Technology Powering Targeted Scale

Amy Brady
Chief Information Officer
Focused Technology Strategy

Technology enables Key’s distinctive relationship strategy by delivering outsized results in focused areas at speed

Security
- Cyber
- Physical
- Identity & Access
- Fraud

Enablers
- Automation
- Engineering Accelerators
- Talent

Client Engagement
Omni Channel Personalized Digital Experiences

Open Banking

Data and Analytics

Modernization

Cloud and Infrastructure
## Supporting Key’s Growth Agenda: 2021 Proof Points

Our agile approach combined with modern technology capabilities come together in **client-centric and digital first solutions** that generate powerful outcomes against targeted opportunities in real-time.

<table>
<thead>
<tr>
<th>PPP Loan Originations and Forgiveness</th>
<th>Consumer Collections Digital Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>~$11Bn</strong> Originated PPP Loan Volume</td>
<td><strong>$2.5MM</strong> Digital Collections Cost Savings</td>
</tr>
<tr>
<td>0.5 months</td>
<td>6 months</td>
</tr>
<tr>
<td>Leveraged automation bots, process management, and core servicing platforms</td>
<td>Leveraged open banking APIs and Key’s core servicing platforms</td>
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<table>
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<tr>
<th>National Digital Affinity Bank</th>
<th>Digital Mortgage Origination</th>
</tr>
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<tbody>
<tr>
<td><strong>14,500+</strong> New Laurel Road Households</td>
<td><strong>1,000+</strong> New Digital Originations</td>
</tr>
<tr>
<td>6 months</td>
<td>5 months</td>
</tr>
<tr>
<td>Leveraged Key’s core checking, credit card, mobile and servicing platforms, Google Cloud, and open banking APIs</td>
<td>Leveraged open banking APIs, underwriting and core servicing platforms</td>
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</table>
Strong Foundation: Protecting Key and our Clients

Continued investment to keep pace with the ever-evolving threat landscape

+125%<sup>1</sup> increase in security investment with a client focus

Advanced client authentication

Protect client data

Proactively fortify cybersecurity

QR and Biometrics

Cloud Privacy and Security

Zero Trust Networking

Build Trusted Client Relationships

Leading edge disputes platform, advanced detection and analytics tools, and direct line of communication between clients and our cyber team

Building Client Engagement and Trust

2,000+

Commercial client attendees in education seminars

(1) Forecasted increase in cybersecurity spend from years 2018 to 2022
Strong Foundation: Progressive Modernization Journey

We have continued our long-term focus on progressive modernization to leverage best-in-breed technology, enabling competitive client experiences and rapid innovation.

2013
- Human Resources
- Commercial Digital Portal
- Commercial Underwriting

2022
- Consumer Digital
- Real Time Payments and Wire
- Data and Analytics
- Finance and Accounting
- Consumer Loan Servicing
- Conversational Chat Bots
Technology Investment Strategy

Through our consistent focus on modernization over the past 10 years, we have created an ability to direct more investment towards the development of new business capabilities.

- **Increase in business capabilities spend allocation**: +18%

<table>
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<tr>
<th>Year</th>
<th>Business Capabilities</th>
<th>Security and Infrastructure</th>
<th>Modernization</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>47%</td>
<td>40%</td>
<td>13%</td>
</tr>
<tr>
<td>2022</td>
<td>65%</td>
<td>25%</td>
<td>10%</td>
</tr>
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</table>
Leveraging Leading-Edge Technologies

We have a demonstrated ability to deploy targeted, differentiated capabilities in high-impact areas to accelerate and amplify business strategies.

**Automation**
Automate tasks to generate **cost savings** and optimize **client experience**

$40MM+
Cost Savings and Business Re-investments

**Intelligent Marketing**
Accelerate time to market and **personalization** of client experiences based on **real-time insights**

800MM
Client Touchpoints per Month

**Open Bank Engineering**
Speeds up internal development via re-use and supports **embedded banking** and **accelerated integration** strategy

400+
APIs Developed

**Agile Methodologies**
Rapidly improving client / employee experience via more timely deployments

7,000+
Annual Automated Deployments
Cloud and Software-as-a-Service Acceleration

We continue to take advantage of the benefits of cloud hosting and Software-as-a-Service

Cloud Acceleration Benefits

- Innovative Digital Client Experiences
- Software Delivery Speed and Agility
- Advanced Analytics and Modeling
- Stronger Security and Reduced Fraud
- Accelerate Sustainability and Operating Efficiency

Acceleration of Cloud Utilization
100% of distributed applications migrated to cloud or SaaS by 2025

Best in Breed Hybrid Cloud Strategy

Google Cloud, Microsoft Azure, IBM Cloud
Investing in Talent to Deliver

Emerging technology, demographic shifts, and other global trends will accelerate change creating enormous opportunities for employee growth and the need to learn new skills to deliver on Key's strategic priorities.

Growth in technology hires 2019 → 2021: +163%

- Stood up cross-functional recruiting squad
- Launched Micro-site strategy to attract talent in new markets

Modernizing Employee Skillsets

Future Ready Program → "CEO of your own career"

Tech Ready Program – Reskilling current employees for pivot to tech careers

+2,000 Employees on targeted skill growth journeys

Successfully Retaining Talent

- Tight partnership with business drives high engagement
- Collaborative and innovative culture

>90% Retention Rate

Aggressively Recruiting Talent
## Takeaways

### Positioned for Growth & Agility

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<tr>
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<th>Focused execution of our technology strategy remains critical to enabling Key’s distinctive relationship strategy and driving competitive positioning</th>
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<tr>
<td>2</td>
<td>We have been progressively modernizing our platforms to provide agility and new capabilities to drive the business strategy</td>
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<tr>
<td>3</td>
<td>We continue to invest in our cyber and fraud technology platforms leveraging new technology that will help protect our clients and Key</td>
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<tr>
<td>4</td>
<td>We are accelerating our current cloud strategy that will allow us to continue to grow and innovate leveraging new capabilities and security that the cloud provides</td>
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<tr>
<td>5</td>
<td>We are aggressively investing in our talent strategy to attract and retain a highly skilled, diverse, and balanced workforce</td>
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