Technology & Operations

Aravind Immaneni
Executive Vice President
Chief Operations & Technology Officer

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This presentation contains statements that we believe are "forward-looking statements" within the meaning of Section 27A of the Securities Act of 1933, as amended, and Rule 175 promulgated thereunder, and Section 21E of the Securities Exchange Act of 1934, as amended, and Rule 3b-6 promulgated thereunder. These statements relate to our financial condition, results of operations, plans, objectives, future performance or business. They usually can be identified by the use of forward-looking language such as "will likely result," "may," "are expected to," "is anticipated," "potential," "estimate," "forecast," "projected," "intends to," or may include other similar words or phrases such as "believes," "plans," "trend," "objective," "continue," "remain," or similar expressions, or future or conditional verbs such as "will," "would," "should," "could," "might," "can," or similar verbs. You should not place undue reliance on these statements, as they are subject to risks and uncertainties, including but not limited to the risk factors set forth in our most recent Annual Report on Form 10-K, as updated by our Quarterly Reports on Form 10-Q. When considering these forward-looking statements, you should keep in mind these risks and uncertainties, as well as any cautionary statements we may make. Moreover, you should treat these statements as speaking only as of the date they are made and based only on information then actually known to us. We undertake no obligation to release revisions to these forward-looking statements or reflect events or circumstances after the date of this document.

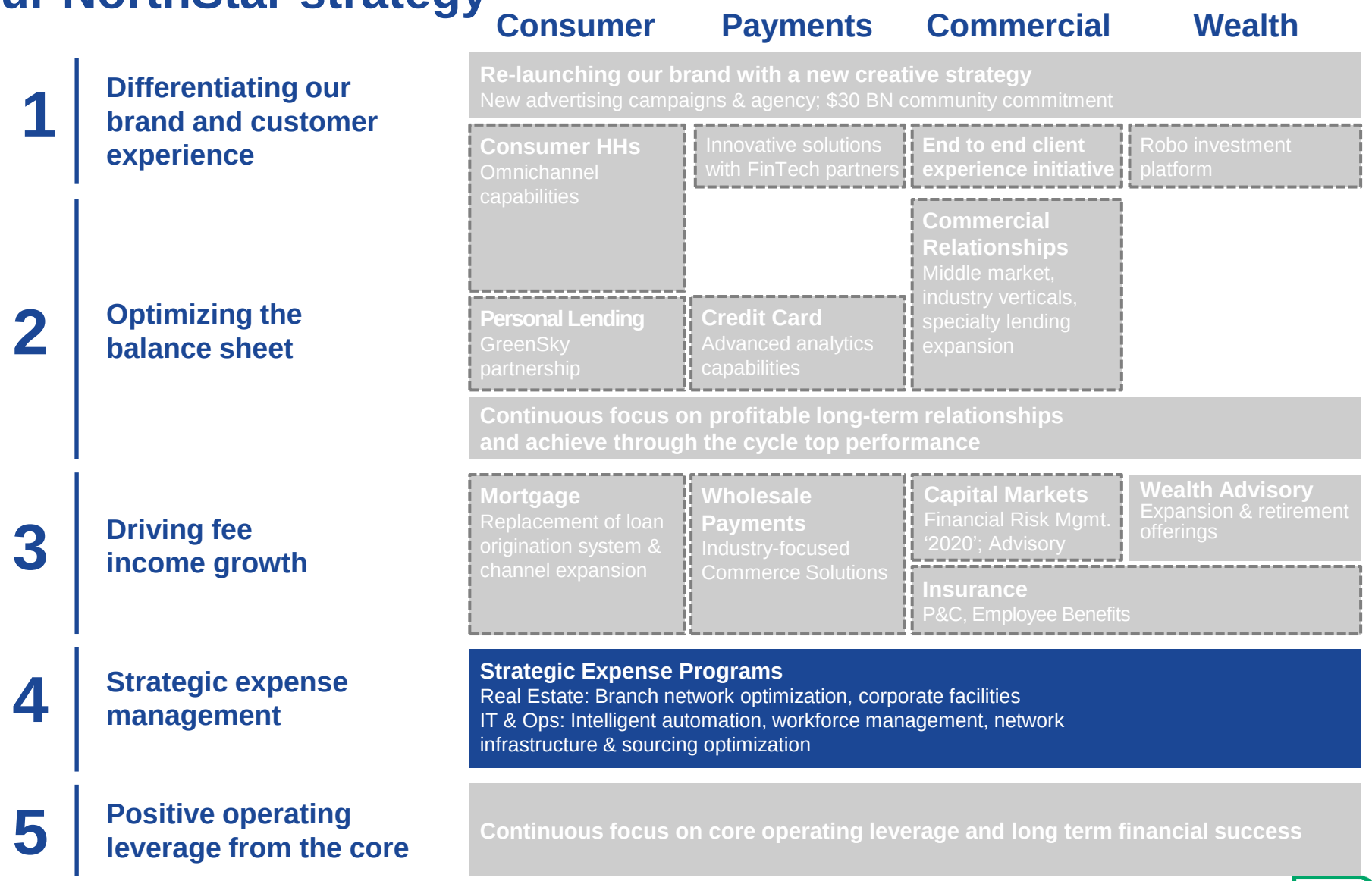
There are a number of important factors that could cause future results to differ materially from historical performance and these forward-looking statements. Factors that might cause such a difference include, but are not limited to: (1) general economic or real estate market conditions, either nationally or in the states in which Fifth Third, one or more acquired entities and/or the combined company do business, weaken or are less favorable than expected; (2) deteriorating credit quality; (3) political developments, wars or other hostilities may disrupt or increase volatility in securities markets or other economic conditions; (4) changes in the interest rate environment reduce interest margins; (5) prepayment speeds, loan origination and sale volumes, charge-offs and loan loss provisions; (6) Fifth Third's ability to maintain required capital levels and adequate sources of funding and liquidity; (7) maintaining capital requirements and adequate sources of funding and liquidity may limit Fifth Third's operations and potential growth; (8) changes and trends in capital markets; (9) problems encountered by larger or similar financial institutions may adversely affect the banking industry and/or Fifth Third; (10) competitive pressures among depository institutions increase significantly; (11) changes in customer preferences or information technology systems; (12) effects of critical accounting policies and judgments; (13) changes in accounting policies or procedures as may be required by the Financial Accounting Standards Board (FASB) or other regulatory agencies; (14) legislative or regulatory changes or actions, or significant litigation, adversely affect Fifth Third, one or more acquired entities and/or the combined company or the businesses in which Fifth Third, one or more acquired entities and/or the combined company are engaged, including the Dodd-Frank Wall Street Reform and Consumer Protection Act; (15) ability to maintain favorable ratings from rating agencies; (16) failure of models or risk management systems or controls; (17) fluctuation of Fifth Third's stock price; (18) ability to attract and retain key personnel; (19) ability to receive dividends from its subsidiaries; (20) potentially dilutive effect of future acquisitions on current shareholders' ownership of Fifth Third; (21) declines in the value of Fifth Third's goodwill or other intangible assets; (22) effects of accounting or financial results of one or more acquired entities; (23) difficulties from Fifth Third's investment in, relationship with, and nature of the operations of Vantiv Holding, LLC; (24) loss of income from any sale or potential sale of businesses; (25) difficulties in separating the operations of any branches or other assets divested; (26) losses or adverse impacts on the carrying values of branches and long-lived assets in connection with their sales or anticipated sales; (27) inability to achieve expected benefits from branch consolidations and planned sales within desired timeframes, if at all; (28) ability to secure confidential information and deliver products and services through the use of computer systems and telecommunications networks; (29) the negotiation and (if any) implementation by Vantiv, Inc. and/or Worldpay Group plc of the potential acquisition of Worldpay Group plc by Vantiv, Inc. and such other actions as Vantiv, Inc. and Worldpay Group plc may take in furtherance thereof; and (30) the impact of reputational risk created by these developments on such matters as business generation and retention, funding and liquidity.

You should refer to our periodic and current reports filed with the Securities and Exchange Commission, or "SEC," for further information on other factors, which could cause actual results to be significantly different from those expressed or implied by these forward-looking statements.

In this presentation, we may sometimes provide non-GAAP financial information. Please note that although non-GAAP financial measures provide useful insight to analysts, investors and regulators, they should not be considered in isolation or relied upon as a substitute for analysis using GAAP measures. If applicable, we provide GAAP reconciliations for non-GAAP measures in a later slide in this presentation which is also available in the investor relations section of our website, www.53.com.

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Technology & Operations is a significant contributor to our NorthStar strategy

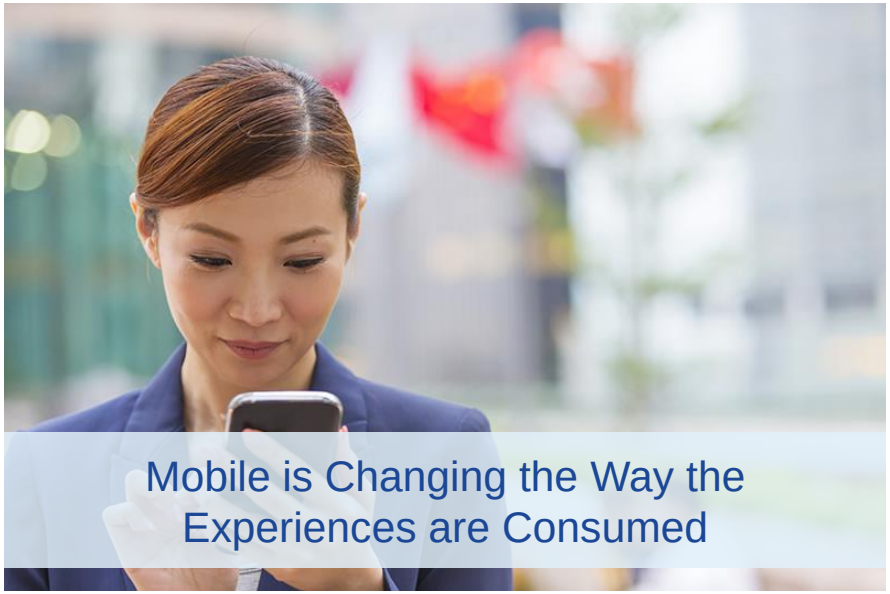


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The evolution of technology is changing banking



Digitization, Automation & Big Data are Enabling Transformation



Mobile is Changing the Way the Experiences are Consumed

An opportunity exists to differentiate against our peers, deliver against our objectives, and continue to provide a great customer experience

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FinTechs are leveraging evolving technologies to disrupt Financial Services across the ecosystem



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Transformation along 4 key dimensions

HOW?



Reengineer our infrastructure and technology architecture



Transform how we work



Upgrade employee tools to empower collaboration

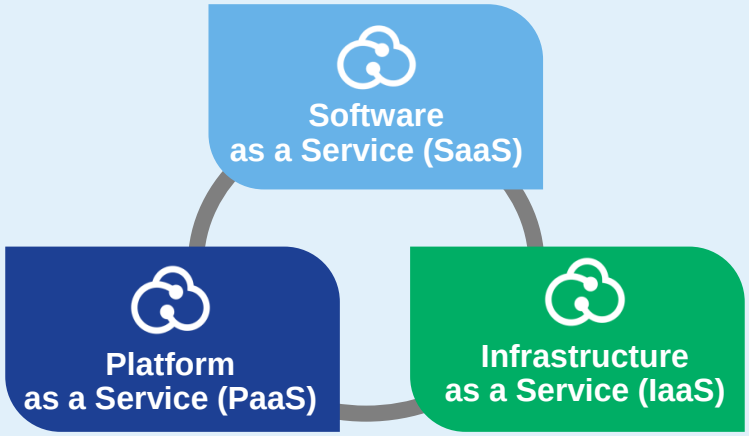


Build an innovation culture

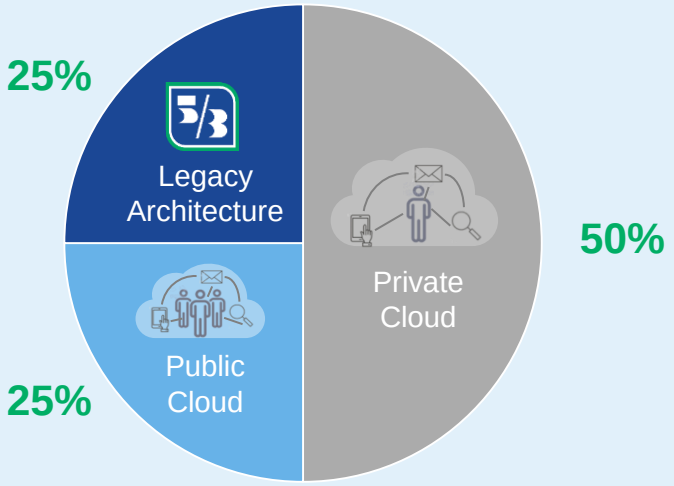
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Reengineering our infrastructure & technology architecture

Transform Infrastructure



Transition To Cloud



Migrate To API Based Architecture

Customized, Point-To-Point Integrations

Software Providers

Service Providers

Standardize Connectivity & Access

Software Providers

Service Providers

API Platform

Improving speed and agility while creating an opportunity to reduce costs

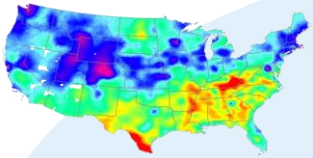
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Leveraging newly-built data environment to deliver against our NorthStar strategy

Predictive Fraud Analytics



Geospatial



Payment Transactions



Hadoop Big Data Environment



Card Analytics



Customer 360

Regulatory Reporting

Data as a corporate asset for multiple bank-wide use cases

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Enhancing information security capabilities

NSA/DHS accredited workforce

Investing in a state-of-the-art cyber fusion center



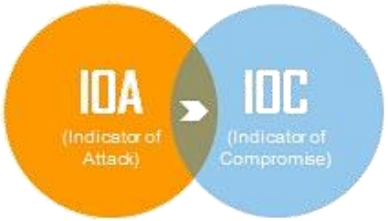
Anomaly detection capabilities



Continuous cyber resiliency testing



Dark web threat intelligence



Utilizing white hat hackers



Being mindful of potential cyber security risks as we transform our infrastructure and evolve our capabilities

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Transforming how we work

Agile



80-100 squads across multiple business lines by end of 2018

Intelligent Automation

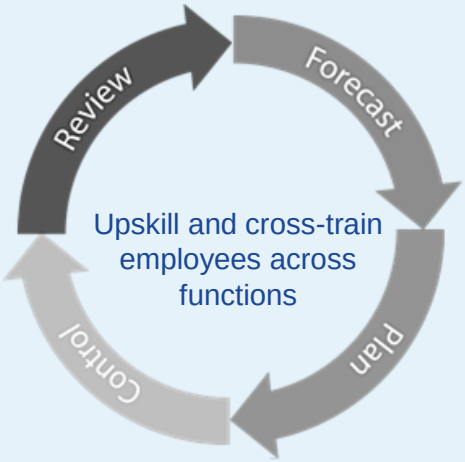
Phase I (2017)
Robotic Desktop and Process Automation

Phase II (2018)
Cognitive Systems

Phase III (2019)
AI Systems

70 targeted use cases by end of 2018

Workforce Management

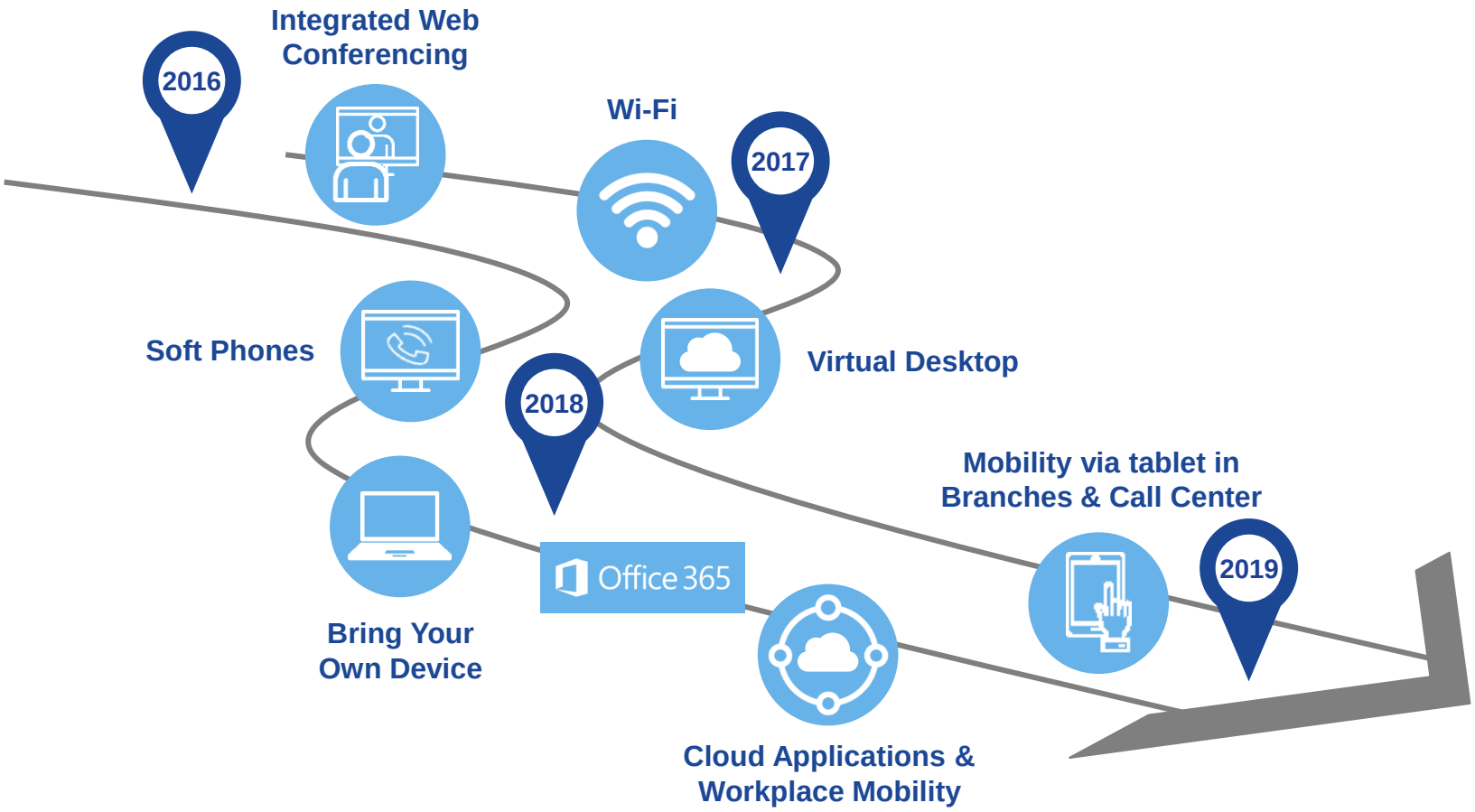


~2,600 employees on WFM system by 2019

Targeting a 10-15% increase in productivity and $50 – $60 million in efficiencies by the end of 2019

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Upgrading employee tools to empower collaboration



Enables innovation and Agile transformation

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Building an innovation culture



Customer-Focused Innovation



Emerging Technologies





Collaborative Ecosystem Development



FinTech@53

Collaborating with local universities and start-ups to attract talent that can innovate in emerging technologies such as Blockchain, Artificial Intelligence and Big Data

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Closing Comments

1. Enabling our NorthStar strategy
2. Upgrading our infrastructure to adapt to rapidly evolving environment
3. Leveraging big data to drive insights, products, services, and relationships
4. Building a culture, work practices, and tools to enable agility and innovation
5. Attracting top technology talent to position us for the future

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Aravind Immaneni Biography



Executive Vice President
Chief Operations and Technology Officer

Date Joined Fifth Third:
November 2016

Positions Held at Fifth Third:
2016 Chief Operations and Technology Officer

Aravind Immaneni is Executive Vice President and Chief Operations and Technology officer at Fifth Third Bank. He leads more than 6,000 domestic employees and offshore partners who provide innovative solutions in support of the Bank's strategy. His organization provides technology strategy, application development, infrastructure, information security, enterprise data management, bank operations and call center activities in servicing Fifth Third's customers.

Prior to joining the Bank in 2016, Aravind served as head of Retail Distribution Strategy & Operations for TD Bank, where he had oversight for branch operations, infrastructure, distribution strategy and transformation for TD Bank's 1,280 branch network. Prior to that, he served as head of Retail Bank Operations with oversight for all deposit, consumer lending and credit operations.

Aravind started his career with DuPont in 1997, serving in roles spanning research, operations and marketing. He joined Capital One in 2002, holding senior leadership positions in National Direct Bank, Deposit Operations & External Fraud, and Commercial & Small Business Operations.

Education

Aravind earned a bachelor's degree in Chemical Engineering from IIT-Madras and a PhD from the University of Illinois at Urbana-Champaign. He also has a MBA from the Wharton Business School, where he graduated with the highest academic honor of Palmer Scholar. Aravind is a certified Six Sigma Master Black Belt.

Professional and Civic

Aravind serves on the Executive Board of BITS (the technology policy division of the Financial Services Roundtable). He is also a Board member of The Clearing House Payment Company, where he serves on the Technology committee. Additional Board positions include Fifth Third Bank's Western Michigan affiliate and SLK Global Solutions. Recently, Aravind was appointed to the Ohio Third Frontier Commission, Governor Kasich's initiative that accelerates the growth of technology companies and fosters technology job growth across the state of Ohio.

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