

# **VISION**

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



### **MISSION**

To help our customers, colleagues and communities reach their potential.

# **CREDO**

We perform our best every day so we can do more for our:

- CUSTOMERS
- COLLEAGUES
- COMMUNITIES
- SHAREHOLDERS

# YOU'RE MADE READY AND SO ARE WE.TM

**¾Citizens Bank®** 





#### **BRAND**

We're made ready to help you reach your potential.



### **VALUES**

We strive to always:

- EXCEED CUSTOMER EXPECTATIONS
- DO THE RIGHT THING
- THINK LONG TERM
- WORK TOGETHER