citizens bank
Holding, Inc.

Fall 2026 Newsletter

Jeffrey L. Standafer
President & CEO
Citizens Bank

Autumn Greetings to our Shareholders!

Fall is always a special time of year in our communities, and it's also a good time to pause and reflect on the year so far. I'm very pleased to say that Citizens Bank has been flourishing in 2026. We're experiencing strong performance across the organization, and we're grateful to our customers and team members who continue to make that possible.

One of the exciting changes this year has been promoting Samantha Osterndorf to our Senior Management Team as SVP – Chief Credit Officer. Sam possesses significant credit experience and a strong understanding of risk analysis and efficiency. Just as importantly, she shares our commitment to building relationships and doing what's right for our customers and our communities. We're very happy to have Sam on our Senior Management Team.

We've also been busy finding new ways to make banking easier and more valuable for our customers. We continue to add and improve products and services, invest in technology and our facilities, and look for more opportunities to support our local communities. While some of these changes happen behind the scenes, they all have the same goal: making sure we're ready to serve our customers well today and well into the future.

We remain focused on growing the Bank responsibly, protecting the strength of our balance sheet, and generating both returns and long-term value for our owners. We believe a thriving community bank should serve its customers well, provide opportunities for its team members, and deliver lasting value for those who have made it possible through their investment.

Thank you for your continued confidence in our Bank. We're proud of the progress we're making, excited about what's ahead, and grateful that you're part of our story. We look forward to continuing to build on this year's success and delivering lasting value into the future. As always, I am happy to share our story and direction with anyone you know who may be interested in joining our legacy.

Getting to Know **Sam Osterndorf**

SVP – Chief Credit Officer

Education

Bachelor of Science from
University of Wisconsin – La Crosse

Experience

I started my banking career in 2005 as a teller throughout high school and college prior to moving into the Commercial Credit world in 2015. I joined Citizens Bank in 2019 and have been blessed by all the experiences and opportunities provided to me here!

Hometown: Oconomowoc, WI

Resides: Oconomowoc, WI

Family

Married to Nate, who owns his own remodeling/ renovation business. Mom to Spencer (16), a Varsity football lineman, thrower on the track & field team, and Sophomore at Oconomowoc High School; Elliott (14), a football/baseball/basketball player, bookworm, drummer, and 8th grader at Silver Lake Intermediate; Layla (6), a gymnast, dancer, singer, and 1st grader at Park Lawn Elementary; Marleigh (3), a sweet and sassy soul and the ruler of the house – plus a mastiff, Maisie, who is 100% certain she is a lap dog.

What Do You Enjoy in Your Free Time?

If I'm not at work, you will probably find me in the stands/bleachers at an event for my kids – my favorite thing to do is watch them participate in what they love! We are all avid Milwaukee Brewers fans and try to get to the ballpark every chance we can. We also love the Green Bay Packers, live music/ concerts, and traveling anywhere that we can explore the beautiful outdoors.

Looking Forward Into 2027

I look forward to continuing to support the strong relationships that have always been at the heart of Citizens Bank. As our Bank grows, I am excited to help develop the next generation of lenders and bankers while ensuring we continue to provide sound financial solutions that help our customers succeed.

Citizens Bank Holding, Inc.

Recent Stock Performance

Appraised value per share:

June 30, 2026

$279.00

March 31, 2026

$267.50

December 31, 2025

$259.75

Past stock performance does not guarantee future results.

2026 Warren E. Hansen, Sr. Memorial Scholarship Recipients

Citizens Bank is proud to offer annual awards to eligible high school seniors in the communities we serve. To qualify, students must demonstrate academic excellence, perform community service, and plan to pursue a career in business and/or finance.

Josh Foti
Catholic Memorial High School

Grace Hilber
Muskego High School

Kristen Ansley
Waukesha West High School

Ryan Hendricks
Muskego High School

Ellyn Rask
Muskego High School

Not pictured

Arden Hyatt
Palmyra-Eagle High School

Interested in purchasing **more stock?**

Ask Sue to be placed on a no-obligation list of interested buyers. Both existing shareholders and potential new shareholders can be added to the list.

Are you enrolled in the Dividend Reinvestment Plan?
Automatically reinvesting your dividends has never been easier! Open to Wisconsin residents only, you can enroll or terminate at any time. Ask Sue for details.

Do you wish to name beneficiaries to your investment?
It's easy to designate who will carry on your legacy – just ask Sue for a beneficiary form.

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What's New at Citizens Bank?

In June, Citizens Bank was ranked in the Top 5 of Wisconsin's **Best-In-State Banks 2026** by *Forbes*. The ranking is based on responses to a survey conducted by market research firm Statista. Participants were asked how satisfied they were and how likely they were to recommend banks where they have had a checking or savings account within the last three years plus those they knew through friends and family. Participants were also asked to rate their bank on factors including trust, customer service, digital tools, the quality of financial advice given, and whether fees were transparent and reasonable.

This summer, Citizens Bank launched **SaveUp**, a new service that allows customers to round up their debit card purchases and have the spare change automatically deposited to another account at the Bank. Customers have the option to round up to the nearest whole dollar or to boost their savings even more by adding an additional amount, like $1, to every purchase.

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