


YOU'RE MADE READY
TO FUND COLLEGE
DREAMS 
AND SO ARE WE

State University of New
York at Fredonia

March 2024

You work hard to help your students succeed. You're ready to connect the dots, helping them find the funding they need to earn the degree they want. We're here, too, ready to help students take the next step on that journey.

We know students and families have many possibilities to consider. Here are a few ways that Citizens Student Lending stands out.

We listen

We listen — closely. And then share what we've learned in over 40 years of lending to student and parent borrowers. So, students are well prepared for their college financial journey — undergraduate, graduate, or however far they want to go.

We make it easier

Students can choose from 3 fast, easy apply options, and there are always specialists standing by to help in person, online or on the phone. To save even more time (and stress), multi-year approval[†] means they could secure money for school, from orientation to graduation, with just one application. So students know how much money they have for college.

We inform

Students and parents can do all their research at our comprehensive hub with:

- Side-by-side loan comparisons
- Educational tools including cost calculators and frequently asked questions
- Articles with tips about saving for college, scholarships and financial aid

We specialize

We offer unique options that cater to borrowers like loans for parents, law and medical students. So undergraduate students, graduate students, and parents can have the peace of mind of knowing they could be covered.

MADE READY

A Leader in Student Lending

As one of the oldest and largest financial services firms in the United States, Citizens Financial Group, Inc. is committed to delivering exceptional value for our customers. We have worked continuously with students and families to finance educations for more than 40 years. Our team of dedicated relationship managers has over 210 years of combined experience, providing a deep understanding of the industry, as well as Citizens' products and services.

Mission

We are here to help our customers reach their potential by listening to them and by understanding their needs so we can deliver tailored advice, ideas and solutions.

- **Our mission:** To help our customers, colleagues and communities reach their potential.
- **Our vision:** To be a top-performing bank distinguished by its customer-centric culture, mindset of continuous improvement and excellent capabilities.
- **Our credo:** We perform our best every day so we can do more for our customers, colleagues, communities, and shareholders. We strive to always exceed customer expectations, do the right thing, think long-term and work together. We are citizens helping citizens reach their potential.

Why Choose Us?

Easy

Multi-Year Approval¹: A single application could secure funding from orientation to graduation. Approved borrowers are able to request additional funds as needed for the duration of their education.

Affordable

Save more: Lower our competitive rates by an additional 0.50% with our Loyalty and Automatic Payment Discounts.[†] Borrowers save with no application, origination, or disbursement fees.

Flexible

Payments on their schedule: Borrowers choose how and when they want to pay. Make full (principal and interest) or interest-only payments, or put payments on hold until after graduation.

Student Eligibility

- Borrower must be a U.S. citizen or permanent resident or an international borrower/eligible non-citizen with a creditworthy U.S. citizen or permanent resident co-signer
- Borrower must be enrolled at least half-time or accepted for enrollment at an eligible institution as certified by the school
- Borrower must have attained the age of majority in their state of residence or if they have not met the age of majority in their state of residence, a co-signer will be required
- Apply within 365 days after the end of the enrollment period or recent graduation
- Satisfactory academic progress is not required

Loans Personalized to the Borrower

We've created unique programs in the past several years with exclusive options that cater to borrowers with a specific goal in mind, such as:

Graduate Loans

Graduate students have specific needs, taking on advanced years of study while also perhaps launching their own start-up or working abroad, which can make the trip up the graduation platform take longer. Our Graduate Loan helps them pay for their education.

Parent Loans

Parents with a student in college or graduate school can take out their own loan to supplement their child's education costs. Parents can save with no application, origination or disbursement fees. They can also receive Automatic Payment and/or Loyalty Discounts.†

MADE READY

READY TO EXPAND THEIR WORLD AND THEIR VIEW OF IT

Citizens Student Loan™ Products Overview

	UNDERGRADUATE	GRADUATE	MBA	LAW
MULTI-YEAR APPROVAL	With Citizens Student Loan multi-year approval ¹ , approved borrowers have access to a simplified, streamlined process to request funds in subsequent years. Terms and conditions apply.			
CITIZENS LOAN LIMITS	\$100,000	\$110,000	\$180,000	\$180,000
	Minimum loan amount of \$1,000			
AGGREGATE LIMITS	\$150,000	\$150,000	\$225,000	\$225,000
FEES	No application, origination, or disbursement fees or prepayment penalty			
REPAYMENT OPTIONS	<ul style="list-style-type: none"> • Immediate • Interest-only • Fully Deferred • 5, 10, 15-year repayment terms 			
GRACE PERIOD	6 Months			
BORROWER BENEFITS	<ul style="list-style-type: none"> • Automatic Payment Discount²: 0.25% interest rate reduction when borrower elects to have monthly loan payments deducted electronically from any bank account. • Loyalty Discount³: 0.25% interest rate reduction when borrower or co-signer has a qualifying account in good standing with us prior to the loan being approved for disbursement. • Co-signer release⁴ option available after 36 consecutive on-time payments, subject to credit approval. Not available on the Citizens Student Loan for Parents. • In the unfortunate event of the student borrower's death or total and permanent disability, the Citizens Student Loan will be forgiven, regardless of whether the loan is co-signed. 			
ELIGIBILITY	Student must be enrolled at least half-time in a degree-granting program at an eligible institution			
CHOICE OF FIXED OR VARIABLE INTEREST RATE	For the most recent rates, visit: citizensbank.com/disclosures			



	MEDICAL & GRADUATE HEALTH CARE PROFESSIONS	PARENT
MULTI-YEAR APPROVAL	With Citizens Student Loan multi-year approval [†] , approved borrowers have access to a simplified, streamlined process to request funds in subsequent years. Terms and conditions apply.	
CITIZENS LOAN LIMITS	\$150k - \$295k [†]	\$350,000
	Minimum loan amount of \$1,000	
AGGREGATE LIMITS	\$180k - \$350k [†]	\$350,000
FEES	No application, origination, or disbursement fees or prepayment penalty	
GRACE PERIOD	6 Months [†]	
REPAYMENT OPTIONS	<ul style="list-style-type: none"> • Immediate • Interest-only • Fully Deferred • 5, 10, 15-year repayment terms 	<ul style="list-style-type: none"> • Immediate • Interest-only • 5, 10-year repayment term
BORROWER BENEFITS	<ul style="list-style-type: none"> • Automatic Payment Discount[†]: 0.25% interest rate reduction when borrower elects to have monthly loan payments deducted electronically from any bank account. • Loyalty Discount[†]: 0.25% interest rate reduction when borrower or co-signer has a qualifying account in good standing with us prior to the loan being approved for disbursement. • Co-signer release[†] option available after 36 consecutive on-time payments, subject to credit approval. Not available on the Citizens Student Loan™ for Parents. • In the unfortunate event of the student borrower's death or total and permanent disability, the Citizens Student Loan will be forgiven, regardless of whether the loan is co-signed. 	
ELIGIBILITY	Student must be enrolled at least half-time in a degree-granting program at an eligible institution	
CHOICE OF FIXED OR VARIABLE INTEREST RATE	For the most recent rates, visit: citizensbank.com/disclosures	

Citizens Student Loan Multi-Year Approval

Multi-Year Approval offers a simple way to secure money for school, from orientation to graduation, with just one application.† If approved, borrowers simply request more funds each year.

77% of borrowers take advantage of our Multi-Year feature†

TOP 3 BENEFITS



Save time, gain peace of mind

Keep the focus on school,
not how to pay for it.



No impact to credit score

Requesting additional funds will not
impact a borrower's credit score.†



Personalized repayment options

Borrower chooses interest
rate and repayment terms.†

A FEW THINGS TO KNOW:

- Granted to eligible applicants based on creditworthiness
- No pressure to borrow more than is needed
- Full-time students as well as parent borrowers are eligible

If a Citizens Student Loan borrower meets credit qualification requirements, they will be offered multi-year approval during the application approving them for financing through graduation. Once approved, the student need only complete the Self-Certification for each academic year and request their loan amount. The loan will immediately be sent for school certification and no further documentation requirements are needed. Borrowers must maintain their credit quality during school, avoid defaults or delinquencies on the loan and continue attending an eligible school to ensure future disbursements.

MADE READY

Ready to Help

Customer service is part of our credo. Call, click or come in to a branch and expect knowledgeable, friendly, and personalized service that resolves issues as quickly and completely as possible.

Here are a few ways we serve:

- **Fast Service**

All calls are promptly answered by a live customer service advisor.

Our 2023 average speed-to-answer was 22 seconds.

- **Trained Advisors**

Our customer service team provides nationwide support for students and parents looking for guidance and advice on how to pay for college.

- **Issue Resolution**

Our customer service team strives to resolve issues on the very first phone call.

Dedicated Service for Borrowers

Apply by Phone

Our Student Lending Advisors advise both students and parents on the financial aid process over the phone. They can even take applications right over the phone.

Areas of expertise include:

- In-depth knowledge of financing options
- Financial aid application process
- Loan repayment options

Phone:

1-866-999-0254

M-F 8:00 am to 9:00 pm ET

S 8:30 am to 5:00 pm ET

(With extended hours during peak application times)

Online:

www.citizensbank.com/collegestudent

Branch:

Visit the nearest Citizens branch. Our bankers will provide personalized service for students and their families throughout the application process.

Live Chat

Visit www.citizensbank.com/collegestudent and click on the Live Chat tab on the right. All chats are conducted on a secure network to safeguard personal customer information.

MADE READY

Ready for Repayment

“Know What You Owe” Annual Summary

We send an Annual Summary to all Citizens Student Loan borrowers and co-signers who have not yet begun repaying their loans to ensure they know their repayment responsibilities. This letter summarizes the total Citizens Student Loans to date for those not yet in repayment, estimates monthly payments based on the total amount borrowed and shows when payments are scheduled to begin.

Letter Sample

Borrower Page 1

Citizens Student Loans
Firstmark Services
PO Box 82522
Lincoln, NE 68501-2522

Date

Student Name
Address
City, State, Zip

Know What You Owe with the Citizens Student Loan™ Annual Summary

Dear First Name Last Name,

Thanks for choosing Citizens to help finance your education. Every year, we will send you a summary of your Citizens Student Loans that are not yet in repayment. We want to help you stay on top of your finances so you can focus on your grades.

No payments are due currently — but it's good to see where you stand. Please take a moment to review summary so you will know what you owe and what your estimated monthly payments will be when you ready to start repayment. Keeping you informed will help you plan for your future.

Want to know more about your Citizens Student Loan Annual Summary? Call us at 800-721-3969. Think you will need more money for college — we can help with that too.

Best,



Mindy Hager
Senior Vice President Student Lending
www.citizensbank.com/collegestudent

Repayment Servicing

Firstmark Services, a subsidiary of Nelnet, is the repayment servicer for Citizens Student Loans. Once loans are disbursed, Firstmark Services maintains an account with balance and repayment information. Borrowers have full access to their account information online at www.firstmarkservices.com. They can check their current balance and most recent payments, edit account information (including mailing address and phone number), make payments online and set up automated payments.

MADE READY

Servicing Partner

We also rely on the expertise of our servicing partner, Firstmark Services, to closely monitor delinquencies and go beyond the required due diligence to correct delinquencies and avoid default. Additionally, Firstmark Services emails Citizens Student Loan borrowers and co-signers who have chosen deferment at least 30 days prior to entering the repayment period. Interest-only and immediate repayment borrowers will begin receiving monthly statements following full disbursement.

Deferment and Forbearance Options

We encourage responsible borrowing. For certain circumstances, the following deferments and forbearances are available:

In-School Period

Student borrowers have the option of deferring principal and interest or deferring principal and paying only the interest accrued as long as they remain enrolled at least half-time at an approved school. In-School deferment length is capped at 8 years over the life of the loan.

Residency or Internship Program Participation

Student borrowers, who enroll in an eligible internship or residency program, as defined by Citizens, may request a deferment up to 48 months.

Military Deferment

Student borrowers or co-signers who are members of the National Guard or the Ready Reserves called to active-duty for a period of more than 30 days, or regular active-duty members of the Armed Forces may request a military deferment in 12-month increments, with a maximum of 48 months of deferment time. During this deferment period, no minimum payments are required.

Service Members Civil Relief Act (SCRA)

Benefits may be awarded if the borrower or co-signer is on active-duty status.

Loan Modification

We offer payment relief options for qualifying borrowers to avoid loan default. Our loan modification program offers a 2% fixed rate and payment reduction for 12 months. Borrowers must meet program criteria and have a willingness and ability to return to full repayment after a 12 month modification period.

Hardship Forbearance

Student borrowers and/or co-signers who are experiencing financial difficulty may temporarily postpone principal and interest repayment through approval of hardship forbearance. Interest may be capitalized once at the end of the grace period and at the end of each forbearance period. In all cases, capitalized interest is thereafter considered part of the principal and interest will accrue on the new principal balance.

Citizens Education Refinance Loan™

Product Overview

	UNDERGRADUATE	GRADUATE/MASTERS	PROFESSIONAL DEGREES	PARENT
CITIZENS LOAN LIMITS	\$10,000 - \$300,000	\$10,000 - \$500,000	\$10,000 - \$750,000	\$10,000 - \$500,000
REPAYMENT OPTIONS	<ul style="list-style-type: none"> • Immediate • Interest-only • 5, 7, 10, 15, or 20-year repayment terms 			
BORROWER BENEFITS	<ul style="list-style-type: none"> • Automatic Payment Discount: 0.25% interest rate reduction when borrower elects to have monthly loan payments deducted electronically from any bank account. • Loyalty Discount: 0.25% interest rate reduction when borrower or co-signer has a qualifying account in good standing with us prior to the loan being approved for disbursement. • In the unfortunate event of the student borrower's death or total and permanent disability, the Citizens Education Refinance Loan will be forgiven, regardless of whether the loan is co-signed. 			<ul style="list-style-type: none"> • Co-signer release is not offered on the Education Refinance Loan for Parents
	<ul style="list-style-type: none"> • Co-signer release option available after 36 consecutive on-time payments, subject to credit approval. 			
REFINANCING BENEFITS COULD INCLUDE	<ul style="list-style-type: none"> • Reduced interest rate • Lower monthly payment • One monthly payment • Lock in a fixed rate • Reduce or extend repayment term 			
ELIGIBILITY	<ul style="list-style-type: none"> • At least \$10,000 in student loans to refinance • Must be a U.S. citizen, permanent resident, or an eligible non-citizen with a co-signer who is a credit worthy U.S. citizen or permanent resident. • Applicants must have attained a bachelor's degree to refinance while enrolled in school. Applicants with an associate degree or with no degree must have made at least 12 qualifying payments after leaving school. Qualifying payments are the most recent on time and consecutive payments of principal and interest on the loans being refinanced. 			
CHOICE OF FIXED OR VARIABLE INTEREST RATE	For the most recent rates, visit: citizensbank.com/disclosures			

Citizens Education Refinance Loan for Parents

Designed to meet the needs of parents in repayment with existing Federal Direct PLUS and private loans, we offer the ability to refinance loans for one or multiple children.†

Top Benefits:

- Reduce interest rate
- Lower monthly payment
- Consolidate into one payment
- Lock in a fixed rate
- Reduce or extend repayment term

Financial Literacy

Our site, www.citizensbank.com/collegeboundcitizens, 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, and tips on preparing for college, we aim to provide answers to every question a student or parent may have about the financial aid process.

Customized Workshops

Join us for free professional development sessions that outline everything from important resources, mindfulness training, and best practices on advising students and their families. Citizens Sessions™ was developed to provide quick and convenient ways to learn, all without leaving the office.

Register for one of our upcoming webinars [here](#).

Our Commitment to Community and Social Equity

Citizens Helping Citizens is our comprehensive community engagement platform where we engage colleagues in volunteer efforts across our footprint and invest in organizations that support our focus areas of Fighting Hunger, Managing Money, and Strengthening Communities.

Learn more about our efforts in our [communities](#).

In June 2020, Citizens announced a \$10 million investment to help drive social equity and economic advancement in underserved communities across our footprint. This multifaceted, multi-year effort to enhance awareness, create access to capital, and improve capabilities and opportunities represents an important step toward achieving long-lasting change across our communities and within our bank in a way that aligns strongly with our values.

Scholarship Program

Everyone could use a boost to their college fund, so Citizens is here to help with our scholarship program! Undergraduate and graduate students, as well as their parents or sponsors can submit an entry to win monthly scholarships of \$2,500 and an annual grand prize scholarship of \$15,000 toward tuition. Additionally, each quarter a student who meets the required criteria for the Diversity, Equity and Inclusion Scholarship Prize will be eligible to win a \$2,500 quarterly scholarship. Winnings are to be used towards school expenses and are awarded in the form of a check paid directly to the winner's (or winner's child's) school. To learn more visit citizensbank.com/scholarship.

Commitment to the Code of Conduct

We're committed to upholding the principles of our Student Lending Code of Ethics. It offers our colleagues practical guidance in making decisions and judgments consistent with our commitment to being a leading provider of fair and affordable education financing products.

MADE READY

Dedicated Service for Schools

School Services Team

Our School Services Team (SST) provides financial aid administrators with superior service, from initial product setup through processing and disbursement. The SST will serve as the primary contact for school administrators that need assistance with loan certifications, disbursements and general inquiries.

Phone:

1-888-333-0169

M-F 8:00 am to 6:00 pm ET

Extended hours during peak: 8:00 am to 8:00 pm ET (6/1 - 9/30)

Email:

schoolservices@citizensbank.com

School Processing

At Citizens, we can work with your school's preferred processing system.

Processing Platforms:

- ScholarNet
- ELM One
- I-Link

Disbursement Options:

- Great Lakes' CDS
- ELM NDN
- I-Link CDS

Your Dedicated Relationship Manager

Ray Sykes

VP, Relationship Manager

1-585-820-0710 | Raymond.Sykes@citizensbank.com



Citizens Student Lending
200 Station Drive, MWS308
Westwood, MA 02090

MADE READY



READY TO
INSPIRE
FUTURE
LEADERS
AND SO ARE WE

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† For complete disclosures and additional information please visit: <https://www.citizensbank.com/disclosures>

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