

Business Deposit Account Fees and Features

Guide to Your New Account

Citizens Bank, N.A.



Welcome to Citizens

We are pleased to provide you with this account information. This Business Deposit Account Fees and Features Guide is a companion brochure to the Business Deposit Account Agreement.

This guide provides you with information on minimum opening account balances, monthly maintenance fees, transaction limitations, combined balance information for relationship pricing, interest rate and Annual Percentage Yield (APY) information, and other service fees that may apply. Please note that we may change the fees or balance requirements at any time with proper notice to you.

The Business Deposit Account Agreement contains the terms and conditions of your account as well as your rights and responsibilities regarding your account. You will also find our funds availability policy in the agreement.

Together, these two brochures constitute your account agreement with Citizens Bank, N.A. Please review them carefully. You may also wish to retain them for future reference.

If you have any questions about the information in these two brochures, please call us toll-free at 1-800-862-6200. Or, if you prefer, stop by your local branch.

**Thank you for your important relationship with us.
We look forward to serving you.**

Account Pricing

Clearly Better Business Checking®

Minimum to Open	Any
Monthly Maintenance Fee	None
Additional Fees.....	First 200 items (including checks deposited, paid, or cashed) per statement period: Free Each additional item: \$.50

Business Advisor Checking®

Minimum Opening Deposit.....	Any
Monthly Maintenance Fee	\$25
To Waive Fee	\$10,000 average daily balance or \$35,000 in combined balances
Additional Fees.....	First 500 items (including checks deposited, paid or cashed) per statement period: Free Each additional item: \$.30

Citizens Analysis Business Checking

Minimum to Open	Any
Monthly Maintenance Fee	\$20 ¹
Additional Fees.....	Per check or item paid per statement period: \$.20 ¹ Per item deposited per statement period: \$.17 ¹ Per deposit per statement period: \$.80 ¹ Additional pricing available upon request. Please see your Cash Management Representative for details. ¹

Association Checking with Interest I

Minimum to Open	Any
Monthly Maintenance Fee	\$10
To Waive Monthly Fee.....	\$2,500 average daily balance
Additional Fees.....	First 200 items (including checks deposited, paid or cashed) per statement period: Free Each additional item: \$.50

IOLTA Checking

Minimum to Open	Any
Monthly Maintenance Fee	None
To Waive Monthly Fee.....	None

Savings Accounts

Business Savings

Minimum to Open	Any
Monthly Maintenance Fee	\$4.99 ²
Account will automatically receive a fee waiver on the first 4 Monthly Maintenance Fees.	
To Waive Monthly Fee.....	\$500 minimum daily balance

Money Market Accounts

Business Money Market

Minimum to Open	Any
Monthly Maintenance Fee	\$9.99
To Waive Monthly Fee.....	\$2,500 minimum daily balance

Account Pricing *(cont'd)*

Certificates of Deposit

Certificate of Deposit (CD)

Minimum to Open \$1,000

CD with Monthly Interest Disbursement by Check or Transfer

Minimum to Open \$5,000

Penalty for Early Withdrawal

Original maturity of less than one year..... \$50 transaction penalty
plus the greater of 90 calendar days' interest
on the amount withdrawn or half the remaining
interest to be earned on the withdrawn amount.

Original maturity of one year or more..... \$50 transaction penalty
plus the greater of 180 calendar days' interest
on the withdrawn amount or half the remaining interest
to be earned on the withdrawn amount.

We will, under certain circumstances, waive these early withdrawal penalties in our sole discretion or as otherwise required by law (for example, upon the death of an account owner or when any account owner is determined to be legally incompetent by a court or other administrative body of competent jurisdiction).

Definitions

Relationship Pricing: The eligible balances in other linked business savings, select business checking accounts, business loans or business lines of credit can be included in combined balances to help waive the monthly maintenance fee. If you link additional Business Advisor Checking accounts to your primary Business Advisor Checking you must maintain an average daily balance of \$10,000 in each statement period to have the Monthly Maintenance Fee waived for each additional Business Advisor Checking account. The additional linked Business Advisor Checking accounts are not eligible for a fee waiver based on combined balances. Accounts that can be linked for Business Advisor Checking account relationship pricing include Business Savings, Business Money Market, IOLTA Checking, business Certificates of Deposit, eligible business loans and lines of credit, and any business Overdraft Line of Credit. To determine eligibility for relationship pricing, please tell us which accounts you wish to link. Linked account balances will appear in the relationship account summary section of your monthly checking account statement.

Combined Statements: To avoid receiving multiple statements, you can combine eligible accounts with your business checking account so you receive a single combined statement every month. Accounts that can be combined are additional business checking accounts (including any checks), business savings accounts, business money market accounts, business Overdraft Lines of Credit, and business Certificates of Deposit (CD).

Monthly Combined Business Balances are used to determine if a Business Advisor Checking monthly maintenance fee is to be waived. We calculate an average daily balance by adding the daily balances in each eligible linked accounts from the date on your previous statement up to the day before your current statement date, then dividing by the number of days in this cycle. The average daily balances are then added together, resulting in your monthly combined business balance.

Average Daily Balance is calculated by adding the daily balances in the account and dividing by the number of days in the statement period.

Definitions *(cont'd)*

Minimum Daily Balance is the balance (collected and uncollected) in the account each day.

Collected Balances: Funds are considered collected on the day the bank receives credit. We pay interest on collected balances.

Available Balances: We consider funds available or unavailable based on our funds availability policy outlined in your Business Deposit Account Agreement. We allow withdrawals of funds deposited based on this policy.

Earnings Credit may offset some of the fees listed for analyzed accounts. Your earnings credit is calculated by applying the periodic earnings credit rate to the investable balance in the account for the period. The period used is the monthly statement cycle. The investable balance is the available balance less reserves. The periodic earnings credit rate applies to various balance tiers, and is established at the Bank's discretion and may be changed at any time. Refer to the Other Fees section of this guide for a description of miscellaneous fees that may apply to analyzed accounts. Earnings credit does not apply to interest-bearing accounts.

Overdraft Fees and Returned Items Fees: We determine during each business day whether or not your account contains sufficient available funds to pay an item (for example, a check, in-person withdrawal from a teller, ATM withdrawal, point-of-sale purchase, or any other paper or electronic item drawn on your account). If we determine that your account has insufficient or unavailable funds to pay an item, we have the right to take the following actions without prior notice to you:

- **return** the item,
- **decline** the item, or
- **pay** the item and create an overdraft in your account.

We are under no obligation to pay an item and create an overdraft. Our honoring of one or more overdrafts does not obligate us to honor any future overdrafts, and you should not rely on us to honor an overdraft even if we have done so in the past.

When any item is presented where there are insufficient available funds to pay the item, we can charge you a fee, depending upon whether or not we pay the item or return the item.

- If we pay the item, such as a check or ATM withdrawal or debit card transaction, we will charge an Overdraft Fee.
- If we return the item such as a check (including other items using your checking account number), an online or automatic bill payment, or a preauthorized debit item, we will charge a Returned Item Fee.

Definitions *(cont'd)*

We may impose a fee for each such item that we return or pay. As a result, more than one fee may be imposed on you each day, depending upon the number of such items that we return or pay.

Per Item Fees:

Overdraft Fee	\$39 per item paid
Returned Item Fee	\$39 per item returned

Sustained Overdraft Fee: If your account remains overdrawn for 4 consecutive business days, on the 5th day we will charge a Sustained Overdraft Fee of \$30.00. An additional \$30.00 fee will be charged on the 8th business day if your account remains overdrawn for 7 consecutive business days, and on the 11th business day if your account remains overdrawn for 10 consecutive business days, up to a total of \$90.00

Sustained Overdraft Fee	\$30.00
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The following accounts are exempt from Sustained Overdraft Fees: Business Advisor Checking, Citizens Analysis Business Checking, Association Checking with Interest I and IOLTA Checking.

Citizens Analysis Business Checking customers with analyzed accounts may have this fee offset by earnings credit.

Overdraft Plans: If you have an Overdraft Plan — Savings Overdraft Transfer or Overdraft Line of Credit — transactions that would create an overdraft on your account may be honored in accordance with our Overdraft Plan Agreement(s) with you. We will transfer available funds from a savings account or an Overdraft Line of Credit. Transfer Fees will be charged to your checking account on the business day following the transfer.

Savings Overdraft Transfers are included in the six transfers and pre-authorized debits allowed from savings accounts per calendar month. Please refer to your Business Deposit Account Agreement for more details on Withdrawal Limitations. Please see the Other Fees section of this guide for Overdraft Plan annual and transfer fee amounts.

Checking Dormant Account Fee: A fee will be assessed on your checking account if there is no transaction activity by account owner(s) for one year or more. Thereafter, each month that the account has no transaction activity by its account owner an additional will be assessed.

Money Market and Savings Dormant Account Fee: A fee will be assessed on your money market or savings account if there is no transaction activity by account owner(s) for two years or more.

Definitions *(cont'd)*

Thereafter, each month that the account has no transaction activity by its owner an additional fee will be assessed.

Escheatment Servicing Fee: A fee is assessed for the servicing of accounts that qualify for escheatment (delivery of funds to the state of the account's address on file). An account qualifies for escheatment when it has been inactive for the period of time specified under state law to be considered abandoned. This fee is not imposed where prohibited by state law.

Account Features

Interest Rate Information

Your interest rate and APY may change. At our discretion, we may change the interest rate on your account every day. For your CD account, you will be paid the disclosed interest rate and APY until the original maturity date of your account, unless your CD account has the promotional Choice feature. Please see the CD section of your Business Deposit Account Agreement for a description of the Choice feature. If you close an interest-bearing checking, savings, money market or CD account before interest is credited, you will receive the accrued interest.

Interest begins to accrue on cash deposits you make in person and on electronic direct deposits on the day you make the deposit. If you make the deposit in person to one of our employees at one of our branch offices on a business day (or before 10:00 p.m. at one of our ATMs), we will consider that day to be the day of your deposit. However, if you make a cash deposit in person to one of our employees at one of our branch offices on a non-business day (or after 10:00 p.m. at one of our ATMs), we will consider that the deposit was made on the next business day we are open.

Interest begins to accrue on the business day you deposit checks drawn on Citizens Bank N.A. and no later than the business day we receive credit for all other non-cash deposits. For CD accounts, interest begins to accrue on the business day you deposit non-cash items.

We use the daily balance method to calculate interest on your account. This method applies a daily periodic rate to the collected balance in any interest-bearing checking, savings or money market account each day. The interest rate and APY will vary depending on the collected daily balance in your account. For CD accounts, we apply the daily periodic rate to the ledger balance to calculate interest on your account.

Account Features *(cont'd)*

Minimum Balance to Obtain APY Disclosed

You will earn the interest rate and APY disclosed for your CD account if you have a daily ledger balance of at least \$.01. All other interest-bearing accounts earn the interest rate and APY disclosed based on the collected daily balance as described in the Interest Rate Information section of this guide.

Interest Compounding and Crediting Frequency

Except as otherwise provided in this section, interest on your account will compound monthly. Interest is credited on your interest-bearing checking and money market accounts on the day the account statement is produced each month. Interest is credited on all other savings accounts on the last business day of the month. Interest is credited on your interest-bearing checking, savings or money market accounts included in a combined statement on the day the combined statement is produced each month.

Interest is credited on your other savings accounts, including your Business Savings accounts, on the last business day of the month. Interest is credited on your interest-bearing checking, savings or money market accounts included in a combined statement on the day the combined statement is produced each month. Interest on your CD accounts is credited on the monthly anniversary date of your account or on a date you have chosen at account opening. If you have elected to have the interest on your CD accounts disbursed, interest does not compound on your CD accounts. Interest on your IOLTA and IORETA Checking accounts does not compound; interest is credited to your account on the day your statement is produced each month and then transferred to your state bar association (IOLTA) or other appropriate agency (IORETA) based upon the agency's requested distribution schedule.

Other Fees

Audit Confirmation.....	\$35 ¹
Automated Clearing House (ACH) Services	
Citizens Analysis Business Checking	
Per Credit or Debit Item Received	\$.20 ¹
ACH FEDI Details (phone assisted)	\$30/per item
Check Orders, Deposit Tickets, Depository Bags	
and Related Supplies.....	Price varies
Coin and Currency	
The coin and currency statement cycle for business accounts begins and ends one day before the checking account statement cycle.	
Clearly Better Business Checking, Association Checking with Interest I	
\$2.50 per \$1,000 coin and currency deposited	
or provided over \$5,000 per coin and currency statement cycle	
\$.09 per roll over 10 per coin and currency statement cycle	
Business Advisor Checking	\$2.50 per \$1,000 coin and currency deposited
or provided over \$20,000 per coin and currency statement cycle	
\$.09 per roll over 50 per coin and currency statement cycle	
Citizens Analysis Business Checking.....	\$2.50 per \$1,000 coin and currency deposited,
\$.50 per \$1,000 currency furnished, \$.12 per roll of coin	
Collection (outgoing, incoming or domestic)	\$25 ³
Copies (checks, deposit tickets, withdrawal slips or	
document other than statement).....	\$6 per copy
Statement (including duplicate / interim)	\$6 per copy ¹
Statement (including statement reproduction)	\$6
Coupon Collection (including Bearer Bond coupons)	
Redemption.....	\$10 per envelope
Coupons returned unpaid.....	\$20 per coupon
CPA Confirmation	Free
Debit Cards and ATM Cards	
Citizens ATMs — withdrawals, transfers, balance inquiries	Free
Non-Citizens ATMs — for each withdrawal, transfer,	
balance inquiry, mini-statement.....	\$3
Debit Card and ATM Card Reissue (Standard).....	Free
Debit Card and ATM Card Reissue (Overnight)	\$12
Foreign Transaction Fees ¹¹ 3% of the value of transactions made outside the United States and U.S. Territories.	
Dormant Account Fees	
Checking	\$10 initial fee after one year of inactivity; then \$5 per month
Money Market / Saving.....	\$10 initial fee after two years or more of inactivity; then \$5 per month
Excessive Transaction Fee (applies to all Money Market accounts.)	
For each transaction (checks, telephone, online and preauthorized transfers) over 6 or each check or check item over 3 or a combination	
per statement period	\$15
Excessive Transaction Fee (applies to all Business Savings accounts)	
For each transaction (telephone, online, preauthorized, and automatic transfers/ withdrawals) over 6 per calendar month	\$15
Transfers made from Savings Overdraft Transfer Plans are included in limited transactions, but are not subject to the Excessive Transaction Fee.	
Escheatment Servicing Fee.....	\$50 or
remaining account balance, whichever is less	

Other Fees *(cont'd)*

International Services

Courier Charge for Collection Items	\$50
Foreign Check for Collection (in USD outside Canada)	\$50
Foreign Check for Collection (Minimum check amount \$1,000 USD)	\$50 ⁴
Foreign Check for Collection (USD/Canadian Dollar fund < \$100,000 face value drawn on Canada)	\$30
Foreign Check Returned.....	\$25 ⁵
Foreign Currency Exchange	
Customer.....	\$15
Non-customer.....	\$20
Foreign Drafts.....	\$25
Foreign Draft Cancellations.....	\$35

Legal Process Fees

Attachment / Bank Execution / Garnishment

Tax Levy / Court Order	\$125
Letters of Reference	\$10
List Post Service	\$10 per month per account ¹
Money Order or Replacement of Money Order	\$5

Maintaining Dual / Multiple Signatures

Analyzed Accounts Only — IOLTA Checking, Citizens Analysis Business Checking, Dual Signature Service.....	\$35 ¹ per month
Non-Analyzed Accounts Only — Clearly Better Business Checking, Business Advisor Checking, Association Checking with Interest I	
Maintaining Dual / Multiple Signatures	\$0 per month
For these non-analyzed accounts, the dual signature lines are solely for your convenience and internal control purposes only.	

Notary Service.....	Free
Official Check (including replacement)	\$10
Online Banking / Bill Pay.....	Free
Outgoing Transfer	\$3
Online Banking Access using Quicken® or Quickbooks®	\$9.95 per month ⁶
Online Banking Access and Bill Payment using Quicken® or Quickbooks®	\$14.95 per month ⁶

Overdraft Plans

Savings Overdraft Transfer Plan ⁹	\$12 Transfer Fee per day for each day a transfer(s) occurs
Overdraft Line of Credit Plan ¹⁰	\$12 Transfer Fee per day for each day a transfer(s) occurs. \$30 Annual Fee. Interest on outstanding balances.

Overdraft / Returned Item / Sustained Overdraft Fees

Fee per item (check, in-person withdrawal, ATM withdrawal, POS transaction, or other paper, electronic, or type of transaction or debit)	
Overdraft Fee.....	\$39 per item paid
Returned Item Fee	\$39 per item returned
Sustained Overdraft Fee	\$30 after days 4, 7 and 10 overdrawn, up to a total of \$90

Real-time Payment (RTP) per Credit Received Fee	\$1.00 (may be offset by earnings credit for analyzed accounts).
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Rejected Check	\$1 ¹
Reconciliation	\$25 per request
Research.....	\$30 per hour ^{1, 7}
Returned Deposited / Cashed Item	\$20 ¹
Redeposited Item	\$6.25 ¹

Safe Deposit (where available)

Annual Rental Fee	varies by box size ⁸
Inventory	\$50 per hour; \$25 minimum
Key Replacement.....	\$25

Other Fees *(cont'd)*

Drilling.....	\$150
Late Fee.....	\$10
Payment Collection Processing Fee (assessed if more than 60 days past due).....	\$15
Signature Guarantee (customer).....	Free
Statement Delivery Service Charges: Clearly Better Business Checking	
Paperless eStatement.....	Free
Paper Statement	\$3 per statement period
Stop Payment (including through Bill Pay)	\$35 ¹
Telephone Transfer	Free
Wire Transfer Fees	
Citizens Analysis Business Checking (Analyzed):	
Domestic Incoming (notice by mail)	\$12.50
Domestic Outgoing.....	\$20
Domestic Outgoing (repetitive)	\$30
Interbank (book transfer)	\$7.50
Foreign Incoming USD	\$15
Foreign Incoming Foreign Currency	\$10
Foreign Outgoing USD (non-repetitive)	\$35
Foreign Outgoing USD (repetitive).....	\$30
Foreign Outgoing Foreign Currency (non-repetitive)	\$30
Foreign Outgoing Foreign Currency (repetitive)	\$20
Wire FX Detail & Verification.....	\$15
Outgoing (officer assisted)	\$100
Business Advisor Checking, Clearly Better Business Checking and all other	
Non-analyzed Business Accounts	
Domestic Incoming (notice by mail)	\$18
Domestic Incoming (notice by phone)	\$28
Domestic Incoming (notice by fax)	\$26
Domestic Incoming Repair (notice by mail)	\$21
Domestic Incoming Repair (notice by phone)	\$31
Domestic Incoming Repair (notice by fax)	\$29
Domestic Outgoing.....	\$30
Domestic Outgoing (repetitive)	\$18
Foreign Incoming USD	\$12
Foreign Incoming Foreign Currency	\$10
Foreign Outgoing USD	\$35
Foreign Outgoing USD (repetitive).....	\$22.50
Foreign Outgoing Foreign Currency	\$10
Foreign Outgoing Foreign Currency (repetitive)	\$8
Interbank (book transfer)	\$5
Outgoing (officer assisted)	\$100

Other Fees *(cont'd)*

Footnotes

- 1 May be offset by earnings credit for analyzed accounts.
- 2 Waived if linked Business Advisor Checking account monthly combined balance requirement is met.
- 3 Third party charges may apply.
- 4 Varies based on amount and country of origin. Delayed funds availability may apply.
- 5 Unique return policies apply. Foreign bank return item fees, which can vary, may also apply.
- 6 Quicken and QuickBooks are registered trademarks of Intuit, Inc.
- 7 Waived when you request a single copy of a check, document or statement. No charge in the event of a bank error.
- 8 Additional information disclosed in the Agreement of the Safe Deposit Agreement
- 9 Savings Overdraft Transfers are included in the six transfers and pre-authorized debits allowed from savings accounts per calendar month. Please refer to your Business Deposit Account Agreement for more details on Withdrawal Limitations.
- 10 Waived for Business Advisor Checking accounts. Credit approval required.
- 11 The foreign transaction fee amount consists of (1) 2% transaction fee of any Debit Card purchase amount, non-PIN purchase amount or withdrawal amount and (2) related network fees.

Citizens reserves the right, on a negotiated basis, to charge accounts which have unusual activity or require special processing.

All business accounts are subject to miscellaneous fees as indicated in this booklet which will be charged to and deducted from the account balance as incurred. Certain miscellaneous fee waivers may apply to Business Advisor Checking Accounts.

Thank you for banking with us.

citizensbank.com

1-800-862-6200



Addendum to Business Deposit Disclosures

This addendum amends the Business Deposit Account Agreement and the Business Deposit Accounts Fees and Features Guide for Citizens (a brand name of Citizens Bank, N.A.) which may be referred to herein as Citizens. As used in this Addendum, the words “you” and “your” individually and collectively mean any and all account holder(s) maintaining an account with Citizens and anyone else with the authority to deposit, withdraw, or exercise control over funds in the account; as well as any person, partnership, corporation, association, limited liability company or other business entity maintaining an account with Citizens. The Deposit Disclosures provided to you at account opening are amended to include and incorporate by reference each section that is mentioned below.

Changes applicable to the Business Deposit Accounts Fees and Features Guides

Definitions, page 4 - 5. Overdraft Fees and Returned Items Fees. The following fees are updated as follows: Overdraft Fee: replace \$39 per item paid with \$35 per item paid, Returned Item Fee: replace \$39 per item paid with \$35 per item returned. The following sentence is being added below Returned Item Fee: We will limit to eight the combined number of Overdraft Fees and/or Returned Item Fees charged on any one business day, up to a total of \$280.

The following information is added as a new row under Per Item Fees, Returned Item Fee: Overdraft Pass.....\$0.

No Overdraft Fee will be charged on any overdraft item of \$5 or less (\$10 or less for Business Advisor Checking®) or when your account is overdrawn and the total overdrawn amount at the end of the same business day is \$5 or less (\$10 or less for Business Advisor Checking).

The following sentence is added to the end of the last paragraph: “If multiple attempts are made to submit a returned item for payment, multiple fees may be charged to you.”

The following sentence is added to the end of this section: “Citizens Private Bank Analysis Checking and Citizens Private Bank Business Money Market Accounts are exempt from Overdraft Fees and Return Item Fees.”

Definitions, Page 5. Sustained Overdraft Fee. The following sentence is added to the end of this section: “Citizens Private Bank Analysis Checking and Citizens Private Bank Business Money Market Accounts are exempt from Sustained Overdraft Fees.”

Definitions, page 5. Overdraft Plans. The following sentence is added to this section: “Citizens Private Bank Analysis Checking and Citizens Private Bank Business Money Market Accounts are exempt from Overdraft Line of Credit Transfer Fees and an Annual Fee.” The 2nd paragraph is deleted in entirety.

Definitions, Page 5. Checking Dormant Account Fee. The following sentence is added to the end of this section: “Citizens Private Bank Analysis Checking is exempt from Checking Dormant Account Fees.”

Definitions, Page 5. Money Market and Savings Dormant Account Fee. The following sentence is added to the end of this section: “Citizens Private Bank Business Money Market Account is exempt from Money Market Dormant Account Fees.”

Account Features, page 7. Interest Rate Information, 2nd paragraph. All references to “10:00 p.m.” are replaced with “10:00 p.m. Eastern time”.

Other Fees, page 9. Collection (outgoing, incoming or domestic) \$25 This line item is deleted in entirety.

Other Fees, page 9. CPA Confirmation Footnote 3 is added as third party charges may apply.

Other Fees, page 9. Debit Cards and ATM Cards

“Non-Citizens ATMs- for each withdrawal, transfer, balance inquiry, mini-statement ...\$3” is deleted and replaced with:

Non-Citizens ATMs-

For each withdrawal.....	\$3
For each transfer	\$3
For each balance inquiry	\$3
For each mini-statement (where available).....	\$3
Other ATM owners, domestic or foreign, may charge you additional fees for use of their machines.	

The following sentence is added to the end of this section: “Citizens Private Bank Analysis Checking and Citizens Private Bank Business Money Market Accounts are exempt from Non-Citizens ATMs fees.”

Foreign Transaction Fees is replaced with Foreign Currency Fees.

Other Fees, page 9. Copies

Effective January 1, 2024, all \$6 copy fees are deleted in entirety.

Other Fees, page 9.

Excessive Transaction Fee (applies to all Money Market accounts.) This section is deleted in entirety and replaced with:

For Private Bank Business Money Market accounts, you are limited to six transactions (checks, telephone, wires, ATM withdrawals, Bill Pay, preauthorized transfers and any withdrawal transfers) per month.

For the 7th transaction in a single month\$20

This fee will be assessed for each 7th transaction in a single month.

Excessive Transaction Fee (applies to all Business Savings accounts.) This fee is deleted in entirety.

Other Fees, page 10. International Services

Foreign Check for Collection section replaces '(in USD outside Canada)' with '(USD equivalent of \$100,000 or more)'.

Foreign Check for Collection (Minimum check amount \$1,000 USD).....\$50⁴ line item is deleted in entirety.

Footnote 4 is added to 'Foreign Check for Collection (USD/Canadian Dollar fund < \$100,000 face value drawn on Canada)'.

Other Fees, page 10. List Post Services This line item is deleted in entirety.

Other Fees, page 10. Maintaining Dual/Multiple Signatures This section is deleted in entirety.

Other Fees, page 10.

Money Order or Replacement of Money Order

Citizens Private Bank Analysis Checking and Citizens Private Bank Business Money Market Accounts are exempt from Money Order fees.

Online Banking/Bill Pay The Outgoing Transfer Fee is deleted in entirety.

Online Banking Access using Quicken® or Quickbooks® This line item is deleted in entirety as service is no longer available.

Online Banking Access and Bill Payment using Quicken® or Quickbooks® This line item is deleted in entirety as no longer available.

Other Fees, page 10. Overdraft Plans

Savings Overdraft Transfer Plan The Savings Overdraft Transfer Plan Transfer Fee is deleted in entirety.

Overdraft Line of Credit Plan This section is deleted in entirety and replaced with: \$12 Transfer Fee per day for each day a transfer occurs. \$30 Annual Fee, Interest on outstanding balances.

No Transfer Fee will be charged for any day in which all overdraft transactions are \$5 or less (\$10 or less for Business Advisor Checking®) or the overdraft plan transfer is for \$5 or less (\$10 or less for Business Advisor Checking®) — Business Overdraft Pass.

Citizens Private Bank Analysis Checking and Citizens Private Bank Business Money Market Accounts are exempt from Overdraft Line of Credit Transfer Fees and an Annual Fee.

Other Fees, page 10. Overdraft/Returned Item/Sustained Overdraft Fees

Overdraft Fee Replace \$39 per item paid with \$35 per item paid.¹²

The following information is added as a new row under Overdraft Fee:

Overdraft Pass.....\$0.

No Overdraft Fee will be charged on any overdraft item of \$5 or less (\$10 or less for Business Advisor Checking®) or when your account is overdrawn and the total overdrawn amount at the end of the same business day is \$5 or less (\$10 or less for Business Advisor Checking®).

The following sentence is added to the end of this section: "Citizens Private Bank Analysis Checking and Citizens Private Bank Business Money Market Accounts are exempt from Overdraft/ Return Item/ Sustained Overdraft Fees."

Returned Item Fee Replace \$39 per item returned with \$35 per item returned.¹²

Other Fees, page 10. Research Effective January 1, 2024, this fee is deleted in entirety.

Other Fees page 10. Returned Deposited/Cashed Item Effective March 28, 2023, the Returned Cashed Item fee is deleted in entirety. The Returned Deposited Item fee remains \$20.

Other Fees page 10. Redeposited Item The fee remains at \$6.25.

Other Fees page 10. Safe Deposit (where available) This section, which includes 6 line items of fees, is deleted in entirety.

Other Fees, page 10. International Services

The below are deleted in entirety as the service is no longer available:

Foreign Drafts.....\$25

Foreign Draft Cancellations.....\$35

Stop Payment (including through Bill Pay)

Citizens Private Bank Analysis Checking and Citizens Private Bank Business Money Market Accounts are exempt from Stop Payment fees.

Other Fees, page 11.

Wire Transfer Fees

Citizens Analysis Business Checking (Analyzed), Citizens Private Bank Analysis Checking (Analyzed) and Citizens Private Bank Business Money Market Account: Footnote 1 is added to this section.

Business Advisor Checking, Clearly Better Business Checking and all other Non-analyzed Business Accounts: Effective October 1, 2021, the fee table is deleted in entirety and replaced with:

Domestic Incoming.....	\$18
Domestic Outgoing.....	\$30
Domestic Outgoing (repetitive)	\$18
Foreign Incoming USD.....	\$12
Foreign Incoming Foreign Currency	\$10
Foreign Outgoing USD.....	\$40
Foreign Outgoing USD (repetitive)	\$22.50
Foreign Outgoing Foreign Currency	\$15
Foreign Outgoing Foreign Currency (repetitive).....	\$7.50
Interbank (book transfer).....	\$5
Outgoing (officer assisted)	\$100

Additional Wire Services and Fees (Applies to Business Advisor Checking, Clearly Better Business Checking and all other Non-analyzed and Analyzed Business Accounts):

Incoming wire notification by phone	\$10
Incoming/Outgoing wire notification by fax	\$8
Incoming wire Repair	\$3

Cash Flow Essentials:

The following outgoing wire fees apply to those Business Advisor Checking, Clearly Better Business Checking, Association Checking with Interest, Business Green Checking, Business Savings and Business Partners Money Market accounts enrolled in Cash Flow Essentials:

Domestic Outgoing.....	\$10
Foreign Outgoing USD.....	\$25
Foreign Outgoing Foreign Currency	\$10
Interbank (book transfer).....	\$5

The following sentence is added to this section: For Citizens Private Bank Analysis Checking Accounts and Citizens Private Bank Business Money Market Accounts the analyzed account fees are defined in the Citizens Private Bank - Account Analysis Fee Guide.

Footnotes, page 12. Footnotes 3, 6, 8 and 9 are deleted in entirety. Footnote 12 is added “We will limit to eight the combined number of Overdraft Fees and/or Returned Item Fees charged on any one business day, up to a total of \$280.” Footnote 11 replaces foreign transaction fee with foreign currency fee and the 2% transaction fee with 1.9% transaction fee.

Changes Applicable to the Business Deposit Account Fees and Features Guide

Checking Accounts

Citizens Private Bank® Analysis Checking available for sale. As with all analyzed account types, please consult Private Banker for analyzed fees associated with your analyzed account and services.

	Citizens Private Bank® Analysis Checking
Who is eligible	Available to clients of Citizens Private Bank Individual at least 17 years of age or 16 years of age with a parent or legal guardian
Monthly maintenance fee	N/A
Minimum opening deposit	Any Amount
How to avoid monthly maintenance fee	N/A
Relationship Summary on Statement	You can link other Citizens accounts to your Citizens Private Bank Analysis Checking to see a relationship summary on your monthly statement. Account balances from linked accounts will appear in the relationship summary section of your monthly checking statement. By linking accounts, you understand that your information, and that of other account holders, will be included on your statement.
Debit/ATM card	Yes
Statement delivery options	This account is available with your choice of statement at no additional cost. You may choose to receive a Paper Statement or Paperless eStatement (requires Online Banking).
	If you elect to receive paper statements, you can combine multiple accounts to receive a single combined statement each month. You can combine checking, savings, money market and Certificates of Deposit (CDs, IRA CDs, SEP CDs, and Coverdell ESA) statements. Combined statements are not available for Paperless eStatements through Online Banking.
Overdraft Choices®	You can set up an Overdraft Plan from a Savings account or Line of Credit to help prevent overdrafts, and also select how you want ATM and debit card transactions that overdraw your account to be handled by the bank's Debit Card Overdraft Coverage. Refer to the complete Overdraft Choices section in this guide for further information.
Waived fees	Unlimited ATM transactions at other banks' ATMs with no ATM fee from us. ATM owner may charge you a fee.
	Unlimited refunds of other banks' ATM surcharge fees.
	Expedited Card Delivery Fee
	Unlimited Citizens Private Bank Business Analysis Checking, Citizens Private Bank Business Savings and Citizens Private Bank Business Money Market accounts with no monthly maintenance fee
	Overdraft Line of Credit Transfer Fee
	Overdraft Line of Credit Annual Fee
	Money Order Fee
	Stop Payment Fee
	Checks — No fee for any business style checks, including delivery
	Official Bank Check Fee
	Foreign Currency Exchange Fee
	Incoming Wire Transfer Fee
	Outgoing Wire Transfer Fee

Money Market Accounts

Citizens Private Bank® Business Money Market available for sale.

	Citizens Private Bank® Business Money Market
Who is eligible	Available to clients of Citizens Private Bank Individual at least 17 years of age or 16 years of age with a parent or legal guardian
Monthly maintenance fee	N/A
Minimum opening deposit	Any Amount
How to avoid monthly maintenance fee	N/A
Debit/ATM card	This account allows a standalone ATM card and/or can be linked to a debit card with a checking account as the primary.
Check printing	No fee
Interest	This account has a variable Annual Percentage Yield (APY). The variable APY is subject to increase or decrease daily after account opening without notice. Interest is calculated based on daily collected balance and is compounded and paid monthly. Collected balance: Funds are considered collected on the day the bank receives credit. See Funds Availability section of your Business Deposit Account Agreement.
Statement delivery options	This account is available with your choice of statement at no additional cost. You may choose to receive a Paper Statement or Paperless eStatement (requires Online Banking). If you elect to receive paper statements, you can combine multiple accounts to receive a single combined statement each month. You can combine checking, savings, money market, and Certificates of Deposit (CDs, IRA CDs, SEP CDs, and Coverdell ESA) statements. Combined statements are not available for Paperless eStatements through Online Banking.
Overdraft Choices®	You can set up an Overdraft Plan from a Savings account or Line of Credit to help prevent overdrafts, and also select how you want ATM and debit card transactions that overdraw your account to be handled by the bank's Debit Card Overdraft Coverage. Refer to the complete Overdraft Choices section in this guide for further information.
Waived fees	Unlimited ATM transactions at other banks' ATMs with no ATM fee from us. ATM owner may charge you a fee.
	Unlimited refunds of other banks' ATM surcharge fees.
	Expedited Card Delivery Fee
	Unlimited Citizens Private Bank Business Analysis Checking, Citizens Private Bank Business Savings and Citizens Private Bank Business Money Market accounts with no monthly maintenance fee
	Overdraft Line of Credit Transfer Fee
	Overdraft Line of Credit Annual Fee
	Money Order Fee
	Stop Payment Fee
	Checks — No fee for any business style checks, including delivery
	Official Bank Check Fee
	Foreign Currency Exchange Fee
	Incoming Wire Transfer Fee
	Outgoing Wire Transfer Fee

Changes applicable to the Business Deposit Account Agreement

Effective January 1, 2024, all references to “Research Fees” and “Fees for account research” are removed as there is no longer a fee for account research.

Section II: Establishing an Account, Section G. Authorized Signers, page 4

The following sentences are deleted: “When an account is established, you may indicate to us that you want two or more signatures for checks drawn on your account by designating a specific number of desired signatures on the signature card, a resolution or in a written authorization that is received by us. Additional details regarding dual signing are set out in the following paragraphs”.

The following sentences are added at the end of section G: “You may include dual signature lines on checks, however, the dual signature lines are solely for your internal control purposes and are not binding on us. Accordingly, you agree that we may pay checks against your account without regard to the number of signatures.”

Section II: Establishing an Account, Section G.1. Dual Signature Services, page 4.

This section is deleted in entirety.

Section II: Establishing an Account, Section G.2. Dual Signature Services, page 5-6.

This section is deleted in entirety.

Section IV: Withdrawal From Your Account, Section A: Withdrawals, page 11.

“Variable Rate Savings” is deleted from the list of products in paragraph 3.

Section IV: Withdrawal From Your Account, Section B: Savings and Money Market Accounts, page 11-12.

Section B is deleted in entirety and replaced with the following:

B. Money Market Accounts. You may make unlimited withdrawals or transfers from your money market accounts to one of your other accounts in person at one of our branch offices or at one of our ATMs if we have issued you a card that can access your account, provided that your other account accepts such transfers. However, we limit your ability to make transfers and withdrawals from your money market accounts to one of your other accounts or to third parties by preauthorized, automatic, personal computer (including online banking or bill payment services) or telephone transfer (including facsimile transmission) to six per statement period. If you exceed these limits three times or more during any 12 consecutive statement period on your money market account, we will, transfer the funds in your money market account to a checking account that does not pay interest. We may, however, transfer your funds sooner if you significantly exceed these transfer limits in any one statement period. Transfers may be unavailable from time to time, including due to scheduled or unscheduled maintenance, security and upgrades.

For Private Bank Business Money Market accounts, if you exceed these limits, we will not transfer the funds in your money market account to a checking account that does not pay interest, however starting with the 7th transaction, we will charge \$20 for each 7th transaction in a single month.

Section V: Business Debit Card and Business ATM Card Transactions, pages 15.

A. ATM Transactions

The first two sentences are removed in entirety and replaced with the following:

You may use your Citizens Mastercard® Business Debit Card and your PIN at any ATM displaying our name or at any ATM displaying the STAR®, Cirrus®, AFFN, NYCE® and Mastercard® symbols and other electronic banking machines or devices that may be approved by us from time to time. You may also use your Debit Card wherever Mastercard is accepted.

Effective February 3, 2025, all references to Pulse® are removed, page 15.

Subsection C added the following sentence: Transfers may be unavailable from time to time, including due to scheduled or unscheduled maintenance, security and upgrades;

Subsection E added the following sentences: If you do not wish to participate in this update service and would like to opt-out, contact the number on the back of your card or visit a branch. If you are removed from this update service, you will be solely responsible for updating all third parties where your debit card information may be stored.

Subsection G is added to Section V:

G. ATM Safety

For your safety when using an ATM, please remember the following tips:

- Be aware of your surroundings, particularly at night, and go to another ATM or return later if you notice anything suspicious at the ATM.
- Consider having someone accompany you when using an ATM at night.
- Close the entry door completely upon entering and exiting any ATM facility.

- Do not permit any unknown persons to enter any ATM facility after regular banking hours.
- The activity of the ATM facility may be recorded by a surveillance camera or cameras.
- Refrain from displaying cash and put it away securely on your person as soon as your transaction is completed and before exiting any ATM facility. Wait to count it at a secure location like a car or at home.
- Report all crimes concerning ATMs to local law enforcement officials and/or the operator of the ATM facility.

Direct complaints concerning ATM security to the operator of the ATM facility. If the ATM facility is located in New Jersey, you may call the Department of Banking at (609) 292-7272. If the ATM facility is located in New York, you may call the New York Department of Financial Services Consumer Services Hotline at 1-800-342-3736.

Section E: Foreign Transactions on your Debit Card or ATM Card, page 17.

Replaces foreign transaction fee with foreign currency fee.

Section VI: Funds Availability Disclosure, page 19.

Section A: Your Ability to Withdraw Funds

The first sentence is amended to: "Our general policy for transaction (checking) accounts is to make funds from your deposits available to you at the time and on the basis described below; availability of deposits to savings and money market accounts may differ based on account type and deposit method:"

All references to "10:00 PM local time" are replaced with "10:00 PM Eastern time."

Subsection Special Rules:

The following sentence is deleted in entirety: "If there is a delay, due to non-Citizens check deposits, the first \$200 of your total daily deposits will be available the next business day."

Section B: Longer Delays May Apply

Added the following sentence to the start of this section: "The funds availability schedules described in the following sections apply to transaction (checking) accounts; availability of deposits to savings and money market accounts may differ."

All references to \$200 are replaced with \$275

All references to \$5,000 are replaced with \$6,725

Section C: Special Rules for New Accounts

All references to \$200 are replaced with \$275

All references to \$5,000 are replaced with \$6,725

The 4th and 5th sentences in paragraph 1 of Section C are deleted and replaced with "Funds from electronic direct deposits to your account, wire transfers and cash deposits will be available on the same day we receive the deposit. Funds from the first \$6,725 of a day's total deposits of cashier's, certified, teller's, traveler's, and federal, state and local government checks will be available on the next Business day after the day of your deposit if the deposit meets certain conditions."

Section VIII: Insufficient Funds, Overdrafts and Returned Items, page 24.

2nd Paragraph

The following sentence is added to the end of the paragraph 2, "Our decision to authorize or decline a debit or ATM transaction will include using a dynamic limit, based on algorithms, or a set of rules, that weigh numerous variables and customer behaviors. This limit may change daily and may be suspended or reduced to zero, at our discretion, when eligibility criteria are no longer met."

3rd Paragraph

This paragraph is deleted in entirety and replaced with, "When any item is presented to the bank for settlement where there are insufficient available funds to pay the item, we can charge you a fee, depending upon whether or not we pay the item or return the item."

4th Paragraph

The following sentence is added to the end of paragraph 4, "If multiple attempts are made to submit a returned item for payment, multiple fees may be charged to you."

Section XII: Account Statements, page 30, Section B. Your Responsibility to Review Your Transactions.

This section is deleted in entirety and replaced with: You agree to carefully review your account statement and each transaction as soon as possible. Except with respect to the erroneous or unauthorized electronic funds transfers discussed below, if there are any errors or discrepancies, including, without limitation, unauthorized transactions, signatures or alterations, you agree to promptly notify us of such errors or discrepancies within a reasonable time period, which will not be longer than 30 calendar days after we send you or otherwise make available to you your account statement, unless otherwise required by Applicable Law. Otherwise, we will consider the information contained

in your account statement correct. Subject to Applicable Law, you may not make any claim against us for transactions reflected on a statement that you believe are incorrect, altered, forged, unauthorized, or improperly paid unless you notify us of that claim in writing within 30 calendar days after the statement was sent or made available to you. In addition, if the same wrongdoer(s) is responsible for more than one unauthorized transaction; we are not liable to you for the additional transactions if you fail to notify us within this 30 calendar day period for the statement containing information about the first unauthorized transaction. You can write to us at: Citizens, Customer Service Center, P.O. Box 42001, Providence, RI 02940-2001. You understand that we process checks by automated means and do not visually inspect all checks, and you agree that we do not fail to exercise ordinary care by using automated means to process your checks. You further agree that we do not fail to exercise ordinary care if we pay a check that was altered or forged in such a manner that a reasonable person would not be able to detect the alteration or forgery.

ERRONEOUS OR UNAUTHORIZED ELECTRONIC FUNDS TRANSFERS

Customer acknowledges that once a bank account has been opened, it is possible that funds will be debited from that account via an ACH debit entry. Pursuant to the rules which govern the processing of electronic funds transfers received through an automated clearing house or the funds transfer system of the Federal Reserve Banks, we must transmit instructions to reverse or return erroneous or unauthorized electronic funds transfers affecting the accounts of non-consumers within two (2) business days. Therefore, **YOU ACKNOWLEDGE AND AGREE THAT YOU MUST NOTIFY US OF ANY ERRONEOUS OR UNAUTHORIZED ELECTRONIC FUNDS TRANSFERS AFFECTING YOUR ACCOUNT WITHIN ONE (1) BUSINESS DAY OF THE ELECTRONIC FUNDS TRANSFER POSTING TO YOUR ACCOUNT. YOU ACKNOWLEDGE THAT FAILURE TO MEET THE TIME LIMIT SET OUT IN THE RULES MAY PREVENT YOU FROM RECOVERING ANY LOSSES YOU MAY SUFFER. EXCEPT TO THE EXTENT REQUIRED BY LAW, A FAILURE TO NOTIFY US WITHIN THE TIME LIMITS SET FORTH HEREIN WILL RELIEVE US OF ANY AND ALL LIABILITY.**

Section XIII: Account Restrictions; Closing Your Account, page 32, Subsection D. Disputes

This section is deleted in entirety and replaced with:

D. Resolving Disputes. Your account may become involved in an actual or potential claim, legal dispute, or legal process (for example, trustee process, attachment, levy or garnishment). For the purpose of this section, we refer to such controversies or claims as disputes. In such instances, we may refuse to allow any transactions on your account until the claim is released or we are notified by the proper persons or authorities that the dispute has been resolved. In processing a dispute, we may restrict access to all or a portion of funds in your account by holding or setting aside funds subject to the dispute. For disputes where funds are removed from your account and set aside, you agree that we are not required to pay interest and you shall not be entitled to receive interest on funds set aside. These funds will not be considered as part of your combined balances when we determine account fees and rates.

You agree that we will not be liable to you for making a legally required payment to a third party involved in a dispute even if such payment leaves insufficient available funds in your account to cover any outstanding checks drawn on your account. You agree that unless specifically required to by law, we will have no obligation to assert a claim or raise a legal defense processing the dispute against the appropriate party and that if you believe all or a portion of your funds are exempt from, or should not be subject to a dispute, that it is your responsibility to do so.

We may take action in connection with a dispute as we may determine to be appropriate and required by applicable law. We will, to the extent required by applicable law, notify you in writing whenever we are notified of a dispute and place such restrictions on your account.

We may charge against or deduct from your account without prior notice to you, or otherwise bill you directly, an amount representing our expenses incurred in responding to or processing a dispute, including, without limitation, attorneys' fees, and litigation costs, as permitted by applicable law. In addition, you agree that we may assess and debit from your account any applicable fees set forth in the Business Deposit Account Fees and Features Guide that may be assessed as a result of the dispute in accordance with applicable law regardless of whether the dispute is subsequently revoked, vacated, or released.

Section XIV: Other Legal Matters, beginning on page 36, Subsection K is added:

K. Special Provisions for Pass-Through Accounts. If you have opened a deposit account on behalf of the beneficial owner(s) of the funds in the account (for example, as a trustee, agent, nominee, guardian, executor, custodian or funds held in some other capacity for the benefit of others), those beneficial owners may be eligible for "pass-through" insurance from the FDIC. This means the account could qualify for more than the standard maximum deposit insurance amount (currently \$250,000 per depositor in the same ownership capacity). If the account has transactional features, you as the account holder must be able to provide a record of the interests of the beneficial owner(s) in accordance with the FDIC's requirements as specified below. The FDIC has published a guide that describes the process to follow and the information you will need to provide in the event Citizens fails. That information can be accessed on the FDIC's website at www.fdic.gov/deposit/deposits/brokers/part-370-appendix.html.

In addition, the FDIC published an Addendum to the guide, section VIII, which is a good resource to understand the FDIC's alternative record-keeping requirements for pass-through insurance. The Addendum sets forth the expectations of the FDIC for pass-through insurance coverage of any deposit accounts, including those with transactional features. The Addendum will provide information regarding the records you keep on the beneficial owners of the funds, identifying information for those owners, and the format in which to provide the records to the FDIC upon bank failure. You must be able to provide this information in a timely manner in order to receive payment for the insured amount of pass-through deposit insurance coverage as soon as possible. You have the opportunity to validate the capability to deliver the required information in the appropriate format, so that a timely calculation of deposit insurance coverage can be made; for further instructions relating to this opportunity, email Part370Insurance@citizensbank.com and state that you desire to test your ability to deliver the required information in the appropriate format.

You agree to cooperate fully with us and the FDIC in connection with determining the insured status of funds in such accounts at any time. In the event of a bank failure, you agree to provide the FDIC with the information described above in the required format within 24 hours of a bank failure. As soon as a receiver is appointed, a hold will be placed on your account and that hold will not be released until the FDIC determines that you have provided the necessary data to enable the FDIC to calculate the deposit insurance. You understand and agree that your failure to provide the necessary data to the FDIC may result in a delay in receipt of insured funds and may result in legal claims against you from the beneficial owners of the funds in the account. If you do not provide the required data, your account may be held or frozen until the information is received, which will cause a delay when the beneficial owners could receive funds. Despite other provisions in this Agreement, this section survives after a receiver is appointed for us, and the FDIC is considered a third party beneficiary of this section.

Section XV ARBITRATION, pages 37 - 42.

Section: Arbitration Costs, page 40.

The following sentence is deleted in entirety: "If there is a hearing, we will pay the fees and costs for the first day of that hearing."

Section: Arbitration Award and Appeal, page 40.

The following sentence is amended to "The panel shall reconsider anew all factual and legal issues, following the same rules of procedure and decide by majority vote, based on the documents and arbitration record without a hearing."

Effective February 29, 2024, the addition of the Notice of Rights for California Residents.

The California Consumer Privacy Act requires us to provide certain information at or before our collection of personal information from California residents, including information about the categories of personal information (including sensitive personal information) we collect, the purposes for which we process or use such personal information, if we sell or share personal information, and how long we will retain personal information. This information, as well as additional information regarding our privacy practice, is available on our website, at www.citizensbank.com/account-safeguards/privacy.aspx.