

CITIZENS BANK - APPENDIX II

COMMUNITY DEVELOPMENT PLAN

HISTORY AND BACKGROUND

Citizens Bank entered the Philadelphia market in December 2001 with a corporate reputation as a bank committed to serving the needs of the communities where it conducts business. Less than two years later, in its November 2003 Community Reinvestment Act Performance Evaluation, the FDIC cited Citizens Bank of Pennsylvania for using:

“a wide variety of innovative and flexible lending practices to better meet the assessment areas credit needs...the bank has taken a leadership role in addressing the community development investment needs of its assessment areas. The dollar amount of these investments has been high. Many of these investments represent complex and innovative approaches to meeting community development needs.”

Citizens Bank's community initiatives are based on investing in community economic development projects, support for affordable housing and providing financial literacy. The bank's high visibility community development initiatives began in 2002 when Citizens announced the University City Community Initiative, a \$28 million commitment to upgrade housing, expand business opportunities and make loans available to low- and moderate-income families living in targeted census tracts. In 2003, in partnership with the City of Philadelphia, a \$104 million commitment in loans, grants and investments to the city's NTI neighborhoods was announced. In October 2004, less than 17 months after its original commitment, Citizens increased its NTI commitment to \$250 million, or more than double the initial commitment.

To encourage neighborhood revitalization, Citizens developed the EZ Home Improvement Loan, an unsecured loan providing low-and moderate-income homeowners the opportunity to borrow \$1,000 at a 1% APR with a term of 36 months. In anticipation of the rising heating costs families would face during the 2008/2009 winter, Citizens offered low- and moderate-income homeowners an unsecured Winterization Loan (in amounts of \$1,000 - \$3,000) at a 1% APR for weatherization projects such as upgrading a furnace or heating system.

CITIZENS BANK - APPENDIX II

Citizens Long-term Community Development Plan for the City of Philadelphia will continue to demonstrate the bank's commitment to economic development initiatives for low- and moderate-income families and individuals and minority small businesses by building on the success of the 2003 Neighborhood Transformation Initiative and its other community programs. The Citizens Bank plan reflects the population of residents and small businesses in Philadelphia's low- and moderate-income census tracts.

RESPONSE TO REQUEST

Citizens Bank has reviewed the Examining Lending Practices of Authorized Depositories (2007 data) on the CRA and fair lending performance of the financial institutions in the City of Philadelphia. It is our conclusion that since Citizens Bank entered the Philadelphia marketplace in December 2001 the bank continues to make steady progress in making loans to low- and moderate- income consumers and small businesses.

The bank's CRA lending results are directly linked to its Community Investment programs. While our community initiatives have been extremely successful in meeting the needs of low- and moderate-income individuals, families and small businesses, Citizens Bank recognizes that lending gaps continue to exist in low- and moderate-income and minority communities. To that end, the bank will continue to focus on developing programs and products to narrow the gap.

CITIZENS BANK - APPENDIX II

OBJECTIVE

Citizens Bank will focus on providing Community Development support in low- and moderate-income census tracts located in minority neighborhoods. Support will target the following six areas:

1. Small Business Technical Support
2. Capital Access for Emerging Contractors
3. Homeownership and Financial Literacy
4. Anti-predatory Lending/Foreclosure Prevention
5. Commercial Corridor Development
6. Economic Development for African Americans

STRATEGIES

- Deliver program commitments by partnering with grassroots organizations, community development intermediaries and city agencies
- Continue Citizens Bank's practice of developing and integrating community development initiatives across a wide spectrum of business lines

TACTICS

- Continue periodic management team reviews to measure performance against program goals, rebalancing resources and focus as needed
- Marshall resources and bank employees across a broad spectrum of business lines to implement the plan in commercial corridors and other targeted CRA neighborhoods
- Develop an Implementation Strategy, Program Milestones and Time-line for achieving objectives

OPPORTUNITIES AND BENEFITS

1. City Neighborhoods/Residents:

- Supports neighborhood stabilization and revitalization
- Provides access to capital for residents, businesses and community organizations
- Enhances neighborhood-based economy, affordable housing, and job creation and retention
- Promotes neighborhood empowerment and self-sufficiency

CITIZENS BANK - APPENDIX II

2. Citizens Bank:

- Amplifies the bank's commitment to customers and community
- Demonstrates Citizens' commitment to Philadelphia and working with community partners to produce a positive impact
- Provides business development and relationship building opportunities

MONITORING, GOVERNANCE AND TRACKING

- Citizens Bank's Senior Management team will conduct an annual program evaluation to review results against established goals.

CITIZENS BANK - APPENDIX II

PROGRAM DETAILS

1.) SMALL BUSINESS TECHNICAL ASSISTANCE PROGRAM

Objectives

- Sustain/increase viability of small businesses in targeted low and moderate income neighborhoods
- Provide localized small business consultation sessions in targeted commercial Corridors
- Provide credit to small businesses and non-profits in targeted neighborhoods and commercial corridors

Strategies

- Partner with Philadelphia Development Partnership (PDP), Temple SBDC, and the Greater Philadelphia Urban Affairs Coalition to deliver Business Technical Assistance
- Utilize the Citizens branch network and employees to provide Business Technical Assistance

A. Partner with the Philadelphia Development Partnership, Greater Philadelphia Urban Affairs Coalition (GPUAC) and Temple SBDC to provide on location consulting

1. Provide on location workshops developed from survey results on entrepreneurship topics in designated commercial corridors
2. Provide on-site business consulting to existing businesses in the neighborhoods
3. Recruit and incubate entrepreneurs seeking to establish businesses in targeted neighborhoods
4. Develop a web portal for neighborhood corridors and train businesses on integrating IT into their operations

B. Utilize Citizens Bank employees and resources to support objectives

1. Match colleagues to business associations and other neighborhood business influencers to provide neighborhood contacts for banking advice and solutions
2. Utilize appropriate Citizens branches for group seminars
3. Commit hard dollar resources to the cost of the Business Technical Assistance program in conjunction with the City of Philadelphia

CITIZENS BANK - APPENDIX II

4. Participate in and conduct workshops to explain Citizens' community development loan programs
5. Dedicate business banking lenders to meet the Citizens Bank community and economic development loan allocation targets

2.) CAPITAL ACCESS FOR EMERGING CONTRACTOR PROGRAM

Objective

- Provide capital to minority contractors to assist them in becoming general contractors or prime subcontractors on city, state and federally funded construction programs

Strategy

- Work with Technical Assistance Center for Emerging Contractors (TACEC) members to assist them in becoming financially strong and commercially successful to the point they can obtain credit from banks independent of special programs or initiatives

Tactics

A. Continue partnership to invest in Loan Pool provided by the Technical Assistance Center for Emerging Contractors (TACEC)

1. Provide hard dollars resources to TACEC
2. TACEC will continue to provide working capital financing for emerging contractors
3. TACEC will continue its arrangement with the Philadelphia Industrial Development Corporation to allocate money for contractor mobilization and equipment needs
4. TACEC will continue to engage a consultant to assist in ongoing project accounting as contractors win bids

B. Continue Technical Assistance Program in conjunction with PIDC

1. Combined program provides training for job estimating, performance bonding, bookkeeping, and credit repair
2. Combined program provides counseling and training on general business skills

3.) HOME OWNERSHIP AND FINANCIAL LITERACY

Objective

- Provide low- and moderate-income homebuyers with the education and information necessary for them to obtain a mortgage
- Continue to provide financial literacy workshops targeting low- and moderate-income individuals and families

Strategies

- Partner with various non-profit organizations to leverage both their and the bank's expertise in assisting low- and moderate-income individuals
- Continue Citizens Bank's practice of integrating home ownership and financial literacy with an emphasis on economic self sufficiency.

Tactics

- A. Regular interaction with state and local governments, RDA, housing agencies, and trade and realty organizations for lending and outreach opportunities**
 - 1. Continue partnership with Universal Homes
 - 2. Continue partnership with Nueva Esperanza
 - 3. Continue Home Loan Bank grant (AHP) and Housing Rehabilitation programs
- B. Coordinate government funding sources with projects, CDCs and realtors**
 - 1. Destination Home
 - 2. Fannie Mae My Community
 - 3. FHA Fixed Rate
 - 4. VA Fixed Rate
 - 5. Soft Second Mortgage Programs
- C. Participate in homebuyer fairs and seminars**
 - 1. Philadelphia Tribune's Mortgage Fair
 - 2. Philadelphia Housing Authority
 - 3. University of Pennsylvania Housing Fair
 - 4. "Living the Dream" Housing Fair (Dwight Evans)
 - 5. Other fairs and seminars as identified

CITIZENS BANK - APPENDIX II

D. Conduct Market Analyses to determine competitiveness and appropriateness of products

1. Perform ongoing market review of mortgage products
2. Perform comparison with competitor products

E. Provide Technical Assistance to non-profit organizations

1. Meet regularly with Homeownership Counselors to educate them on Citizens products and services
2. Assist Homeownership Counselors in determining readiness of clients to obtain a mortgage

F. Provide Financial Literacy workshops

1. Identify and train bank employees to conduct financial literacy workshops
2. Work with community organizations to deliver financial literacy classes utilizing the FDIC Money Smart program
3. Assist community organizations in maintaining current financial literacy information for their constituents
4. Provide banking services to consumers and businesses as their needs are identified

4.) ANTI-PREDATORY LENDING and HOUSING FORECLOSURE PREVENTION

Objectives

- Create awareness of predatory lending practices and dangers in order to maintain/improve existing housing stock in the City of Philadelphia, thereby reducing housing vacancy rates created by foreclosures
- Provide and promote access to legitimate credit sources, thereby preempting potential victimization by predatory lenders

Strategies

- Refer potential borrowers to legitimate lenders and potential victims to appropriate counseling agencies
- Provide continuous support to City's Anti-predatory lending and housing foreclosure prevention initiatives

CITIZENS BANK - APPENDIX II

Tactics

A. Create awareness of bank loan products

1. Provide bank employees with continuous training to ensure expertise of CRA products
2. Deliver CRA product information via community outreach, marketing and branch brochures
3. Continue to identify products that meet community needs without compromising risk/underwriting standards
4. Communicate the introduction of new products and product changes to consumers
5. Sustain ongoing loan servicing practices to sustain homeownership and foreclosure rate reduction

B. Make available home improvement loans, specifically the PHIL Loan, PHIL Plus, Mini PHIL, the Citizens EZ Home Improvement Loan and Citizens Energy Sense Loan Products

1. Meet with Citizens Bank regional managers to promote and discuss products
2. Conduct ongoing training of branch employees
3. Establish branch goals based on maximum exposure

C. Create new consumer credit products as needed

1. Provide technical support toward product development which includes flexible and innovative underwriting
2. Development and implement a broad-based promotional campaign
3. Conduct financial literacy and credit counseling workshops to introduce new products
4. Partner with GPUAC and the Office of Housing and Community Development to support city-wide marketing initiatives

5.) COMMERCIAL CORRIDOR DEVELOPMENT

Objective

- Partner with the NTI office, Local Initiatives Support Corporation (LISC), CDCs and other intermediaries to support the city's revitalization of neighborhood commercial corridors and the re-establishment of these sites as historic central locations in communities

CITIZENS BANK - APPENDIX II

Strategies

- Evaluate the designated commercial corridors to determine the types of improvements needed to strengthen these areas
- Review with recently developed research on success of commercial corridors. Review should also focus on making streets safe along the corridors
- Support the development of a *Commercial Corridor Strengthening Plan*

Tactics

A. Locate/secure existing studies to create the framework for strengthening Commercial Corridors

1. Support data analysis on strengthening commercial corridors
2. Assist in developing a plan to make commercial corridors more welcoming and attractive
3. Assist in attracting and retaining businesses in commercial corridors

B. Work with the City Commerce Department to improve attractiveness of Commercial Corridors

1. Work with to leverage program funds and other community economic development resources
2. Work with NTI and Development Intermediaries to increase development opportunities
3. Use Citizens Bank's "Upstairs/Downstairs" (mixed use) model to help in the development of a plan for storefront buildings with under-used apartments above

C. Partner with LISC to assist in spearheading new business attraction and retention efforts

1. Assign bank employees to work with LISC on commercial corridor programs such as the "Main Streets" initiative
2. Provide support to promote retail opportunities in commercial corridors
3. Work with the Commerce Department staff to address capital needs of neighborhood businesses
4. Provide Technical Assistance to existing and prospective businesses

6.) ECONOMIC DEVELOPMENT FOR AFRICAN-AMERICANS

Objective

- Support organizations, intermediaries and non-profits which are promoting economic development initiatives in African-American communities

Strategies

- Identify organizations which have demonstrated successes with community economic development initiatives
- Use the Citizens Economic Empowerment Task Force to oversee and to manage the programs

Tactics

1. Develop an effective loan origination process for the Business Builder product
2. Work with credit counseling agencies, technical assistance providers and other agencies involved in African-American economic development to expand or enhance the pool of qualified applicants
3. Work with the 6 member bank consortium and GPUAC to develop and implement Tier III product parameters.
4. Establish partnership with small business and micro business lending intermediaries to Enhance the City's loan guarantee program.
5. Provide investment funding to partner organizations in the amount of \$1 million to support job creation and small business development.



Contact: Deborah J. Khan
Vice President of Community Relations
(267) 671-1181

Citizens Bank Eastern Pennsylvania 2008 Community Fact Sheet

Charitable Giving

- Citizens' corporate giving is focused in the social service area, assisting in programs such as job training, affordable housing and economic development initiatives.
- In 2007, Citizens Bank of Pennsylvania supported hundreds of local nonprofit organizations.
- Citizens Bank has worked with numerous nonprofit organizations and communities to enhance the quality of life to residents.

For more information on the Citizens Charitable Foundation, please contact:

Deborah Khan
Vice President
Director of Community Relations
(267) 671-1181

Community Reinvestment Act (CRA)

- CRA is legislation that encourages financial institutions to help meet the needs of the communities they serve. Citizens Bank of Pennsylvania has received an "Outstanding" CRA rating (the highest achievable rating from the FDIC).

Citizens Bank in the Community

- As part of the Citizens Bank Neighborhood Investment Program in Philadelphia, the Bank has committed more than \$280 million in loans and grants over several years to help stimulate economic growth and neighborhood development in Philadelphia's neighborhoods with these programs:
 - Citizens Bank launched the Economic Empowerment Initiative in July 2007, which includes \$1 million in grants over three years for job training and small business technical assistance. The Business Center, The Enterprise Center, the Greater Philadelphia Minority Business Strategic Alliance, Metropolitan Career Center and the Philadelphia Opportunities Industrialization Center are recipients of the funding.
 - University City Neighborhood Improvement Program, in partnership with the University of Pennsylvania, representing a commitment of \$28 million in loans, investments and grants.
 - In partnership with the City of Philadelphia, in April 2003, Citizens Bank committed \$104 million in loans, grants and investments to the Neighborhood Transformation Initiative. In October 2004, Citizens Bank announced that it was raising the goal to \$250 million, or more than double the initial commitment.
 - \$1 million, 10-year grant to fund Universal Companies' real estate and economic development projects, its workforce development center, business development center and social services programs.
 - Nueva Esperanza was selected as Citizens' Comprehensive Services Partner, resulting in a \$2.5 million, 10-year grant to support the work of this Hispanic faith-based community development corporation.
- In January 2004, the Bank extended the Citizens Bank Neighborhood Investment Program to Reading, by pledging \$3.05 million over three years for affordable housing initiatives. The commitment includes a \$150,000 grant to "Our City Reading" to subsidize the cost of restoring and renovating abandoned properties in the city. The initiative also includes \$2.9 million in subsidized residential mortgages for first-time homebuyers purchasing in low-and moderate-income census tracts.
- In June 2005, Citizens Bank partnered with Delaware County to support the County's Renaissance Program, which was introduced in March 2003, as a way of reversing the challenging trend that aging first-generation municipalities face in Delaware County. The program targets 29 municipalities grouped into five distinct planning areas. Citizens Bank committed \$142 million for small businesses, commercial real estate, mortgages and home improvements. In addition, the Bank is supporting these programs with grants, volunteerism and technical assistance.
- In November 2005, Citizens Bank announced a new neighborhood revitalization effort for Wilkes-Barre and the surrounding communities with a \$27 million, three-year financial commitment. The Citizens Bank Neighborhood Investment Program Community Initiative for Northeastern Pennsylvania will provide funding for below market mortgage and home improvement loans as well as small business loans, consumer loans, small business technical support, anti-predatory lending and social services, targeted at low- and moderate-income census tracts in northeastern Pennsylvania. In addition, five community-based organizations will receive grants to support their programs.

- In June 2002, Citizens Bank provided \$6,050,000 in investment capital to The Reinvestment Fund (TRF), the Mid-Atlantic region's largest community development financial institution for five key programs. Citizens Bank's investment included a \$2 million commitment to launch The Children's Fund, which enables TRF to invest more dollars in the capital needs of charter schools and community service centers.
- To encourage the revitalization of neighborhoods across Pennsylvania, South Jersey and Delaware, Citizens Bank developed the special EZ Home Improvement Loan which provides low- and moderate-income homeowners the opportunity to borrow \$1,000 at a 1% APR with a term of 36 months. The Bank also offers a 6% APR for loans up to \$10,000 with terms as long as seven years.
- In December 2003, Citizens Bank, in partnership with NBC 10, launched the *Champions In Action®* program, an innovative program that provides various forms of support for small non-profit organizations in recognition of their contributions to communities throughout the five-county Philadelphia area. The partnership has since been broadened to include The Philadelphia Inquirer, Philadelphia Daily News and Philly.com and Greater Philadelphia Cares. Since its inception in 2003, 17 Champions have been selected.
- In September 2005, Citizens Charitable Foundation announced a \$250,000 commitment to the Jewish Federation of Greater Philadelphia for a new initiative entitled "Citizens Community Bridge." The grant will be distributed to Federation over two years to support new initiatives and to expand existing programs that help low- and moderate-income families and individuals in the Greater Philadelphia community. In addition to the grant, Citizens will provide volunteer support to Federation for its outreach programs.
- In cooperation with the Philadelphia Phillies, Citizens Bank developed its "Helping Hand Glove" donation program for children who play in the Phillies Rookie League. Each year more than 5,000 inner city children under the age of 12 participate in a program that teaches them about baseball, sportsmanship and teamwork. Since developing the program, Citizens Bank has purchased and collected more than 3,000 baseball gloves. In March 2008, Citizens Bank volunteers restored a baseball field in a north Philadelphia neighborhood by picking up trash, raking the infield and adding dirt to improve the playing surface along the base paths.

Citizens Bank and Volunteerism

- Citizens provides extraordinary opportunities for employee volunteerism. Its most widely recognized program is the “Citizens Bank Community Service Sabbatical.” The sabbatical program offers a three-month paid leave to Citizens Bank employees who then perform full-time community service with a nonprofit organization of their choice. Each year, Citizens Bank of Pennsylvania sends a bank colleague on a paid sabbatical.
- The bank encourages its employees to volunteer and give back to the communities in which they live and work. In 2007, Citizens Bank colleagues volunteered more than 58,554 hours at non-profits organizations across Pennsylvania.
- Citizens Bank colleagues, including the Citizens’ management team, get directly involved at the grassroots level. Citizens Bank colleagues currently serve on the boards of more than 150 local nonprofits.

Updated April 2008

Concerned about the high cost of
energy usage in your home?
We can help.

THE CITIZENS BANK ENERGY EFFICIENCY LOAN

3%
APR

Borrow \$1,000 - \$3,000

No Fees or Closing Costs

Low Monthly Payment

Find your



**Replacement windows? Central air conditioners?
Enclosing your existing porch?**

No matter what project you have in mind to weatherize or conserve energy in your home, just provide a cost estimate for the work and Citizens Bank has an easy way to make it affordable. The Citizens Bank Energy Efficiency Loan is available year-round for all types of energy conservation projects. It offers you:

- A low monthly payment - just \$29.08 a month when you borrow \$1,000 at 3% APR for 36 months.
- No fees or closing costs.
- The Citizens Bank Energy Efficiency Loan is designed for low-to-moderate income homeowners.*
- Take advantage of our 90-day payment deferral option.
- Have a larger home improvement project in mind? A 5% APR is available for loans up to \$10,000 at terms up to 7 years. For example, a \$10,000 loan at 5% APR with a 7 year term will result in 84 monthly payments of \$141.33.

The Citizens Bank Energy Efficiency Loan is just another way Citizens Bank is committed to helping build stronger communities. Don't miss this great opportunity to save money and get a great low rate. To apply for a Citizens Bank Energy Efficiency Loan, just stop in to see us, or call 1-888-304-5400.



Now you can

afford


to improve your home.

PHIL - Philadelphia Home
Improvement Loan.



 **Citizens Bank**
Not your typical bank.®

*Annual Percentage Rates (APR) are based on household size and annual household income. For example, if you borrowed \$25,000 over 20 years at an interest rate of 3.00% you would repay the loan in 240 monthly payments of approximately \$138.65. Income guidelines subject to change. As always, consult your tax advisor concerning tax deductibility. All accounts and services are subject to individual approval. See a banker for details.
HE1001097K5

 Equal Housing Lender
Order# 03709-IDA1

 **Citizens Bank**
Not your typical bank.®

You can afford to improve your home.

At Citizens Bank, we understand that you have plans for improving your home. And to make those home improvements affordable, Citizens Bank is offering the Philadelphia Home Improvement Loan (PHIL) to Philadelphia residents. This special loan program, which lets you borrow up to \$25,000 for up to 20 years, offers these special benefits to save you money:

- Low fixed rates, 3.00% or 5.00% APR*
- Interest is often tax-deductible
- No application fees
- No recording fees
- No points

Easier to qualify.

To make qualifying easier, the Citizens Bank PHIL offers:

- More flexible guidelines
- No home appraisal requirements
- No equity requirements

As long as you own and occupy your City of Philadelphia home (single-family residences may contain 1-4 residential units) and meet our lending requirements, you're eligible. Your interest rate will vary depending on your household size and household income as shown below.

2007 INCOME LIMITS*		
Size of Household	3% APR Loan	5% APR Loan
1	\$58,075	Unlimited
2	\$66,355	Unlimited
3	\$74,635	Unlimited
4	\$82,915	Unlimited
5	\$89,585	Unlimited
6	\$96,140	Unlimited
7	\$102,810	Unlimited
8+	\$109,480	Unlimited

For example, if you have 3 people in your household and your combined income is \$74,635 or less per year, your interest rate would be 3.00%.

Other affordable home improvement options.

If you don't meet the qualifications for PHIL, Citizens Bank offers other affordable loan programs, including the Neighborhood Home Improvement Loan (PHIL Plus & Mini PHIL), which features more flexible qualification guidelines in exchange for slightly higher rates.

Let a Citizens PHIL help you improve your home.

For information on participating Citizens branches, call Citizens Bank at 1-888-462-0900.



Using your personal credit card to pay for business expenses?

The Philadelphia Business Builder Loan is a better deal.

If you're a small business that's been in operation at least six months, the **Philadelphia Business Builder Loan** may be able to help you get a loan, or get on the path to obtain bank financing.

Loans can be used for working capital, inventory, equipment purchase or capital improvements.



Preliminary eligibility requirements:

- Annual revenues of less than one million dollars
- Located in the City of Philadelphia, in low- and moderate-income census tracts or predominantly minority census tracts

PARTICIPATING LENDERS:

Beneficial Savings Bank
Citizens Bank
Commerce Bank
PNC Bank
United Bank of Philadelphia
Wachovia

For more information, visit www.gpuac.com and click on "Special Interest". Or call 215-851-1738.

Philadelphia Business Builder Loan Program

Applicant Information Package

FACT SHEET

Name: *Philadelphia Business Builder Loan Program*

Product: Loans to small businesses for lines of credit, working capital, inventory or capital improvements.

Loan Size: Maximum of \$50,000. Minimum varies by lender.

Participating lenders: Beneficial Savings Bank, Citizens Bank, Commerce Bank, PNC Bank, United Bank of Philadelphia and Wachovia.

Commitment of funds: The five participating banks have committed a combined total of \$23.25 million over four years.

Program goals: Assuming the average loan is \$40,000 there will be funds available to make over 450 loans.

Eligibility: Small businesses (defined as businesses with annual revenues of less than one million dollars); located in low – and moderate- income census tracts or predominantly minority census tracts in the City of Philadelphia.

Pre application requirements: All applicants must receive pre-application Business Support Services. These will include either credit counseling (provided by Consumer Credit Counseling Service of Delaware Valley) and/or business counseling (provided by either Philadelphia Development Partnership or Temple University Small Business Development Center.)

Underwriting standards:

- Time in operation: at least six months
- Terms: 3-7 years for term loans, 1-2 years for lines of credit
- Minimum credit score: 630
- Maximum debt-to-income ratio: 50%
- Personal guarantees: yes
- Fees: set by lender
- Collateral: none required but lender may take what is available
- Interest rates: set by lender but not to exceed prime + 3.0% for businesses in operation 6-18 months and prime + 2.0% for businesses in operation more than 18 months.

Loan process: Inquiries and initial assessments may begin with either a participating lender or with a Business Support Services Provider. Formal application begins at the lender upon written referral from either the credit counseling agency and/or one of the two business planning agencies.

For more information: Contact GPUAC at 215-851-1738.

CONTACTS FOR BUSINESS SUPPORT SERVICES AND ADMINISTRATION

Consumer Credit Counseling Service of Delaware Valley (For credit assessment and counseling)

Primary contact: Bernie Harris
Small Business Program Manager
Consumer Credit Counseling Service of Delaware Valley
1515 Market Street, Suite 1325
Philadelphia, PA 19102
Tel: 215-620-4744
E-mail: bharris@cccsdv.org
Fax: 215-563-7020

Secondary contact: Deborah Cooper
Vice President of Education and Community Outreach
(Same address)
Tel: 215-563-5665 ext. 3313
E-mail: dcooper@cccsdv.org
Fax: 215-563-7020

Philadelphia Development Partnership (For business assessment, training and counseling)

Primary contact: Earl Boyd
Manager of Entrepreneurial Development
Philadelphia Development Partnership
1334 Walnut Street, 7th floor
Philadelphia, PA 19107
Telephone: 215-545-3100
E-mail: eboyd@pdp-inc.org
Fax: 215-546-8055

Secondary contact: Leslie Benoliel
Executive Director
Philadelphia Development Partnership
(Same address)
Telephone: 215-545-3100
E-mail: lbenoliel@pdp-inc.org
Fax: 215-546-8055

Temple University Small Business Development Center
(For business assessment, training and counseling)

Primary contact: Cherrill Wilson
Incubator Manager/Business Consultant
Temple University Small Business Development Center
Beech Building, Suite 200
1510 Cecil B. Moore Avenue
Philadelphia, PA 19121
Telephone: 215-204-2375
E-mail: cherrill@temple.edu
Fax: 215-204-3821

Secondary contact: Eustace Kangaju
Director
Temple University Small Business Development Center
(Same address)
Telephone: 215-204-7282
E-mail: ekangaju@temple.edu
Fax: 215-204-4554

Greater Philadelphia Urban Affairs Coalition
(For program coordination)

Primary contact: Donald Kelly
Director of Community and Economic Development
GPUAC
1207 Chestnut Street, 6th floor
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Telephone: 215-851-1738
E-mail: dkelly@gpuac.org
Fax: 215-564-9912

CONTACTS AT PARTICIPATING LENDING INSTITUTIONS

Beneficial Savings Bank

Primary contact:

Russ Pyle
Beneficial Savings Bank
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Secondary contact:

None as of June 26, 2009

Citizens Bank

Primary contact:

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BBO Director for Eastern PA, NJ & DE
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215-287-3426 (cell)
Fax: 610-941-8438

Secondary contact:

William Smith
Senior Vice President
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Telephone: 267-671-1053
E-mail: william.smith@citizensbank.com
Fax: 267-751-1518

TD Bank

Primary contact:

William R. Carr
Assistant Vice President, Commercial Lending
TD Bank
One Commerce Square
2005 Market Street, 2nd Floor
Tel: 215-282-3870
E-mail: William.Carr@yesbank.com
Fax: 215-557-6209

Secondary contact:

Jane Pick
Commercial Lending
Commerce Bank
(Same address)
Tel: 215-282-4418
E-mail: Jane.Pick@yesbank.com
Fax: 215-557-6209

PNC Bank

Primary contact:

Marie Hansen
Vice President
Government Sponsored Lending
PNC Bank
8800 Tinicum Boulevard
Philadelphia, PA 19153
Telephone: 215-749-6578
E-mail: marie.hansen@pncbank.com
Fax: 215-749-8773

Secondary contact:

None as of June 26, 2009

United Bank of Philadelphia

Primary contact for referrals:

Jonathan Robinson
Relationship Manager
Mt. Airy Branch
1620 East Wadsworth Avenue
Philadelphia, PA
Telephone: 215-242-0500
Fax: 215-242-4073
E-mail: jrobinson@unitedbankofphiladelphia.com

Primary contact for program and underwriting:

Norman Greene
Corporate Office
Graham Building
30 S. 15th Street, Suite 1200
Philadelphia, PA 19102
Telephone: 215-351-4600 x 300
Fax: 215-567-1664
E-mail: ngreene@ubphila.com

Wachovia

Shelly Anthony
Vice President/Community Development Officer
123 South Broad Street
Philadelphia, PA 19109
Telephone: 215-670-4302
Fax: 215-670-4314
shelly.anthony@wachovia.com



There are lots of decisions involved in buying a home. One's easy: Choosing a Lender.

The decision to buy a home is one of the biggest you'll make in your lifetime. At Citizens Bank, we think you shouldn't have to go it alone. Our knowledgeable Mortgage Loan Officers are available to guide you every step of the way—from application to closing.

When you partner with Citizens Bank, you'll get —

- A proven track record of success that includes decades of helping customers fulfill their homeownership dreams.
- Access to a wide range of flexible programs.
- Relaxed credit guidelines that make it easier to qualify.
- Responsive service to keep you informed and answer your questions.

We're ready to move for you.

To learn more about our wide array of programs and to arrange for a free prequalification to help you determine how much you can afford, contact your Loan Officer today.

For more information, please call me today!



Yes, you can afford a home.

Your own home! It's the American Dream and one of the biggest investments you'll make in your lifetime. At Citizens Bank, we've partnered with the Delaware State Housing Authority (DSHA) to help make your dream of owning a home a reality. DSHA loans are available to Delaware residents. They can be used in conjunction with conventional programs. These fixed-rate loan programs offer –

- **Low Interest Rates.** Below-market rates can help make your monthly housing payment more affordable.
- **Low Downpayment.** You can finance up to 97% of the purchase price of the house. Plus, you can use up to 6% in seller concessions, depending on the program.
- **Downpayment Assistance.** DSHA also offers downpayment and closing assistance to eligible buyers who are unable to provide their own downpayments through the Assisted Loan program option, which provides a grant of 3% of the loan amount.
- **Flexible Underwriting.** More eligible buyers will qualify thanks to the underwriting flexibility available with the Fannie Mae My Community Mortgage.

Eligibility requirements:

To be eligible, you must –

- Be purchasing a principal residence in the state of Delaware.
- Meet household income or sales price restrictions. Speak with your Loan Officer to learn more.
- Be a first-time home buyer (or not have owned your primary home within the past three years) unless the property is in a Targeted Area.
- Complete an approved home buyer education course.

We're ready to move for you.

Delaware State Housing Authority affordable mortgages are just some of the many innovative home financing solutions offered by Citizens Bank. Count on us to keep you informed every step of the way, and of course, to close your loan on time – with no surprises!

For more information, contact me today!



You won't settle for just any home. So why settle for just any lender? Put an experienced Loan Officer to work for you.

The decision to buy a home is one of the biggest you'll make in your lifetime. At Citizens Bank, our knowledgeable Mortgage Loan Officers are available to guide you through the home financing process — from application to closing.

When you partner with Citizens Bank, you'll get —

- A proven track record of success that includes decades of helping customers fulfill their homeownership dreams.
- Access to a wide range of flexible programs.
- Responsive service to keep you informed and answer your questions every step of the way.

We're ready to move for you.

To learn more about our wide array of programs and to arrange for a free prequalification to help you determine how much you can afford, contact your Loan Officer today.

For more information, please call me today!



In real estate, experience counts. We couldn't agree more. Put an experienced Loan Officer to work for you.

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For more information, please call me today!



By acting now, your clients can get all the advantages of an FHA loan - at an even lower interest rate!

For a limited time, Citizens Bank is offering qualified home buyers in designated low-to-moderate income areas our Portfolio FHA Loan. This new program offers all the benefits of standard FHA loans - plus a lower interest rate! Refer your clients to a Citizens Bank Loan Officer to find out if they qualify for this 30-year fixed-rate financing.

Same great loan.

Qualified borrowers can borrow up to Standard FHA LTV/CLTV limits to buy a home with minimal out-of-pocket expenses. (And standard CLTV limits may be exceeded if your clients are using a HUD-approved funding source.) Like all FHA loans, the Citizens Bank Portfolio FHA loan offers -

- Up to 96.5% loan-to-value.
- A minimum borrower contribution of 3.5% toward downpayment (eligible gifts may apply).
- Gift funds from eligible sources - i.e., family, non-profits, etc.
- Seller contributions up to 6 percent of sales price.
- Lower interest rates to keep monthly payments down.
- Greater flexibility in qualifying than with conventional mortgages.
- No income limitations.
- Up to a 4-unit owner-occupied primary residence.
- Fixed interest rates.
- No prepayment penalties.
- Assumable by qualified borrowers.

I can evaluate your clients for eligibility for the Citizens Bank Portfolio FHA Loan. Call me today!



You want to own a home. We want to give you the keys.

Join us for a free Home Buyer Seminar to learn key strategies and tips for buying a home.

Think your dream of owning a home is out of reach? With today's low interest rates and the great selection of low-cost, low downpayment programs, you may be surprised to learn that homeownership is a definite possibility.

At Citizens Bank, we're here to help. Join our experienced financing professionals for a free seminar to learn more about the home buying process and to determine whether now is the right time for you to buy a home.

Topics covered include:

- Credit and budget
- Getting pre-approved for a mortgage
- Mortgage terms you should know
- Getting the best mortgage for you
- What to expect during the mortgage process

Date
Time
Location

Take an important step toward homeownership. Call me to register today!



Buying a home? Come get the keys.

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- Getting the best mortgage for you
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Take an important step toward homeownership.

HOME BUYER SEMINAR

Find your

fit

How do you want to manage your money?

Use free online banking

Write out checks for bills



fit checking

◀ 1 2 3 4 5 6 ▶

Continue ▶▶

Fit Checking Accounts

Circle Checking™

- Part of a Citizens Circle Banking package which includes - checking, savings and borrowing benefits - plus fee-free services - in one convenient package.
- No monthly fees with a \$5,000 monthly combined balance.
- Peace of mind with FDIC Insurance
- Special Offer: Enroll your first new checking account and we'll pay you 20 cents every time you pay without paper.

Apply now ▶▶

Circle Checking with Interest™

- Part of a Citizens Circle Banking package which includes - checking with interest, savings and borrowing benefits - plus fee free services - in one convenient package.
- No monthly fees with a \$7,500 monthly combined balance.
- Peace of mind with FDIC Insurance
- Special Offer: Enroll your first new checking account and we'll pay you 20 cents every time you pay without paper.

Apply now ▶▶

Circle Gold Checking with Interest™

- Part of a Citizens Circle Gold Banking package - our premier package with the highest level of banking benefits, including preferred rates, exclusive fee waivers, and priority phone service.
- No monthly fees with a \$20,000 monthly combined balance.
- Peace of mind with FDIC Insurance
- Special Offer: Enroll your first new checking account and we'll pay you 20 cents every time you pay without paper.

Apply now ▶▶

Green Checking®

- Free checking with no minimum balance requirements.
- Unlimited check writing.
- Peace of mind with FDIC Insurance
- Special Offer: Enroll your first new checking account and we'll pay you 20 cents every time you pay without paper.

Apply now ▶▶

Student Checking

- Free checking with no minimum balance requirements.
- Unlimited check writing.
- Student Banking with no minimum

Apply now ▶▶

Need more help? Let our [Product Selection Tool](#) help you, or learn more with our [Quick Compare Chart](#).

Overdraft Protection

Protect yourself from the hassle and expense of overdrafts with [Overdraft Protection](#) available with any Citizens Bank personal checking account. Choose from overdraft protection using your savings or money market account, or with a line of credit.

Steady Save

Saving enough to meet your goals? [Steady Save](#) makes it easy to get there. This free service automatically transfers funds from your checking to savings or money market. It's the fastest, easiest way to watch your money grow.

Switch Services

It's easy to move your account to Citizens with our [Switch Services](#), which help you switch your direct deposit, change automatic payments set up online banking bill payments, and close your old account.

Student Banking

We make it easy for students to manage their money with our Student Banking program. Free checking and savings accounts allow the option to link to your parent's accounts for easy monitoring and transferring of funds, or remain independent. We also offer a variety of federal and private student loans to meet your needs.

[Apply Now](#) to open a new Citizens Circle Banking package, or to upgrade your existing account please call the PhoneBank at 1-877-360-CIRCLE or visit your local [branch](#).

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- Contact us by Email
- Call the Citizens Bank PhoneBank:
1-877-360-CIRCLE
- Stop by your nearest Citizens Branch
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APPENDIX D: COMMUNITY REINVESTMENT GOALS

The applicant's annual Community Reinvestment goals should include information on the number of small business loans, home mortgages, home improvement loans, and community development investments to be made within low and moderate-income neighborhoods within the City of Philadelphia.

- 1) Attach a long-term strategic plan for expanding access to capital to minority owned, small and disadvantaged businesses which includes an overview of the financial institution's annual Community Reinvestment Goals as well as information on other types of community development investments. (i.e., Grants, Education, Public or related Commercial Development). Label the attachment Appendix E.
- 2) Provide the number of small business loans, home mortgages, home improvement loans, and community development investments to be made within low and moderate-income neighborhoods within the City of Philadelphia.

Type	2008 Goals	2008 Results	2009 Goals
Small Business Loans	200	259	150
Home Mortgages	300	398	250
Home Improvement Loans	800	959	700
Community Development Investments	10	10	7

If applicable, explain why 2008 results did not meet the stated goal or other significant comments related to the 2008 or 2009 goals.

N/A

- 3) Provide the actual number and dollars of small business loans, home mortgages, home improvement loans, and community development investments made in neighborhoods within the City of Philadelphia.

Calendar Year 2008

Number of Loans

Type	Low	Mod	Mid	Upp	Total
Residential Mortgage	176	437	232	18	863
Home Improvement	226	414	205	13	858
Small Business Loans	90	169	128	68	455
Community Development	3	3	0	2	8
Consumer Loans	867	488	382	378	2,115
Total:	1,362	1,511	947	479	4,299

Value of Loans (\$)

Type	Low	Mod	Mid	Upp	Total
Residential Mortgage	10,534	35,016	23,617	3,878	73,045
Home Improvement	4,060	9,303	6,859	641	20,863
Small Business Loans	8,879	18,098	9,680	7,468	44,125
Community Development	27,583	1,846	-	1,700	31,129
Consumer Loans	17,870	21,425	25,379	43,303	107,977
Total:	68,926	85,688	65,535	56,990	277,139

Federal - Community Reinvestment Act Rating

Outstanding as of July 16, 2006.

Attach the related disclosure documents as Appendix F.

APPENDIX E

Citizens Bank remains committed to serving the needs of the communities where the Bank conducts business with a particular focus on Philadelphia's low and moderate income neighborhoods. Citizens Bank's key community initiatives such as the Economic Empowerment Initiative, the Lucien E. Blackwell Construction Trades Apprentice Program, GPUAC Housing Foreclosure Prevention Initiative, the University City Neighborhood Improvement Program and the Philadelphia Business Builder Loan Program will be the primary vehicles through which flexible and responsive mortgage, consumer, small business and real estate development loans will be delivered to the citizens of Philadelphia. In addition, Citizens Bank will continue its support of the underserved neighborhoods with programs that provide business technical assistance, financial literacy, job creation and economic inclusion, anti predatory lending support and commercial corridor development.

2008 Community Development Investments

Comprehensive Service Program	\$ 250,000
Business Privilege Tax Credits	100,000
Community Development Program Support	333,330
Foundation Support	892,146
Education Improvement Tax Credit Program	

Total CD Investments

\$1,575,476