Contents

A Message from the Chairman, President & CEO .......................... 4
A Message from the Board of Directors ................................. 6
About this Report ................................................................. 8
Our Approach to ESG ......................................................... 9
Awards & Accolades ............................................................... 12
ESG Highlights ................................................................. 14

Section I: Economic
Purpose and Values .............................................................. 17
Corporate and Economic Profile .......................................... 18
Sustainable Financial Performance and Business Strategy .......... 20
Markets Served ................................................................. 22
Responsible Banking ........................................................... 23
Empowering Customers ...................................................... 26
Community Commitment .................................................... 28

Section II: Governance
Corporate Governance ......................................................... 30
Business Ethics ................................................................. 34
Public Policy and Government Relations ............................... 37
Enterprise Risk Management .............................................. 38
Consumer Privacy and Information Security ............................ 42
Third-Party Management .................................................... 44

Section III: Social (Continued)
Employees ................................................................. 60
• Compensation and Benefits
• Recruiting
• Development
• Performance Management
• Employee Engagement
• Workplace Safety and Security

Communities ................................................................. 69
• Community Advisory Forum
• Community Reinvestment Act Performance
• Community Needs Assessment
• Financial & Economic Inclusion
  — Small Business Lending
  — Affordable Housing
  — Neighborhood Stabilization
  — Financial Education
  — Economic Inclusion Services and Banking Deserts
  — Workforce Development
• Corporate Citizenship and Philanthropy

Section IV: Environment
Climate Strategy ................................................................. 94
Operational Sustainability .................................................. 95
Green Procurement ........................................................... 98
Risk Management ............................................................ 99
Accelerating the Transition to a Sustainable Future ................. 101
• $8 Billion Sustainable Finance Goal

Environmental Data .......................................................... 107

Section V: GRI Index ......................................................... 108

Section VI: SASB Index ..................................................... 123

Section VII: TCFD Index .................................................... 130
I want to thank all of our stakeholders for the opportunity to earn your trust and create value. It’s our privilege to improve the lives of customers and the well-being of our communities.

We do this by keeping the customer at the center of everything we do, staying focused on our core business of banking and executing on key strategic priorities.

This is our inaugural Environmental, Social and Governance (ESG) Report. It’s a publication that builds upon the Fifth Third Bancorp 2019 annual report to shareholders, as well as the community-focused corporate social responsibility reports of previous years.

This ESG Report broadens the aperture to include more stakeholders and allows for a deeper focus on economic impact and ESG data and metrics. There is value in voluntarily reporting this information. It gives all of our stakeholders—customers, communities, employees, shareholders and regulators—further insight into our values and provides a public forum to report on our progress toward stated goals. A more refined focus on ESG matters provides a unique opportunity to take stock of what our stakeholders value, and what we, in turn, can deliver to help make the world a better place.
There is real value in sustainability. The term sustainability often is associated with environmental policy, but it’s more than that to us. We have an eye on sustainability with every business decision we make. Building sustainable, scalable programs, products and services is how we have a transformative, generational impact on our communities. We consider the long-term potential impacts of our community-based programs: whether they are designed to address the affordable housing gap in minority communities, how best to provide technical assistance to small businesses now and in the future, or optimizing the delivery of financial and workplace training to establish a firm foundation that will endure through generations.

Setting long-term goals for ESG performance, including governance, inclusion, workplace policy and the environment, will help Fifth Third outperform over the long haul. It’s about doing well by doing good. By focusing on sustainability, our Bank—and everything around us—will be healthier for it.

The pandemic of 2020 has only strengthened our resolve. Our commitment has been to help sustain individuals, families, businesses and communities during these most challenging of times. Among other efforts, we:

- Helped thousands of our small business clients access critical capital through the Small Business Administration’s Paycheck Protection Program.
- Worked to serve customers seven days a week through our mobile application and online banking sites and provided in-branch service through drive-thru windows and by appointment.
- Paid up to $1,000 bonuses to on-site customer service employees and took critical protective measures.
- Committed $8.75 million in philanthropic grants for COVID-19 relief, recovery and resiliency efforts.

Our country also reeled from civil unrest caused by a series of incidents involving Black Americans. The social justice outcry gave us an opportunity to reassess whether we were doing enough to make a difference. We first had to accept and admit that there is a systemic problem, that we haven’t always gotten it right, and to recommit to doing better. We responded with an unequivocal public statement against racism in any form, then worked with our employees and communities to deliver on our commitment to be a part of the solution. We assembled a new Executive Diversity Leadership Council, comprised of our chief inclusion and diversity officer and other senior leaders from across the Company, charged with ensuring equality and inclusion in our workplace, particularly for Black employees.

Over the course of 2019 and into 2020, we undertook actions to create significant positive impact for our employees and our communities. We increased our minimum wage to $18 an hour in August 2019, marking a 50% increase in less than two years to help our hourly employees improve their quality of life. In 2020, we fully delivered on the five-year Community Commitment we made in 2016—funding more than $35.5 billion in mortgage, small business, and community development loans and investments.

On the environmental front, we powered up a 100% renewable solar power facility, becoming the first Fortune 500 company to achieve 100% renewable power through a single project. Three of the five bold sustainability goals we set to accomplish by 2022 have been achieved and we published a climate-related financial disclosure document outlining our climate strategy in 2019. We also established a Renewable Energy Finance group and set a Company-wide sustainable financing goal of $8 billion to be achieved by 2025.

We celebrated the acquisition and integration of MB Financial in Chicago, welcoming many new individual and business customers to the Fifth Third family. We now have the third largest branch presence in that market, greatly increasing our visibility and opportunities for community involvement.

In 2019, we learned that Newsweek included us in its inaugural list of America’s Most Responsible Companies. This is a testament to the way we live our commitment to corporate citizenship. It also is but a mile marker on our journey to generate sustainable value for our stakeholders. Thank you for working with us for the betterment of all.

Sincerely,

Greg D. Carmichael
Chairman, President & CEO
September 2020
A MESSAGE FROM THE BOARD OF DIRECTORS

Welcome to our inaugural environmental, social and governance report. We are pleased to be able to share this information with you regarding our strong and growing ESG programs, which the Board is actively engaged in overseeing as an integral part of Fifth Third’s long-term strategy to generate sustainable value for all our stakeholders, including our shareholders, customers, employees, communities and regulators.

In 2019, we continued to expand our commitment to be transparent regarding our activities in this area with the publication of our first Climate-related Financial Disclosure Report, informed by the Task Force on Climate-related Financial Disclosures (TCFD). This report provides key information regarding Fifth Third’s climate related activities. In 2020, Fifth Third is continuing to deliver on our commitment through the publication of this inaugural ESG Report, which includes expanded information regarding our broader ESG activities.

Our Board also continued to deepen its engagement with ESG management. Nine of our 15 directors are experienced in ESG matters. In addition, the Board’s Nominating and Corporate Governance (NCG) Committee, which is responsible for overseeing Fifth Third’s ESG strategies and disclosures, is comprised entirely of independent directors and is now advised by a dedicated ESG Committee that was created in 2020. The ESG Committee, and related entities, focus on Fifth Third’s ESG practices and reporting with respect to environmental topics, such as climate change, our inclusion and diversity programs and strategy, and other corporate social responsibilities that are of significance to our business and stakeholders.

Fifth Third’s initiatives include the ongoing benchmarking of our disclosures to established ESG frameworks, including the Global Reporting Initiative, Sustainability Accounting Standards Board and the United Nation’s Sustainable Development Goals, as well as the TCFD. Over the years, the Board has continued to oversee corporate culture as well as our ongoing commitment to promote and foster an intentionally inclusive, diverse and thriving environment at all levels—Board, employees and suppliers—as shown by our Diversity Statement. Additionally, the Board reviewed and approved our newly-created Environmental and Social Policy,
Human Rights Statement and revisions to the Supplier Code of Conduct, which are available on our Investor Relations website.

Although the NCG Committee formally oversees ESG for Fifth Third, all Board committees—and all employees—collectively have a responsibility to contribute to generating sustainable value for our stakeholders. This includes understanding Fifth Third’s ESG goals, as well as incorporating the consideration of ESG principles into Fifth Third’s operations and business. Specifically, with respect to the Board’s committees, some of the key responsibilities related to certain ESG matters are highlighted below:

- **Audit Committee**: responsible for overseeing the integrity of our financial reporting and governance programs.
- **Human Capital and Compensation Committee**: responsible for overseeing strategies and policies regarding compensation, talent management, and succession planning and other employment practices.
- **Risk and Compliance Committee**: responsible for overseeing risk management practices, including ESG topics, such as information security and data privacy.
- **Technology Committee**: responsible for overseeing our technology, information security and data privacy strategies, which are critical to the interests of all our stakeholders.

As a Board, we recognize the value of sustainability for each stakeholder and Fifth Third’s important role in society, both today and in the future.

Sincerely,

Marsha C. Williams
Lead Independent Director

Eileen A. Mallesch
Audit Committee Chair

Michael B. McCallister
Human Capital and Compensation Committee Chair

Nicholas K. Akins
Nominating and Corporate Governance Committee Chair

Emerson L. Brumback
Risk and Compliance Committee Chair

Jorge L. Benitez
Technology Committee Chair
ABOUT THIS REPORT

Fifth Third has produced comprehensive and award-winning community impact reports for several decades. Doing so was a key driver in our ability to share progress toward our purpose: to improve the lives of customers and the well-being of communities.

Our commitment to that purpose is steadfast, and it’s important to demonstrate it through reports such as this.

This document uses a wider lens than past reports, with more data-driven information related to Environmental, Social and Governance (ESG) efforts and more information about our overall economic impact. From a data perspective, the report covers the period of Jan. 1-Dec. 31, 2019, unless otherwise noted, and the narrative includes progress updates through June 30, 2020, where possible and unless otherwise noted.

It’s important to note that the goals discussed in this report are aspirational. We cannot guarantee or promise that these goals will be met. Statistics and metrics in these disclosures include estimates and may be based on assumptions.

This report uses certain terms, including “material” topics, to reflect the issues of greatest importance to Fifth Third and our stakeholders. Used in this context, these terms are distinct from, and should not be confused with, the terms “material” and “materiality” as defined by or construed in accordance with securities law or as used in the context of financial statements and reporting.

This report is a first step in our commitment to enhance voluntary disclosures around material ESG topics. Please review this report as a companion to our 2019 annual report to shareholders. Taken together, these documents demonstrate our commitment to generating sustainable value through robust reporting, transparency and accountability.

Thank you for accompanying us on this journey. We welcome your feedback.
OUR APPROACH TO ESG

Since our last community report in April 2019, we formalized our governance structure by establishing an ESG Committee and conducting a thorough materiality assessment through external stakeholder outreach.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards’ core option and includes the general disclosures as well as topic-specific disclosures relevant to Fifth Third. In addition, baseline reporting priorities were benchmarked against other established reporting frameworks such as the Sustainability Accounting Standards Board (SASB), TCFD and the United Nation’s Sustainable Development Goals (UNSDGs).

In March 2020, we became the first U.S. commercial bank to join the SASB Alliance. We also became a member of the GRI Community and a TCFD Supporter.

In March 2020, Fifth Third Bank became the first U.S. commercial bank to join the SASB Alliance.

Fifth Third undertook a process in 2020 to evaluate the environmental, social and governance topics that are most material to our Company through discussions with executive leaders and our stakeholders. We distributed a survey to representatives from stakeholder groups as well as engaged in two-way and other communications with our stakeholders as described on the next page.

Based on the feedback received, the topics were evaluated and prioritized according to their relative degree of importance. It is important to note that all issues listed are important to Fifth Third. We used the results of our materiality assessment to guide our disclosure alignment to GRI, SASB, TCFD and the UNSDGs.
OUR APPROACH TO ESG (CONTINUED)

Stakeholder Engagement

<table>
<thead>
<tr>
<th>Methods of Engagement</th>
<th>Priority Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shareholders</td>
<td></td>
</tr>
<tr>
<td>Annual shareholder meeting, quarterly earnings calls, investor conferences and presentations, meetings with investor relations team and executive management, SEC filings and dedicated investor relations website</td>
<td>Business ethics and responsible banking; Sustainable financial performance and business strategy; Corporate governance guidelines and practices; Customer privacy and information security</td>
</tr>
<tr>
<td>Customers</td>
<td></td>
</tr>
<tr>
<td>Focus groups, conversations through branch interactions and phone calls, satisfaction surveys, social media interactions, customer helplines and corporate website</td>
<td>Business ethics and responsible banking; Sustainable financial performance and business strategy; Customer privacy and information security; Inclusion and diversity</td>
</tr>
<tr>
<td>Employees</td>
<td></td>
</tr>
<tr>
<td>Engagement survey, executive leadership communications, learning programs, performance and development initiatives and corporate intranet</td>
<td>Business ethics and responsible banking; Inclusion and diversity; Employee engagement and development; Sustainable financial performance and business strategy</td>
</tr>
<tr>
<td>Communities</td>
<td></td>
</tr>
<tr>
<td>Community Advisory Forum (national and five statewide groups in Ohio, Illinois, Michigan, Florida and North Carolina), community needs survey and assessments, financial education and outreach programs, philanthropic investments, civic memberships, volunteerism and non-profit board engagement and corporate website</td>
<td>Community financial and economic inclusion; Inclusion and diversity; Business ethics and responsible banking; Corporate citizenship and philanthropy</td>
</tr>
<tr>
<td>Regulators</td>
<td></td>
</tr>
<tr>
<td>Exams, continuous monitoring and other meetings with senior management, interactions through regulatory affairs and government affairs teams and regulator-sponsored events and initiatives</td>
<td>Sustainable financial performance and business strategy; Enterprise risk management; Customer privacy and information security; Corporate governance guidelines and practices; Sustainable financing</td>
</tr>
</tbody>
</table>

Materiality Assessment

<table>
<thead>
<tr>
<th>Priority</th>
<th>High Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Corporate citizenship and philanthropy</td>
<td>• Corporate governance guidelines and practices</td>
</tr>
<tr>
<td>• Climate strategy and operational eco-efficiency</td>
<td>• Community financial and economic inclusion</td>
</tr>
<tr>
<td>• Public policy and government relations</td>
<td>• Sustainable financing</td>
</tr>
<tr>
<td>• Third-party management</td>
<td>• Employee engagement and development</td>
</tr>
</tbody>
</table>

Highest Priority

- Sustainable financial performance and business strategy
- Business ethics and responsible banking
- Enterprise risk management
- Customer privacy and information security
- Inclusion and diversity
The United Nations Sustainable Development Goals are a universal call to action to end poverty, protect the planet and improve the lives and prospects of everyone, everywhere. The 17 goals were adopted by all UN member states in 2015 as part of the 2030 Agenda for Sustainable Development, which set out a 15-year plan to achieve the goals.

At Fifth Third, we believe we have a role to play in all 17 UNSDGs. We have identified 10, however, that align especially well with our ESG priorities. Already, we have formulated strategies and actions to make progress on these goals:
AWARDS & ACCOLADES

Fifth Third’s progress is being recognized. From 1/1/2019–6/30/2020, our efforts yielded the following awards:

**ECONOMIC**

- **Kiplinger’s Best Regional Bank**
- **A+ in Financial Health, DepositAccounts.com**

**SOCIAL**

- **Forbes’ Best Employers for Diversity**
- **Diversity Best Practices Inclusion Index**
- **Bloomberg Gender Equality Index**

- **America’s Top Corporations for Women’s Business Enterprises**
- **Human Rights Campaign Foundation Corporate Equality Index**
- **Newsweek’s America’s Most Responsible Companies**

Fifth Third 2019 ESG Report: The Value of Sustainability
Ethisphere’s World’s Most Ethical Companies

Women’s Business Enterprise National Council Top Corporation

Bank Director’s No. 1 Best Corporate Citizen

Best Places to Work, 2020 Disability Equality Index

Best Place to Work, LGBT Equality

CDP 2019 Climate Leadership score of A-

Solar Energy Industries Association Top 10 Corporate Solar Purchaser Award

Clean Energy Champion, Conservatives for Clean Energy and Chambers for Innovation & Clean Energy

Green Achievement Award, Green Energy Ohio

Renewable Energy Hero, Green Umbrella

Winning “W” Company, 2020 Women on Boards
Promoting Inclusion & Diversity

- 60% women in workforce
- 27% persons of color in workforce
- 33% board gender diversity†
- $63M diverse supplier spend††

Ensuring Economic Growth

- $18 minimum wage
- 19,869 employees**
- 53,000 fee-free ATMs
- $5.4B in PPP loans††
- 156,000 customer hardship requests executed
- $11.1B small business lending†
- $13.8B mortgage lending†

Becoming an Employer of Choice

- 640,000 hours of training and education provided to employees; 32.5 hours per employee
- 74% employee engagement for customer-facing employees

*Data is for fiscal year 2019 or as of December 31, 2019 unless specified otherwise.
**Full-time equivalent employees
†Fifth Third’s $32 billion Community Commitment pledge was made in 2016 and was for a duration of five years, from Jan. 1, 2016 through Dec. 31, 2020. Figures reported here are as of June 30, 2020.
††Falls under and/or also included, in full or in part, under Community Commitment figures. See †.
Advancing Sustainability

$8B Sustainable Financing goal announced

100% renewable energy achieved (August 2019)

A- CDP Leadership score

↓ 16% energy consumption since 2014

↓ 22% water consumption since 2014

↓ 86% GHG emissions (Scopes 1 & 2) since 2014***

Investing in Our Communities

$35.5B community commitment delivered 2016-2020†

$8.75M pledged for COVID-19 relief‡‡

“Outstanding” CRA rating

$11.2M down payment assistance‡‡

$356.6M Community Development Corporation closed projects‡‡

2.5M people financially educated since 2004

147,293 hours community service (~$3.7M equiv.)

$7M raised for United Way‡‡

5.2M meals provided

$17.8M charitable donations‡‡

$100M investment in Opportunity Zones announced‡‡

††Falls under and/or also included, in full or in part, under Community Commitment figures. See †.
1Figures are fiscal year 2020 through June.
2As of July 20, 2020.
3In 2019 and 2020.
***Market-based method; See “GHG Accounting: Expanding Scope 1, 2 and 3 Reporting” on page 96 and Environmental Data table on page 107.
Purpose and Values
Corporate and Economic Profile
Sustainable Financial Performance and Business Strategy
Markets Served
Responsible Banking
Empowering Customers
Community Commitment
Purpose and Values

The Fifth Third Compass provides the strategic direction we need to serve our customers and accomplish our objectives through alignment and ownership.

Our actions are led by our Core Values and guide us as we work with customers and each other.

• **Work As One Bank**—Proactively collaborate to achieve shared goals.

• **Take Accountability**—Own what you do. Speak up if something feels wrong, looks wrong or is wrong.

• **Be Respectful & Inclusive**—Respect diversity. Fully integrate ideas from varying perspectives.

• **Act with Integrity**—Be honest. Be fair. Do the right thing.

Our strategic actions help us make decisions among competing demands, test the soundness of our actions and set boundaries within which we must operate. They include:

• **Build a Stronger Community**—Effect positive change. Empower the underserved. Be actively engaged.

• **Provide Better Solutions**—Drive product and service innovation. Provide a world-class customer experience, every single time.

• **Strive for Operational Excellence**—Do quality work. Be efficient. Perform through the cycle.

• **Continuously Manage Risk**—Challenge ideas. Test soundness. Promptly escalate issues.

Our Vision is personal. It’s about showing our customers that we provide something different, something of value—because without our customers, we would not exist.
Fifth Third Bancorp is a diversified financial services company headquartered in Cincinnati, Ohio, and the indirect parent company of Fifth Third Bank, National Association, a federally chartered institution.

Fifth Third Bank, established in 1858, operates four main businesses: Commercial Banking, Branch Banking, Consumer Lending, and Wealth & Asset Management and is among the largest money managers in the Midwest. Investor information and news releases can be viewed at 53.com. Fifth Third’s common stock is traded on the Nasdaq® Global Select Market under the symbol “FITB.”

**CORPORATE & ECONOMIC PROFILE**

*As of June 30, 2020, unless otherwise noted.

**Assets under management and assets under care include trust and brokerage assets.

***As of Dec. 31, 2019.

**Highlights**

- **$2.5B**
  - 2019 FULL YEAR NET INCOME

- **$203B**
  - IN ASSETS

- **$405B**
  - IN ASSETS UNDER CARE**

- **$49B**
  - IN ASSETS UNDER MANAGEMENT**

- **9.72%**
  - COMMON EQUITY TIER 1 CAPITAL RATIO

- **19,869**
  - FULL-TIME EQUIVALENT EMPLOYEES***
BRANCH BANKING

Branch Banking provides a full range of deposit and loan products to individuals and small businesses through 1,122 full-service banking centers. Products include checking and savings accounts, home equity loans and lines of credit, credit cards and loans for automobiles, and other personal financing needs. Products also are designed to meet the specific needs of small businesses, including cash management services.

CONSUMER LENDING

Consumer Lending includes residential mortgage, automobile and other indirect lending activities. Residential mortgage activities within Consumer Lending include the origination, retention and servicing of residential mortgage loans, the sales and securitizations of those loans, pools of loans, and all associated hedging activities. Residential mortgages are primarily originated through a dedicated sales force and through third-party correspondent lenders. Automobile and other indirect lending activities include extending loans to consumers through automobile, motorcycle, powersport, recreational and marine dealers.

COMMERCIAL BANKING

Commercial Banking offers credit intermediation, cash management and financial services to large and middle-market businesses and government and professional customers. In addition to the traditional lending and depository offerings, Commercial Banking products and services include global cash management, foreign exchange and international trade finance, derivatives and capital markets services, asset-based lending, real estate finance, public finance, commercial leasing and syndicated finance.

WEALTH AND ASSET MANAGEMENT

Wealth and Asset Management provides a full range of investment alternatives for individuals, companies and not-for-profit organizations. Wealth and Asset Management is made up of four main businesses: Fifth Third Securities (FTS), an indirect wholly owned subsidiary of Fifth Third Bancorp; Fifth Third Insurance Agency; Fifth Third Private Bank; and Fifth Third Institutional Services. FTS offers full-service retail brokerage services to individual clients and broker-dealer services to the institutional marketplace. Fifth Third Insurance Agency assists clients with their financial and risk management needs. Fifth Third Private Bank offers wealth management strategies to high net worth and ultra-high net worth clients through wealth planning, investment management, banking, insurance, trust and estate services. Fifth Third Institutional Services provides advisory services for institutional clients, including middle market businesses, nonprofits, states and municipalities.
Sustainable Financial Performance and Business Strategy

Strategic planning at Fifth Third is a critical aspect of our ability to generate long term sustainable value, as the outcomes of the planning process guide the priorities and investment focus of the Company over a multi-year period.

The strategic planning process is designed to deliver a shared understanding of our Vision, objectives, tactics, and target outcomes, while maintaining risk excellence and strong governance mechanisms. That shared understanding spans our Board of Directors and management and our front-line staff, enabling effective governance and clarity of purpose on our strategic priorities.

FIFTH THIRD’S STRATEGIC PRIORITIES

ACCELERATE DIGITAL TRANSFORMATION
INVEST TO DRIVE ORGANIC GROWTH & PROFITABILITY
EXPAND MARKET SHARE IN KEY GEOGRAPHIES
MAINTAIN DISCIPLINE

Clearly defined strategic priorities, proactive balance sheet management and ongoing discipline position us well for the future.
ACCELERATE DIGITAL TRANSFORMATION

We are committed to accelerating our digital transformation. At the same time, we continue to modernize, simplify and rationalize our systems and infrastructure. Investments in these projects, and in digital technologies overall, enable us to provide solutions that are innovative, convenient and meaningful in helping our customers achieve their financial goals.

INVEST TO DRIVE ORGANIC GROWTH AND PROFITABILITY

Investing in our businesses drives profitable organic growth and improves both the employee and customer experience. Over the past year, we have made several investments in technology and talent to support our growth plans and maximize productivity, including key additions to our sales teams.

EXPAND MARKET SHARE IN KEY GEOGRAPHIES

Optimizing our branch network in our established markets helps support our faster-growing Southeast markets, where we see stronger deposit growth trends, higher expected population growth and greater market vitality.

MAINTAIN DISCIPLINE THROUGHOUT THE COMPANY

We’ve worked hard over the past several years to create a framework that will allow Fifth Third to perform well through a full business cycle. Our focus is on maximizing through-the-cycle returns rather than generating lower-quality loan growth. Our teams have a strong track record of delivering on this commitment. Clearly defined strategic priorities, proactive balance sheet management and ongoing discipline position us well for the future. We remain focused on striking the right balance in order to maintain expense discipline while continuing to invest for long-term outperformance.

Sustainable Financial Performance
($ IN MILLIONS, EXCEPT PER SHARE DATA)

<table>
<thead>
<tr>
<th>Sustainable Financial Performance</th>
<th>Return on Average Assets</th>
<th>Return on Average Common Equity</th>
</tr>
</thead>
<tbody>
<tr>
<td>NET INTEREST MARGIN (FTE)*</td>
<td>2.88</td>
<td>3.03</td>
</tr>
<tr>
<td>EFFICIENCY RATIO*</td>
<td>59.0</td>
<td>53.7</td>
</tr>
<tr>
<td>NET INCOME AVAILABLE TO COMMON SHAREHOLDERS</td>
<td>$1,472</td>
<td>$2,105</td>
</tr>
<tr>
<td>CASH DIVIDENDS PER COMMON SHARE</td>
<td>0.53</td>
<td>0.60</td>
</tr>
</tbody>
</table>

*Non-GAAP measure: see discussion of non-GAAP and Reg. G reconciliation beginning on page 27 of Fifth Third’s Q4 2019 earnings release.
As of June 30, 2020, Fifth Third operated 1,122 full-service banking centers, and 2,456 Fifth Third branded ATMs in our regional footprint, including Ohio, Kentucky, Indiana, Michigan, Illinois, Florida, Tennessee, West Virginia, Georgia and North Carolina.

In total, Fifth Third provides customers with access to approximately 53,000 fee-free ATMs across the United States. Outside of our regional footprint, we have middle market and corporate banking offices and provide indirect auto and mortgage lending across the United States.

**Fifth Third’s Footprint**

- **Regional Footprint**
- **Key Southeast MSAs of Focus**
- **FITB Markets with a Top-Three Deposit Share**
- **Out-of-Footprint Middle Market and Corporate Banking**

*(London and Toronto offices not shown.)*
Responsible Banking

We are focused on delivering best-in-class financial products and services, and on providing access to those services whenever and wherever consumers want them.

We are responsible for ensuring that our **product and service suite is accessible to all consumers, in all markets, and that the right types of responsive products and services are offered.**

**ECONOMIC**

We strive to act in the best interest of consumers by providing reasonably priced products, defining clear terms and disclosures, and offering fair and consistent service. By doing so, we can build lasting customer relationships and meet our responsibility to help them prosper.

**HONEST BUSINESS PRACTICES**

Fair and honest business practices are essential to keeping our customers at the center of everything we do. We act in our customers’ best interest. **Unethical business practices are strictly prohibited, and further, are not consistent with our Core Values and who we are.**

We are fully committed to maintaining non-abusive and anti-predatory lending practices. Credit decisions are made without regard to race, ethnicity, color, religion, national origin, sex, age, marital status, sexual orientation, gender identification or assignment, military status, disability, receipt of public assistance, familial status or a consumer’s exercise of credit protection rights.

Fifth Third’s Community Reinvestment Act and Responsible Banking Committee is responsible for guiding enterprise-wide CRA and responsible conduct strategies and policies and facilitates high-level direction to consumer and commercial lines of business consistent with such strategies and policies. The Committee also **seeks to promote a corporate culture that supports Fifth Third’s commitment to the letter and spirit of both the CRA and laws and regulations that prohibit behavior and practices that could be deemed unethical, discriminatory, or predatory in nature, as well as unfair, deceptive, or abusive acts or practices (UDAAP).**

The CRA and Responsible Banking Committee is led by the consumer and business practices senior compliance director and the chief enterprise responsibility officer of Fifth Third Bank. The Committee has delegated responsibility from the Board of Directors who oversees the committee actions through the Enterprise Risk Management Committee. Membership is comprised of leadership from the lines of business, Legal, Risk, and Fair Lending as well as community development and sustainability group representatives. Further, we assert that Fair Lending and Responsible Banking compliance is the responsibility of all employees in the Company’s Code of Business Conduct & Ethics, which all employees are required to sign and acknowledge on an annual basis.
Responsible Products

All products offered by Fifth Third are reviewed for compliance to align with UDAAP and any applicable consumer protection laws. In addition, the Bank undergoes a rigorous process with focus groups and, when appropriate, engages third party experts to ensure that we bring to life our promise to put the customer at the center.

**Overdraft solutions** are offered by Fifth Third to help customers avoid unnecessary or burdensome fees if their account is overdrawn. Overdraft solutions are detailed at [53.com](http://53.com).

**The Fifth Third Community Mortgage** is a responsible loan product that reduces the amount of upfront costs and does not require mortgage insurance. In 2020, Fifth Third increased our down payment assistance program to allow up to $7,500 to defray down payment costs.

Fifth Third offers a product called **Early Access**, which is a short-term form of credit that allows eligible Fifth Third personal checking customers to take an advance on their next qualified direct deposit. It is a much more responsible and significantly less expensive option for consumers who often utilize check-cashing facilities. In 2020, we updated Early Access to comply with new regulations and improved the fee structure to allow customers more flexibility to repay short-term loans.

SALES AND SERVICE

Our approach to sales and service is to take the time to understand what matters for each customer and to build a product or service solution that helps them meet their goals. This is the essence of what keeping the “customer at the center” means. A consultative approach ensures we are meeting customers’ needs as they evolve and change.

Employees in every sales role participate in training that focuses on this consultative approach, providing guidance on how to have robust customer conversations and how to offer needs-based solutions. Once this training is completed, additional learning is specialized based on line of business and role. Periodic performance reviews and check-ins with managers enable constructive feedback and professional development.

A consultative approach to sales and service ensures we are **meeting customers’ needs as they evolve and change.**

COMPENSATION

To support our consultative sales and service approach, our compensation system focuses on customer experience and revenue metrics. **We do not impose sales quotas or product-specific sales targets, nor do we require customers to open a certain number of accounts.** Approximately 90% of a retail employee’s compensation is salary. Of the remaining amount, only a small percentage is based on sales performance related to customer experience and revenue targets. In 2018, we eliminated account openings entirely as a factor considered in compensation. Most important, sales performance metrics prioritize quality over quantity.
COMPLAINT MANAGEMENT

Feedback, including complaints, from our customers and clients is important to us. Feedback is received through a wide array of verbal and written intake channels, including call center, social media, retail banking centers, collections, mortgage origination and others. Customer care teams, including the Office of the President, provide a centralized feedback management process across the Company. They keep our customers at the center by treating them with kindness, being consistent and providing timely resolution. In addition, Customer care teams assist with feedback research, resolution, trend identification and ongoing process improvement.

FAIR MARKETING

The mission of our Marketing department is to support customer-centric growth by fully activating the Bank’s brand. Marketing professionals are motivated by doing what’s right for customers and keeping them at the center of all decisions. Marketing works within our One Bank model, meaning that team members across the organization work together to serve the needs of customers and communities seamlessly and holistically. One Bank works because it builds trust, creates value and deepens relationships. This approach also is employed as we consider sponsorships and advertising.

Marketing brings the Fifth Third brand to life by following these tenets:

1. We want to serve customers better and we treat every touch as an opportunity to make an impact.

2. We leverage our experience and expertise to help create success for our customers by putting them at the center.

3. We truly care about customers, their motivators and their goals. By understanding our customers, we’re able to best assist with what they need to get them where they want to go.

COMPLIANCE

The Compliance department plays a key role in responsible products, sales and marketing at Fifth Third. Compliance officers are involved in the development of products, the approval of marketing materials and campaigns, and oversight of marketing processes and procedures. Compliance officers ensure that information within advertising is prominent, easy to understand, placed where the customer would expect to find it, and true.

Our One Bank model works because it builds trust, creates value and deepens relationships.
Innovative financial products and solutions, and inclusive access to them, empower people to meet their goals. Our research has shown that customers want and need help saving for life’s big moments, including a home purchase, higher education and retirement, as well as for smaller goals like a special trip, purchase or event.

Digital Banking

Digital banking is a necessity today. Our internet banking tool is designed to put consumers in control of their finances, from monitoring accounts to managing money. Many of Fifth Third’s products and services are available online, with customers able to gain access to checking and savings accounts, bill pay service and security alerts. The Fifth Third mobile banking app enables management of accounts, check deposits and additional services, all with the convenience of a mobile phone.

In the fourth quarter of 2019, 70% of deposits, withdrawals, internal transfers and payment transactions were completed through one of our digital channels.

Dobot

Dobot, Powered by Fifth Third, is one innovative way we help our customers save for their goals, big and small. The savings application launched early in 2019 and empowered individuals to save millions of dollars. The app is free and allows people to define their savings goals and upload a photo. They then specify how much they want to save and a deadline. Every week, Dobot automatically transfers small amounts of money from a linked checking account to a Dobot savings account. The app includes a “Scheduled Savings” function, allowing people to control how much and how often they want to save.

Fifth Third recently added a “Save Together” feature to help people save for a group goal. The new feature allows a person to set a goal with friends or family—like an extended family vacation.

As of year-end 2019, Dobot had a 4.8 rating in the app store.
Fifth Third Momentum

Student debt is an ongoing problem for many people. The Fifth Third Momentum™ app, launched in 2017, enables customers to round up their debit card purchases to help pay down their student loans. Since inception, Momentum has helped customers pay down millions in debt. Each dollar paid down is another dollar that people can use to pursue their dreams.

Zelle

Fifth Third was among the first banks to be part of the Zelle person-to-person payment network, a fast, safe and easy way to send money online to virtually anyone with a U.S. bank account—with no added fees.

Through December 2019, Fifth Third customers sent and received over 11 million transactions for a total amount of over $2 billion.
Fifth Third has delivered on our five-year, $32 billion Community Commitment.

As of June 30, 2020, we had surpassed our $32 billion goal by delivering $35.5 billion under the Commitment. We also achieved 100% of the sub-goals for mortgage, small business, community development lending and investments, and philanthropy.
GOVERNANCE

Corporate Governance
Business Ethics
Public Policy and Government Relations
Enterprise Risk Management
Consumer Privacy and Information Security
Third-Party Management
Corporate Governance

Our most valuable asset at Fifth Third Bancorp is our reputation for integrity. We are judged by our conduct, and we must act in a manner that merits public trust and confidence.

We believe that a strong corporate governance program is the foundation for a sustainable and well-governed company. Accordingly, we continuously evaluate our structures, processes and controls to ensure they support and promote accountability, transparency and ethical behavior.

BOARD OF DIRECTORS

Our Board of Directors provides oversight of, and guidance to, our executive management team in the development and implementation of corporate strategy, risk management, corporate culture and other important aspects of our business, including ESG. In order to provide such oversight and guidance, we believe it is important that the Board include a substantial majority of independent directors, strong independent committee chairs and a diverse range of backgrounds and experiences calibrated to the evolving needs of our business and stakeholders.

Apart from our CEO and one director who previously served as the CEO of a recently acquired entity, all of our directors are independent, under the standards established by Nasdaq and our Corporate Governance Guidelines. We have a lead independent director who is appointed annually by the independent directors and facilitates independent Board oversight of management. At our 2020 annual meeting, our shareholders elected 14 directors, including three women directors, two Black directors and one Latino director.

Since that time, two additional directors have been appointed and one director has left the Board due to scheduling conflicts. Following these changes, our Board now includes 15 directors, including five women directors, two Black directors and one Latino director. Our lead independent director and Audit Committee chair are both women and our Technology Committee chair is Latino.

Directors’ Gender

- Female: 33%
- Male: 67%

Directors’ Ethnicity

- Diverse: 20%
- Other: 80%
Our 2020 Proxy Statement includes information about the Board, its committees and their respective responsibilities. It also includes a Board Skills and Attributes Matrix that sets forth, on a director-by-director basis, the diverse skills and attributes that each contributes to the Board’s oversight of the Company.

Though evaluations occur continuously, our directors undergo a thorough annual evaluation process to help ensure that Board and committee oversight remain strong and that the mix of skills and backgrounds on the Board remains appropriate. The evaluation process includes one-on-one discussions between the lead independent director and each other director; full Board and committee evaluations; and follow-up action items. These frank evaluations are an important part of sustainable governance, as they allow issues to be uncovered and addressed.

The Nominating and Corporate Governance (NCG) Committee, which oversees these Board evaluations, also is responsible for identifying and assessing potential director candidates using established criteria and corporate governance guidelines. Each director must possess the highest personal and professional ethics and integrity, and should be devoted to representing the interests of Fifth Third and our stakeholders. Directors must be willing to devote sufficient time to their duties and responsibilities. It is important that our Board represents diverse experiences in background, business, government, education, technology and in various areas relevant to our businesses. The NCG Committee carefully considers these and other factors—including judgment, diversity, and skills—in determining a mix that best serves the needs of the Board and Fifth Third. Proactive consideration of diverse candidates is an important part of the NCG Committee recruitment process and is mandated under our corporate governance guidelines and NCG Committee charter.

Board Performance Evaluation Process

1. Written evaluation questionnaires completed by directors for the Board and for each committee on which they serve.
2. Anonymized results reviewed by NCG Committee, provided to the committee chairs for committee-level and Board discussion.
3. Office of the Corporate Secretary and management implement action items as identified by committee chairs.
4. Committee chairs prioritize and communicate action items to management based on their evaluation result discussions.
5. Following year’s evaluation forms will solicit feedback on action item implementation.

Fifth Third 2019 ESG Report: The Value of Sustainability
ESG OVERSIGHT

Our corporate governance guidelines and committee charters establish a framework for the governance of the Board and oversight of the Company. Among their responsibilities, the committees oversee a range of matters pertaining to certain ESG topics. For example:

<table>
<thead>
<tr>
<th>Nominating and Corporate Governance Committee</th>
<th>Risk and Compliance Committee</th>
<th>Human Capital and Compensation Committee</th>
<th>Technology Committee</th>
<th>Audit Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible for overseeing the Company’s ESG program, including practices and reporting with respect to environmental topics, such as climate change, our diversity and inclusion programs, and other corporate social responsibilities that are of significance to our business and stakeholders. The NCG Committee also assists the Board in establishing and maintaining effective corporate governance policies and practices.</td>
<td>Responsible for overseeing risk management practices, including ESG topics, such as information security and data privacy.</td>
<td>Responsible for overseeing strategies and policies regarding compensation, talent management, and succession planning and other employment practices.</td>
<td>Responsible for overseeing our technology, information security and data privacy strategies, which are critical to the interests of all our stakeholders.</td>
<td>Responsible for overseeing the integrity of our financial reporting and governance programs.</td>
</tr>
</tbody>
</table>

Fifth Third 2019 ESG Report: The Value of Sustainability
The ESG Committee monitors emerging risks and trends through stakeholder engagement, shareholder resolutions and recommendations from independent organizations such as SASB, TCFD, GRI and the United Nations.

An ESG Steering Group was established in early 2020, comprised of leaders across the Company, to enhance ESG practices and disclosures. The group helped to formalize many ongoing initiatives, goals and progress updates under the ESG framework and to set goals for future actions and disclosures.

Later, the ESG Steering Group evolved into the Environmental, Social and Governance Committee with a charter to provide oversight and review of policies, programs, practices, strategies and approach to ESG topics that reflect Fifth Third’s Core Values.

The ESG Committee monitors emerging risks and trends through stakeholder engagement, shareholder resolutions and recommendations from independent organizations such as SASB, TCFD, GRI and the United Nations. Further, the committee monitors ESG performance with key data providers, and has oversight of climate risk, sustainable finance and operational eco-efficiency topics.

The committee is chaired by the director of investor relations and includes representatives from: legal, the community development and sustainability group, ethics, human capital, corporate communications, risk, finance, inclusion and diversity office, lines of business and compliance. The ESG Committee makes regular reports to the NCG Committee, which reports to the Board of Directors.

MANAGEMENT

Our management structure is intended to facilitate leadership that is effective and consistent with our corporate standards, and that promotes a strong corporate culture. We manage our organization on a line-of-business basis, while also maintaining strong corporate functions and appropriate governance. Our Company’s most senior management body is Enterprise, which is responsible for developing and implementing corporate strategy and managing executive-level operations.

Fifth Third Bank’s Compensation Philosophy

Guiding Principles:

- Develop and apply compensation programs for our employees, fairly and equitably.
- Provide competitive compensation opportunities to attract and retain talent that will drive our business strategy.
- Effectively manage risk within incentive programs designed to pay for performance.
- Align compensation with long-term shareholder value creation.
- Provide strong oversight of executive pay.
- Conduct recurring processes that balance risk with strategic and fiscal soundness.
- Consider applicable regulatory expectations and corporate values and behavioral expectations when making compensation awards.
Business Ethics

Doing the right thing is central to our ability to achieve our Vision to be the One Bank people most value and trust.

Our Vision is a commitment that inspires our employees to create a great customer experience, an engaging workplace and vibrant communities. It forms the bedrock of Fifth Third’s reputation as a respected corporate citizen. And it is a commitment that begins with each Fifth Third employee.

EMPLOYEE CODE OF CONDUCT

Our Code of Business Conduct & Ethics is anchored in our Fifth Third Compass, including our Core Values: Work as One Bank, Take Accountability, Be Respectful and Inclusive, and Act with Integrity. It outlines our responsibility to serve with honesty and integrity, and in compliance with both the letter and the spirit of the law.

The Code of Business Conduct & Ethics is an important document that serves as a guide to help employees understand how to apply our Core Values to the decisions required of them. Every employee is required to review it, comply with it and refer to it regularly—and to sign an annual acknowledgement. In 2019, 99% of employees made this acknowledgment. In addition, all employees complete ethics training on an annual basis. In 2019, 99% of employees completed all required ethics training modules.

The Code is the foundation of our ethics program at Fifth Third. This foundation helped Fifth Third to be recognized as one of the 2019 World’s Most Ethical Companies. This honor came from the highly respected Ethisphere Institute, a global leader in defining and advancing the standards of ethical business practices. It puts us in elite company, as only 128 organizations from around the globe—including only five banks—made the grade. Ethisphere scores companies in five categories: ethics and compliance, culture of ethics, corporate citizenship and responsibility, governance and leadership and reputation.
ANTI-COMPETITIVE ACTIVITIES

The Code of Business Conduct & Ethics outlines Fifth Third’s position on anti-competitive activities. Anti-trust laws, also referred to as “competition laws,” are rules developed by the U.S. government to protect consumers from predatory business practices. Their goal is to ensure that fair competition exists in the marketplace.

We ensure that business activities that involve any of our competitors are conducted with great care to ensure compliance with all laws and regulations.

Prohibited activities include:

- Any agreements between competitors relating to prices, allocations of territories or customers or limitations of products.
- Use of competitors’ confidential or proprietary information.
- Engaging in any other anti-competitive behavior, including, but not limited to: disparaging or making false statements in relation to competitors, misappropriating competitors’ trade secrets, or encouraging competitors’ customers to break contracts.

We are responsible for adherence to the anti-bribery and anti-corruption regulations of the countries in which we operate. This includes the Foreign Corrupt Practices Act, Canada’s Corruption of Foreign Public Officials Act, and the U.K. Bribery Act, as well as other applicable laws and regulations. The regulations prohibit bribery of a foreign or domestic government official for the purpose of influencing that official. These regulations apply to conduct both inside and outside of U.S. territory. These regulations also apply to third parties conducting business for Fifth Third such as suppliers and consultants.

ETHICS HOTLINE

Every Fifth Third employee has a responsibility not only to adhere to the Code of Business Conduct and Ethics, but also to raise issues if and when they become aware of misconduct or other violations of our Code. Employees are encouraged to raise questions and concerns directly with their manager or someone in their division’s reporting line with whom they feel comfortable talking.

Our Code of Business Conduct & Ethics is the foundation of our Ethics program at Fifth Third. This foundation helped Fifth Third to be recognized as one of the 2019 World’s Most Ethical Companies. Only five banks from around the globe earned this distinction.
In addition, employees have access to their Human Resources business partner, the Employee Relations Resource Group, Business Security Operations Center, or the Ethics Office, including the 24-hour Ethics Line. Reports can be made to the Ethics Line at any time and employees can choose to remain anonymous. All reports are investigated and taken seriously, and we protect confidentiality to the fullest extent possible. If the investigation determines an employee violation has occurred, prompt corrective action is taken, up to and including termination. Regular reporting of Ethics Line calls is provided to senior management as well as the Audit Committee of the Board.

**WHISTLEBLOWER PROTECTIONS**

Fifth Third’s Non-Retaliation Policy for employees who report potential violations strictly prohibits intimidation of or retaliation against individuals who make good-faith reports of known or suspected violations of the Code of Business Conduct & Ethics, any Fifth Third policy or procedure, or any law or regulation.

**DISCRIMINATION AND HARASSMENT**

Discrimination, harassment or intimidation are not tolerated for any reason. This includes discrimination on the basis of an individual’s race, color, national origin or ancestry, citizenship status, creed, religion, religious affiliation, age, gender, gender identity, sexual orientation, transgender status, marital status, civil partnership, pregnancy, parental status or caregiving responsibilities, genetic information, physical or intellectual disability or protected condition, military or veteran status, an individual having been a victim of domestic violence, sexual assault or abuse, or any other status protected under applicable laws. Fifth Third does not require employees to sign mandatory arbitration agreements as a condition of employment or continued employment.

**HUMAN RIGHTS**

Striving to be the One Bank that people most value and trust requires operating at the highest ethical standards and upholding the dignity of the individual through every interaction with all we serve, including customers, employees, communities and shareholders. We support fundamental principles of human rights across all our business activities. Fifth Third’s respect for the protection and preservation of human rights is guided by the principles set forth in the United Nations Universal Declaration of Human Rights. Our full human rights statement can be found on ir.53.com/esg/.

*At Fifth Third, discrimination, harassment or intimidation is not tolerated for any reason.*

*Fifth Third Securities representatives licensed through the Financial Industry Regulatory Authority have registered representative agreements that require arbitration of claims.*
Public Policy and Government Relations

Fifth Third is subject to government regulation and risks generated by new, complex and evolving legislative and regulatory requirements that impact nearly every aspect of our operations. As a result, customers, employees and shareholders have a measurable stake in the outcome of certain public policy discussions. To mitigate this risk and work toward favorable outcomes, we participate in the public policy process. Our government affairs program is designed to give us a coordinated voice in public policy through a partnership between the Government Affairs team and Company leaders.

Fifth Third's advocacy efforts are executed at the local, state, and federal level by registered lobbyists. Disclosure of federal lobbying activity occurs via the U.S. Congress, and disclosure of non-federal lobbying activity is provided to appropriate local and state agencies as required by law.

Fifth Third's Political Action Committee supports candidates at the federal, state and local level. Funds in the PAC consist of voluntary personal contributions from eligible officers of the Company and its subsidiaries. No Company funds are contributed to the PAC. Disclosure of PAC activity can be viewed at fec.gov. Disclosure of PAC activity at the local and state levels is provided to state election authorities in compliance with applicable law.

To mitigate legislative and regulatory risk and work toward favorable outcomes, we participate in the public policy process through our government affairs program.

Fifth Third’s political contributions are governed by the Government Affairs Policy. The Nominating and Corporate Governance Committee of the Board reviews political contributions semi-annually and approves the policy annually.
Enterprise Risk Management

Fifth Third Bank has been in business since 1858 and has been successful over this span of years by effectively balancing risk and return.

We take risks every day delivering products and services to customers and executing our business processes and activities. Therefore, we are responsible for managing these risks effectively to deliver through-the-cycle value and performance for our shareholders, customers, employees, and communities.

ALIGNMENT WITH OUR CORE VALUES AND CULTURE

Our Core Values and culture provide a foundation for supporting sound risk management practices by setting expectations for appropriate conduct and accountability across the organization.

Our approach to sound risk management is grounded on each employee living our Core Values and acting in an ethical and responsible manner as we serve the financial needs of our customers and communities.

Our culture is embodied in the Fifth Third Compass, which informs our actions and decisions, from how we navigate our daily work and recognize each other’s efforts, to the way we behave with customers and each other. The Compass also guides our strategic direction and actions as we keep the customer at the center and work toward achieving our Vision to be the One Bank people most value and trust.

By focusing on the future and uniting us as one team, the Fifth Third Compass represents who we are, what we believe and how we define success—all of which are key drivers of our risk management strategy.

“Our success is dependent on effective risk management to enable client solutions, optimize the use of capital, ensure regulatory compliance and drive consistent performance through the cycle.”

-JAMIE LEONARD, EXECUTIVE VICE PRESIDENT AND CHIEF RISK OFFICER
Fifth Third’s Risk Management Framework outlines our approach to managing risk in support of our Vision. Key elements of the Framework are described in detail below.

**RISK APPETITE**

Fifth Third’s Risk Appetite is established in alignment with our strategic, financial and capital plans. The Risk Appetite is defined using quantitative metrics and qualitative measures to ensure prudent risk taking and balanced decision making. Our goal is to ensure that aggregate risks do not exceed the Fifth Third’s risk appetite, and that risks taken are supportive of our portfolio diversification and profitability objectives. The Board and executive management define the risk appetite, which is considered in the development of business strategies and forms the basis for enterprise risk management.

The core principles that define our risk appetite and ensure we are operating in a safe and sound manner are:

- We act with integrity in all activities.
- We understand the risks we take, and ensure that they are in alignment with our business strategies and our risk appetite.
- We avoid risks that cannot be understood, managed or monitored.
- We provide transparency of risk to our management and Board by escalating risks and issues as necessary.
- We ensure Fifth Third’s products and services are aligned to our core customer base and are designed, delivered and maintained to provide value and benefit to our customers and to Fifth Third.
- We do not offer products or services that are not appropriate or suitable for our customers.
- We are focused on providing operational excellence by providing reliable, accurate, and efficient services to meet our customers’ needs.
- We maintain a strong financial position to ensure that we meet our strategic objectives through all economic cycles and are able to access the capital markets at all times, even under stressed conditions.
- We protect the Bank’s reputation by thoroughly understanding the consequences of business strategies, products and processes.
- We conduct our business in compliance with all applicable laws, rules and regulations and in alignment with internal policies and procedures.
Risk Management Process

Our Risk Management Process ensures a consistent and comprehensive approach in how we identify, measure and assess, manage, monitor, and report risks. We also have established processes and programs to manage and report concentration risks; to ensure robust talent, compensation, and performance management; and to aggregate risks across the enterprise.

Fifth Third’s Eight Risk Types:
- Credit Risk
- Liquidity Risk
- Interest Rate Risk
- Price Risk
- Operational Risk
- Reputational Risk
- Strategic Risk
- Legal and Regulatory Compliance Risk

THREE LINES OF DEFENSE

Accountability for managing risk is driven through a Three Lines of Defense structure:

1. FIRST LINE OF DEFENSE

The first line of defense is comprised of front line units that create risk or are accountable for risk. These groups are the Bank’s primary risk-takers and are responsible for implementing effective internal controls and maintaining processes for identifying, assessing, controlling, and mitigating the risks associated with their activities, consistent with established risk appetite and limits. The first line of defense also includes business units that provide information technology, operations, servicing, processing, or other support.

2. SECOND LINE OF DEFENSE

The second line of defense, or independent risk management, includes risk management, compliance and credit review. The second line is responsible for developing frameworks and policies to govern risk-taking activities, overseeing risk-taking of the organization, advising on controlling that risk, and providing input on key risk decisions. Risk management complements the first line’s management of risk-taking activities through its monitoring and reporting responsibilities, including adherence to the risk appetite. Additionally, risk management is responsible for identifying, measuring, monitoring, and controlling aggregate and emerging risks enterprise-wide.

3. THIRD LINE OF DEFENSE

The third line of defense is internal audit, which provides oversight of the first and second lines of defense, and independent assurance to the Board on the effectiveness of governance, risk management, and internal controls.
RISK GOVERNANCE

Fifth Third’s risk governance structure ensures proper oversight of risk across the organization. It provides a path for escalation of risks and issues to management and Board-level committees to drive effective risk decisioning. The Board is responsible for actively overseeing risk-taking activities and holding management accountable for adhering to the risk governance framework. The Board delegates certain responsibilities to Board Committees, including the Risk and Compliance Committee (RCC) and the Audit Committee.

The RCC is the principal committee that oversees risk and assists the Board in its oversight of the Risk Management Framework and approves the framework and primary risk management policies.

The Board Audit Committee is the primary committee that has responsibility, fiduciary duty and authority to oversee the management, financial statements and audit functions.

The Enterprise Risk Management Committee (ERMC) is chaired by the Chief Risk Officer, comprising of senior management and reports to the RCC. The committee is responsible for reviewing and approving frameworks and policies to ensure effective risk management, overseeing the management of all risk types to ensure that risks remain within Fifth Third’s risk appetite and fostering a risk culture that supports our risk management objectives.

The ERMC oversees key management committees responsible for specific risk types and key risk-related policies and processes, in order to support an aggregate view of risk and provide executive-level risk management oversight of all risk types.

FIFTH THIRD’S RISK GOVERNANCE STRUCTURE

Fifth Third’s risk governance structure ensures proper oversight of risk across the organization. It provides a path for escalation of risks and issues to management and Board-level committees to drive effective risk decisioning.
Consumer Privacy and Information Security

We keep the customer at the center because without our customers, we would not exist.

Keeping the customer at the center of everything we do and delivering a world-class customer experience every time is a top priority and way of life at Fifth Third. When it comes to security and privacy, our customers expect us to protect their financial and information assets and need to know they can trust us to do just that.

As the cyber threat landscape continues to change, we make every effort to stay ahead of the threats and put in place processes, procedures, tools and technologies to mitigate the risks associated with these threats.

Our Information Security team’s mission is to relentlessly execute to protect, enable and innovate across our enterprise, to enhance our brand and to raise the level of trust and confidence of our customers and partners. We strive to understand cyber threat adversaries and the risks they pose. Our adversaries are nimble and dynamic. To protect against them, our defenses must be the same.

TECHNOLOGY ADVANCEMENTS

In late 2018, we opened a state-of-the-art Cyber Fusion Center designed to enhance collaboration and innovation among security, risk and fraud professionals across the Bank. This new center enables the teams to more closely collaborate and share intelligence information about potential attacks so we can more effectively protect our customers and the Bank. The center helps foster relationships between all of the parties involved in cyber-related incidents and helps us to address issues before they become problems.

As digital transformation swept the industry, the team created rigor and structure to ensure dynamic protection and built-in security as solutions moved to the cloud. The foundational work resulted in defined, locked down, monitored and automatically corrected cloud protection. Constantly exploring new, secure technologies and applications is key to staying ahead of the risks.

In addition to technology, we introduced new detection and response processes designed to create dynamic defensive postures. The goal is to make Fifth Third not just a hard target for attackers, but also a moving target. By integrating threat intelligence, advanced security analysis trade craft and dynamic detection capability, we can rapidly change our defensive posture to stay ahead of attackers.
PRIVACY AND DATA SECURITY

Over the last several years, a strong foundation of governance, policies and procedures was laid based on a tight alignment with regulatory requirements and standard frameworks such as NIST and COBIT. The year 2019 marked a transformative year for the Information Security organization. Our goals were to create a more agile, dynamic organization and set of defensive capabilities while also embracing new technology, like cloud infrastructure, in order to build a secure future foundation. We also continued to enhance the Bank’s resiliency through our Business Continuity Management program. Today, the Information Security team is more alert to cyber risk, more deliberate in building dynamic defenses and more collaborative in exploring effective solutions.

Fifth Third also is committed to protecting our customers through our privacy policies. These policies describe the information we collect, the information customers provide when using our products and services and information about when customers can choose to limit data sharing based on state, federal, and international regulations. We have implemented measures designed to secure customer information from loss or unauthorized access, use, alteration, or disclosure. Information is stored on secured servers behind firewalls, and all data transported on our website and mobile applications is encrypted. To further help protect information, the Bank requires employees to review and know information security and privacy policies.

Because the ever-changing cyber landscape has resulted in more privacy and security regulatory oversight, internal and external assessments are conducted regularly to ensure our defenses are solid, that we are meeting or exceeding all regulatory requirements and that we are continually maturing the Information Security program.

THE VALUE OF STRONG LEADERSHIP AND GOVERNANCE

Information security and privacy teams regularly report to executive leadership and the Board to ensure everyone is on the same page with respect to priorities and focus.

• The chief information security officer and Privacy Office report regularly to the Board or Board committees to keep them abreast of all efforts to prevent, detect and respond to risks.

• The Technology Committee, a sub-committee of the Board, was established in 2020 and is comprised of Board members with extensive technology backgrounds. Its primary purpose is to assist the Board in its oversight of technology and innovation strategies, plans and operations, information, cybersecurity and data privacy risk management and third party technology risk management.

TRAINING AND TESTING KEEP THE FOCUS ON SECURITY AND PRIVACY

Our employees and contractors are included in our first line of defense. Keeping them informed and educated helps them to make the right decisions when it comes to protecting the information they work with every day. To do this, we have a mature security awareness and education program. The program includes annual training for all users, targeted security awareness training for high-risk audiences, weekly security awareness communications, quarterly lunch and learns, and a variety of activities, including a conference, during National Cyber Security Awareness Month in October.

In addition to security awareness training, our Learning and Development team provides a variety of compliance courses. Some are required learning for all employees and contractors; others are designed for specific audiences.

To test our education efforts and provide program direction, the Bank conducts regular simulated phishing exercises and desk checks to ensure employees and contractors are following policies and standards.

The Information Security team has established and maintains a qualified and representative workforce, ensuring that the right people with the right skills are in place to achieve our business goals. To that end, the organization invests heavily in ongoing training and certifications for its team members. This includes technical bootcamps, as well as online and in classroom training and conferences. The inventory of training is extensive, aligns with certification opportunities and is provided via various mediums.
Third-Party Management

Fifth Third has a robust third-party management program for the acquisition of goods and services.

Our goal is to meet the strategic objectives of the Bank and maintain our commitment to providing equal opportunities to all capable suppliers. To achieve this goal, we seek strategic partnerships with highly qualified sources who provide solutions that improve our processes, increase the quality of our products and services and drive efficiency.

We execute our third-party selection process in accordance with the highest standards of integrity, fairness, and objectivity. Our Supplier Diversity team reviews every sourcing opportunity to ensure diverse providers are included in the portfolio of potential suppliers. Thorough assessment and due diligence is performed on all third-parties prior to onboarding, with focused attention on protection and security of Bank and customer data.

The Bank focuses on fostering a strong risk and compliance culture, meaning all employees are responsible and accountable for managing risks associated with third-party relationships. The methodology and process for third-party risk management is as follows:

- Governance of our third-party activities begins with the Third Party Management Council, which assesses the portfolio of third-party service providers as well as the management of risks, issues and performance of the third-party population and oversees adherence to the Third Party Risk Management Policy and Program.
- The Third Party Management Council reports to the Operational Risk Committee, which in turn is accountable to the Enterprise Risk Management Committee and the Risk and Compliance Committee.

SUPPLIER RISK MANAGEMENT

Initiation & Selection  Due Diligence Review  Contract  Onboard  Ongoing Monitoring  Terminate
SOCIAL

COVID-19 Pandemic Response
Inclusion and Diversity
Employees
Communities
Corporate Citizenship and Philanthropy
COVID-19 PANDEMIC RESPONSE

During the pandemic of 2020, Fifth Third Chairman, President & CEO Greg D. Carmichael often said that the times were unprecedented, but so was Fifth Third’s commitment—to individuals and businesses, employees and the community.

“Getting businesses a line of credit that saves jobs doesn’t just make people happy. It keeps the community strong.”

-MADISON G., FIFTH THIRD PERSONAL BANKER IN INDIANAPOLIS

“When you see someone who’s hard-working hit a rough patch, there’s nothing better than being able to help keep them going.”

-BRAD J., FIFTH THIRD BANKING CENTER MANAGER IN GRANDVILLE
CUSTOMERS

Fifth Third took quick and decisive steps to protect our customers’ physical and financial health. The Bank kept over 99% of its banking centers open and 53,000 fee-free ATMs available to serve customers during the height of the pandemic. Following the federal government’s coronavirus response team guidelines, we installed protective shields between customers and employees at our Bank Mart locations and implemented procedures to see customers inside our banking centers via appointment or our drive-through windows. When phased re-openings began, we followed Centers for Disease Control guidance to open safely.

During the first two quarters of 2020, our bankers interacted with over two million customers and executed over 156,000 customer hardship requests, representing $2.6 billion in balances and an additional $6.9 billion in our mortgage servicing portfolio. A new partnership with Steady and its innovative application also helped our customers find work and maximize their earnings opportunities. In addition, our Job Seeker’s Toolkit, provided by NextJob, and Operation HOPE’s financial coaching services, have been made available to the public through January 2021.

Bankers and relationship managers worked nonstop to help their business clients. Over 36,000 applications were processed to the U.S. Small Business Administration’s Paycheck Protection Program, representing $5.4 billion and supporting 552,000 jobs. More than 80% of the loans approved were for less than $150,000 and 95% of loans were to businesses with fewer than 50 employees.

We also prepared to guide clients seeking help through the Federal Reserve’s Main Street Lending Program, which was created to support small and medium-sized businesses that were in sound financial condition before the pandemic. Further, we offered our customers payment deferrals, fee waivers and disaster assistance.

EMPLOYEES

To protect our employees, we established social distancing across our facilities. Approximately 95% of our employees in non-customer service roles were working remotely during the pandemic. To protect our customer service employees and those they served, we instituted enhanced cleaning procedures at our banking centers and offices. We quickly learned how to social distance our operations employees for whom in-office work was essential. We also continued to employ 20,000 people across our footprint and hired 1,000 more people in retail banking, mortgage support and operations to help meet increased demand for our services.

In line with our Core Values, we made a special payment of up to $1,000 to all employees who provided frontline, essential banking services during the pandemic. From a benefits perspective, we ensured that all employees enrolled in Fifth Third’s medical coverage had access to free COVID-19 testing and accommodated requests for time off or flexible work schedules due to childcare or any other need. We also reloaded sick day balances for employees, announced plans to reimburse them at the end of 2020 for unused purchased vacation days and awarded five special vacation days for eligible employees for 2021.
**COMMUNITIES**

Community support was a vital part of our COVID-19 response. We made an $8.75 million commitment to help address the COVID-19 pandemic through relief, recovery and resiliency grants funded by the Fifth Third Foundation and the Fifth Third Chicagoland Foundation. COVID-19 relief funds were supported with a commitment of $3.25 million while $5.5 million in grants from the Strengthening Our Communities Fund were designed for support of small businesses and to long-term economic sustainability efforts.

Grants included $1 million to the Local Initiatives Support Corporation for small business assistance within Fifth Third’s Consumer Bank footprint as well as $1 million to the city of Chicago’s Small Business Resiliency Loan Fund. Other grants included $100,000 for a collaboration between the Indianapolis Chamber of Commerce, Bankable and Fifth Third to deliver financial resources to small business owners in the region. In Charlotte, a $25,000 grant enabled Crisis Assistance Ministry to help families remain stably housed. In Cincinnati, a $25,000 grant to Talbert House provided much needed personal protective equipment and cleaning supplies for its integrated care clinics, which combine behavioral health and primary care at a single location.

“We were intensely focused on helping our communities during the pandemic,” said Byna Elliott, senior vice president and chief enterprise responsibility officer at Fifth Third Bank. “And it wasn’t just about providing much-needed financial resources. We sought collaborations with our community partners to join in their efforts; we expanded the reach of our financial capability programs to help more people. From providing vital medical supplies to feeding the hungry to helping people regain financial stability, we were active in helping people survive and then thrive through the personal and economic effects of COVID-19.”

We implemented a new virtual volunteerism initiative in response to the pandemic, which enabled our employees whose devotion to serving communities increased with so many in need. The platform enabled employees to seek and find opportunities to volunteer their time and talent in a virtual fashion. Further, we ensured that our financial education platforms for both adults and young people were made available to a wider audience online so we could help community members regain financial stability.

*Chart reflects breakdown of $5.75 million in grants disbursed out of the $8.75 million commitment as of July 6, 2020.*

**COVID-19 GRANTS SUPPORT AREAS**

- **Economic Development**
- **Technical Assistance**
- **Food Services & Supplies**
- **Operational Support**
- **Affordable Housing Services**
- **Health Care & Medical Suppliers**
- **Low- and Moderate-Income Services**

*“We were active in helping people survive and then thrive through the personal and economic effects of COVID-19.”*

- BYNAA ELLIOTT, SENIOR VICE PRESIDENT AND CHIEF ENTERPRISE RESPONSIBILITY OFFICER
Inclusion & Diversity

Fifth Third strives to be the One Bank people—all people—most value and trust.

As an intentionally inclusive, diverse and thriving organization, we want each employee, and each customer, to feel valued, respected and understood. Employees at Fifth Third are encouraged to bring their authentic selves and best thinking into the workplace to fully leverage the power of our diversity and our commonality.

We are all One Bank.

OUR COMMITMENT

Greg Carmichael, our chairman, president and CEO, made a public commitment to inclusion and Diversity in 2017 by signing the CEO Action for Diversity and Inclusion pledge, which outlines a specific set of actions the CEOs will take to cultivate a trusting environment where all ideas are welcomed, and where employees feel comfortable and empowered to have discussions about diversity and inclusion. Additionally, our membership on the CEO Action for Diversity and Inclusion Financial Services Roundtable enables us to operationalize the CEO Action pledge commitment within our organization.

To support an inclusive workplace, we have adopted the following diversity statement: "Fifth Third believes that inclusion and diversity are essential to living our Core Values; serving our customers; delivering financial performance; and being recognized as a leader in building an engaging workplace, a strong supplier base and vibrant communities."

We are committed to equality, equity and inclusion with our employees, customers and suppliers. In 2020, we launched a new Executive Diversity Leadership Council to develop and deliver strategic short- and long-term solutions to advance our efforts.

Equality, Equity and Inclusion is one of four strategic initiatives for the Human Capital division of Fifth Third Bank. In 2019, we were honored again to achieve a perfect score from the Human Rights Campaign and the distinction of Best Places to Work for LGBT Equality, as well as inclusion in Forbes’ Best Employers for Diversity ranking, the Diversity Best Practices Inclusion Index and the Bloomberg Gender Equality Index. In 2020, we were named, for the first time, one of the best places to work for people with disabilities as part of the 2020 Disability Equality Index, the nation’s most comprehensive benchmarking tool for disability inclusion. These honors demonstrate our commitment to cultivating an inclusive workforce that can effectively serve a diverse customer base and all communities.
A new Executive Diversity Leadership Council was established at Fifth Third Bank in 2020. It has adopted the following purpose statement:

**Fifth Third is committed to accelerating its equality, equity and inclusion efforts and outcomes.** From our recruiting practices and employee policies to our customer products and services to our support of community and supplier partnerships, we will work hard, thoughtfully and diligently on delivering and driving immediate, near-term and strategic long-term support to advance inclusion and diversity, with a specific focus on racial and economic inclusion.

The Executive Diversity Leadership Council will work to achieve and sustain the Bank’s bold, measurable outcomes by ensuring inclusion and diversity efforts are an organizational priority and that they are grounded in the collective voices of our employees, customers and communities. The current primary focus is on Black employees to ensure they understand that racial discrimination is not tolerated at Fifth Third Bank, that their contributions are valued and that they are vital to this journey.

EXECUTIVE DIVERSITY LEADERSHIP COUNCIL

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kala Gibson</td>
<td>Council Chair and head of Business Banking</td>
</tr>
<tr>
<td>Charlie Bradley</td>
<td>head of Enterprise Program Management Office</td>
</tr>
<tr>
<td>Shellie Ceson</td>
<td>chief auditor</td>
</tr>
<tr>
<td>Byna Elliott</td>
<td>chief enterprise responsibility officer</td>
</tr>
<tr>
<td>Phil McHugh</td>
<td>head of Regional Banking, Wealth &amp; Asset Management and Business Banking</td>
</tr>
<tr>
<td>Christine Nester</td>
<td>chief learning officer</td>
</tr>
<tr>
<td>Nancy Pinckney</td>
<td>director of Human Capital Business Consulting</td>
</tr>
<tr>
<td>Phenise Poole</td>
<td>deputy general counsel</td>
</tr>
<tr>
<td>Tayfun Tuzun</td>
<td>chief financial officer</td>
</tr>
<tr>
<td>Bob Shaffer</td>
<td>chief Human Resources officer</td>
</tr>
<tr>
<td>Stephanie Smith</td>
<td>chief Inclusion &amp; Diversity officer</td>
</tr>
<tr>
<td>Tim Spence</td>
<td>head of Consumer Bank, Payments and Strategy</td>
</tr>
<tr>
<td>Susan Zaumbrecher</td>
<td>chief legal officer and board secretary</td>
</tr>
<tr>
<td>Jude Schramm</td>
<td>chief information officer</td>
</tr>
<tr>
<td>Kevin Lavender</td>
<td>head of Commercial Bank</td>
</tr>
</tbody>
</table>

Fifth Third 2019 ESG Report: The Value of Sustainability
ACTION AGAINST RACISM

In the wake of widespread civil unrest that began in May 2020, Greg Carmichael made a prompt public statement against racism and the Bank committed itself to being part of the solution.

Our commitment was more than words; it resulted in concrete actions that are ongoing. It was necessary that we acknowledge that we hadn’t previously done enough, as was recognizing our work to address shortcomings was far from over. As the nation reached a tipping point in a long history of racial injustice impacting Black Americans, we, too, were galvanized to double-down on our efforts.

Further, unconscious bias training was launched in July for all employees as a requirement. As new employees join the Bank, they will take this training as part of their onboarding. In addition, we conducted listening sessions with our African-American Business Resource Groups to understand how its employee members were feeling and to get their input on recommendations for the Bank moving forward. All employees also had access to resources to help guide empathetic, supportive conversations about the inequality that plagues the nation. Resources also were added to LifeWorks, our Employee Assistance Program, to help address feelings of anxiety, sadness and worry among employees.

Our commitment was more than words; it resulted in concrete actions that are ongoing.

The formation of our new Executive Diversity Leadership Council was an important step. The council is charged with ensuring equality and inclusion in our workplace with an initial focus on our Black employees. An enterprise-wide initiative, supported by the Enterprise Program Management Office, also was launched to ensure accountability and achieve measurable and sustainable progress.

To spur and help facilitate fruitful discussions and progress, our Inclusion and Diversity team created the Fifth Third Inclusion Toolkit: From Awareness to Advocacy. The toolkit has useful terms, actions community members can take, movies that can be watched, recommended books and articles, and other ally and anti-racism resources. We were pleased not only to provide this helpful resource to our employees, but also to make it available to customers and communities on 53.com/racialequity.

“Let me be perfectly clear: at Fifth Third, racism and discrimination in any form is not tolerated.”

-CHAIRMAN, PRESIDENT & CEO GREG CARMICHAEL, MAY 30, 2020
Fifth Third Observes Juneteenth

On June 16, 2020, The American Banker published an article, “Fifth Third, Truist among banks closing early to observe ‘Juneteenth,’” by Alissa Kline. It acknowledged that Fifth Third was the first financial institution to announce plans to observe the date the last Confederate slaves were told they were free. Offices and banking centers were closed at 2 p.m. June 19 and employees were paid for a full day’s work.

“We cannot fix 400 years of injustice with one day,” said Stephanie Smith, senior vice president and chief inclusion and diversity officer, in the story. “But we can start taking steps to acknowledge the fact that there is racial inequality and inequity in organizations, corporations and communities and we want to play our part in saying that we’re willing to recognize difficult moments.”

Also on Juneteenth, our new Executive Diversity Leadership Council held its first meeting. “Given the events of recent weeks, now it’s about pressing the gas pedal and refining our efforts to make sure our Black employees are coming along on this journey with us,” Smith said of the meeting.

Chairman, President & CEO Greg Carmichael said, “As we observe Juneteenth, each of us should pause, reflect, and contemplate its significance and what it meant 155 years ago, what it means today, and how we might take action to make tomorrow better for everyone. While it is only one small step toward a more racially just and equitable organization and community, we believe it is a step in the right direction.”

“Fifth Third was named a Winning ‘W’ Company by 2020 Women on Boards for achieving 20% female representation on our Board. Fifth Third’s Board is 33% female as of July 2020.

GOVERNANCE

The Bank’s Corporate Responsibility and Reputation Committee oversees our inclusion and diversity strategy and progress. The CRR Committee is chaired by Fifth Third’s chief communications and reputation officer and is accountable to the Enterprise Risk Management Committee.

The CRR Committee’s responsibilities with respect to inclusion and diversity are to elevate the performance and reputation of the Bank by:

• Overseeing inclusion and diversity strategy, programs, policies and practices.

• Reviewing Fifth Third’s diversity statement annually.

• Monitoring trends in stakeholder inquiries, shareholder resolutions and efforts to create more transparent reporting on diversity demographics, programs and policies, and ensure accountability.

• Making an annual decision regarding diversity disclosures.

• Monitoring major trends in inclusion and diversity matters.

“We want to play our part in saying that we’re willing to recognize difficult moments.”

-STEPHANIE SMITH, SENIOR VICE PRESIDENT AND CHIEF INCLUSION AND DIVERSITY OFFICER

Fifth Third 2019 ESG Report: The Value of Sustainability
EMPLOYEE DEMOGRAPHICS

Talent diversity is of upmost importance at every level of our Company, from our Board of Directors to our executive team to our nearly 20,000 employees.

Publishing diversity demographic data is part of that commitment. It’s a practice we started in 2017 with the publication our 2016 Corporate Social Responsibility Report.

**Source: Dec. 31, 2019, employee data produced in a manner consistent with EEO-1 reporting with aggregation across EEO-1 ethnicity categories. “All Others” is a combination of the following EEO-1 job categories: sales workers and administrative support.

<table>
<thead>
<tr>
<th>Demographic Information as of 12/31/19</th>
<th>Women</th>
<th>Persons of Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exec/Senior Managers</td>
<td>25%</td>
<td>10%</td>
</tr>
<tr>
<td>First/Mid-level Managers</td>
<td>51%</td>
<td>18%</td>
</tr>
<tr>
<td>Professionals</td>
<td>51%</td>
<td>18%</td>
</tr>
<tr>
<td>All Others**</td>
<td>69%</td>
<td>34%</td>
</tr>
<tr>
<td>Total</td>
<td>60%</td>
<td>26%</td>
</tr>
</tbody>
</table>

**Source: Dec. 31, 2019, employee data produced in a manner consistent with EEO-1 reporting with aggregation across EEO-1 ethnicity categories. “All Others” is a combination of the following EEO-1 job categories: sales workers and administrative support.

Linda W. Clement-Holmes Named to Board of Directors

Fifth Third announced the appointment of Linda W. Clement-Holmes as an independent director of Fifth Third Bancorp on July 20, 2020, effective immediately.

“We are delighted to welcome Linda Clement-Holmes to our Board,” said Greg D. Carmichael, chairman, president and chief executive officer. “As the former chief information officer for The Procter & Gamble Company, Linda is uniquely positioned to help us advance in the rapidly evolving technological landscape and embrace the opportunities for consumer-oriented financial services. We also welcome her leadership in diversity and inclusion, which will enhance Board oversight of this important area.”

Clement-Holmes retired from Procter & Gamble in 2018 after a 35-year career that culminated in the role of chief information officer. She is widely recognized as a leader in information technology, information security and digital and IT strategy, and has been listed in Computerworld’s Premier 100 IT Leaders, Uptown Professional’s Top 100 Executives, and Black Enterprise magazine’s Top Executives. She is a fellow at the IT Senior Management Forum and a recipient of numerous awards, including the Howard University Global Visionary Leadership Award.

Clement-Holmes also has been a pioneer in diversity and inclusion. She served as Procter & Gamble’s first chief diversity officer from 2010-2012 and advanced to become the first African-American woman named to Procter & Gamble’s Global Leadership Council.

“I am very pleased to join the Fifth Third Board,” said Clement-Holmes. “Fifth Third is recognized as a digital innovator and is on record in its commitment to be part of the solution on racial equity,” said Clement-Holmes. “I’m excited about the opportunity to help lead the Bank boldly into its next chapter.”

Fifth Third 2019 ESG Report: The Value of Sustainability
Multicultural Recruitment Strategy

Recruiting and engaging an inclusive and diverse workforce is a top priority. Our collaboration with Historically Black Colleges and Universities (HBCUs) is one way we work to nurture a multicultural employee base.

According to a 2018 United Negro College Fund article, HBCUs make up only 3% of the country’s colleges and universities, yet they enroll 10% of all African American students and produce 20% of African American graduates. We have invested nearly $300,000 with HBCUs since 2017 to help prepare high-achieving students—many of whom are first-generation college students and come from low- and moderate-income families—to excel in the workforce. Our investment includes over 500 service hours providing skills coaching and delivering our Fifth Third financial empowerment programs to help reduce student debt.

Twenty-six students have been hired by Fifth Third from nine HBCUs since our program began. In recognition for our efforts with HBCUs, Hosetta Coleman, Fifth Third’s senior manager of university relations, was appointed to the HBCU Business Deans Roundtable Advisory Board in 2019.

INDIVIDUALS WITH DISABILITIES

We are proud of our decades-long leadership with Project SEARCH, a school-to-work transition program for students with developmental or physical disabilities. The goal of Project SEARCH is competitive employment at the end of the one-year program. We were one of the founders of the public-private collaboration, which is operated out of the Cincinnati Children’s Hospital Medical Center.

Project SEARCH has operated at Fifth Third campuses for over 15 years in Cincinnati and in Grand Rapids, Michigan. Over that time, we have trained more than 350 individuals, hired dozens and sponsored an annual golf outing that has contributed $1.6 million to date to help support the program.

Last year, we also collaborated with Ayco, a company that provides a financial wellness program for our employees, to offer a special financial education course for teammates who may live with or have family members with a disability. This unique need was identified by our Individuals with Disabilities Business Resource Group (BRG). The session focused on helping these employee families manage everyday expenses, leverage Fifth Third benefits, make the most of government resources and establish a plan for long-term needs.

“Often, caregivers of individuals with disabilities are so busy they may not have time to seek out this type of information, and I’m excited to see that Ayco and Fifth Third offer this valuable resource.”

-BROOK BRAATZ, ASSISTANT VICE PRESIDENT AND MORTGAGE DELIVERY CONSULTANT
“I have a child with a disability, and not only did I personally want this information so I can plan financially for his future, but I also wanted to help others who may have a family member with a disability,” said Brook Braatz, assistant vice president and mortgage delivery consultant. “Often, caregivers of individuals with disabilities are so busy they may not have time to seek out this type of information, and I’m excited to see that Ayco and Fifth Third offer this valuable resource.”

Fifth Third was the first bank to design a checking account for the Achieving a Better Life Experience program, known as ABLE, in 2017. The special checking account is an outcome of our work with the National ABLE Alliance, a consortium of states dedicated to providing those living with disabilities and their families with low-cost investment products. We saw a 78% increase in program participation from 2018 to 2019.

ABLE accounts are state-sponsored saving and investment accounts that allow individuals with disabilities and their families to save and invest private assets for disability-related expenses without losing, or losing access to, federal-means tested benefits, such as Supplemental Security Income, Medicaid, HUD, SNAP and other benefits.*

**VETERANS**

Fifth Third salutes those who serve our country. We are proud of our long history of supporting veterans, especially those who are Fifth Third employees. We implemented new enhanced paid military leave guidelines in 2018 that provide for 30 days of paid military leave per year and provide paid leave for any kind of military service, including drills and training and not just active duty, a distinction many companies do not make. The guidelines were driven by feedback from the Bank’s Military Business Resource Group, an active group of employee veterans and allies that advocate for the military—both inside the Company and out—and is visible in the community through the year.

In 2019, we collaborated with HirePurpose, a technology company empowering the next great generation of American veterans, to bring additional veterans into Fifth Third. HirePurpose is the only career platform owned and operated by veterans and specifically designed for the military community.

*Certain limitations may apply based on applicable state or federal law.
Our inclusion councils and business resource groups give employees opportunities for networking, learning and personal growth, as well as an outlet through which to volunteer and serve the community.

We operate 13 inclusion councils and 70 local BRGs. Senior executives also lead eight virtual Enterprise BRGs that enable all employees to participate regardless of their work location—greatly expanding access for employees with alternative work arrangements and those who work outside of our core Consumer Bank footprint. Each BRG focuses on three pillars: employee development, community involvement and business innovation.

Our BRGs celebrated the contributions of our Latino employees, customers and communities in a special way during National Hispanic Awareness Month last year. In Charlotte, North Carolina, Latino BRG members engaged at the Latin America Chamber Luncheon, HOLA Festival and the El Grito Festival. They also spent time with Latin Americans Working for Achievement, hosting six financial education workshops for high school students applying for college. Additionally, Charlotte Latino BRG members worked with Latin American business resource groups from Duke Energy and El Camino Church to prepare the Latino professional community for employment opportunities.

Volunteerism in Cincinnati included work with the Hispanic Chamber of Commerce and participation in United Way’s National Hispanic Volunteer Day. The group’s members painted and landscaped a local school. The BRG also celebrated the Latino heritage and focused on Latino empowerment at the Ohio Latino Student Summit at the University of Cincinnati.

Attendance was strong at the Mexican Kermes/Fiesta in Detroit, sponsored by the BRG and organized by the Association of Mexican Professionals in Michigan. The BRG was involved in the area’s first Hispanic Festival, organized by Centro Cultural Hispano, and sponsored the Run for the Dead 5K, organized by the Southwest Detroit Business Association. In addition, the BRG joined in a networking event called After Hours Hispanic Leadership Connect. Western Michigan’s Latino BRG team members commemorated the month through food, music, games and interactive educational displays and activities that focused on Latino culture.

The Northeast Ohio Multicultural BRG hosted a Hispanic Heritage Month opening ceremony that recognized leaders of Cleveland’s Hispanic community and the city of Cleveland’s Hispanic employees. The group also participated in Hispanic Senior Day, which blends a celebration of Hispanic heritage, culture, music and food with health screenings.
**SUPPLIER DIVERSITY**

Supplier diversity is a strategic imperative at the Bank and was recognized as such in 2015 with the establishment of a formal supplier diversity program. Diverse suppliers are relevant in every aspect of our business. We are committed to identifying potential additional suppliers, providing access to financing for undercapitalized businesses and investing in building supplier management capabilities. Additionally, we consider diverse suppliers as part of every engagement for business.

The Supplier Diversity leadership team has developed a multi-year plan for the growth and expansion of these efforts. It includes educating, training and developing Black-owned and other minority-owned, veteran-owned, and woman-owned small businesses. The work is intended to build a more robust pipeline, educate on the request-for-proposal process and support suppliers with technical assistance and training. Fifth Third also supports programs that assist diverse suppliers in accessing capital and internal support so they can compete for the Bank’s business on a fair and equal basis.

Since the inception of the Supplier Diversity program, Fifth Third has grown its spending with diverse suppliers from $8.2 million in 2014 to $63.1 million in 2019. In 2020, a diverse managed service provider for IT staffing needs was onboarded that we expect will secure and sustain the Bank’s supplier diversity spend for years to come.

As a result of these efforts, Fifth Third has been recognized in the following ways:

- Named Best of the Decade by Minority Business News USA.
- Named to Top Corporation for three consecutive years by Women Business Enterprise National Council.
- Marsha Thornton, director of supplier diversity, featured in Women’s Enterprise USA.
- Named 2020 and 2019 All-Stars of Supplier Diversity by Minority Business News U.S.

In addition, Executive Vice President Kala Gibson, head of Business Banking, serves on the National Minority Supplier Development Council Board of Directors.
ANNUAL SUPPLIER DIVERSITY SUMMIT

In 2019, Fifth Third hosted its fifth annual Supplier Diversity Summit. Themed, “Success through Synergy,” the Summit focused on educating minorities and women on the best business practices. The Summit is hosted each year to help Black- and other minority-, women- and veteran-owned companies do more business with Fifth Third. It also is a way for those owners to gain insight from each other and to network with other corporate partners, including Procter & Gamble, Cintas and Messer Construction. More than 150 people representing 75 companies from across 15 states participated.

The program featured national and local speakers, including Pamela Prince Eason, president of the Women’s Business Enterprise National Council, and Sheila Mixon, executive director of the Women’s Business Council Ohio River Valley; and matchmaking meetings at which diverse business owners learned about sourcing opportunities with 13 national and local business partners in addition to Fifth Third.

During the pitch competition, which was open to female business owners whose companies focused on innovation, six woman-owned companies competed for a monetary prize to go toward costs associated with attending the 2020 WBENC national convention. The winner of the event was Anne Weigand, director of Happiness for Aunt Flow, a company that aims to provide menstrual products free of charge to all women and to encourage positive menstrual education for men and women. The company developed a free-vending menstrual product dispenser to ensure that free, quality menstrual products are available and accessible at businesses and schools. Weigand was excited to participate and hopes to continue to spread awareness about the company’s products. “I am thankful for Fifth Third and the WBENC community for the continued support, guidance, and direction as we continue to grow,” said Weigand.

Through the years, Fifth Third has developed many partnerships with organizations that focus on enhancing supplier diversity efforts, including the National Minority Supplier Development Council, the U.S. Small Business Administration, the U.S. Dept. of Veterans Affairs, The Financial Services Roundtable for Supplier Diversity, and the Women’s Business Enterprise National Council.
A Special Exhibit at the Fifth Third Museum: How the Charlotte R. Schmidlapp Fund Helped African American Women

Nadine Roberts Waters dreamed of being a classical soprano. Despite racial, gender and financial barriers, the Charlotte R. Schmidlapp Fund, Fifth Third Bank, Trustee, helped make that dream a reality. Waters’ story was part of a unique exhibit in 2020 featuring the Fund and the women it helped at the Fifth Third Museum.

Waters was born in Wyoming, Ohio, in 1892. Her father was the first Black supervisor for the U.S. Postal Service in Cincinnati and her mother was a teacher. In the early 1920s, Waters was denied entrance to Cincinnati’s music conservatory because she was Black. With some financial aid, she moved to Boston to study at the New England Conservatory of Music, where she majored in voice and languages.

While there, she won the National Federation of Music Clubs state contest and was the sole Black performer among 15 white finalists. The NFMC refused to present Waters the award because of her race, but a contest judge rallied behind her and elevated the injustice to the national press. Although Waters never received the award, the incident forced the NFMC to become more inclusive.

After Waters graduated in 1929, a loan from the Charlotte R. Schmidlapp Fund made it possible for her to travel to Paris where she trained under renowned vocalists and performed at premier venues. Composer Henri Tomasi dedicated his symphonic poem, “Chanson des Sables (Song of the Sands”), to Waters which she later sang in New York City’s Town Hall. She is believed to be the first artist to sing for the American public in African .

Waters returned to New York City in 1935, performing on radio and in various venues. In 1940, she sang at Grace Church for Britain’s King George IV and Queen Elizabeth. She shared a stage with Eleanor Roosevelt and Mayor Fiorello LaGuardia when she sang to over 1,000 people at a convention. She also performed the lead role in the first all-Black production of “Aida.”

Waters returned to Wyoming in 1944 where, for the next 40 years, she performed for churches and other organizations. She died at the age of 93 in 1985. She once said, “I prayed to be the star I was born to be, not to disappoint myself, my parents and my race. I was always singing where angels feared to tread.”
**Employees**

To deliver long-term sustainable value for all we serve, Fifth Third strives to recruit, retain and develop the best people.

Our competitive pay, robust health and wellness benefits, and innovative programs like concierge services make Fifth Third the employer of choice and our customers benefit from the experience, talent and engagement of a committed workforce.

**COMPENSATION AND BENEFITS**

We increased our minimum wage from $15 to $18 in 2019 for approximately 4,900 employees, representing nearly 25% of our workforce. The change represented a 50% increase in our minimum wage since the beginning of 2018, when we raised the wage from $12 to $15. That increase contributed to a 16% year-over-year reduction in employee turnover in 2018 in jobs most affected by the minimum wage.

The new $18 minimum hourly wage primarily benefits employees in retail branches and operations support functions such as customer contact centers. For affected employees, the $18 minimum wage amounted to roughly $500 more per month on a pre-tax basis—that’s a car payment, a student loan payment or the start of a savings plan for the future. It represents an additional investment by the Bank, on an annualized basis, of approximately $15 million to help our employees succeed at work and at home.

By continuing to invest in our talent, we’re able to attract and retain employees who share our commitment to improving the lives of our customers and those in our communities.

In addition to compensation, Fifth Third offers a competitive and comprehensive suite of traditional benefits, including medical, dental and vision insurance. Medical plans cover preventive screenings at 100% because we know early detection provides the best outcomes. Preventative screening rates at Fifth Third for cervical cancer, cholesterol and colon cancer exceed industry benchmarks.

Fifth Third also offers a 401(K) retirement program that pays a match up to 7% of an employee’s contributions. 80% of employees participate in this plan and employees may contribute up to the maximum allowable by law. These benefits are augmented by innovative wellness programs and benefits unique to Fifth Third.
MY WELLNESS

Employees have the opportunity to earn up to $1,800 per year for completing certain financial and physical wellness activities. They are supported in their wellness journey by a network of 200 Fifth Third employees who volunteer as wellness champions.

Health and wellness programs at Fifth Third encourage healthy behaviors and focus on physical, mental and financial wellness. Memberships to fitness facilities as well as programs like WW (formerly Weight Watchers) are subsidized. For mental health, employees receive up to six confidential counseling sessions annually through our employee assistance program. They can also take advantage of a user-friendly app with a variety of wellness-related tools. In addition, personalized coaching and resources from program partners support our employees and their families.

Employees can get personal financial coaching and education for themselves and their spouses or partners through our financial wellness program provided by Ayco. Education tools and student debt refinancing options were recently launched through our 401(k)-record keeper and CommonBond, a leading financial technology company.

LEAVE

When employees require a leave of absence from work, our programs are ready to assist. Parental bonding leave enables all full- and eligible part-time employees welcoming a new child to receive four weeks of 100% paid time away to bond with their child. The leave is for both mothers and fathers and includes new family additions through birth, adoption, foster care and surrogacy. This is in addition to the six week to eight week maternity leave benefit.

In 2018, a new enhanced paid military leave policy was introduced. Guidelines provide 30 days of leave per year; by comparison, the federal government offers 15 days of paid military leave annually. This benefit provides paid leave for any kind of military duty, including drills and training. The policy enables employees to serve our country while continuing to support their families and career path.

During the COVID-19 pandemic, we updated our Time Away policies to support our employees. Sick time balances were reloaded in July 2020 to their full-year allotment of time. We announced that unused purchased vacation time in 2020 would be refunded at the end of the year, and we adjusted our regular vacation carryover policy for 2020 to award all eligible employees five vacation days in 2021, in addition to normal vacation time.

INNOVATIVE BENEFITS

The Fifth Third Concierge is a free virtual or on-site service to support employees’ well-being. The service helps employees manage a variety of personal tasks such as shopping, coordinating travel and more while meeting work obligations.

Our Maternity Concierge offers unique and innovative support for expectant parents, women on maternity leave, adoptive parents, guardians and those with small children up to 1 year of age. The concierge service helps with researching child care options, scheduling wellness visits and planning birthday parties.

We partner with Best Upon Request to provide our concierge services to employees.

Our Back-Up Care program, offered by Bright Horizons, provides access to high-quality back-up care for children, adult and elder family members of employees during a lapse or breakdown in normal care arrangements. Both in-home and center-based options are available depending on location. All employees are eligible for 15 days of back-up care per calendar year with nominal copays.
RECRUITING

Attracting diverse and bright talent is essential to our success as a Company. A critical step in a successful recruiting program is offering competitive pay. In addition to raising our minimum wage 50% in the last two years, we also adopted a footprint-wide ban on salary history in 2019. This means that Fifth Third will not ask for or use a candidate’s current salary as a factor in determining an employment offer. This approach enables us to reduce historical gender or racial pay inequities.

The combination of compensation, best-in-class benefits, innovative programs that foster work and life balance, financial rewards for physical and financial wellness activities and the Bank’s reputation for being a business and community leader forms an attractive value proposition for prospective employees.

The Bank invests significant resources into talent acquisition to find the best possible candidates and to ensure the diversity of our workforce reflects the communities we serve. Our talent acquisition strategy works to:

• Help source and hire effectively and efficiently.
• Use advanced technology to identify, influence and attract top talent.
• Advise and consult with line of business leaders to develop strong recruiting strategies.
• Offer a robust pipeline of qualified and diverse candidates to decision-makers.
• Provide scalable talent acquisition resources throughout the footprint.

Fifth Third will not ask for or use a candidate’s current salary as a factor in determining an employment offer.

DIVERSE RECRUITING AND HIRING

Our diversity recruiting outreach strategy enables us to build strong relationships with a qualified diverse applicant pool that reflects the demographics of our markets through a focus on women, minority and LGBT populations, individuals with disabilities and veterans. Part of this strategy includes relationships with key regional and community-based organizations and connections with diverse student organizations on campuses in our local markets.

In 2020, we developed virtual relationships with organizations like Cincinnati State, the Cincinnati Diversity & Inclusion Career Fair, Ohio Means Jobs, University of Illinois-Chicago and the University of Toledo. Our multicultural recruitment strategy and HBCU strategy as well as our initiatives with Project SEARCH for individuals with disabilities, and Hire Purpose for veterans are detailed beginning on Page 54 of this report.

For several decades, the Bank has worked closely with colleges and universities across our footprint to recruit and hire the best and brightest students. The strategy also emphasizes internships and long-term employment through various leadership programs, providing a talent pipeline for professional roles across the organizations.
Our strategic focus on HBCUs deepens the pipeline of the best and brightest diverse talent and strengthens tomorrow’s leaders.

In recent years, students have been recruited from nine HBCUs: Central State University, Clark Atlanta University, Florida A&M University, Johnson C. Smith University, Wilberforce University, Tennessee State University, North Carolina A&T University, Spelman College and Morehouse College. These schools’ strong business and science, engineering, technology and math programs were noted for developing the kind of talent that would excel at Fifth Third. Through the strategy, the Bank has increased its offers to multicultural students.

COLLABORATIVE PARTNERSHIPS

Collaborative partnerships like the one we have with the University of Cincinnati support our recruiting strategy. Fifth Third recently opened space in UC’s 1819 Innovation Hub to strengthen our collaboration with the university and its students as well as other regional companies. The 1819 Hub is regarded as the university’s front door to the region, where businesses can connect directly with UC faculty and students.

Robust relationships with premier colleges and universities across the country have been established by mentoring teams of students focused on analyzing complex topics in business and technology as part of the academic curriculum.

INTERNSHIPS

Fifth Third typically hosts 50 to 100 summer interns each year. These internships allow students to gain valuable experience in the financial services industry and help train them for a future career with Fifth Third. In 2020, due to quarantine and social distancing restrictions, we pivoted to allow 86 interns across 15 departments to work with us remotely. In addition to assigned work, we introduced a 10-week learning plan to enable our interns to learn about banking and develop foundational knowledge and skills important for leaders at Fifth Third Bank. Interns also got the opportunity to hear from our executives and learn about each other through virtual networking and capstone projects. One intern said, “We are so lucky to have our full internship continue during this pandemic. The managers and leadership committee have been extremely helpful.”
Learning and development must be accessible to meet a range of needs for employees and address a work environment in which skill needs are changing at a breakneck pace. Development programs at Fifth Third are built upon a growth mindset, the belief that everyone’s basic abilities can be developed through dedication and work inspired by a thirst for learning. In 2019, employees at Fifth Third completed nearly 640,000 hours of training, an average of 32.5 hours per employee.

Learning is more than formal classroom training. A rich mix of education, experiences, exposure, and tools are necessary to grow knowledge and skills.

On-demand learning is a newer point of emphasis for development at Fifth Third. Employees can take advantage of three different on-demand resources, including LinkedIn Learning, offering courses across business, technology and creative categories; Harvard ManageMentor, a learning and performance support resource for critical management skills; and Pluralsight, a technology skills-based platform focused on today’s most in-demand technologies and tools.

Leadership Development

Our leadership development aligns to our Company’s Vision, strategic priorities and to the enrichment of four leadership capabilities: Create Connections, Be a Great Coach, Lead with Agility and Act Like an Owner.

We have developed a Learning Journey for each capability that includes an instructor-led learning simulation that is delivered virtually. The immersive learning simulations require Fifth Third’s leaders to demonstrate their leadership capabilities while grappling with the most difficult and defining challenges they will likely face as the company transforms. Learning Journeys, along with Learning Cafes, are flexible, social and grounded in how leaders prefer to learn: online, self-guided and interactive, with group interaction such as discussion boards and debrief sessions.

Early Career Support

For over 30 years, Fifth Third has advocated early career support. College leadership programs provide foundational knowledge, skills and experience for recent college graduates. Full-time and internship opportunities are offered in 10 lines of business: Audit, Commercial, Credit, Consumer, Finance and Accounting, IT, Operations, Risk Management, Wealth & Asset Management and Strategic Projects and Analytics.
Early career programs provide visibility to our operations through rotational experiences, structured education to develop leadership capabilities, exposure to seasoned performers and other early career learners, and resources to support strong performance and development. Over a two-year period, participants have access to formal learning programs, such as consultative skills, building relationships using DiSC® assessments, emotional intelligence and presentation skills. They also participate in the Connect@53 challenge, helping them establish their first 53 connections at the Bank. We also support their growth and development through structured community service and volunteerism opportunities, as well as an introduction to our business resource groups.

Women in Leadership

The Women in Leadership program is an integrated development experience that is targeted to high-performing senior female leaders who have significant impact on the success of the Bank. The program is focused on accelerating readiness to lead at the next level and, ultimately, the C-suite. Being intentional and transparent in our investment in women benefits not only the women in the program, but the Company as a whole, others who aspire to the program, and the sponsors who invest themselves in the program. Forty women leaders have participated in the program since its inception, including 11 in 2019.

Participants are challenged to look inward, outward and forward to leverage their leadership capabilities through skill building, coaching and exposure to enhance the achievement of business outcomes. Through this experiential opportunity, these female leaders gain increased insights to lead authentically through understanding and promotion of their distinctive strengths and talents.

Tuition Reimbursement

Fifth Third offers tuition reimbursement to full- and part-time employees up to $5,250 and $2,500 per calendar year, respectively.

Performance Management

Fifth Third Bank’s performance management process aims to positively impact and optimize both employee and organizational performance. Our Fifth Third Compass provides the strategic direction for our Company, as well as forming the foundation for how we set expectations and manage performance. Our process highlights the importance of holding regular performance and development conversations to ensure employees understand expectations, check-in on progress and exchange feedback. This mechanism culminates with a performance review.

While managers drive many elements of the process, employees take an active role in engaging in conversations to achieve results. Guiding principles of these conversations include:

- **Balance both WHAT and HOW results are achieved.**
- **Regularly check-in on progress.**
- **Prioritize and align work to business needs.**
- **Ask openly for and accept feedback.**
- **Demonstrate a commitment to development.**
Talent Review

The annual talent review process evaluates employees’ talent strengths and gaps to enable achievement of short- and long-term business priorities. The review process is facilitated by the Human Capital team with the following intended outcomes:

- Assess our talent to identify employees with greater potential to take on roles of increased responsibility.
- Focus on increasing representation of diverse talent.
- Determine development gaps between current capabilities and what is needed in the next role to target development actions.
- Identify most critical talent actions to track for accountability.

EMPLOYEE ENGAGEMENT

Listening to and learning from employees is at the heart of Fifth Third’s culture and commitment to provide employees a work environment in which they can be and do their best. We believe an engaged workforce is one of our greatest assets. That is why we have a long-standing tradition of measuring employee engagement through a comprehensive survey as well as other touchpoints throughout the employee lifecycle. Positive engagement survey results have earned us several Gallup Great Workplace Awards in the past but, more important than the recognition, are the actions and outcomes the results provide to help us continuously improve the employee experience and, ultimately, our business.

Fifth Third uses a holistic approach to collecting employee feedback. Along with the Employee Viewpoints Survey, we collect employee feedback three times during the onboarding process, as well as when employees exit the Bank. To ensure real-time continuous listening and learning, we deploy pulse surveys to gauge employees’ perspectives on timely topics and business efforts such as mergers and, most recently, the 2020 pandemic. With this rich set of employee data, we identify key themes to drive meaningful strategic and cultural improvements.

The Employee Viewpoints Survey, powered by Kincentric’s methodology, aligns with our Core Values and belief that engagement is essential to driving business outcomes. Our overall engagement score is based on six unique questions within three categories—Say, Stay and Strive.

- **SAY:** Employees consistently speak positively about the organization to co-workers, potential employees, and customers.
  - I would not hesitate to recommend this organization to a friend seeking employment.
  - Given the opportunity, I tell others great things about working here.
- **STAY:** Employees have an intense desire to be a member of the organization.
  - It would take a lot to get me to leave this organization.
  - I rarely think about leaving this organization to work somewhere else.
- **STRIVE:** Employees are motivated to exert extra effort and engage in work that contributes to business success.
  - This organization inspires me to do my best work every day.
  - This organization motivates me to contribute more than is normally required to complete my work.

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*Listening to and learning from employees is at the heart of Fifth Third’s culture and commitment to provide employees a work environment in which they can be and do their best.*
Results of the 2019 Employee Viewpoints Survey placed Fifth Third 5 percentage points above other financial services institutions.

After the survey, the real work begins. Business leaders and managers have access to their individual team results, allowing them to fully understand what matters most to their groups and develop strategies and actions to create a deeper level of engagement for employees.

Survey Highlights

- Customer-facing employees’ engagement increased 4 percentage points over 2018, with 74% engaged.
- Notable scores in the categories of Risk Management (88%), Inclusion and Diversity (84%) and Strength of Managers (82%) reflect positive aspects of our culture.
- Manager and team engagement remain key drivers to individual engagement, reinforcing the importance of shared accountability by all in creating a better employee experience.
- Work practices were recognized as an area of opportunity. Fifth Third continues to use employee feedback to make ongoing improvements in technology, tools and resources.
Skills-Based Volunteer Work Has “Bright” Future

The Brighton Center in Northern Kentucky is a non-profit organization that provides families and individuals a community of support to help them become self-sufficient. Brighton Center programs deliver services in career development, child care, financial wellness and recovery. In November 2019, the organization launched a database that will enable it to track family and individual engagement across all of their programs—and the Fifth Third Decision Sciences group is lending their expertise to help.

The Decision Sciences group volunteered to provide in-depth analytics to Brighton Center that will provide more insight into the connectedness of their programs and the outcomes they are achieving. After the Decision Sciences team presented a proof-of-concept presentation to Brighton Center in 2020, the organization was assured of the value of data and analytics, and were bullish on the ways it will help them better serve families in the Northern Kentucky and Cincinnati areas.

The project is serving as a pilot for how Fifth Third can incorporate skills-based work into our corporate citizenship strategy and partner with more organizations in serving our local communities.

WORKPLACE SAFETY AND SECURITY

Fifth Third is committed to ensuring the safety of our customers, employees and the physical security of our banking centers. It is a responsibility we take very seriously. Our integrated security program includes:

• Process for physical security assessments.
• Methodology for determining physical security needs.
• Deployment of necessary and appropriate physical security countermeasures.
• Procedures for reviewing and evaluating physical security.

The chief security officer is responsible for the physical security of all Bank employees, customers and facilities. Physical Security manages on-site security guards and also manages the Bank’s security operations center, which maintains a 24/7 call center and monitors over 20,000 cameras and alarms across bank facilities, emergency notification channels to employees and serves as a centralized response group for all security issues.

Additionally, Fifth Third uses the American Bankers Association’s Toolbox on Bank Robbery Deterrence to conduct periodic risk and security assessments at its banking centers. This industry evaluation tool defines a standard scoring methodology that results in an overall physical security risk score for a location. Fifth Third implements consistent and appropriate physical security steps based upon a calculated security risk score.

Fifth Third Physical Security also regularly reviews the external and internal influences that impact its physical security program. These influences include the overall security environment, applicable laws and regulations and emerging technology. These reviews provide information for Fifth Third to adjust its security program as needed to ensure that it meets its strategic goal of ensuring a safe and secure environment for our customers and employees that enhances our business objectives.
Communities

Fifth Third is committed to helping people achieve their best lives through responsible financial solutions that are right for individuals and the community.

This legacy of support has confirmed for us that **we are capable of improving lives and making generational, transformative impacts in the communities we serve.**

**COMMUNITY ADVISORY FORUM**

Fifth Third operates a national Community Advisory Forum (CAF) and five regional CAFs. These consist of community leaders in a variety of industries who each bring their unique talents, experience and diversity together to advise our Company as we endeavor to meet the needs of the communities served by Fifth Third Bank. The national and regional CAFs have sponsors who are members of the Bank’s executive team. Executive Vice President Phil McHugh and Senior Vice President Byna Elliott lead the national CAF. While we have had a Community Advisory Forum operating in a limited capacity for many years, we formalized our CAF strategy as part of our five-year, $32 billion Community Commitment.

**COMMUNITY REINVESTMENT ACT PERFORMANCE**

Our Community Reinvestment Act (CRA) rating was **“Outstanding” on our most recent exam** (for the period of Jan. 1, 2014 through June 30, 2016). In 2019, our Company transitioned to a national charter under the Office of the Comptroller of Currency (OCC) and will undergo our next CRA exam after the OCC’s 24-month period requirement to complete an exam.

Our most notable commitment is the $32 billion pledge we made—and have now achieved and surpassed—in a community development plan signed and announced with the National Community Reinvestment Coalition (NCRC) in 2016. It was a comprehensive plan for investments in mortgage lending, small business lending and community development lending and investments. Our **Community Commitment** was originally $30 billion and was increased in 2018 to $32 billion to reflect our expansion in Chicago. As part of the plan, we also committed to $213.2 million in additional support for Fifth Third impact initiatives.

More than **$35.5 billion** was delivered under the Commitment by mid-year 2020.
It is important that we partner with our communities so that we can serve them in the most effective, impactful and sustainable ways with the right combination of access programs, products and services, and philanthropy and volunteerism.

We do this through our annual Community Needs Assessment (CNA). The CNA is a standard method that helps us determine the needs of the communities that Fifth Third Bank serves. It’s an annual collection and analysis of quantitative and qualitative data to help inform the Bank of opportunities in local and regional lending, investments, and service, particularly those in low- and moderate-income areas. It also assists us in the development of responsive strategies addressing identified needs.

For our 2018-19 CNA, we had the assistance of Aon Hewitt and Woodstock Institute. The survey was sent to 720 community partners representing annual budgets from $500,000 to $50 million. The organizations surveyed identified for us the top challenges their clients face and gave us a roadmap to put our resources to the best use. The 2019-2020 survey was also developed, but its deployment was delayed due to the COVID-19 pandemic.

Fifth Third Bank National Community Advisory Forum Members

Farad Ali, Asociar
Barbara Busch, Working In Neighborhoods
Catherine Crosby, City of Toledo
Kevin Dunlap, Rebound, Inc.
Mary Fran, Accion Chicago
Eloisa Klementich, Invest Atlanta
Kate Little, Georgia Stand Up
Inez Long, Black Business Investment Fund
Mark McDermott, Enterprise Community Partners
Carolyn Mosby, Mid-States Minority Supplier Council
Keith Rachey, Community Reinvestment Fund, USA
Buzz Roberts, National Association of Affordable Housing Lenders
Aaron Seybert, Kresge Foundation
Jacob Sipe, Indiana Housing and Community Development Authority
John Taylor, National Community Reinvestment Coalition
Chris Uhl, IFF
Jesse Van Tol, National Community Reinvestment Coalition
Eric Watson, The Kaleidoscope Group

More than $35.5 billion was delivered under the Commitment by mid 2020—an achievement that we share with community partners across our footprint. We could not have reached this important milestone without their input, constructive feedback and collaboration in the delivery of these services to the people who most needed them. We will pause in the fourth quarter of 2020 to celebrate the thousands of lives improved and communities uplifted through each and every loan, investment, grant and work of service. Our attention will then turn to additional initiatives and plans created with creative input to maintain the positive momentum we’ve built over the last five years.
2018-2019 CNA Results

PRIMARY FOCUS OF SERVICES

![Pie chart showing distribution of focus areas]

- Affordable housing: 32%
- Small business: 18%
- Financial stability: 17%
- Revitalization/stabilization: 14%
- Other*: 18%

“Other*” assumes organization has already acknowledged one of the above focus areas.

TOP CHALLENGES FOR PRIMARY FOCUS AREAS

Affordable housing
- Single, multi, and rental units
- Good-paying jobs
- Capital for development

Small business
- Capital/microloans
- “Shovel-ready” or “turn-key” real estate
- Programs that promote women-, Black- and other-minority owned

Financial stability
- Job training
- Credit education
- Financial self-sufficiency

Revitalization/stabilization
- Community facilities (food, health care)
- Quality retail establishments
- Business and job retention
- New business development
Financial & Economic Inclusion

The more individuals, families and small businesses are empowered to achieve their best lives, the more communities thrive.

We want to help people reach their full potential. We believe this will have a long-lasting, generational impact in neighborhoods, towns and cities throughout the U.S., especially for low- and moderate-income Americans, by reversing negative cycles and building strong foundations for the future.

We work to deliver comprehensive and innovative solutions to challenges facing the people who live in the communities we serve. We’re tackling low homeownership rates in underserved communities, lack of access to capital for small businesses seeking to start, grow and expand, and a gap in financial education and workforce development.

SMALL BUSINESS LENDING

Small businesses are essential to strong and economically-vibrant communities. They contribute to local economies by bringing growth and innovation where the business is established and help stimulate economic growth by providing employment opportunities. Small businesses also tend to attract talent who invent new products or implement new solutions. Larger businesses also depend on small businesses to perform vital business functions. More important, they often become centers of the communities themselves.

Fifth Third takes a unique approach to supporting small businesses. We are committed to supporting businesses in direct ways through our lending and service products and by providing technical assistance. We also place value in helping customers navigate the small business ecosystem, which can be complex and difficult, especially for women-, Black- and other minority-owned businesses. We know that resources beyond Fifth Third’s are available and so we see it as our duty to help them leverage those resources.

One of the more visible ways we do that is through our support of community development financial institutions. CDFIs are private financial institutions that are committed to providing responsible, affordable capital to those that might not be in a position to fully leverage traditional banking products or resources. In addition to providing an additional source of capital, CDFIs are able to assist small businesses in taking the next step in their growth and development by providing business coaching and technical assistance.

We support CDFIs by providing capital to these organizations as well as working hand in hand with them on the ground in the communities that we serve. We have strong partnerships with representative CDFIs in the majority of the markets in which we operate.
Pandemic Support

In our opinion, small business owners are among the most hard-working individuals that we serve. We are deeply committed to serving these owners and their employees, the people who invest their time, talent and treasure to fulfill a dream and provide services to their communities. It’s a commitment that assumed even higher priority after small businesses were adversely affected by the COVID-19 pandemic, government shutdowns and civil unrest.

As part of our small business lending COVID-19 response, we reached out to clients for hardship support, guidance on hardship requests and loan modifications. We provided payment deferrals up to 90 days, waiving late fees and providing loan modification options for small businesses in need. We also provided fee waivers of select fees for 90 days on business banking deposit accounts and services.

Further, we worked with the SBA to ensure that qualified SBA borrowers of 7(a) and Express Loans were able to participate in the Loan Payment Relief Program. SBA committed to making monthly payments on their behalf for six months. This was in addition to the herculean efforts made through the Paycheck Protection Program.

We worked through 2019 to develop Fifth Third Fast Capital, a new digital lending platform designed to help small businesses get quick access to needed capital. Phase I of the product was launched just prior to the COVID-19 pandemic and provided unsecured loans of $100,000 or less. In the second half of 2020, Fifth Third Fast Capital will relaunch and look to Phase II, which will include robust mobile and digital capabilities.

Community Commitment

Our $32 billion Community Commitment solidified our dedication to small businesses by pledging $11.1 billion in small business loans and other technical support throughout our markets from 2016 to 2020. We delivered on that promise and are proud of the steps we have taken to help them become more sustainable.

Out of the Commitment grew a new team of small business community bankers whose time and energy focused as much on community leadership and volunteerism as on meeting the needs of small business clients. This translates directly into a better understanding of the local business environment and the tools—financial and otherwise—needed to start small businesses, grow and expand. Our team of small business community bankers continues to grow.

“It just makes sense that small business owners want to work with bankers who have the same love and passion for their communities and their businesses as they themselves do,” said Executive Vice President Kala Gibson, head of Business Banking. “Our small business community team is the hands and feet of our Company and they live out our purpose in a very intentional way.”

“Our small business community team is the hands and feet of our Company and they live out our purpose in a very intentional way.”

-KALA GIBSON, EXECUTIVE VICE PRESIDENT AND HEAD OF BUSINESS BANKING
AFFORDABLE HOUSING

Affordable housing, or the lack of it, continues to be a persistent problem in many communities within our footprint. Our suite of mortgage products and innovative programs like down payment assistance (DPA) have helped to address the gap.

Introduced in 2016, DPA has been a big boost to individuals—over 3,700 people—trying to achieve the American dream of homeownership. As a bank, we love helping people buy a home, but we also keenly understand the impact homeownership has on a community’s health and sustainability.

DPA offers 3% of the purchase price in down payment assistance, up to $7,500, which was recently increased from $3,600. In addition, our mortgage loan officers are always on the lookout for ways to combine our DPA product with other state and local programs so their customers can take advantage of grants and other resources for their home purchase.* Since inception of the program, we've provided over $11.2 million in DPA assistance.

Among those we helped is Lakisha Edwards who became a first-time home buyer in 2019. Ms. Edwards is deaf and had been living independently and renting for two years before deciding to purchase a house. Her income, from supplemental security income and employment at Goodwill Industries for 16 years, qualified her for our DPA program. In the photo, Fifth Third Bank Regional President Tim Elsbrock, Ms. Edwards’ Aunt Sharon Stewart, first-time homeowner Lakisha Edwards, Community & Economic Development Manager Royce Sutton, and Senior Vice President and Mortgage Group Sales Manager Tom Stoll smile in front of Ms. Edwards’ home.

* Lending subject to credit review and approval. To be eligible for the down payment assistance of 3% of the home’s purchase price, up to $7,500, the property must be in one of the following eligible states: MI, IN, IL, KY, TN, OH, WV, NC, GA, FL and either located in a low income census tract or borrower must meet the low income limit threshold based on the qualifying income per FFIEC website. Down payment assistance may be taxable as income and reported to the IRS. Consult your tax advisor. Not available with all loan products.
New Life Springs within Old Bank Building in Lima, OH

Lifelong Lima resident Hettie recalls the old First National Bank & Trust Building during its heyday. Built in 1926, the building’s Chicago-style architecture with its Renaissance Revival influences had been a cornerstone of downtown when she visited the city in the 1970s to do her banking. She also recalls it sitting empty, vacant and deteriorating in the decades since.

When the city of Lima, state of Ohio, and a host of private and public partners—including the Fifth Third CDC*, Woda Cooper Companies and West Ohio Community Action Partnership—came together to redevelop the site, Hettie jumped at the opportunity. She’s now settled into a pretty, second-floor apartment overlooking the town square. “I can see what’s going on downtown,” she says, given the open design and many windows afforded by her home, now called 43 Town Square.

Kelsey and Jeremy agree. Initially, the young couple wasn’t sure about moving into a 12-story historic building with their lively young boys, Jayden, Julian and Colton. But after a tour, they were thrilled to trade their flood-damaged, rundown trailer home where they’d been living for 43 Town Square’s wide-open, bright living spaces. The modern kitchen featuring Energy Star-rated appliances even offered a dishwasher, something they’d not had before.

“We have a better environment for our family,” Kelsey says of their three-bedroom, two-bath apartment. The benefits extend beyond their home. The couple likes the on-site amenities, including a common play room, computer rooms and services like wellness information, job placement assistance and transportation services.

Hettie has even built a family-like relationship with the on-site building manager, Rachel Walker, who is always there when needed. “I love her dearly, like another daughter,” Hettie said. Jeremy echoed that. “We love it here,” he said.

43 Town Square offers 47 new apartments with open concept design, modern finishes and fully-equipped kitchens. The property was designed to meet Enterprise Green Communities certification standards to assure excellent energy efficiency. There are seven units with American Disabilities Act features for those with physical disabilities and two for those with sight or hearing impairments. Seventy-six percent of the apartments are affordable for families and seniors with household incomes up to 60% of area median income. The rents range from $313 to $675 per month.

With one CDC investment, Fifth Third was able to improve the lives of multiple people and families while helping preserve a building on the National Register of Historic Places, revitalize a neighborhood, create affordable housing, and contribute to an environmentally-sound, energy-efficient building.

*Fifth Third Community Development Corporation and Fifth Third Community Development Company, LLC. Resident photos taken by Amanda Wilson. Used with permission from Woda Cooper Companies.
NEIGHBORHOOD STABILIZATION

Since its inception in 1989, the Fifth Third Community Development Corporation, together with the Fifth Third Community Development Company, LLC (Fifth Third CDC), has invested more than $4.5 billion in the communities Fifth Third serves, including funding over 900 projects that focus on affordable housing, commercial, retail, office and historic buildings; and the creation or preservation of over 62,250 units of housing. In 2019, the CDC funded $322 million in projects and closed $356.6 million.

These project investments are critical to neighborhood stabilization. Often these projects are anchors of communities. It is common for CDC projects simultaneously to preserve a historic building, provide affordable housing with embedded social services and also provide space for commercial, retail or offices.

Notable CDC investments in 2019 included $8 million toward the affordable housing portion of the redevelopment of the Dayton Arcade, a nine-building, 330,000-square-foot complex in the heart of Dayton, Ohio, and $9 million in the Montclare Senior Apartments community in Chicago, which includes 101 affordable housing units. As a longtime supporter of the Ohio Capital Impact Corp., a subsidiary of the Ohio Capital Corporation for Housing, the CDC also provided funding to send more than 800 children to summer camp and provide backpacks to help prepare school-age children in Columbus, Ohio, for the school year.

Logan Towers, an initiative of Talbert House, one of the largest social services organizations in Cincinnati, received $8.8 million from the CDC in 2019. The project will renovate a historic building in Cincinnati’s Over-the-Rhine neighborhood to create 63 redesigned apartments, 33 of which will be permanent supportive housing units through Talbert House. The rest will be affordable rental units. All the units have affordability at 30-, 50- and 60% of area median income. They also have accessibility features to allow people with disabilities to live independently.

The Dayton YWCA in Ohio also received CDC funds to assist with the redevelopment and reconfiguration of 65 apartment units. The renovated building will also house a domestic violence shelter and space where support services—including mental health and chemical dependency counseling, vocational programs, money management services, a food pantry, transportation assistance, emergency client assistance and a computer lab—will be available.

David Thompson, vice president for housing of Model Group, the development construction management firm for the Logan Towers and Dayton YWCA projects, said, “Bringing important community development and affordable housing projects like the Dayton YWCA or Logan Towers to fruition requires lots of financing and lots of partners. Having Fifth Third’s CDC as a trusted and knowledgeable financing partner gives us confidence that we can get these types of complex projects done in a way that will benefit the communities they serve.”

Since 1989, the Fifth Third Community Development Corporation has funded over 900 projects that focus on affordable housing, commercial, retail, office and historic buildings.
Collaborations for Community Benefit: Northwest Activities Center

“Oftentimes collaborations between public companies and nonprofits can work to the benefit of all involved,” said Byna Elliott, a Detroit native and chief enterprise responsibility officer at Fifth Third Bank. “Other times, real friendships form and a rhythm of service develops that become ingrained in the community. That’s how I’d describe Fifth Third’s relationship with Northwest Activities Center.”

Northwest Activities Center (NWAC) is a community staple in Detroit—and so is Fifth Third Bank. The two have worked together for years and the relationship has yielded lasting, sustainable results for individuals and families in the Motor City. Fifth Third has provided $1.5 million in capital and operating investments to NWAC, including helping the organization secure a $95,000 loan through the U.S. Small Business Administration’s Paycheck Protection Program so it could retain nine employees during the COVID-19 pandemic.

Fifth Third has a banking center located in NWAC; it serves over 250,000 visitors annually. NWAC houses the first Operation Hope Inside Financial Empowerment Center in Michigan where we offer one-on-one financial counseling and financial workshops for credit and money management and small business. There’s also an Ideation Computer Lab that averages 50 visitors per week for adult and youth computer classes and summer programs. Through these and other programs, NWAC serves the low- and moderate-income population.

Madison Abrams is a 16-year-old Operation Hope graduate and a small business owner of Aesthetic Beads & Essentials. She was part of a 12-week entrepreneurial class and showcased her business at Fifth Third’s 2019 Strengthening Our Communities Fund celebration. Another graduate of Operation Hope, Toni Cannon-Mitchell, founder of the Association for the Advancement of Deaf/Hard of Hearing, recently won the Detroit SOUP Pitch Competition held at NWAC. With her winning grant, Ms. Cannon Mitchell will provide transportation, lodging and possible scholarships to support the deaf youth of their organization. At Operation Hope, Fifth Third and Operation Hope team up to mentor business owners to help them reach the next level.

NWAC also hosts Homeownership Day for Detroit Land Bank Authority’s Buy Back Program (DLBA) to help revitalize the City of Detroit. The DLBA estimates that it owns more than 3,400 occupied properties that have been foreclosed upon or have renters whose landlords walked away. The DLBA allows occupants to purchase the properties for $1,000 and enter into an agreement to pay at least $100 per month for a year to cover the summer property tax bill. Fifth Third holds the individual accounts for the monthly deposit account. The partnership has converted over 500 occupants into homeowners.

Additionally, numerous Show Me the Money days, Financial Empowerment days and Volunteer Income Tax Assistance events are held at the center to provide Detroit residents the tools and resources that enable them to work toward or achieve financial well-being.
FINANCIAL EDUCATION

Future success is often dependent upon the opportunities and advantages individuals have when they are young. That’s why we developed a suite of Fifth Third L.I.F.E. programs that offer financial education beginning as young as the first grade. Our Fifth Third L.I.F.E. (Lives Improved through Financial Empowerment®) programs are offered at no charge and are designed to educate people in the ways of personal finance at every age and stage of life. Since 2004, Fifth Third has helped educate 2.5 million people.

The Fifth Third Bank Young Bankers Club® (YBC) is our signature program developed in 2004 for fifth-graders. Over the past 15 years, more than 28,000 students have graduated from YBC. Most were taught by Fifth Third volunteers who visited elementary school classrooms to teach the difference between needs and wants, money basics and to underscore the importance of their education. In 2019, the program underwent an update and will transition into a newer, more dynamic program in 2021 that will be more relevant to today’s students and better establish a strong financial foundation for the future.

The Fifth Third Foundation has also supported $martPath, developed with the University of Cincinnati Economics Center, for students from first grade through eighth grade. Since 2017, 430,200 students in Ohio, Florida and Michigan were educated through $martPath, an award-winning digital platform that uses animated characters and stories to impart critical thinking, math, economics and personal finance skills.

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490,000 visitors to the Fifth Third Financial Empowerment eBus since 2004
461,000 students educated through Young Bankers Club and $mart Path since 2004**
1,439,000 high school students educated in financial literacy† since 2010
123,000 adults educated through Empower U since 2012

Over 2.5 million people educated* through Fifth Third Bank’s L.I.F.E. programs

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*at mid-year 2020.
**30,000 students educated through Young Bankers Club since 2004 and 430,000 students in grade 1-8 educated through $martPath in 2017-2020.
†360,000 students educated since 2017 via Fiance Academy, a Fifth Third Bank partnership with EverFi. One million students educated via the Ramsey’s Foundations in Personal Finance 2010-2017.
**Fifth Third Finance Academy** offers two courses: foundational finance and entrepreneurship, to high school students throughout the Bank’s footprint states. The program is focused on high-need students and schools, with over half of the students coming from underserved communities. In the **2018-19 school year**, over **163,000 students completed more than 400,000 hours of learning through more than 2,200 Finance Academy courses**. To date, more than **453,000 students have taken Finance Academy courses and completed over 1.1 million hours of learning**.

In the program’s second year, we reported a **73% learning gain in financial education** and a **93% learning gain in entrepreneurship**. In 2019, we also offered Finance Academy to students at Florida A&M University, a public HBCU in Tallahassee. We also provide **$70,000 in scholarships each academic year** to help students meet their education and career goals. At the end of the 2019-2020 academic year, this totaled **$210,000 in scholarship awards**.

When schools were closed due to the lockdowns brought on by the COVID-19 pandemic, **Fifth Third worked to make all of its Finance Academy courses available for free to students throughout our Consumer Bank footprint**—regardless of whether or not they were previously Finance Academy schools. This ensured that financial education could continue during the pandemic. Additionally, courses designed for adult learners, typically offered on our eBuses, were made available to the public at no cost, as was the NextJob Job Seeker’s Toolkit, job training services typically available only for Fifth Third customers.

Our financial education course for adults is called **Fifth Third Empower U**. These courses are taught by our bankers on-site at various companies with our community partners. They include a financial checkup, as well as classes that teach financial health, investments and planning, insurance planning, homeownership and college savings. We have reached **123,000 people through the program since 2012**.

Retiring well is about more than accumulating assets. It’s about living the life consumers want and getting the most from the years ahead. **Providing a holistic approach to retirement planning**, **Retirement University** is a free educational program to help consumers prepare for all aspects of retirement—from income needs to second careers. Lessons include planning and investments, retirement income, health care needs and life-stage planning. Fifth Third financial professionals also are available to answer attendees’ questions.

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**Retirement University is a free educational program to help consumers prepare for all aspects of retirement.**
In their Own Words: Fifth Third Finance Academy Students Focus on the Future

Fifth Third Finance Academy students across the country participated in an essay contest for a $2,500 scholarship from Fifth Third Bank for their college education in 2019. Fifth Third is proud to present these excerpts from winning essays and congratulates all the winners.

“I have always imagined myself a doctor. I was constantly in the ER due to my mother’s health issues when I was a little girl. After watching doctors work to save my mother’s life time after time, I grew to have high regard for doctors. I will be the first person in my family to go to college and have a career and it would make my mom proud. Finance Academy taught me how to budget money, how far a dollar really goes and how my money must be spent in order to live and support myself.”

-TEANNA DENISE HODGES, INDIANA

“I dream of becoming a successful African American entrepreneur. I have never seen myself as the type of person to be working for anyone else. I have always had a dream to travel and experience the world, but in the environment I grew up, that has always been viewed as impossible by the people and patterns that surround me. I have always lived in a state of poverty. My parents have no money saved up for the education of my siblings or myself, so when I was exposed to the Finance Academy, I began to realize that the financial tactics explained to me would be necessary to get into college and achieve the goals I have set.”

-CIERRA BRADSHAW, NORTH CAROLINA

“My goal is to get my bachelor’s degree in nursing so I can start my dream career in nurse-midwifery. After this, I can start working on my next goal to visit developing countries to help women and babies who don’t have access to the right resources or the right treatment. Using what I learned from Fifth Third and the Finance Academy, I now know how to keep up with my personal spending and budgeting, so I won’t overspend and be in debt. I want to become an entrepreneur and own a small clinic that specializes in pregnant women and overall women’s health.”

-TE’ANYA MCKINSTRY, OHIO

“I want to be my own boss and develop a successful business. Finance Academy has helped me to understand the actual concept of money. I didn’t really understand the basics of business. I didn’t know what a variable or a fixed expense was, couldn’t completely distinguish the difference between a want and a need, and wasn’t a very good decision maker. In spite of that, Finance Academy has taken away that ignorance and replaced it with knowledge. This program has forced me to think like a Frederick Wallace and a Bill Gates and has instilled in me the qualities and characteristics of not only a potential business leader but also an all-around leader in America.”

-ISAIAH ROBERSON, TENNESSEE
ECONOMIC INCLUSION SERVICES AND BANKING DESERTS

It is our job to ensure that we have the right products and services that expand access in underserved communities. This is especially true when addressing the banking deserts created in the wake of the Great Recession of 2007 and 2008. In 2016, the Federal Reserve Bank of New York on their Liberty Street Economics blog defined a banking desert as a “census tract—a relatively homogeneous area or neighborhood containing about 4,000 people—with no banking centers within 10 miles of the center of the tract.” Our Decision Sciences team researched banking deserts in our footprint.

Research has shown the negative impact a banking desert can have on a community. Professor Nguyen of UC Berklery demonstrated that, when a bank consolidates, access to information is severed, resulting in a decrease in small business lending for a period of six years. Mortgage lending also decreases for a time.

The Decision Sciences team refined the Federal Reserve’s definition of banking deserts so we could best determine how to address them, including looking at blockgroups instead of full census tracts, distance requirements and total population thresholds. The result was a more precise look at banking deserts within our footprint, representing 5.9 million people compared to the old definition, which had a result of just 237,000. Our analysis also showed a nearly even split of urban and rural areas. With this intelligence, our Consumer Bank, Community Development and Sustainability Group and market leaders could develop strategies on how we can best serve communities.

We work to reach consumers in these desert areas through our Financial Empowerment Mobile (FEM) strategy, which we’ve employed since 2004. The strategy focuses on offering an alternative retail delivery format that supports accessibility to financial services in underserved communities and to provide products that these communities need. Since 2004, Fifth Third has served over 480,000 visitors in underserved communities.

Banking Deserts in Fifth Third Footprint

Fifth Third works to reach consumers in the banking deserts within our footprint through our Financial Empowerment Mobile, or eBus.
Over time, we’ve partnered with entities like Freddie Mac on mortgage services as part of FEM. In 2019, we expanded our FEM strategy to include our new Fifth Third Banking To Go pop-up that launched at the annual NAACP conference in Detroit. Banking to Go is a new mobile kiosk that provides access to banking services to respond to the needs of underserved community members by meeting them where they are.

For several years, Fifth Third has used its Financial Empowerment Mobile, or eBus, to serve as a mobile financial classroom. Both the eBus and the new Banking to Go kiosk are equipped with computers and Wi-Fi to serve our communities with banking services and products. Community members are greeted by Fifth Third employees and community partner representatives when they arrive and are consulted to see how we can help. They are assisted with financial education, obtaining their credit report, opening a bank account, homebuyer and small business resources, and job search assistance. Also, they are often introduced to Fifth Third’s online banking and mobile app.

Yolanda Parker, pastor of the Open Door Church in Cleveland, said the church has enjoyed partnering with Fifth Third and L.I.N.K.S. Community and Family Services to bring banking solutions to the community. “We just marked our third year partnering with the Fifth Third eBus. Last year, we helped to serve more than 500 residents. Most don’t have transportation, so bringing the Bank to them makes a huge difference.”

In 2019, the eBus served 24,232 individuals with financial education, products and services at more than 220 events. Since 2004, the eBus has made over 3,000 tour stops and Banking To Go has been present at 64 events since its debut in 2019. Nearly 100,000 people have received credit counseling via the FEM strategy and 6,801 accounts have been opened since 2004, many to previously unbanked or underbanked people. Fifth Third employees logged 4,746 volunteer hours in 2019 and approximately 82,000 volunteer hours over the past 15 years.

We continue to partner with nonprofit and community organizations, municipalities, financial counseling agencies and other banking partners to identify communities where the eBus and the Banking to Go mobile kiosk can help meet banking accessibility needs. The Bank also partners with organizations such as the Urban League to provide banking services to communities they serve.
WORKFORCE DEVELOPMENT

A strong workforce is the key to healthy, sustainable communities. Since 2012, we have worked with Next Job, a national reemployment company, to provide personalized job coaching and training to out-of-work individuals or those who are looking to advance their careers. We have also offered the Job Seeker’s Toolkit, a series of online training modules, at no cost to Fifth Third customers—a service that we opened and extended to all people during the COVID-19 pandemic. Next Job coaches often accompany our bankers to events in the community to provide personal job training, including events like the 2019 NAACP convention in Detroit where they are an integral part of services offered through our eBus and new Banking to Go system.

Our collaboration with NextJob enables us to have a real, lasting impact on a person’s life, and by extension, supports the sustainability of healthy economic environments in the communities we serve.

SUCCESS STORIES:

• **Amina** received triage coaching from Next Job at the 2019 NAACP National Convention and later underwent personalized job coaching, a relationship that was key to helping her find happiness in her new role as a junior project manager at a major advertising firm. Amina got interview help and vital assistance during her first several weeks on the job.

• NextJob coaches also joined our bankers at the Florida Blue Career Fair. **Cherise**, an attendee, spoke with a Fifth Third banker, and upon the banker’s advice, with NextJob coach, Irma. Cherise was looking for advice on how to approach the tables at the fair. Irma coached her and advised her to go straight to a booth, introduce herself and tell the employer what she can do for them. Cherise was excited to implement what she had learned. After the fair, she began weekly one-on-one coaching sessions with NextJob.

• **Dionne** received a scholarship at the 2019 Urban League National Convention & Career Fair. She had been employed at a company for 17 years but was ready for change. NextJob worked with her on her resume and helped her identify opportunities. Her hard work paid off, and she began a new chapter as a financial advisor.

INCLUSIVE PRODUCTS

Financial products available at Fifth Third are designed to be inclusive so that we can best serve all community members. **Fifth Third Express Banking** is one example; it gives customers who are not typically eligible for a checking account the convenience and security of a banking relationship and immediate access to their funds via 55,000 fee-free ATMs. There are no monthly service charges, balance requirements or overdraft fees.

Credit, when used responsibly, can make a positive difference in people’s lives. It can help enhance a consumer’s credit report and increase the chances of acquiring a future loan, including a mortgage to achieve homeownership. **The Fifth Third Secured Card** is a credit card designed to help customers build or rebuild their credit. It is a secured card, meaning it is secured by the customer placing a $300 refundable deposit into a new Fifth Third Relationship Savings Account. This deposit funds the account and is used to determine the borrower’s credit limit to help prevent spending beyond the customer’s means.

**Fifth Third Express Banking** gives customers who are not typically eligible for a checking account the convenience and security of a banking relationship and immediate access to their funds.

*Full terms and conditions for all of Fifth Third Bank’s products are published online at 53.com.*
Corporate Citizenship & Philanthropy

We want to be the best corporate citizen we can be.

It goes without saying that Fifth Third is an integral part of the communities we serve not just for the access and financial products and services we provide, but because our employees live, work, worship and play in the same cities, towns and neighborhoods that our customers do.

VOLUNTEERISM

Nothing shows how much we care about our community more than the willingness of our hard-working team members to donate their time to the causes they care about. They become our hands and feet, and, in many cases, help maximize the financial resources we deploy into communities in the form of grants, donations and sponsorships. Our employees are asked voluntarily to report their community service annually in a system called Fifth Third Serves. In 2019, our employees logged 147,293 hours of community service, which is the equivalent of $3,745,668.

Fifth Third Bank is committed to supporting its employees and communities through volunteerism. To build upon this goal and in response to COVID-19, we implemented a new virtual volunteer program in June 2020. The program enables employees to search and sign-up for volunteer opportunities using their computers, the internet, even their smartphones. Volunteers can complete short- or long-term tasks, in whole or in part, typically off-site.

Employees logged 147,293 hours of community service in 2019, equivalent to $3,745,668.
CITIZENSHIP

Citizenship requires more than simple residence in a place; it requires engagement, action and commitment. We exercise our citizenship in communities by being active members of them. We engage in regular Community Conversations within our footprint to ensure we have a pulse on what is happening in each one. Our employees serve on various boards—from major nonprofits to local school and church committees. As a Company, it is our job to support our employees’ commitments to these organizations by allowing flexible work schedules and accommodations when necessary so they can perform these essential duties. We do not view these commitments as separate from their roles, but as integral parts of our Bank’s commitment to good citizenship. Our Human Capital policies, including our military leave guidelines, also support this effort.

United Way

In 2019, our employees and the Fifth Third Foundation combined to raise over $7 million for United Way agencies throughout our footprint. Our team members also engaged in United Way activities—from walks to support health and wellness to volunteer work at local non-profit organizations to serve community needs.

Fifth Third was recognized in the top 25 United Way campaigns at No. 3 in Cincinnati, our headquarters city, in 2019. Among the reasons is our United Way carnival on the grounds of our Madisonville campus. The carnival was attended by 1,000 employees in 2019 and continues to be an excellent event for employee engagement and giving back to the community.

Disaster Relief

When disaster strikes, Fifth Third is committed to responding strongly and swiftly. When the COVID-19 pandemic hit in March 2020, we funded $8.75 million in grants to support relief, recovery and resiliency efforts across the country. We provided immediate impact grants to organizations like food banks in many of our markets, and launched major initiatives designed to provide support for adversely-affected small businesses and displaced workers.

Our Fifth Third Foundation also responded immediately when communities in our footprint were affected by weather and other devastating events. In 2019, the Foundation contributed $100,000 to relief efforts after tornadoes in Dayton, Ohio, and Indianapolis. After a tragic shooting in the Oregon District in Dayton in May, the Fifth Third Foundation donated $50,000 to the Dayton Foundation’s Dayton Oregon District Tragedy Fund.

In 2019, we also established The Fifth Third Cares Fund to benefit Bank employees across the footprint. The Fifth Third Cares Fund provides short-term, emergency support to employees or eligible dependents who are facing serious financial hardship as a result of certain unforeseen and unpreventable circumstances, including natural disasters, and who cannot afford housing, utilities and other basic living expenses. The Fund also allows Company employees the opportunity to participate in this effort by contributing to the Fund in support of colleagues who may experience such a hardship.
Feeding the Hungry

For more than 25 years, Fifth Third has set aside May 3, 5/3 on the calendar or Fifth Third Day, as a time to acknowledge the contributions of our employees, thank our customers and give back to our communities. For several years, we’ve celebrated through month-long events and efforts to feed our communities.

According to Feeding America, 40 million Americans—including 12 million children—live in households lacking the means to get enough nutritious food on a regular basis. As a result, they struggle with hunger at some point during the year. Food-insecure families exist in every county in America—and it only worsened as unemployment rose during the pandemic.

We provided nearly 3 million meals in 2019 to fight hunger through our Fifth Third Day activities, including fundraising efforts, Bank donations and volunteerism across our footprint. We sold recognition “shields” to acknowledge employee contributions and donated proceeds to organizations fighting hunger. We participated in food drives—we donated, collected and prepared food and packaged it for shipment to families in need. Our regional banks also made financial donations of varying sums to local organizations dedicated to supporting families in need. The effort reflected 4,109 volunteer hours by 1,470 employee volunteers.

In 2020, our in-person Fifth Third Day events were affected by the pandemic, but our commitment remained. We provided 2.2 million meals through Bank donations to food organizations across our 10-state footprint and beyond. We also highlighted an opportunity for employees to step up to help feed our community members through the Step Up for Hunger step challenge through Go365. If employees worked together to log 53 million steps between May 8-31, the Bank would donate an additional $53,000 to Feeding America, an amount that would provide 530,000 meals. Over 3,500 employees signed up for the challenge and ensured the Bank’s donation—taking more than 548,948,234 steps for hunger. Also, employees donated over $10,000 worth of Go365 bucks to Feeding America, providing an additional 100,500 meals.
In 2020, the Fifth Third Foundation made a $200,000 grant to the American Red Cross after devastating tornadoes ripped through central and western Tennessee, as well as a $10,000 grant to the United Way of Midland County to support relief efforts for those affected by the floods that devastated Midland, Michigan. Fifth Third Bank also made a $2,000 donation to that effort.

PHILANTHROPY

Our Bank has a long history of philanthropic giving. The Fifth Third Foundation, founded over 70 years ago, was among the first corporate philanthropic foundations established by a financial institution. Today, Fifth Third’s philanthropy is a combination of foundations, corporate giving and sponsorships. In 2019, total philanthropy at Fifth Third was $17.8 million.

The Fifth Third Foundation supports communities served by Fifth Third Bank in the areas of health and human services, community development, arts and culture and education. The Fifth Third Chicagoland Foundation is the successor to the MB Charitable Foundation. Fifth Third Bancorp acquired MB Financial, Inc. in May 2019. The foundation serves the philanthropic needs of Chicagoland in the areas of housing and economic development, education, health and human services, and civic and community outreach.

Combined, the efforts of the Foundation Office at Fifth Third Bank as well as corporate donations and sponsorships enable us to respond to many community needs, including food and feeding programs, health and wellness, revitalization and stabilization, and services to the underserved.

Since 2017, more than 220 non-profit organizations have benefitted from Fifth Third’s Strengthening Our Communities Fund, part of our $32 billion Community Commitment.

Strengthening Our Communities Fund

The Strengthening Our Communities (SOC) Fund is designated to support affordable housing, economic development and financial stability for individuals and families. The SOC Fund was created under our $32 billion Community Commitment (2016-2020). It celebrated its third year of grants in 2019.

208,000
people helped

46,000
families received affordable housing services

16,500
individuals helped by financial stability programs

40,500
persons received economic development services

19,000
community members assisted with low- to moderate-income services
Community Initiatives

The important work of our community and economic development team often includes major initiatives that enable us to hone in our key priorities.

These initiatives focus on small business lending, affordable housing, neighborhood stabilization, financial education, economic inclusion and workplace development and are often subsets of other, larger initiatives that enable us to bring together all of our focus areas.

OPPORTUNITY ZONES

In early 2020, we announced an investment of $100 million in projects that support community development through four Opportunity Zone partners, including The National Equity Fund, an affiliate of Local Initiatives Support Corporation (LISC), Raymond James, the Decennial Group and Fallbrook Capital.

The funds will be used to develop projects in low-income urban and rural communities across the Bank’s 10-state footprint. This investment represents one of the largest made by an institution with a social impact investment strategy in Opportunity Zones.

Designed to spur long-term private sector investment toward economic development and job creation in economically distressed communities, opportunity zones were established as part of the 2017 Tax Cut and Jobs Act to promote investment and development in a significant number of qualified low-income census tracts.

Investment projects must satisfy the following Fifth Third social impact criteria:

• Located in a qualified Opportunity Zone.
• Public welfare investment eligible.
• Project will be developed by an experienced, credit-worthy sponsor.
• Located in a metropolitan statistical area where Fifth Third has determined community need under the Community Reinvestment Act.
• Expected to generate a positive economic return.

“Revitalizing communities through opportunity zone investments is a privilege for Fifth Third Bank. We are proud to use this innovative approach to ensure our capital serves communities that are most in need.”

-KEVIN LAVENDER, EXECUTIVE VICE PRESIDENT AND HEAD OF COMMERCIAL BANKING
The Gratiot/7 Mile region, known as G7, is Fifth Third’s adopted neighborhood of Detroit. **Fifth Third is investing $5 million into the community via Detroit’s Strategic Neighborhood Fund and Affordable Housing Leverage Fund.**

Fifth Third was one of five companies to announce such an investment in December 2018. On Fifth Third Day—May 3, 2019—we announced that our neighborhood would be G7. The $5 million investment will help fund physical improvements to parks, streetscapes, commercial corridors, single family housing and affordable housing. Fifth Third has met on several occasions with community leaders and residents to understand concerns and needs.

“I grew up going to my grandfather’s pharmacy at Devonshire and Mack Avenue, and my current office at Fifth Third faces Campus Martius,” said David Girodat, regional president of Fifth Third Bank in Eastern Michigan. “I’ve experienced not only what Detroit was, but what it has become—and I know the potential for what it can be. **To be supporting this neighborhood rejuvenation is inspirational, both personally and professionally, and it is certainly foundational to Fifth Third’s commitment to improving the well-being of the communities it serves.**”

Letty Azar, Detroit’s District 4 neighborhood manager, said, “This commitment from the corporations is five years. When the neighborhoods have seen corporate projects in the past they have been small and not sustainable. This is different.” It is different, Azar said, because Fifth Third and G7 have history with the Bank providing help during the mortgage crisis. “Fifth Third is not new here. They were here with the home mortgage program, and that’s what helped stabilize the neighborhood. They were lending when it was still scary, and that helped lay the foundation for what we will be able to do next.”
As one of our first opportunity zone investments, the Fifth Third CDC will invest up to $11 million in Hope Manor, the new construction of 36 affordable housing units for veterans, the disabled and homeless in Chicago.

One of the first of Fifth Third’s investments is Hope Manor Village in Chicago. The Fifth Third CDC will invest up to $11 million in Hope Manor, the new construction of 36 affordable housing units for veterans, the disabled and homeless in Chicago. Unit affordability will be at or below 30, 50 and 60% of area median income. The project includes a community center, career center and computer lab for residents. Volunteers of America of Illinois’s True North Program will provide high-level supportive services to residents with a goal to improve residents’ health, independence, self-sufficiency, healthy relationships, positive life skills and long-term stability.

The Fifth Third CDC is also investing up to $11.3 million in Harrison Circle in Michigan under the Opportunity Zone commitment. Harrison Circle is the new construction of 80 total units with 64 units for veterans, the disabled and the homeless. The development is in the Rivers Edge district in Kalamazoo and offers commercial and retail space on its ground floor. The Rivers Edge district is undergoing a revival into a mix of businesses, shops, restaurants and affordable apartments; it is focused on growing into a community in which residents can live, work and play within walking distance of one’s community.

ENTREPRENEURSHIP & CDFI FUNDS

We made a major commitment of $11.1 million to small business lending through our Community Commitment. Included in that was a promise to provide technical and other vital assistance to entrepreneurs as they look to start, grow and expand.

We were initial investors in the Entrepreneurs of Color (EOC) Funds in both Chicago and Detroit. In 2018, we invested $2.5 million in the EOC Fund in Chicago. As of March 2020, over $2 million in capital had been deployed and 220 loans closed. 46% of the borrowers from the EOC Fund in Chicago were women-owned businesses. The Fund now exceeds $9.1 million.
Among those helped is Shanetha Pollnitz, who started a home daycare 19 years ago in Chicago. Through strategy, grit and a loan through Accion, her business has grown. She now owns Alpha Omega, a center caring for 36 children. Pollnitz plans to open another center in the future, helping ensure that low-income families have access to strong child care.

In Detroit, the EOC Fund has grown to $9.2 million and has an average loan size of about $88,000 as of May 2020. Our investment in the fund helped to spur loans to companies like Power, Lighting & Technical Services, LLC., owned by Angel Paris and her husband, Martin Paris. Power, Lighting & Technical Services provides electrical design services in the city of Detroit. Our investment in the EOC Fund in Detroit also was beneficial to an iconic men’s clothing store in Michigan, Hot Sam’s Detroit. Owned by two legendary Detroiter, Tony Stovall and Cliff G. Green, Hot’s Sams has been in business since 1921. Funding from the EOC Fund helped Hot Sam’s weather the storm created by the COVID-19 pandemic and will enable them to celebrate 100 years in business in 2021.

Forty-six percent of the borrowers from the Entrepreneurs of Color Fund in Chicago were women-owned businesses.
We have significantly invested in community development financial institutions to support our common goal to spark job growth and retention in hard-to-serve markets across the nation.

COMMUNITY DEVELOPMENT FINANCIAL INSTITUTIONS

Community development financial institutions, or CDFIs, are private financial institutions that are 100% dedicated to delivering responsible, affordable lending to help low-income, low-wealth, and other disadvantaged people and communities join the economic mainstream. By financing community businesses—including small businesses, microenterprises, nonprofit organizations, commercial real estate, and affordable housing—CDFIs spark job growth and retention in hard-to-serve markets across the nation. We share a common goal with CDFIs and, as such, have significantly invested with CDFIs to help make an impact.

Fifth Third Bank’s Capital to Build Capacity (C2BC) program is a part of our $32 Billion Community Commitment. We partnered with Community Reinvestment Fund, USA to create the C2BC program to improve and increase lending opportunities for small businesses as well as provide operational support for small business owners and small business resource providers. The C2BC program is one way we focus on helping small business owners with annual revenue less than $1 million and businesses in low- and moderate-income census tracts in markets in the Bank’s footprint.

Our work with CDFIs also is represented by Accion, a global nonprofit dedicated to creating a financially inclusive world. We have worked with Accion for several years, providing over $1 million to the organization to support the lending and technical assistance it provides for underserved small business owners in Illinois, Indiana, Florida, Michigan and Ohio.

In 2019, we made a $130,000 grant to Accion, which enabled it to disburse 206 loans totaling $3.6 million to underserved entrepreneurs in our target markets. In addition, Accion used our funds to provide over 1,100 small business owners with one-on-one financial education and business development opportunities. We also collaborated with Accion on outreach events to educate entrepreneurs about the right financing for their business, including a panel speaker opportunity at the Operation HOPE conference in Atlanta and at a Fifth Third Bank eBus event. Finally, we worked with Accion to offer two education webinars that engaged more than 660 attendees.
Climate Strategy
Operational Sustainability
Green Procurement
Risk Management
Accelerating the Transition to a Sustainable Future
Environmental Data
Fifth Third is committed to being an environmental leader in the financial services sector and to leading the transition to a sustainable future.

Our commitment is rooted in our desire to build strong communities, to serve our customers well and to be the One Bank people most value and trust. We are driven by our understanding that integrating sustainability into all aspects of our Company creates long-term sustainable value and strengthens the communities we serve.

To advance our commitment and achieve our vision, Fifth Third is focused on three strategies:

**Operational Sustainability**
Reducing our direct environmental impact.

**Risk Management**
Understanding and managing the climate-related risks facing our company, including those related to physical risks and transition risks.

**Accelerating the Transition to a Sustainable Future**
Helping our customers and communities prepare for climate-related risks and opportunities.

Alignment with International Efforts

Our environmental sustainability efforts align with U.N. Sustainable Development Goals 7 (Affordable and Clean Energy) and 13 (Climate Action). These efforts also help address the risks documented by the Intergovernmental Panel on Climate Change’s Special Report on Global Warming of 1.5 °C (October 2018) and the Paris Agreement’s central aim to “strengthen the global response to the threat of climate change by keeping a global temperature rise this century well below 2 degrees Celsius above pre-industrial levels and to pursue efforts to limit the temperature increase even further to 1.5 degrees Celsius.”
Operational Sustainability

Fifth Third is working to reduce the direct environmental impact from our operations by setting bold goals, working to achieve them and reporting on our progress.

In June 2017, we set five bold sustainability goals to achieve by 2022, including to reduce our energy use and location-based greenhouse gas emissions 25%, to reduce our water consumption and waste generation 20%, and to purchase 100% renewable power.

We are proud to have already achieved our greenhouse gas, water and renewable energy goals.

We also have taken significant steps to advance our efficiency and reduction goals. We invested in LED lighting, HVAC upgrades and building controls. We made improvements in space utilization and in the sustainability of our new construction, renovation and facility-related operations and maintenance practices. We also invested in smart irrigation systems to reduce landscaping-related water use. As we renovate offices, we are introducing dual-monitors, reducing the number of printers and providing centralized waste collection stations to reduce printing and make it easier to recycle paper and other materials.

100% RENEWABLE POWER

On Aug. 29, 2019, we achieved our 100% renewable power goal when Chairman, President & CEO Greg Carmichael presided over the grand opening of the Aulander Holloman Solar project in Aulander, North Carolina. The grand opening of this 80 MWac/120 MWdc solar project made

*Location based. In 2019, we achieved our greenhouse gas and water use Key Performance Indicators (KPIs) goals, and, at the August 29, 2019 grand opening of the Aulander Holloman Solar Project, Fifth Third became the first Fortune 500 company to purchase 100% solar power on a forward-looking basis. Our 2019 KPIs were assured by a third party; see the Additional Disclosures section of ir.fifththird.com/egg.
Fifth Third the first bank and first Fortune 500 company to purchase 100% solar energy.

Built by solar developer SunEnergy1, the Aulander Holloman facility was developed as a result of the virtual power purchase agreement (PPA) we announced in March 2018. The PPA facilitated the construction of the solar field by guaranteeing that Fifth Third would purchase all of the electricity generated at a fixed price, thereby enabling SunEnergy1 to secure funding and begin construction. The electricity generated by the facility is expected to be an amount equal to or more than the amount Fifth Third uses in one year and will be resold at market rates into the local electricity grid.

“Fifth Third is making history,” said Amy Davidsen, Executive Director – North America, The Climate Group, which runs the global RE100 initiative for influential companies committed to 100% renewable electricity. “They were the first member company to contract for 100% solar power and are demonstrating that renewables make business sense. By adding clean power to America’s electricity grid, they’re accelerating a cleaner future for us all—and leading the way for other companies to follow suit.”

GHG Accounting: Expanding Scope 1, 2 and 3 Reporting

As part of our inaugural ESG report, Fifth Third is expanding its GHG emissions reporting. There are three types of corporate GHG emissions:

- **Scope 1 emissions** are “direct GHG emissions” from emissions sources owned or controlled by the company, including natural gas-fired heating and fuels used in corporate vehicles.
- **Scope 2 emissions** are “indirect GHG emissions” from purchased or acquired electricity and similar sources.

There are two accounting methods for Scope 2 emissions. The location-based method uses average emissions intensity for the electric power grids on which energy consumption occurs. The market-based method allows companies to account for power they have contracted for, including through the purchase of unbundled renewable energy certificates (RECs) or through contractual agreements that lead to new renewable power plants and the bundled RECs they generate. With the Aulander Holloman Solar project now online, we are reporting our Scope 2 emissions under both methods to illustrate the impact of our renewable energy commitment. In 2019, Fifth Third had a 39% reduction in Scope 1 + 2 location-based emissions and an 86% reduction in Scope 1 + 2 market-based emissions. Fifth Third is also reporting our GHG reduction KPI which is part of our bold sustainability goals. This KPI uses the location-based method, but is limited to properties for which Fifth Third receives a utility bill. In 2019, our GHG KPI had a 31% reduction compared to 2014.*

- **Scope 3 emissions** include 15 categories of other indirect GHG emissions, such as business travel, capital goods and investments (financed emissions). Methodologies to quantify Scope 3 emissions are still in development, including for Category 15: Investments which are relevant for financial institutions. Fifth Third understands that Scope 3 emissions, and financed emissions in particular, are important and are monitoring efforts to quantify and report these emissions.

*For more information on these metrics, see the Environmental Data Table on page 107 and the GHG Verification and Environmental KPI Assurance statements in the Additional Disclosures section of ir.53.com/esg. More information on GHG accounting can be found at ghgprotocol.org/
Fifth Third made history!
We’re proud to be the first Fortune 500 company to power up a single, solar project to achieve

100% renewable power

That’s about 202,000 megawatt hours of clean power per year.

THAT’S THE SAME AS:

- powering 25,000 homes
- growing 2.3 million seedlings for 10 years*  
- switching to nearly 5.4 million LED lightbulbs
- eliminating 143,000 mt** of GHG emissions
- avoiding 800 railcars of coal
- reducing 30,000 passenger vehicles

*The clean power is equivalent to the carbon that would be stored by growing 2.3 million seedlings for 10 years.  **metric tons
GREEN PROCUREMENT

In addition to pursuing our bold goals, Fifth Third looks for opportunities to drive sustainability into all aspects of our business.

GREEN CLEANING

In 2018, we tested a new environmentally friendly cleaning standard in our building operations. This effort helped reduce the exposure of building occupants and maintenance personnel to chemical, biological and particulate contaminants that may adversely affect air quality, human health and the environment. The standard seeks both to protect local communities from unnecessary environmental harm and to protect customers and employees in our buildings as well as the teams performing the cleaning.

Fifth Third is leveraging the U.S. Green Building Council’s Leadership in Energy and Environmental Design (LEED) green cleaning recommendations in an effort to ensure that the majority of cleaning products meet national standards, including EPA Safer Choice, Eco Logo and Green Seal. These efforts also impact cleaning equipment, which is being changed to meet best practices on noise reduction, energy and water efficiency, and emissions. These standards save water and energy and contribute to corporate energy and water reduction goals.

ENVIRONMENTALLY SUSTAINABLE PRODUCTS AND MATERIALS

Continually increasing our use of environmentally sustainable products helps ensure we have a smaller environmental impact from the development and manufacturing of these products. It also improves occupant health and operational efficiencies associated with our buildings. Greener product selections are incorporated into design standards for fabrics, furnishings and flooring. Building and renovation standards also establish energy and water efficiency requirements for building products, including wall insulation, windows, lighting, plumbing fixtures and mechanical equipment. These products must meet enhanced standards such as the U.S. EPA’s Energy Star® and WaterSense standards, specific efficiency ratings (SEER ratings) or other minimum criteria.

REDUCING EMBODIED CARBON IN CARPETING

We recently began evaluating the embodied carbon of specific products. Embodied carbon represents all the impacts related to the sourcing of raw materials, product manufacturing and transportation. Our collaboration with Interface, a company that offers a suite of carbon-neutral flooring products, has been a key success of our efforts. In 2019, we purchased more than 23,000 square yards of Interface carbon neutral flooring. The majority of these products are made from 100% recycled nylon, which makes use of a discarded material and avoids the need for virgin materials. According to Interface, the combined impact of these purchases includes reducing 210 metric tons of carbon dioxide from entering the atmosphere. We continue to assess opportunities to reduce the embodied carbon of the products we choose so that our operations and buildings are as sustainable as possible.

Risk Management

Risk management is an integral part of Fifth Third’s operations.

In 2017, we began to look more closely at how to mature Fifth Third’s integration of climate-related risks—including physical risks and transition risks—into our risk management framework and how to increase our disclosure of these efforts.

ENVIRONMENTAL & SOCIAL RISK MANAGEMENT

In 2020, we published a new Environmental and Social Policy that identifies sectors that pose heightened environmental and social risks. The policy provides guidance on sectors or activities that are prohibited or that are subject to enhanced due diligence and may require escalated review and approval.

Environmental and social risk management focuses on portfolios potentially impacted by climate change and leverages Moody’s assessment of sectors facing elevated risk.

PORTFOLIO ANALYSIS AND STRESS TESTING

Periodic portfolio analysis assesses certain environmental and social risks that can occur across multiple risk types, products and business units. Credit risk concentration metrics and limits have been established for a wide variety of exposures, including the energy portfolio, to limit excessive risk-taking and to ensure appropriate portfolio diversification. In addition, we leverage Moody’s risk ratings for sectors facing elevated climate-related risk to track and report on our exposure. Further, we analyze the impacts of these sectors in stress scenarios to fully understand these potential risks in our portfolios. As risks change, we will adjust our approach as necessary through our formal governance process.

Credit concentration risks also are captured and analyzed using quantitative methods such as economic capital measurement and stress testing models. The tests leverage multiple scenarios to understand the potential impacts of varied economic environments, including stress, by sector and within the portfolio. The impacts across
all risk types enable us to evaluate capital adequacy and other financial measures, such as net income, under severely adverse conditions. The stress tests may include operational risk scenario analysis to better understand the impact of environmental and social risks to our operations. Test results are reviewed with senior management and overseen by our Board. We continue to enhance our quantitative methods to incorporate additional variables to capture environmental and social risks.

**Fifth Third has performed scenario analysis to assess the impact of the physical risks associated with climate change.**

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**Increasing Transparency**

In 2019, Fifth Third increased transparency by expanding our disclosures to the CDP (formerly the Carbon Disclosure Project) and publishing our first Climate-related Financial Disclosure Report based on the recommendations of the TCFD.

This report addresses Fifth Third’s governance, strategy, risk management, metrics and targets, and next steps.

In recognition of this increased transparency, **Fifth Third received a Leadership Band score of A- from the CDP in the 2019 Climate Change scoring cycle.**
Accelerating the Transition to a Sustainable Future

Fifth Third recognizes that climate change and other sustainability challenges will affect our customers and communities.

We seek to provide our customers with products and services that will help them meet their evolving needs, and we hope to inspire and support our communities to drive sustainability forward locally, nationally and globally.

SUSTAINABLE FINANCE
(LENDING AND CAPITAL MARKETS)

Fifth Third seeks to facilitate a cleaner environment and energy mix through direct investment, financing and advisory efforts. In 2020, to accelerate these efforts, we set our first sustainable finance goal of $8 billion to be achieved by 2025. This goal includes lending and financing for renewable energy, which we define as solar, wind, geothermal, biomass, and hydropower.

RENEWABLE ENERGY LENDING AND FINANCING PRACTICE

Fifth Third began financing renewable energy in 2012 when we financed the construction and operations of numerous solar projects in North Carolina. The power produced from the systems were sold to Duke Energy and Dominion Power. In 2018, a national renewable energy finance center of excellence was established as a line of business and drastically expanded our sustainability practice. In August 2019, the practice was further expanded by hiring a renewable energy investment banking team. As of the first quarter of 2020, the Bank’s renewable energy finance practice had 25 full-time team members.

In 2020, we set our first sustainable finance goal of $8 billion to be achieved by 2025.
Fifth Third financed a roughly $110 million construction-to-term facility for Nashville-based Silicon Ranch Corporation for its SR Arlington II solar project in Early County, Georgia. Construction began at the 1,200-acre site located between Blakely and Arlington in March 2019, and by November of that year, was loading power onto the Georgia transmission grid. As a tribute to the history of Early County, Silicon Ranch renamed the facility to Bancroft Station Solar Farm to honor the local area’s original name.

Under a long-term power purchase agreement, the power from Bancroft Station’s 350,000 solar modules—all of which were manufactured locally in Georgia—is sold to Walton Electric Membership Corporation to supply Facebook’s Newton Data Center with 100% renewable energy. Over 675 local workers contributed 580,000 work hours to construct the facility.

Silicon Ranch is the U.S. solar platform for Shell and one of the country’s largest independent solar power producers. The Bancroft Station Solar Farm was its first new-build site to incorporate its holistic Regenerative Energy™ platform. This transformative approach to land management enables Silicon Ranch’s projects to go beyond clean energy production to restore biodiversity and soil health, improve water quality and sequester atmospheric carbon and other greenhouse gases in the soil. All of this is accomplished while the land hosting the solar arrays is kept in agricultural production thereby engaging local communities and revitalizing rural economies.

To track the success of its platform, Silicon Ranch works with market-leading third parties to track and verify metrics via monitoring and accounting of detailed stakeholder and environmental data over time.

“At Silicon Ranch, we believe in the power of collaborative partnerships,” said Virginia Williams, senior vice president of project finance at Silicon Ranch. “We naturally seek to work with financial partners who share this value and are grateful for the strong relationship we have built with Fifth Third. Their support of projects like Bancroft Station enable us to meet the goals of our customers and bring significant capital investments to underserved communities.”

The Bancroft Station project was among the $4.2 billion in lending and capital raising services Fifth Third has provided since 2012. In 2020, we made our first public sustainable finance goal of $8 billion, to be achieved by 2025. Fifth Third focuses its sustainable financing on renewable energy—solar, wind, geothermal, biomass and hydropower.

Today, more than 1,800 sheep, 10,000 chickens and 350 ducks graze under the solar panels at Bancroft Station. Poultry flocks follow closely behind the sheep as they rotate through various paddocks, increasing the overall resiliency and biodiversity of the solar grassland ecosystems.
The current sustainable financing strategy and policy for lending excludes more speculative development financing such as construction projects prior to being “shovel ready” or without a power purchase agreement and projects with less certain offtaker contracts, including those that require taking merchant and/or wholesale energy price risk.

**$8 BILLION SUSTAINABLE FINANCE GOAL**

In setting the goal to provide $8 billion in sustainable finance by 2025, we decided to limit the scope to renewable energy only, which we define as solar, wind, geothermal, biomass and hydropower. We also decided to limit the services included in this goal to lending and the facilitation of capital raising because these services contribute most directly to attracting new investments in renewable power. Yet, because merger and acquisition advisory services are critically important, we also report on these services.

**Fifth Third has provided $4.2 billion in lending and capital raising services since 2012.** These services have helped lead to the completion of more than 3.5 GW of renewable energy projects across 50+ clients. In addition, we have provided $1 billion in merger and acquisition advisory services.

**WEALTH & ASSET MANAGEMENT**

Fifth Third’s Investment Management Group recognizes there is an increasing demand to invest in companies that promote and achieve sustainability, encourage and measure corporate responsibility, and lead through their positive impact on employees, clients and communities. Better known as ESG investing, we provide solutions for our clients that seek to invest in companies through an ESG lens. As of Dec. 31, 2019, Fifth Third managed $1 billion in ESG assets.

These are items that are not easily measured from traditional financial statement analysis. ESG investing seeks to identify risks inherent in all businesses and invest in those companies who are best suited to handle those risks. We believe in providing our clients with options to invest in ESG focused strategies across asset classes, countries, sectors and market cap. We provide both active and passive ESG investment strategies and continue to research and provide new and exciting options as the marketplace evolves.

**SUPPORTING SUSTAINABILITY IN OUR COMMUNITIES**

In our headquarters city of Cincinnati, Fifth Third supports the Green Umbrella regional sustainability alliance through membership, conference sponsorship, volunteerism and board service. In 2019, Fifth Third sponsored the Midwest Regional Sustainability Summit featuring Andrew Winston, a...
globally recognized corporate sustainability expert. Fifth Third also is a founding member of the Greater Cincinnati Green Business Council and the Cincinnati 2030 District.

We also support our employees and community in their own sustainability journeys. In 2019, we hosted employee-focused electronic waste takeback events at our Madisonville and Grand Rapids campuses which collected more than 17,269 pounds of obsolete electronics. These events kept these materials out of the landfill and ensured they were recycled. In June 2020, we hosted a city-wide compost bin sale to help citizens purchase the supplies needed to compost at home.

Fifth Third was proud to be the primary sponsor of Chicago’s “Bike the Drive” in both 2019 and 2020. This event encourages the community to use active transportation modes and serves as a fundraiser for the Active Transportation Alliance which works to advance these transportation modes year-round.

ENCOURAGING CORPORATE LEADERSHIP

In March 2018, Fifth Third became the first Fortune 500 company to contract for 100% solar power. In August 2019, we powered up the Aulander Holloman solar facility in North Carolina and became the first bank to achieve 100% renewable power with a single, solar project. These accomplishments were made possible through innovation and collaboration across many of our teams. Since our original announcement in March 2018, we have shared our sustainability experience at more than 10 events, including:

- Sustainable Brands Conference, Detroit, June 2019
- GreenBiz 2020, Phoenix, February 3-4, 2020
- Climate Leadership Conference, Detroit, March 4-6, 2020

Our sustainability accomplishments were made possible through innovation and collaboration across many teams at Fifth Third—it’s now our responsibility to share our experience.
Acting Locally & Globally

As a regional bank, many of our efforts are focused on the areas where we operate, but sustainability challenges, including climate change, are global. We must act locally and globally to address these problems.

The Aulander Holloman Solar project is a great example of how Fifth Third can use its purchasing power to drive a long-term investment that will reduce greenhouse gas emissions benefitting the planet.

We also realize that our investments in energy efficiency, water efficiency and waste reduction have similar cumulative impacts that extend well beyond our regional footprint. Further, we know that our suppliers also have an impact beyond our footprint.

Sustainability Beyond Our Borders: Building a Well for Families in Zambia

In 2019, Fifth Third achieved one of its original five bold sustainability goals to reduce water usage by 20% by 2022. What we didn’t expect was that this journey also would benefit a community 8,597 miles away.

In recent years, Fifth Third has installed Weathermatic’s smart irrigation system at more than 180 facilities across our footprint. The system helps us manage and control landscaping water use, giving us the ability to view and control irrigation schedules remotely. It also monitors real-time weather conditions, including temperature, humidity, and rainfall. As conditions change, the smart controllers adjust the irrigation schedule to ensure only the needed amount of water is being used. By being smarter and more conscious of our water use, we support communities and help protect water as an important local resource.

The importance of water to a community is no more evident than at the Kalomubo Community School in Chirundu, Zambia, near the southern African country’s capital, Lusaka.

A plaque hangs on the Kalomubo clean-water well honoring Weathermatic and Fifth Third Bank.
Once the site of a flowing, clean water well, Kalomubo was facing a water crisis because a water pump had fallen into disrepair. For 11 years, the 116 residents of Kalomubo had to walk more than 6 miles for clean water. In desperation, many community members collected water from unsafe sources. As a result, diarrhea, dysentery and respiratory problems—all waterborne illnesses—routinely plagued the community. The scarcity of water also compelled residents to forgo sanitation and hygiene, which aggravated the spread of sicknesses.

Today, clean water flows again in Kalomubo, thanks in part to Weathermatic and Fifth Third Bank. For every gallon of water a client saves, Weathermatic provides a gallon of clean drinking water to a community in need by drilling water wells.

“A year’s worth of overwatering from an average commercial property is equivalent to the needed clean drinking water for 200 families in a developing country,” said Mike Mason, president and CEO of Weathermatic. “Through our corporate program Save Water, Give Life, we’ve developed more than 63 clean-water wells worldwide, impacting more than 100,000 lives.”

As part of the program, Weathermatic donated a clean-water well in the Bank’s name to the families of Kalomubo.

“The story of Kalomubo illustrates that water management is a global issue that can affect the health of families and the vitality of communities” said Patrick Henry, property portfolio manager for our Elkcam banking center in Deltona, Florida, which uses Weathermatic. “We’re proud that our own efforts of water management have helped Kalomubo achieve theirs.”

Living Water International, a faith-based nonprofit organization, helped Kalomubo develop sanitation, hygiene and maintenance programs to ensure that the donation benefits the community for years to come.

Our role in Kalomubo’s journey to clean water is proof that doing the right thing has consequences far beyond our borders.

“The story of Kalomubo illustrates that water management is a global issue that can affect the health of families and the vitality of communities.”

Patrick Henry, Property Portfolio Manager in Deltona, Florida
### Normalizing Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Unit</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee headcount</td>
<td>FTE</td>
<td>19,869</td>
<td>17,437</td>
<td>18,125</td>
</tr>
<tr>
<td>Square Footage</td>
<td>Square Feet</td>
<td>10,167,362</td>
<td>9,399,846</td>
<td>10,092,544</td>
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### Greenhouse Gas Emissions

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<thead>
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<th>Metric</th>
<th>Unit</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope 1 emissions</td>
<td>MT CO2e</td>
<td>13,233</td>
<td>14,046</td>
<td>12,116</td>
</tr>
<tr>
<td>Scope 2 emissions (Location-based)</td>
<td>MT CO2e</td>
<td>79,417</td>
<td>91,519</td>
<td>94,617</td>
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<tr>
<td>Scope 2 emissions (Market-based)</td>
<td>MT CO2e</td>
<td>2,108</td>
<td>61,380</td>
<td>58,315</td>
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<tr>
<td>Total Scope 1 &amp; Scope 2 (Location-based)</td>
<td>MT CO2e</td>
<td>92,650</td>
<td>105,565</td>
<td>106,733</td>
</tr>
<tr>
<td>Reduction compared to 2014 baseline (Location-based)</td>
<td>%</td>
<td>39.4</td>
<td>30.9</td>
<td>30.1</td>
</tr>
<tr>
<td>Total Scope 1 &amp; Scope 2 (Market-based)</td>
<td>MT CO2e</td>
<td>15,341</td>
<td>75,426</td>
<td>70,431</td>
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<tr>
<td>Reduction compared to 2014 baseline (Market-based)</td>
<td>%</td>
<td>85.8</td>
<td>30.6</td>
<td>35.2</td>
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</table>

### Renewable Power

<table>
<thead>
<tr>
<th>Metric</th>
<th>Unit</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>RECs from Aulander Holloman Solar Project via Virtual Power Purchase Agreement</td>
<td>MWh</td>
<td>84,840</td>
<td>0</td>
<td>0</td>
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<tr>
<td>RECs from other sources</td>
<td>MWh</td>
<td>64,568</td>
<td>54,000</td>
<td>65,000</td>
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</table>

### Energy Consumption

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<tr>
<th>Metric</th>
<th>Unit</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td>MWh</td>
<td>153,334</td>
<td>167,541</td>
<td>172,619</td>
</tr>
<tr>
<td>Natural gas</td>
<td>MWh</td>
<td>59,619</td>
<td>66,900</td>
<td>59,129</td>
</tr>
<tr>
<td>Chilled Water</td>
<td>MWh</td>
<td>98</td>
<td>175</td>
<td>306</td>
</tr>
<tr>
<td>Diesel</td>
<td>MWh</td>
<td>233</td>
<td>1,648</td>
<td>215</td>
</tr>
<tr>
<td>Gasoline</td>
<td>MWh</td>
<td>32</td>
<td>25</td>
<td>N/A</td>
</tr>
<tr>
<td>Jet Fuel</td>
<td>MWh</td>
<td>5,303</td>
<td>5,130</td>
<td>4,864</td>
</tr>
<tr>
<td>Total Energy Use</td>
<td>MWh</td>
<td>218,618</td>
<td>241,419</td>
<td>237,133</td>
</tr>
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</table>

### Water Consumption

<table>
<thead>
<tr>
<th>Metric</th>
<th>Unit</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
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</thead>
<tbody>
<tr>
<td>Water Usage</td>
<td>Kilo gallons</td>
<td>161,108</td>
<td>195,058</td>
<td>211,268</td>
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</table>

### Waste

<table>
<thead>
<tr>
<th>Metric</th>
<th>Unit</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recycled/Composted Material</td>
<td>Tons</td>
<td>1,894</td>
<td>1,723</td>
<td>N/A</td>
</tr>
<tr>
<td>Secure Shred Paper Recycling</td>
<td>Tons</td>
<td>3,631</td>
<td>3,942</td>
<td>4,034</td>
</tr>
<tr>
<td>Municipal solid waste</td>
<td>Tons</td>
<td>4,526</td>
<td>4,483</td>
<td>N/A</td>
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</tbody>
</table>

### Sustainability Goals

<table>
<thead>
<tr>
<th>Metric</th>
<th>Unit</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy consumption per square foot</td>
<td>kBTU/SF</td>
<td>82.0</td>
<td>84.4</td>
<td>79.4</td>
</tr>
<tr>
<td>Water consumption per square foot</td>
<td>gallons/SF</td>
<td>23.9</td>
<td>26.2</td>
<td>27.9</td>
</tr>
<tr>
<td>Landfill waste per FTE</td>
<td>pound/FTE</td>
<td>493.4</td>
<td>514.2</td>
<td>N/A</td>
</tr>
<tr>
<td>Scope 1 &amp; Scope 2 GHGs (Location-based)</td>
<td>MT CO2e</td>
<td>73,087</td>
<td>75,397</td>
<td>74,473</td>
</tr>
<tr>
<td>Percent of power from renewable sources</td>
<td>%</td>
<td>97.4</td>
<td>32.2</td>
<td>37.7</td>
</tr>
</tbody>
</table>

### Other Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Unit</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
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</thead>
<tbody>
<tr>
<td>CDP Climate Change Survey Score</td>
<td>A-</td>
<td>C</td>
<td>C</td>
<td></td>
</tr>
<tr>
<td>LEED Certified Square Footage</td>
<td>Square Feet</td>
<td>150,943</td>
<td>146,766</td>
<td>137,997</td>
</tr>
</tbody>
</table>

N/A = Not available.

a Consumption information from locations acquired as part of 2019 merger with MB Financial are not included in energy, water, and waste KPI calculations since there is not yet one full year of data.
b Scope 1, 2, and 3 emissions were independently verified. Verification statements are available in the Additional Disclosures section of ir.53.com/esg/.
c Energy and water consumption KPI calculations are relative to a 2014 baseline and are calculated for owned or ground-leased buildings where we receive a utility bill. GHG emissions are location-based using national average emissions factors for all locations where we receive a utility bill. Energy use and water use are calculated per square foot. Landfill waste is relative to a 2018 baseline and calculated per FTE using all locations where we have reported waste data. The 2019 KPIs were independently assured; the assurance statement is available in the Additional Disclosures section of ir.53.com/esg/.
d The Aulander Holloman Solar Project’s grand opening occurred on August 29, 2019, making Fifth Third the first Fortune 500 company to achieve 100% solar power on a forward-looking basis. For calendar year 2019, RECs were obtained from the Aulander Holloman project and the Miami Wind Energy Center in Texas.
GLOBAL REPORTING INITIATIVE (GRI) INDEX

The Index includes GRI indicators that are relevant for our business. Unless otherwise noted, all data and descriptions apply to our entire Company and are as of the year ended December 31, 2019. This report is intended to meet “Core” requirements of GRI Standards. In some instances, we have also included non-core GRI General Disclosures in this Content Index where we met all or a portion of the requirements of the disclosure within the report or other externally published documents.

Topic-specific disclosures determined to be “non-material” and for which we do not provide significant content in this report have been omitted from this table.

Certain information may not be disclosed within the index below if it is not considered material; privileged or confidential; could cause a competitive disadvantage to our business if publicly disseminated; or is not currently collected in a manner wholly correlative with the related GRI indicator.

<table>
<thead>
<tr>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting Status</td>
</tr>
<tr>
<td>GRI 102: General Disclosures (2016)</td>
</tr>
<tr>
<td>ORGANIZATIONAL PROFILE</td>
</tr>
<tr>
<td>102–1 Name of the organization</td>
</tr>
<tr>
<td>102–3 Location of headquarters</td>
</tr>
<tr>
<td>102–4 Location of operations</td>
</tr>
<tr>
<td>102–5 Ownership and legal form</td>
</tr>
<tr>
<td>102–8 Information on employees and other workers</td>
</tr>
<tr>
<td>Indicator</td>
</tr>
<tr>
<td>-----------</td>
</tr>
<tr>
<td>102-9 Supply chain</td>
</tr>
<tr>
<td>102-10 Significant changes to the organization and its supply chain</td>
</tr>
<tr>
<td>102-11 Precautionary Principle or approach</td>
</tr>
<tr>
<td>102-12 External initiatives</td>
</tr>
<tr>
<td>102-13 Membership of associations</td>
</tr>
</tbody>
</table>

**STRATEGY & ANALYSIS**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>102-14 Statement from senior decision-maker</td>
<td>●</td>
<td>Refer to the “A Message from the Chairman, President &amp; CEO” (pgs. 4-5) and “A Message from the Board of Directors” (pgs. 6-7) sub-sections of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>102-15 Key impacts, risks, and opportunities</td>
<td>●</td>
<td>Refer to the “Letter to Shareholders from CEO Greg Carmichael” (pgs. 1-11) and “Risk Factors” (pgs. 27-37) sub-sections of the 2019 Annual Report.</td>
<td>2019 Annual Report</td>
</tr>
</tbody>
</table>

**ETHICS & INTEGRITY**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>102-17 Mechanisms for advice and concerns about ethics</td>
<td>●</td>
<td>Refer to the “Business Ethics” (pgs. 34-36) sub-section of the 2019 ESG Report and “Reporting Concerns” (pg. 7) sub-section of the Employee Code of Business Conduct &amp; Ethics.</td>
<td>2019 ESG Report Employee Code of Business Conduct &amp; Ethics</td>
</tr>
</tbody>
</table>

**GOVERNANCE**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>102-18 Governance Structure</td>
<td>●</td>
<td>Refer to the “Corporate Governance” (pgs. 30-33) sub-section of the 2019 ESG Report, 53.com (Corporate Governance page), and Investor Relations website (ESG page).</td>
<td>2019 ESG Report 53.com Investor Relations website</td>
</tr>
<tr>
<td>102-19 Delegating authority</td>
<td>●</td>
<td>Refer to the “Corporate Governance” (pgs. 30-33) sub-section of the 2019 ESG Report and Nominating and Corporate Governance (NCG) Committee charter.</td>
<td>2019 ESG Report NCG Committee charter</td>
</tr>
<tr>
<td>Indicator</td>
<td>Reporting Status</td>
<td>Response</td>
<td>Source(s)</td>
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<tr>
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</tr>
<tr>
<td>102-20</td>
<td></td>
<td>The Board of Directors is responsible for overseeing the corporate governance, strategy, and risks of Fifth Third, which include risks and opportunities relating to climate change. The Chief Financial Officer (CFO) has been appointed as the executive-level position with responsibility for economic, environmental, and social topics. The CFO is a member on the ESG Committee and provides reports periodically to the Nominating and Corporate Governance Committee and the Board of Directors.</td>
<td></td>
</tr>
<tr>
<td>102-21</td>
<td></td>
<td>Refer to the “Our Approach to ESG” (pgs. 9-10) and “Climate Strategy” (pg. 94) sub-sections of the 2019 ESG Report and “Shareholder Engagement” (pg. 35) of the 2020 Proxy Statement.</td>
<td>2019 ESG Report 2020 Proxy Statement</td>
</tr>
<tr>
<td>102-22</td>
<td></td>
<td>Refer to the “Committees Composition” (pg. 23) sub-section of the 2020 Proxy Statement.</td>
<td>2020 Proxy Statement</td>
</tr>
<tr>
<td>102-23</td>
<td></td>
<td>Refer to the “Committees Composition” (pg. 23) sub-section of the 2020 Proxy Statement.</td>
<td>2020 Proxy Statement</td>
</tr>
<tr>
<td>102-24</td>
<td></td>
<td>Refer to the “Election of Directors” (pgs. 9-21) sub-section of the 2020 Proxy Statement.</td>
<td>2020 Proxy Statement</td>
</tr>
<tr>
<td>102-25</td>
<td></td>
<td>Refer to the “Avoiding Conflicts of Interest” (pgs. 30-43) section of the Employee Code of Business Conduct &amp; Ethics.</td>
<td>Employee Code of Business Conduct &amp; Ethics</td>
</tr>
<tr>
<td>102-26</td>
<td></td>
<td>Refer to the Corporate Governance Guidelines and the “Joint Letter to Shareholders” in the 2020 Proxy Statement.</td>
<td>Corporate Governance Guidelines 2020 Proxy Statement</td>
</tr>
<tr>
<td>102-27</td>
<td></td>
<td>Refer to the “Director Skills Matrix” (pg. 20) of the 2020 Proxy Statement.</td>
<td>2020 Proxy Statement</td>
</tr>
<tr>
<td>102-28</td>
<td></td>
<td>Refer to the “Corporate Governance” (pgs. 30-33) sub-section of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>102-29</td>
<td></td>
<td>Refer to the “Our Approach to ESG” (pgs. 9-10) and “Corporate Governance” (pgs. 30-33) sub-sections of the 2019 ESG Report and NCG Committee charter.</td>
<td>2019 ESG Report NCG Committee charter</td>
</tr>
<tr>
<td>102-30</td>
<td></td>
<td>Refer to the “Enterprise Risk Management” (pgs. 38-43) sub-section of the 2019 ESG Report and Risk and Compliance Committee (RCC) charter.</td>
<td>2019 ESG Report RCC charter</td>
</tr>
<tr>
<td>102-31</td>
<td></td>
<td>Refer to the “Our Approach to ESG” (pgs. 9-10) sub-section of the 2019 ESG Report, NCG Committee charter, and RCC charter.</td>
<td>2019 ESG Report NCG Committee charter RCC charter</td>
</tr>
<tr>
<td>Indicator</td>
<td>Reporting Status</td>
<td>Response</td>
<td>Source(s)</td>
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<tr>
<td>102-32 Highest governance body’s role in sustainability reporting</td>
<td></td>
<td>Refer to the “Corporate Governance” (pgs. 30-33) sub-section of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>102-33 Communicating critical concerns</td>
<td></td>
<td>Refer to the NCG Committee, RCC, and Audit Committee charters.</td>
<td>NCG Committee charter, RCC charter, Audit Committee charter</td>
</tr>
<tr>
<td>102-34 Nature and total number of critical concerns</td>
<td></td>
<td>Not Disclosed.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>102-35 Remuneration policies</td>
<td></td>
<td>Refer to the “Corporate Governance” (pgs. 30-33) sub-section of the 2019 ESG Report and the “Board of Directors Compensation” (pgs. 37-39) and “Compensation Discussion and Analysis” (pgs. 40-61) sub-sections of the 2020 Proxy Statement.</td>
<td>2019 ESG Report, 2020 Proxy Statement</td>
</tr>
<tr>
<td>102-36 Process for determining remuneration</td>
<td></td>
<td>Refer to the “Corporate Governance” (pgs. 30-33) sub-section of the 2019 ESG Report and “Board of Directors Compensation” (pgs. 37-39) and “Compensation Discussion and Analysis” (pgs. 40-61) sub-sections of the 2020 Proxy Statement.</td>
<td>2019 ESG Report, 2020 Proxy Statement</td>
</tr>
<tr>
<td>102-37 Stakeholders’ involvement in remuneration</td>
<td></td>
<td>Refer to the “Board of Directors Compensation” (pgs. 37-40) and “Compensation Discussion and Analysis” (pgs. 41-61) sub-sections of the 2020 Proxy Statement.</td>
<td>2020 Proxy Statement</td>
</tr>
<tr>
<td>102-38 Annual total compensation ratio</td>
<td></td>
<td>Refer to the “CEO Pay Ratio” (pgs. 63-64) section of the 2020 Proxy Statement.</td>
<td>2020 Proxy Statement</td>
</tr>
<tr>
<td>102-39 Percentage increase in annual total compensation ratio</td>
<td></td>
<td>Refer to the “CEO Pay Ratio” section of the 2020 Proxy Statement (pgs. 63-64) and the 2019 Proxy Statement (pgs. 59-60).</td>
<td>2020 Proxy Statement, 2019 Proxy Statement</td>
</tr>
</tbody>
</table>

**STAKEHOLDER ENGAGEMENT**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>102-40 List of stakeholder groups</td>
<td></td>
<td>Refer to the “Our Approach to ESG” (pgs. 9-10) sub-section of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>102-41 Collective bargaining agreements</td>
<td></td>
<td>Not Disclosed.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>102-42 Identifying and selecting stakeholders</td>
<td></td>
<td>Refer to the “Our Approach to ESG” (pgs. 9-10) sub-section of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>102-43 Approach to stakeholder engagement</td>
<td></td>
<td>Refer to the “Our Approach to ESG” (pgs. 9-10) sub-section of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>102-44 Key topics and concerns raised</td>
<td></td>
<td>Refer to the “Our Approach to ESG” (pgs. 9-10) sub-section of the 2019 ESG Report. The environmental, social, and governance topics included in the materiality assessment are discussed throughout the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
</tbody>
</table>
### Indicator | Reporting Status | Response | Source(s)
--- | --- | --- | ---
#### REPORTING PRACTICE

**102-45** Entities included in the consolidated financial statements | | Refer to the “Corporate & Economic Profile” (pgs. 18-19) sub-section of the 2019 ESG Report and the “Business Segment Review” (pgs. 61-69) and Note 32 “Business Segments” (pgs. 192-195) of the 2019 Annual Report. | 2019 ESG Report

**102-46** Defining report content and topic Boundaries | | Refer to the “About this Report” (pg. 8) and “Our Approach to ESG” (pgs. 9-10) sub-sections in the 2019 ESG Report. | 2019 ESG Report

**102-47** List of material topics | | Refer to the “Our Approach to ESG” (pgs. 9-10) sub-section in the 2019 ESG Report. | 2019 ESG Report

**102-48** Restatements of information | | 2019 is the first year the Bank produced an ESG report leveraging the GRI framework. Therefore, no material financial restatements occurred. | 2019 ESG Report

**102-49** Changes in reporting | | 2019 is the first year the Bank produced an ESG report leveraging the GRI framework. Therefore, there were no significant changes from previous reporting periods in the list of material topics and topic Boundaries. | 2019 ESG Report

**102-50** Reporting period | | Refer to the “About this Report” (pg. 8) sub-section of the 2019 ESG Report. | 2019 ESG Report

**102-51** Date of most recent report | | 2019 is the first report prepared. | 2019 ESG Report

**102-52** Reporting cycle | | The ESG Report is expected to be reported on an annual basis. | 2019 ESG Report

**102-53** Contact point for questions regarding the report | | Email Investor Relations at IR@53.com. | 2019 ESG Report

**102-54** Claims of reporting in accordance with the GRI Standards | | This report has been prepared in accordance with the GRI Standards: Core option. | 2019 ESG Report


**102-56** External assurance | | Fifth Third Bank did not seek external assurance for the contents of this report. | 2019 ESG Report

### GRI 201: Economic Performance (2016)

**103-1, 2** | | Refer to the “Our Approach to ESG” (pgs. 9-10) sub-section and the “Economic” (pgs. 16-28) section of the 2019 ESG Report. | 2019 ESG Report
<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>201-1</td>
<td></td>
<td>Refer to pgs. 1-16 and 47-77 in 2019 Annual Report and the “Communities” sub-section (pgs. 69-92) of the 2019 ESG Report.</td>
<td>2019 Annual Report</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2019 ESG Report</td>
<td></td>
</tr>
<tr>
<td>201-2</td>
<td></td>
<td>Fifth Third Bancorp received a Leadership Band score of A- from the CDP in the 2019 Climate Change scoring cycle. The Bank’s CDP questionnaire responses are available on our Investor Relations website.</td>
<td>CDP - Climate Change Questionnaire Responses</td>
</tr>
<tr>
<td>201-3</td>
<td></td>
<td>Fifth Third Bancorp recognizes the overfunded and underfunded status of its Retirement and Benefit Plans as an asset and liability, respectively, in Note 23 “Retirement and Benefit Plans” to Consolidated Financial Statements (pgs. 166-169) of the 2019 Annual Report. The Defined Benefit Pension Plan was frozen (participation and benefit accruals) in 1998. There is a trust fund that holds the assets that fund this plan. The plan’s liabilities (Projected Benefit Obligation under FASB Accounting Standards) as of December 31, 2019 were $176,492,153 versus the fair value of assets as of December 31, 2019 in the pension trust of $175,235,873. Assumptions used to value the plan’s liabilities: The Projected Benefit Obligation is based on a 3.05% discount rate. The mortality assumption used was the Pri-2012 Male and Female tables for Employees and Non-Disabled Annuitants with MP-2019 generational projection. Fifth Third Bank’s main ongoing retirement program is a 401(k) plan that will match up to 7%. 80 percent of employees participate in this plan. Employees may contribute up to the maximum allowable by law and the Bank matches the employees’ contributions based on the following schedule: Employee contribution / Employer contribution 1% of eligible pay / 1.5% of eligible pay 2% of eligible pay / 3% of eligible pay 3% of eligible pay / 4% of eligible pay 4% of eligible pay / 5% of eligible pay 5% of eligible pay / 6% or eligible pay 6% or more of eligible pay / 7% of eligible pay</td>
<td>2019 Annual Report</td>
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<tr>
<td>Indicator</td>
<td>Reporting Status</td>
<td>Response</td>
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<tr>
<td>201-4 Financial assistance received from government</td>
<td>□</td>
<td>Applicable income tax expense for all periods includes the benefit from tax-exempt income, tax-advantaged investments, certain gains on sales of leveraged leases that are exempt from federal taxation and tax credits (and other related tax benefits). Refer to the “Applicable Income Taxes’ (pgs. 59-60) sub-section of the 2019 Annual Report.</td>
<td></td>
</tr>
</tbody>
</table>

**GRI 203: Indirect Economic Impacts (2016)**

| 103-1 Explanation of the material topic and its Boundary | | As a financial services company, there are numerous indirect economic impacts resulting from our business operations and the flow of money between Fifth Third and our customers and suppliers. For example, the positive economic impacts from our $11.1 billion in small business lending to strengthen our local communities by maintaining and developing the core of the local economies in which we operate. More information and additional examples of positive indirect economic impacts associated with our business activities can be found on 53.com and in the referenced Source section. Refer to the “Our Approach to ESG” (pgs. 9-10), “Economic” (pgs. 16-28), “Supplier Diversity” (pgs. 57-58), “Communities” (pgs. 69-92), “Environment” (pgs. 93-107) sections and sub-sections of the 2019 ESG Report and the Supplier Code of Conduct. |
| 103-2 The management approach and its components | | Refer to the “Communities” (pgs. 69-92) sub-section of the 2019 ESG Report. |
| 103-3 Evaluation of the management approach | | Refer to the “Empowering Customers” (pgs. 26-27) and “Communities” (pgs. 69-92) sub-sections of the 2019 ESG Report. |

**GRI 204: Procurement Practices (2016)**

| 103-1 Explanation of the material topic and its Boundary | | In addition to pursuing our bold sustainability goals, Fifth Third looks for opportunities to drive sustainability into all aspects of our business. Refer to the “Green Procurement” (pg. 98) sub-section of the 2019 ESG Report and “Environmental Management and Sustainability” (pg. 7) section of the Supplier Code of Conduct. |
| 103-2 The management approach and its components | | Refer to the “Supplier Diversity” (pgs. 57-58) sub-section of the 2019 ESG Report. |
| 103-3 Evaluation of the management approach | | Refer to the “Supplier Code of Conduct” |

Fifth Third 2019 ESG Report: The Value of Sustainability
<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GRI 205: Anti-Corruption (2016)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-1 Explanation of the material topic and its Boundary</td>
<td></td>
<td>Refer to the “Business Ethics” (pgs. 34-36), “Supplier Diversity” (pgs. 57-58), and “Corporate Governance” (pgs. 30-33) sub-sections of the 2019 ESG Report. Refer to the “Complying with Laws, Regulations and Policies” (pgs. 22-29) section of the Employee Code of Business Conduct &amp; Ethics. Refer to the “Business Ethics” (pg. 3) section of the Supplier Code of conduct.</td>
<td>2019 ESG Report <strong>Employee Code of Business Conduct &amp; Ethics</strong> <strong>Supplier Code of Conduct</strong></td>
</tr>
<tr>
<td>103-2 The management approach and its components</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-3 Evaluation of the management approach</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>205-1 Operations assessed for risks related to corruption</strong></td>
<td></td>
<td>Refer to the “Anti-Competitive Activities” (pgs. 35) sub-section of 2019 ESG Report and the “Complying with Laws, Regulations and Policies” (pgs. 22-29) section of the Employee Code of Business Conduct &amp; Ethics.</td>
<td>2019 ESG Report <strong>Employee Code of Business Conduct &amp; Ethics</strong></td>
</tr>
<tr>
<td>205-2 Communication and training about anti-corruption policies and procedures</td>
<td></td>
<td>Refer to the “Employee Code of Conduct” (pg. 34) sub-section of 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td><strong>GRI 206: Anti-Competitive Behavior (2016)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-1 Explanation of the material topic and its Boundary</td>
<td></td>
<td>Refer to the “Corporate Governance” (pgs. 30-33) and “Business Ethics” (Pages 34-36) sub-sections of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>103-2 The management approach and its components</td>
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<td></td>
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<tr>
<td>103-3 Evaluation of the management approach</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Indicator</td>
<td>Reporting Status</td>
<td>Response</td>
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<tr>
<td><strong>GRI 302: Energy (2016)</strong></td>
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<tr>
<td>103-1 Explanation of the material topic and its Boundary</td>
<td></td>
<td>Refer to the Environmental and Social (E&amp;S) Policy. Refer to the “Environment” (pgs. 93-107) section of the 2019 ESG Report. Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4.2) (C4.2a) (C4.2b) (C4.3b) (C7.9a) (C8).</td>
<td><strong>E&amp;S Policy</strong> 2019 ESG Report CDP - Climate Change Questionnaire Responses</td>
</tr>
<tr>
<td>103-2 The management approach and its components</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-3 Evaluation of the management approach</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>302-1 Energy consumption within the organization</td>
<td></td>
<td>Refer to the “Environment” (pgs. 93-107) section and “Environmental Data” (pg. 107) table of the 2019 ESG Report. Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4.2) (C4.2a) (C4.2b) (C4.3b) (C7.9a) (C8).</td>
<td>2019 ESG Report CDP - Climate Change Questionnaire Responses</td>
</tr>
<tr>
<td>302-2 Energy consumption outside of the organization</td>
<td></td>
<td>Not Disclosed.</td>
<td></td>
</tr>
<tr>
<td>302-3 Energy intensity</td>
<td></td>
<td>Refer to the “Environment” (pgs. 93-107) section and “Environmental Data” (pg. 107) table of the 2019 ESG Report. Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4.2) (C4.2a) (C4.2b) (C4.3b) (C7.9a) (C8).</td>
<td>2019 ESG Report CDP - Climate Change Questionnaire Responses</td>
</tr>
<tr>
<td>302-4 Reduction of energy consumption</td>
<td></td>
<td>Refer to the “Environment” (pgs. 93-107) section and “Environmental Data” (pg. 107) table of the 2019 ESG Report. Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4.2) (C4.2a) (C4.2b) (C4.3b) (C7.9a).</td>
<td>2019 ESG Report CDP - Climate Change Questionnaire Responses</td>
</tr>
<tr>
<td>302-5 Reductions in energy requirements of products and services</td>
<td></td>
<td>Not Disclosed.</td>
<td></td>
</tr>
<tr>
<td><strong>GRI 303: Water &amp; Effluents (2016)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-1 Explanation of the material topic and its Boundary</td>
<td></td>
<td>Refer to the E&amp;S Policy. Refer to the “Environment” (pgs. 93-107) section of 2019 ESG Report.</td>
<td><strong>E&amp;S Policy</strong> 2019 ESG Report</td>
</tr>
<tr>
<td>103-2 The management approach and its components</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-3 Evaluation of the management approach</td>
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</tr>
<tr>
<td>303-1 Interactions with water as a shared resource</td>
<td></td>
<td>Fifth Third tracks water purchased from local water utilities as tracked by utility water meters. Refer to the “Environment” (pgs. 93-107) section and “Environmental Data” (pg. 107) table of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>Indicator</td>
<td>Reporting Status</td>
<td>Response</td>
<td>Source(s)</td>
</tr>
<tr>
<td>-----------</td>
<td>------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>303-3 Water withdrawal</td>
<td>![check mark]</td>
<td>Fifth Third tracks water purchased from local water utilities as tracked by utility water meters.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Refer to the “Environment” (pgs. 93–107) section and “Environmental Data” (pg. 107) table of the 2019 ESG Report.</td>
<td></td>
</tr>
</tbody>
</table>

GRI 305: Emissions (2016)

<table>
<thead>
<tr>
<th>GRI 305: Emissions (2016)</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>103-1 Explanation of the material topic and its Boundary</td>
<td>![check mark]</td>
<td>Refer to the E&amp;S Policy Refer to the “Environment” (pgs. 93–107) section of the 2019 ESG Report. Refer to our most recent CDP submission which is available on the Investor Relations website.</td>
<td>E&amp;S Policy 2019 ESG Report CDP - Climate Change Questionnaire Responses</td>
</tr>
<tr>
<td>103-2 The management approach and its components</td>
<td>![check mark]</td>
<td>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C5.1) (C6.1). Refer to the “Environmental Data” (pg. 107) table of the 2019 ESG Report.</td>
<td>CDP - Climate Change Questionnaire Responses 2019 ESG Report</td>
</tr>
<tr>
<td>103-3 Evaluation of the management approach</td>
<td>![check mark]</td>
<td>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C5.1) (C6.3). Refer to the “Environmental Data” (pg. 107) table of the 2019 ESG Report.</td>
<td>CDP - Climate Change Questionnaire Responses 2019 ESG Report</td>
</tr>
<tr>
<td>305-1 Direct (Scope 1) GHG emissions</td>
<td>![check mark]</td>
<td>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C5.1) (C6.1). Refer to the “Environmental Data” (pg. 107) table of the 2019 ESG Report.</td>
<td>CDP - Climate Change Questionnaire Responses 2019 ESG Report</td>
</tr>
<tr>
<td>305-2 Energy indirect (Scope 2) GHG emissions</td>
<td>![check mark]</td>
<td>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C5.1) (C6.3). Refer to the “Environmental Data” (pg. 107) table of the 2019 ESG Report.</td>
<td>CDP - Climate Change Questionnaire Responses 2019 ESG Report</td>
</tr>
<tr>
<td>305-3 Other indirect (Scope 3) GHG emissions</td>
<td>![check mark]</td>
<td>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see section (C6.5). Refer to the “Environmental Data” (pg. 107) table of the 2019 ESG Report.</td>
<td>CDP - Climate Change Questionnaire Responses 2019 ESG Report</td>
</tr>
<tr>
<td>305-4 GHG emissions intensity</td>
<td>![check mark]</td>
<td>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C6.10). Refer to the “Environmental Data” (pg. 107) table of the 2019 ESG Report.</td>
<td>CDP - Climate Change Questionnaire Responses 2019 ESG Report</td>
</tr>
<tr>
<td>305-5 Reduction of GHG emissions</td>
<td>![check mark]</td>
<td>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4.3) (C4.3a) (C4.3b) (C5.1) (C7.9a). Refer to the “Environmental Data” (pg. 107) table of the 2019 ESG Report.</td>
<td>CDP - Climate Change Questionnaire Responses 2019 ESG Report</td>
</tr>
</tbody>
</table>

CONTINUED
<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>103-1 Explanation of the material topic and its Boundary</td>
<td></td>
<td>Refer to the E&amp;S Policy. Refer to the “Environment” (pgs. 93-107) section of the 2019 ESG Report.</td>
<td>E&amp;S Policy 2019 ESG Report</td>
</tr>
<tr>
<td>103-2 The management approach and its components</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-3 Evaluation of the management approach</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>306-3 Waste generated</td>
<td></td>
<td>Refer to the “Environment” (pgs. 93-107) section and “Environmental Data” (pg. 107) table of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td><strong>GRI 307: Environmental Compliance (2016)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-2 The management approach and its components</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-3 Evaluation of the management approach</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>307-1 Non-compliance with environmental laws and regulations</td>
<td></td>
<td>Any material non-compliance with environmental laws and regulations would be reported in the 2019 Annual Report.</td>
<td>2019 Annual Report</td>
</tr>
<tr>
<td><strong>GRI 401: Employment (2016)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-1 Explanation of the material topic and its Boundary</td>
<td></td>
<td>Refer to the “Employee Engagement” (pg. 66), “Inclusion and Diversity” (pgs. 49-56), and “Development” (pgs. 64-66) sub-sections of the 2019 ESG Report and the “Careers” page on 53.com.</td>
<td>Careers.53.com 2019 ESG Report</td>
</tr>
<tr>
<td>103-2 The management approach and its components</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-3 Evaluation of the management approach</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>401-1 New employee hires and employee turnover</td>
<td></td>
<td>Total number of new employees in 2019 was 4,463. Internal % Hires: 2,363 internal hires, 34.3% of all hires Average number of open requisitions: 1,291 open requisitions Total hires for the year: 6,860 employees Employee turnover is 17.5% (top quartile) Refer to the “Employees” (pgs. 60-68) section of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>Indicator</td>
<td>Reporting Status</td>
<td>Response</td>
<td>Source(s)</td>
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</tr>
<tr>
<td>401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees</td>
<td>●</td>
<td>U.S. is the definition used for significant operations. The benefits are available to all full-time and part-time (20+hours) except long-term disability and adoption reimbursement benefits are for full-time employees only. Refer to the “Compensation &amp; Benefits” (pgs. 60-61) sub-section of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>401-3 Parental leave</td>
<td>●</td>
<td>Refer to the “Leave” (pg. 61) sub-section of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
</tbody>
</table>

**GRI 404: Training & Education (2016)**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>103-2 The management approach and its components</td>
<td></td>
<td></td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>103-3 Evaluation of the management approach</td>
<td></td>
<td></td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>404-1 Average hours of training per year per employee</td>
<td>●</td>
<td>Refer to the “Development” (pgs. 64-66) sub-section of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>404-2 Programs for upgrading employee skills and transition assistance programs</td>
<td>●</td>
<td>Refer to the “Employees” (pg. 60-68) sub-section of 2019 ESG Report for listing of programs to upgrade and development employee skills. Employees are eligible for transition assistance when an organizational change results in termination of employment.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>404-3 Percentage of employees receiving regular performance and career development reviews</td>
<td>●</td>
<td>Refer to the “Performance Management” (pg. 65) sub-section of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
</tbody>
</table>

**GRI 405: Diversity & Equal Opportunity (2016)**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>103-1 Explanation of the material topic and its Boundary</td>
<td></td>
<td>Refer to the “Corporate Governance” (pgs. 30-33) and “Inclusion and Diversity” (pgs. 49-59) of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>103-2 The management approach and its components</td>
<td></td>
<td></td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>103-3 Evaluation of the management approach</td>
<td></td>
<td></td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>405-1 Diversity of governance bodies and employees</td>
<td>●</td>
<td>Refer to the “Governance Highlights” (pg. 6) of 2020 Proxy Statement and the “Corporate Governance” section (pgs. 30-33) and “Employee Demographics” table (pg. 53) of the 2019 ESG Report.</td>
<td>2020 Proxy Statement 2019 ESG Report</td>
</tr>
<tr>
<td>Indicator</td>
<td>Reporting Status</td>
<td>Response</td>
<td>Source(s)</td>
</tr>
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<td>-----------------------------------------------</td>
</tr>
<tr>
<td>405-2</td>
<td></td>
<td>Refer to the “Compensation Philosophy” sub-section (pg. 42) of the 2020 Proxy Statement.</td>
<td>2020 Proxy Statement</td>
</tr>
</tbody>
</table>


| 103-1     |                  | Refer to our Human Rights Statement, the “Human Rights” section in the E&S Policy and the “Human Rights” (pg. 36) sub-section of the 2019 ESG Report. Additionaly, refer to the “Human Rights” (pg. 21) sub-section of the Employee Code of Conduct and the “Labor, Human Rights, and Social Responsibility” (pgs. 5-6) of the Supplier Code of Conduct. | Human Rights statement  
E&S Policy  
2019 ESG Report  
Employee Code of  
Business Conduct & Ethics  
Supplier Code of Conduct |
<table>
<thead>
<tr>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>103-2</td>
<td></td>
<td>For the 5th consecutive year, Fifth Third Bank was awarded a score of 100 on the Corporate Equality Index (CEI), administered by the Human Rights Campaign Foundation. Refer to the “Human Rights” (pg. 36) and “Inclusion and Diversity” (pgs. 49-59) sub-sections of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>103-3</td>
<td></td>
<td>For the 5th consecutive year, Fifth Third Bank was awarded a score of 100 on the Corporate Equality Index (CEI), administered by the Human Rights Campaign Foundation. Refer to the “Human Rights” (pg. 36) and “Inclusion and Diversity” (pgs. 49-59) sub-sections of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
</tbody>
</table>

**GRI 413: Local Communities (2016)**

<table>
<thead>
<tr>
<th>103-1</th>
<th></th>
<th>Refer to the “Supplier Diversity” (pgs. 57-58), “Communities” (pgs. 69-92) and “Environment” (pgs. 93-107) sections and sub-sections of the 2019 ESG Report.</th>
<th>2019 ESG Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>103-2</td>
<td></td>
<td>Refer to the “Communities” (pgs. 69-92) sub-section of 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
</tbody>
</table>
### GRI 415: Public Policy (2016)

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>413-2 Operations with significant actual and potential negative impacts on local communities</td>
<td>●</td>
<td>Any significant actual or potential negative impacts of operations would be reported in the 2019 Annual Report.</td>
<td>2019 Annual Report</td>
</tr>
</tbody>
</table>

### GRI 417: Marketing & Labeling (2016)

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>417-1 Requirements for product and service information and labeling</td>
<td>●</td>
<td>Refer to the “Responsible Banking” (pgs. 23-25) sub-section of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td>417-2 Incidents of non-compliance concerning product and service information and labeling</td>
<td>○</td>
<td>Not Disclosed.</td>
<td></td>
</tr>
<tr>
<td>417-3 Incidents of non-compliance concerning marketing communications</td>
<td>○</td>
<td>Not Disclosed.</td>
<td></td>
</tr>
</tbody>
</table>

### GRI 418: Customer Privacy (2016)

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>418–1 Substantiated complaints concerning breaches of customer privacy and losses of customer data</td>
<td>●</td>
<td>Any material cybersecurity incidents would be reported in the 2019 Annual Report.</td>
<td>2019 Annual Report</td>
</tr>
<tr>
<td>Indicator</td>
<td>Reporting Status</td>
<td>Response</td>
<td>Source(s)</td>
</tr>
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<td>--------------------------------------------------------------------------</td>
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<td>--------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>GRI 419: Socioeconomic Compliance (2016)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>103-1</strong> Explanation of the material topic and its Boundary</td>
<td></td>
<td>Refer to the “Our Approach to ESG” (pgs. 9-10) and “Enterprise Risk Management” (pg. 38-41) sub-sections of the 2019 ESG Report.</td>
<td>2019 ESG Report</td>
</tr>
<tr>
<td><strong>103-2</strong> The management approach and its components</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>103-3</strong> Evaluation of the management approach</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>419-1</strong> Non-compliance with laws and regulations in the social and economic area</td>
<td></td>
<td>Refer to the Legal Risks disclosures (pg. 34) of 2019 Annual Report.</td>
<td>2019 Annual Report</td>
</tr>
</tbody>
</table>
The index below includes SASB standards for the Financial Sector that are relevant for our business: Commercial Banks; Consumer Finance; and Mortgage Finance. Unless otherwise noted, all data and descriptions apply to our entire firm and are as of or for the year ended December 31, 2019. For additional information about the firm’s financial performance, please refer to the firm’s quarterly earnings materials as well as quarterly and annual reports on Form 10-Q and Form 10-K, respectively.

Certain information may not be disclosed within the index below if is not considered material; privileged or confidential; could cause a competitive disadvantage to our business if publicly disseminated; or is not currently collected in a manner wholly correlative with the related SASB metric.

### Reporting status:
- Fully reporting
- Partially reporting
- Not reported

<table>
<thead>
<tr>
<th>SASB Code/Metric</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DATA SECURITY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FN-CB-230a.1</td>
<td>⬜</td>
<td>Any material cybersecurity incidents would be reported in the 2019 Annual Report.</td>
<td>2019 Annual Report</td>
</tr>
<tr>
<td><strong>FINANCIAL INCLUSION &amp; CAPACITY BUILDING</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FN-CB-240a.1</td>
<td>⬜</td>
<td>(1) 288 loans (2) -$75.8 million</td>
<td></td>
</tr>
<tr>
<td>FN-CB-240a.2</td>
<td>⬜</td>
<td>(1) 88 loans (2) -$63 million</td>
<td></td>
</tr>
<tr>
<td>SASB Code/Metric</td>
<td>Reporting Status</td>
<td>Response</td>
<td>Source(s)</td>
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</tr>
</tbody>
</table>
| FN-CB-240a.3     | ☐                | -96 thousand accounts  
Note: Underbanked defined as $0 - $10 thousand balance | | |
| FN-CB-240a.4     | ☐                | -115 thousand participants  
Note: Includes youth, adult, and small business financial literacy initiatives. | | |

**INCORPORATION OF ENVIRONMENTAL, SOCIAL, AND GOVERNANCE FACTORS IN CREDIT ANALYSIS**

<table>
<thead>
<tr>
<th>SASB Code/Metric</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FN-CB-410a.1</td>
<td>☐</td>
<td>Refer to Table 37: Commercial Loan and Lease Portfolio (excluding loans and leases held for sale) (page 81) of the 2019 Annual Report for disclosure of our commercial loans and leases by industry classification (as defined by the North American Industry Classification Systems).</td>
<td>2019 Annual Report</td>
</tr>
</tbody>
</table>
| FN-CB-410a.2     | ☐                | Refer to the “Environmental and Social Risk Management” section of the Environmental & Social (E&S) policy. Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C2.2) (C2.2a) (C-FS2.2b) (C-FS2.2c) (C2.3) (C2.3a) (C3.1) (C3.1a) (C3.1b) (C3.1f) (C-FS3.2) (C-FS3.2a). | E&S Policy  
CDP - Climate Change Questionnaire Responses |

**BUSINESS ETHICS**

<table>
<thead>
<tr>
<th>SASB Code/Metric</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FN-CB-510a.1</td>
<td>☐</td>
<td>Refer to Note 20 (pgs. 160-161) of the 2019 Annual Report for disclosure of material legal proceedings.</td>
<td>2019 Annual Report</td>
</tr>
</tbody>
</table>
| FN-CB-510a.2     | ☐                | Refer to the “Business Ethics” sub-section (pgs. 34-36) of the 2019 ESG Report. Refer to the “Non-Retaliation” section (pg. 8) of the Employee Code of Business Conduct & Ethics. Refer to the Employee Non-Retaliation Policy. | 2019 ESG Report  
Employee Code of Business Conduct & Ethics  
Employee Non-Retaliation Policy |
<table>
<thead>
<tr>
<th>SASB Code/Metric</th>
<th>Reporting Status</th>
<th>Response</th>
<th>Source(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SYSTEMIC RISK MANAGEMENT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FN-CB-550a.1</td>
<td></td>
<td>According to the Basel Committee on Banking Supervision's assessment methodology, Fifth Third is not considered to be a Global Systemically Important Bank (G-SIB) and, accordingly, does not have a G-SIB score.</td>
<td></td>
</tr>
<tr>
<td>FN-CB-550a.2</td>
<td></td>
<td>Refer to 2018 Company-Run Stress Test Disclosure previously required under the Dodd-Frank Act. Additionally, refer to the following references of the 2019 Annual Report: • Capital Planning and Stress Testing (pg. 24) • Credit Risk Management (pg. 79) • Capital Planning (pg. 102)</td>
<td>2018 Company-Run Stress Test Disclosure 2019 Annual Report</td>
</tr>
<tr>
<td><strong>ACTIVITY METRICS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FN-CB-000.A</td>
<td></td>
<td>(a) Personal (1) ~2.5 million checking accounts; ~541 thousand NOW accounts; ~2.5 million savings accounts (2) $8.1 billion in checking accounts; $15.5 billion in NOW accounts; $33.1 billion in savings accounts (b) Small Business, relationships through financial center channel under $2 million in annual revenues: (1) ~277 thousand checking accounts; ~66 thousand savings accounts (2) $5.9 billion checking accounts; $1.9 billion savings accounts</td>
<td>2019 Annual Report</td>
</tr>
<tr>
<td>FN-CB-000.B</td>
<td></td>
<td>(a) Personal (1) Not disclosed (2) Refer to Note 6 (pgs. 128-129) of the 2019 Annual Report for disclosure of loans and leases. (b) Small Business (1) ~7 thousand loans (2) $336 million (c) Corporate (1) Not disclosed (2) Refer to Note 6 (pgs. 128-129) of the 2019 Annual Report for disclosure of loans and leases.</td>
<td>2019 Annual Report</td>
</tr>
<tr>
<td>SASB Code/Metric</td>
<td>Reporting Status</td>
<td>Response</td>
<td>Source(s)</td>
</tr>
<tr>
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</tr>
<tr>
<td><strong>CUSTOMER PRIVACY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FN-CF-220a.1</td>
<td>![ ]</td>
<td>Number of account holders whose information is used for secondary purposes</td>
<td>We use our customer data for the secondary purposes of modeling data to improve our product and service offerings, evaluate the overall strength of our customer relationships and to predict customer behavior. We do not sell our customer data to third parties.</td>
</tr>
<tr>
<td><strong>DATA SECURITY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FN-CF-230a.1</td>
<td>![ ]</td>
<td>(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected</td>
<td>Any material cybersecurity incidents would be reported in the 2019 Annual Report.</td>
</tr>
<tr>
<td>FN-CF-230a.2</td>
<td>![ ]</td>
<td>Card-related fraud losses from (1) card-not-present fraud and (2) card-present and other fraud</td>
<td>Refer to Note 20 (pgs. 160-161) of the 2019 Annual Report for disclosure of material legal proceedings.</td>
</tr>
<tr>
<td><strong>SELLING PRACTICES</strong></td>
<td></td>
<td></td>
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<tr>
<td>FN-CF-270a.1</td>
<td>![ ]</td>
<td>Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold</td>
<td>Refer to the “Responsible Banking” sub-section (pgs. 23-25) of the 2019 ESG Report.</td>
</tr>
<tr>
<td>FN-CF-270a.2</td>
<td>![ ]</td>
<td>Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660</td>
<td>(1) For our TRIO Credit Card, Truly Simple Credit Card or Secured Card products, the approval rate for applicants with FICO scores: • &gt;660 is 84.7% • &lt;660 is 30.5% (2) Our Access 360o Reloadable Prepared Debit Card is not a credit product and therefore no credit bureau information is pulled.</td>
</tr>
<tr>
<td>SASB Code/Metric</td>
<td>Reporting Status</td>
<td>Response</td>
<td>Source(s)</td>
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<tr>
<td>--------------------------</td>
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<td>---------------------------------------------------------------------------</td>
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<tr>
<td>FN-CF-270a.3</td>
<td></td>
<td>(1) Average fees from add-on products, (2) average APR, (3) average age of accounts, (4) average number of trade lines, and (5) average annual fees for pre-paid products, for customers with FICO scores above and below 660</td>
<td>Not disclosed</td>
</tr>
</tbody>
</table>
| FN-CF-270a.4             |                  | (1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or nonmonetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB | (1) 666 complaints filed with the CFPB
(2) 11% monetary relief; 15% non-monetary relief
(3) 11% disputed by the consumer
(4) None resulted in investigation by the CFPB |
| FN-CF-270a.5             |                  | Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products | Refer to Note 20 (pgs. 160-161) of the 2019 Annual Report for disclosure of material legal proceedings. |

**ACTIVITY METRICS**

| FN-CF-000.A               |                  | Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account | Not disclosed                     |
| FN-CF-000.B               |                  | Number of (1) credit card accounts and (2) pre-paid debit card accounts | (1) ~1.1 million customer accounts with an active TRIO Credit Card, Truly Simple Credit Card or Secured Card.
(2) ~429 thousand customer accounts with an active Access 360° Reloadable Prepared Debit Card. |

**Mortgage Finance (2018)**

**LENDING PRACTICES**

<p>| FN-MF-270a.1             |                  | (1) Number and (2) value of residential mortgages of the following types: (a) Hybrid or Option Adjustable-rate Mortgages (ARM), (b) Prepayment Penalty, (c) Higher Rate, (d) Total, by FICO scores above or below 660 | Not disclosed                     |</p>
<table>
<thead>
<tr>
<th>SASB Code/Metric</th>
<th>Reporting Status</th>
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<th>Source(s)</th>
</tr>
</thead>
</table>
| FN-MF-270a.2     |                  | (a) Residential mortgage modifications  
(1) 722 modifications  
(2) $101 million  
Refer to the “Troubled Debt Restructurings” sub-section (pgs. 135-137) of the 2019 Annual Report.  
(b) Foreclosures  
(1) Not disclosed  
(2) $212 million  
Refer to the “Nonperforming Assets” sub-section (pgs. 135) of the 2019 Annual Report.  
(c) Short sales or deeds in lieu of foreclosure  
Not disclosed | 2019 Annual Report |
| FN-MF-270a.3     |                  | Refer to Note 20 (pgs. 160-161) of the 2019 Annual Report for disclosure of material legal proceedings. | 2019 Annual Report |
| FN-MF-270a.4     |                  | Fifth Third’s incentive programs for mortgage loan officers focus on payment for the origination of mortgage loans. Payment is based on the amount of the loan and does not take into account pricing or profitability. A minimum commission amount was established in order to ensure borrowers with small loan amounts are still served and our loan officers are appropriately incented for their efforts.  
Refer to “Responsible Banking” sub-section (pgs. 23-25) of the 2019 ESG Report. | 2019 ESG Report |
<p>| DISCRIMINATORY LENDING | | | |
| FN-MF-270b.1     |                  | Not disclosed | |
| FN-MF-270b.2     |                  | Refer to Note 20 (pgs. 160-161) of the 2019 Annual Report for disclosure of material legal proceedings. | 2019 Annual Report |</p>
<table>
<thead>
<tr>
<th>SASB Code/Metric</th>
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</thead>
<tbody>
<tr>
<td><strong>ENVIRONMENTAL RISK TO MORTGAGED PROPERTIES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FN-MF-450a.1</td>
<td>○</td>
<td>Not disclosed</td>
<td></td>
</tr>
<tr>
<td>(1) Number and (2) value of mortgage loans in 100-year flood zones</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FN-MF-450a.2</td>
<td>○</td>
<td>Not disclosed</td>
<td></td>
</tr>
<tr>
<td>(1) Total expected loss and (2) Loss Given Default (LGD) attributable to mortgage loan default and delinquency due to weather related natural catastrophes, by geographic region</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FN-MF-450a.3</td>
<td>●</td>
<td>Refer to pgs. 83-84 of the 2019 Annual Report for disclosure of risk management regarding the residential mortgage portfolio.</td>
<td>2019 Annual Report</td>
</tr>
<tr>
<td>Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ACTIVITY METRICS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FN-MF-000.A</td>
<td>●</td>
<td>(a) Residential (1) Not disclosed (2) $11.6 billion Refer to Noninterest Income section (pg. 56) of 2019 Annual Report for value of mortgages residential mortgages originated. (b) Commercial Not disclosed</td>
<td>2019 Annual Report</td>
</tr>
<tr>
<td>(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FN-MF-000.B</td>
<td>●</td>
<td>(a) Residential (1) ~5 thousand (2) $1,319 million Refer to Table 24: Loans and Leases Acquired (pg. 72) of 2019 Annual Report for value of residential mortgages purchased as a result of the MB Financial, Inc. acquisition on March 22, 2019. (b) Commercial (1) Not Disclosed (2) $3,586 million Refer to Table 24: Loans and Leases Acquired (pg. 72) of 2019 Annual Report for value of commercial mortgages purchased as a result of the MB Financial, Inc. acquisition on March 22, 2019.</td>
<td>2019 Annual Report</td>
</tr>
<tr>
<td>(1) Number and (2) value of mortgages purchased by category: (a) residential and (b) commercial</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>
The Task Force on Climate-related Financial Disclosures (TCFD) has developed a voluntary, consistent, climate-related financial risk disclosure framework for companies to provide information to stakeholders.

Certain information may not be disclosed within the index below if it is not considered material; privileged or confidential; could cause a competitive disadvantage to our business if publicly disseminated; or is not currently collected in a manner wholly correlative with the related TCFD disclosure.

**Reporting status:**
- [ ] Fully reporting
- [ ] Partially reporting
- [ ] Not reported

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>GOVERNANCE: Disclose the organization’s governance around climate-related risks and opportunities.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>a) Describe the board’s oversight of climate-related risks and opportunities.</td>
<td>[ ]</td>
<td>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C1.1) (C1.1a) (C1.1b). Refer to “Corporate Governance” (pgs. [30-33]) sub-section of 2019 Environmental, Social, and Governance (ESG) Report. Refer to “ESG Governance” section of Environmental and Social (E&amp;S) Policy. Refer to Nominating and Corporate Governance (NCG) and Risk and Compliance Committee (RCC) charters.</td>
<td><a href="#">CDP - Climate Change Questionnaire Responses</a> 2019 ESG Report <a href="#">E&amp;S Policy</a> <a href="#">NCG Committee charter</a> <a href="#">RCC charter</a></td>
</tr>
<tr>
<td>b) Describe management’s role in assessing and managing climate-related risks and opportunities.</td>
<td>[ ]</td>
<td>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C1.2) (C1.2a) (C1.3) (C1.3a) (C2.2) (C2.2a) (C-FS2.2b) (C-FS2.2c) (C-FS2.2f). Refer to “Corporate Governance” (pgs. [30-33]) sub-section of 2019 ESG Report.</td>
<td><a href="#">CDP - Climate Change Questionnaire Responses</a> 2019 ESG Report</td>
</tr>
</tbody>
</table>

<p>| STRATEGY: Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning. |
| a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term. | [ ] | Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2). Refer to “Risk Factors” (pgs. 27-37) in 2019 Annual Report. | <a href="#">CDP - Climate Change Questionnaire Responses</a> <a href="#">2019 Annual Report</a> |</p>
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.</td>
<td></td>
<td>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2.3) (C2.3a) (C2.4) (C2.4a) (C3.1d) (C3.1e) (C3.1f).</td>
<td>CDP - Climate Change Questionnaire Responses</td>
</tr>
<tr>
<td>c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.</td>
<td></td>
<td>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2.2) (C-FS2.2b) (C-FS2.2c) (C2.3) (C2.3a) (C3.1a) (C3.1b) (C3.1d) (C3.1e) (C3.1f) (C-FS14.1) (C-FS14.1a) (C-FS14.1b) (C-FS14.3).</td>
<td>CDP - Climate Change Questionnaire Responses</td>
</tr>
</tbody>
</table>

**RISK MANAGEMENT:** Disclose how the organization identifies, assesses and manages climate-related risks.

| a) Describe the organization's processes for identifying and assessing climate-related risks. | | Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2.2) (C2.2a) (C-FS2.2b) (C-FS2.2c) (C2.3) (C2.3a) (C3.1a) (C3.1b) (C-FS14.1) (C-FS14.1a) (C-FS14.1b). Refer to “Risk Factors” (pgs. 27-37) in 2019 Annual Report. Refer to “Environmental and Social Risk Management” section of the E&S Policy. Refer to “Risk Management” sub-section (pgs. 99-100) in the “Environment” section (pgs. 93-107) of the 2019 ESG Report. | CDP - Climate Change Questionnaire Responses 2019 Annual Report E&S Policy 2019 ESG Report |
| b) Describe the organization's processes for managing climate-related risks. | | Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2.2) (C2.2a) (C-FS2.2b) (C-FS2.2c) (C2.3) (C2.3a) (C3.1a) (C3.1b) (C3.1d) (C3.1e) (C3.1f) (C-FS14.1) (C-FS14.1a) (C-FS14.1b) (C-FS14.3). Refer to “Risk Factors” (pgs. 27-37) in 2019 Annual Report. Refer to “Environmental and Social Risk Management” section of the E&S Policy. Refer to “Risk Management” sub-section (pgs. 99-100) in the “Environment” section (pgs. 93-107) of the 2019 ESG Report. | CDP - Climate Change Questionnaire Responses 2019 Annual Report E&S Policy 2019 ESG Report |
| c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management. | | Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C1.1a) (C1.1b) (C1.2) (C1.2a) (C2.1) (C2.2) (C2.2a) (C-FS2.2b) (C-FS2.2c) (C2.3) (C2.3a) (C3.1) (C3.1a) (C3.1b) (C3.1d) (C3.1e) (C3.1f) (C-FS3.2) (C-FS3.2a) (C-FS14.1) (C-FS14.1a) (C-FS14.1b). Refer to “Environmental and Social Risk Management” section of the E&S Policy. Refer to “Risk Management” sub-section (pgs. 99-100) in the “Environment” section (pgs. 93-107) of the 2019 ESG Report. | CDP - Climate Change Questionnaire Responses E&S Policy 2019 ESG Report |
METRICS AND TARGETS: Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>a) Disclose the metrics used by the organization to assess climate-related</td>
<td><img src="image" alt="Image" /></td>
<td>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2.3a) (C4) (C5) (C6) (C7) (C8) (C-FS14.1) (C-FS14.1a) (C-FS14.1b). Refer to the “Environment” section (pgs. 93-107) of the 2019 ESG Report. Refer to independent GHG Verification and Environmental Key Performance Indicators (KPI) Assurance statements available on Investor Relations website.</td>
<td><strong>CDP - Climate Change Questionnaire Responses</strong>&lt;br&gt;2019 ESG Report&lt;br&gt;<strong>2019 GHG Verification Statement</strong>&lt;br&gt;<strong>2019 KPI Assurance Statement</strong></td>
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<tr>
<td>and opportunities in line with its strategy and risk management process.</td>
<td></td>
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<tr>
<td>b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.</td>
<td><img src="image" alt="Image" /></td>
<td>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2.3a) (C5) (C6.1) (C6.3) (C6.5) (C6.10) (C7). Refer to “Environmental Data” table (pg. 107) of the 2019 ESG Report. Refer to independent GHG Verification and Environmental Key Performance Indicators (KPI) Assurance statements available on Investor Relations website.</td>
<td><strong>CDP - Climate Change Questionnaire Responses</strong>&lt;br&gt;2019 ESG Report&lt;br&gt;<strong>2019 GHG Verification Statement</strong>&lt;br&gt;<strong>2019 KPI Assurance Statement</strong></td>
</tr>
<tr>
<td>c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.</td>
<td><img src="image" alt="Image" /></td>
<td>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C4). Refer to “Operational Sustainability” sub-section (pgs. 95-98) of the 2019 ESG Report. Refer to independent GHG Verification and Environmental Key Performance Indicators (KPI) Assurance statements available on Investor Relations website.</td>
<td><strong>CDP - Climate Change Questionnaire Responses</strong>&lt;br&gt;2019 ESG Report&lt;br&gt;<strong>2019 GHG Verification Statement</strong>&lt;br&gt;<strong>2019 KPI Assurance Statement</strong></td>
</tr>
</tbody>
</table>
Contact Fifth Third

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ESG INFORMATION
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