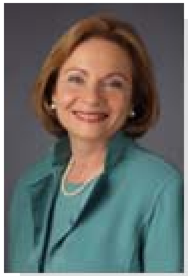
RBS Americas

Presentation to Citigroup Investors

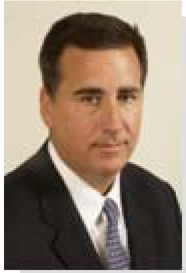
Ellen Alemany | John Fawcett | Bob McKillip

16th March 2009



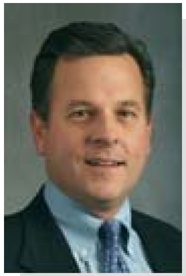
Introduction: Citizens Financial Group Overview

Ellen Alemany
Chairman and Chief Executive Officer, Citizens Financial Group, Inc. and RBS Americas



Citizens Financial Group Financials

John Fawcett
Chief Financial Officer, Citizens Financial Group, Inc. and RBS Americas



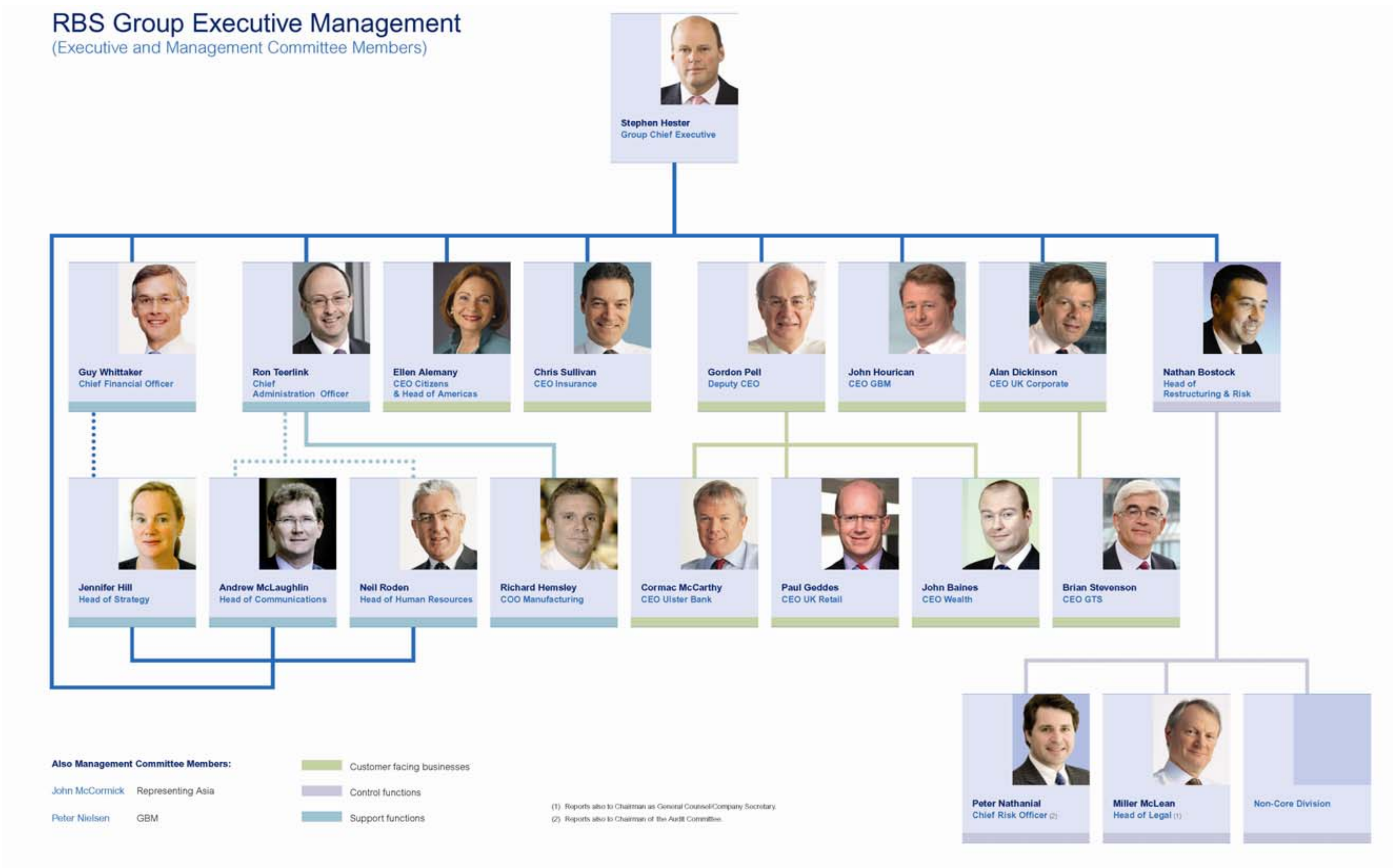
Global Banking and Markets Overview

Bob McKillip
Interim Co-Head of GBM Americas
Head of North America Corporate Coverage & Advisory

Ellen Alemany

Chairman and Chief Executive Officer, Citizens Financial Group, Inc. and RBS Americas

Revised group structure



Citizens Financial Group

Retail

Consumer & Business Banking
- Branch Banking
- Business Banking
- Debit Cards
- Investments
- Wealth Management
- Kroger Personal Finance

Consumer Finance
- Mortgage
- Home Equity
- Cards
- Indirect Auto
- Student Loan

Commercial

Commercial Markets
- Commercial Lending
- Government Banking
- Mid Corporate

Commercial Finance
- ABL
- RBS Business Capital
- Dealer Finance

Commercial Real Estate

Global Markets
- Foreign Exchange
- Derivatives

GTS

RBS Lynk

Cash Management

Infrastructure

Manufacturing

Property

Facilities

Citizens

Focus on retail and commercial customer relationships in core footprint

Retention Rationale

- Strong franchise and attractive portfolio in core markets
- Meets the Group strategic tests over cycle
- Improves Group funding ratios
- Improves Group geographic balance and opportunities
- Sale would be destructive of value and capital

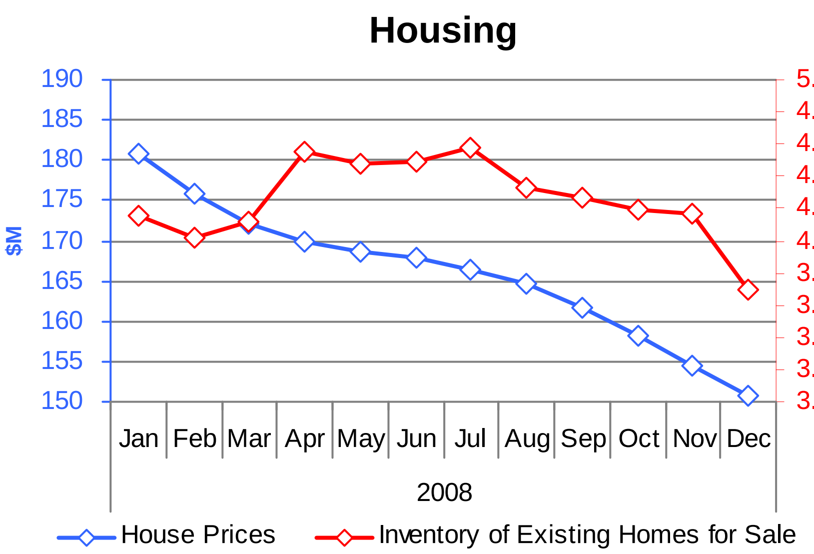
Planned actions

- Exit most activities outside core thirteen state "footprint"
- Cost restructuring in order to re-invest in the core franchise (incl technology and marketing spend)
- Improved cross-sell to in-footprint customers
- Resize risk portfolios
- Revitalise retail (sales, technology, deposits)

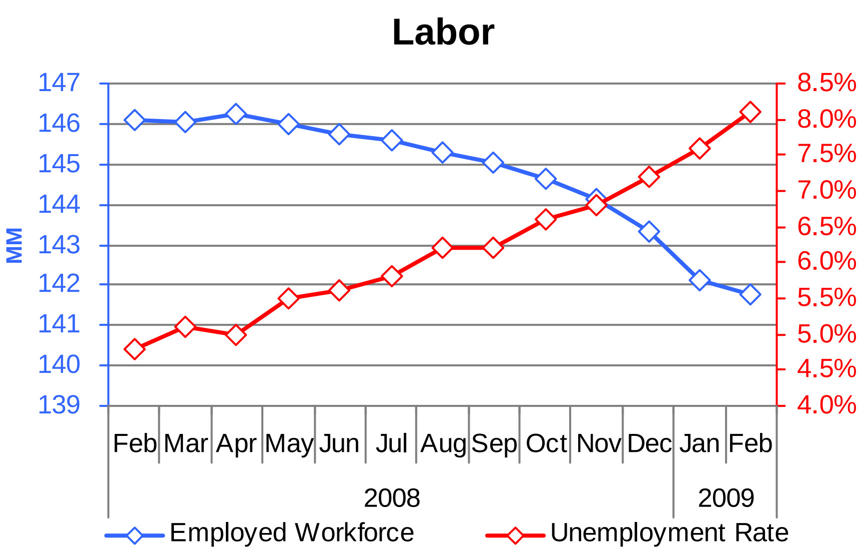
Goals

- Top 5 in the markets we serve
- Disciplined use of balance sheet:
  - 1:1 ratio loans/deposits
  - Retain below average risk profile
- 15%+ ROE
- Greater organic growth
- Increase connectivity with rest of Group

"… worst housing and financial crisis since the Great Depression." – *July 2008 UBS Fixed Income & FX Research*



- One in five homeowners was distressed at the end of 2008
- Dec house prices were 18.5% off YOY, the biggest drop in the 21-year history of the data.
- Nationally, 7% of all mortgages were delinquent; 20% of Sub-prime mortgages were delinquent
- A 15% drop in January median resale price from a year earlier was the most since records began in 1968
- US foreclosure filings exceeded 250,000 for the 10th straight month in January

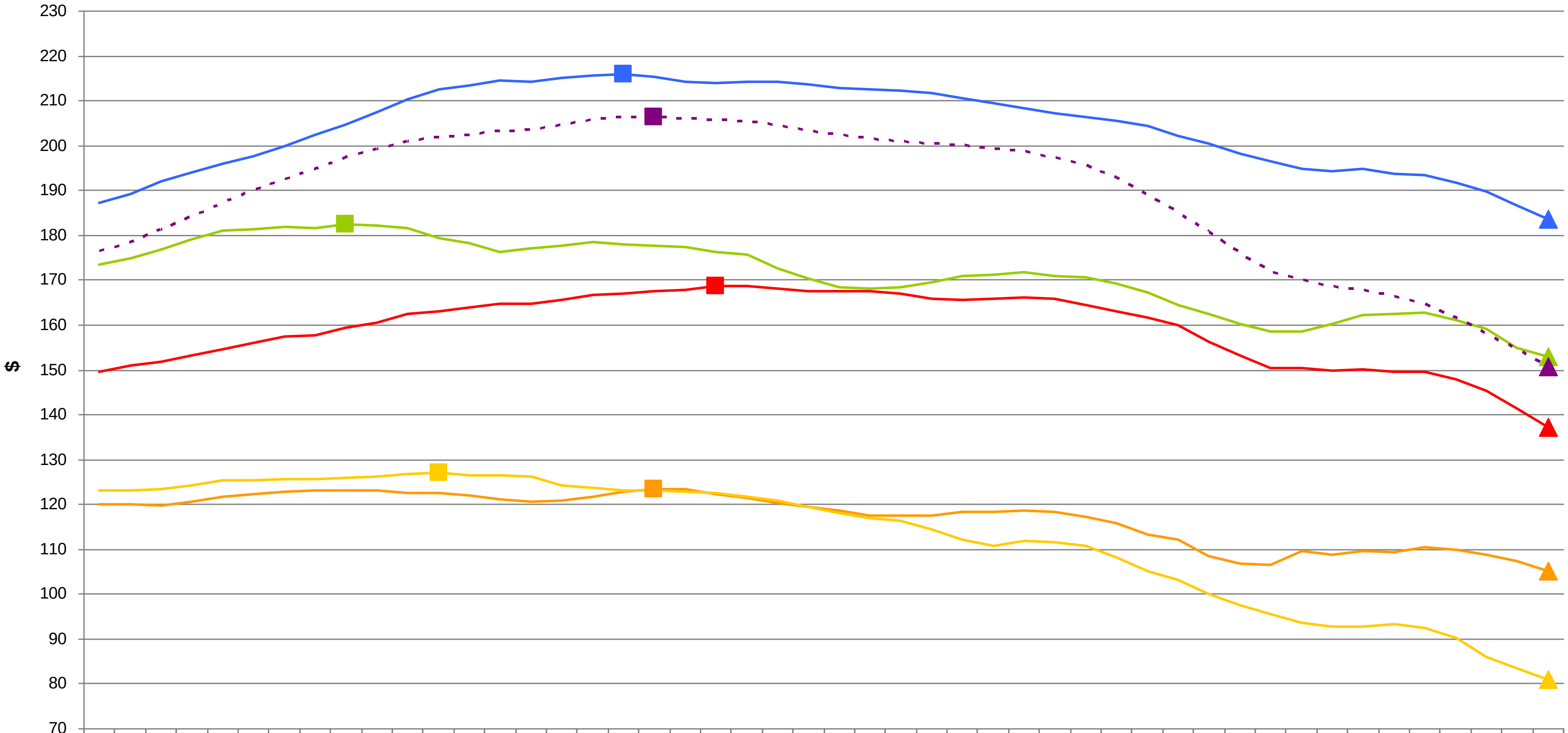


- The US unemployment rate jumped in February to 8.1%, the highest level in more than a quarter century
- The US shed 651,000 jobs in February – the deepest job losses in 60 years
- The number of unemployed Americans is 12.5MM, up 68% YOY (vs Feb 08)
- Since the recession began in Dec 2007, 4.4MM jobs have been lost in the US – 2.6MM in 2008

Source: Bloomberg, Case-Shiller, National Association of Realtors, and US Bureau of Labor Statistics

Our Footprint in the Case-Shiller 20 Index

as of Dec 2008



2005

	01	02	03	04	05	06	07	08	09	10	11	12
Boston	173	175	177	179	181	181	182	182	182	182	182	179
New York	187	189	192	194	196	198	200	202	205	208	210	213
Cleveland	120	120	120	121	122	122	123	123	123	123	123	123
Chicago	150	151	152	153	155	156	157	158	159	160	162	163
Detroit	123	123	123	124	125	125	126	126	126	126	127	127
Case-Shiller 20	176	179	181	184	187	190	193	195	197	199	201	202

2006

	01	02	03	04	05	06	07	08	09	10	11	12
Boston	178	176	177	178	179	178	178	177	176	176	173	170
New York	214	214	214	215	216	216	215	214	214	214	214	214
Cleveland	122	121	121	121	122	123	123	123	122	121	120	120
Chicago	164	165	165	166	167	167	168	168	169	169	168	168
Detroit	127	126	126	124	124	123	123	123	123	122	121	120
Case-Shiller 20	202	203	204	205	206	206	207	206	206	205	205	203

2007

	01	02	03	04	05	06	07	08	09	10	11	12
Boston	168	168	169	170	171	171	172	171	171	169	167	165
New York	213	213	212	212	211	209	208	207	206	206	204	202
Cleveland	119	118	118	118	118	118	119	118	117	116	113	112
Chicago	168	167	167	166	166	166	166	166	164	163	162	160
Detroit	118	117	116	114	112	111	112	112	111	108	105	103
Case-Shiller 20	202	202	201	201	200	199	199	197	196	193	189	185

2008

	01	02	03	04	05	06	07	08	09	10	11	12	DFP	D1Y
Boston	163	160	159	159	160	162	163	163	161	159	155	153	-16%	-7%
New York	200	198	197	195	194	195	194	193	192	190	187	184	-15%	-9%
Cleveland	108	107	106	110	109	110	109	111	110	109	107	105	-15%	-6%
Chicago	156	153	150	150	150	150	150	149	148	145	141	137	-19%	-14%
Detroit	100	98	96	94	93	93	93	92	90	86	83	81	-36%	-22%
Case-Shiller 20	181	176	172	170	169	168	166	165	162	158	155	151	-27%	-19%

Sep 2005 — Sep 2006

■ high in range
▲ low in range
DFP = decline from peak
D1Y = decline from one year ago

The Case-Shiller 20 Index is comprised of the following cities: Atlanta, Boston, Charlotte, Chicago, Cleveland, Dallas, Denver, Detroit, Las Vegas, Los Angeles, Miami, Minneapolis, New York, Phoenix, Portland, San Diego, San Francisco, Seattle, Tampa, & Washington DC

Strategic Objectives

"Servicing important relationships in our footprint"

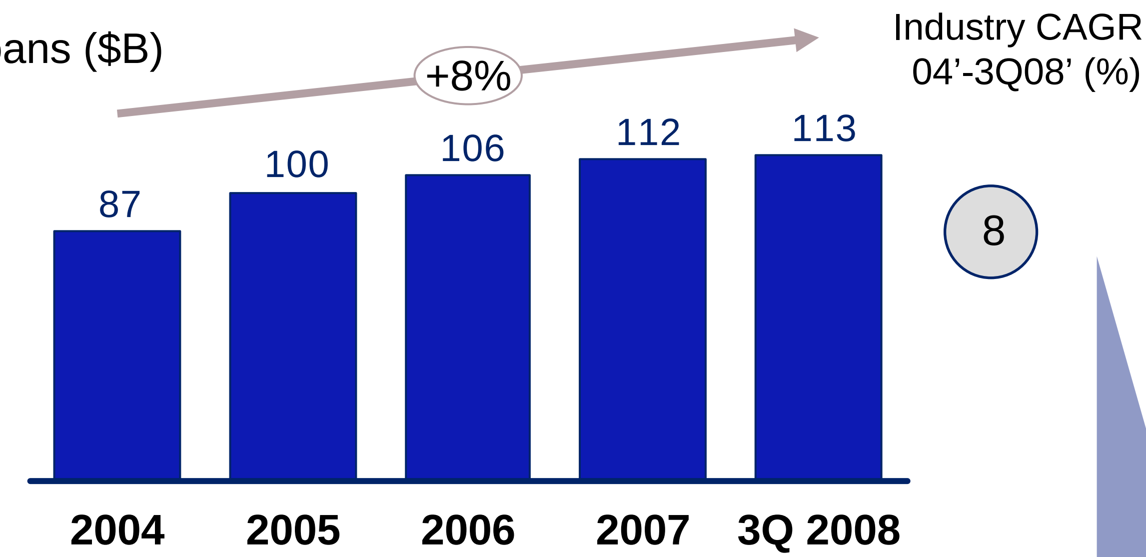
- **Top Regional Bank**
- **In Footprint**
- **Relationship Connectivity**
  - Wallet
  - Values relationship
  - Lead Operating Bank
  - Increase # of products we sell
- **Disciplined use of capital and balance sheet**
  - Hurdles by Business
  - Hurdles by Product
  - Hurdles by Customer

Where we want to be

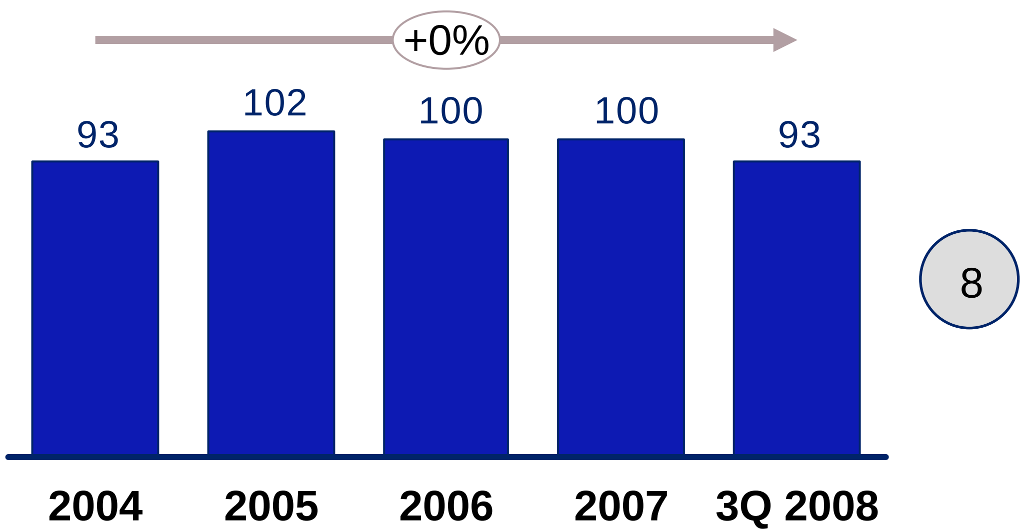
- **Long-term performance targets**
  - Normal period growth: 4%
  - ROE: 15% → 18%
  - Loans/deposits: 1:1 or better
- **Top regional bank**
- **Maintain community delivery model**
- **Focus on customer relationships**
- **Reinvestment business**
- **Organic growth**
- **Leverage RBS**

Where we are and how we got here

Loans ($B)



Deposits ($B)



- Pre-2004 Citizens grew primarily through acquisitions
  - 28 acquisitions from 1983 to 2004
  - Latest major acquisition was Charter One Financial in 2004
- Since then, Citizens has tracked industry asset growth through:
  - Focus and growth in commercial business and out of footprint
  - Acquisition of third party portfolios
- Underinvestment in franchise, (e.g., marketing technology), resulted in lower deposit growth compared to industry

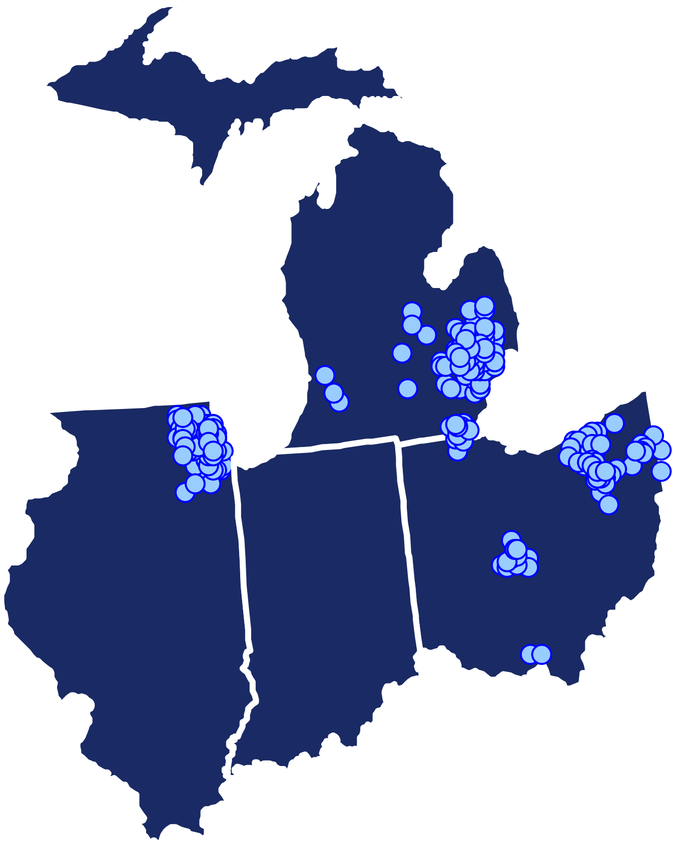
Source: SNL data

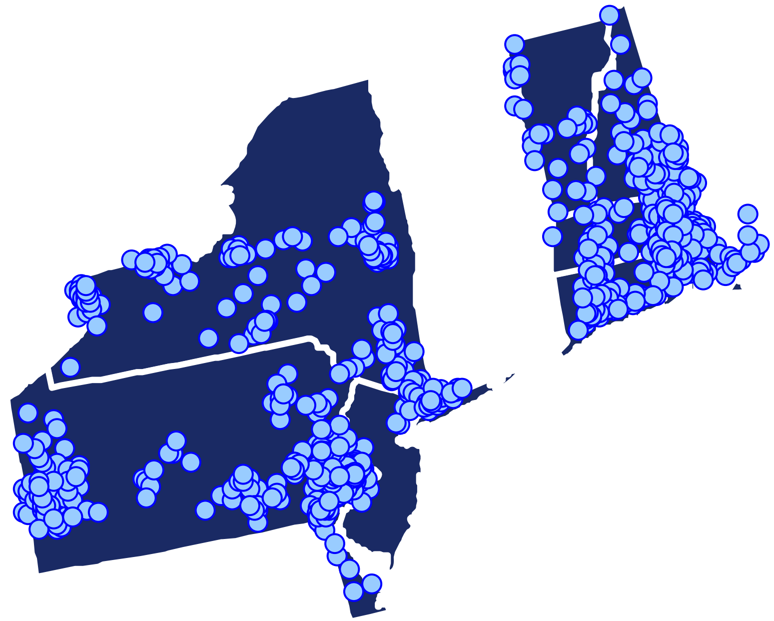
RBS The Royal Bank of Scotland Group

Citizens Financial Group, Inc.

A thirteen state franchise punctuated by distinctly different penetration

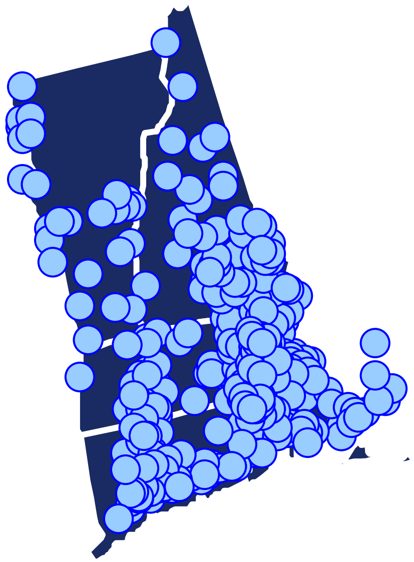
Citizens Financial Group





Business Metrics

	2008	2007	YOY%
Total Households	3.4MM	3.4MM	(0.1%)
# Accts Retail Checking	3.5MM	3.4MM	2.7%
# Accts Small Business Checking	456,000	436,000	4.6%
# Accts Credit Card	1.4MM	1.7MM	(15.6%)
Residential Lending Portfolio	$ 50.1B	$ 54.2B	(7.5%)
Commercial Loan Portfolio	$ 39.6B	$ 35.2B	12.4%
# of Branches	1,567	1,562	0.3%



	Population (MM)	Branches	Deposit Rank
Massachusetts	6.5	258	2nd
Rhode Island	1.1	77	1st
Connecticut	3.6	51	8th
New Hampshire	1.3	78	1st
Vermont	0.6	24	4th
Total	**13.1**	**488**	**2nd**

Competition

- ✓ Bank of America
- Sovereign (Santander)
- ✓ TD Banknorth

✓ *Indicates they are in various stages of significant integration challenges*

- Well situated, top tier franchise in terms of deposits and branch share (13% and 11% respectively)
- Competitive advantage in customer loyalty and deposit pricing power in markets with greater branch density
- In Commercial Markets, Citizens is a strong player with substantial government business ($13b in deposits) and is the 2nd largest player with a market share of 31% in participations

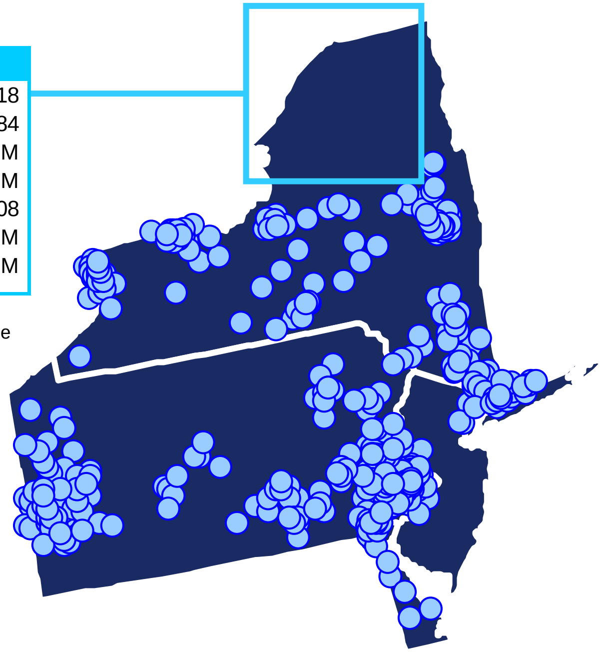
RBS
The Royal Bank of Scotland Group

Citizens Financial Group, Inc.

Mid-Atlantic

Adirondack Disposition	
Branches	18
Colleagues	84
Deposits**	$574MM
Loans**	$112MM
Closing Date	Nov 7, 2008
Sales price	$72.5MM
Pre-tax gain	$62.5MM

** Based on Oct. 31st closing schedules. Actual conversion less due to amortization/attrition of accounts



	Population (MM)	Branches	Deposit Rank
Pennsylvania	12.6	403	3rd
Delaware	0.9	26	6th
New York	19.6	224	13th
New Jersey	8.9	15	45th
Total	**42.0**	**668**	**7th***

*excludes New Jersey

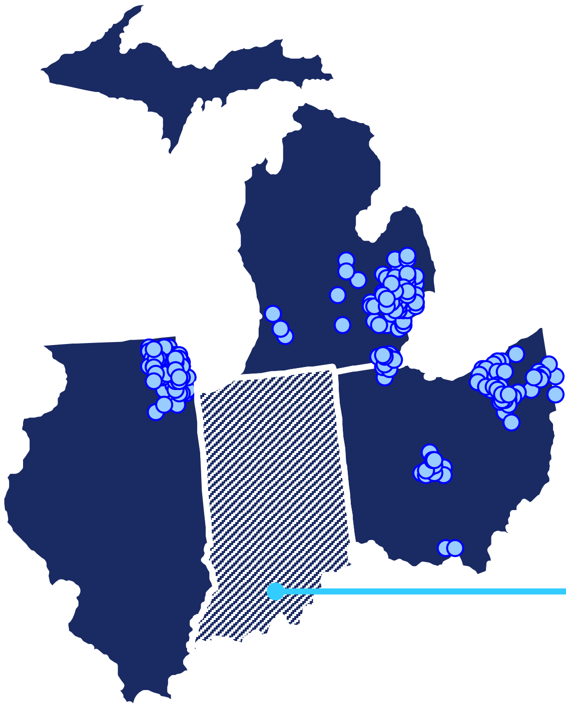
Competition

- ✓ JPMorgan Chase
- ✓ Wachovia (Wells Fargo)
- ✓ PNC Financial

✓ *Indicates they are in various stages of significant integration challenges*

- Well situated franchise in terms of branch share (6%) but lags in deposit share (3%)
- Similar high customer satisfaction scores as in New England
- In Commercial Markets, Citizens is the 5th largest player with 9% market share in participations

Midwest



Indiana Disposition

Branches*	65
Colleagues	359
Deposits	$379MM
Loans	$16MM
Target Closing Date	3/20/2009
Sales price	$15MM (est)
Pre-tax gain	$5MM (est)

* 59 branches are in-store

	Population (MM)	Branches	Deposit Rank
Illinois	13.2	126	9th
Ohio	11.6	158	8th
Michigan	10.3	119	9th
~~Indiana~~	~~6.5~~	~~65~~	~~40th~~
Total	**41.6**	**468**	**10th**

Competition

- ✓ JPMorgan Chase
- ✓ Bank of America (LaSalle)
- ✓ National City
- Fifth Third
- KeyCorp
- Harris (Bank of Montreal)

✓ *Indicates they are in various stages of significant integration challenges*

- Sub-scale player with only 3% branch share and 2% deposit share, however is a top 5 player in the Northeast Ohio market
- Low customer satisfaction and loyalty scores
- In Commercial Markets, Citizens is also sub-scale as the 14th largest player, with a market share of 3% in participations
- Profitability of both Consumer and Commercial businesses lags those of New England and the Mid-Atlantic
- An important source of deposits relationships

Strategic Priorities

- **Drive material efficiency saves through automation**
- **Straight through processing**
- **Offshoring**
- **Property consolidation**
- **Leveraging the power of the Group's overall purchasing spend**

Key Investment Initiatives

- **Upgrade our systems capabilities to support future income growth and efficiency saves.**
- **Branch Automation:**
  - Enabled with image capture technology
  - Creating significant efficiencies
  - Image signature verification
  - Enhance our customer identification controls
  - Provide our colleagues with improved customer data
  - Strategic platform for future growth and improved speed to market
- **Commercial Lending Platform**
  - Provide straight through processing and a single view of the customer
  - Streamline credit assessments
  - Functionality to compete for syndication, agented and multi-currency deals, and commercial real estate construction loans.
  - Improve data integrity
  - Increase sales productivity
  - Standardize reports and streamline the process

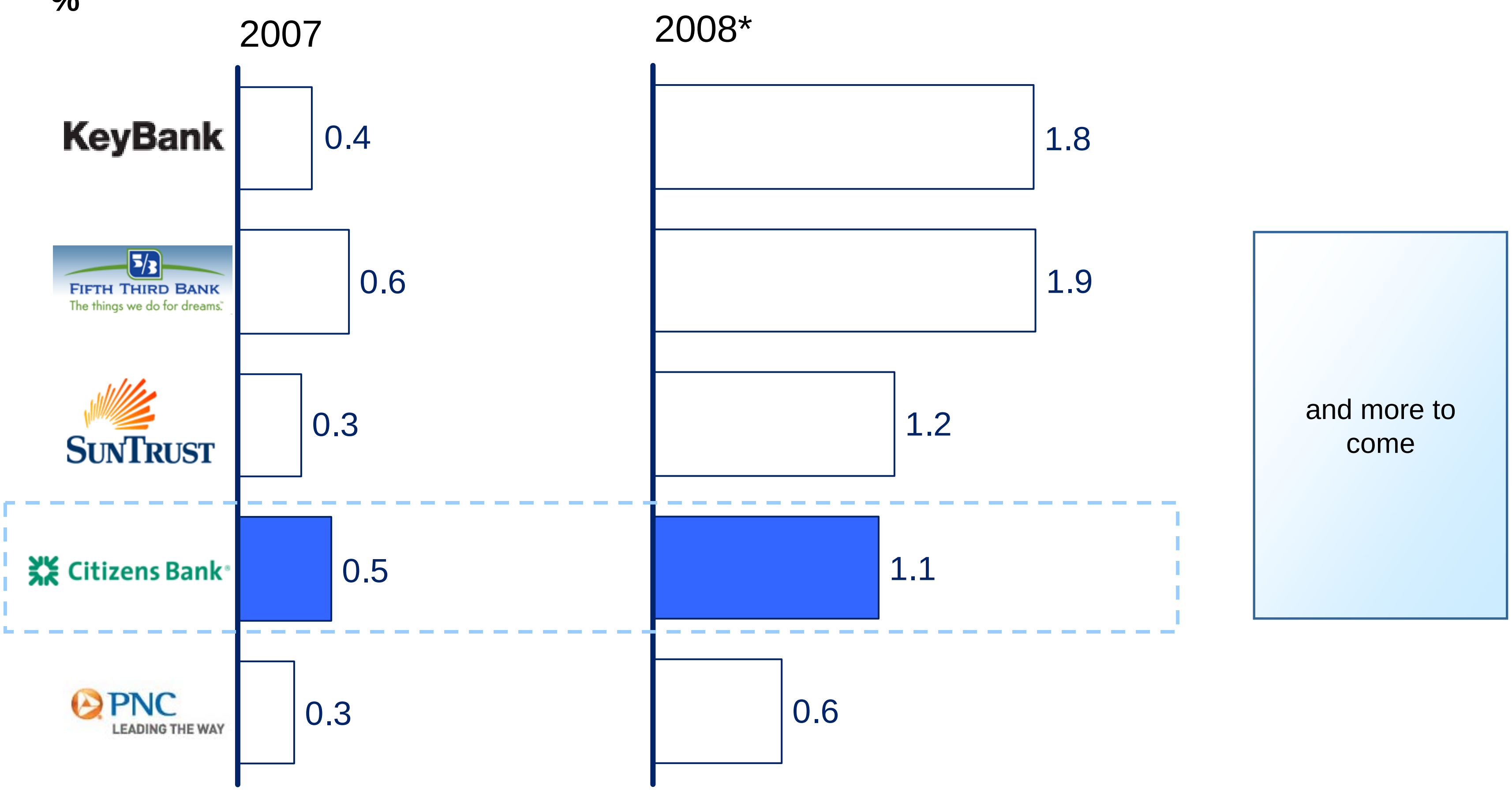
We have tightened underwriting standards

Revisions in credit / underwriting criteria – Throughout the course of 2008 the vast majority of credit policy changes and adjustments were focused on tightening credit standards and providing more explicit guidance with regard to credit stewardship and collections.

- A general retreat to footprint states
- A state level LTV U/W matrix that caps on house price movements & economic conditions
- Increased credit score cutoffs across all portfolios
- Tightening of all Indirect Automobile lending requirements [LTV, Term, FICO]; exited 17 states
- Exited higher risk channels [Direct Mail] and high risk businesses [RV & Marine]
- Significant investment in Collections, Loss Mitigation and Recovery resource & capability
- Internet pulled back to in-footprint only

Citizens' loss rates are low relative to peers, however they are likely to increase in the next 12 months, similar to rest of the industry

Net charge-off to loans ratio*
%

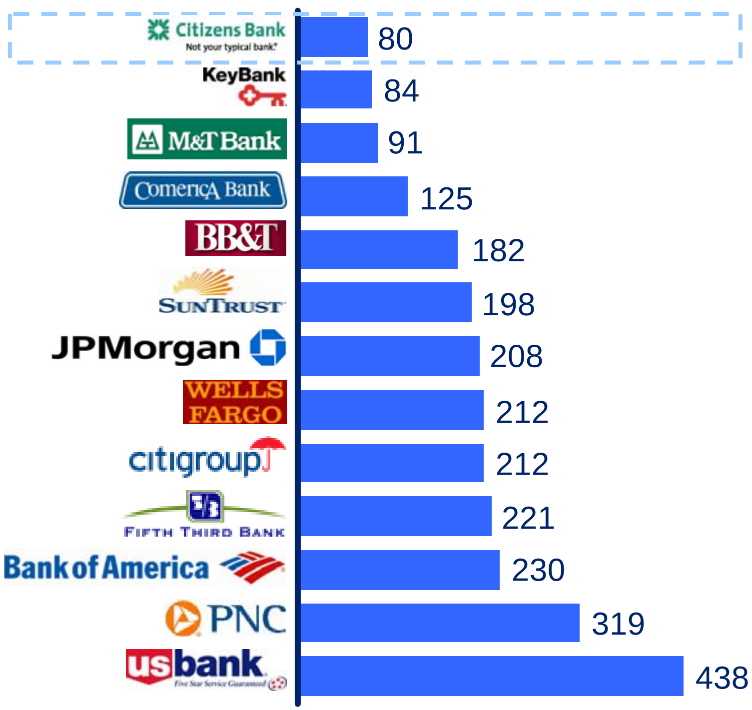


* *Actual data for 2008 Q1-Q3, forecast for Q4*
Source: *SNL Financial; McKinsey research; team analysis*

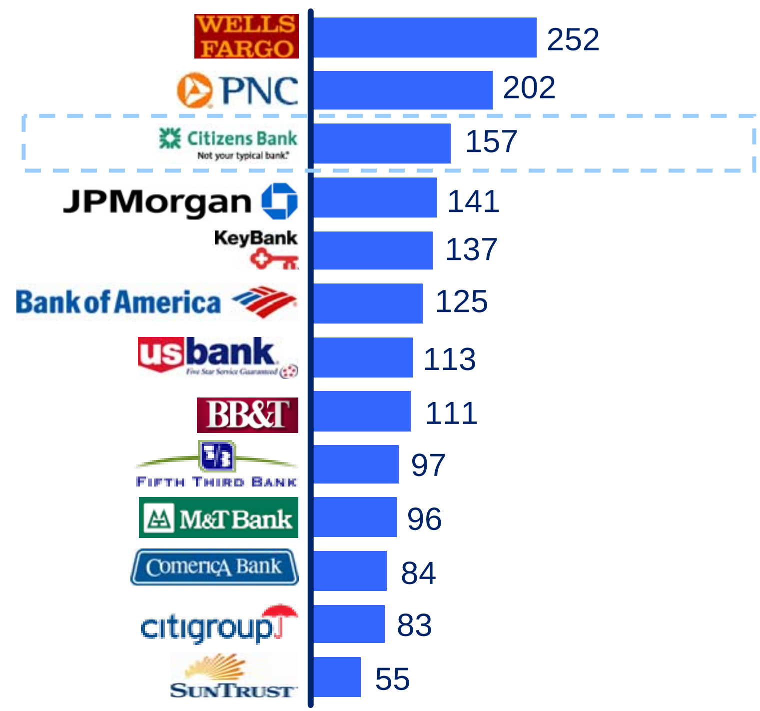
Our NPLs have increased significantly less than most other banks …

. . . And we have been more conservative with our provisions

% Change in NPL*



% Coverage ratio**



** Increase in cumulative 2008 NPLs versus cumulative 2007 NPLs*
*** Ratio of Q4 2008 reserves to Q4 2008 NPLs*
Source: SNL Financial; team analysis

Marketing Programs and Promotions

fuelperks!®

greensense™

Home Buyer Savings™

fit℠

College Saver™

Spring Ahead event

The Great Start Sale

John Fawcett

Chief Financial Officer, Citizens Financial Group, Inc. and RBS Americas

Total CFG 2008 P&L

Citizens Financial Group

IFRS - $MM	US Retail & Commercial Banking	GTS	Manufacturing	Central Items	Total CFG
Total Revenue	**5,578**	**525**	**(1)**	**0**	**6,102**
Staff Expense	(1,250)	(108)	(188)	(35)	(1,581)
Other Operating Expense	(762)	(153)	(648)	(46)	(1,610)
Total Expenses	**(2,012)**	**(261)**	**(836)**	**(82)**	**(3,191)**
Operating Profit Pre Impairment	**3,566**	**263**	**(837)**	**(81)**	**2,911**
Provision/Impairment	(1,929)	(4)	-	-	(1,933)
Pretax income	**$ 1,637**	**$ 260**	**$ (837)**	**$ (81)**	**$ 978**
Assets: ($B)					
Average Loans (and leases incl LHFS)	113.3	0.1	0.0	0.0	113.4
Customer Funds (deposits/repos)	97.3	6.7	0.0	0.0	103.9
Headcount:					
FTE (Dec)	17,634	1,445	3,278	90	22,446

Financial Overview

US Retail & Commercial Banking

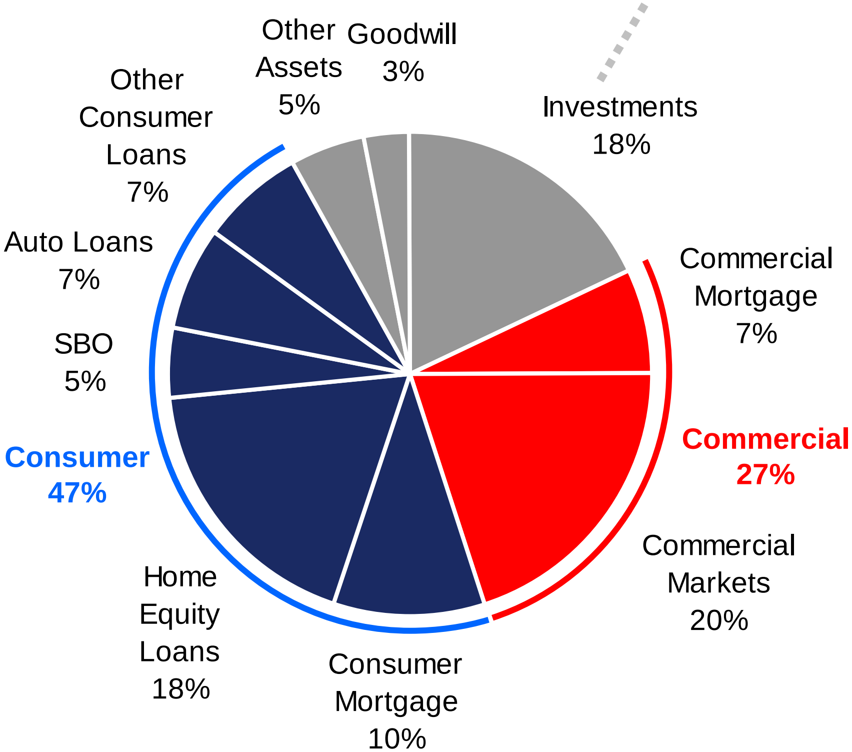
$M

	2008	2007
Total Revenue	**5,578**	**5,564**
Staff Expense	1,250	1,197
Other Operating Expense	762	728
Total Direct Expense	**2,012**	**1,925**
Operating Profit pre impairment	3,566	3,639
Impairment Losses - Core	1,337	351
Impairment Losses - SBO	592	329
Operating Profit	**1,637**	**2,959**
Allocation of Mfg Costs	665	672
Operating Profit before extraordinary items	**972**	**2,287**
(Spot)		
EOP Loans & Leases	113.0	114.2
EOP Deposits	94.3	105.8

- Revenues essentially flat with a nominal increase in Net Interest Income somewhat offset by a reduction in Fee Income
- Expenses up nominally – driven by increased collection costs and the build out of Commercial Banking
- Impairment cost increased dramatically in both core and SBO portfolios
- Fall off in deposits almost exclusively in term retail deposit CD's

2008 FY EOP Asset Distribution

$152B



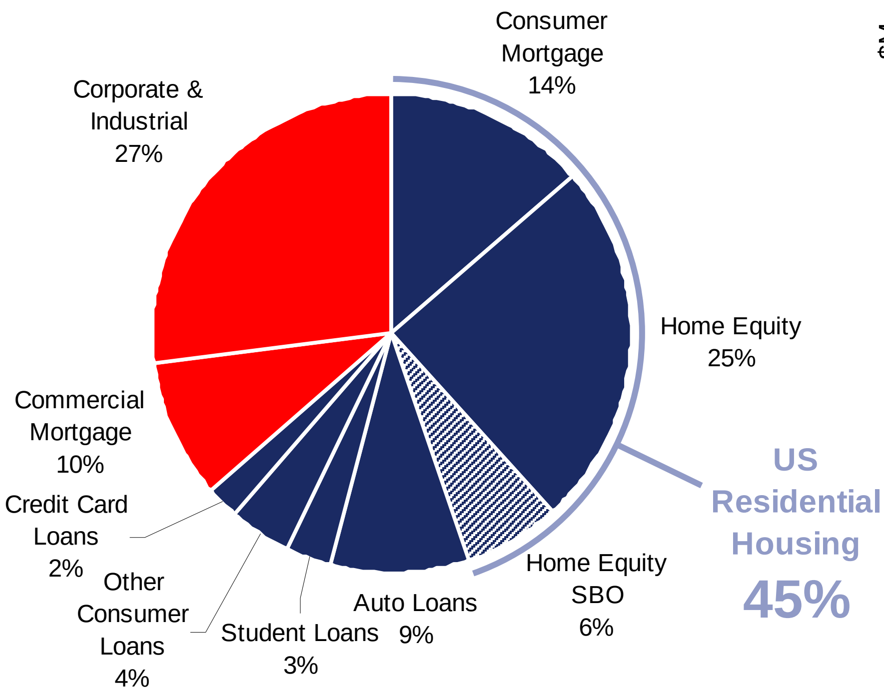
Investment Portfolio

$MM	EOP	
	Dec-08	Dec-07
US Treasury Securities	84	90
US Govt Agencies	14,179	16,226
Municipal Bonds-Notes	125	122
Other Bond/Notes	1,666	1,886
Mortgage Passthru Cert	11,182	8,979
US Banking Investments IFRS	**27,235**	**27,303**

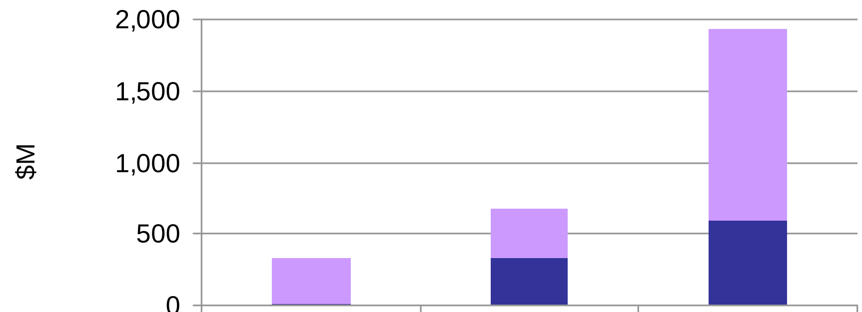
- Portfolio substantially invested in Agency and GSE
- Remaining material asset class are RMBS private label and CMBS
  - Majority of RMBS private label is seasoned and backed by Prime collateral (no exposure to Sub-Prime or option ARMs)
  - Half of the holdings are 15-yr pass-throughs with low LTVs.
  - All positions were AAA-rated at issuance and are all at the top of the capital structure.
  - CMBS primarily “super senior” A2 class bonds with original maturities of 5 years and credit support of 30%.

2008 FY EOP Loans

$113B

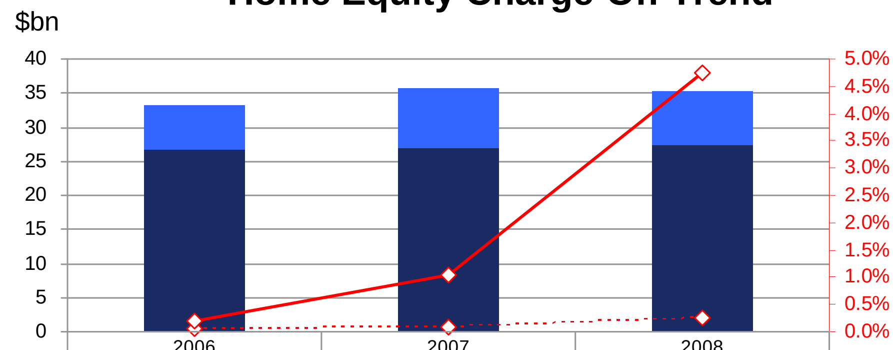


Impairment Trend



	2006	2007	2008
Non-SBO	320.2	351.3	1,337.6
SBO	12.1	328.6	591.6
Total	332.3	679.8	1,929.3

Home Equity Charge-Off Trend



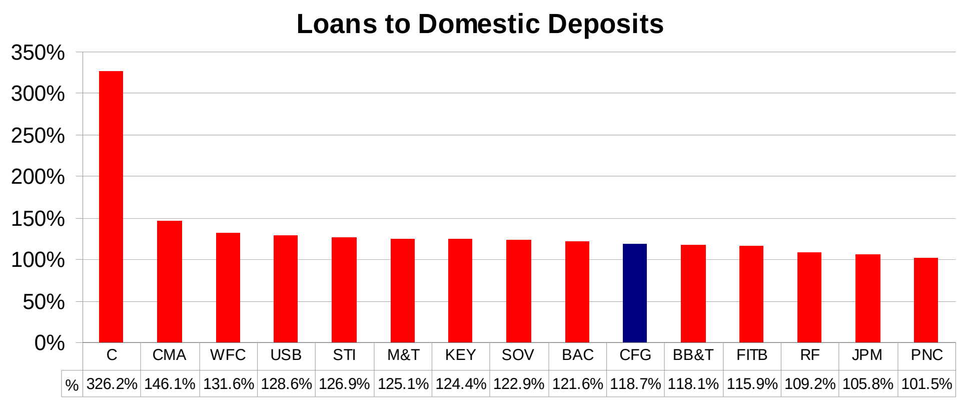
	2006	2007	2008
O/S Bal - SBO	6.5	8.7	7.7
O/S Bal - Non-SBO Home Equity	26.8	26.9	27.4
Charge-Offs - SBO	0.19%	1.03%	4.75%
Charge-Offs - Non-SBO Home Equity	0.06%	0.09%	0.25%

RBS The Royal Bank of Scotland Group

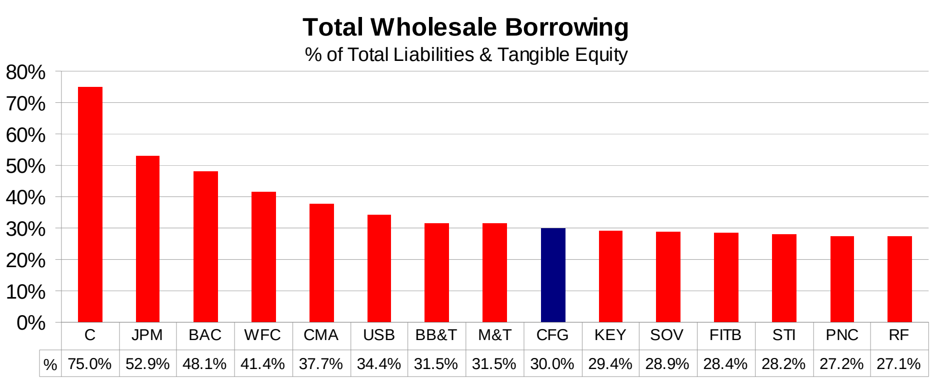
Citizens Financial Group, Inc.

Citizens Peer Group Analysis (Funding Composition)

As of 12/31/08



- Loans to deposits are calculated by dividing net loans and leases by domestic deposits, excluding broker deposits.
- CFG is well below the mean and median of the peer group (134.8% and 122.9%, respectively.)



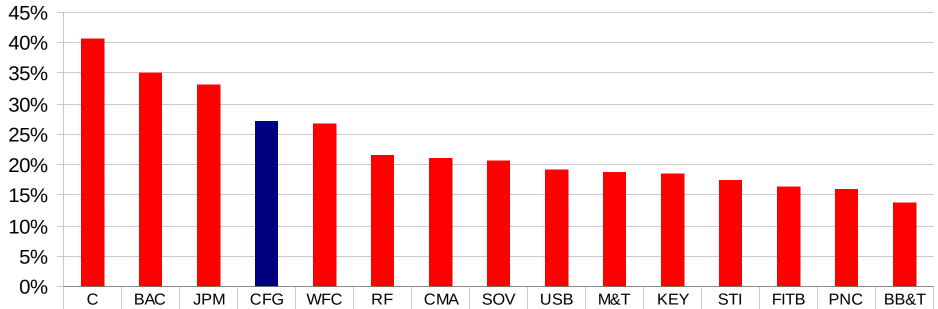
- Wholesale funds includes all secured and unsecured borrowings as well as brokered deposits.
- CFG is in the second quartile of the group; this is largely due a high level of equity in conjunction with strong domestic deposit levels.
- It should be noted that the groupings in the lower two quartiles are quite close.

Citizens Peer Group Analysis (Funding Composition)

As of 12/31/08

Secured Borrowings

% of Total Liabilities &Tangible Equity

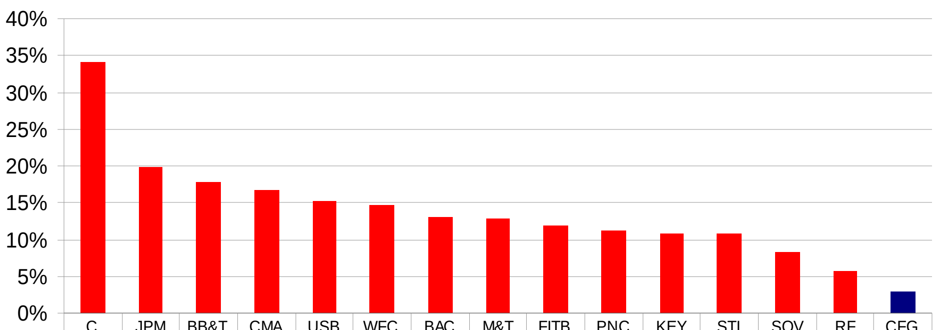


	C	BAC	JPM	CFG	WFC	RF	CMA	SOV	USB	M&T	KEY	STI	FITB	PNC	BB&T
%	40.8%	35.2%	33.1%	27.2%	26.6%	21.4%	21.0%	20.7%	19.1%	18.7%	18.6%	17.4%	16.4%	16.0%	13.8%

- Secured borrowings include repos, trading liabilities, FHLB advances and other borrowings (which would include DW, TAF and other government facilities.)
- CFG is at the higher end of this measure due to a high percentage of pledgeable assets.
- This allows CFG to access a more cost effective and reliable source of funds in a period of extreme stress.

Unsecured Borrowings

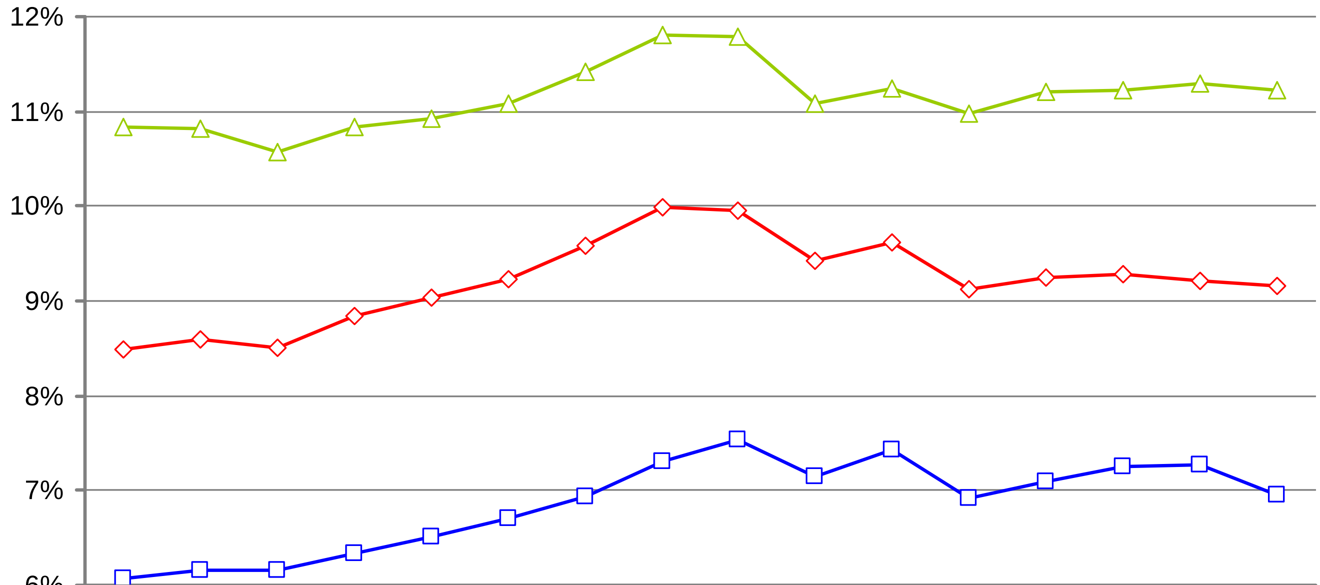
% of Total Liabilities & Tangible Equity



	C	JPM	BB&T	CMA	USB	WFC	BAC	M&T	FITB	PNC	KEY	STI	SOV	RF	CFG
%	34.2%	19.8%	17.7%	16.7%	15.3%	14.8%	12.9%	12.8%	11.9%	11.2%	10.8%	10.8%	8.2%	5.7%	2.9%

- Unsecured borrowings include Fed Funds purchased, CP, brokered and foreign deposits, and subordinated debt/convertible securities.
- CFG's highly pledgeable assets and access to secured borrowings place us at the bottom of the peer group for unsecured borrowings.

CFG Ratio Summary March 2005 - December 2008



	2005				2006				2007				2008			
	Mar	Jun	Sep	Dec	Mar	Jun	Sep	Dec	Mar	Jun	Sep	Dec	Mar	Jun	Sep	Dec
Total Leverage Ratio	6.07%	6.15%	6.15%	6.33%	6.52%	6.70%	6.93%	7.30%	7.53%	7.15%	7.43%	6.91%	7.10%	7.26%	7.27%	6.96%
Total Tier 1 Ratio	8.49%	8.60%	8.50%	8.85%	9.03%	9.23%	9.59%	9.98%	9.96%	9.43%	9.62%	9.13%	9.24%	9.29%	9.22%	9.16%
Total Capital Ratio	10.83%	10.81%	10.57%	10.83%	10.92%	11.08%	11.42%	11.80%	11.78%	11.09%	11.24%	10.97%	11.21%	11.23%	11.30%	11.22%

Well Capitalized Minimums	Dec 2008	
10.0%	11.22%	↑+122
6.0%	9.16%	↑+316
5.0%	6.96%	↑+196

Note: CFG holding Company on a BASEL 1 basis, entire legal entity including RBS WorldPay, as well as the banks

Ellen Alemany

Chairman and Chief Executive Officer, Citizens Financial Group, Inc. and RBS Americas

Recap

- We have a strong franchise that can meet performance expectations
- We need to focus on where we have strategic advantages
  - New England and Mid-Atlantic regions
  - Customer/Business-driven relationships
- Strategy will require some investment/refocusing of resources
- We have already identified initiatives that will allow us to meet this plan

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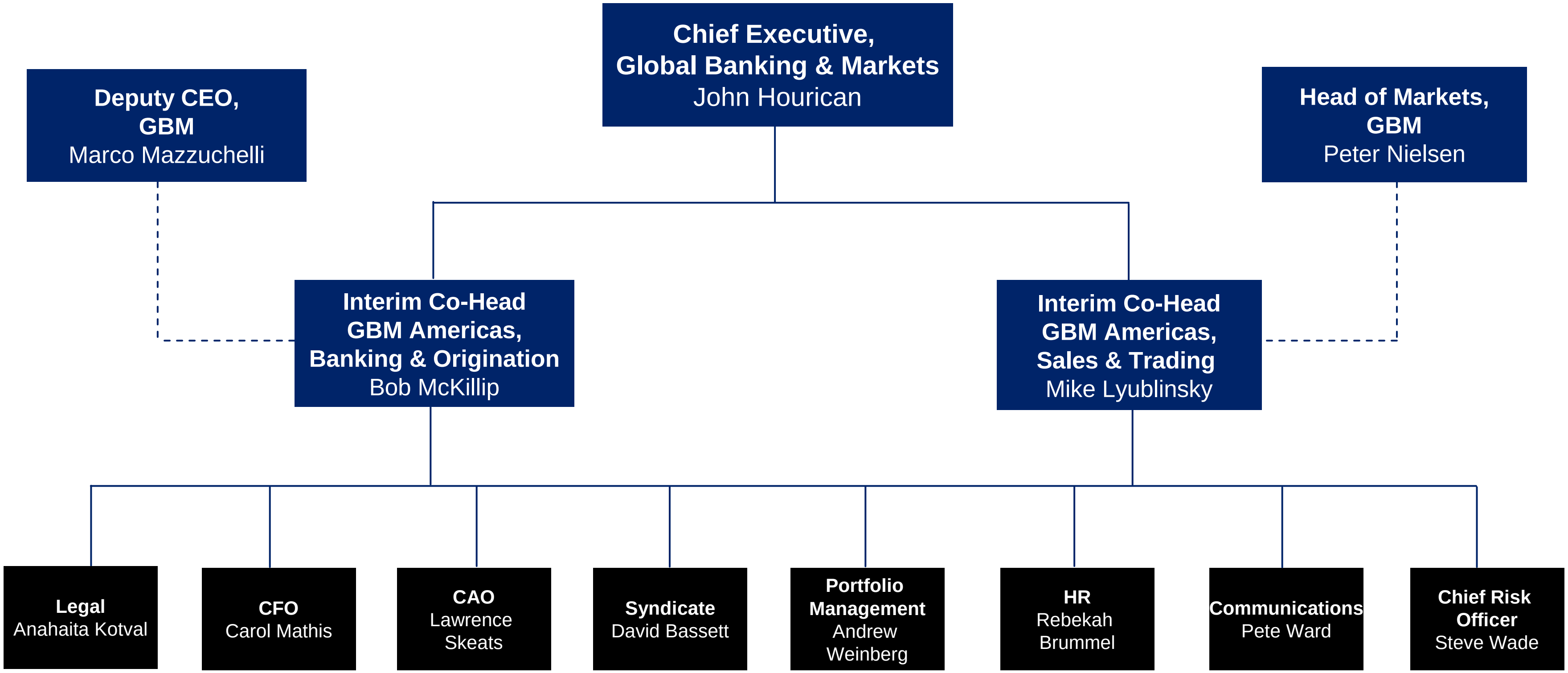
- Strong franchise in world's largest economy
- Self funding and self sustaining
- Provides Group with a level of diversification

Bob McKillip

Interim Co-Head of GBM Americas
Head of North America Corporate Coverage & Advisory

GBM Americas High Level Management Team



Global Banking & Markets Americas is a leading banking partner to major corporations, and financial and governmental institutions in the region. We provide a full range of debt financing, risk management and investment services to our clients both locally and around the world.

Note: Dotted lines denote reporting hierarchy on a coordinated regional basis for the business.

GBM Americas: Re-size & Re-focus

Focus on strategic client relationships: 1100 clients across corporates, FI's and public sector.

Planned Actions

- Exit Leveraged Finance lending
- Exit Real Estate Lending
- Refocus Latin America
- Resize risk portfolios
- Focus on core "Platinum, Gold, Silver" clients

Goals

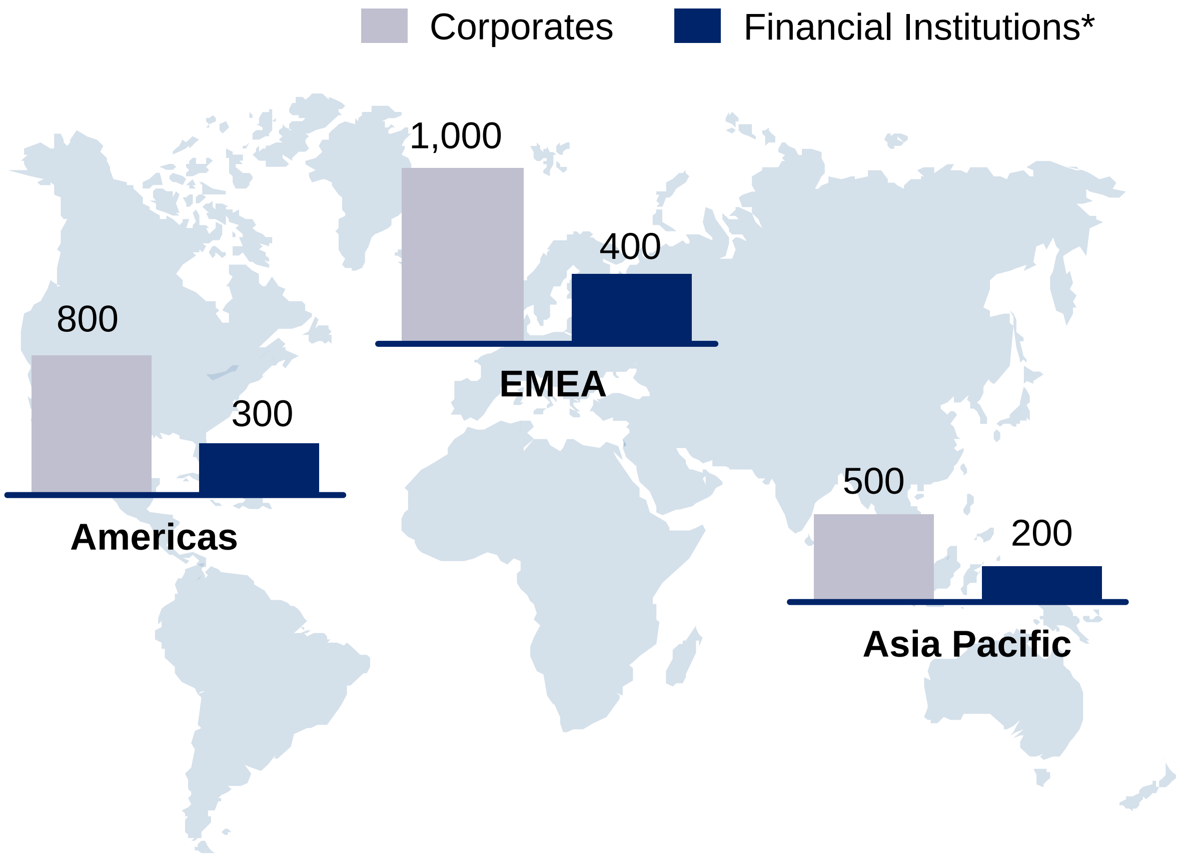
- Build an enduring client franchise
- Target 15% after-tax return
- Seek a minimum of 5-10% organic growth
- Aggressively manage risk and RWA usage in line with business profitability
- Ensure individual business lines are connected

Retention Rationale

- Restructured and de-risked business will deliver steady and significant profits
- We have built and can maintain a top tier client business
- GBM is a global business – The Americas is a key geography in that context

Target GBM clients

- ~3,000 clients
- Corporates, Financial Institutions, Public Sector
- Joining up issuers and investors



** Including public sector*

RBS Competitive Positioning – 2008

		Global	U.K.	Europe	Americas	Asia
Lending	Corporate lending	2	1	1	5	>11
	Structured finance	PEF 1 LEF 3	LEF 2	PEF 1 LEF 1	PEF 4 LEF 3	PEF 15 LEF 10
	Asset finance	Shipping 2 Aviation 4	--	--	>11	>11
Origination / advisory	Credit origination	DCM 7 Syn Loans 2 Sec 8	DCM 1 Syn Loans 1 Sec 5	DCM 3 Syn Loans 1 Sec 2	DCM 11 Syn loans 4 Sec 7	DCM 10 Syn Loans 17 Sec 7
	Corporate finance	M&A 19 ECM 8	M&A 19 ECM 5	M&A 14 ECM 5	M&A 20 ECM 19	M&A 15 ECM 12
Trading	FX	4		4	2	10
	Commodities	4	--	--	--	--
	Rates and options	5	1	--	Corps 5 FI >5	--
	Credit trading	6	--	4	4	9
	Cash equities	>11	7	10	>11	8

Top 5
Top 6-10
> 11

- Strong franchises
  - UK
  - Europe
  - North America
- Asian franchise primarily FI distribution

Source: Dealogic, Coalition, Thomson, Euromoney, Risk, Marine Money, Asmd, Greenwich Associates, Expert interviews

Origination and Coverage

Markets

Portfolio Management

Non-Core

Americas

Asia

EMEA

Risk, Finance, Operations & Technology,
HR, Marketing & Communications

Note: Subject to consultation with works councils, regulators and social partners

Split between Core and Non-Core

Core		Non-Core
Core businesses	**Restructured core businesses**	**Non-Core assets and businesses**
Essential to our clients *Resilient origination and distribution markets*	*Re-sized market opportunity* *Reduced RBS capacity*	*Distressed asset prices and "closed" markets* *Non strategic to RBS, including some highly valuable businesses*
FX and Options **Rates** **Money Markets** **Commodities** Cash Equities **DCM** ECM Restructuring and Advisory	**ABS Trading** **Flow Credit Trading** Equity Derivatives Equity Financing **Prime ABS Origination** **Corporate and FI Lending**	Structured Credit Trading Illiquid Proprietary Trading Structured Derivatives Asset Management Non-Conforming ABS Origination Real Estate Lending Leveraged finance lending Project Finance Lending Asset Finance
~£153bn RWA		**~£126bn RWA**

Products in bold are primary GBM US Products

Streamlined footprint, while maintaining global proposition

Primary countries

- Australia, China, France, Germany, Hong Kong, India, Ireland, Italy, Japan, Netherlands, Russia, Singapore, Spain, Sweden, UAE, UK, US

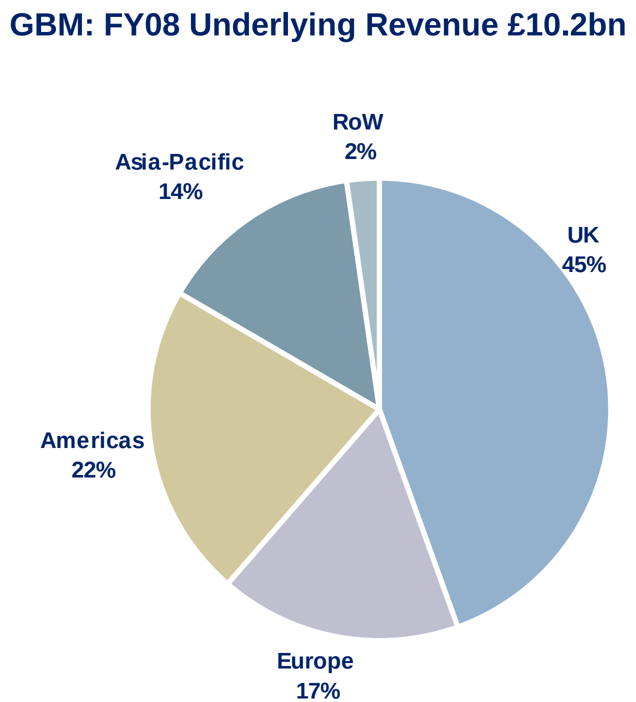
Refocused countries

- Austria, Belgium, Brazil, Canada, Czech Republic, Denmark, Finland, Greece, Indonesia, Korea, Luxembourg, Malaysia, Mexico, Norway, Poland, Qatar, South Africa, Switzerland, Taiwan, Thailand, Turkey

Explore new ownership

- Argentina, Bahrain, Chile, Colombia, Egypt, Kazakhstan, New Zealand, Pakistan, Philippines, Portugal, Romania, Slovakia, Uzbekistan, Venezuela, Vietnam

Subject to consultation with works councils, regulators and social partners



- GBM Americas revenue up 28% on an underlying basis to £2.4bn in 2008
- Boosted by inclusion of RBS Sempra revenues of £0.4bn
- Rates, Currencies & Commodities strong
- Subdued credit and loan markets but significant deals won in 2008

GBM Americas – Opportunities for Growth

- **Focus on Core Clients**
  - 800 Corporate Relationships
  - 300 FI and Public Sector clients
- **Play to our strengths: drive business through our origination and distribution platform**
  - Increased Capital markets activity – pent up demand
  - M&A opportunities for large conservatively financed players
  - Large corporate market looking for a “stable and reliable partner with global capabilities”
- **Significant opportunity to build relationships faster and more profitably**
  - Pricing dynamics favorable
  - Increase “share of wallet” as banking consolidation and changes in strategic direction of our competitors creates opportunities
- **Major focus on credit quality in deteriorating economic environment**
- **Maintain discipline in capital usage**
  - Churn existing capital base and redeploy for higher return opportunities
  - Leverage Distribution platform

2008 Significant Transactions

Loans:

United States — In Market
Crown Castle Corporation
USD 250,000,000
Senior Credit Facilities
Sole Lead Arranger and Sole Bookrunner

United States — November 2008
Constellation Energy Group, Inc.
USD 1,230,000,000
Senior Unsecured Credit Facility
Joint Lead Arranger & Bookrunner

United States — October 2008
Chesapeake Midstream Operating LLC.
USD 460,000,000
Senior Secured Credit Facility
Joint Lead Arranger & Co-Book Manager

United States — August 2008
International Paper
USD 6,000,000,000
Acquisition Facilities
Joint Lead Arranger & Bookrunner

United States — August 2008
Sempra Generation
USD 1,000,000,000
Senior Unsecured Credit Facility
Joint Lead Arranger & Bookrunner

United States — June 2008
Time Warner Cable, Inc.
USD 6,000,000,000
Senior Unsecured Bridge Facility
Joint Lead Arranger

United States — July 2008
Mars, Incorporated
USD 12,000,000,000
Acquisition Facilities
Joint Lead Arranger and Joint Bookrunner

United States — In Market
McAfee, Inc.
USD 200,000,000
Senior Unsecured Credit Facility
Joint Lead Arranger & Bookrunner

Bonds:

AT&T
USD 1,500,000,000
6.700% Senior Notes due 2013
Joint Bookrunner
November 2008 — United States

Verizon Wireless
USD 3,500,000,000
7.375% Senior Notes due 2013
8.500% Senior Notes due 2018
Joint Bookrunner
November 2008 — United States

E.I Du Pont De Nemours
USD 2,000,000,000
5.000% Senior Notes due 2013
6.000% Senior Notes due 2018
Joint Bookrunner
July 2008 — United States

Halliburton
USD 1,200,000,000
5.900% Senior Notes due 2018
6.700% Senior Notes due 2038
Joint Bookrunner
September 2008 — United States

ConocoPhillips
USD 1,500,000,000
4.400% Senior Notes due 2013
5.200% Senior Notes due 2018
5.900% Senior Notes due 2038
Joint Bookrunner
May 2008 — United States

Virginia Electric & Power
USD 700,000,000
8.875% Senior Notes due 2038
Joint Bookrunner
November 2008 — United States

Waste Management, Inc.
USD 600,000,000
6.100% Notes due 2018
Joint Bookrunner
March 2008 — United States

Wal-Mart Stores
USD 2,500,000,000
4.250% Fixed Rate Notes Due 2013
6.200% Fixed Rate Notes Due 2038
Joint Bookrunner
April 2008 — United States

Questions

16th March 2009