



Education Finance
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Dedham, MA 02026
1-888-333-0169 | www.citizensbank.com/edu

January 24, 2012

Ms. Sarah Miller
Financial Aid Counselor
SUNY College At Fredonia
E-160 Thompson Hall
Fredonia, NY 14063

Dear Ms. Miller,

Thank you for the opportunity to provide information to you about the Citizens Bank TruFit Student Loan®. We have a proven track record of being an educated resource and successful industry advocate for financial aid offices. With three decades of experience in the student loan industry, we are committed to proving that Good Banking is Good Citizenship™ by providing world-class service to both our school clients and borrowers.

- The Citizens Bank TruFit Student Loan is our private loan product featuring a choice of fixed or variable rates, zero fees for all borrowers, loan forgiveness and a 0.50% interest rate reduction when the loan payment is automatically paid from an eligible Citizens Bank account.
- Over 400 schools recommend the TruFit Student Loan to their student borrowers.
- We are a full service banking partner and experienced lender; with over more than 1,500 branches, approximately 3,900 ATMs and more than 20,900 colleagues, your students and families have a comfort level with our established brand and convenient bank locations.
- In 2011, we introduced the TruFit Good Citizen Scholarship™, where 20 students whose community work and volunteer efforts have earned them a scholarship, in all awarding \$50,000 through this program.
- Our Student Money Bundle™ program combines exclusive discounts and protection from the unexpected with financial management basics like online banking and bill pay, mobile text and email alerts, instant money transfers and a debit card.

Our experience, personalized service and our long standing commitment to the student loan industry are proof that Citizens Bank continues to be the best choice to be your educated resource and partner.

Sincerely,

Erin Zagaski
Account Executive

Donna Shelby
Regional Sales Manager

Citizens Bank TruFit Student Loan Product Overview

Citizens Bank offers students and families the TruFit Student Loan, a private student loan intended to bridge the gap after maximizing grants, scholarships and federal loan options. The TruFit Student Loan offers multiple processes for schools to certify and disburse TruFit Student Loans, competitive pricing and flexible repayment options.

Eligibility:

- Students must be enrolled at least half-time in a degree granting program as certified by the school of attendance. Satisfactory academic progress is not required. Students completing certificate programs are ineligible.
- International students may apply provided they have a qualified co-signer who is a U.S. citizen or permanent resident.
- A co-signer is not required*; however, students are encouraged to apply with a creditworthy co-signer to increase their chances of approval and maximize the opportunity for a lower interest rate.
- The Citizens Bank TruFit Student Loan can be used for past due balances. Students must have a loan period start date up to 180 days after the end of the enrollment period.

* Students must meet the age of majority in their state of residency to apply without a co-signer.

Rates and Fees:

The Citizens Bank TruFit Student Loan offers zero fees for all borrowers. We offer our borrowers a choice of fixed or variable interest rates.

- **Fixed Rate Option:** Interest rates range from 6.75% to 12.75%.
 - 10 year repayment plan
- **Variable Rate Option:** Interest rates range from LIBOR* + 2.70% to LIBOR + 9.75%.
 - 15 year repayment plan

* Variable rate. Based on the one-month London Interbank Offered Rates ("LIBOR") published in *The Wall Street Journal* on the twenty-fifth day, or the next business day, of the preceding calendar month. As of 12/25/2011, LIBOR is .29%.

Borrower Benefits:

- **ACH Benefit:** Borrowers are eligible while in repayment to receive a 0.50% interest rate reduction by automating payments from any eligible Citizens Bank account. Borrowers must reside in the following states in order to open an eligible account: CT, DE, MA, NH, NJ, NY, OH, IL, MI, PA, RI and VT.
- **Alternative ACH Benefit:** Borrowers may receive a 0.25% interest rate reduction by automating payments from any eligible non-Citizens Bank account.
- **Co-signer Release** - The borrower may apply for co-signer release after making their first 36 consecutive payments on-time.* The student borrower must meet credit guidelines at the time of application for the release.

- **International Student Co-signer Release** - International students may also apply for co-signer release by demonstrating U.S. citizenship or permanent resident status and making their first 36 consecutive payments on-time.*
- **Loan Forgiveness:** In the unfortunate event of the student borrower's death or total and permanent disability, the TruFit Student Loan will be forgiven.

* On-time payments are defined as within 15 days of the due date. Lump sum payments do not qualify. Borrower can not have used any forbearance prior to receiving the co-signer release benefit.

Loan Limits:

- **Annual Minimum:** \$1,000
- **Annual Maximum:** Cost of education less financial aid
- **Maximum aggregate limit:**
 - \$120,000 (undergraduate)
 - \$150,000 (graduate)
 - \$175,000 (business and law school)
 - \$225,000 (medical school)

Repayment Options:

All TruFit Student Loan borrowers are given a choice of repayment options upon application, regardless of whether they select fixed or variable rate. The minimum monthly payment is \$50.

- **Deferred:** Students defer payment until 6 months after graduation.
- **Interest-only:** Students make interest-only payments while in school.
- **Immediate:** Students make payments while in school.

Deferment and Forbearance Options:

Under certain circumstances a borrower may request a deferment of payments. The following are available:

- **In-School Period** - Student borrowers have the option to defer principal and interest or defer principal and pay interest as long as the student borrower remains enrolled at an approved school. In-school deferment is capped at 8 years. Once the initial 6 month grace period is used, it will not be reinstated.
- **Residency or Internship Program Participation** - If the student borrower enrolls in an eligible internship or residency program as defined by lender, they are eligible for a maximum of 48 months of deferment.
- **Military Deferment** - Student borrowers who are members of the National Guard or the Ready Reserves called to active duty for a period of more than 30 days or a regular active-duty member of the Armed Forces reassigned to another duty station due to a military mobilization may request a military deferment. During this deferment period, no minimum payments are required.
- **Hardship Forbearance** - Student borrowers and/or co-signers who are experiencing temporary financial difficulty may temporarily postpone principal and interest repayment through approval of a hardship forbearance. Delinquent accounts may be granted hardship forbearance to bring the account current for no more than two month increments, with a maximum of 12 months available during the life of the loan.

Citizens Bank Processes for Schools

Primary Contact:

Citizens Bank considers having one point of contact to be very important to ensure the needs of your office are met and you experience smooth loan processing. Erin Zagaski is your primary contact to make sure your loan process runs smoothly. As your industry partner liaison, Erin will advocate on your behalf should any questions arise. She will also coordinate and facilitate all support offered through our various vendor partners. Her contact information is:

Name: Erin Zagaski, Account Executive
Phone: 860-817-5296 or 888-333-0169
Email: erin.s.zagaski@citizensbank.com

School Services Team:

Our School Services Team provides financial aid administrators with superior service, from initial product set-up through processing and disbursement. The SST will serve as the primary contact for school customers who need assistance with loan certifications, disbursements and general inquiries. Schools may contact 888-333-0169 or email schoolservices@citizensbank.com for assistance. Normal business hours are Monday through Friday, 8:30 a.m. to 8:00 p.m. EST.

Lender Codes

In order to streamline the certification process for schools, all our product options are available under a single Alternative Loan and Guarantor code.

Lender Code:	700700	Program Code:	S01
Servicer Code:	1stmrk	Guarantor Code:	S09

Certification Methods

Schools may choose one of the following certification options

- ELM,
- ScholarNet
- ECourier®
- Transaction Manager (part of OpenNet®)
- School Portal Website at <https://citizens.appworksasp.com/appworks>
- Facsimile

Schools that wish to obtain a username and password for our School Portal should contact their Account Executive directly or our School Services Team at schoolservices@citizensbank.com.

Disbursement Options

Loan proceeds are sent directly to the school in up to 4 disbursements. Schools can choose one of the following disbursement options:

- EFT
- ELM NDN
- Scholarnet CDS
- Individual Checks
- Master Checks

Paper checks will be drawn from RBS Citizens, N.A.

Citizens Bank Processes for Borrowers

Borrower Customer Service:

Our Education Finance Specialists counsel both students and parents on the financial aid process. Their areas of expertise include in-depth knowledge of financing options, the financial aid application process and loan repayment options. Our Education Finance Specialists are available Monday-Friday from 8:30 a.m. - 8:00 p.m. EST at our toll-free number, 800-708-6684 for students and families that have questions regarding their financing options. They are also available to take phone applications.

Borrowers who prefer to receive electronic assistance may also email our Customer Service Team at educationfinance@citizensbank.com.

Application Method:

Students can apply for the Citizens Bank TruFit Student Loan by visiting www.citizensbank.com/trufitstudentloan. We also offer a phone application at 1-800-708-6684, which either the borrower or co-signer may use. An instant credit decision is received upon application submission and, if the decision is favorable, the applicant will be invited to sign the promissory note electronically. We adhere to all requirements mandated by Title X of the Higher Education Opportunity Act. Students may complete their required disclosures electronically.

Citizens Bank is responsible for all origination functions of the TruFit Student Loan. Students may contact our Education Finance Specialists at 800-708-6684 or educationfinance@citizensbank.com for technical assistance, including password reset, accessing or signing documents or help with the online application.

Repayment Servicing:

Firstmark Services, a subsidiary of Nelnet, is the repayment servicer for the TruFit Student Loan. Once the borrower's loan has disbursed, Firstmark Services will maintain an account with their balance and repayment information. Borrowers have full access to all of their account information online at www.firstmarkservices.com. They are able to check their current balance and most recent payments, review and/or edit account information (including changing mailing address and phone number), make payments and set up KwikPay™ for automated payments.

Online Banking:

Citizens Bank makes it easy for students to manage their finances online. Citizens Bank offers the Student Money Bundle, which combines exclusive discounts and protection from the unexpected with financial management basics like online banking and bill pay, mobile text and email alerts, instant money transfers and a debit card. Students will be able to open, access, and maintain their accounts online.

Please see more information about our student banking options at <http://www.citizensbank.com/student-banking/>.

Financial Literacy and Default Prevention:

Citizens Bank wants to ensure that students and their families borrowing to finance school know their rights, their options and can build a solid understanding of the entire financial aid process no matter what stage of the borrowing process they are at. We offer a comprehensive, easy to understand overview of the financial aid process on our website at www.citizensbank.com/edu. Visitors have access to planning materials, helpful tools and product information, to make informed decisions about their education financing.

Our enhanced Web site provides a single location where students and their families can go for financial wellness resources and detailed information on the financial aid process. With our loan repayment calculator, informational videos, tips on preparing for college, and Money HelpSM, we aim to provide information on every question a student or parent can have surrounding the financial aid process.

Our Education Finance Account Executives also regularly facilitate customized workshops on an individual or group basis, for students and their families. We currently offer a number of financial literacy workshops, including "Gimme Some Credit," which teaches the basics of how lenders look at a borrower's credit report.

Citizens Bank Company Overview

Citizens Financial Group, Inc. is a \$132 billion commercial bank holding company. It is headquartered in Providence, R.I., and, through its subsidiaries, has more than 1,500 branches, approximately 3,900 ATMs and more than 20,900 colleagues. Its two bank subsidiaries are RBS Citizens, N.A. and Citizens Bank of Pennsylvania. They operate a 12-state branch network under the Citizens Bank brand in Connecticut, Delaware, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island and Vermont, and the Charter One brand in Illinois, Michigan and Ohio. CFG has non-branch retail and commercial offices in more than 30 states. CFG is owned by RBS (The Royal Bank of Scotland Group plc).

In December 1988, Citizens Financial Group became a wholly-owned subsidiary of The Royal Bank of Scotland Group plc (RBS). Headquartered in Edinburgh, RBS has grown into one of the world's leading financial services groups. RBS's ownership gave Citizens the stability and support of an international financial services company – and a partner with capital for growth. Over the past 22 years, this support has made Citizens a steady contributor to RBS's success.

Citizens Bank's Commitment to the Community

- In 2010, we invested more than \$18 million through charitable giving and community sponsorships to support more than 2,000 nonprofit organizations. These numbers illustrate the collaborative role that our resources and colleagues have played in improving the lives and stability of our neighbors. Our giving is focused in three major areas: human services, affordable housing and economic development. Our commitment to the community is deeply rooted in the belief that we are all in it together.
- Over the past 3 years, colleagues have contributed over half a million volunteer hours to community organizations.

Affiliations:

Our private student loan offering is the Citizens Bank TruFit Student Loan®. Citizens Financial Group, Inc. includes two bank subsidiaries; RBS Citizens, N.A. and Citizens Bank of Pennsylvania. We market student loans under the Citizens Bank brand, a division of both RBS Citizens, N.A. and Citizens Bank of Pennsylvania, and the Charter One brand, a division of RBS Citizens, N.A.

Commitment to the Code of Conduct

Citizens Bank is committed to our internal Student Lending Code of Ethics. This code provides practical guidance to assist our colleagues in making decisions and judgments consistent with our enduring goal to be a well-respected, leading provider of fair and affordable education financing products and a reputation for conducting business with the highest standards of honesty and integrity. This Code is an integral part of, and will be enforced in accordance with, our business conduct and ethics policies.