

Account Number		Rep Number
Prefix	Branch Number	State

**1 Account Information**    Non-IRA    Traditional IRA    Roth IRA    SEP-IRA    Other: \_\_\_\_\_

If IRA, please choose one:    Direct Rollover from Employer Plan    Transfer from IRA    Transfer from Roth    60-day Rollover  
 Prior Year Contribution \$ \_\_\_\_\_    Current Year Contribution \$ \_\_\_\_\_    Other: \_\_\_\_\_

If SEP-IRA, also select one:    Employer    Employee

**2 Owner Information** If owner is a minor, use minor's name for Client A. \_\_\_\_\_  
Entity/Trust Name (if applicable) \_\_\_\_\_

Client A First Name	M.I. Last Name	Tax I.D. (SSN or TIN)	Date of Birth
Best number and time to call (between 8 a.m. and 5 p.m. EST):			
Phone Number	Time	Client B First Name	M.I. Last Name
		<input type="radio"/> Co-owner <input type="radio"/> Custodian (if UTMA/UGMA)	<input type="radio"/> Other
Client C First Name	M.I. Last Name	Client D First Name	M.I. Last Name
<input type="radio"/> Co-owner <input type="radio"/> Other		<input type="radio"/> Co-owner <input type="radio"/> Other	

**3 Funding Method** Specify how trade will be funded. Check all that apply    Check    Core Money Market  
 Bank Account    Transfer from: \_\_\_\_\_

**4 Purchase and Sale Information**

PURCHASES	CUSIP	PRODUCT NAME	AMOUNT
			\$
			\$
			\$
			\$
			\$
			\$

\_\_\_\_\_ % of investable assets will be invested in structured products after purchase, including current/existing holdings (market-linked CDs and structured notes).

**SALES INFORMATION**

Have you in the past 90 days taken, or in the next 90 days do you plan to take, action on an annuity or other instrument/investment that would render this purchase a switch?    Yes    No

I will be selling my position(s) as noted below. Account number: \_\_\_\_\_

(If funding is used from positions already sold in the last 90 days, they should be disclosed here as well. Similar products can be combined.)

NAME OF PRODUCT SYMBOL/CUSIP	AMOUNT	SALES/SURRENDER CHARGES PAID <sup>1</sup>	CURRENT ANNUITY DEATH BENEFIT BASE <sup>2</sup>	CURRENT ANNUITY INCOME BENEFIT BASE <sup>2</sup>
	<input type="radio"/> Sh <input type="radio"/> \$	\$	\$	\$
	<input type="radio"/> Sh <input type="radio"/> \$	\$	\$	\$
	<input type="radio"/> Sh <input type="radio"/> \$	\$	\$	\$
	<input type="radio"/> Sh <input type="radio"/> \$	\$	\$	\$
	<input type="radio"/> Sh <input type="radio"/> \$	\$	\$	\$

<sup>1</sup> Sales charges associated with original purchase. If a Class A-share mutual fund purchased in the last two years is being liquidated, the amount (in dollars) of front-end load associated with that purchase must be disclosed.   <sup>2</sup> For annuities with benefit bases higher than the surrender value, the dollar value of the benefit base must be disclosed.

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## 5 Recommendation Rationale (Required) *Use space provided below for notes.*

### ALTERNATIVE INVESTMENT OPTIONS MAY INCLUDE:

- Fixed Annuities
- Variable Annuities
- Equity Indexed Annuities
- Current Product/Provider (for replacements, rollovers and/or transfers)
- Mutual Funds
- Managed Money
- UITs (Rollovers only)
- Structured Notes
- MLCDs
- 529 Plans
- Insurance

I reviewed and understand potential alternative investment options, including costs, limitations, and benefits.

### RECOMMENDED PRODUCT DETAILS INCLUDE:

- Risk and potential benefits
- Relation to client's investment objectives
- Characteristics and features
- Performance in a variety of market/economic conditions
- Cost
- Expected returns
- Liquidity
- Potential volatility

I reviewed and understand the details of the product I'm purchasing, including costs, limitations, and benefits.

Does this recommendation relate to a series of transactions as a part of an investment strategy?  Yes  No *If yes, please explain below.*

### EXPLANATION FOR PROPOSED RECOMMENDATION (Required)

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## 6 Owner Acknowledgements *All applicants must sign.*

I certify that: (1) The information provided is true, correct and complete, (2) I have had a chance to ask any questions I have about the risks of investing in MLCDs/Structured Notes, and those questions have been answered to my satisfaction, (3) I am making my investment decision based on the information contained in the documents I received, including the Investor Representations, which by their terms may not be modified by any oral representation and I am not relying on any such oral representation in making my investment decision. (4) Certain investment companies permit switching into other funds of the same family of funds either with no sales charge or at a substantially reduced sales charge. Although I have reviewed this option, I wish to purchase and sell the securities as indicated above. My signature below indicates my complete understanding of the direct sales charge, potential deferred sales charge, or surrender charge involved, specifically I understand I may have paid a sales charge/commission when I initially purchased the securities I'm now liquidating. (5) The above transaction may result in a taxable gain or loss for federal and state income tax purposes.

### INCOME INVESTOR REPRESENTATION

In connection with my purchase of structured notes, I represent to Citizens Investment Services the following:

- My Financial Advisor has provided me with offering documents that reference where the prospectus is available and I will review carefully before investing.
- I understand certain structured product offerings will generate no income during the life of the investment, however will generate reportable taxable income.

Typically, these product types held in non-qualified taxable accounts will generate a Form 1099 – Original Issue Discount (OID).

You may accrue income at a rate equal to the issuer's "comparable yield." This may be referred to as "phantom income", which is income that you have not yet actually received, but that you must declare and upon which you must pay income tax. My advisor has reviewed my product selection and income generation for the product with me.

I understand that structured notes are illiquid investments. I intend to hold them until maturity and I understand that I may incur a loss if I sell them prior to maturity.

Neither Citizens Investment Services nor its representatives are tax advisors and cannot offer me any tax advice regarding my specific tax situations.

I understand that I am purchasing structured notes in an IRA or other tax-favored account and I may be subject to mandatory minimum distribution requirements before my structured note investment matures. I must have sufficient liquid assets in my account to meet any mandatory withdrawal requirements.

I understand that the principal protection feature of the structure note is not an absolute guarantee and that in the event the issuer were to: (1) default, I could lose some or all of my investment (2) fail to honor its obligations at maturity I will have no recourse against any entity other than the issuer.

IRS CIRCULAR 230 REQUIRES THAT THE FIRM INFORM YOU THAT ANY TAX STATEMENT HEREIN REGARDING US FEDERAL TAX IS NOT INTENDED OR WRITTEN TO BE USED, AND CANNOT BE USED, BY ANY TAXPAYER FOR THE PURPOSE OF AVOIDING ANY PENALTIES. ANY SUCH STATEMENT HEREIN WAS WRITTEN TO SUPPORT THE MARKETING OR PROMOTION OF THE TRANSACTION OR MATTER TO WHICH THE STATEMENT RELATES. A PROSPECTIVE INVESTOR (INCLUDING A TAX-EXEMPT INVESTOR) IN THE SECURITIES SHOULD CONSULT WITH THEIR OWN TAX ADVISOR IN DETERMINING THE TAX CONSEQUENCES OF AN INVESTMENT IN THE SECURITIES, INCLUDING THE APPLICATIONS OF STATE, LOCAL OR OTHER TAX LAWS AND THE POSSIBLE EFFECTS OF CHANGES IN FEDERAL OR OTHER TAX LAWS.

**IMPORTANT: Please read Appendix A at the end of this document for information regarding the discontinuation of LIBOR (the London Interbank Offered Rate) in 2021.**

On the date of \_\_\_\_\_, I received and reviewed Form CRS, which was prior to or at the time of recommendation. In addition, I am aware of the capacity my Financial Advisor is acting, as a Broker Dealer Registered Representative if I purchase a security (e.g. Stocks, Bonds, Mutual Funds, Variable Annuities, Market Linked CDs and Unit Investment Trusts) in a Brokerage Account, as an Investment Advisor Representative if I sign an Investment Advisory agreement and Insurance Agent if I purchase an insurance product.

\_\_\_\_\_  
Owner's Initials

Client A Signature	Date	Client C Signature	Date
Client B Signature	Date	Client D Signature	Date

**FOR INTERNAL USE: I acknowledge that I have disclosed accurate and complete information as requested to authorize the above referenced transaction. I have discussed with my client all share class options available for this fund family prior to the execution of this purchase order.**

Registered Representative's Name (please print)	Registered Representative's Phone Number
Registered Representative's Signature	Operations Principal's Approval
Date	Date

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• MAY LOSE VALUE • NOT A DEPOSIT • NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY**

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## APPENDIX A:

### Important Information for Purchasers of Certain Investment Products through Citizens Bank

Please see the below information regarding the discontinuation of LIBOR (the London Interbank Offered Rate) in 2021. No action is required by you at this time. If you have any questions about this notice, please speak with your Citizens Financial Advisor.

LIBOR, or the London Interbank Offered Rate, is expected to be permanently discontinued after 2021. LIBOR is an interest rate, currently published by ICE Benchmark Administration Ltd. ("ICE") that is used in financial contracts that, over time, grew to be one of the most often used reference rates in the world. It is calculated and published daily across five currencies, including U.S. Dollars, and seven tenors or maturities.

In or around July 2017, the government regulators in the United Kingdom who are responsible for overseeing LIBOR's administration by ICE announced that the so-called panel banks that contribute the information from which LIBOR is derived had grown reluctant about continuing to submit the relevant information to ICE. Thereafter, acknowledging LIBOR's uncertain future, regulators worldwide have called on market participants to prepare for a transition away from LIBOR to alternative reference rates (ARRs) by the end of 2021. While the financial industry is working to transition to ARRs, many of the details are still to be worked out. As a result, the timing and manner in which products transition away from LIBOR is likely to differ by product, industry and currency.

Some annuity products and structured note products that we offer are investment products tied to ICE LIBOR USD. The Issuer of the product retains the right to replace ICE LIBOR USD in the event ICE LIBOR USD is no longer available. Your Citizens Financial Advisor can confirm if the product you purchased is tied to LIBOR.

Citizens does not know at present exactly if or when ICE LIBOR USD will no longer be available. Citizens also does not know at present what benchmark interest rate will be selected by the Issuer at the time ICE LIBOR USD is no longer available. The decision to replace ICE LIBOR USD with a different benchmark interest rate for its investment products is wholly the Issuer's decision, and Citizens has no role in that decision.

You should be aware that, depending on what benchmark interest rate the Issuer chooses, the investment product may not perform the same way or hold the same value to you in the future.