

Accessibility

At Citizens Bank, we're committed to providing products and services that meet the needs of all of our customers, including those with disabilities. Accessible banking is a top priority, and we are constantly monitoring and continually striving to improve accessibility and user experience, whether you bank with us online, through a branch, a phone conversation, or at one of our ATMs.

Our commitment to customers

We are always working to develop stronger, richer customer relationships by delivering a differentiated experience across all of our distribution platforms, including online, in our branches, on the telephone, and via mobile banking platforms.

What we offer to make banking convenient:

- Access to customer service is available in a variety of outlets. Customers can contact us about all of our products and services by phone, email, online chat, and social media, or in person at one of more than 1,200 branches.
- Our ATMs are located outside our branch locations and also inside at some locations. We even have drive-through ATMs and drive-through banking at select locations so you can do your banking from the comfort of your car.
- Online account access is available through our website (www.citizensbank.com) and with the Citizens Bank Mobile Banking app, which is available to download in the App Store and Google Play.
- Our branches offer Braille and large-print statements for customers for deposit accounts and credit cards.
- Our accessibility efforts are based on the Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C).

Online Banking

Log in to Online Banking and send us a secure message with your questions, comments, or concerns about any of our products and services. Online Banking & Bill Pay lets you arrange to have funds deducted directly from your accounts and transferred into the accounts of your payees. The system is safe and secure. You can find complete details about Online Banking & Bill Pay online, or see the Online Banking & Bill Pay FAQs for more information.

Bank by phone

Access your checking, savings, credit card, or home loan accounts by using our contact centers 24 hours a day, 7 days a week and 365 days a year. Check your available balance; transfer money; and verify recent payments, deposits, and withdrawals and more by calling 1-800-922-9999. (Spanish speakers, call 1-888-398-7900.)

Bank by mail

Send letters or packages to the Citizens Bank main office in your state. Be sure to include your return address and phone number so our representatives can follow up with you.

Bank by person

Our Branch/ATM Locator helps you find the nearest regular branch or supermarket branch.

Connect with us

Join us on Facebook and Twitter to receive our latest social media updates.