



Citizens Financial Group
100 Sockanosset Crossroads
Cranston, RI 02920

To Whom it May Concern,

I had the distinct pleasure of hiring and utilizing Keith Crumpton in a senior role leading enterprise-wide Business Impact Analysis (BIA) and Business Continuity Planning (BCP) development for the ~300 Business Continuity Plans for the Citizens Bank enterprise, one of the largest commercial banks in the United States.

Keith performed his duties in an exemplary fashion, and I would not hesitate to highly recommend him in a similar role to the one described above. Keith is a very strategic thinker and possesses strong execution focus, which made him a unique asset for my Business Continuity Team.

Do not hesitate to reach out to me directly for further information.

Regards,

A handwritten signature in blue ink that reads "Matthew T. Daniels".

Matthew T. Daniels
SVP and Head of Strategy and Architecture

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