



Christopher T. Pierson  
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March 26, 2008

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OFFICE OF THE ATTORNEY GENERAL  
CCIS

Consumer Complaint Information Section (CCIS)  
Office of the Attorney General  
One Ashburton Place, 11th floor  
Boston, MA 02108-1698

Dear Sir or Madam:

I am writing on behalf of Citizens Financial Group, Inc. ("Citizens") to notify the Massachusetts Office of the Attorney General of a recent security incident involving Massachusetts residents. On March 7, 2008, Citizens discovered that a bag used for the transit of checks and deposited items was missing. The bag contained customer and non-customer names, addresses and account numbers. Immediately upon discovering that the bag was missing, Citizens began searching for the bag and attempted to recreate the bag contents. Citizens has been unable to locate the bag or its contents and has contacted the Waltham Police Department and Massachusetts State Police regarding this matter. We have reviewed our deposit intake and transit procedures to minimize the possibility of future incidents.

At this time, our investigation into the incident indicates that 450 of the affected Citizens customers reside in Massachusetts. To our knowledge, none of the affected Massachusetts residents have experienced identity theft as a result of the incident.

In accordance with the federal bank regulatory agencies' Interagency Guidance on Response Programs for Unauthorized Access to Customer Information and Customer Notice, Citizens has begun notifying affected customers by a telephone call followed by a personal letter. The letter to affected customers includes information on preventing identity theft, a telephone number customers may call to obtain further information on the incident, and offers one year of free credit monitoring.

Sincerely,

Christopher T. Pierson  
Chief Privacy Officer, Senior Vice President