



2024  
**SUSTAINABILITY  
REPORT**



# CONTENTS

- 01 Message from Brett Pharr, CEO
- 02 Message from Anthony Sharett, President
- 03 About Us
- 04 Fiscal Year 2024 Highlights
- 05 Message from Catherine McGlown, SVP, Communications, Sustainability and Public Policy
- 06 Our Approach
- 07 Materiality



- 08 ENVIRONMENTAL RESPONSIBILITY
- 09 Financing the Renewable Economy
- 12 Pathward's Sustainability Journey



- 13 SOCIAL IMPACT
- 14 Employee Engagement
- 15 Employee Well-Being
- 17 Talent Recruitment, Training, and Assessment
- 18 Inclusion and Belonging
- 20 Employee Resource Groups
- 21 Community Impact Program
- 25 Community Reinvestment Act



- 26 GOVERNANCE
- 27 Sustainability Governance
- 28 Ethics
- 29 Risk and Compliance
- 31 Data Privacy and Cybersecurity
- 32 Public Policy and Executive Compensation

- 33 PERFORMANCE



# MESSAGE FROM BRETT PHARR, CEO

I am pleased to present Pathward's 2024 Sustainability Report.

We saw success in fiscal year 2024, creating positive outcomes for our customers, partners, and communities. We have a lot of reasons to be proud. In 2024, Pathward was certified as a Great Place to Work™ for the second year in a row, remained steadfast in our Talent Anywhere approach, announced new partnerships and extended others, celebrated employee and company achievements, rebranded our Partner Solutions team, and stayed true to our commitment to excellence in strategy and execution.

We view Pathward's purpose of financial inclusion as central to who we are. It is promising to see that the rate of unbanked households has dropped by nearly half since 2011, according to the 2023 FDIC report on unbanked and underbanked households, signaling more people now have access to financial services. However, there are millions of Americans who remain unbanked or underbanked. Thus, we continue to identify ways to innovate with partners

who align with our purpose of expanding financial inclusion and access.

Last year, we reaffirmed our commitment to partner success as indicated by the newly branded Partner Solutions team and our continued investment in technology and talent that will leverage our data assets to enhance project speed and adaptability. We also made a concerted effort to fund sustainable projects through conventional construction loans and USDA-guaranteed loans under the Rural Energy for America Program and Business and Industry loan programs, announcing solar, sustainable fuel, and battery storage for energy projects.

Looking back at 2024, I feel compelled to celebrate the amazing work of our employees whose roles in advancing financial inclusion go beyond their daily job duties and extend into the communities they strengthen through their

gifts of time, talent, and treasure. Building and strengthening the talent of our team remains incredibly important, and we intentionally set out to foster a collaborative, inclusive, and productive workplace that embraces remote work while enhancing employee engagement and connectivity.

In 2024, we laid out operating norms that define how we work together, make decisions, design solutions, execute, and define success. Building on this strong foundation, I am optimistic about our path forward as we continue to expand financial access for more people and businesses.

Sincerely,



**BRETT PHARR**  
CHIEF EXECUTIVE OFFICER

“

*We view Pathward's purpose of financial inclusion as central to who we are.* It is promising to see that the rate of unbanked households has dropped by nearly half since 2011, signaling more people now have access to financial services.”

**BRETT PHARR**  
CHIEF EXECUTIVE OFFICER



# MESSAGE FROM ANTHONY SHARETT, PRESIDENT

At Pathward, we are driven by our purpose of powering financial inclusion for all.

This past year, we worked diligently to fulfill this purpose by empowering people and businesses with **optionality, enabling greater financial access.**

That means we're enabling more choice and better access to innovative financial services and products for partners, borrowers, and underserved communities. It means we have a robust risk oversight framework that allows us to scale safely and responsibly. And it means we seek to cultivate a workforce of employees who are empowered and motivated to execute on our collective purpose and contribute meaningfully to our organization's success. We believe all of these position us as a partner and employer of choice.

In 2024, we forged and strengthened partnerships that helped us meet and service the unique needs of those in the communities we call home. Through these key

partnerships with H&R Block's Spruce<sup>SM</sup> Mobile Banking, we're helping to power greater accessibility to finances, earned wages and affordable credit enhancing products to those who are underbanked and underserved.

In an ever-changing financial landscape, we believe Pathward continues to stand out because we've built a culture of risk and compliance. We have designed a system of proactive controls backed by expertise, allowing us to quickly address legal and regulatory changes as they arise.

Pathward's success is only made possible by the collaboration of the employees at the heart of our organization. Through our collective efforts - whether that includes events and initiatives led by our Employee Resource Groups, or volunteer and donation opportunities extended

to employees throughout the year - we are proud to foster an environment in which employees feel motivated and fulfilled by the work they do and our culture.

Guided by our commitment to financial inclusion for all, we continue to champion optionality, empowering our partners and positioning us to thrive. We are thrilled about the opportunities that lie ahead, and we look forward to charting a path forward together in 2025.

Sincerely,



ANTHONY SHARETT  
PRESIDENT

“

We're enabling more choice and better access to *innovative financial services and products* for partners, borrowers, and underserved communities.”

ANTHONY SHARETT  
PRESIDENT

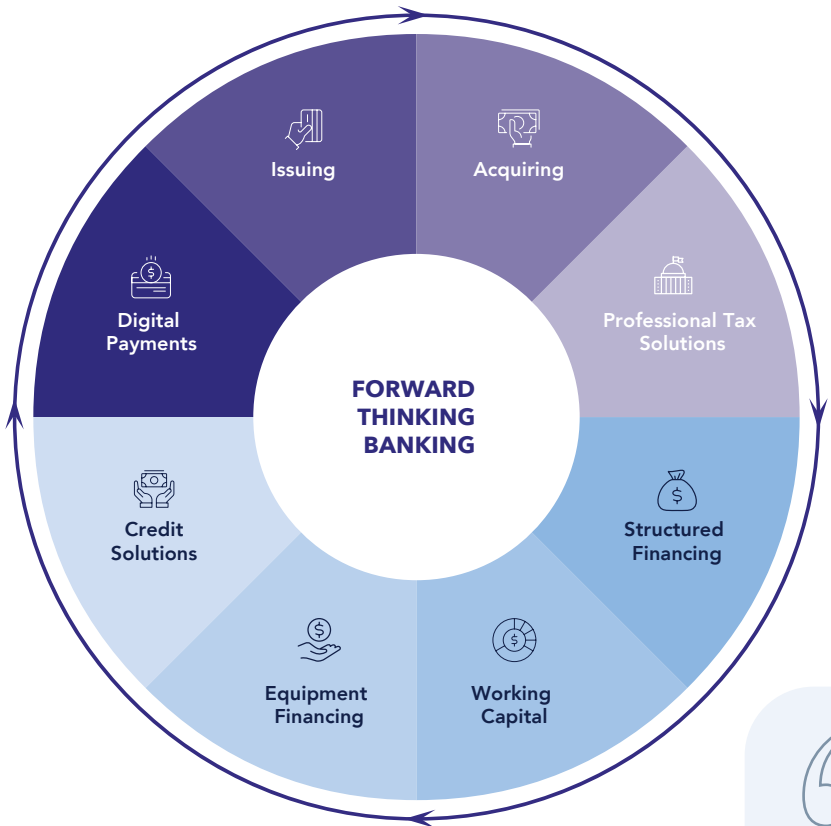




# ABOUT US

Pathward Financial, Inc. (Pathward Financial) is the U.S.-based financial holding company for Pathward, N.A., a national bank and a financial empowerment company.

We build banking solutions for markets where individuals and businesses are underserved or overlooked by traditional banking options. Through Pathward’s two lines of business, Partner Solutions and Commercial Finance, our goal is to power our partners to deliver programs and solutions that promote financial access.



## PARTNER SOLUTIONS

Pathward's Partner Solutions team, formerly called Banking as a Service, collaborates to build solutions with our partners. We are guided by experience, operational excellence, committed partnership, and stable risk and compliance infrastructure.

- **Digital Payments:** We deliver secure, time-tested digital payments enabling our partners to move money quickly, efficiently, and at large scale across multiple payment rails.
- **Issuing:** We enable partners to launch and securely scale innovative prepaid and debit products.
- **Acquiring:** We provide comprehensive acquiring solutions by offering seamless payment processing, regulatory support, and access to key payment networks.
- **Professional Tax Solutions:** We work with a network of over 40,000 tax preparation offices nationwide to offer electronic funds transfer, payments processing, and lending solutions.
- **Credit Solutions:** We enable our partners' lending solutions that serve the borrowing needs of customers in a diverse credit pool.

- **Solutions for Financial Institutions:** We partner with Financial Institutions to deliver banking and lending solutions, enabling them to broaden their offerings and meet the unique needs of their communities.

## COMMERCIAL FINANCE

Pathward's Commercial Finance line of business helps businesses access the funds they need by creating systematized, scalable, and configurable solutions that help businesses grow.

- **Structured Financing:** We assist small and mid-sized businesses and rural borrowers to fund growth, expansion, and refinancing.
- **Working Capital:** We provide cash flow solutions through asset-based lending.
- **Equipment Financing:** We provide companies with access to the best equipment without sacrificing their cash flow.



Scan or click QR code for our Pathward Partnership video.

“

*At Pathward, we invest heavily in our employees, and the results speak for themselves.* The success we’ve seen across the company is a direct result of the work our employees perform each day in serving our partners, customers and communities.”

**GREG SIGRIST**  
EXECUTIVE VICE PRESIDENT AND CHIEF FINANCIAL OFFICER



# FISCAL YEAR 2024 HIGHLIGHTS



**\$6.62**

Diluted Earnings  
per Share



**86%**

of employees surveyed said  
Pathward is a great place to  
work—29 points higher than  
the average U.S. company



**\$4.3m**

invested in  
community  
development  
in the Community  
Reinvestment Act  
Assessment Area,  
including custom  
mortgage-backed  
securities and  
Community Capital  
Management  
in calendar year 2024



**\$168.4m**

Net Income



**\$1.1m+**

direct investments made  
to nonprofit community  
partners



**\$754.7m**

Total Revenue



**27%**

of employees participated  
in an Employee Resource  
Group, exceeding an 8%  
average for Fortune 500  
companies



**\$117.9m**

in financed  
Small Business  
Administration  
loans, which  
promote small  
business and  
community  
development



**\$571.9m**

financed in renewable  
solar initiatives





# MESSAGE FROM CATHERINE MCGLOWN, SVP, COMMUNICATIONS, SUSTAINABILITY AND PUBLIC POLICY

At Pathward, our collective commitment to being a sustainability leader is rooted in powering financial inclusion.

In a rapidly evolving industry, Pathward's purpose remains our guiding principle, driving how we power financial inclusion and expand financial access. Remaining steadfast in our commitment to our values, we are positioned to effect sustainable, positive change. Reflecting on the past year, we believe that Pathward's success stems from our unified dedication to empowering our partners, employees and communities. This shared commitment is something I'm incredibly proud to celebrate.

The spirit of generosity within our organization continues to be a transformative force as our employees go above and beyond to help others succeed, yielding a number of positive impacts on communities in fiscal year 2024. Our employees volunteered more than 5,500 volunteer

hours at more than 200 nonprofit organizations across the country. We launched multiple initiatives designed to strengthen financial wellness across generations. Our new curriculum, Financial Fundamentals powered by Pathward, is designed to enhance financial literacy for people of all ages, equipping them with the skills to confidently navigate the banking system.

In a year when communities across the country faced unprecedented natural disasters, we leaned into Disaster Relief, one of our four Community Impact program pillars. This meant providing vital aid to the victims of destructive hurricanes and lending a hand to communities suddenly faced with rebuilding homes and lives.

As we look to the future, our commitment to financial access, sustainability, and supporting our communities remains unwavering, and we'll continue to drive change that meets our stakeholders' needs. We're excited for new opportunities to grow our business and help people along the way. I look forward to a successful year ahead.

Sincerely,



**CATHERINE MCGLOWN**  
SVP, COMMUNICATIONS, SUSTAINABILITY  
AND PUBLIC POLICY

“

Reflecting on the past year, it's evident that Pathward's success stems from our *unified dedication to empowering our partners, employees and communities*. This shared commitment is something I'm incredibly proud to celebrate.”

**CATHERINE MCGLOWN**  
SVP, COMMUNICATIONS, SUSTAINABILITY AND PUBLIC POLICY



# OUR APPROACH

## Pathward's Commitment to Financial Inclusion

### OUR PURPOSE

#### *Financial Inclusion for All™*

At Pathward, our sustainability efforts begin with financial inclusion. We support those who are unbanked and underbanked, and we leverage strategic partnerships in order to enable financial access to useful, affordable products and services that will meet their needs. Our purpose of powering financial inclusion guides our policies, practices, commitments, and goals pursued for the benefit of our shareholders, customers, employees, communities, and the environment. We believe our efforts help pave the way toward financial stability and mobility for underserved groups, such as, but not limited to: microbusinesses, low-to-moderate income individuals, individuals in rural or remote areas, women, and young people. Pathward's sustainability initiatives are bolstered and overseen by our executive management team and our Board of Directors.

Our sustainability strategy centers on envisioning a world in which:

- We enable a digital and inclusive financial system for everyone.
- We promote an engaged, equitable, and inclusive workforce.
- We invest in environmental sustainability.
- We build trust with our stakeholders through responsible governance.

We perform regular assessments to verify that our priorities align with the expectations of our stakeholders, and that they are rooted in our values and purpose.

### OUR SUSTAINABILITY STRATEGY

#### Enable an Inclusive Financial System

Empower customers on their journey to financial prosperity, forge community bonds, and inspire a culture of impactful giving.

#### Engage our Workforce

Support an employee-first workplace by offering physical and mental well-being programs, career development opportunities, and prioritizing feedback through transparent communication channels.

#### Invest in Environmental Sustainability

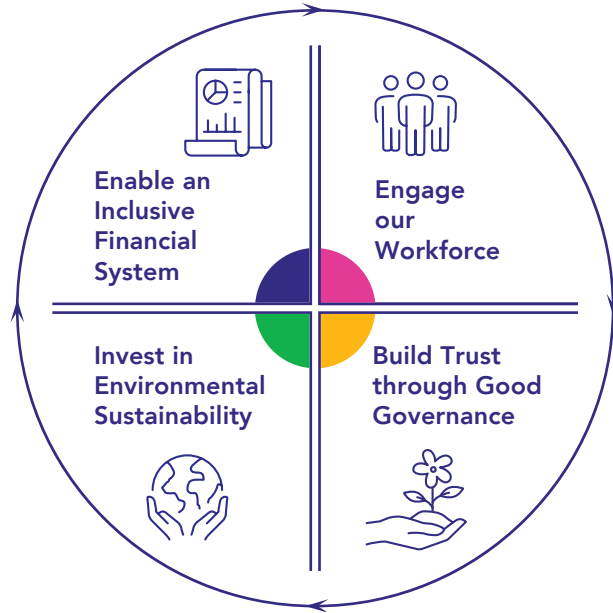
Promote environmental stewardship by minimizing carbon emissions and contributing to community development by financing renewable energy.

#### Build Trust through Good Governance

Run our business with the highest level of ethics, compliance, and risk standards in the industry and communicate our policies and strategy clearly to our stakeholders.

### REPORTING

Disclosures in this report align with the Sustainability Accounting Standards Board (SASB) Commercial Banks standard. The Global Reporting Initiative (GRI) and the U.N. Sustainable Development Goals (UNSDGs) help inform the content, narrative, and data included in this report. The reporting boundaries and scope of reporting of our sustainability disclosures include all activities which fall within Pathward's operational control.

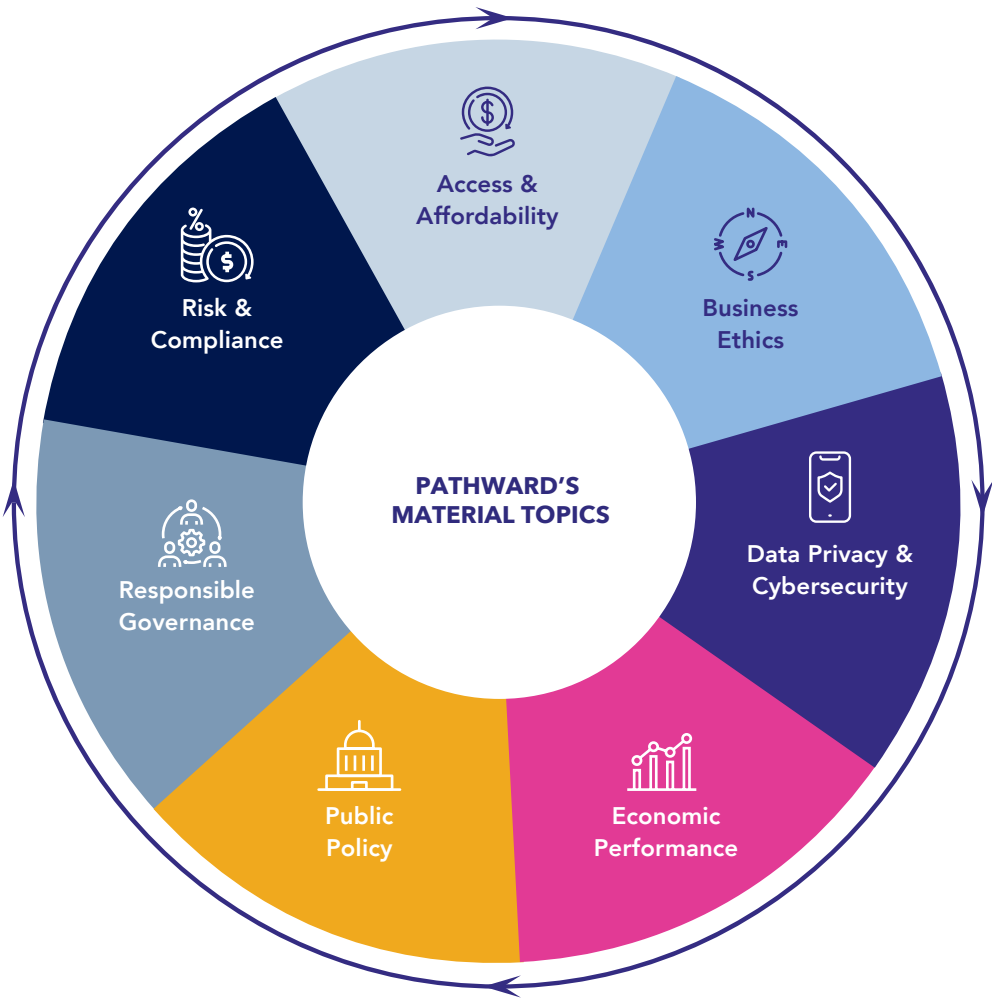




# MATERIALITY

In 2023, we undertook our second formal materiality\* assessment to bring focus to topics that impact long-term value creation and confirm that our sustainability initiatives and reporting remain aligned with both internal and external stakeholder priorities. The materiality assessment was conducted under the advisory of a third party and included identifying, prioritizing, and validating our material topics which were then approved by our senior management team. Focused engagement with key stakeholders within and outside the business was key to successfully identifying our material sustainability topics. We conducted interviews with a cross-section of Pathward leaders and administered surveys to employees at all levels as well as external partners, customers, industry associations, and nonprofits. Stakeholder input was analyzed in consultation with global sustainability standards and frameworks, including those of GRI, SASB, and the UNSDGs.

Access & Affordability is the topmost material topic identified as foundational to our business. Based on the results of the 2023 assessment, we concluded that our sustainability strategy continues to reflect our stakeholders' priorities and will be used to inform our efforts moving forward, including the assessment of key factors through our Enterprise Risk Management process. We plan to continue the best practice of reassessing our material topics on a two- to three-year cadence.



\*In this report, we use the terms "material" and "materiality" with respect to Sustainability topics and not as defined by the Securities and Exchange Commission, or by securities laws including, without limitation, as applicable to Pathward Financial, Inc. Unless otherwise noted, the boundary for the topics is enterprise wide.





# STEWARDS OF SUSTAINABILITY

Environmental Responsibility





# FINANCING THE RENEWABLE ECONOMY

Dairy Distillery Alliance

At the heart of transformative environmental change are innovative solutions, and Pathward is proud to partner with organizations that are moving the needle to secure lasting change.

In May 2024, the Dairy Distillery Alliance (DDA), a partnership between Michigan Milk Producers Association (MMPA) and DD Biofuel, achieved a major milestone with the groundbreaking of a sustainable biofuel project. Launched in 2022, this initiative will create an ethanol processing facility designed to convert an estimated 14,000 tons of milk permeate produced annually at MMPA's Constantine, MI, processing plant into over 2 million gallons of ethanol per year, effectively offsetting 5% of the plant's carbon footprint. The ethanol will be sold as a feedstock to produce Sustainable Aviation Fuel (SAF), adding to the renewable biofuel supply. Pathward provided a \$4 million Investment Tax Credit Bridge Loan and half of a \$31 million Construction Loan alongside CoBank, ACB to help bring this sustainable endeavor to life.

DDA's collaborative efforts are expected to yield multiple benefits. With the milk permeate produced by MMPA's Constantine plant being utilized to produce renewable ethanol, Michigan farmers will reduce their overall carbon footprint and open a new revenue

stream from what was previously considered a low value product. Additionally, the DDA will manage wastewater treatment for the MMPA plant, eliminating a significant burden on local public resources.

Pathward's partnership with DDA highlights our dedication to sustainability and our reputation as a trusted financial institution. Our collaboration was forged through the MMPA and Canadian DD Biofuel's lender selection process. Pathward rose as a lender of choice because of our deep knowledge of the biogas industry, robust risk management, compliance infrastructure, and creative financing solutions. Recognizing the potential of DDA to contribute to the sustainable fuel industry from our own backyard, we proudly extended a vital portion of the loans required to make DDA's vision a reality and provided critical guidance for navigating the USDA process. This support played a key role in ensuring the project's commencement, highlighting our willingness to back ventures that align with our sustainability goals and responsible growth.

Through advanced research and development, this initiative is expected to provide a much-needed supply of low-carbon ethanol for SAF production.

\*Data provided on this page are according to MMPA's August 2024 press release.



**5%**  
expected reduction of  
MMPA's Constantine,  
MI dairy plant's carbon  
footprint



**2m+**  
gallons of ethanol per year expected to be produced,  
adding to the biofuel supply and providing more  
Sustainable Aviation Fuel



# NEW YORK COMMUNITY SOLAR PROJECT PROVIDES CONSUMERS WITH CLEAN, INEXPENSIVE ELECTRICITY

The Arinna project is positioned to bridge the energy gap for low-income communities while advancing the adoption of renewable energy technologies, thereby fostering a more equitable and sustainable energy future for all.

In September 2024, Pathward closed a \$7.2 million construction loan (\$4.45 million USDA loan) to Arinna Ventures, LLC, a community solar project in Amsterdam, NY. This 2.79 MWdc community solar project (on approximately 10 acres) will sell power through the “Expanded Solar for All” program which provides access to renewable electricity for low-to-moderate income households.

Community solar projects in New York address social and environmental challenges simultaneously. The Arinna project will help bridge the energy gap for low-income communities while advancing the adoption of renewable energy technologies, thereby fostering a more equitable and sustainable energy future for community residents.

### Energy Equity

One of the primary reasons for implementing the Expanded Solar for All program is to promote energy equity. By providing access to solar

energy, which is often more affordable over the long term compared to traditional energy sources, the program aims to reduce energy-related financial burdens, helping lower utility bills for low-income households.

### Renewable Energy Adoption

Another crucial goal of the Expanded Solar for All program is to accelerate the adoption of renewable energy, specifically solar power. Renewable energy sources like solar reduce greenhouse gas emissions and mitigate climate risks. By incentivizing the development and deployment of community solar projects, the program contributes to diversifying the energy mix, enhancing energy independence, and promoting environmental sustainability.

\$7.2m

construction loan  
Pathward financed  
for Arinna Ventures,  
a community solar  
project





# EMPOWERING MINORITY DEPOSITORY INSTITUTIONS WITH RENEWABLE LENDING

Pathward expands network of CDFI participants in renewable energy lending initiative.

Pathward and its strategic partner, BridgePeak Energy Capital ("BridgePeak"), have developed a partnership with P8 Capital Advisors ("P8") to assist with outreach to Community Development Financial Institutions (CDFI) and other Minority Depository Institutions (MDI). P8 specializes in formulating commercial loan strategies for its CDFI and MDI clients with a focus on rural and underserved communities. Their work emphasizes leadership and strategic partnerships to improve community infrastructure and opportunities in underserved areas through projects such as renewable energy initiatives, healthcare facility development, and more.

In July 2024, Pathward closed a \$102 million conventional construction loan on a 69.596 MWdc ground mount solar system located in Mexico, Missouri. The Envoy Solar project is sponsored

by Birch Creek Energy Holdings and has an offtake agreement with Google Energy LLC.

Through the P8 partnership, Pathward and BridgePeak are working closely with Optus Bank, an MDI and CDFI, to fund a \$20 million participation in the Envoy Solar loan.

Optus Bank is one of 23 African American controlled banks in America, a U.S. Treasury certified CDFI, and a federally recognized MDI. Established in 1921 as Victory Savings Bank, it was created to address the lack of banking services available to African Americans and is powered by its mission to create generational wealth in underserved communities.



**\$102m**  
construction loan  
financed by Pathward  
for the Envoy Solar  
project in Mexico,  
Missouri



“

At P8, we're proud to bring together visionary institutions to *drive meaningful change* in underserved communities and rural America. Partnering with respected organizations like Pathward and BridgePeak is a true privilege and a powerful way to make an impact where it's needed most.”

VONEZELL PITTMAN, FOUNDER AND CEO OF P8 CAPITAL ADVISORS

# PATHWARD'S SUSTAINABILITY JOURNEY

Pathward is committed to understanding our own environmental impact and taking actions to mitigate the effects of climate risks.

In 2024, our country experienced unprecedented natural disasters. Disaster Relief is one of the four pillars of our Community Impact program, and in fiscal year 2024 we donated \$80,000 through our regular grant cycle to support disaster relief and preparedness across the country. At the end of calendar year 2024, in response to Hurricanes Helene and Milton, Pathward and our employees donated more than \$20,000 to support storm relief and the Center for Disaster Philanthropy's dedicated relief fund.

Pathward is proud to partner with Disaster Relief at Work (DRAW) to support their mission of helping people with disaster recovery and preparedness through volunteerism and corporate grant investments. DRAW

is a Michigan-based nonprofit that responds to natural disasters by aiding communities around the U.S. with on-the-ground relief and supplies.

Calendar year 2024 was the second most active tornado season in recorded U.S. history. DRAW aims to respond to tornadoes and other natural disasters within two days. They responded to more than 13 major disasters and supported more than 4,500 families in 2024.



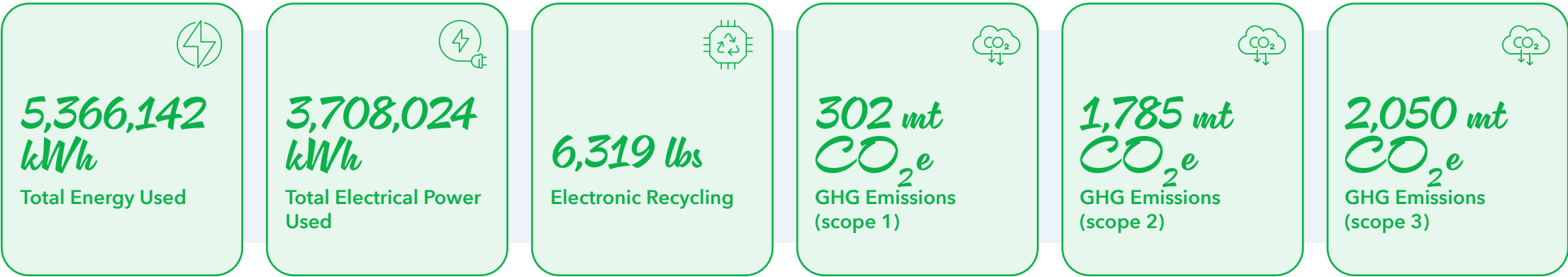
## TALENT ANYWHERE

As of the end of fiscal year 2024, Pathward employees stretched across 44 states, the District of Columbia, and Canada. This continued geographic diversification is a direct result of our strong Talent Anywhere program and has allowed Pathward to enrich our talent pool with external hires while reducing our physical office-space footprint. While the majority of our workforce was remote during the fiscal year, we maintained physical presence in eight locations, three of which are LEED (Leadership in Energy and Environmental Design) certified\*. LEED provides a framework for healthy, efficient, and cost-saving green buildings. In fiscal year 2024, we continued our commitment to the reduction of technology waste and recycled more than 6,300 pounds of business technology equipment through Secure Enterprise Asset Management and Insight Disposition & Asset Recovery Service.

\*Pathward moved out of two office locations at the end of calendar year 2024, including one LEED certified building.

## ENVIRONMENTAL ASSESSMENT

In fiscal year 2024, we continued our efforts to track energy usage and greenhouse gas emission factors, continuing to pursue real data for previous areas of estimation and expanding the data collected for Scope 3 reporting, such as emissions from remote employee activities.





MESSAGE FROM  
THE CEO

MESSAGE FROM  
THE PRESIDENT

ABOUT US

MESSAGE FROM THE  
SVP, SUSTAINABILITY

OUR APPROACH  
AND MATERIALITY

ENVIRONMENTAL  
RESPONSIBILITY

SOCIAL IMPACT

- Employee Engagement
- Employee Well-Being
- Talent Recruitment,  
Training, and  
Assessment
- Inclusion and Belonging
- Employee  
Resource Groups
- Community Impact  
Program
- Community Partner  
Highlight
- Volunteerism
- Community  
Reinvestment Act

GOVERNANCE

PERFORMANCE



# WORKFORCE FOR GOOD

Social Impact





MESSAGE FROM  
THE CEO

MESSAGE FROM  
THE PRESIDENT

ABOUT US

MESSAGE FROM THE  
SVP, SUSTAINABILITY

OUR APPROACH  
AND MATERIALITY

ENVIRONMENTAL  
RESPONSIBILITY

SOCIAL IMPACT

Employee Engagement

Employee Well-Being  
Talent Recruitment,  
Training, and  
Assessment  
Inclusion and Belonging  
Employee  
Resource Groups  
Community Impact  
Program  
Community Partner  
Highlight  
Volunteerism  
Community  
Reinvestment Act

GOVERNANCE

PERFORMANCE

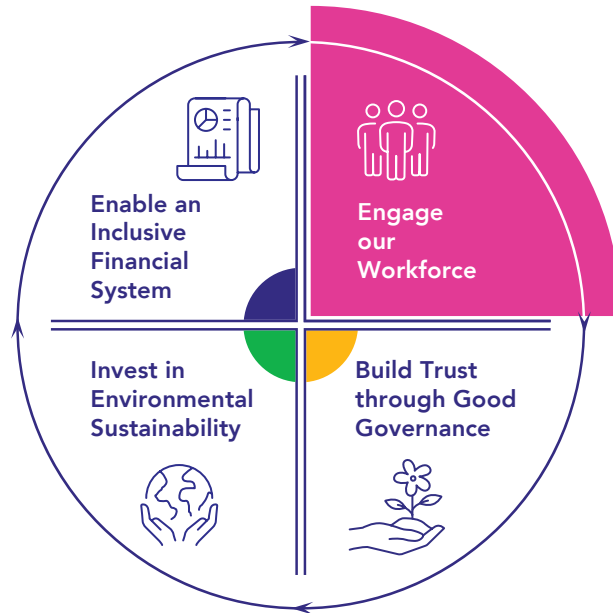
# EMPLOYEE ENGAGEMENT

## Employee Engagement Highlights

For the second consecutive year, Pathward was thrilled to certify as a Great Place To Work® in 2024, a distinction made possible by our valued employees.

Ranking 29 points higher than the average U.S. company, 86% of our workforce surveyed named Pathward as a great place to work. Key drivers for this distinction included:

- Our commitment to a Talent Anywhere workforce, which enables us to hire top talent across the country.
- Flexibility that allows employees to manage their work in a way that best suits their needs.
- A competitive, comprehensive benefits package with generous paid time off, medical plans, 401(k) matching, and more.
- Collaborative and supportive teams.
- A culture of service that empowers employees to support causes close to their hearts through our Community Impact Program, which includes charitable investments, employee matching gifts, an employee volunteer program, and "Dollars for Doers."



**86%**  
of employees surveyed  
said Pathward is a  
Great Place to Work



**2<sup>nd</sup>**  
consecutive year Pathward was  
certified as a Great Place to Work



- Employee Engagement
- Employee Well-Being**
- Talent Recruitment, Training, and Assessment
- Inclusion and Belonging
- Employee Resource Groups
- Community Impact Program
- Community Partner Highlight
- Volunteerism
- Community Reinvestment Act

# EMPLOYEE WELL-BEING

At Pathward, we prioritize our employees’ well-being and expect employees and partners to adhere to legal requirements and best practices. This includes prohibiting forced labor, child labor and human trafficking, complying with federal and state labor laws, upholding employees’ rights to freedom of association and collective bargaining, committing to equal remuneration, maintaining workplace safety and anti-discrimination practices, and supporting employee well-being through benefits and community engagement. As of the end of fiscal year 2024, none of our employees were represented by a labor union or were subject to a collective bargaining agreement.\*

Pathward is committed to supporting the work-life harmony of our employees. To uphold this commitment, we seek to foster an environment where employees can thrive personally and professionally with a wide array of health and wellness resources.

### PATHways to Wellness

We developed our PATHways to Wellness program supported by Asset Health’s fully integrated wellness platform. This program, which launched in November 2024 with a gratitude challenge, gives employees access to a variety of resources and online tools, encouraging them to actively power their health and wellness journeys. PATHways to Wellness incentivizes well-being through rewards for completing preventative screenings, fun challenges, virtual activities, and more.

### LifeGuides

We partner with LifeGuides to provide a mental health resource for employees. This personalized mentorship program offers support to employees and their families in the form of experienced guides for a variety of topics, from emotional well-being to injury recovery and beyond.

### Paid Parental Leave

As of October 1, 2024, the Pathward Paid Parental Leave policy provides six weeks of paid parental leave to employees following the birth of a child or the placement of a child with an employee in connection with adoption or fostering a child with the intent to adopt.

The policy provides inclusive, comprehensive paid parental leave to support employees and their growing families, one of several important measures Pathward has taken to give employees resources for their wellness.



\*Our approach to human rights aligns with the UN Guiding Principles on Business and Human Rights.



# EMPLOYEE WELL-BEING

## BENEFITS OVERVIEW



### Health & Wellness

- Medical, Dental, Vision
- Flexible Spending, Health Savings Accounts
- Group Term Life/AD&D, Short- and Long-Term Disability
- Accidental Injury, Critical Illness, Hospital Care
- 401(k) with 6% employer match



### Additional Support

- PATHways to Wellness program
- Employee Assistance Program (EAP)
- Certified Financial Advisors
- Legal Services/Identity Protection
- LifeGuides
- Pet Insurance



### Work-Life Harmony

- Paid Parental Leave Policy (six weeks of paid parental leave)
- Accrued Paid Time Off (20-35 days per year based on tenure)
- Adoption Assistance benefit (provides funds up to \$10,000 for qualified adoptions)
- Paid Be Well Days to focus on well-being and self-care
- Bereavement Leave, Military Differential Pay
- Paid Holidays
- Paid Time Off to Volunteer (VTO), up to 16 hours per year

## Wellness Employee Resource Group

Our Wellness Employee Resource Group\* (ERG) focuses on creating healthy habits to attain better mental, emotional, social, physical, and financial well-being. Understanding that balance looks different for each person, this group supports members to find harmony between the various dimensions of wellness and to be good stewards of their health.



Scan or click  
the QR code for  
our Wellness  
ERG video.

## City Connection Program

In fiscal year 2024, our Culture Connection team continued to develop opportunities for employees to interact with their local coworkers. With most of our team members working remotely, City Connection brings together employees who live near each other in major cities to enjoy team building exercises, volunteer work, and recreational activities.



\*Pathward's Wellness ERG evolved into CARE (Community, Awareness, Resources, Encouragement) in February 2025.



# TALENT RECRUITMENT, TRAINING, AND ASSESSMENT

At Pathward, we are dedicated to building an inclusive culture of belonging. So much so, we actively encourage applications from individuals with experiences or qualifications that may not exactly match those listed. Our employees represent the communities where we live, work and play, and we are committed to building an inclusive workforce.

Embracing our purpose of powering financial inclusion for all, we’re dedicated to providing our employees with access to growth opportunities. Our commitment to our employees’ career development is reflected in our comprehensive job architecture, transparent pay practices, and robust learning and development opportunities.

## TRAINING, ASSESSMENT, AND DEVELOPMENT

### Job Architecture Site

In 2024, we took an important step to increase transparency in job levels and salary grades. This critical work that has transpired over the last couple of years allowed us to enhance visibility into career development opportunities. Our internal Job Architecture site enables employees to identify areas of progression within their specific job families and across other functional areas to help them chart their own course to career mobility.

### Training

All Pathward employees participate in mandatory training as part of their onboarding and throughout the year. Our learning management system administers compliance (including the Code of Business

Conduct) and essential security training. In fiscal year 2024, total required training hours equated to an average of nine hours of training per employee. Additionally, our leaders collaborate with employees to develop growth plans and monitor progress throughout the year. This involves identifying specific skills to target and utilizing assessments and 360-degree feedback tools when applicable.

### LinkedIn Learning

We continue to make significant investments in our employees by offering LinkedIn Learning as a free benefit. With this resource, employees are empowered to lead their own growth and explore avenues for development that go beyond compliance training. Through these ongoing learning opportunities, employees are encouraged to expand their existing skills and learn new ones to help them achieve their career goals.

“

Through a shared commitment to our culture, we cultivate meaningful connections (virtual and in-person) across our geographic footprint and create a unified environment where *collaboration thrives and our employees feel empowered*. We take a proactive approach to promoting and operationalizing employee health and well-being into the culture of Pathward.”

LISA MCCARY-O'NEAL, SVP, PEOPLE & CULTURE



11,000+

employee training hours collectively completed

9

average hours of training per Pathward employee

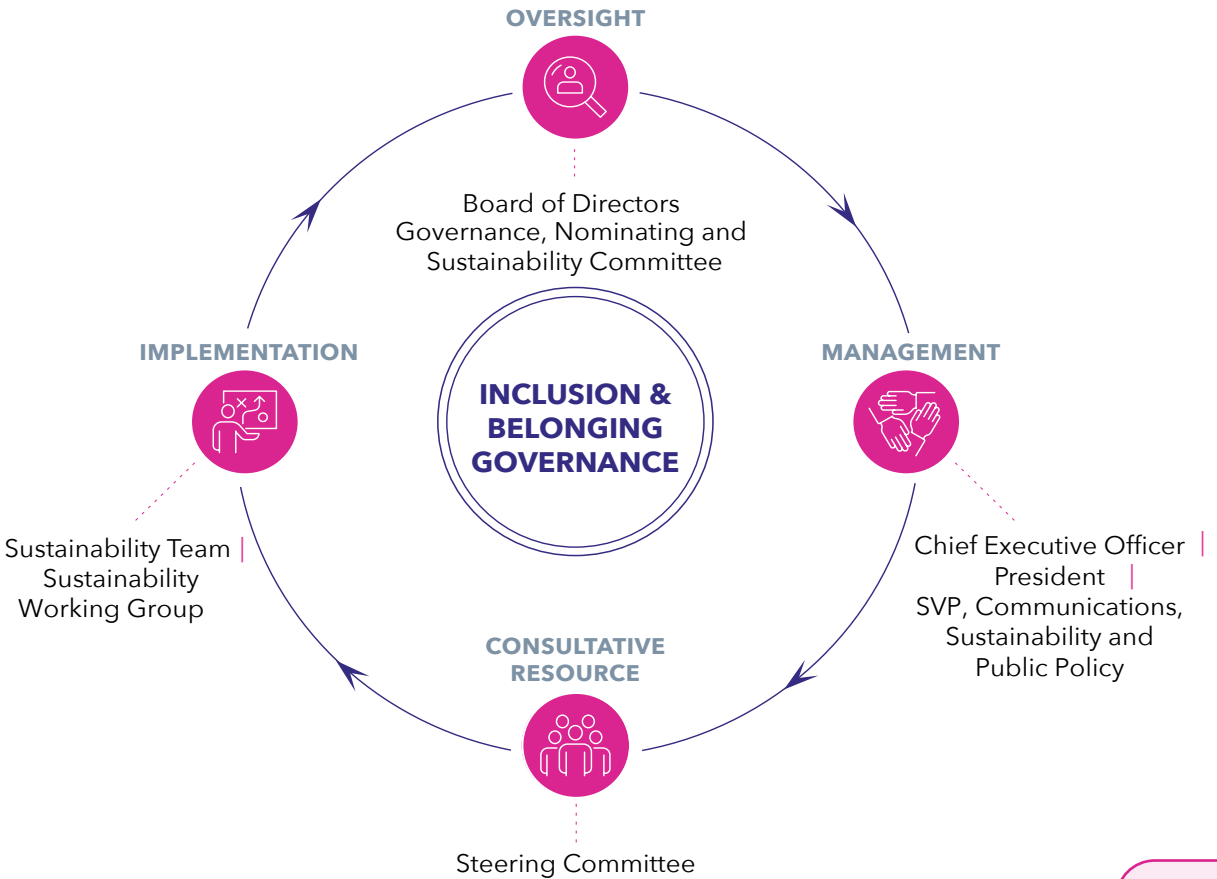


# INCLUSION AND BELONGING

Belonging is the foundation that facilitates an authentic sense of connection, purpose, and value for our employees, regardless of their background.

We advance:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, encouraging the representation of employee perspectives.
- Work-Life harmony through flexible work schedules consistent with company policy to accommodate employees' varying needs.
- Employer and employee contributions to the communities we serve.



“

*Our commitment to fostering a culture of belonging remains at the heart of our efforts.* We understand that true inclusion requires more than just representation, it requires a deliberate and ongoing strategy to help every individual feel valued, respected, and empowered to thrive. By embedding belonging into the fabric of our organization, we are not only creating a more inclusive workplace but empowering our people to innovate, collaborate, and contribute to a more equitable future for all.”

**NATONYA HARBISON, DIRECTOR, ORGANIZATIONAL INCLUSION & COMMUNITY IMPACT**



- Employee Engagement
- Employee Well-Being
- Talent Recruitment, Training, and Assessment
- Inclusion and Belonging
- Employee Resource Groups
- Community Impact Program
- Community Partner Highlight
- Volunteerism
- Community Reinvestment Act

# Inclusion and Belonging

## Curriculum

In 2024, Pathward expanded its voluntary inclusion and belonging learning opportunities by introducing new courses to foster collective learning and dialogue among our employees. As a result, 59% of Pathward employees participated in at least one course, an increase from 48% the previous year.

Through the Pathward Speaker Series, we sparked important conversations and provided practical strategies for fostering inclusion and belonging for the more than 800 employees who attended the optional series.

## NEURODIVERSITY



94%  
Recommendation rating

96%  
Understanding of the topic

## ALLYSHIP



95%  
Recommendation rating

100%  
Understanding of the topic

## FOSTERING A DISABILITY-INCLUSIVE WORKPLACE



93%  
Recommendation rating

100%  
Understanding of the topic

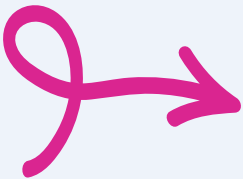
## IMPROVING IMPACT THROUGH AN INTERSECTIONALITY LENS



93%  
Recommendation rating

100%  
Understanding of the topic

As part of Financial Literacy Month, we piloted an employee financial literacy workshop, and the results were promising:



25%  
of financial literacy workshop participants reported increased productivity



31%  
of financial literacy workshop participants experienced a reduction in financial stress



30%  
of financial literacy workshop participants noted improved use of their personal budgets



# EMPLOYEE RESOURCE GROUPS

Pathward’s Employee Resource Groups (ERGs) are a cornerstone of our ongoing commitment to inclusion and belonging. These employee-led groups, open to all employees, offer valuable opportunities for professional development through leadership roles and provide a platform for meaningful connections, further enhancing our efforts to foster an inclusive workplace. In fiscal year 2024, 27% of Pathward employees participated in at least one of our ERGs, significantly exceeding the 8% average participation rate in Fortune 500 companies.



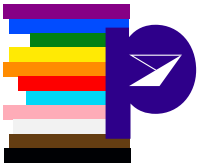
BELIEVE



Military Veterans Network



Network of Women



Pride Pact



SCALE



Wellness\* - Body & Mind Health

Our BELIEVE ERG has made significant strides in its third year. With a strong focus on educating peers about Black culture and creating opportunities for professional growth, BELIEVE has launched impactful initiatives that are open to all employees.

### BELIEVE in Yourself Workshop

Each year, BELIEVE hosts a day of programming centered on customers, careers, culture and community. The event features external subject matter experts who offer career insights, and it serves as a platform to highlight BELIEVE’s ongoing community engagement efforts. In fiscal year 2024, BELIEVE members volunteered more than 800 hours to support causes they are passionate about, demonstrating their commitment to creating a positive impact both inside and outside of Pathward.

### BELIEVE in Knowledge Book Club

The BELIEVE Culture and Community Committees partnered to introduce a book club wherein Pathward employees can review literature collectively. These literary discussions shed light on the African American diaspora, shared experiences, and our collective understanding of inclusion and belonging.



Scan or click the QR code for our BELIEVE ERG video.

“

Through BELIEVE, I’ve been afforded learning and leadership opportunities that have allowed me to broaden my network, skillset and community impact and form meaningful relationships. My experience with BELIEVE has also allowed me to collaborate with colleagues and leaders who I may not have met otherwise, including in other ERGs. The outcome of these carefully developed partnerships are *bridges built across culture, heritage and affinity* that help us leverage our unique perspectives for the collective benefit of the organization. Most critically, we’re able to nurture a platform that helps all employees feel seen, understood and represented by amplifying diverse voices. Through these efforts, we create a true sense of connection and belonging in the workplace.”

EBONI KIMPSON, DIRECTOR, AUDIT AND BELIEVE CULTURAL LEAD



\*Pathward’s Wellness ERG evolved into CARE (Community, Awareness, Resources, Encouragement) in February 2025.

- Employee Engagement
- Employee Well-Being
- Talent Recruitment, Training, and Assessment
- Inclusion and Belonging
- Employee Resource Groups
- Community Impact Program**
- Community Partner Highlight
- Volunteerism
- Community Reinvestment Act

# COMMUNITY IMPACT PROGRAM

Now in its fourth year, Pathward’s Community Impact Program continues to drive economic mobility for underserved and underrepresented communities across the country. We rely on strong partnerships to create meaningful change, fostering relationships with organizations that promote economic advancement and help historically marginalized populations thrive. Our comprehensive program includes:

- Charitable Giving: Direct financial contributions to nonprofit community partners.
- Matching Gifts: Pathward matches employee donations 1:1 to nonprofit organizations (up to \$2,000 per year) and hosts giving campaigns throughout the year to amplify the impact of those donations.
- Volunteering: Full-time employees receive 16 hours of paid time off to volunteer annually.
- Dollars for Doers: Employees earn funds to donate to a nonprofit organization of their choice for each hour they volunteer, up to \$480 per year.

Through these efforts and our strategic partnerships with organizations nationwide, we are helping fuel access to essential resources. We focus our charitable investments in the following areas:

- Financial Inclusion
- Personal & Family Empowerment
- Disaster Relief
- Educational Support

## Select Community Partners

### SOUTH DAKOTA

- Active Generations
- Bishop Dudley Hospitality House
- EmBe
- Habitat for Humanity of Greater Sioux Falls
- Helpline Center
- Junior Achievement of South Dakota
- Lunch is Served
- St. Francis House
- Veterans Community Project

### Partnership with Native Americans

Nebraska, North Dakota, South Dakota, Montana, Washington, California, Utah, Arizona, New Mexico

### MICHIGAN

- Community Housing Network
- Disaster Relief at Work
- Habitat for Humanity of Oakland County
- Junior Achievement of Southeastern Michigan

### CALIFORNIA

StartOut

### ARIZONA

Arizona Community Foundation

### TEXAS

MetroCare

### KENTUCKY

Boys & Girls Clubs of Kentuckiana

### TENNESSEE

- Junior Achievement of Middle Tennessee
- Habitat for Humanity of Greater Nashville
- Open Table Nashville
- Urban League of Middle Tennessee

### GEORGIA

- Braven
- Furniture Bank of Metro Atlanta

\*This map represents grant investments in some of our key communities



**\$1.1m+**  
direct investments made to nonprofit community partners



**5,500+**  
collective volunteer hours



**400+**  
events supporting  
**200+**  
organizations



**\$90,000**  
matching gift donations



# COMMUNITY PARTNER HIGHLIGHT

Pathward proudly partners with non-profit organizations dedicated to improving the lives of underserved individuals in our communities. Our relationship with **Partnership with Native Americans (PWNA)** exemplifies that ethos.



For more than 30 years, this nonprofit has championed hope for Native Americans living on remote and under-resourced reservations across the Northern Plains and southwest regions of the United States. Bolstered by the support of corporate partnerships like Pathward, PWNA delivers essential services, resources, and scholarships to help strengthen and empower Native communities.

In fiscal year 2024, Pathward supported two key PWNA initiatives: the Emergency Preparedness and Response-AED Certification program and a pilot vocational training scholarship program.

Joshua Arce, PWNA President & CEO, credits the value of the organization to the deep relationships and trust that PWNA has built in the communities they serve, allowing them to act as an intermediary.

"We're deeply ingrained in these communities, so we leverage the relationships we have with Tribal emergency service providers and trained community members to ensure we can deliver what they need to address their specific challenges," Joshua said. "Our corporate partnerships make much of that service delivery possible, and we're grateful to partners like Pathward for trusting us to put the funding to

work. We strive to find different ways for people in our communities to achieve upward mobility and leverage those investments to create lasting positive change."

### Emergency Preparedness and Response/AED Program

With Pathward's support, PWNA's Emergency Services program provided CPR, First Aid and AED training to more than 70 community members across several Tribal communities in the Southwest, including the White Mountain Apache, Kaibab Band of Paiute, Fort Yuma Quechan Tribe and San Carlos Tribe.



These remote communities face challenges accessing medical care during emergencies. Many reservations are without onsite clinics, and emergency services can take up to 45 minutes to arrive with transportation to medical facilities adding barriers of time and cost. The training and certification provided by this program are critical to ensuring the safety of these communities, equipping community members with the knowledge and skills to respond to emergency situations, including tourniquet application, medical triaging, and more.

At the program's conclusion, AED units and first aid supplies were distributed to each community, and participants received a two-year CPR, First Aid, and AED certification.

### American Indian Educational Fund Vocational Scholarship Pilot

With Pathward's support, the PWNA launched a pilot vocational training scholarship program, awarding five women with a \$2,000 scholarship to pursue careers in the fields of nursing, medical billing, and cosmetology (nail technician). One scholarship recipient, Felicia, says her career goal is to complete a two-year nursing program.

"I have looked around in my own family and community, and I've realized that I would like to care for my elders, children and people," Felicia said. "My children make me want to succeed in bettering my life to help support them. And I hope that by watching me, they in turn will try hard to succeed in life to get what they need to care for their family and themselves."

Each of the scholarship recipients comes from a different state and Tribal affiliation, including the Confederated Tribes of Bands of the Yakima Nation in Washington; Crow Creek Sioux (Hunkpati Dakota) in South Dakota; Diné (Navajo) in Arizona; Nambe Pueblo in New Mexico, and Shoshone Paiute in Nevada. Two of the recipients are the first in their families to attend college or pursue any type of post-secondary education.

“

At the heart of our partnership with PWNA is a shared goal to create *lasting, positive change for people and families around the country*. What resonated with us are the incredibly deep roots they've planted in the communities they serve. They are a trusted intermediary that has demonstrated an ability to not only support long-term solutions for self-sufficient Native American communities, but to understand and meet their specific needs to help them thrive. It's critical that we collaborate thoughtfully with organizations who share our mission and values so that we can best leverage our resources to support their goals. We're honored to work alongside PWNA, an organization that is so deeply committed to improving the lives of those around them."

EMILY PARK, DATA & SOCIAL IMPACT SPECIALIST



MESSAGE FROM THE CEO

MESSAGE FROM THE PRESIDENT

ABOUT US

MESSAGE FROM THE SVP, SUSTAINABILITY

OUR APPROACH AND MATERIALITY

ENVIRONMENTAL RESPONSIBILITY

SOCIAL IMPACT

- Employee Engagement
- Employee Well-Being
- Talent Recruitment, Training, and Assessment
- Inclusion and Belonging
- Employee Resource Groups
- Community Impact Program
- Community Partner Highlight
- Volunteerism**
- Community Reinvestment Act

GOVERNANCE

PERFORMANCE

# VOLUNTEERISM

At Pathward, giving back to the communities where we live, work, and play dovetails with our purpose of powering financial inclusion. Through employee volunteerism, we seek to effect positive change and build stronger community connections.

Throughout the year, our employees have contributed thousands of service hours, actively engaging in volunteer efforts. Many of these efforts are spearheaded by SCALE (Serving Communities and Linking Employees), our employee resource group focused on connecting our workforce through the spirit of service.

SCALE’s approach embodies more than just volunteerism; it’s about fostering a deeper connection with and commitment to our communities. Recognizing there are countless ways to serve, SCALE provides a framework through which employees are able to identify high-impact opportunities and coordinate volunteer activities across the country, from preparing and distributing meals to children and families in need to packing disaster relief kits for families affected by emergencies.

In addition to being a vital platform for employee connection, SCALE, like each of our ERGs, provides valuable opportunities for leadership skill development and networking.



334

Pathward employees are members of an ERG



1,244

volunteer hours served by SCALE ERG members



6.95 years average tenure of ERG members



“

*Pathward’s purpose is very service-oriented,* and that lends itself to so many opportunities – not just with our business offerings, but through the ways we serve our communities. One of SCALE’s goals is to elevate our standing as a bank under the Community Reinvestment Act, but we also work across the organization to bolster a culture of belonging. Volunteerism provides an incredible opportunity to connect our workforce through purpose-aligned service.

Serving in this leadership role has taught me valuable skills like leading committees and planning large-scale, organization-wide events. It has boosted my confidence and demonstrated that I’m capable of leading significant initiatives. Young professionals often face a challenge when transitioning into leadership roles for the first time; ERG leadership became a vital tool in my kit, showcasing my experience and readiness for the next steps in my career as I transitioned from Junior Field Examiner on the Commercial Finance team to my current role as Business Analyst.”

ANNA MORGAN CRAWFORD, BUSINESS ANALYST, 2024 SCALE CHAIR





MESSAGE FROM  
THE CEO

MESSAGE FROM  
THE PRESIDENT

ABOUT US

MESSAGE FROM THE  
SVP, SUSTAINABILITY

OUR APPROACH  
AND MATERIALITY

ENVIRONMENTAL  
RESPONSIBILITY

SOCIAL IMPACT

- Employee Engagement
- Employee Well-Being
- Talent Recruitment, Training, and Assessment
- Inclusion and Belonging
- Employee Resource Groups
- Community Impact Program
- Community Partner Highlight
- Volunteerism**
- Community Reinvestment Act

GOVERNANCE

PERFORMANCE

# VOLUNTEERISM

Pathward is proud to partner with **Braven**, a nonprofit founded with the mission to provide first-generation college students, students of color, and individuals from low-income backgrounds with the skills, confidence, experiences and networks they need to transition from college to employment with strong footing in the job market. Since 2013, the organization has empowered these students to achieve upward mobility.

According to Che Watkins, Executive Director at Braven, these resources are invaluable. “Volunteers are critical for mentorship and to help build social capital for students who may not be able to translate their skills and experience to the job market, or who need help building the communication skills and

confidence to tell their story,” Watkins said. “In a world where the ZIP code you’re born into can impact your economic mobility, we’re proud to work with corporate partners who are committed to financial inclusion and upward mobility.”

Many of Braven’s volunteer opportunities are virtual, which allows Pathward employees across the country to serve a cause at the heart of our purpose to advance financial inclusion. Pathward has supported Braven through grantmaking and volunteerism for two years, and our employees have collectively served 43 Braven Fellows, providing more than 230 hours of leadership coaching, professional mentorship and mock interviews.

“Being able to help someone who is just beginning their career journey, particularly in areas like interviewing skills, resume building and self-marketing, can make a world of difference. I got to watch my mentee’s confidence grow as I challenged her to recognize the value of her skills. *Together, we transformed a blank slate* into a comprehensive map for her to build upon as she progresses in her career. Having a mentor who can teach and coach from a professional level is crucial when you’re just starting out, especially in competitive industries. I’m grateful I could be that person for her, and it was so rewarding to see her development as the program went on.”

JAMIE OAKLEY, LEGAL DOCUMENT SPECIALIST AND BRAVEN PROFESSIONAL MENTOR

“From my first experience volunteering with Braven during a mock interview night, I knew I wanted to continue to be involved with the organization. I volunteered to serve as a Professional Mentor and was paired with an incredible third-year, pre-med Winston-Salem State University student who I was honored to assist in their career journey. I’ve always been guided by the philosophy of *‘lift as we climb.’* There were a multitude of people who poured into me as a student and early career professional. It is my duty and privilege to pay it forward. That is one of the things I appreciate about working at Pathward. This is an environment where our efforts to serve our communities are encouraged and amplified.”

DANIA WRIGHT, MANAGER, CORPORATE COMMUNICATIONS AND BRAVEN PROFESSIONAL MENTOR

## VOLUNTEER OF THE YEAR

Pathward’s Volunteer of the Year award recognizes one employee for their unwavering commitment to the betterment of their community through volunteerism. Each year, that employee is selected through a peer nomination process, and they are invited to direct a \$5,000 company donation to a charity of their choice.



**Pathward’s 2024 Volunteer of the Year is David Dieck.** David is a Manager who has been with the organization since 2018.

For more than 10 years, David has lived his passion for helping others by volunteering with Oakland HOPE, a Michigan-based nonprofit on a mission to alleviate hunger in Oakland County and empower lives through programming which provides food, resources and job training. David amplifies Oakland HOPE’s efforts by serving food to families in need and volunteering at their thrift store where purchases go to fund groceries for families, seniors, and veterans. At Pathward, his peers regularly praise him as an example of servant leadership who encourages his colleagues to contribute service hours and donations to Oakland HOPE through our Dollars for Doers program and inspires others to serve nonprofit missions close to their hearts.

David has directed the \$5,000 award donation to Oakland HOPE.

“In my family, there’s a legacy of volunteerism. I’ve always been very inspired by my father – whenever he saw an opportunity to help, he would. He instilled that value in me and I have endeavored to model that for my own children.” said David. “I find that when you give back, it not only supports your community, it improves your overall happiness.”



MESSAGE FROM  
THE CEO

MESSAGE FROM  
THE PRESIDENT

ABOUT US

MESSAGE FROM THE  
SVP, SUSTAINABILITY

OUR APPROACH  
AND MATERIALITY

ENVIRONMENTAL  
RESPONSIBILITY

SOCIAL IMPACT

- Employee Engagement
- Employee Well-Being
- Talent Recruitment, Training, and Assessment
- Inclusion and Belonging
- Employee Resource Groups
- Community Impact Program
- Community Partner Highlight
- Volunteerism
- Community Reinvestment Act**

GOVERNANCE

PERFORMANCE

# COMMUNITY REINVESTMENT ACT

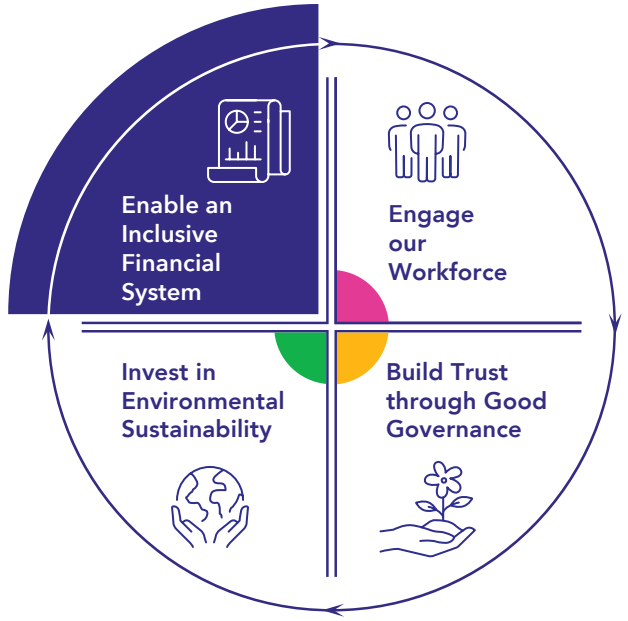
As a federally insured depository institution, Pathward is subject to the Community Reinvestment Act (CRA), which requires banks to help meet the credit needs of their communities with a primary focus on providing support for low- and moderate-income (LMI) individuals. Our purpose of powering financial inclusion inspires us to push beyond compliance to build creative funding solutions for those who are under-resourced.

Pathward's CRA strategy outlines our community development goals in three performance categories within our Sioux Falls Assessment area and our Broader Statewide Regional Area\*: loans/investments, donations, and volunteer services.

Pathward received a "Satisfactory" rating on our three-year (2021-2023) CRA Strategic Plan. The Office of the Comptroller of the Currency (OCC) granted approval of Pathward's (2024-2026) CRA Strategic Plan in the first quarter of 2024. Pathward met the 2024 goals in all performance categories: loans/investments, donations and volunteer services.

Please note the data shared within this document are subject to regulatory review by the OCC.

\*Broader Statewide Regional Area includes the following states: IA, KS, ND, NE, MN, MO, and SD.



## FINANCIAL LITERACY

As a financial institution, we are committed to actively supporting the credit needs of the communities we serve. One way we fulfill that commitment is through initiatives and partnerships that bolster financial literacy education and access.

**EmBe:** Pathward proudly partnered with EmBe, a Sioux Falls-based nonprofit providing resources for women and children, to conduct Making Cent\$ Financial Literacy classes. Pathward volunteers led classes in 2024, teaching valuable budgeting basics as part of the program, which empowers women to manage their finances.



Scan or click on the QR code for our EmBe video.

## Financial Fundamentals powered by Pathward:

In 2024, Pathward launched the Financial Fundamentals powered by Pathward program. The inaugural program was completed in partnership with NFL running back Rachaad White and Big Brothers Big Sisters of Tampa Bay and provided financial literacy education to the students of Webb Middle School. By equipping young students with essential financial skills, we help them build a stronger foundation for their futures while promoting financial inclusion.



Scan or click on the QR code for our Financial Fundamentals powered by Pathward video.

6 Financial Literacy courses were curated to support low-to-moderate income community members

520+ volunteer hours served

\$210k+ donated to support community non-profits such as EmBe, Junior Achievement, and Habitat for Humanity

CRA-qualified impact



- MESSAGE FROM THE CEO
- MESSAGE FROM THE PRESIDENT
- ABOUT US
- MESSAGE FROM THE SVP, SUSTAINABILITY
- OUR APPROACH AND MATERIALITY
- ENVIRONMENTAL RESPONSIBILITY
- SOCIAL IMPACT
- GOVERNANCE**
- Sustainability Governance
- Ethics
- Risk and Compliance
- Data Privacy and Cybersecurity
- Public Policy and Executive Compensation
- PERFORMANCE



# TRANSPARENCY AND INTEGRITY

Governance



# SUSTAINABILITY GOVERNANCE

Our sustainability governance structure emphasizes Pathward Board of Directors and executive management oversight of company-wide sustainability efforts.

At the beginning of fiscal year 2024, the Board of Directors committee responsible for overseeing and strengthening Pathwards sustainability efforts was the ESG Committee. Effective February 28, 2024, the ESG Committee's role was subsumed by the Corporate Governance and Nominating Committee, which was renamed the Governance, Nominating and Sustainability Committee (the "Committee"), in an effort to create administrative efficiencies.

In fiscal year 2024, the Committee met quarterly to discuss current and emerging sustainability topics and provide oversight of our programs, strategies, risks and opportunities.

Responsibilities of the Committee are outlined in its charter and include oversight of charitable giving policies and programs, inclusion and belonging, relationships with external stakeholders, and our annual sustainability report.

Executive oversight of sustainability efforts is the responsibility of our Chief Executive Officer and our President. Our Senior Vice President of Communications, Sustainability, and Public Policy leads sustainability efforts from a management perspective and chairs our cross-functional working group that focuses on sustainability. The group includes representatives from more than 15 functions who help initiate program implementation.



“

Pathward's ability to innovate essential financial services and products is anchored in *responsible business practices and governance*. I am proud of the Board's continued commitment to strengthen Pathward's sustainability efforts and drive accountability through oversight and guidance, and I look forward to seeing our continued success in fiscal year 2025."

**BECKY S. SHULMAN, BOARD DIRECTOR**





# ETHICS

Pathward’s commitment to ethical business practices starts with our Board and executive leadership team and extends throughout our company. Our Code of Business Conduct applies equally to all employees and contractors of Pathward and Pathward Financial, Inc., as well as Board Members of Pathward and Pathward Financial, Inc. ("Boards").

As a company operating in the financial services industry with a focus on powering financial inclusion, we believe it is imperative that we operate in a manner that preserves the trust our customers, investors, shareholders, and communities place in us. We strive to foster a “see something, say something” workplace culture that elevates our commitment to ethical behavior, inspiring stakeholder confidence.

### Code of Business Conduct

The Code of Business Conduct sets the standards of ethics and integrity for all employees, contractors and Board members. The Code undergoes an annual review, and updates are subject to input from and approval by the Governance, Nominating and Sustainability Committee and the Boards. The Code, which is available on our website, is a comprehensive document that addresses Pathward’s purpose, vision, and values; the responsibilities of team members, Board members, and managers; commitments and rights in working with colleagues, consumers, and partners; work in the community; work with the government; commitments to shareholders; and disclosure and reporting procedures, including whistleblower protection and investigations. Under the leadership of Pathward’s Code Officer, the Code was last updated in August 2024 to make changes that fall into four broad categories: (1) minor grammatical corrections and language revisions; (2) updates to align with Code Officer governing documents; (3) revisions to address certain suggestions received or questions asked by employees over the past year; and (4) edits to apply learnings from internal investigations conducted to date.

### Disclosure of Conflicts of Interest

To support required conflict of interest disclosures by new and

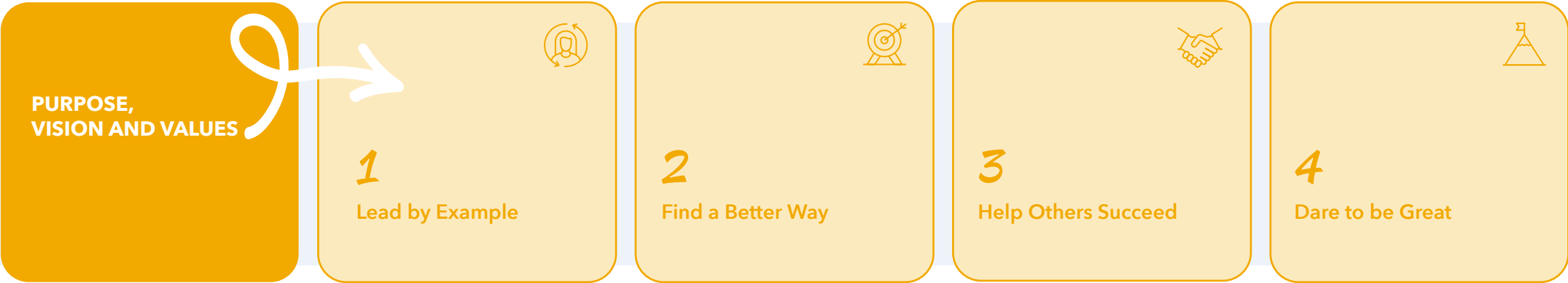
current employees, we use an electronic process to streamline employee reporting in areas set forth in the Code: Directorships; Government Participation; Gifts, Gratuities, and Entertainment (Received/Given); Outside Employment; Outside Investments; Business Opportunities; Family Member Employment; Personal Relationships; and Insider Trading.

### Ethics Training

Pathward requires all employees to complete annual Code training (which includes anti-bribery) and successfully pass a quiz, and new hires must meet these requirements within 60 days of initial employment.

### Reporting Hotline

Our toll-free ethics hotline is managed by a third-party vendor to align with industry best practices. The ethics hotline and whistleblower resources detailed in the Code are available to employees and the public to report concerns about conduct inconsistent with the Code. The ethics hotline supports anonymous reports to protect the confidentiality of the reporter, if desired. Information about how to access the ethics hotline is also available on our website.



From Code of Business Conduct

# RISK AND COMPLIANCE

We believe that Pathward's mature risk and compliance programs set us apart in the financial services marketplace. As a pioneer in the prepaid industry and a leader in payments, these programs elevate our operations and distinguish our business.

### Enterprise Risk Management

Our Enterprise Risk Management (ERM) program is grounded in responsible corporate governance principles to facilitate the alignment of risk with our strategic objectives, risk appetite, and regulatory requirements. Oversight of the program and processes rests with the Pathward Board of Directors and ERM. Their strategic implementation is carried out by senior management and teams across the enterprise. To facilitate a comprehensive system, Pathward has adopted a **Three Lines of Defense** model that is managed by our frontline business units, our ERM team, and Internal Audit.

### Third-Party Risk Management

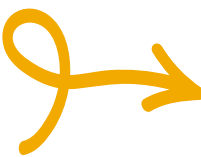
Our comprehensive third-party risk management efforts are designed to provide oversight of third-party activities to identify and mitigate the effects of risk events through reporting diligence.

### Business Continuity Management

Pathward's Business Continuity Management practices promote operational resilience through adherence to strict standards and testing requirements. We maintain compliance with Federal Financial Institutions Examination Council and Office of the Comptroller of the Currency guidance, ensuring compliance with relevant regulations.

### Compliance

In an evolving regulatory environment, our Compliance Management System helps identify and mitigate risks arising from applicable laws and regulations. Significant compliance processes are formally documented, with clear lines of authority and responsibility, and communicated to our employees and external partners. Our Compliance team is well experienced with an average of 8.5 years with Pathward and an average of 15 years in the financial services industry. We also have a number of former regulators and Certified Regulatory Compliance Managers (CRCM) on staff.



# RISK AND COMPLIANCE

## Bank Secrecy Act (BSA) / Anti-Money Laundering (AML)

Pathward is committed to protecting our customers, third-parties, and our company from the risks of money laundering, terrorist financing and other illicit activity. Our BSA/AML and Office of Foreign Assets Control (OFAC) Compliance programs address adherence to the BSA, U.S. Sanctions, and other relevant rules and regulations. The programs address customer and third-party identification and due diligence, information sharing (314 (a) and (b)), suspicious activity monitoring and reporting, list screening (politically exposed person and OFAC), record retention, and training, among others.

To help facilitate adherence to the standard set forth in the BSA/AML and OFAC Compliance Programs, Pathward performs ongoing risk-based testing and reviews of internal business line processes and of third-party programs. An experienced team supports these efforts and holds various certifications in anti-money laundering and fraud prevention. Using a monitoring system, our Financial Intelligence Unit identifies and investigates unusual activity which may ultimately result in filing a suspicious activity report with the Financial Crimes Enforcement Network (FinCEN).

## Credit

Committed to financial inclusion, we champion creative solutions to offer consumer products to underserved markets and leverage our marketplace lending model to increase access. We design our credit programs to focus on three high-priority outcomes: liquidity, credit protection and high satisfaction by the program partner and end-consumer. As our first principle, we emphasize credit quality and seek to avoid undue concentrations of loans and leases in a single industry or based on a single class of collateral.

## Internal Audit

Internal Audit independently evaluates the risk management and control activities within frontline business units and the ERM function to assess their adequacy. This essential function acts as a liaison and advisor to internal and external stakeholders, including Pathward’s leadership, the Board of Directors, external auditors, and regulators. Internal Audit’s evaluations during fiscal year 2024 assessed compliance with relevant regulatory guidance to ensure alignment with industry standards and expectations.

Highlights of Internal Audit Activities in 2024:

- Leveraged data analytics in audits, surpassing targets and achieving comprehensive population testing, strengthening risk detection and control effectiveness
- Completed all audits on the adjusted plan and achieved full compliance in Quality Assurance Reviews (QARs)
- Leveraged tools to optimize audit processes, streamlined planning and quality assurance activities through lean six sigma design sessions, and enhanced Audit Committee reporting to improve transparency and stakeholder communication
- Increased staff holding an industry certification to 50%, enhanced talent mobility through internal transitions, and maintained professional expertise with the Internal Audit department collectively obtaining more than 550 continuing professional education credits during the year





# DATA PRIVACY AND CYBERSECURITY

We believe data privacy and cybersecurity are critical to Pathward’s growth and innovation strategy. As digital advancements continue to impact the delivery of financial services and the risks of cyberattacks grow, data privacy and cybersecurity remain top priorities at Pathward.

### Data Privacy

As a financial institution, Pathward collects and processes personal information and financial data every day, and we take that responsibility seriously. We continue to enhance our ability to deploy the personnel, policies, and technologies needed to better safeguard data in accordance with applicable regulations. Pathward undergoes an annual SOC 1 (System and Organization Controls) audit as well as other third-party testing. As a nationally chartered bank, we are routinely audited by regulators to ensure compliance with applicable laws and regulations such as the Gramm-Leach-Bliley Act.

Our Privacy Policy details the use of personal information and the rights of each individual with respect to their information and is posted on our company website. Responsible use of data, data privacy, and cybersecurity are specifically cited in our sustainability strategy pillar: Build Trust through Good Governance.

### Cybersecurity

Our comprehensive cybersecurity program includes strategies and frameworks, policies and standards, and a risk-based methodology aligned with applicable regulatory requirements, including Payment Card Industry Data Security Standard compliance published on Visa and Mastercard partner lists. Pathward’s Executive Team and Information Security Working Group provide the Board’s Risk Committee with quarterly updates on information security matters and program activities with issues being escalated to the full Board as appropriate.

To facilitate enterprise-wide attention to cybersecurity, we apply best practices, including the following:

- Conduct mandatory annual employee training on cybersecurity
- Utilize cybersecurity awareness emails
- Leverage third parties to conduct assessments of our cybersecurity program for compliance with regulatory guidelines and industry best standards along with performing penetration testing, helping us understand the effectiveness of our controls
- Communicate clear escalation avenues to report suspicious activity, also detailed in our Code of Business Conduct

Our incident response program is designed to effectively mitigate and recover from cyberattacks and facilitates communication with internal and external stakeholders during such events. Collectively, these efforts resulted in no material information security breaches of our systems within the last three years.



*Scaling safely and securely isn't just a hallmark of our business growth—that philosophy also informs how we fortify and enhance our systems and technology infrastructure."*

**CHARLES INGRAM, EXECUTIVE VICE PRESIDENT AND CHIEF TECHNOLOGY & PRODUCT OFFICER**

# PUBLIC POLICY

Pathward strives to remove barriers to financial access and promote economic mobility, in part, by collaborating with third parties to provide responsible, secure, and high-quality financial products that contribute to the social and economic benefit of communities across the country. We work to increase financial access, choice, and opportunity.

In support of those efforts, Pathward advocates for policies that support our business and our communities. Pathward’s public policy team serves as our voice in Washington, D.C. to advance our mission and vision with Congress, the presidential administration, and other national industry stakeholders.

As part of our advocacy, we created a Political Action Committee (PAC) to engage with elected officials and

candidates to provide a better understanding of the complex challenges and opportunities facing Pathward and our industry. Our PAC supports elected officials and candidates who are aligned with our mission and business goals and who seek to remove obstructive economic barriers that limit the abilities of underserved businesses, communities, and individuals to join the banking system.

Pathward recognizes that we will not agree with all policy positions of any candidate and that the positions taken by candidates may evolve over time. Our political activities are performed in compliance with applicable laws and regulations.

## PATHWARD’S PUBLIC POLICY TEAM AIMS TO:

**EDUCATE** by driving awareness of Pathward’s mission and unique business lines.

**ADVOCATE** by promoting Pathward’s position on public policy that impacts our continued success.

**INFLUENCE** by obtaining positive outcomes on new and emerging public policy topics that support Pathward’s mission and strategic goals.

# EXECUTIVE COMPENSATION

We believe that Pathward has developed a highly competitive compensation program designed to recruit, motivate, and retain top-quality executive leadership focused on attaining short-term and long-term corporate goals and increasing stockholder value.

Our executive compensation program is overseen by the Board of Directors Compensation Committee with the primary purpose of reviewing and approving our compensation philosophy, principles and practices.

Please see Pathward’s [2024 Proxy Statement](#) for additional information on our named executive officer compensation.



**98%+**  
of shareholders  
supported “Say-on-  
Pay” vote in 2025



**82%**  
of CEO’s target pay  
was variable and  
at-risk

# PERFORMANCE

METRIC	FY 2022	FY 2023	FY 2024	NOTES	SASB STANDARD	GRI STANDARDS
Financial Performance						
Net Income	\$156.4M	\$163.6M	\$168.4M		-	201-1
Diluted Earnings Per Share	\$5.26	\$5.99	\$6.62		-	201-1
Total Revenue	\$601.1M	\$704.5M	\$754.7M		-	201-1
Total Assets	\$6.7B	\$7.5B	\$7.5B		-	201-1
Customers and Communities						
CRA-eligible financial donations	\$172,400*	\$224,132*	\$212,574*	CRA data points included in this report are believed to represent qualified activities and are subject to regulatory approval.	-	201-1
CRA-qualified Volunteer Hours	367*	351*	523*	The CRA qualified volunteer hours for FY 2022 were retrospectively revised from their original presentation to reflect management's revised criteria for service activities in support of low and moderate income individuals and families that qualify under the Community Reinvestment Act.	-	413-1
Number of Nonprofit Organizations Supported Through CRA	9*	9*	12*		-	413-1
Pathward-sponsored financial wellness efforts	For a description of related financial wellness (financial literacy) initiatives, programs, and/or financial services that are focused on enhancing the financial literacy of unbanked, underbanked, or underserved customers, see pages 6 and 21-25.				FN-CB-240a.4	-
Total number of Personal Loans	890	438	274		FN-CB-000.B	-
Total value of Personal Loans	\$883,137	\$434,872	\$286,960		FN-CF-000.B	-
Total number of Small Business Administration Loans	29	26	83	SBA loan activity increased due to a strategic push to pursue secured loans, such as USDA. Additional personnel resources were leveraged for these programs.	FN-CB-000.B	-
Total value of Small Business Administration Loans	\$18.7M	\$34.4M	\$117.9M	Value is the gross amount of SBA loans funded at origination date during the fiscal year.	FN-CB-000.B	-
Total Charitable Investments	\$1,001,682*	\$1,058,105	\$1,139,613	Includes corporate grants, lines of business donations, matching gifts, and Dollars for Doers.	-	201-1
Total Employee Volunteer Hours Tracked	6,592*	5,654	5,504	Self-reported by employees tracked via Pathward's Community Impact Portal. Numbers are rounded.	-	-
Total Volunteer Time Off (VTO) Hours Tracked	2,264	2,789	3,496	Self-reported by employees via time management system. Numbers are rounded.	-	-

<sup>1</sup> Data marked as (\*) is presented on a calendar year. All other data is as of the fiscal year ending September 30.



# PERFORMANCE

METRIC	FY 2022	FY 2023	FY 2024	NOTES	SASB STANDARD	GRI STANDARDS
Environment						
Computer Equipment Recycled (lbs.)	5,407*	6,141	6,319	Includes peripherals, imaging devices and mixed electronics.	-	306-4
Greenhouse gas emissions in operations (Scope 1) (mtons CO <sub>2</sub> e)	390	343	302	Market based	-	305-1
Greenhouse gas emissions in operations (Scope 2) (mtons CO <sub>2</sub> e)	2,115	1,806	1,785	Market based	-	305-2
Greenhouse gas emissions in operations (Scope 3) (mtons CO <sub>2</sub> e)	1,874	1,590	2,050	Market based. The increase in Scope 3 emissions from FY 2023 to FY2024 reflects efforts to expand the data collected for emissions related to remote employee activities. Between FY 2022 and FY 2023, enhanced volume and service tracking contributed to a decrease in Scope 3 emissions.	-	305-3
Operational emissions (Scope 1 + 2) change year over year (%)	-4	-14	-3	Reflects Scopes 1 and 2 emissions	-	305-5
Percentage of non-renewable energy consumed from the grid	100	100	100		-	302-1
Total electrical power used (kWh)	4,758,653	4,171,942	3,708,024		-	302-1, 302-4
Total energy used (kWh)	6,897,277	6,061,188	5,366,142		-	302-1, 302-4
Total Value of Commercial Finance Solar Concentration Portfolio	\$377.4M	\$520.6M	\$571.9M		-	-
Governance						
Ratio of CEO Total Compensation to the Median Employee Compensation <sup>2</sup>	45:1	41:1	41:1		-	2-21
Total CEO Compensation	\$3,811,433	\$3,884,129	\$4,334,506		-	2-21
Whistleblower policies and procedures	For a description, see <a href="#">Code of Business Conduct</a> (page 34)				FN-CB-510a.2	2-26
Role of the highest governance body	For more information on management oversight of impact and sustainability reporting, see report pages 6-7, 18, 27-32.				-	2-12, 14
Disclosures on material topics	For more information on selection process and list of material topics, see report page 7.				-	3-1, 2
Data Security	For the number of data breaches and description of approach, see report page 31.				FN-CB-230a.1,2	-
External assurance	For external assurance information associated with certain metrics, see report page 36.				-	2-5

<sup>2</sup>This metric title has been restated from previous reports.

# PERFORMANCE

METRIC	FY 2022	FY 2023	FY 2024	NOTES	SASB STANDARD	GRI STANDARDS
Employee Training and Development						
Organizational Employee Engagement Score	78%	85%	-	The Employee Engagement Survey will be conducted in fiscal year 2025.	-	-
Percentage of Employee Population Participating in Employee Resource Groups (ERGs)	19	31	27	In fiscal year 2024 the Pathward gaming ERG was transitioned to an affinity group.	-	-
Percentage of New Hires Who Completed Code of Business Conduct training	100%	100%	100%	For more information on ethics training for governance body members and employees, see report pages 17, 28.	-	2-24, 205-2
Total Hours of Training Employees Received via Our Learning Management System, KnowBe4	12,013*	12,028	11,037	Hours include all training completed in KnowBe4. For more information on programs upgrading employee skills, see report page 17.	-	404-1, 2
Percentage of employees receiving regular performance and career development reviews	100%	100%	100%	For more information on employee development, see report page 17.	-	404-3



Crowe LLP  
Independent Member Crowe Global

INDEPENDENT ACCOUNTANT'S REPORT

To the Stakeholders of  
Pathward Financial, Inc.

We have reviewed Pathward Financial Inc.'s Sustainability Performance metrics identified below, which are included in the Pathward 2024 Sustainability Report on pages 33-35. The Sustainability performance metrics listed below are defined as the Subject Matter.

- Total charitable investments – for the fiscal year ended September 30, 2024 and 2023 and calendar year ended December 31, 2022
- Total number and value of Small Business Administration loans – for fiscal year ended September 30, 2024, 2023 and 2022
- Total number and value of personal loans – for fiscal year ended September 30, 2024, 2023 and 2022
- Number of nonprofit organizations supported through the Community Reinvestment Act (CRA) – as of December 31, 2024, 2023 and 2022
- CRA eligible financial donations and qualified volunteer hours – for the calendar year ended December 31, 2024, 2023 and 2022
- Total employee volunteer hours – for the fiscal year ended September 30, 2024 and 2023 and the calendar year ended December 31, 2022
- Total employee volunteer hours paid time off – for the fiscal year ended September 30, 2024, 2023 and 2022
- Total CEO compensation and ratio of CEO compensation to the median employee compensation – for the fiscal year ended September 30, 2024, 2023 and 2022
- Percentage of employee population participating in Employee Resource Groups – as of September 30, 2024, 2023 and 2022
- Percentage of new hires who completed the Code of Business Conduct training – for the fiscal year ended September 30, 2024, 2023 and 2022
- Overall organizational employee engagement score– as of September 30, 2023 and 2022
- Total hours of training by employees received via learning management system – for the fiscal year ended September 30, 2024, 2023 and calendar year ended December 31, 2022

Pathward Financial, Inc.'s management is responsible for presenting the Subject Matter in accordance with the criteria set forth in the Notes column on pages 33-35 in the Performance section of the Pathward 2024 Sustainability Report (the "Criteria"). Our responsibility is to express a conclusion on the Subject Matter based on our review.

(Continued)

1.

*Engagements*, and AT-C section 210, *Review Engagements*. Those standards require that we plan and perform the review to obtain limited assurance about whether material modifications should be made to the Subject Matter in order for it to be in accordance with the Criteria. The procedures performed in a review vary in nature and timing from, and are substantially less in extent than an examination, the objective of which is to obtain reasonable assurance about whether the Subject Matter is in accordance with the Criteria, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. Because of the limited nature of the engagement, the level of assurance obtained in a review is substantially lower than the assurance that would have been obtained had an examination been performed. We believe that the review evidence obtained is sufficient and appropriate to provide a reasonable basis for our conclusion.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements relating to the engagement. We applied the Statements on Quality Control Standards established by the AICPA and, accordingly, maintain a comprehensive system of quality control.

Information outside of the Performance metrics identified above, was not subject to our review, including the other performance metrics listed on pages 33-35 and other information within the Pathward Financial Inc.'s 2024 Sustainability report, and, accordingly, we do not express a conclusion or any form of assurance on such information.

Based on our review, we are not aware of any material modifications that should be made to the Performance metrics, included in the Pathward 2024 Sustainability Report, which have been identified above, in order for it to be in accordance with the Criteria.

Crowe LLP  
Crowe LLP

South Bend, Indiana  
April 3, 2025

2.



## APPROACH TO DISCLOSURES AND FORWARD-LOOKING STATEMENTS

Pathward Financial is publishing this report solely for the informational purposes of our stakeholders in an effort to provide transparency into our sustainability efforts and initiatives. This report is designed to provide a high-level overview of our sustainability endeavors with selected examples for the fiscal year ended September 30, 2024; it is not a comprehensive description, financial report or financial presentation, or legal summary of our sustainability programs and involvement. The content, narrative and data included in this report are informed by disclosure recommendations, reporting guidelines and definitions of materiality used by certain voluntary external frameworks, including the Sustainability Accounting Standards Board (SASB) Commercial Banking and Consumer Finance standards, The Global Reporting Initiative, and the U.N. Sustainable Development Goals. These reporting guidelines and definitions of materiality differ in important ways from mandatory regulatory reporting, including under the rules and regulations of the U.S. Securities and Exchange Commission (SEC). Consequently, the information in this report may be presented from a different perspective and in more detail than Pathward Financial's regulatory reporting, and the inclusion of information in this report is not an indication that the subject or information rises to the level of materiality used for the purposes of complying with U.S. federal securities laws and regulations, even if the terms "materiality" or "material" are used. In addition, the information in this report may be based on estimates, assumptions, standards, methodologies, internal control frameworks and currently available data, which continue to evolve and develop. Nothing contained in this report is a guarantee or promise that any goals or aspirations will be met. The information in this report is as of the date referenced, reflects our approach to sustainability as of the date of this report and is subject to change without notice. We do not undertake to update any of the information provided in this report. The information in this report may also include the use of non-financial metrics and other information that are subject to significant measurement uncertainties, which may include the methodology, collection and verification of data; the use of

estimates, judgments and assumptions; data reliability, consistency and timeliness, particularly with respect to underlying data that is obtained from third parties over which we have no control; and the application and development of currently available data, models, scenarios and methodologies, which continue to evolve and develop.

This report contains "forward-looking statements," which are made in good faith by Pathward Financial pursuant to the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995. You can identify forward-looking statements by words such as "may," "hope," "will," "should," "expect," "plan," "anticipate," "intend," "believe," "estimate," "predict," "potential," "continue," "could," "future," "target," "goals," "aspire," or the negative of those terms, or other words of similar meaning or similar expressions. These forward-looking statements are based on information currently available to us and assumptions about future events, and include statements with respect to our beliefs, expectations, estimates, and intentions, which are subject to significant risks and uncertainties, and are subject to change based on various factors, some of which are beyond our control. Such risks, uncertainties and other factors may cause the actual results, impact, performance and outcomes of our sustainability program, strategy and efforts to differ materially from those expressed in, or implied by, these forward-looking statements. These statements are not guarantees of future results, occurrences or performance. Such statements address, among others, the following subjects: our sustainability goals, strategy, commitments, aspirations, approaches and objectives; the impacts of the projects we finance; the impact of our Talent Anywhere approach; our future approach to environmental assessments and reporting; the impact of measures expected to better meet the needs of our customers and partners and enhance overall business performance; and renewable energy projects that we finance. The following factors, among others, could cause the actual results, impact, performance and outcomes of our sustainability program, strategy and effects to differ materially from the expectations,

estimates, and intentions expressed in such forward-looking statements: changing expectations from shareholders, consumers, governmental bodies and regulators regarding sustainability matters; data limitations; the quality and availability of third-party data; third-party compliance with our expectation, policies and procedures; maintaining our executive management team; climate-related conditions and weather events; the potential adverse effects of unusual and infrequently occurring events, including the impact on financial markets from geopolitical conflicts, weather-related disasters, or public health events, and any governmental or societal responses thereto; changes in trade, monetary, and fiscal policies and laws, including actual changes in interest rates and the Fed Funds rate, and their related impacts on macroeconomic conditions and customer behavior; the strength of the United States' economy, and the local economies in which the Company operates; adverse developments in the financial services industry generally; inflation, market and monetary fluctuations; changes in consumer borrowing, spending and saving habits; legislative and regulatory changes, including laws and regulations relating to sustainability matters; and technological risks and developments. The foregoing list of factors is not exclusive. Other factors that could cause the actual results, impact, performance and outcomes of our sustainability program, strategy and effects to differ materially from those described in forward-looking statements can be found in this report and in Pathward Financial's filings with the SEC, including, without limitation, the "Risk Factors" section of Pathward Financial's 2024 Annual Report on Form 10-K. Precautionary statements included in such filings should be read in conjunction with this report. We caution you not to place undue reliance on these forward-looking statements. The forward-looking statements included in this report speak only as of the date hereof, and we expressly disclaim any intent or obligation to update any forward-looking statements whether as a result of new information, changed circumstances, future events or for any other reason.





We welcome your feedback. Please send questions or comments about this report to [sustainability@pathward.com](mailto:sustainability@pathward.com).