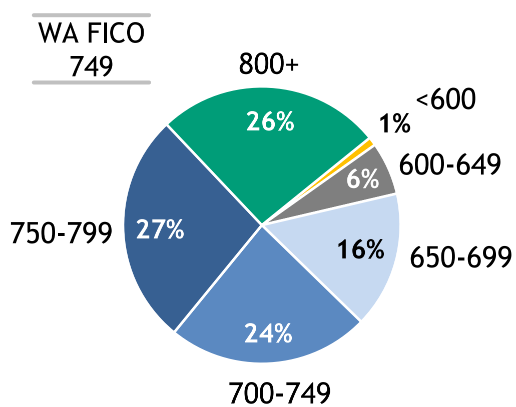
$s in millions	1Q16	2Q16	3Q16	4Q16
Period-end loans	$314	$431	$712	$1,049
Average loans	$265	$372	$504	$908
30-Day past due %	1.00%	1.48%	1.16%	0.97%
NPL %	0.00%	0.00%	0.00%	0.02%
NCO %	0.00%	0.00%	0.03%	0.17%

Consumer unsecured portfolio

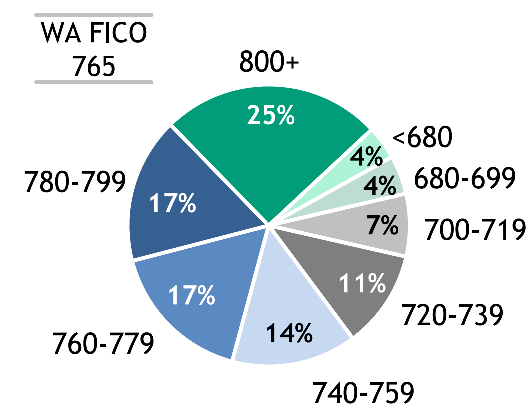
2016 growth trend
$s in millions



4Q16 merchant partnership portfolio by origination FICO score (1)



4Q16 consumer unsecured installment by refreshed FICO score



*Note: Excludes credit card and education portfolios.
1) Product finance portfolio represents strategic partnerships in which Citizens finances the purchase of a partner's product. Refreshed FICO score not available. FICO scores based on origination.

Citizens Financial Group, Inc.

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	
							$	%	$	%
Noninterest income, adjusted:										
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 %
Total revenue, adjusted:										
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 %
Noninterest expense, adjusted:										
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 %
Pre-provision profit:										
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 %
Pre-provision profit, adjusted:										
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 %
Income before income tax expense, adjusted:										
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 %
Income tax expense and effective income tax rate, adjusted:										
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 %
Net income, adjusted:										
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 %
Net income available to common stockholders, adjusted:										
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 %

Citizens Financial Group, Inc.™

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	%
Operating leverage:										
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 %
Operating leverage, adjusted:										
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 %
Efficiency ratio and efficiency ratio, adjusted:										
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
Return on average common equity and return on average common equity, adjusted:										
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
Return on average tangible common equity and return on average tangible common equity, adjusted:										
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
Return on average total assets and return on average total assets, adjusted:										
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
Return on average total tangible assets and return on average total tangible assets, adjusted:										
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			
							4Q16		1Q16	
		1Q17	4Q16	3Q16	2Q16	1Q16	$/bps	%	$/bps	%
Tangible book value per common share:										
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 %
Net income per average common share - basic and diluted, adjusted:										
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
Pro forma Basel III fully phased-in common equity tier 1 capital ratio[1]:										
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[1]	Q/R	11.1 %	11.1 %	11.3 %	11.5 %	11.6 %				

[1] 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.

Citizens Financial Group, Inc.™

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	
						$	%	$	%
Other income, adjusted									
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 %
Salaries and employee benefits, adjusted:									
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 %
Outside services, adjusted:									
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%)	$—	—%
Occupancy, adjusted:									
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 %
Equipment expense, adjusted:									
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 %
Amortization of software, adjusted:									
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 %
Other operating expense, adjusted:									
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 %

Citizens Financial Group, Inc.™

Key performance metrics, Non-GAAP financial measures and reconciliations

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

		FULL YEAR				
					2016 Change 2015	
		2016	2015	2014	$	%
Noninterest income, adjusted:						
Noninterest income (GAAP)		$1,497	$1,422	$1,678	$75	5 %
Less: Special items		—	—	288	—	—
Less: Notable items		67	—	—	67	100
Noninterest income, adjusted (non-GAAP)		$1,430	$1,422	$1,390	$8	1 %
Total revenue, adjusted:						
Total revenue (GAAP)	A	$5,255	$4,824	$4,979	$431	9 %
Less: Special items		—	—	288	—	—
Less: Notable items		67	—	—	67	100
Total revenue, adjusted (non-GAAP)	B	$5,188	$4,824	$4,691	$364	8 %
Noninterest expense, adjusted:						
Noninterest expense (GAAP)	C	$3,352	$3,259	$3,392	$93	3 %
Less: Restructuring charges and special items		—	50	169	(50)	(100)
Less: Notable items		36	—	—	36	100
Noninterest expense, adjusted (non-GAAP)	D	$3,316	$3,209	$3,223	$107	3 %
Pre-provision profit, adjusted:						
Total revenue, adjusted (non-GAAP)		$5,188	$4,824	$4,691	$364	8 %
Less: Noninterest expense, adjusted (non-GAAP)		3,316	3,209	3,223	107	3
Pre-provision profit, adjusted (non-GAAP)		$1,872	$1,615	$1,468	$257	16 %
Income before income tax expense, adjusted:						
Income before income tax expense (GAAP)	E	$1,534	$1,263	$1,268	$271	21 %
Less: Income before income tax expense (benefit) related to restructuring charges and special items		—	(50)	119	50	100
Less: Income before income tax expense (benefit) related to notable items		31	—	—	31	100
Income before income tax expense, adjusted (non-GAAP)	F	$1,503	$1,313	$1,149	$190	14 %
Income tax expense, adjusted:						
Income tax expense (GAAP)	G	$489	$423	$403	$66	16 %
Less: Income tax expense (benefit) related to restructuring charges and special items		—	(19)	44	19	100
Less: Income tax expense (benefit) related to notable items		12	—	—	12	100
Income tax expense, adjusted (non-GAAP)	H	$477	$442	$359	$35	8 %
Net income, adjusted:						
Net income (GAAP)	I	$1,045	$840	$865	$205	24 %
Add: Restructuring charges and special items, net of income tax expense (benefit)		—	31	(75)	(31)	(100)
Add: Notable items, net of income tax expense (benefit)		(19)	—	—	(19)	(100)
Net income, adjusted (non-GAAP)	J	$1,026	$871	$790	$155	18 %
Net income available to common stockholders, adjusted:						
Net income available to common stockholders (GAAP)	K	$1,031	$833	$865	$198	24 %
Add: Restructuring charges and special items, net of income tax expense (benefit)		—	31	(75)	(31)	(100)
Add: Notable items, net of income tax expense (benefit)		(19)	—	—	(19)	(100)
Net income available to common stockholders, adjusted (non-GAAP)	L	$1,012	$864	$790	$148	17 %
Effective income tax rate, adjusted:						
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

Citizens Financial Group, Inc.™

Key performance metrics, Non-GAAP financial measures and reconciliations

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

		FULL YEAR				
					2016 Change	
		2016	2015	2014	2015	
					$/bps	%
Operating leverage:						
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						6.08 %
Operating leverage, adjusted:						
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)						4.22 %
Efficiency ratio and efficiency ratio, adjusted:						
Efficiency ratio	C/A	63.80 %	67.56 %	68.12 %	(376)	bps
Efficiency ratio, adjusted (non-GAAP)	D/B	63.92	66.52	68.70	(260)	bps
Return on average common equity and return on average common equity, adjusted:						
Average common equity (GAAP)	M	$19,698	$19,354	$19,399	$344	2 %
Return on average common equity	K/M	5.23 %	4.30 %	4.46 %	93	bps
Return on average common equity, adjusted (non-GAAP)	L/M	5.14	4.46	4.07	68	bps
Return on average tangible common equity and return on average tangible common equity, adjusted:						
Average common equity (GAAP)	M	$19,698	$19,354	$19,399	$344	2 %
Less: Average goodwill (GAAP)		6,876	6,876	6,876	—	—
Less: Average other intangibles (GAAP)		2	4	7	(2)	(50)
Add: Average deferred tax liabilities related to goodwill (GAAP)		502	445	377	57	13
Average tangible common equity	N	$13,322	$12,919	$12,893	$403	3 %
Return on average tangible common equity	K/N	7.74 %	6.45 %	6.71 %	129	bps
Return on average tangible common equity, adjusted (non-GAAP)	L/N	7.60	6.69	6.13	91	bps
Return on average total assets and return on average total assets, adjusted:						
Average total assets (GAAP)	O	$143,183	$135,070	$127,624	$8,113	6 %
Return on average total assets	I/O	0.73 %	0.62 %	0.68 %	11	bps
Return on average total assets, adjusted (non-GAAP)	J/O	0.72	0.64	0.62 %	8	bps
Return on average total tangible assets and return on average total tangible assets, adjusted:						
Average total assets (GAAP)	O	$143,183	$135,070	$127,624	$8,113	6 %
Less: Average goodwill (GAAP)		6,876	6,876	6,876	—	—
Less: Average other intangibles (GAAP)		2	4	7	(2)	(50)
Add: Average deferred tax liabilities related to goodwill (GAAP)		502	445	377	57	13
Average tangible assets	P	$136,807	$128,635	$121,118	$8,172	6 %
Return on average total tangible assets	I/P	0.76 %	0.65 %	0.71 %	11	bps
Return on average total tangible assets, adjusted (non-GAAP)	J/P	0.75	0.68	0.65	7	bps

Citizens Financial Group, Inc.™

Key performance metrics, Non-GAAP financial measures and reconciliations

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

		FULL YEAR				
					2016 Change	
		2016	2015	2014	2015	
					$/bps	%
Tangible book value per common share:						
Common shares - at end of period (GAAP)	Q	511,954,871	527,774,428	545,884,519	(15,819,557)	(3%)
Common stockholders' equity (GAAP)		$19,499	$19,399	$19,268	$100	1
Less: Goodwill (GAAP)		6,876	6,876	6,876	—	—
Less: Other intangible assets (GAAP)		1	3	6	(2)	(67)
Add: Deferred tax liabilities related to goodwill (GAAP)		532	480	420	52	11
Tangible common equity	R	$13,154	$13,000	$12,806	$154	1 %
Tangible book value per common share	R/Q	$25.69	$24.63	$23.46	$1.06	4 %
Net income per average common share - basic and diluted, adjusted:						
Average common shares outstanding - basic (GAAP)	S	522,093,545	535,599,731	556,674,146	(13,506,186)	(3%)
Average common shares outstanding - diluted (GAAP)	T	523,930,718	538,220,898	557,724,936	(14,290,180)	(3)
Net income available to common stockholders (GAAP)	K	$1,031	$833	$865	$198	24
Net income per average common share - basic (GAAP)	K/S	1.97	1.55	1.55	0.42	27
Net income per average common share - diluted (GAAP)	K/T	1.97	1.55	1.55	0.42	27
Net income available to common stockholders, adjusted (non-GAAP)	L	1,012	864	790	148	17
Net income per average common share - basic, adjusted (non-GAAP)	L/S	1.94	1.61	1.42	0.33	20
Net income per average common share - diluted, adjusted (non-GAAP)	L/T	1.93	1.61	1.42	0.32	20

Citizens Financial Group, Inc.™

Key performance metrics, Non-GAAP financial measures and reconciliations

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

		FULL YEAR								
		2016			2015			2014		
		Consumer Banking	Commercial Banking	Total Consumer and Commercial Banking	Consumer Banking	Commercial Banking	Total Consumer and Commercial Banking	Consumer Banking	Commercial Banking	Total Consumer and Commercial Banking
Net income (GAAP)	A	$345	$631	$976	$262	$579	$841	$182	$561	$743
Risk-adjusted regulatory capital	B	$5,166	$5,071	$10,237	$4,739	$4,666	$9,405	$4,665	$4,174	$8,839
Return on adjusted regulatory capital	A/B	6.68 %	12.44 %	9.53 %	5.53 %	12.41 %	8.94 %	3.90 %	13.43 %	8.40 %

Citizens Financial Group, Inc.™

Key performance metrics, Non-GAAP financial measures and reconciliations

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

		THREE MONTHS ENDED MAR 31, 2017			
		Consumer	Commercial	Other	Consolidated
Net income available to common stockholders:					
Net income (loss) (GAAP)	A	$95	$180	$45	$320
Less: Preferred stock dividends		—	—	7	7
Net income available to common stockholders	B	$95	$180	$38	$313
Return on average tangible common equity:					
Average common equity (GAAP)		$5,460	$5,528	$8,472	$19,460
Less: Average goodwill (GAAP)		—	—	6,876	6,876
Average other intangibles (GAAP)		—	—	—	—
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	531	531
Average tangible common equity	C	$5,460	$5,528	$2,127	$13,115
Return on average tangible common equity	B/C	7.06 %	13.18 %	NM	9.68 %
Return on average total tangible assets:					
Average total assets (GAAP)		$58,660	$49,243	$40,883	$148,786
Less: Average goodwill (GAAP)		—	—	6,876	6,876
Average other intangibles (GAAP)		—	—	—	—
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	531	531
Average tangible assets	D	$58,660	$49,243	$34,538	$142,441
Return on average total tangible assets	A/D	0.66 %	1.48 %	NM	0.91 %
Efficiency ratio:					
Noninterest expense (GAAP)	E	$647	$190	$17	$854
Net interest income (GAAP)		638	346	21	1,005
Noninterest income (GAAP)		220	134	25	379
Total revenue (GAAP)	F	$858	$480	$46	$1,384
Efficiency ratio	E/F	75.41 %	39.80 %	NM	61.68 %

		THREE MONTHS ENDED DEC 31, 2016			
		Consumer	Commercial	Other	Consolidated
Net income available to common stockholders:					
Net income (loss) (GAAP)	A	$92	$172	$18	$282
Less: Preferred stock dividends		—	—	—	—
Net income available to common stockholders	B	$92	$172	$18	$282
Return on average tangible common equity:					
Average common equity (GAAP)		$5,275	$5,278	$9,092	$19,645
Less: Average goodwill (GAAP)		—	—	6,876	6,876
Average other intangibles (GAAP)		—	—	1	1
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	523	523
Average tangible common equity	C	$5,275	$5,278	$2,738	$13,291
Return on average tangible common equity	B/C	6.97 %	12.94 %	NM	8.43 %
Return on average total tangible assets:					
Average total assets (GAAP)		$58,066	$48,024	$41,225	$147,315
Less: Average goodwill (GAAP)		—	—	6,876	6,876
Average other intangibles (GAAP)		—	—	1	1
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	523	523
Average tangible assets	D	$58,066	$48,024	$34,871	$140,961
Return on average total tangible assets	A/D	0.63 %	1.42 %	NM	0.79 %
Efficiency ratio:					
Noninterest expense (GAAP)	E	$649	$187	$11	$847
Net interest income (GAAP)		639	347	—	986
Noninterest income (GAAP)		227	122	28	377
Total revenue (GAAP)	F	$866	$469	$28	$1,363
Efficiency ratio	E/F	74.90 %	39.83 %	NM	62.18 %

		THREE MONTHS ENDED SEPT 30, 2016			
		Consumer	Commercial	Other	Consolidated
Net income available to common stockholders:					
Net income (loss) (GAAP)	A	$92	$162	$43	$297
Less: Preferred stock dividends		—	—	7	7
Net income available to common stockholders	B	$92	$162	$36	$290
Return on average tangible common equity:					
Average common equity (GAAP)		$5,190	$5,172	$9,448	$19,810
Less: Average goodwill (GAAP)		—	—	6,876	6,876
Average other intangibles (GAAP)		—	—	1	1
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	509	509
Average tangible common equity	C	$5,190	$5,172	$3,080	$13,442
Return on average tangible common equity	B/C	7.04 %	12.50 %	NM	8.58 %
Return on average total tangible assets:					
Average total assets (GAAP)		$56,689	$47,902	$39,808	$144,399
Less: Average goodwill (GAAP)		—	—	6,876	6,876
Average other intangibles (GAAP)		—	—	1	1
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	509	509
Average tangible assets	D	$56,689	$47,902	$33,440	$138,031
Return on average total tangible assets	A/D	0.64 %	1.35 %	NM	0.86 %
Efficiency ratio:					
Noninterest expense (GAAP)	E	$650	$181	$36	$867
Net interest income (GAAP)		621	327	(3)	945
Noninterest income (GAAP)		229	123	83	435
Total revenue (GAAP)	F	$850	$450	$80	$1,380
Efficiency ratio	E/F	76.46 %	40.21 %	NM	62.88 %

		THREE MONTHS ENDED JUNE 30, 2016			
		Consumer	Commercial	Other	Consolidated
Net income available to common stockholders:					
Net income (loss) (GAAP)	A	$90	$164	($11)	$243
Less: Preferred stock dividends		—	—	—	—
Net income available to common stockholders	B	$90	$164	($11)	$243
Return on average tangible common equity:					
Average common equity (GAAP)		$5,110	$5,040	$9,618	$19,768
Less: Average goodwill (GAAP)		—	—	6,876	6,876
Average other intangibles (GAAP)		—	—	2	2
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	496	496
Average tangible common equity	C	$5,110	$5,040	$3,236	$13,386
Return on average tangible common equity	B/C	7.09 %	13.04 %	NM	7.30 %
Return on average total tangible assets:					
Average total assets (GAAP)		$55,660	$47,388	$39,131	$142,179
Less: Average goodwill (GAAP)		—	—	6,876	6,876
Average other intangibles (GAAP)		—	—	2	2
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	496	496
Average tangible assets	D	$55,660	$47,388	$32,749	$135,797
Return on average total tangible assets	A/D	0.65 %	1.39 %	NM	0.72 %
Efficiency ratio:					
Noninterest expense (GAAP)	E	$632	$186	$9	$827
Net interest income (GAAP)		602	314	7	923
Noninterest income (GAAP)		219	122	14	355
Total revenue (GAAP)	F	$821	$436	$21	$1,278
Efficiency ratio	E/F	76.98 %	42.88 %	NM	64.71 %

		THREE MONTHS ENDED MAR 31, 2016			
		Consumer	Commercial	Other	Consolidated
Net income available to common stockholders:					
Net income (loss) (GAAP)	A	$71	$133	$19	$223
Less: Preferred stock dividends		—	—	7	7
Net income available to common stockholders	B	$71	$133	$12	$216
Return on average tangible common equity:					
Average common equity (GAAP)		$5,089	$4,790	$9,688	$19,567
Less: Average goodwill (GAAP)		—	—	6,876	6,876
Average other intangibles (GAAP)		—	—	3	3
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	481	481
Average tangible common equity	C	$5,089	$4,790	$3,290	$13,169
Return on average tangible common equity	B/C	5.59 %	11.19 %	NM	6.61 %
Return on average total tangible assets:					
Average total assets (GAAP)		$55,116	$45,304	$38,360	$138,780
Less: Average goodwill (GAAP)		—	—	6,876	6,876
Average other intangibles (GAAP)		—	—	3	3
Add: Average deferred tax liabilities related to goodwill (GAAP)		—	—	481	481
Average tangible assets	D	$55,116	$45,304	$31,962	$132,382
Return on average total tangible assets	A/D	0.52 %	1.18 %	NM	0.68 %
Efficiency ratio:					
Noninterest expense (GAAP)	E	$616	$187	$8	$811
Net interest income (GAAP)		581	300	23	904
Noninterest income (GAAP)		208	99	23	330
Total revenue (GAAP)	F	$789	$399	$46	$1,234
Efficiency ratio	E/F	78.08 %	46.74 %	NM	65.66 %

Citizens Financial Group, Inc.™

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	1Q16	4Q16		1Q16	
					$/bps	%	$/bps	%
Income before income tax expense (GAAP)	A	$434	$414	$332	$20	4.8 %	$102	30.7 %
Income tax expense and effective income tax rate, underlying:								
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
Net income, underlying:								
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 %
Net income available to common stockholders, underlying:								
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 %
Return on average common equity and return on average common equity, underlying:								
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
Return on average tangible common equity and return on average tangible common equity, underlying:								
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
Return on average total assets and return on average total assets, underlying:								
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
Return on average total tangible assets and return on average total tangible assets, underlying:								
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
Net income per average common share - basic and diluted, underlying:								
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

Citizens Financial Group, Inc.™

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, 2017	DEC. 31, 2016	SEP. 30, 2016	JUNE 30, 2016	MAR. 31, 2016	DEC. 31, 2015	SEP. 30, 2015	JUNE 30, 2015	MAR. 31, 2015	DEC. 31, 2014	SEP. 30, 2014	JUNE 30, 2014	MAR. 31, 2014	DEC. 31, 2013	SEP. 30, 2013
Total revenue, adjusted:																
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
Noninterest expense, adjusted:																
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
Efficiency ratio and efficiency ratio, adjusted:																
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
Net income, adjusted:																
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
Net income per average common share - diluted, and net income per average common share - diluted, adjusted																
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	511,348,200	513,897,085	521,122,466	530,365,203	530,446,188	530,275,673	533,398,158	539,909,366	549,798,717	550,676,298	560,243,747	559,998,324	559,998,324	559,998,324	559,998,324
Net income per average common share - diluted	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
Return on average tangible common equity and return on average tangible common equity, adjusted:																
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
Return on average total tangible assets and return on average total tangible assets, adjusted:																
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

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