

HUMAN CAPITAL MANAGEMENT INSIGHTS

COMMENTARY

Strong 2022 M&A Market Outlook Following Record 2021

2021 was a record year for global M&A, surpassing more than \$5 trillion in volume. Despite lingering uncertainty with COVID-19 as the Delta and Omnicron strains made their way around the world, strong economic growth elevated M&A activity. In the U.S., the threat of increased taxes, high valuations and low interest rates continued to fuel record levels of activity. Private equity firms continued to raise new funds with approximately \$2.9 trillion in available capital to be deployed. Approximately 47% of U.S. M&A activity involved private equity last year.

Looking at 2022, we remain bullish on another year for transaction volume. Company performance forecasts are strong—and with the expectation of valuations remaining in line with the prior year—we expect the markets to remain highly active.

Within the HCM segment, labor shortages continue to plague and constrain growth potential even as demand is at record levels. According to NBER, the 2020 recession that COVID-19 triggered was the shortest on record, and ended in April 2020. However, the unprecedented loss of 22.1 million jobs between January 2020 and April 2020 still plagues the economy today. By July 2021, employment remained 5.4 million jobs below its pre-recession level despite maintaining a 5.4% unemployment rate (widely considered close to full employment). It's interesting to note that this may be the most lucrative times in history to enter the workforce as a college graduate.

The end of various support mechanisms the government and the Federal Reserve implemented in 2020 to buoy the economy may also drive additional M&A activity. In recessions past, M&A volume from struggling businesses or with owners who did not have the intestinal fortitude to weather tough times, was a source of transactions for many. However, various programs provided lifelines to these businesses and subsequently limited transaction opportunities from smaller firms. We already see this end of the market reopening as the safety net disappears.

Similar to the broader market, 2021 was a record year for Citizens HCM, and we are optimistic of a strong 2022. Transaction activity increased 42% year-over-year across our platform, as we not only added several senior bankers to our M&A and Sponsor Coverage teams, but we also announced two acquisitions—JMP Securities and DH Capital located in San Francisco and New York respectively.

If we can be helpful as you consider options, please don't hesitate to contact us. We would be happy to explore alternatives and discuss trends we seeing specifically in the HCM sector.

Sincerely,

Alan Bugler, Dave Phillips, Steve Dyott

Did You Know?

Facts about Citizens M&A Advisory



ADVISORY SERVICES

Sell-side & buy-side advisory, capital raising, restructuring & bankruptcy, financial opinions



TRANSACTIONS

220+ transactions since 2015 totaling \$25B in value



TEAM

75+ investment banking professionals across the U.S.

HCM INSIGHTS

CITIZENS 2021 HCM TRANSACTIONS



ACQUIRED BY
MOTION
RECRUITMENT

A PORTFOLIO COMPANY OF

LITTLEJOHN & CO.

DECEMBER 2021



RECAPITALIZED BY

 **HAMILTON
ROBINSON
CAPITAL
PARTNERS**

DECEMBER 2021



RECAPITALIZED BY

 **ALVAREZ & MARSAL
CAPITAL**

DECEMBER 2021



ACQUIRED BY

 **The Planet
Group**

A PORTFOLIO COMPANY OF

 **ODYSSEY
MANAGEMENT**

DECEMBER 2021



A PORTFOLIO COMPANY OF

 **LEVINE
LEICHTMAN
CAPITAL PARTNERS**

ACQUIRED BY

 **abry partners**

NOVEMBER 2021



RECAPITALIZED BY

 **TENEX** | CAPITAL MANAGEMENT

NOVEMBER 2021



A PORTFOLIO COMPANY OF

 **MSOUTH
EQUITY PARTNERS**

ACQUIRED BY

 **EMPLOYBRIDGE**

A PORTFOLIO COMPANY OF

 **APOLLO**

NOVEMBER 2021



A PORTFOLIO COMPANY OF

 **LONGSHORE CAPITAL
PARTNERS**

ACQUIRED BY

 **2σ Impact**

OCTOBER 2021



AND

 **CardioSolution**

RECAPITALIZED BY

 **CORNELL
CAPITAL**

AND

 **TRILANTIC
CAPITAL PARTNERS** | NORTH AMERICA

FEBRUARY 2021

HCM INSIGHTS

CONFERENCES, TRADING MULTIPLES, INDICES & RATES

UPCOMING CONFERENCE CIRCUIT

We continue to monitor the environment for in person meetings. Our team has worked hard to stay connected with the HCM community, participating in virtual conference forums and countless Zoom calls with industry participants. While modern technology has helped to mitigate restrictions created by COVID-19 and keep the industry connected, we are excited to get back on the conference circuit in person during 2022. We look forward to reconnecting in person for all those able to make it. In the interim, our team remains open and available to discuss what we are seeing in the HCM industry and potential M&A opportunities.



May 17-19 | Arlington, VA



Oct. 25-27 | Las Vegas, NV



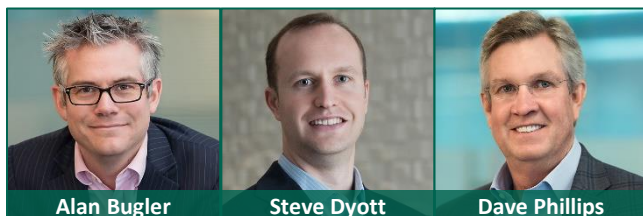
Nov. 2-4 | Houston, TX



TBD | Miami, FL



Feb. 28 – Mar 2 ('22) | Austin, TX



Alan Bugler

Steve Dyott

Dave Phillips

HCM TRADING MULTIPLES

	Enterprise Value	
	LTM Revenue	LTM EBITDA
Staffing / Recruiting	0.75x	9.68x
Human Resource Services	3.07x	11.42x
Education & Training	1.56x	8.95x

MAJOR INDICES & RATES

	Close as of 2/10/2022	% Change	
		3 Month	12 Month
Staffing / Recruiting	42,514.85	0.2%	13.1%
Human Resource Services	256,691.98	(5.1%)	27.0%
Education & Training	19,491.21	(4.6%)	(13.4%)
Dow Jones	35,241.59	(2.3%)	12.1%
NYSE	16,855.96	(2.0%)	10.4%
NASDAQ	14,185.64	(9.2%)	1.5%
AMEX	3,713.29	6.6%	40.8%
S&P 500	4,504.08	(1.3%)	17.1%
Russell 2000	2,051.16	(14.2%)	(10.1%)
USD/Euro	0.87	0.4%	5.6%
USD/Yen	115.85	1.7%	10.7%
USD/Pound	0.73	(1.1%)	1.5%
U.S. Prime Rate	3.25%	0.00 Bps	0.0 Bps
U.S. Treasury - 10 Year	1.94%	38.00 Bps	79.0 Bps
LIBOR - 3 month	0.38%	22.31 Bps	17.7 Bps
Fed Funds Overnight Rate	0.08%	0.00 Bps	0.0 Bps

SPOTLIGHT ON RECENT CITIZENS HCM SERVICES TRANSACTION



RECAPITALIZED BY

TENEX | CAPITAL MANAGEMENT

NOVEMBER 2021



Citizens M&A Advisory served as the exclusive financial advisor to Black Diamond, Inc. on their recapitalization by Tenex Capital Management. Black Diamond is a leading provider of professional contract staffing solutions exclusively focused on scarce, high-end skill sets in the upper end of the life sciences, engineering, and technology verticals.

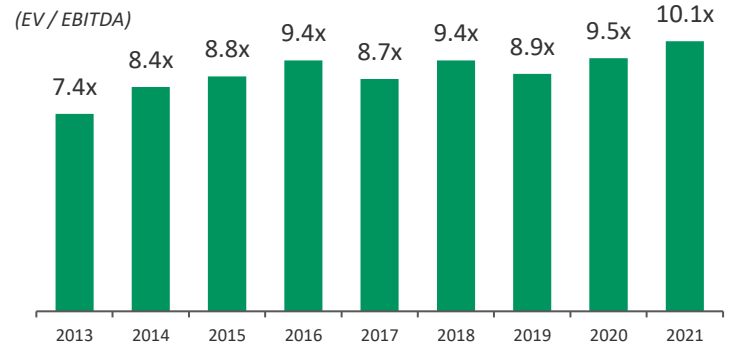
Alan Bugler, managing director at Citizens, said: "The Black Diamond team has built an extraordinary and differentiated business that drives exceptional results for its customers, consultants and employees. In partnership with Tenex Capital, Black Diamond is well-positioned to continue growing and finding unique and innovative ways to serve its stakeholders. We are thrilled with the outcome for the team and are excited to follow their continued success."

HCM INSIGHTS

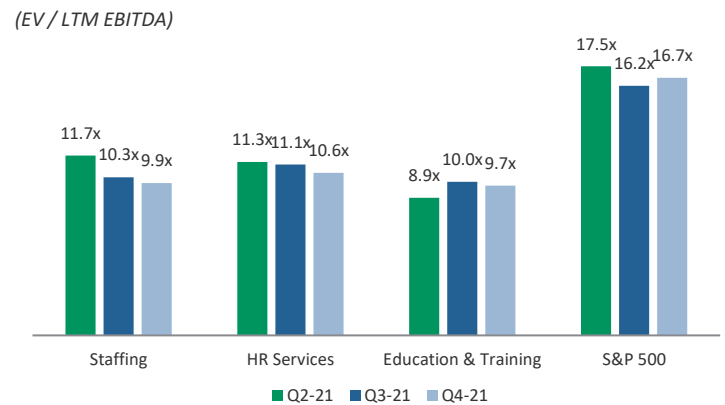
M&A ACTIVITY AND TRENDS

- With the impacts of COVID-19 nearing the rear-view mirror, 2021 M&A market activity thrived across all HCM asset classes, furthering the rebound trend experienced in Q4 2020
- Large transactions of industry “A” players occurred at premium values in 2021, providing a foundation for a strong overall market outlook
- Favorable credit markets provide potential investors with sufficient leverage at attractive pricing to aggressively pursue platform investments at healthy valuations
- Specific sectors such as healthcare and life sciences have received outsized interest as many firms considerably outperformed the overall market
- Amid a frothy M&A market, prospective investors are increasingly anxious to put capital to work—financial sponsors are currently sitting with historic sums of dry powder nearing \$1.1 trillion
- Large strategic buyer activity has increased with international firms refocusing on the U.S. market
- We expect robust M&A activity to continue throughout 2022 but probably Q2 and 2nd half focused given the number of transactions that closed in Q4 2021

HCM M&A VALUATIONS

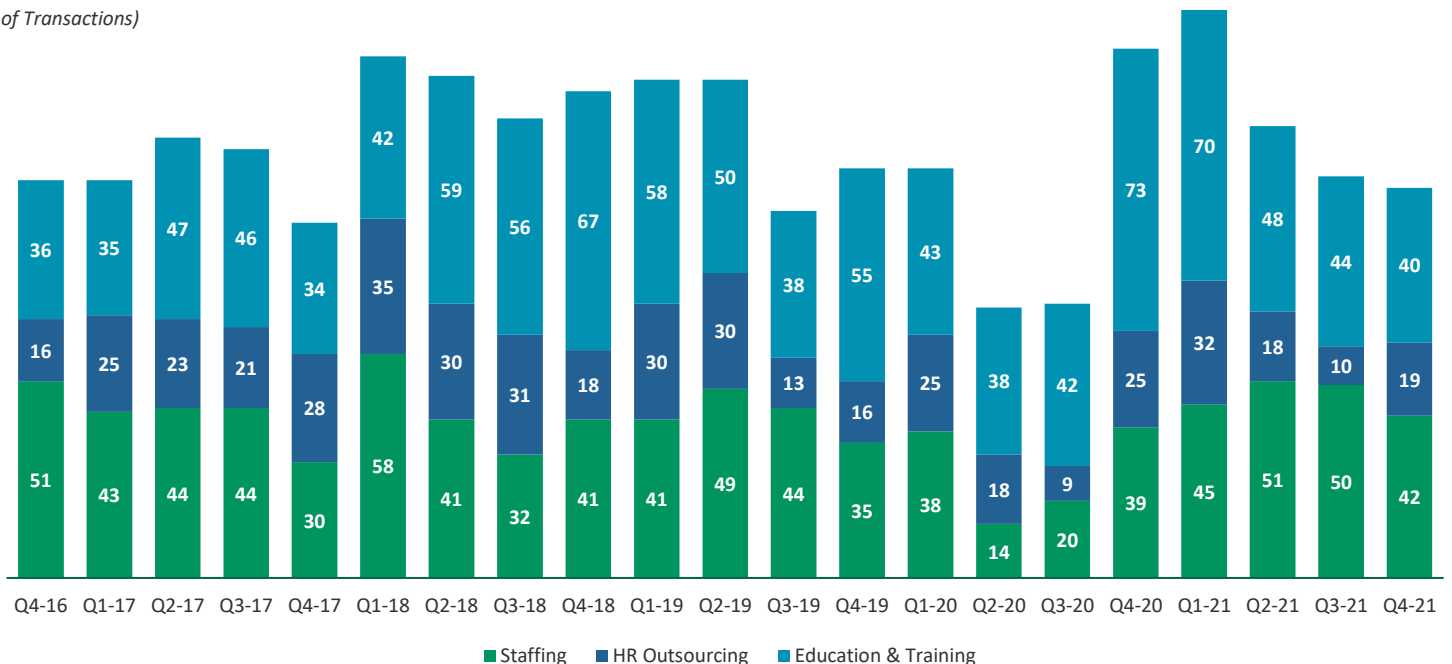


HCM PUBLIC MARKET VALUATIONS



QUARTERLY TRENDS IN MIDDLE MARKET HCM M&A ACTIVITY

(# of Transactions)



HCM INSIGHTS

NOTABLE STAFFING TRANSACTIONS



A PORTFOLIO COMPANY OF



ACQUIRED BY

LITTLEJOHN & CO.

Q1 2022

Provider of talent and technology solutions to the healthcare industry



Addison Group

A PORTFOLIO COMPANY OF



RECAPITALIZED BY

TRILANTIC NORTH AMERICA
CAPITAL PARTNERS

Q1 2022

Leading professional services firm specializing in talent solutions and consulting



ACQUIRED BY



A PORTFOLIO COMPANY OF

ONEX

Q1 2022

Provider of healthcare staffing and recruiting services intended to provide permanent placement opportunities



ACQUIRED BY



ManpowerGroup®

Q3 2021

Provider of IT staffing services and solutions across 28 offices nationwide



ACQUIRED BY



Q3 2021

Provider of consulting, staffing and managed solutions intended to help people build meaningful careers and partner with companies



RECAPITALIZED BY



Q2 2021

Global suite of products and services driving the intelligence behind talent management

HCM INSIGHTS

NOTABLE HR SERVICES TRANSACTIONS



A PORTFOLIO COMPANY OF



ACQUIRED BY

GTCR

Q4 2021

Provider of background screening
and human capital management
solutions



RECAPITALIZED BY



Q4 2021

Financial consulting firm
providing FP&A, financial
reporting, transaction due
diligence, and interim
financial management



A PORTFOLIO COMPANY OF



ACQUIRED BY



Q4 2021

Provider of outsourced finance,
accounting, and strategic services
to life science and
healthcare companies



ACQUIRED BY



Q3 2021

Provider of workforce
management and analytics
consulting services



A PORTFOLIO COMPANY OF

THE CARLYLE GROUP

RECAPITALIZED BY



Q3 2021

Leading non-audit finance &
accounting advisory firm



A PORTFOLIO COMPANY OF

THE CARLYLE GROUP

ACQUIRED BY



A PORTFOLIO COMPANY OF



Q3 2021

Provider of workforce
management services including
VMS, MSP, RPO, and direct
sourcing for large corporations

HCM INSIGHTS

NOTABLE EDUCATION & TRAINING TRANSACTIONS

ADTALEM

GLOBAL EDUCATION

FINANCIAL SERVICES DIVISION

ACQUIRED BY



Colibri

A PORTFOLIO COMPANY OF



AND



WENDEL

Q1 2022

Workforce solutions provider for organizations in the healthcare and financial services industries

EVERFI

ACQUIRED BY

blackbaud

Q1 2022

Provider of a digital learning and education platform that offers a range of digital courses

codecademy

ACQUIRED BY

skillsoft

Q4 2021

Developer of an online educational platform intended to offer free coding classes and tutorials

TPC

A PORTFOLIO COMPANY OF

Frontenac

ACQUIRED BY



A PORTFOLIO COMPANY OF

Ridgemont EQUITY PARTNERS

Q4 2021

Provider of maintenance, safety and job support training content for clients who offer in-house training programs through third-party administrators

Cornerstone

ACQUIRED BY



Q4 2021

Leading provider of a comprehensive learning and talent management solution, delivered as SaaS

corporate visions
conversations that win®

A PORTFOLIO COMPANY OF



RECAPITALIZED BY



Riverside

Q3 2021

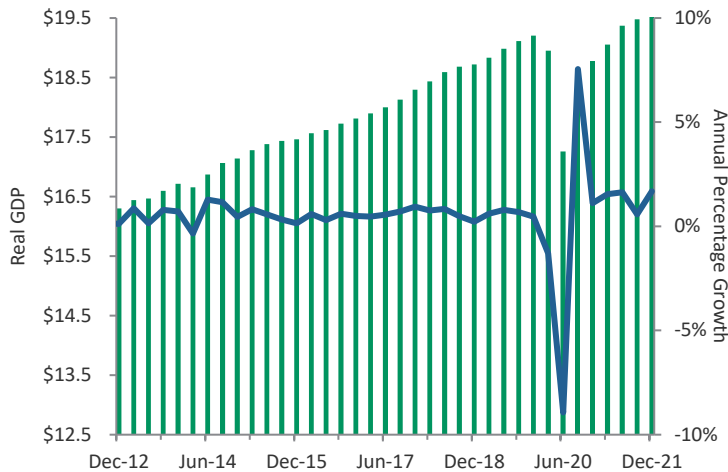
Provider of marketing and sales messaging, tools and training services intended to help global B2B companies create more sales opportunities

HCM INSIGHTS

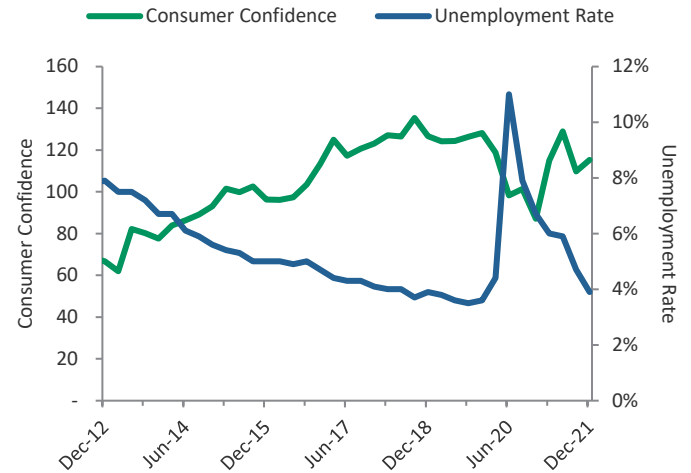
KEY ECONOMIC INDICATORS

U.S. GDP GROWTH

(\$ in trillions)

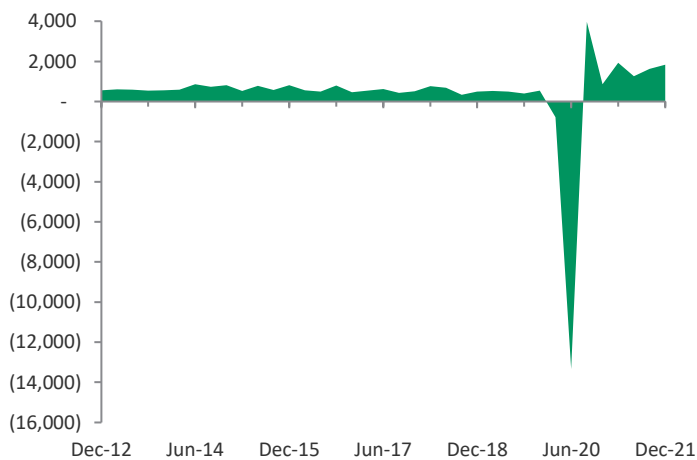


CONSUMER CONFIDENCE & UNEMPLOYMENT

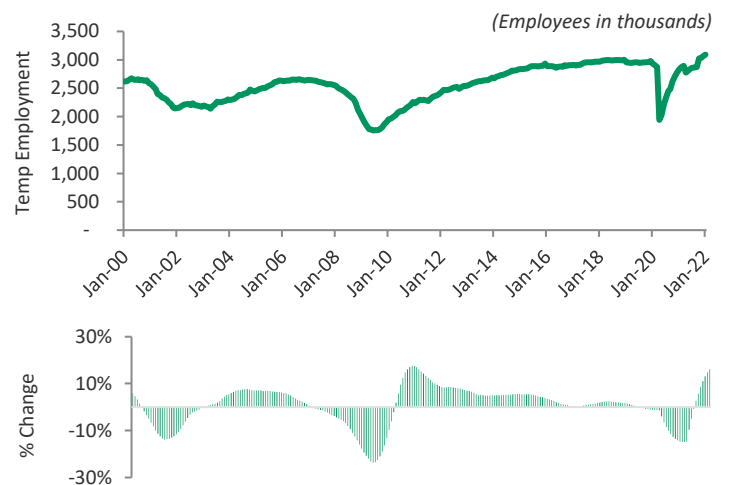


NON-FARM PAYROLL (1-QTR NET CHANGE)

(Payroll in thousands)

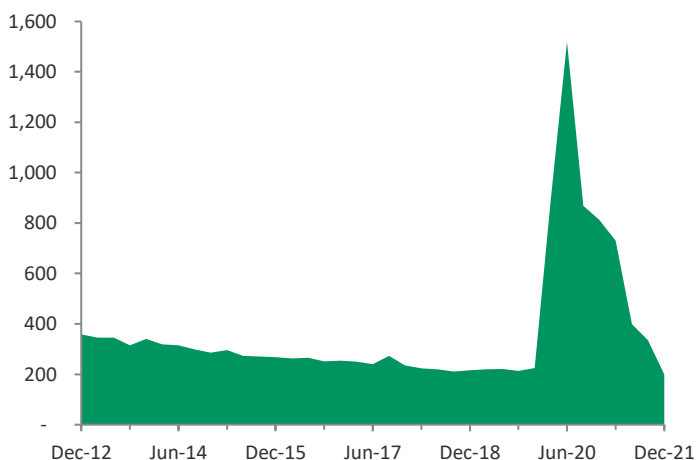


TEMPORARY PENETRATION

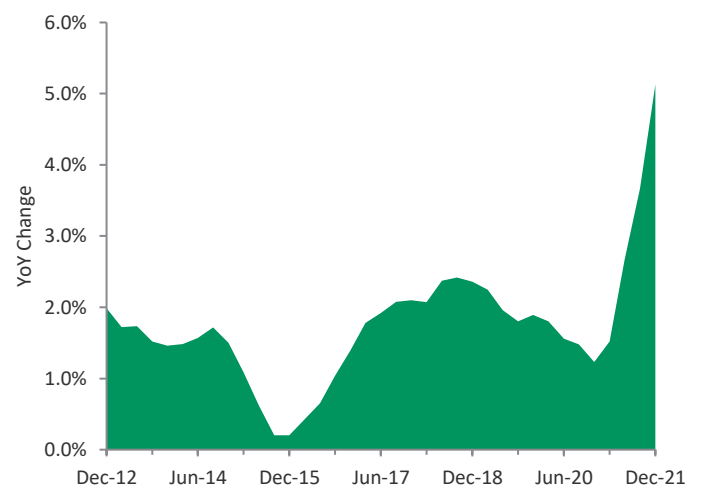


U.S. INITIAL JOBLESS CLAIMS (4-WK MOVING AVG.)

(Claims in thousands)



CONSUMER PRICE INDEX



HCM INSIGHTS

PUBLIC TRADING STATISTICS

STAFFING/RECRUITING

(USD millions; per share data USD)

Company Name	Market Data				Operating Statistics			EV as a Multiple of				Revenue	
	Stock Price 2/10/2022	% of 52 Week High	Market Cap.	Enterprise Value	LTM			LTM		CY2021		'20 - '21 Growth	3 Year CAGR
					Revenue	EBITDA	% Margin	Revenue	EBITDA	Revenue	EBITDA		
Randstad N.V.	\$ 64.22	96.1%	\$ 11,813.5	\$ 12,056.0	\$ 24,635.0	\$ 1,412.0	5.7%	0.5x	10.1x	0.5x	9.2x	2.3%	1.1%
Adecco Group AG	47.54	70.9%	8,259.8	8,932.5	20,860.0	1,116.0	5.3%	0.4x	6.1x	0.4x	8.3x	0.9%	(4.3%)
ManpowerGroup Inc.	110.20	88.1%	5,977.2	6,533.5	20,724.4	658.8	3.2%	0.3x	7.9x	0.3x	8.1x	4.5%	(2.0%)
ASGN Incorporated	111.94	84.9%	5,832.1	6,336.4	4,009.5	440.9	11.0%	1.6x	14.4x	1.4x	11.8x	29.5%	5.7%
AMN Healthcare Services, Inc.	103.75	80.4%	4,904.8	5,639.2	3,252.5	445.6	13.7%	1.7x	12.0x	1.4x	8.6x	7.4%	15.4%
Kforce Inc.	72.42	88.9%	1,469.7	1,479.1	1,579.9	109.5	6.9%	0.9x	12.4x	0.9x	10.5x	4.0%	6.6%
TrueBlue, Inc.	26.76	81.3%	949.5	899.6	2,173.6	93.3	4.3%	0.4x	9.6x	0.4x	8.0x	(0.4%)	(4.5%)
Cross Country Healthcare, Inc.	22.14	72.8%	841.4	959.3	1,251.6	84.8	6.8%	0.8x	10.2x	0.6x	5.9x	(5.6%)	14.4%
Kelly Services, Inc.	17.21	63.8%	679.3	718.3	4,900.8	77.4	1.6%	0.1x	6.0x	0.2x	7.7x	2.6%	(3.9%)
Resources Connection, Inc.	16.91	83.9%	550.0	550.0	712.3	68.4	9.6%	0.8x	6.9x	0.7x	5.9x	22.6%	(0.5%)
BGSF, Inc.	15.04	88.9%	156.5	202.8	294.2	16.6	5.6%	0.7x	10.8x	0.6x	9.3x	5.2%	0.4%
Mean		81.8%	\$ 3,766.7	\$ 4,027.9	\$ 7,672.2	\$ 411.2	6.7%	0.8x	9.7x	0.7x	8.7x	6.6%	2.6%
Median		81.3%	\$ 4,904.8	\$ 5,639.2	\$ 4,009.5	\$ 440.9	5.7%	0.5x	10.1x	0.5x	8.3x	2.6%	1.1%

HUMAN RESOURCE SERVICES

(USD millions; per share data USD)

Company Name	Market Data				Operating Statistics			EV as a Multiple of				Revenue	
	Stock Price 2/10/2022	% of 52 Week High	Market Cap.	Enterprise Value	LTM			LTM		CY2021		'20 - '21 Growth	3 Year CAGR
					Revenue	EBITDA	% Margin	Revenue	EBITDA	Revenue	EBITDA		
Automatic Data Processing, Inc.	\$ 205.54	82.6%	\$ 86,336.1	\$ 88,021.7	\$ 15,696.6	\$ 4,094.0	26.1%	5.6x *	20.7x *	5.3x *	20.4x *	8.0%	4.3%
Marsh & McLennan Companies, Inc.	153.51	87.7%	77,506.5	88,916.5	19,820.0	5,336.0	26.9%	4.5x	15.2x	4.2x	16.0x	6.6%	9.9%
Paychex, Inc.	120.37	86.6%	43,429.5	43,310.4	4,332.3	1,869.3	43.1%	10.0x *	22.7x *	9.5x *	21.5x *	9.8%	7.3%
Willis Towers Watson plc	226.58	83.3%	27,655.4	28,488.4	8,998.0	2,072.0	23.0%	3.2x	12.5x	3.0x	11.1x	3.8%	1.9%
TriNet Group, Inc.	86.62	79.2%	5,695.2	5,565.2	4,371.0	444.0	10.2%	1.3x	12.1x	4.6x	10.7x	7.0%	8.4%
Insperty, Inc.	108.40	83.8%	4,173.6	3,999.6	4,973.1	201.0	4.0%	0.8x	17.6x	0.6x	12.1x	16.0%	9.1%
Capita plc	0.31	56.1%	523.2	1,442.0	3,261.5	294.7	9.0%	0.4x *	3.8x *	0.5x *	4.7x *	(7.5%)	(7.5%)
Barrett Business Services, Inc.	61.00	70.3%	457.8	369.0	931.8	43.3	4.6%	0.4x *	6.9x *	0.4x *	8.1x *	2.2%	(0.6%)
Mean		78.7%	\$ 30,722.2	\$ 32,514.1	\$ 7,798.0	\$ 1,794.3	18.4%	2.4x	14.4x	3.1x	12.5x	5.7%	4.1%
Median		83.0%	\$ 16,675.3	\$ 17,026.8	\$ 4,672.0	\$ 1,156.7	16.6%	2.2x	13.9x	3.6x	11.6x	6.8%	5.8%

EDUCATION & TRAINING

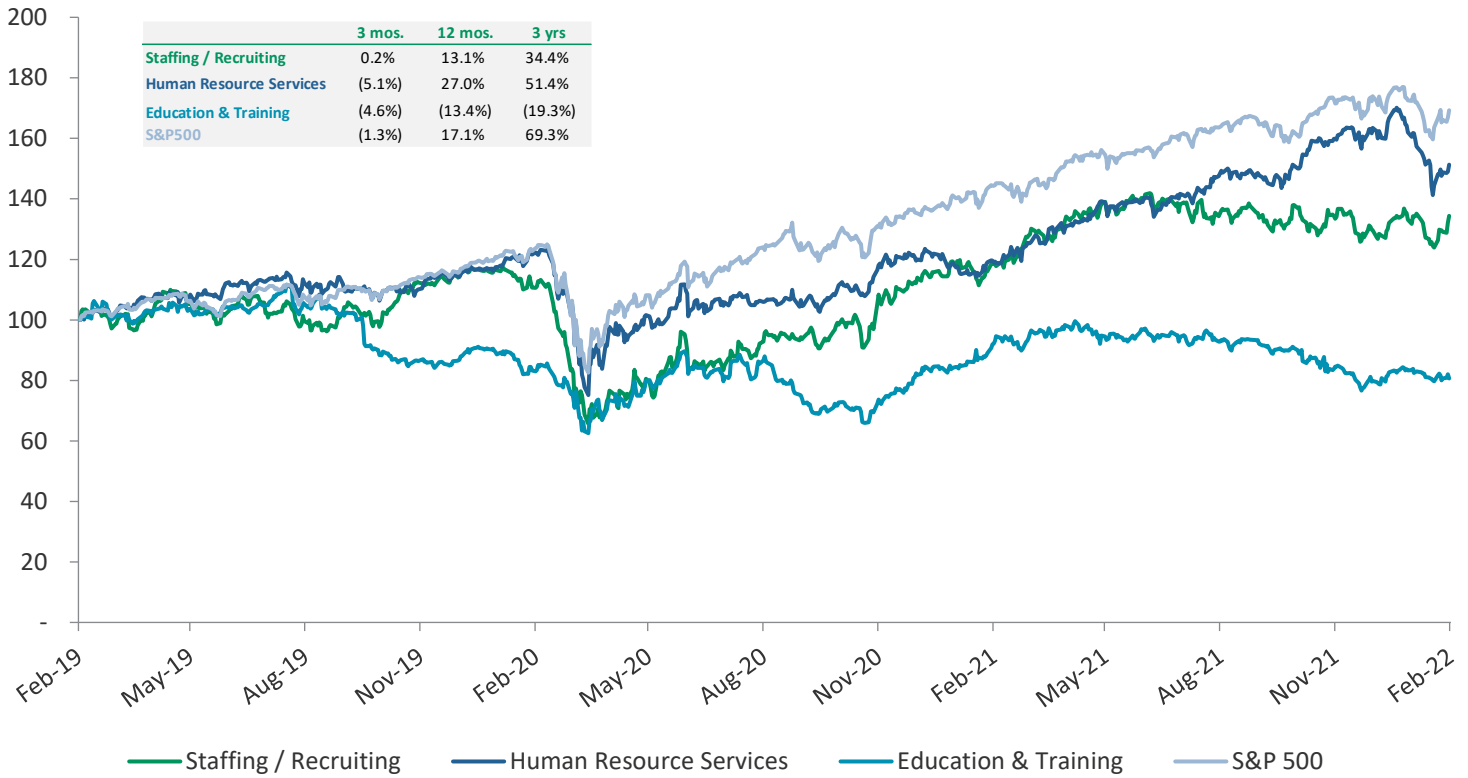
(USD millions; per share data USD)

Company Name	Market Data				Operating Statistics			EV as a Multiple of				Revenue	
	Stock Price 2/10/2022	% of 52 Week High	Market Cap.	Enterprise Value	LTM			LTM		CY2021		'20 - '21 Growth	3 Year CAGR
					Revenue	EBITDA	% Margin	Revenue	EBITDA	Revenue	EBITDA		
Pearson plc	\$ 6.40	72.4%	\$ 4,824.4	\$ 5,640.4	\$ 3,502.0	\$ 467.0	13.3%	1.6x	10.5x	1.6x	9.5x	(8.5%)	(6.8%)
Grand Canyon Education, Inc.	78.48	67.7%	3,109.6	3,192.2	883.5	307.3	34.8%	3.6x	10.1x	3.6x	9.7x	(13.2%)	(2.0%)
John Wiley & Sons, Inc.	51.07	77.3%	2,851.8	3,965.1	2,040.6	350.5	17.2%	1.9x	10.6x	1.9x	9.2x	0.9%	4.4%
Stride, Inc.	34.46	89.7%	1,430.1	1,707.3	1,599.4	165.9	10.4%	1.1x	9.1x	1.0x	6.3x	10.6%	17.8%
Scholastic Corporation	40.61	93.3%	1,391.2	1,184.2	1,462.9	86.9	5.9%	0.8x	10.3x	0.0x	0.0x	2.5%	(4.2%)
Learning Technologies Group plc	1.68	70.3%	1,323.5	1,309.5	150.8	37.3	24.7%	8.7x *	33.0x *	5.3x *	21.2x *	82.8%	33.0%
Strategic Education, Inc.	52.85	54.6%	1,287.2	1,288.6	1,127.1	206.6	18.3%	1.1x	5.6x	1.2x	5.5x	39.4%	30.2%
Adtalem Global Education Inc.	22.77	54.5%	1,134.1	2,724.7	1,319.4	270.5	20.5%	2.1x	8.7x	2.0x	0.0x	(2.2%)	5.6%
Franklin Covey Co.	46.25	88.1%	661.2	640.9	237.1	25.3	10.7%	2.7x *	24.5x *	2.5x *	17.0x *	11.5%	3.2%
American Public Education, Inc.	17.74	45.3%	331.9	466.4	350.7	41.5	11.8%	1.3x	10.4x	1.1x	7.8x	(0.5%)	5.5%
Lincoln Educational Services Corporation	7.24	88.3%	195.5	236.2	329.3	28.0	8.5%	0.7x	5.4x	0.7x	6.6x	0.5%	8.1%
Zovio Inc	1.16	15.8%	38.8	48.5	301.4	(8.5)	(2.8%)	0.2x	NM	0.2x	NM	(6.7%)	(12.7%)
Mean		68.1%	\$ 1,548.3	\$ 1,867.0	\$ 1,108.7	\$ 164.9	14.4%	1.4x	9.0x	1.3x	6.1x	9.8%	6.8%
Median		71.4%	\$ 1,305.4	\$ 1,299.1	\$ 1,005.3	\$ 126.4	12.6%	1.2x	10.1x	1.1x	6.6x	0.7%	4.9%

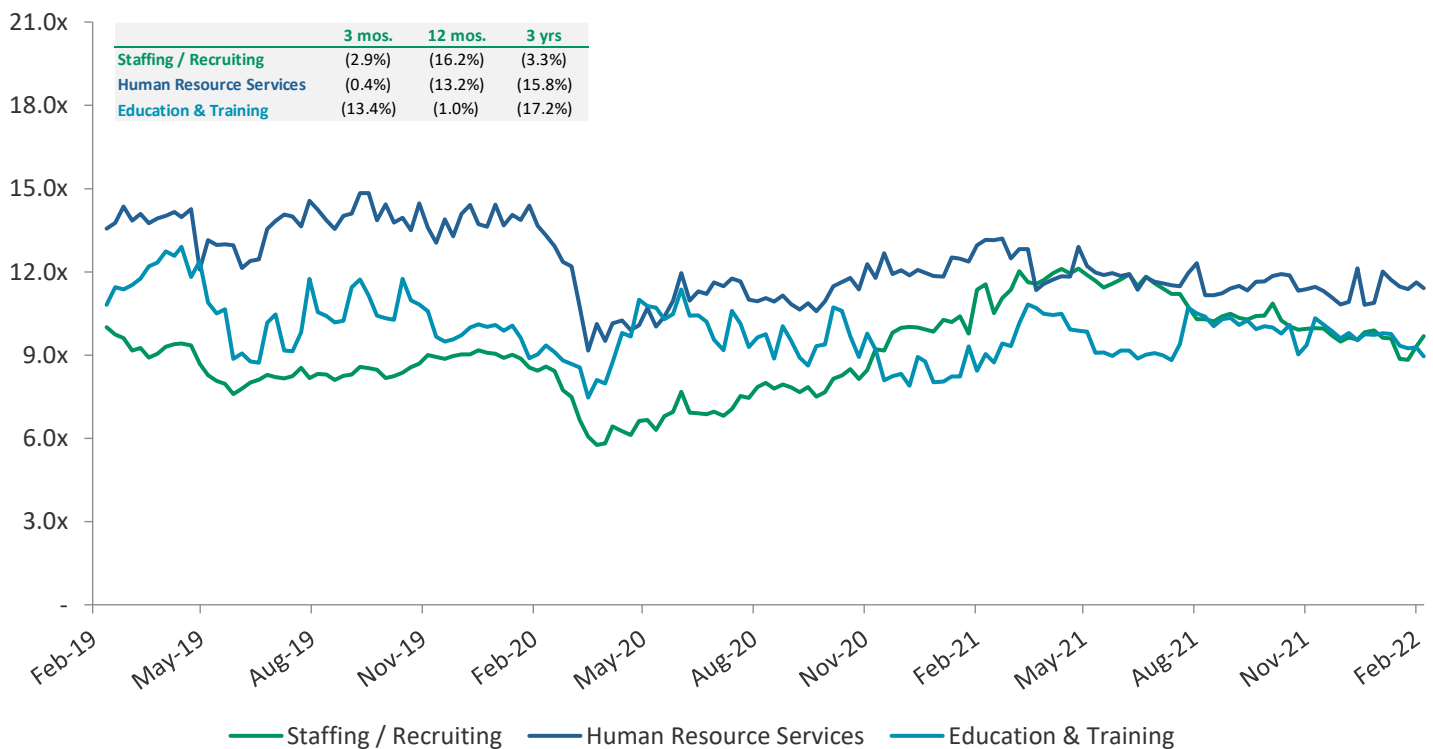
HCM INSIGHTS

STOCK MARKET FUNDAMENTALS

SUBSECTOR INDEX VS. S&P 500



VALUATION TREND DATA (EV / EBITDA)



HCM INSIGHTS

CITIZENS M&A ADVISORY OVERVIEW

HCM COVERAGE SEGMENTATION

BPO/PROFESSIONAL SERVICES	EDUCATION & TRAINING	HR SERVICES	STAFFING/RECRUITING
- Asset Recovery - Legal Process Outsourcing - Revenue Cycle Mgmt. - Teleservice/Customer Care	- K-12 & Post-Secondary - Personal Enrichment - Pre-K/Childcare - Training & Certification	- Employment Screening - Health & Benefits Admin. - HR and F&A Consulting - PEO/MSP/RPO	- IT/Professional - Healthcare/Life Sciences - Commercial/Industrial - Search

SELECT HCM M&A AND FINANCING TRANSACTIONS

 ACQUIRED BY A PORTFOLIO COMPANY OF 	 RECAPITALIZED BY 	 A portfolio company of \$1,700,000,000 Senior Credit Facilities Joint Lead Arranger and Joint Bookrunner	 A portfolio company of NORTH AMERICA AND NORTH AMERICA \$170,000,000 Incremental Senior Credit Facilities Left Lead Arranger, Joint Administrative Agent	 A portfolio company of APOLLO \$1,225,000,000 Senior Credit Facilities Joint Lead Arranger and Joint Bookrunner
 A PORTFOLIO COMPANY OF ACQUIRED BY 	 RECAPITALIZED BY CAPITAL MANAGEMENT	 A portfolio company of THE CARLYLE GROUP \$1,165,000,000 Senior Credit Facilities Left Lead Arranger, Joint Bookrunner and Administrative Agent	 A PORTFOLIO COMPANY OF SAFETY PARTNERS ACQUIRED BY A PORTFOLIO COMPANY OF APOLLO	 A PORTFOLIO COMPANY OF ACQUIRED BY
 \$150,000,000 Senior Credit Facilities Left Lead Arranger and Administrative Agent	 A portfolio company of NORTH AMERICA \$575,000,000 Senior Credit Facilities Left Lead Arranger, Joint Bookrunner and Administrative Agent	AND RECAPITALIZED BY AND NORTH AMERICA	 Strategic Leadership Placement RECAPITALIZED BY CAPITAL PARTNERS	 ACQUIRED BY A PORTFOLIO COMPANY OF &

HCM INSIGHTS

CITIZENS M&A ADVISORY OVERVIEW

Citizens M&A Advisory supports clients across a focused set of industry sectors. Our bankers thrive on delivering keen market insights that are both strategic and thoughtful, while driving extraordinary outcomes for our clients.

**TRANSACTIONS**

220+ transactions since 2015 totaling
\$25B in value

**SERVICES**

Sell-side & buy-side advisory, capital
raising, restructuring & bankruptcy,
financial opinions

**TEAM**

75+ investment banking professionals
across the U.S.

**SPONSOR COVERAGE**

Dedicated financial sponsor coverage
team

**GLOBAL NETWORK**

Member firm of Oaklins; global
strategic buyer access

**TAILORED SOLUTIONS**

Engagements tailored to clients'
specific objectives and relevant market
dynamics

HCM TEAM

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Alan Bugler

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