

UNITED STATES OF AMERICA
CONSUMER FINANCIAL PROTECTION BUREAU

ADMINISTRATIVE PROCEEDING
File No. 2015-CFPB-0020

In the Matter of:
RBS CITIZENS FINANCIAL GROUP, INC,
(N/K/A Citizens Financial Group, Inc.), RBS
CITIZENS, N.A. (N/K/A CITIZENS BANK,
N.A.), and CITIZENS BANK OF
PENNSYLVANIA

ORDER TERMINATING
THE CONSENT ORDER

With the consent of Citizens Bank, N.A. and Citizens Bank of Pennsylvania (collectively, Citizens Financial Group, Inc.), by and through its Boards of Directors, the Consumer Financial Protection Bureau (Bureau) issued a Consent Order on August 11, 2015 for violations of 12 U.S.C. 5531 and 5536 in connection with its deposit processing practices.

To this date, Citizens Financial Group, Inc. (CFG) has fulfilled its obligations under the Consent Order, including, among other things, providing not less than \$11 million in redress to approximately to affected consumers. CFG also paid a civil money penalty of \$7.5 million. In addition, CFG developed a compliance plan and enhanced its governance structures, policies, procedures, training, and other compliance management system elements specific to deposit discrepancies in accordance with the Consent Order.

Accordingly, under Paragraph 78 of the Consent Order the Bureau directs that the Consent Order be, and it hereby is, **TERMINATED** this 10th day of October 2017.


Richard Cordray
Director
Consumer Financial Protection Bureau