

Fifth Third Bancorp

Community Impact Report



November 2023

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A Letter from Two of our Leaders



KEITH BURGESS,
head, community development
banking group.

JADA GRANDY-MOCK,
chief community impact
banking officer.

It's a privilege to welcome you to our inaugural Community Impact Report. Fifth Third plans to publish this report annually to illustrate the work we're doing to achieve our Purpose, which is to improve the lives of customers and the well-being of communities. We encourage you to read this report in conjunction with our [2022 Sustainability Report](#) and our [2022 Annual Report](#). Collectively, these materials tell a story of stability, profitability and growth, all in the context of a purpose-driven culture.

This report is called "community impact," because, with the help of stakeholders like you and under the leadership of our Chief Corporate Responsibility Officer **Kala Gibson**, we are pioneering a new way to do community development. In every region where we have retail branches, we are working with community partners to make strategic investments of money, time and expertise to generate transformative change that will last generations, especially for the historically underserved. The stories that follow are as much yours as they are ours. We heard our communities when they said, "nothing for us without us," and that has made all the difference.

Our Priorities

All of us at Fifth Third share a deep commitment to building stronger communities and to helping the individuals within them to reach their full potential. To do this, we have formed deep connections in our communities and are working with them to achieve their goals. **Together, we are addressing the housing crisis, lifting up small businesses, creating inclusion in the traditional financial system and in the workforce, and filling the gaps in and evolving education.** We have stacked hands with our communities to accomplish great things. Our focus is ultimately on creating economic mobility for all.

Community Impact Banking

The crucial first step in building stronger communities is to be present with them—in fact, to be a member of them. We have a team of regional community impact bankers whose jobs are focused solely on getting to know the people and the organizations that are working to address problems and create change; they bring public, private, government and nonprofit partners together to solve for issues. They also help to create collaborative partnerships that support workforce development and financial education programs as well as opportunities for philanthropy and volunteerism that will make a difference.

We've always valued our community partnerships but it's been our privilege over the last two years to see what we can do together through Fifth Third's Empowering Black Futures neighborhood program, our innovative place-based approach to community development. As part of this program, we worked with Enterprise Community Partners to select nine



distinct neighborhoods that have experienced decades of disinvestment for targeted funding and support. We committed \$180 million through the program and are pleased to report that we've exceeded that pledge. But our work doesn't end with the achievement

of our financial goal. **We are extending the original timeframe of the program through 2025 so that we can continue providing technical assistance and ensure that the great work we've started will be sustainable moving forward.**

More about the Fifth Third Empowering Black Futures program will be shared in the coming pages, but suffice it to say, we're working hard to build the foundation for long-term sustainable change, the kind that will change family trees for generations.

Community Development Banking

Through our community development banking group, we are making the strategic financial investments and loans needed to tackle the housing crisis in our communities, revitalize neighborhoods and fund mixed-use developments that bring affordable homes, businesses and services to our community members. Our goal with every project is to work with community partners to fund the developments best suited to help individuals, families and businesses to thrive.

We also are working to address some of the biggest challenges faced by the small business community—as small businesses are the lifeblood of a healthy economy. We are dedicated

to helping them access the capital they need to start and grow, either directly through us or through our support of community development financial institutions, or CDFIs, which can provide responsible, affordable capital to meet their needs. We support minority depository institutions like Adelphi Bank in Columbus because of their role in providing access to financial products and services to support commerce in minority communities. We also work to connect local small businesses with technical resources—everything ranging from marketing support to back-office operational support—so they are poised for continued success.

The Bottom Line

We want to be a partner to the communities we serve to help them achieve their goals and help all their residents achieve their best lives. Sometimes these partnerships are hyper-local, and sometimes, we establish far-reaching national partnerships like those we have with the **National Urban League, NeighborWorks America** and **Operation Hope** that enable us to reach broad audiences in multiple communities and markets. In both instances, our regional community impact managers and community development bankers ensure that we're delivering these programs with the right people and in the right way to benefit our local communities. More about these national programs can be found in the [Corporate Responsibility](#) section of the 2022 Sustainability Report.

As we look forward, we are committed to continuing this work. We'll keep making connections and providing the necessary support to revitalize and transform communities. We're working to expand our suite of financial education programs, including Fifth Third Finance Academy and Fifth Third Young Bankers Club, to more people so we expand economic access. We're upgrading our Financial Empowerment Mobile to offer more personalized service, and we'll continue evolving programs to increase the capacity of nonprofits and small businesses.

Thank you for reading our Community Impact Report and for your enduring partnership and collaboration.

Jada Grandy-Mock
Chief Community
Impact Officer

Keith Burgess
Head, Community
Development Banking Group

A Word from the Community Advisory Forum

The Fifth Third Bank Community Advisory Forum comprises leaders who work in a variety of industries and advise us on issues of corporate responsibility. The CAF was formed out of the Bank’s desire to get to know communities on an intimate level and gain full awareness into the issues they face so that we could help drive positive and sustainable change. Our engagement with the CAF is one way we strive to achieve our Purpose to improve lives and the well-being of our communities.



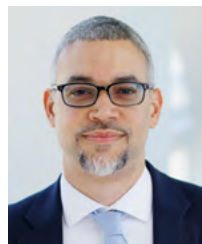
“Fifth Third delivered rapidly on the promises it made to our members to bring billions of targeted investment dollars into key wealth-building activities like small business and home mortgage lending in hard-hit midwestern communities. From walking with them on their \$32 billion Community Commitment from 2016-2020 to their innovative place-based approach to serving underserved communities, Fifth Third is a leader in community development.”

—**Jesse Van Tol**
National Community Reinvestment Coalition, Washington



“Fifth Third is a bank that truly understands that small businesses are the lifeblood of our nation’s economy. Their support of small businesses goes beyond lending—they are committed to working with organizations like ours to ensure owners have access to the tools and resources they need to be successful in the long-term.”

—**Luz Urrutia**
Accion Opportunity Fund, Washington



“When Fifth Third approached us about partnering with Enterprise on the Fifth Third Empowering Black Futures Neighborhood Program, we were intrigued by their forward-thinking and holistic approach to supporting historically disadvantaged neighborhoods. Through this program, Fifth Third has demonstrated its willingness to collaborate to bring communities and local partners together to create transformational and sustainable change.”

—**Chris Kizzie**
Enterprise Community Partners



“Program Related Investments (PRIs) are part of Fifth Third’s strategy to make a tangible difference in communities. These investments, which are in the form of no-interest, short-term loans for entities that wouldn’t otherwise qualify for traditional financing, have the potential to increase the scope and pace of social change. By adding this innovative tool to traditional grantmaking and lending, Fifth Third and the Fifth Third Foundation are providing a more diverse and flexible capital stack for communities to utilize for different purposes – allowing grant dollars to be recycled towards greater social impact. It has been a pleasure to help inform these decisions as part of the CAF.”

—**Patrick Briaud**
Rockefeller Philanthropy Advisors, New York



“I am proud to serve on Fifth Third’s Community Advisory Forum. It’s a special privilege to work directly with the Bank’s leaders as they seek to make significant positive impacts in the communities they serve. Fifth Third’s long history of philanthropy and caring is clearly evident and so is their commitment to being a good corporate citizen.”

—**Stephanie Byrd**
American Red Cross, Cincinnati

About the Neighborhood Program

Fifth Third's Empowering Black Futures Neighborhood Program is an innovative new approach to community development. We've committed \$180 million to accelerate revitalization in nine key communities across seven states; each community has experienced decades of disinvestment. What makes this program different is that it's not a one-size-fits-all solution that has a bank offering products and services in an effort to boost lending and investments. It's centered around collaboration with a key local community organization that is driving the work and utilizing Fifth Third as a partner to execute their vision and using our involvement as a catalyst to bring in other partners and investments. The Fifth Third Empowering Black Futures program creates real cross-sector partnerships.

"Our neighborhood program came together in the right time and in the right way," said Kala Gibson, executive vice president and chief corporate responsibility officer. "We invested the time to have critical conversations in the communities we serve to really understand their needs and desires—and what role they wanted us to play. When our pilot program in Detroit's G7 community showed us we could impact long-term change, we knew how to implement this new neighborhood approach."

Fifth Third collaborated with Enterprise Community Partners on the program. Enterprise Community Partners is a national nonprofit that exists to make a good home possible for the millions of families without one. The organization managed a criteria-based, invitation-only application process to select

nine majority-Black neighborhoods that have seen a sustained period of disinvestment. Enterprise Community Partners provided technical assistance to support each neighborhood in developing and implementing a plan tailored to the unique challenges it faced. The group also assessed each plan's effectiveness at improving the economic well-being of residents and small locally-owned businesses.



Cassandra Webb of Russell: A Place of Promise, the Bank's partner in Kentucky, said, "Since the launch of the Fifth Third Empowering Black Futures program, our work in Russell has gotten more attention. The program has enabled us to add 15 homes to our home repair program and issue grants to more small business accelerator participants. It also has pushed our local partners into convening as a cohort on a more regular basis."

The Neighborhoods

In October 2021, Fifth Third announced the initial nine neighborhoods and the primary community partner in each:

- **Avondale, Cincinnati, Ohio:** Avondale Development Corp.
- **South Chicago, Chicago, Illinois:** Claretian Associates.
- **Buckeye, Cleveland, Ohio:** Cleveland Neighborhood Progress.
- **East Tampa, Tampa, Florida:** Corporation to Develop Communities of Tampa Inc.
- **Grove Park, Atlanta, Georgia:** Grove Park Foundation.
- **Arlington Woods, Indianapolis, Indiana:** Jewell Human Services Corp.
- **West End, Charlotte, North Carolina:** LISC.
- **Near East Side, Columbus, Ohio:** Partners Achieving Community Transformation.
- **Russell, Louisville, Kentucky:** A Place of Promise.

Program Goals

The Fifth Third Empowering Black Futures program seeks to:

- Create more equitable, connected systems.** Strengthen links across stakeholder groups, including small businesses, the community and other institutions and organizations. The program aims to improve availability and delivery of Fifth Third lending products in previously underserved areas.
- Improve upward mobility among residents.** Increase homeownership rates and reduce displacement of residents. Generate wealth and a higher sense of value, agency and belonging.
- Build an inclusive civic infrastructure.** Strengthen the capacity of local stakeholders to sustain efforts and expand services and programs that support residents' economic mobility.
- Promote prosperous small businesses.** Increase entrepreneurship and achieve greater growth and retention of small businesses.
- Develop healthy, built environments.** Reduce vacancies and abandoned buildings and develop plans for improved walkability and availability of open spaces.

The program also aims to cultivate investments and resources from additional stakeholders seeking to promote the economic mobility of residents in the selected neighborhoods.

Results

Fifth Third Empowering Black Futures' original timeframe was June 1, 2021, through May 31, 2024. As of September 2023, Fifth Third had invested more than \$187 million in the program. At the time of this report's publication, we announced an extension of the timeframe for the program through 2025.

Already, our investment has created tangible advancements in economic mobility in the nine neighborhoods. According to Enterprise Community Partners, "but for the Empowering Black Futures program, these impacts would not have been realized." The following results were through September 2023:

Homebuyers: 196 mortgage transactions and 25 home purchase loans.

Renters: 184 new affordable multifamily units developed, four affordable rental homes preserved preventing family displacement.

Homeowners: eight affordable single-family homes developed, 66 homes undergoing renovations, 30 homes preserved, 24 homeowners assisted, and two new homeownership units developed.

Small Businesses: 67 small business loans and 61 small businesses supported.

Local Programming: 11 new programs launched to advance upward economic mobility for residents.

Economic Development & Built Environments: five commercial developments supported, six vacant parcels activated, and two art installations/streetscapes supported.

Organizational Capacity & Connected Systems: nine key positions filled and five new partnerships/connections built.



“Collaboration is vital to our neighborhood program, and we are thrilled with the passion and commitment our partners are bringing to our neighborhoods as well as the progress being made,” said Jada Grandy-Mock, chief community impact banking officer.

*Inclusive of total philanthropy dollars provided to the nine Fifth Third Empowering Black Futures neighborhoods.

Regional Updates

Fifth Third is a bank that's as long on innovation as it is on history. Since 1858, we've been helping individuals, families, businesses and communities grow through smart financial services that improve lives. Our list of firsts is extensive, and it's one that continues to expand as we explore the intersection of tech-driven innovation, dedicated people and focused community impact.

Fifth Third is one of the few U.S.-based banks to have been named among Ethisphere's World's Most Ethical Companies® for several years. With a commitment to taking care of our customers, employees, communities and shareholders, our goal is not only to be the nation's highest performing regional bank, but also to be the bank people most value and trust.

As of Sept. 30, 2023, Fifth Third operated 1,073 full-service banking centers and 2,101 Fifth Third-branded ATMs in our retail footprint, which includes Ohio, Kentucky, Indiana, Michigan, Illinois, Florida, Tennessee, West Virginia, Georgia, North Carolina and South Carolina. Fifth Third provides customers access to approximately 40,000 fee-free ATMs across the United States. Outside of our retail footprint, we have middle market and corporate banking offices and provide indirect auto and mortgage lending across the United States.

Fifth Third Bank, National Association, is a federally chartered institution. Fifth Third Bancorp is the indirect parent company of Fifth Third Bank, and its common stock is traded on the NASDAQ® Global Select Market under the symbol "FITB." Investor information and news releases can be viewed at www.53.com. Member FDIC.

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Ohio— Cincinnati/ Dayton

Fifth Third's roots in the Cincinnati and Dayton markets stretch back to 1858. For 165 years, the Bank has been headquartered in Cincinnati. Its Fifth Third Center, on iconic Fountain Square, stands in the heart of the city. Fifth Third entered Dayton in 1982. Today, the Bank employs more than 10,000 people in Cincinnati and Dayton and serves customers through 175 financial centers. **Tim Elsbrock** is Fifth Third's region president. He has 37 years' experience in financial services, all at Fifth Third. He joined the Bank as a corporate treasury manager and has served in leadership positions with Wealth & Asset Management, Commercial Lending and the Institutional Client Group.



Changing Lives in Cincinnati's Avondale Neighborhood



Avondale in Cincinnati is one of Fifth Third's adopted neighborhoods.

Cincinnati's largest African American community is Avondale, a five-minute drive from downtown. It's a proud community of people who can trace their lines back generations. But the community has seen its share of struggles. Decades of disinvestment have led to population decline, aging housing stock and increased poverty. Its business district never recovered from the civil rights unrest of the 1960s, and the neighborhood suffered disproportionately from the 2008 recession.

Today, three of Greater Cincinnati's largest employers are located in Avondale, and the University of Cincinnati sits just outside its borders. Avondale also is home to the new Uptown Innovation Corridor, a 65-acre innovation and technology hub that is implementing a master plan that includes major investments in mixed-use developments for the area. These investments are key to Avondale's future, but they also pose a risk of gentrification to its residents.

The Avondale Development Corp. has been working for years to address critical housing needs and to create jobs and economic opportunities for Avondale residents. It also is leading organization, engagement and advocacy efforts to foster a community of neighbors who know each other and work together for common goals. In 2021, Avondale was chosen to be part of the Fifth Third Empowering Black Futures Neighborhood Program.

Creating Homes in Avondale

A new development of 64 units of affordable housing is opening in the Avondale neighborhood. Called Blair Lofts, the multifamily housing project features modern design in one-, two-, or three-bedroom apartments, on-site management and amenities that include laundry, resident storage spaces, a community kitchen and a fitness center. It is easily accessible to public transportation and located near the Community Recreation Center and the Cincinnati Zoo and Botanical Garden.

The Fifth Third CDC invested \$15.5 million into Blair Lofts in 2021, and Fifth Third provided funding for wrap-around services that include a move-in care package for residents, financial education workshops, funding so that 55 children could attend a summer camp, furnishing for the community room, and five desktop computers and furnishings for a computer lab.



Blair Lofts is a new affordable housing complex in Avondale.



Through the AHIP program, these concrete steps were repaired for an Avondale resident.

Home Repairs

With a mission to make critical repairs on 35 existing homes in Avondale, the Bank partnered with the Avondale Development Corp. and the Port of Greater Cincinnati Development Authority for the Avondale Home Improvement Program. The program targets specific areas within Avondale to make a measurable and noticeable difference and increase home values and homeownership. Repairs include windows, roofing, concrete work, siding, doors and exterior painting. AHIP helps residents pay for the repairs via a forgivable loan, an essential assist given that nearly 60% of the homeowners have an annual income of \$25,000 or less.

In addition to completing important repairs, the Avondale Home Repair Program was designed to promote homeownership in the community by stabilizing its existing housing stock.

Mitch Morris, an Avondale resident whose home was part of AHIP, said, "I am grateful that my home was part of AHIP. Everyone was very professional and knowledgeable. They helped me with any questions I had through the whole process."

The Avondale Digital Inclusion Project



Fifth Third is helping to advance digital inclusion in Avondale. Photo courtesy of the Uptown Consortium.

According to [Uptown Consortium](#), Inc.'s assessment, digital inclusion is defined as “access to affordable, reliable internet and internet-enabled devices as well as technical support (such as help getting connected) and digital literacy (understanding how to use the technology).” The Avondale neighborhood has been identified as a critical area in need of digital equity with 26% of residents reporting that they do not have access to the internet.

Fifth Third, in partnership with the Uptown Consortium, Avondale Development Corp., University of Cincinnati and other funders and stakeholders, are working to close the digital divide and bring Avondale residents into the technology mainstream with access that impacts education and learning, employment access and community-wide information sharing.

The partners worked together to complete a community-wide assessment focused

on identifying how to connect Avondale residents to reliable internet, devices, technical support and training. As a result, short-term and long-term digital inclusion strategies were developed and the community identified digital skills training as a top priority. The partners hosted community workshops and technology support office hours to increase digital literacy for youth, parents and older adults.

In an article posted on by the [Uptown Consortium](#), Russell Hairston, executive director of Avondale Development Corp., said, “Quality of Life planning is one of the most important steps a neighborhood can take to become healthier, safer and economically stronger. We know that digital inclusion is a community priority for Avondale.”

Connecting Resources for Local Small Businesses

When a customer departed the line at her Saturday Morning Vibes Cereal Bar due to a long wait time, owner Arielle Nelson was upset that she wasn't able to meet one of her customer's needs that day. When she shared her disappointment with Royce Sutton, Fifth Third's community impact territory manager, he determined to help Nelson find a solution.

Upon getting a tour of her kitchen, Sutton realized the problem was with the equipment—it wasn't commercial grade, and therefore, was unable to keep up with the demand of customers waiting in line for their breakfast sandwiches. Knowing that nearby Cincinnati Children's Hospital had a program that encourages Avondale small businesses to apply for equipment-based needs, Sutton

connected Nelson with Dr. Monica Mitchell at Cincinnati Children's and set-up a tour for her. A short time later, Nelson's kitchen was fully equipped to meet the demands of her growing business.

“I was thrilled to be able to connect Arielle with the great community work that Cincinnati Children's is doing,” said Sutton. “She was a perfect candidate for the hospital's work in the community. I was thrilled to be able to make that connection and help fulfill a huge need for Arielle and her business.”

Nelson also was a recipient of a capital readiness grant from Fifth Third in 2023, a program offered by Fifth Third in partnership with the Association of Enterprise Opportunity. Twenty business owners were selected as part of a capital readiness program in which AEO would work with small business owners to complete business health assessments, access personalized learning plans, and receive trusted guidance through a network of small business coaches. Each small business owner also received a \$5,300 grant from Fifth Third's neighborhood program.

“This opportunity to receive grant funding, business resources and expert coaching will give SMV Cereal Bar the boost it needs to be a successful, thriving business,” said Nelson when she received the grant.

The other capital readiness grant recipient in Avondale was Dr. Jamila Maddox of Cincinnati Healing Arts LLC. “My chiropractic and nutrition wellness boutique in the Avondale Town Center (in the heart of a low-income community) is responsive to Black and Brown residents whose health care needs are often discounted or unmet,” said Maddox.



Saturday Morning Vibes Cereal Bar, owned by Arielle Nelson, now has commercial equipment in her kitchen as well as technical support resources and additional funding due to Fifth Third's neighborhood program in the Avondale community.

“The Fifth Third Empowering Black Futures program will enable me to continue providing timely patient education and health care while also continuing to stabilize my business,” said Dr. Jamila Maddox.

“Small businesses like Cincinnati Healing Arts and Saturday Morning Vibes Cereal Bar are the lifeblood of our communities,” said Tim Elsbrock, Fifth Third's region president in Cincinnati. “We're proud to support these Black-owned businesses through capital readiness grants and technical assistance. We want them to continue to thrive and provide ways for them to leverage these dollars to keep them in Avondale.”

Avondale Empowerment Day Brings Hope

The Fifth Third Bank Financial Empowerment Mobile, known as the eBus, was a headliner at Avondale Empowerment Day on April 21, 2023, when bankers provided financial services and education to community residents.

“The Urban League of Greater Southwestern Ohio was pleased to host Avondale Empowerment Day in collaboration with Fifth Third Bank, the Avondale Development Corp., the Community Builders and our community partner agencies,” said Christie Bryant Kuhns, president and CEO of the Urban League affiliate “All are united by our mutual commitment to empower underserved communities with education, information and the resources necessary to help them thrive.”

“We are making a powerful impact on families in Cincinnati through community outreach and engagement such as the Avondale Empowerment Day,” said Jillian Olinger, Great Lakes director of Community Life at The Community Builders. “This initiative is an innovative way for TCB to help connect families, particularly Black families, to financial coaching, and help increase economic mobility and housing stability. We’re helping residents reach financial goals and create pathways to homeownership.”

As long-time supporters of University of Cincinnati athletics and the Fifth Third Arena, home of the Bearcats, the Avondale Empowerment Day included special visits from UC Men’s Basketball players, including 6-foot-6 freshman Dan Skillings and 6-foot guard David DeJulius.



Thanks to Fifth Third’s long-time support of University of Cincinnati athletics, the Cincinnati Bearcat made a special appearance at Avondale Empowerment Day.

Working Together on Eco-Projects in Cincinnati

In April 2023 and November 2022, Fifth Third employees who are members of the Bank’s Sustainability Enterprise Business Resource Group worked alongside the Common Orchard Project to care for the environment.

In April, Bank volunteers worked at the nonprofit’s Camp Washington Urban Farm, a two-acre plot that serves as the main resource hub and demonstration site for the Common Orchard Project. It is home to a 40-tree demonstration orchard, nursery space, hoop house and skid steer-powered composting operation. The farm is available as an ecotherapy space for residents to connect with nature. Bank volunteers

planted apple trees and blackberries on trellises, as well as pawpaw and persimmon. BRG members also assisted with potting perennial plants that went out to 30 community orchards across the region. In November 2022, the Fifth Third team helped plant fruit trees in the Evanston neighborhood of Cincinnati.

The Fifth Third Sustainability BRG is an enterprise, or company-wide, BRG that comprises 1,000 employees from across our footprint. The Sustainability BRG is focused on employee development, community involvement and business innovation.



Members of Fifth Third’s enterprise group worked to plant a community orchard in Cincinnati as part of its work with The Common Orchard Project, which works to grow “commonly held” resources by educating communities on fresh food and urban land management.

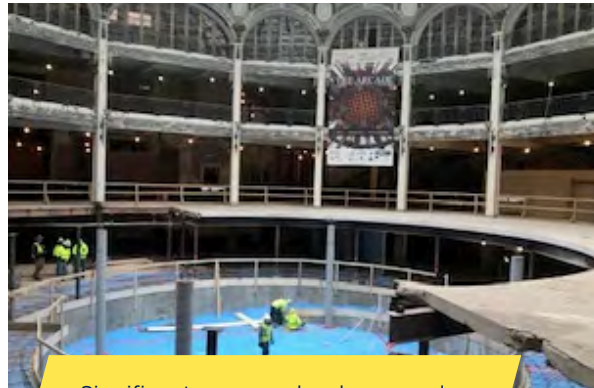
Revitalizing the Historic Dayton Arcade

Located in the heart of downtown Dayton, Ohio, the Dayton Arcade was built between 1902 and 1904 and consists of five interconnecting buildings topped by a glass-domed rotunda, which is 70 feet high and 90 feet in diameter. “The beating heart of a once vibrant downtown,” according to arcadedayton.com, the Arcade was shuttered for 30 years. Today, thanks to an effort led by various public and private partners, the Dayton Arcade is coming back to life.

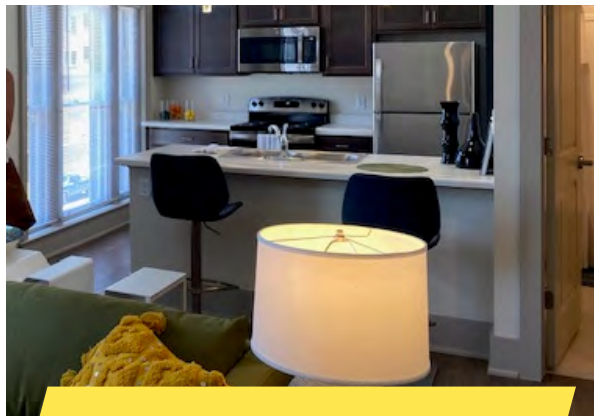
In addition to preserving the historic collection of buildings, the mixed-use development is providing affordable housing through 110 one-, two-, and three-bedroom units with accessible, energy-efficient design features and modern amenities.

The Arcade also will consist of about 207,000 square feet of retail, office and event space, which is being developed by Cross Street Partners. Cross Street is a vertically integrated real estate company specializing in adaptive reuse of historic properties, brownfield remediation, sustainable design and building practices, and transit-oriented development.

Fifth Third provided a \$23 million community development loan for the Dayton Arcade and the Fifth Third Development Co. made a nearly \$78 million investment in 2019.



Significant progress has been made to revitalize the iconic Dayton Arcade, thanks, in part, to lending and investments from Fifth Third.



The creation of affordable housing is a key component of the Dayton Arcade revitalization. This photo shows an interior of one of the Arcade’s 110 units.

The 6888 Kitchen Incubator



Located within the Dayton Arcade, the 6888 (pronounced six-triple-eight) Kitchen Incubator is a first-of-its-kind project in Dayton and a vital part of the revitalization of the Arcade. The multi-use development is creating a food business incubator for under-resourced food entrepreneurs. The 6888 Kitchen Incubator received a \$1 million grant from the Fifth Third Foundation in 2022.

The 6888 Kitchen Incubator was named for the 6888th Postal Battalion during World War II. It was the first all-Black female Army unit to be deployed overseas. It comprised 855 women who were given the task of sorting hundreds of thousands of letters for soldiers and delivering them in six months. The corps did it in three.

In addition to the Foundation’s support of the incubator, Fifth Third made a \$25,000 Strengthening Our Communities grant for a new financial education program for food entrepreneurs, who need unique and specific financial education to run their businesses. The program is called Sharpen the Axe, which drew its name from President Abraham Lincoln, who once said, “Give me six hours to chop down a tree, and I will spend the first four sharpening the axe.”

We partnered with the Oh Taste Foundation to develop the specific curriculum. Sharpen the Axe’s goal is to equip food entrepreneurs with the right tools and sharpen them to the point that the business owners are able to manage growth effectively. In 2023, the latest cohort of 10 Black women prepared to graduate from the program. In the future, Sharpen the Axe will include special sessions with Fifth Third’s business bankers for additional guidance and advice.

“We are now witnessing Sharpen the Axe graduates successfully apply what they learned to run their businesses profitably and avoid pitfalls, and some are already expanding to new markets,” said Charlynda Scales, executive director of Oh Taste Foundation. “This life-changing impact on entrepreneurs’ livelihoods would not have been possible without Fifth Third.”

Edgemont: A Community of Opportunity

Edgemont, a neighborhood in Montgomery County, which includes Dayton, has a population of 1,582 people. The median home value is \$44,500, and 64% of residents rent their homes. Over the past several years, the Bank began looking at ways it could help to improve the quality of life for Edgemont residents.

In 2019, the Fifth Third CDC made a \$9.9 million new markets tax credit investment in the Five Rivers Health Center in Dayton. The investment helped fund the development of the center’s 84,000-square-foot facility at 721 Miami Chapel Road, which opened in May 2022. Services housed within the new three-story facility include women’s health, pediatrics, dental, internal medicine, pharmacy, sports medicine, psychiatry, acupuncture, massage therapy, addiction medicine, nutritional services, transportation, administration and billing. The center serves over 15,000 patients, most of whom live in west and northwest Dayton. The health center sees patients of all ages, regardless of their insurance status or ability to pay.



Five Rivers Health Center in Dayton serves 15,000 patients regardless of their ability to pay.

deepen its focus on housing issues in the neighborhood, a significant contributor to health challenges in the area. Today, the Edgemont Coalition has a development plan approved by the city, as well as representatives from the city, county and state, affordable housing organizations, the housing authority and others. The coalition is looking at repairing or replacing the old housing stock in the community, creating more single-family homes for purchase and more affordable housing available for rent. The goal is to create a robust and thriving community.

“Without the unwavering commitment from Fifth Third to this project, there is no way that Five Rivers Health Center could have embarked on our first property,” said Gina McFarlane-El, chief executive officer.

Fifth Third’s support of the Edgemont community doesn’t end with its catalytic investment in Five Rivers. Community Impact Manager Marya Rutherford Long worked to bring in community members—including the CEO of Five Rivers—to

Fifth Third Helps Renovate Hoover Place

Senior citizens who live in and around Dayton, Ohio, now have an another option for affordable housing with the opening of Hoover Place, a development in the countryside on the city’s outskirts. Hoover Place includes 144 affordable senior housing units.

The development is designed for those age 55 and over who earn 50%-60% of the area median income. There is a variety of dining venues, shopping centers and health care facilities in close proximity to Hoover Place, and the development sits near a bus line. Amenities include a community room, fitness center and walking path with raised garden beds and private back patio.

The developer is National Church Residences, the nation’s largest not-for-profit provider of affordable senior housing and services. Other sources of funding for the project include city of Dayton HOME Funds, the state of Ohio and the Capital Magnet Fund. Fifth Third made a \$7.9 million low-income housing tax credit investment in Hoover Place via a multi-investor fund.



Hoover Place has 144 units of affordable senior housing for Dayton residents.

At Work with Central State University

With a goal to recruit future employees, invest in higher education and serve the Dayton community, Fifth Third has been involved with Central State University since 2017. Our partnership with the historically Black university began with its Career Services department and its College of Business. Two Fifth Third Foundation grants totaling \$109,000 helped fund significant renovations at the COB. Students also received scholarships through the Fifth Third Scholars program. Since 2018, CSU received \$300,000 from the Charles E. Schell Foundation for Education, for which Fifth Third Bank, National Association serves as trustee. The \$300,000 funded interest-free educational assistance loans to qualified students.



Fifth Third's work with Central State University is a multipronged effort to support students at the HBCU.

"We were pleased to honor Mr. Schell's wishes to grant loans to CSU, as their administration helps students with expenses on their educational journey," said Heidi Jark, senior vice president and managing director, the Foundation Office at Fifth Third Bank. "Part of the mission of the Foundation Office is continuing our clients' philanthropic impact, which provides pathways to opportunity."

We also brought our financial and job training services to CSU's student body over the past several years. Tours of our Financial Empowerment Mobile have enabled financial education workshops and job training services through NextJob, a national reemployment company. Our leaders also helped provide professional development services in the form of board and other service. Marya Rutherford Long, community impact manager, and Sarah Ross, senior audit manager, serve on the College of Business Advisory Board.

The Fifth Third Foundation also provided a \$50,000 Strengthening our Communities Fund grant to Clothes that Work, an organization that provides clothing and educates and empowers individuals to prepare them for employment success. Additional services included student tours of Fifth Third's Madisonville Operations Center and Madisonville Operations Building in Cincinnati; professional development workshops called "Keep it Real," in which leaders use their personal experiences to teach; and the Fifth Third HBCU Collegiate Summit, which was held in May 2021.

Since 2017, Fifth Third has placed three hires from CSU into the Bank's Leadership Training program and selected one student for our internship program.

Wealth Building Series Offers Financial Guidance to Cincinnati & Dayton Residents

Fifth Third is partnering with the Urban League of Greater Southwestern Ohio to present Wealth Building Wednesdays to underserved residents of Cincinnati and Dayton. Wealth Building Wednesdays are virtual workshops and roundtable discussions offered via Zoom and Facebook Live.

The series brings together informed financial voices from Fifth Third, the Minority Business Partnership, Internal Revenue Service, Alchemist Wealth, Loan Science and the African American Chamber of Commerce to educate community members and help move them toward a path of long-term, generational wealth.

Wealth Building Wednesdays offer credible guidance about money and how to use it to build wealth, eliminate debt, deal with financial adversity and tap into strategies to create financial legacies. Additional topics include Using Credit Wisely and Repairing Credit, Fighting Inflation, Estate Planning, Life Insurance & Leaving a Legacy, and How to Purchase a Home.



At a virtual Wealth Building Wednesdays event, financial leaders presented guidance on strategies to win with money.

Carolinas

Fifth Third Bank entered North Carolina in 2008 with the acquisition of First Charter Bank and subsequently expanded into South Carolina and Virginia. The Bank serves customers through 84 full-service financial centers in the Carolinas. It also delivers Wealth & Asset Management and Middle Market banking services in the growth markets of Charlotte and the Triangle in North Carolina, as well as in Greenville and Charleston in South Carolina. Wealth and Middle Market teams also serve the Triad, Asheville and Western North Carolina. The region is led by President **Lee Fite**, who grew up in Charlotte and has over 25 years of experience in the financial services industry.



Changing Lives in the West End

Until the 1960s, the West End was primarily an all-Black community where residents owned businesses and supported a thriving local economy. Desegregation shifted the neighborhood’s demographics and unraveled that economy. Redlining and other systematic and exclusionary policies suppressed property values. Investors bought property at less than true market values, extracting wealth from Black residents. Today, the West End’s long-term Black residents experience stark disparities. Income and education levels lag those of surrounding areas. Only 25% of residents live within a half mile of a full-service grocery store.

Despite these challenges, the opportunities are large. A long-vacant A&P grocery store site will be developed soon. A vacant lot across from Johnson C. Smith University is being turned into a public plaza. And the entire housing market is heating up—causing home values to increase and bringing much needed investment.

In 2021, Fifth Third selected the West End for inclusion in our Bank’s \$180 million Empowering Black Futures Neighborhood Program. Together with Local Initiatives Support Corporation—Charlotte, we at Fifth Third are investing \$20 million in the neighborhood to preserve and protect its history and culture and ensure its bright future.



The West End in Charlotte is part of Fifth Third's Empowering Black Futures Neighborhood Program.

Bank Helps West End Residents to Age in Place

For Charis Blackmon—born and raised in Charlotte, North Carolina—advocacy was an early calling.

“My parents had an interesting experience with me. They watched as I served as an advocate for my peers, even as a child,” she said, “but they were always understanding and supportive.”

Their support helped launch Charis’ career in nonprofit management and her commitment to racial and social justice. While managing a program for children and families affected by incarceration, Charis learned about the many barriers to a safe, affordable home.

That sparked a passion for creating housing solutions, which led to her role as executive director of the West Side Community Land Trust. The land trust seeks to create permanently affordable housing and community-centered development across West Charlotte’s rapidly gentrifying neighborhoods. The land trust’s most recent achievement is the acquisition of 4.5 acres in the city’s West End neighborhood. It will become the Nathaniel Carr Senior Community, a development that includes 120 multifamily rental homes for older residents with lower incomes. It’s named in honor of the Black farmer who, in the 1920s, was able to own that land despite the racist laws and practices of the day.



Taking part in the Nathaniel Carr groundbreaking are Fifth Third’s Joel Dancy and Kala Gibson; Charis Blackmon of the West Side Community Land Trust; Erin Barbee of DreamKey Partners; Charles Thomas of the James L. Knight Foundation; and Lee Fite, Fifth Third’s Carolinas regional president.

Key to the West Side Community Land Trust’s ability to purchase the land was a \$1.1 million program-related investment from the Fifth Third Foundation and administered by Rockefeller Philanthropic Advisors. Program-related investment dollars are paid back at a below-market rate—in this case, 0%.

Charis says Fifth Third’s support was crucial: “Had it not been for this funding, we would not have been able to acquire this land.”

In West End, the lead organization is the Charlotte office of the Local Initiatives Support Corp. The organization is collaborating with the West Side Community Land Trust, For the Struggle, and West End Partners, an organization focused on support for small Black-owned businesses in order to protect the neighborhood’s history and culture.

“What makes Fifth Third’s Empowering Black Futures initiative different is that it’s truly resident- and community-led,” said Ralphine Caldwell, executive director of Local Initiatives Support Corp in Charlotte.

Grassroots engagement gave rise to a community benefits agreement between the developers of the Nathaniel Carr homes – Paces Foundation and SOHO Housing Advisors – and the 19 neighborhoods of which the West Boulevard Neighborhood Coalition is comprised. The agreement ensures that it and surrounding neighborhoods are involved in the design, development and ongoing maintenance of the new homes. Also included are environmental, economic development and employment commitments to living wages and minority businesses.

Beyond supporting the land acquisition, Fifth Third has provided over \$33 million in financing in support of the Nathaniel Carr development through a \$19.5 million construction loan and a \$13.6 million in Low-Income Housing Tax Credit investment. The neighborhood also has generated additional private and public support, including equity financing from the Charlotte Housing Opportunity Investment Fund, a fund managed by Local Initiatives Support Corp Charlotte and whose investors include Fifth Third.

When those tax credits expire after 15 years, the land trust will have right of first refusal to purchase the property. The plan is to convert the rental apartments into homeownership opportunities for the senior citizens living there—giving legacy residents the opportunity to build and pass on wealth.

One hundred years after Nathaniel Carr purchased the land on which the future homes will bear his name, the significance of this new development cannot be overstated, said Charis: “This means having staying power—and the ability to age in place in a community that is gentrifying rapidly.”



A rendering of the Nathaniel Carr development.

Fifth Third Helps Teach Children to Save in Raleigh



Fifth Third sponsored a Teach A Child to Save event in April 2023.

Fifth Third bankers in the Triangle were excited to “offer tips and tricks that make perfect ‘cents,’” at a “Teach a Child to Save” event at the Marbles Kids Museum in Raleigh, North Carolina, in April 2023. The event brought more than 700 school-aged kids to the museum to learn how to earn, share and save their money.

Teach Your Children to Save is a program offered by the American Banker’s Association. It is a free, banker-led personal finance presentation for kids that features engaging activities designed to encourage children to develop an early saving habit. Fifth Third made a \$30,000 donation to the ABA to be the lead sponsor for the program. In addition to the museum event, others were held throughout southeastern Raleigh to reach additional students from those communities, many of which are underserved.

Event activities included:

- **Slimy Savings**—Kids used tweezers to extract pretend coins from a slimy mixture and then added up the coins they collected.
- **Penny Boats**—Kids designed their own boats and built them out of tinfoil. They then experimented with how many pennies they could place on the boat before it sank.
- **Money Makers**—The U.S. has two special buildings called mints where money is created. Kids were asked what the money would look like if they were in charge of the mints.
- **Funny Money Eggs**—After a chicken laid some very funny eggs, kids got “cracking” to sort and count coins and add up what was inside.
- **Spend, Save, Share Jars**—Kids drew a picture or wrote a description of something they would like to spend, save or share.

“Fifth Third is committed to financial education and empowerment because we know it positively impacts lives and long-term financial health,” said Joel Dancy, community impact manager, Fifth Third Bank-Carolinas. “Our bankers had so much fun interacting with the kids at the different workstations throughout the museum. It’s great to share knowledge that will be impactful and to do it in such a hands-on, engaging way.”

Bank Teams up with RFK Racing to Deliver Financial Education

The Fifth Third team in the Carolinas region works to bring financial education to students across the greater Charlotte market and it has seen success in bringing the curriculum to local summer camps. Through partnerships with First Baptist West in Charlotte and the Ada Jenkins Center in Cornelius and other locations, Fifth Third has brought the Young Bankers Club® program to over 75 children this summer.

As a bonus, pit crew members from RFK Racing in Concord joined the program for a special session on careers in motorsports, key financial lessons and teamwork.

“We have a longtime partnership with RFK Racing, and it means a lot to our team and our community when the pit crew members show up at our events,” said Joel Dancy, community impact manager for Fifth Third in the Carolinas. “Many of these kids are unaware of a potential STEM-related career path in motorsports and how this industry has been a part of the fabric of Charlotte. Involving the race team makes the lessons a little more memorable.”

Pit crew members from RFK Racing helped to make Fifth Third Young Bankers Club financial lessons memorable for students in North Carolina.



Florida—North and Central

Fifth Third’s North Florida region includes the communities in the Tampa, Orlando and Jacksonville markets. The region is led by **Cary Putrino**, who has been in Tampa Bay for more than 25 years and is a 38-year veteran of the financial services industry. Fifth Third has had a presence in North Florida since 2005 and became the official bank of the Tampa Bay Buccaneers in 2021. As of October 2023, the state of Florida offered financial services through 164 full-service financial centers.



Working to Revitalize East Tampa

East Tampa was once home to Tampa’s largest cluster of Black residents and had a bustling “Main Street” of Black-owned businesses along 22nd Street. Like many legacy communities, East Tampa suffered decades of disinvestment initiated by urban renewal strategies that unfolded at the same time as desegregation hollowed out the formerly captive Black consumer market that fueled Black-owned business growth during the Jim Crow era. This was soon followed by highway construction that dislocated hundreds of East Tampa households, businesses and churches in the 1970s. The 1980s saw the rise of a drug epidemic and spiraling crime. The toll of disinvestment reached a peak in the 1990s, when waves of middle-class flight transformed the neighborhood from an ascendant, mixed-income community of diverse Black residents, homeowners and entrepreneurs to a low-income, high-crime area that lost density year after year.

In 2021, East Tampa was selected as one of the Fifth Third Empowering Black Futures neighborhoods. As such, the Bank is investing up to \$20 million into East Tampa to help address its areas of greatest opportunity.

Preserving East Tampa Homes

With a goal to preserve existing housing in East Tampa and assist legacy residents, Fifth Third partnered with Habitat for Humanity of Hillsborough County Florida Inc., the East Tampa CRA and the CDC of Tampa to provide critical home repairs for the neighborhood of Highland Pines in East Tampa. The program provides new roofs, heating and air conditioning systems or water heaters, ramp construction or additional grab bars, house painting, minor exterior repairs, fences, door replacements and landscaping to residents. In 2023, the program added appliance replacement.

For the Highland Pines project, Habitat worked with the East Tampa CRA and local homeowners on the waiting list for home repairs and selected a community where an impact could be made across a neighborhood. Most of the residents that received repairs are elderly, so the organization addressed specific challenges faced by elderly applicants. Overall, the partners came together to help preserve the legacy of homeownership and revitalize the neighborhood for deserving families. Fifth Third employees helped by painting, completing yard work and landscaping the homes in the area. Together, they contributed 112 volunteer hours in the community.



Bank employees worked with Habitat for Humanity to make home improvements for local residents.



Volunteers from Fifth Third help restore homes in East Tampa.

Going Above and Beyond ... a Fence

As part of Fifth Third’s work to repair and restore homes in East Tampa, Community Impact Territory Manager Esther Marshall spent some time with one of the homeowners, Ms. Wentworth, an elderly legacy resident whose mother and family had been living in their home for over 30 years. Ms. Wentworth shared that her yard was often used as a route to escape police since it was located on a corner lot with a park across the street. She lacked a fence, she said, as she showed Marshall the path often used. When she spoke with Marshall, Ms. Wentworth was in the process of saving money to purchase a fence and get the dead tree in her backyard cut down. She also was planning to get the yard landscaped so her grandkids could play outside safely.

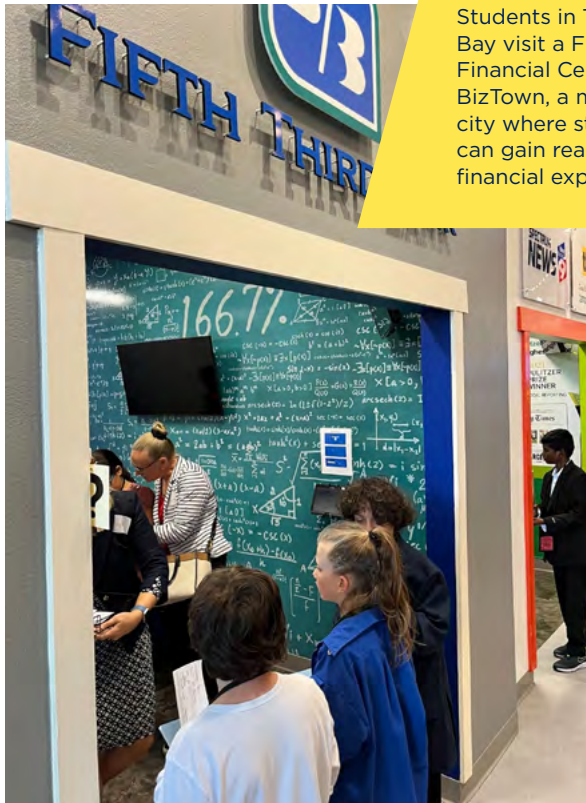
After her conversation with Ms. Wentworth, Marshall spoke with Habitat for Humanity and worked to secure an additional grant to pay for the homeowner’s fence and for landscaping to create a safe play space. Nitza Rivera, a home preservation project leader with Habitat for Humanity, said the following about Ms. Wentworth: “She was very excited and grateful for all the love she’s received over the past few weeks. As you know, she was having some issues with people crossing through her yard and some attempted break-ins... This will give her some peace of mind.”

Financially Empowering and Engaging our Future Workforce

Fifth Third partnered with Junior Achievement of Tampa Bay to develop a Fifth Third storefront banking center in JA BizTown, a miniature city where students across Hillsborough County simulate having a career, earning wages, paying bills and being responsible adults. We worked with our enterprise workplace and creative services teams to implement the same Next Gen design featured in Fifth Third’s financial centers. The Fifth Third Center in BizTown enables students to do banking transactions and learn what it is like to work at a bank.

JA BizTown introduces students to the concepts and skills they will need for a successful personal and professional future. Through teacher-led lessons in class to the on-site simulation in BizTown, students gain critical thinking skills as they navigate their day as both a consumer and a worker. Students have the opportunity to better understand the free enterprise system and their role within it. They also learn important economic and banking principles and apply them as they engage with co-workers to provide quality service while making a profit. JA BizTown also helps students build the skills and knowledge to explore, choose and advance their future career paths.

Fifth Third is proud to be a part of Junior Achievement of Tampa Bay’s BizTown. Junior Achievement programs empower students by providing them with an understanding and the skills needed to manage their personal finances and increase their upward mobility. Studies show that, while career exploration and planning are imperative to building a stronger workforce, just 50% of high school students report being advised on career options and only 25% report receiving career assistance planning.



Students in Tampa Bay visit a Fifth Third Financial Center in JA BizTown, a miniature city where students can gain real-world financial experience.

Following the completion of the JA Biz Town experience, students are able to:

- Discuss the importance of citizen rights and responsibilities in a community.
- Demonstrate a basic understanding of the free enterprise system.
- Build money management skills through a practical knowledge of economic concepts and banking practices.
- Develop an understanding of basic business practices and responsibilities.
- Display the soft skills necessary for successful participation in the world of work.

More than 11,000 students experienced JA BizTown in the 2022-23 school year and over 1,500 volunteers supported their learning experience.

Investing in HBCUs through the Florida Blue Florida Classic

Historically Black colleges and universities have a legacy of creating opportunities for minority students to achieve success in education and life. The Florida Classic sponsorship allows Fifth Third to support HBCUs and their students. It also supports our higher education and recruitment strategy, which is focused on establishing relationships with multiple colleges to recruit, hire and retain the best and brightest students.

The Florida Blue Florida Classic is a weekend of activities that recognize the history, legacy and rivalry of two HBCUs: Florida A&M University and Bethune-Cookman University. The weekend enables fundraising for both universities and provides much-needed dollars for education and scholarships.

Some of the activities include a kickoff luncheon where university officials and student leaders gather to celebrate the season, a career fair, which hosts over 100 employers and includes professional development sessions, the Classic football game, a battle of the bands and FanFest, which is attended by 18,000 people just before the game starts.

Not only is Fifth Third a Classic sponsor, but the Bank also is lead sponsor of the Diversity Career Fair, where we recruit talent and present a career development seminar. In addition, we provide job coaching scholarships through NextJob, whose team members attend the fair and host the sessions. In 2022, NextJob connected with 67 job seekers, providing coaching; registering attendees for the Job Seeker’s Toolkit, a series of online job training tools; and facilitating 12 scholarship applications.

We also bring our Financial Empowerment Mobile, or eBus, to FanFest, where we engage attendees with fun activities. FanFest also creates an opportunity for us to sponsor a minority business owner each year at the Fifth Third Marketplace. We invite the business owner to host a table next to our eBus for exposure and revenue growth.



The Florida Blue Florida Classic gave Fifth Third an opportunity to showcase its commitments to HBCUs, financial education and workforce development.



Esther Marshall

“We’re proud to support the Florida Blue Florida Classic and to continue our alignment with HBCUs and educational institutions,” said Esther Marshall, community impact territory manager in our North Florida region. “It’s an opportunity to champion recruitment, education, workforce readiness and scholarships for our next generation of leaders.”

Fifth Third Invests in Data Center to Bring Jobs, Education and Cloud Infrastructure to Orlando

Fifth Third celebrates the construction and anticipated grand opening of a new \$45 million, 100,000-square-foot Tier IV data center and global corporate headquarters located along the I-4 corridor just north of downtown Orlando. The new data center is fully owned, operated, designed and developed by HostDime, a global data center and infrastructure provider. Fifth Third CDC and Fifth Third Bank are among the project’s many partners. We invested in the new market tax credit project and provided financing through our Commercial Bank.

Other partner companies and organizations include Baker Barrios, Robins & Morton, Black Business Investment Fund, Mid-City CDE (an affiliate of Urban Atlantic), Pacesetter CDE and several other firms. The state-of-the-art data center is being constructed in the city of Eatonville, a legacy African American community.

“HostDime’s new data center is providing a major catalyst for development, education and jobs in Orlando,” said Cary Putrino, regional president of Fifth Third Bank-Florida North. “We are proud to have been a small part of bringing the project to fruition to benefit our state.

The HostDime Data Center will be the first Tier IV data center in Florida and one of only a handful across the U.S. As such, the data center will function as a major hub for fiber networks and public, private and hybrid cloud IT environments in the southeastern United States and all of Latin America. The need for networks to interconnect will become more pressing, especially with the onset of 5G, AI machine learning and big data, and with public cloud providers commanding high speed edge connectivity in growing major markets like Central Florida. The facility also will serve as HostDime’s new global corporate headquarters.



The groundbreaking for the state-of-art HostDime Data Center in Orlando.

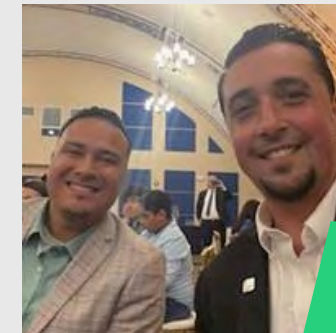
In addition, HostDime wants to inspire the town’s youth while creating jobs. HostDime will be providing the entire town of Eatonville with free 4G Wi-Fi. There will also be a STEM lab on the first floor of the facility that will feature a display explaining how the internet started and has evolved into the modern-day technology ecosystem that exists today. It will be a hands-on experience, with a one-day field trip open to all local schools. Students will get a firsthand experience about how the modern day “cloud” works and where the cloud lives. The facility also includes space to host community events.

As one of the region’s largest technology employers, HostDime is creating jobs in Central Florida. Technology sector jobs in Orlando pay an average salary of \$88,759, according to a report by commercial real estate brokerage CBRE Group Inc. That is well above the metropolitan area’s average annual salary of \$48,530, according to the U.S. Bureau of Labor Statistics. It is expected that this project will create 102 full-time jobs, with some of the positions being attainable to individuals who did not attend college. HostDime plans to double its workforce by 2028.

Fifth Third Recognizes Hispanic Youth; Celebrates Hispanic Heritage

The Hispanic Heritage Network of Orange County has awarded the Hispanic Youth Leadership Award to 31 young people of Hispanic descent since 2019. In 2023, Orange County collaborated with Fifth Third to honor 12 young leaders. Fifth Third supports the honorees with a series of activities focused on career exploration, financial wellness and small business and entrepreneurial resources to encourage more Latinos to pursue a career of choice while providing an advantage for them and their families.

Fifth Third also collaborated on other events with the HHNOC, including an annual art and traditional dress exhibit, a youth leadership celebration and other educational and community-building activities. One of events was arts and culture-focused. Called Riqueza Latina, which translates into “Richness in Latino Culture,” the event showcased a variety of artists, painters, musicians and authors. In addition to showcasing Hispanic culture, the event was designed to connect underserved artist professionals to various opportunities for exposure and work.



Fifth Third employees Alvaro Sienfuegos, left, and Anthony Peral, right, are all smiles at a Latino-focused cultural event.

Florida—South

Fifth Third's South Florida region includes the communities surrounding the cities of Naples, Fort Myers, Sarasota, Palm Beach, Fort Lauderdale and Miami. The region is led by President **Stephanie Green** who has been with the Bank for over 30 years. Fifth Third Bank-South Florida has been improving the financial lives of the people in the community since we entered the Naples market in 1991. Fifth Third has 164 financial centers throughout the state.



Key Partnership Supports Small Businesses & Legacy Landowners

The Urban League of Broward County and Fifth Third Bank share a common objective: to build community wealth in underserved neighborhoods through strategic and sustainable economic development strategies. The organization worked together on two key initiatives to help advance that goal, the UBiz Co-Lab and the League’s Hometown Legacy Initiative.

UBiz Co-Lab

Fifth Third provided financial support to the Urban League’s Entrepreneurship Center in 2021 for its UBiz Co-Lab to help address challenges faced by many minority business owners, such as lack of access to capital and technical assistance, challenges exacerbated by the COVID-19 pandemic.

The Co-Lab serves underserved minority owned small businesses that have been in business for 18 months or more. The program focuses on helping small businesses strengthen their infrastructure, increase revenues, and scale in order to position them for capital investment through the Urban League’s Community Development Financial Institution or traditional capital. Business owners receive operational, legal, accounting, marketing and information technology assistance. The program also focuses on business growth, financial stability, credit access, job growth and cash flow.

Hometown Legacy

The Urban League of Broward County is located in the 33311 zip code, which is home to the historic Sistrunk Corridor. Sistrunk has been home to the city’s largest population of Black residents since 1911, when Fort Lauderdale was incorporated.

In 1994, the Annie E. Casey Foundation published a list of the top 10 worst neighborhoods for children. Three of the 10 worst census tracts were in the Sistrunk Corridor. Several years ago, this predominantly African-American community experienced disinvestment, which ultimately led to fewer local jobs and less quality housing. Today, the residents of the Sistrunk Corridor are striving to overcome socioeconomic challenges by focusing on quality education, career development and strengthening families to help community members attain self-sufficiency.

Drawing on Urban League’s experience providing small business development, lending through its CDFI and affordable housing solutions, the Hometown Legacy initiative provides technical assistance and preloan counseling for a network of landowners, entrepreneurs and BIPOC-led nonprofit developers to build community wealth in the historic Sistrunk Corridor. Fifth Third is providing financial support for the effort.

Hometown Legacy helps retain Sistrunk’s rich cultural landscape by targeting community stakeholders that live, work, own and invest in the neighborhood. Historically, Black landowners and small business owners often have not had the same access to support programs to retain, develop or preserve their assets compared to other groups. This presents an opportunity for minority business and landowners to learn ways to build wealth and increase land asset value through improved sustainable growth strategies, with a broader goal of ownership retention and wealth building.

These entrepreneurs are proud graduates of the Urban League’s UBiz Co-Lab.



Investing in Safe and Affordable Housing for Floridians

Everyone needs a safe, stable place to call home. However, because housing is a valuable commodity priced at whatever the market will bear, the private market by itself is unable to provide homes and apartments for many workers, older adults and people with disabilities. According to the Florida Housing Coalition and its Home Matters Report, 25% of Floridians struggle to pay for housing. With rising housing prices, that number has increased over the last few months.

Brittany Bay in Naples

A housing development called Brittany Bay I in Naples has maintained full or near full occupancy since its construction, showing how great the need is for safe and affordable housing. Community amenities include a swimming pool, exercise room, clubhouse, volleyball court, dog run, community kitchen, business center, media room, picnic area and playground. Each unit benefits from central air conditioning and ceiling fans, washer and dryer hookups, and disposals. The planned rehabilitation includes new windows, improvements to lobbies and common areas, new doors and paint, improved lighting and other upgrades.

In 2022, the Fifth Third CDC invested \$5 million of Low Income Housing Tax Credits through a City Real Estate Advisors multi-investor fund toward the Brittany Bay’s rehabilitation. The project, which was developed by Spira Equity Partners, consists of 184 total units in 13 garden-style, walk-up buildings. Of the total units, 32 are one-bedroom, one bath; 96 are two-bedroom, two bath; 40 are three-bedroom, two bath; and 16 are four-bedroom, two bath units.

Seven on Seventh in Fort Lauderdale

A diverse community of residents is ready both to live and thrive at Seven on Seventh, a mixed-use affordable residential apartment development in downtown Fort Lauderdale. The community was specifically designed for low-income and formerly homeless individuals and families. The building will include 72 residential units, ranging from studios to two-bedroom apartments, readily available common space, amenities that include a fitness center, interactive library, and ground floor commercial space and workforce program offices.

The property also will consist of a single eight-story, elevator-serviced building that contains a four-story parking garage. In addition to residential units, the property will include an on-site manager’s office with case management offices, onsite laundry, a mail kiosk, a bike storage room, fitness and recreation area, a library, a computer center and lounge area. The property will be an extension of the existing Broward County Central Homeless Assistance Center. CHAC is operated by Broward Partnership for the Homeless, which is the project’s nonprofit partner. CHAC is providing tenants with access to free meals, food boxes, hygiene kits, donated clothing, household goods and furniture.

Fifth Third CDC was proud to invest \$12.3 million in LIHTC equity through syndicator Raymond James Affordable Housing Investments Inc. Fifth Third Bank also made a commercial loan of \$7.8 million for the development.



Brittany Bay is a new housing development in Naples providing safe and affordable housing for residents.



Seven on Seventh in Ft. Lauderdale was a community housing apartment complex specifically designed for low-income and formerly homeless individuals and families.

The Fifth Third eBus Delivers Disaster Relief

In September 2022, Hurricane Ian made landfall in southwest Florida and left devastation in its wake. In the immediate days after, Fifth Third deployed its Financial Empowerment Mobile, or eBus, to Florida to deliver relief to residents and small businesses. The Fifth Third Foundation also made grants totaling \$500,000 to local United Way agencies that provided help in the aftermath.



The Fifth Third Financial Empowerment Mobile, or eBus, was dispatched to Florida to provide immediate relief services after Hurricane Ian made landfall.

“The Fifth Third Foundation was established to support our communities,” said Kala Gibson, chief corporate responsibility officer. “I am proud of how quickly the Foundation provided critical funds to local organizations ready and able to provide immediate support to communities after the hurricane.” Partnering in the effort were the city of Fort Myers at their Southwest Florida Enterprise Center, the United Way of Lee, Hendry, Glades and Okeechobee, St. Matthew’s House, Fort Myers Middle Academy, the Florida Small Business Development Center at Florida Gulf Coast University, and the Lee Memorial Health System Foundation’s SWFL Stronger Together Fund, which supported critical resources, equipment and supplies to their hospitals and medical clinic.

The eBus supported Florida families, customers, communities and employees impacted by Hurricane Ian. On the eBus, bankers helped individuals, families and small businesses with applications for support from FEMA and state sources, Disaster Supplemental Nutrition Assistance, small business disaster relief applications, housing searches and other emergency assistance resources. Fifth Third also provided technology access, food and critical supplies such as Wi-Fi, power and water in coordination with nonprofit and government agencies.

The Florida recovery tour hosted a total of six events and made 947 general contacts with disaster-affected individuals. While at the Southwest Florida Enterprise Center, Bank employees also assisted with light cleanup services to the building and lot, and received supplies from local partners to pass out to residents.

The Fifth Third Foundation donated \$500,000 toward relief efforts to five local organizations:

- **\$250,000** to United Way of Lee, Hendry and Glades Counties.
- **\$100,000** to United Way of Collier and Keys.
- **\$75,000** to Lee Memorial Health System Foundation.
- **\$50,000** to United Way of South Sarasota County.
- **\$25,000** to United Way of Charlotte County.

Fifth Third Bank Florida-South Regional President Stephanie Green said, “The way that Fifth Third mobilized after Hurricane Ian is one of the many reasons I love our one bank approach in serving customers. Whether it was funding from the Fifth Third Foundation, the dispatching of our eBus, or our employees volunteering to help provide access to resources, everyone worked together to help bring some measure of relief as the community worked to pick up the pieces in the aftermath.”

Georgia

Fifth Third Bank's Georgia Region includes the communities surrounding the city of Atlanta. The region is led by **Randy Koporc**, who has been with the Bank for over 13 years and worked in the financial services industry for more than 30 years. Fifth Third Bank-Georgia has been improving the financial lives of the people in the community since we entered the market in 2007. Fifth Third serves customers in Georgia with 30 full-service financial centers.



Investing in the Grove Park Neighborhood

Grove Park is situated on Atlanta’s northwest side, west of the city’s central business district. Originally designed as a race-restricted, white-only, middle-class suburb of Atlanta, Grove Park was annexed to the city of Atlanta in 1952. Grove Park experienced white flight in the 1960s, and the neighborhood transformed into a predominantly Black neighborhood by the 1970s. For many years, the neighborhood was a thriving center for Black families and businesses on Atlanta’s west side.

Unfortunately, the only real investment into the area for decades was several thousand units of public housing that were torn down between 1995 and 2008. The resulting displacement and depopulation caused school closures. Businesses, churches, and daycare centers all lost patrons, ultimately resulting in the loss of every grocery store, bank, pharmacy, and many local restaurants by 2010.

Today, Grove Park is known for its green and attractive single-family residential neighborhoods, proximity to other parts of Atlanta, and commercial corridors. The neighborhood has seen a resurgence of development and restoration due to the popularity of in-town living and pressure from the building of Westside Park and the recently announced Microsoft campus. The community’s increasing popularity as a site for investment is leading to residential and commercial gentrification, threatening the displacement of remaining legacy residents and their history. According to the Grove Park Foundation, these pressures present challenges for the neighborhood and provide new and unique opportunities for improving conditions.

In 2021, Grove Park was selected as one of the Fifth Third Empowering Black Futures neighborhoods. Fifth Third is working with Grove Park Foundation to support housing opportunities, small businesses, services and amenities, social services, and gathering places.

Creating Homeowners in Grove Park

The Housing Neighborhood Opportunities for Wealth or N.O.W. Project is an initiative that is enabling Grove Park to host clinics for homeownership preparation, continue acquisition and rehabilitation of affordable housing and rental units, and identify upcoming projects to continue the neighborhood’s growth and development of walkable spaces, small business development and growth, and neighborhood investment.

We are helping support the rehabilitation of four units with affordable rents to tenants who are building a pathway to homeownership through the N.O.W. program and engagement via the Housing N.O.W. Clinic. It also has enabled one parcel to be placed in the 2023 development queue with the intention to create eight affordable homeownership units and 10 affordable rental units. The Grove Park Foundation has also confirmed a managing development partner and architect for **Hasty Place**, another 120 unit affordable housing development, and submitted a proposal for 80 additional new affordable rental units, and commenced master planning for the **Greenway Infill** project, a 75 homeowner and 55 rental development.

Thanks to the partnership and investment of Fifth Third, the Grove Park Foundation has been able to serve 500 residents in the NOW Financial Capability Partnership program, with 80% of participants improving their personal credit. Small business track enrollment, too, has increased from 40 to 100. Seven new businesses joined as of this report’s publication in 2023.

Grove Park in Atlanta is one of Fifth Third’s Empowering Black Futures neighborhoods.



Fifth Third Hosts Grove Park Community Night

Some local kids from Grove Park were able to attend their very first basketball game when Fifth Third hosted “Grove Park Community Night” with the College Park Skyhawks, the Atlanta Hawks NBA G League affiliate. About 75 residents came together and enjoyed the game, food and fun. During the game, the Skyhawks honored female Fifth Third leaders in honor of Women’s History Month.

In 2023, Fifth Third and the College Park Skyhawks announced a partnership that focuses on community programming and social media and in-venue elements. On May 3, they partnered to provide meals to the community, and, in 2024, the two organizations will be adopting a school to provide financial empowerment to students, staff and parents.

“Grove Park Community Night was about bringing the residents of the neighborhood together for a fun experience,” said Randy Koporc, regional president, Fifth Third Bank-Georgia. “We are hard at work in Grove Park helping to revitalize the neighborhood but it’s just as important to get together and have a little fun. It’s how lasting friendships are built.”

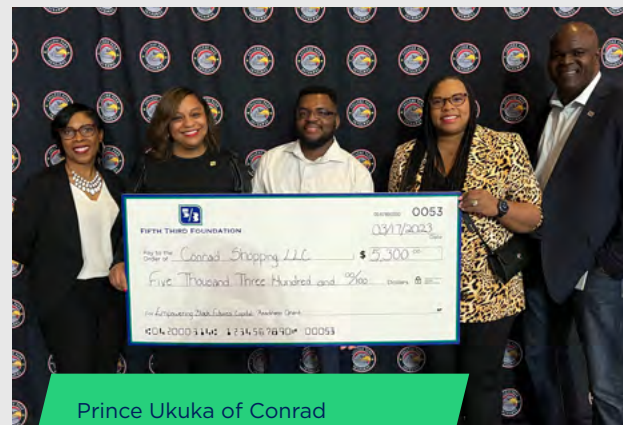
“When we can find partners that align with our values that include giving back to the community, we could not be happier,” said Janice Koon, Atlanta Hawks Vice President of NBA G League and 2K League Operations in an article on Atlanta New First. “Fifth Third shares a commitment with us to making positive change in our community and we are excited to get to work with them.”

Boosting Small Businesses in the Neighborhood

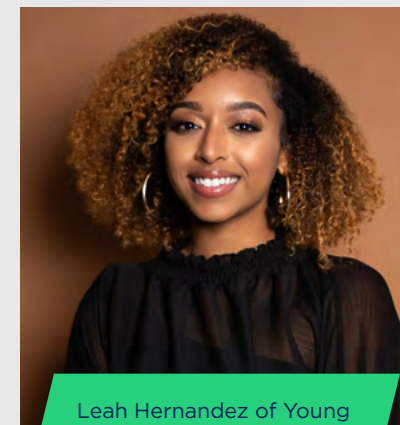
Small businesses are the lifeblood of the local economy, and supporting them is foundational to our support of communities. We partner with the Russell Innovation Center for Entrepreneurs and Access to Capital for Entrepreneurs to provide businesses with solid pathways to traditional lending, such as assisting with business plans or securing start-up grants.

We also partnered with the Association of Enterprise Opportunity to award two \$5,300 Fifth Third Empowering Black Futures Capital Readiness grants to two local small business owners: **Leah Hernandez of Young Authors Publishing** and **Prince Ukuka of Conrad Shopping**. Each entrepreneur is completing Business Health Assessments, accessing personalized learning plans through AEO’s online learning platform, RESILI™, and receiving trusted guidance with AEO’s network of small business coaches.

Hernandez said, “It’s an honor to have been selected to participate in the Fifth Third Empowering Black Futures program. I look forward to learning from the mentors and other founders.”



Prince Ukuka of Conrad Shopping receives a “big check” representing a \$5,300 grant from Fifth Third and AEO.



Leah Hernandez of Young Authors Publishing received a \$5,300 grant for her business.

Volunteering in the Community

Our employees rolled up their sleeves to help clean and beautify Grove Park on Martin Luther King, Jr. Day. At the event, Preferred Relationship Manager Eric Lapai volunteered to clean the creek, which supplies water to the community. He worked hard picking up heavy items disposed in the area, including mattresses, a lawn mower and tires.



Eric Lapai

Fifth Third employees in Georgia also are committed to feeding the local community. Employees volunteered at the Grocery Spot, which is the free neighborhood pantry in Grove Park. The volunteers stocked the pantry, created meal boxes to be distributed, and cleaned the store.

We also provided meals to residents on Thanksgiving in partnership with the Atlanta Hawks and Publix.



Bank employees in Georgia took a break from the food drive to pose for a team photo.

Bank Partners with Clark Atlanta University to Help Students Plan for the Future

Georgia's Clark Atlanta University is an HBCU with a history and legacy of educating some of the brightest and best in the community. We partnered with CAU's Office of Financial Literacy on several financial empowerment events in 2023.

The year began with an on-campus event with the Bank's Financial Empowerment Mobile at the University's "Mapping Your Future" event, an annual career preparatory week presented by the Office of Financial Literacy. The week is focused on financial management, professional development and career readiness. About 200 students boarded Fifth Third's eBus for personalized financial discussions, credit report reviews and workforce readiness assessments utilizing the NextJob Job Seeker's Toolkit. At the eBus, event, we were happy to award a \$530 book scholarship to two deserving students.

The Bank also participated in the Financial Inclusion District Expo, which focused on health and wellness, mental awareness, and wealth and business with multiple community partners joining the effort. Fifth Third utilized its Banking to Go kiosk to support one-on-one financial discussions and taught a Fifth Third Empower U® session focused on savings and budgeting. The Bank also brought along WellStar, the largest and most integrated healthcare system in Georgia, to help students focus on their health and wellness.

For our efforts, Fifth Third Bank was awarded the 2023 Financial Literacy Exemplary Partnership Award for our work and impact with the Office of Financial Literacy and university students.



Fifth Third's eBus was a headliner at Clark Atlanta University's "Mapping Your Future" event.

Supporting Georgia's Minority Small Businesses

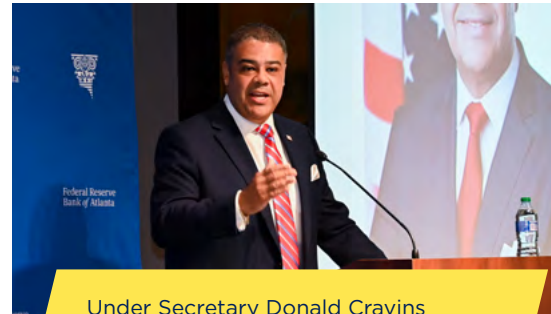
Statistics show that nearly half of all small businesses fail within the first five years. Fifth Third, through its support of the Georgia Minority Supplier Development Council, helps entrepreneurs develop and grow their businesses and become suppliers for larger companies. This support helps small businesses create jobs in their local communities and positively impact the potential for the upward economic mobility of Georgia residents.



Fifth Third's support of GMSDC is wide-ranging. We helped present The Financial Summit, a Council

event that enables business owners to have personalized sessions with financial experts to understand the tools necessary for business growth and financial prosperity. Fifth Third Regional President Randy Koporc previously spoke at the Financial Summit about how minority businesses can gain access to capital and prepare to be "bank ready" for additional services.

The Bank supported the Georgia Mentor Protégé Connection in 2020 in which small business protégé firms are matched with a Georgia corporation for one year of mentoring and a business development partnership. Fifth Third also currently supports the Centers of Excellence Certificate Program.



Under Secretary Donald Cravins of the U.S. Minority Business Development Agency of the U.S. Department of Commerce spoke at the 2023 GMSDC Financial Summit.

Minority Business Opportunity Week celebrates minority businesses in Georgia and honors the many contributions they make to Georgia's economy. The activities and learning opportunities available during the week significantly enhance the ability of local Minority Business Enterprises to pursue and win meaningful contracts with corporations and government entities across the state.

The Bank also supports the Executive Business Series, which helps minority business leaders to develop critical leadership skills vital for the success and sustainability of any enterprise. Research has proven that mentoring, coaching and access to experienced executives dramatically improves the prospects for success.

Taken together, the Bank's support of the GMSDC continues to help build opportunities for business growth and development, as well as prepare entrepreneurs for procurement opportunities that build the state's economy.

Boosting Entrepreneurship with Goodwill of North Georgia

There have been many studies published about the effectiveness of entrepreneurship as being one of the most efficient ways to create multi-generational wealth for Black and Brown communities. Among Atlanta's Black residents, business ownership is seen as an opportunity to improve one's earning potential. Connecting Black business owners to capital, technical assistance and economic development opportunities helps them grow and expand to boost revenues and hire additional employees so that they become thriving, sustainable businesses.

The population served in GoodBiz and all of the programs of Goodwill of North Georgia include opportunity youth (formerly known as at-risk youth), senior citizens, refugees, returning citizens (an individual who is returning home after being in prison), non-custodial parents, people who are experiencing homelessness, veterans, low-income individuals, refugees, and people with disabilities.

Increasing the number of successful minority-owned businesses in South Fulton and the city of Atlanta is important to us and that's why we invest, support and volunteer with Goodwill of North Georgia. Our collaboration enables us to invest in the success of business owners by providing coordinated and supportive services with a



Fifth Third Bank supported GoodBiz, a 12-week training curriculum for small businesses.

goal of eliminating the racial wealth gap and developing knowledge and skills for self-employment. GoodBiz, a 12-15 week training curriculum covers a myriad of business topics including:

- Business Feasibility.
- Concept and Business Plan Development.
- Marketing (including social media).
- Financial Literacy and Management.
- Business Law.
- Human Resources.
- Intellectual Property.

The Bank supports the Battle of the BIZ competition, where GoodBiz graduates compete for a cash prize to take their business to the next level. It's an exciting event where the community comes together to support the ideas and achievements of entrepreneurs. Upon completion of the program, participants are paired with a business coach to support them as their business grows and changes. Participants also receive one-on-one financial literacy and management counseling.

Illinois—Chicago

Fifth Third Bank’s Chicago region covers the City of Chicago and its surrounding suburbs, Rockford, and Northwest Indiana. The Bank also has a commercial banking team serving Milwaukee, Wisconsin. Fifth Third is one of the region’s largest middle market banks, and as of this report’s publication in November 2023, offered financial services through 176 full-service financial centers. The Bank also provides wealth management solutions to individuals, businesses and institutions. **Mark Heckler** leads the Chicago region as regional president. Mark grew up in Chicago and has more than 30 years of banking experience in the highly competitive Chicago market.



Revitalizing South Chicago

South Chicago is one of 16 lakefront neighborhoods near downtown. It was once home to a major steel mill, the closing of which devastated the neighborhood and left 20,000 Chicagoans without high-paying jobs. The mill’s closure in 1992 plummeted South Chicago into “the forgotten place” by exacerbating a mass exodus of residents and businesses. With that came the erosion of property values and an increase in vacant lots and abandoned buildings. According to Claretian Associates, Black, Hispanic and European immigrants who make up the area’s rich diversity have borne the brunt of decades of disinvestment, especially in the areas of homeownership opportunities and education.

Today, revitalization is on the horizon. A federally designated Opportunity Zone, South Chicago is making its way back. In 2021, South Chicago was selected as one of the Fifth Third Empowering Black Futures neighborhoods. Fifth Third is working with Claretian Associates and other community partners to achieve the goals outlined in a comprehensive plan to transform more than 700 acres of vacant land and undeveloped lakefront real estate. As Claretian Associates often says about South Chicago, ‘we’re STEEL here,’ and Fifth Third is thrilled to be able to invest \$20 million to help Claretian work with the community to achieve their goals.

South Chicago is one of Fifth Third’s Empowering Black Futures neighborhoods.



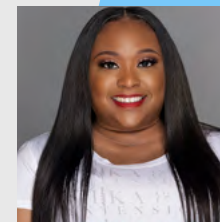
Capital Readiness Grants Enhance Small Businesses

In an effort to revitalize small businesses in South Chicago and provide vital technical assistance, Fifth Third and the Association for Enterprise Opportunity awarded Fifth Third Empowering Black Futures Capital Readiness Grants to two small business owners, **Dorothea Wheatley of South Chicago Hub** and **Shika Myrickes of Shika & Co Extensions**, both located in South Chicago. As grant winners, both entrepreneurs are working with AEO to stabilize and grow their businesses. In addition, both are completing Business Health Assessments, accessing personalized learning plans through AEO’s learning platform, RESILI™, and receiving guidance from AEO’s network of small business coaches. They also received \$5,300 in small business grant funding from Fifth Third Bank.



Dorothea Wheatley

Wheatley said, “I’m honored to be a part of the change for the South Chicago Community. Being selected means ‘The Hub’ has the opportunity to live up to its name—a place for various entrepreneurs, a place to sharpen us so we can radiate and spread our knowledge to others, a place to grow!” She continued, “Fifth Third investing in me is such a big deal. They are talking about a community of people—people who look like me— and they want to empower us.”



Shika Myrickes

“It’s such an honor to be able to participate in the Fifth Third Empowering Black Futures program,” said Myrickes. “I will get the opportunity to connect and learn from other entrepreneurs and receive exclusive and personalized support to help strengthen my business. The vision of Fifth Third for the South Chicago community and my vision is very similar. I want the jobs and opportunities to come back into the neighborhood that raised me, that gave me those same opportunities. South Chicago is hardworking blue collar people in our neighborhood.”

Providing Capital to Beloved Community Eatery

The African Food Palace, located on Commercial Avenue in South Chicago, is an institution in the neighborhood that is now poised for even greater things—thanks to the efforts of Claretian Associates, Fifth Third Bank and other partners.

Fifth Third approved the restaurant for a \$310,000 small business loan, which is enabling the owner, Courage Wissink, to leverage additional dollars from the city of Chicago to grow her business. The renovations of the newly-acquired, three unit, mixed use facility serves as a missing link to her business expansion. It is enabling cosmetic improvements to the exterior and enabling other renovations that will expand her indoor dining and catering services.

“The success of the African Food Palace is a vital part of revitalization efforts in the commercial corridor in South Chicago,” said Rob McGhee, community impact manager, Fifth Third Bank. “In its heyday in the 1960s, Commercial Avenue had the second highest tax base in Chicago. The success of African Food Palace and other businesses located there is key to our collective efforts in the neighborhood. Not only does it preserve a business, but also a treasured local restaurant that means a lot to the community.”



One of the delicious entrees available at the African Food Palace.

Fifth Third Supports Mission of Allies for Community Business

The effects of the COVID-19 pandemic are lingering for community business owners. Allies for Community Business, or A4CB, is playing a critical role in providing funds and other business resources to local entrepreneurs. The organization’s work is a key part of a comprehensive community economic development strategy that creates all the elements of a thriving community. Entrepreneurship provides economic mobility for the underserved and supports other outcomes such as safer neighborhoods, better health care and improved education.

The Fifth Third Chicagoland Foundation supported A4CB with grant funds and Fifth Third leveraged resources to provide better financial inclusion opportunities for A4CB clients, including technical assistance support for small business owners.

In 2022, A4CB funded 951 loans totaling \$13.3 million (exceeding their goal of 674 loans), which is the second highest number of loan units and dollars disbursed in the organization’s history. It also provided coaching and other business support services to 10,535 community businesses, exceeding a planned goal of 10,000 clients. A4CB clients also completed nearly 3,000 coaching activities and/or milestones in 2022.

A4CB also is positively impacting job creation and retention in neighborhoods in need of economic opportunity to recover from the pandemic. The clients provided with a loan from A4CB in 2022 created and/or maintained 4,338 jobs that generated an estimated \$108 million in local wages in primarily low-to-moderate income communities. The estimate is based conservatively on the \$12 minimum hourly wage in Illinois in 2022.



Fifth Third works with AC4B to benefit community businesses. Photo courtesy of AC4B.

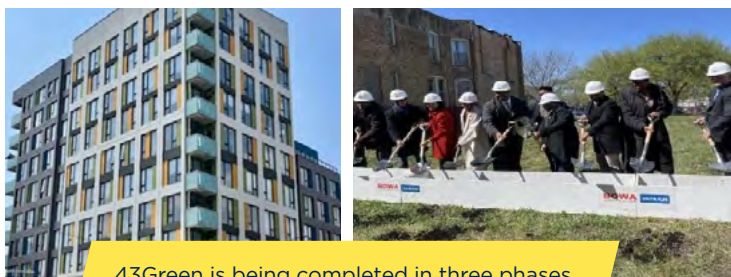
We are glad to be able to financially support the important work of A4CB as they address critical needs for Chicago’s community businesses.

Fifth Third Invests in Historic Bronzeville Community

Clean, safe and transit-oriented housing in Chicago’s historic Bronzeville community is on its way. The 43Green housing development is 99 units of housing (49 market rate and 50 affordable units), which is being completed in three phases to bolster the availability of high-quality, affordable housing and commercial space. Combined, 43Green will revitalize the 43rd Street corridor, which used to be one of the most vibrant corridors in the City of Chicago, dating all the way back to the early 1900s when the area was a hub for early pioneers in jazz and blues music.

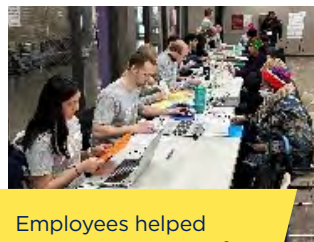
“43 Green is located on land that has been vacant for years,” said Fifth Third Region President Mark Heckler. “Its development in Bronzeville is incredibly important as both affordable housing and commercial space. It’s also the area’s first equitable transit-oriented development, which means all people can benefit from the mixed-use, pedestrian-oriented development near a transit hub.”

Phase one of the project is complete and phase two broke ground in June 2023. The final phase is slated to break ground in early 2024. Fifth Third provided \$14.5 million in debt and \$19.5 million in equity for the 99-unit 43Green housing development. Community partners included the Habitat Company, the City of Chicago, Stratford and Bellweather.



43Green is being completed in three phases. Phase two broke ground in June 2023.

Bank Prepares Tax Returns for Chicago Residents



Employees helped prepare tax returns for Chicago residents.

Fifth Third and Ladder Up partnered to help community members during tax time in March 2023. Ladder Up serves low-income individuals and families who need their tax refunds for everyday essentials like food and gas and are often less able to understand how to prepare an accurate tax return.

Ladder Up serves some of the most challenged and underserved communities in the Chicagoland area in the counties of Cook, Kane, Will, Sangamon and DuPage. Some of these communities of high need include the City of Chicago’s Englewood, Pullman, Uptown, the Loop and Brighton Park communities.

The organization also serves the broadest range of low-income and economically vulnerable populations, regardless of citizenship status, and including both Black, Indigenous, and People of Color (BIPOC) and English Language Learners (ELL) communities who would otherwise not have access to these resources. 72% of Ladder Up’s clientele identify as BIPOC. Almost 100% of their clients live at or below the poverty level, and their average household income is \$21,514 a year.

On March 24, 30 Fifth Third volunteers prepared tax returns for 65 individuals at Olive Harvey Community College, located in Chicago’s Pullman community. Fifth Third employee volunteers underwent a training and certification process to become eligible to complete individual and family tax returns. This training included Volunteer Standards of Conduct and Intake, Interview, and Quality Review training. Volunteers were certified and trained to use the TaxSlayer system to complete and file the 65 returns for the day.

Latino, African American BRGs Bring Wellness Services to South Chicago

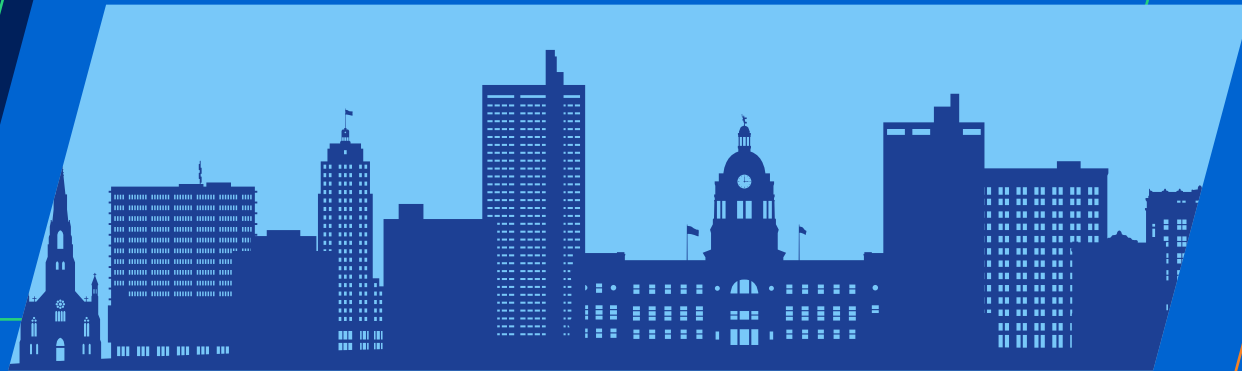
The Latino and African American Business Resource Groups collaborated with Claretian Associates on a Health and Wellness Fair in South Chicago. The event was held at the SALUD Center, which is a joint development of a former YMCA site by Claretian and Preservation of Affordable Housing. SALUD means health in Spanish.

Fifth Third BRG members invited health and wellness vendors to the event to inform community members about available resources, including health professions, immunization and vaccination opportunities, fitness activities, and CPR training and certification. The Lurie Children’s Hospital Medical Bus was present alongside our Fifth Third eBus to offer both physical and financial wellness information and assistance.



Indiana

Fifth Third Bank entered Indiana in 1989 with the acquisition of New Palestine Bank, and subsequently moved the Indiana headquarters to Indianapolis. The Bank serves the region through 96 full-service financial centers and over 150 ATMs. With over 900 employees, the Greater Indiana Region includes Retail, Wealth & Asset Management, Mortgage, and Commercial Banking services in the major markets of Indianapolis, Evansville and Fort Wayne, and a commercial team also serves St. Louis, Missouri. The region is led by **Mike Ash**, an Indianapolis native with over 30 years of banking experience.



Improving Lives in Arlington Woods

In Indianapolis, new highways and other civic projects forced untold numbers of Black families out of their homes and communities. Displacement through the decades cut off families from the city’s major economic hubs and sabotaged generational wealth-building. After years of disinvestment, the Arlington Woods neighborhood is on the Center for Disease Control’s list of most vulnerable communities. It has the state’s lowest graduation and college placement rates. Median incomes and population continue to decline.

JEWEL Human Services, the community-building arm of Eastern Star Church, has been working with Arlington Woods residents to improve their quality of life since 2001. The ROCK initiative, which stands for Renewing Our Community for the Kingdom, is Jewell Human Services’ comprehensive plan to enhance a sense of community among the people who live and work in the neighborhood, broaden the range of affordable housing options, grow residents’ overall financial security, and enhance available educational opportunities.

In 2021, Arlington Woods was selected as one of the Fifth Third Empowering Black Futures neighborhoods, which means we are investing \$20 million into Arlington Woods to help their residents achieve their vision and plans for the future, including multi- and single-family affordable housing, retail spaces and green space.



Arlington Woods is one of Fifth Third’s Empowering Black Futures neighborhoods.

Supporting Small Businesses

We understand that small businesses are the lifeblood of local communities, which is why supporting small businesses by helping them gain access to capital and technical assistance is a critical part of our support of neighborhoods across our footprint.

In 2023, two small business owners in Arlington Woods received \$5,300 Capital Readiness Grants and technical assistance through Fifth Third and the Association of Enterprise Opportunity as part of the Fifth Third Empowering Black Futures neighborhood program.

The two Arlington Woods’ entrepreneurs were **Brandon Wright of Wright Way Wrestling** and **Holly Robinson, of Elite Cleaning Professionals, LLC**. Both are working with AEO to stabilize and grow their businesses. Each of them will complete Business Health Assessments, access personalized learning plans through AEO’s online learning platform, RESILI™, and receive trusted guidance with AEO’s network of small business coaches.



Brandon Wright of Wright Way Wrestling.



Holly Robinson of Elite Cleaning Professionals.

Building Homes & Providing Essential Services

The housing stock in the Arlington Woods neighborhood is composed of majority single-family homes and has a high vacancy rate of 22%, an aging housing stock and a disproportionately high rate of physical housing stock deterioration. Homeownership rates are lowest among Black households at 35% and Hispanic/Latino households at 29%. Nearly a quarter of households have incomes of \$10,000 or less and approximately 30% are living in poverty.

To help residents who are currently renting, we funded the construction of two new homes in Arlington Woods and subsidized them so that they are affordable to potential new homeowners in the neighborhood. In addition, before the homes are purchased, the renters attend financial and homebuyer education classes.

We're pleased to say that a U.S. army veteran now owns one of the houses, and a first-time homeowner and previous renter in Arlington Woods owns the other. "These two houses are not just beautiful physical structures in Arlington Woods," said Nashelle Frazier, community impact manager, Fifth Third-Greater Indiana. "They are proof that



These new homes in Arlington Woods are now owned by former renters in the neighborhood.

great things can happen for families in this neighborhood. They now have safe places to live as well as the financial tools they need to change their family's future for generations."

Fifth Third is also working hard within the neighborhood to ensure its people have access to the essential services they need. Approximately 71% of the neighborhood has no access to healthy food and approximately 30% of residents receive food stamps. In September 2022, Fifth Third collaborated with Eskenazi Health, Indianapolis Neighborhood Resource Center, NeighborLink and other community organizations to present the Arlington Woods Community Wellness and Resource Fair. The fair included free health and wellness screenings, bounce houses, vendors, music and food to bring together local residents for resources and fun.

We also supported local events and activities that provided free healthy meals, COVID-19 testing and vaccinations for those who desired it, and a summer enrichment program to provide meals and promote learning activities with a local school.



The kitchen space in one of the new houses in Arlington Woods.

Fifth Third Invests in Housing for Veterans

Sergeant Joseph Eugene "Joey" Procter served in the Indiana Army National Guard. In May 2006, he was killed in action during combat operations in Iraq. He was posthumously awarded the Silver Star for his selfless courage. Now, a new 61-unit affordable housing community located on the Central State campus west of Indianapolis, bears his name.

Proctor Place was developed by Helping Veterans and Families (HVAF) of Indiana Inc., and Woda Cooper Companies, Inc. Fifth Third was a financing partner and provided a commercial loan for the \$12.6 million development. Proctor Place is located where an earlier five-bed transitional housing facility was operated by HVAF. Proctor Place will have 15 supportive housing units set aside for homeless or at-risk veterans.

"Proctor Place serves a dual role in that it secures both affordable, workforce housing while also providing permanent supportive housing for veterans who experience homelessness," said Indianapolis Mayor Joe Hogsett. "So, today's ribbon cutting celebrates far more than an attractive new building at a historic site. It represents our city's ongoing commitment to securing a pathway to housing for every resident in Indianapolis."

Proctor Place is three stories and offers 15 one-bedroom, 31 two-bedroom and 15 three-bedroom apartments. Most



The groundbreaking of Proctor Place, a 61-unit affordable housing community west of Indianapolis.

units will be rented at rates affordable for residents that earn up to 50- and 80% area median income. Fifteen units will be rented to veterans at 30% of area median income with Project-Based Voucher rental assistance. The community includes office spaces for supportive services, community room with kitchenette, and secure indoor bicycle storage. Outdoor community amenities include a playground, grills and bike racks.

"High quality affordable housing that serves not only families in need, but honors and houses homeless veterans who served this country is something to be celebrated," said Mike Ash, regional president of Fifth Third Bank. "We are proud to partner with HVAF of Indiana and Woda Cooper, alongside the tremendous sacrifice of the Proctor family, to continue creating better communities in which we live and work."

Creating the Jacobsville Advantage

Many small businesses lack the resources to market their products to the community or to build out websites and other promotional materials. To help solve that problem, Fifth Third Bank and the University of Evansville worked together to create the Jacobsville Advantage, powered by Fifth Third Bank, in 2019. The Jacobsville Advantage provides a foundation for small businesses located in the Jacobsville neighborhood of Evansville to thrive by providing creative resources at a low cost to help businesses market their services and grow.



The project has been managed by Embrace, University of Evansville’s student-led marketing and advertising firm, with oversight and direction from John Raisor, Fifth Third’s community impact manager, the University of Evansville Foundation and its Center for Innovation & Change.

Fifth Third’s financial support allows the Embrace team to work with small businesses in Jacobsville to offer marketing and advertising services such as logo and website creation, 15- and 30-second videos, social media posts and market research for minimal cost.

“Small businesses are experts at delivering their own products and services,” said Raisor. “What they often need help with is developing knowledge and finding the time to effectively market and advertise those products and services. Embrace comes in to help them at considerably lower cost than a traditional Marketing firm. This is another way our Company supports small businesses by helping them with technical assistance to grow and expand.”

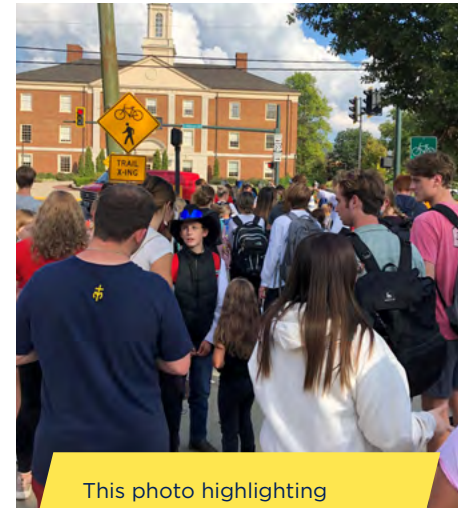
Fifth Third has provided over \$50,000 for Jacobsville Advantage over a five-year period. In 2023, Embrace started offering the Jacobsville Advantage to both small businesses and nonprofit organizations.

Fifth Third Supports College Mentors for Kids

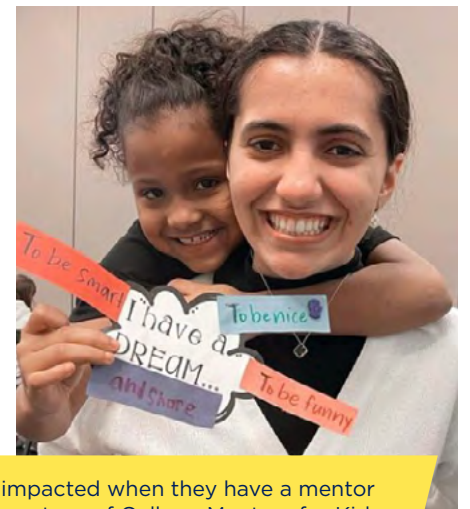
With an understanding of the importance of youth in Indiana having quality mentors, Fifth Third Bank supports College Mentors for Kids, a nonprofit organization that wants to transform the lives of children and college students through mentoring. The organization pairs children one-on-one with a mentor and engages them in activities on a university campus where they discover the joy of learning and the power of mentoring. College Mentors for Kids connects kids to college students through weekly activities that inspire growth, confidence, and brighter futures.

According to Mentoring.org, youth with mentors are more likely to be successful in school, become leaders in their communities and enter adulthood with more opportunities for ongoing education and career choices. Fifth Third has provided lending to College Mentors for Kids and made a \$20,000 philanthropic investment through the Fifth Third Foundation. The \$20,000 grant is supporting the organization’s mentor program in 15 communities within Indiana.

“College Mentors for Kids is grateful to Fifth Third Bank for its support of our mentoring program,” said Shelley Hunter, chief executive officer of College Mentors for Kids. “Support from Fifth Third helped us serve 1,500 1st-6th graders and 1,800 college students during the 2022-2023 program year, providing the ‘little buddies’ with a consistent mentor and offering our mentors the opportunity to give back to their communities while enhancing their professional skills. Fifth Third’s support is essential to our success and ensures that we are able to provide both our ‘little buddies’ and college students with a place to belong and build skills to thrive now and in the future.”



This photo highlighting mentors and kids on college campuses is courtesy of College Mentors for kids.



Kids are positively impacted when they have a mentor in their life. Photo courtesy of College Mentors for Kids.

Supporting Minority Entrepreneurs



Amina Pearson, Martindale Brightwood CDC, is a recent graduate of the Bank's ECL program.

Fifth Third congratulates Amina Pearson, executive director of the Martindale Brightwood Community Development Corporation, who recently graduated from Fifth Third's Empowering Community Leaders program. Launched in 2022, the program provides resources and training to nonprofit leaders across Fifth Third's footprint. Martindale Brightwood Community Development Corporation addresses the challenges and needs of residents living in distressed neighborhoods. Martindale Brightwood is located just northeast of downtown Indianapolis.

Jointly funded by the Fifth Third Foundation and Fifth Third Bank, the program offered critical lessons in leadership development, technical skills and specialized certifications that enabled access to resources and knowledge necessary to achieve great community outcomes. All 25 program graduates completed an executive certificate in nonprofit leadership from the Harvard Kennedy School and an emotional intelligence course and coaching from Case Western Reserve University.

"Fifth Third Bank's Empowering Community Leaders program has provided me alternate perspectives and a mindset that strategically drives the trajectory of the organization and my team," said Pearson. "Our Board of Directors and the staff are better equipped to extend our impact and outcomes from the knowledge that I have brought back and shared. One example is from the *Nonprofit Leadership: Strategies for Organizational Success* course. I learned to take a look at myself and understand what people see and feel when they engage with me, and how to use my natural strengths to manage my personal networks. Now my team and Board practice the art and balance of leveraging our networks to bring a variety of resources that we need to advance our impact and build our brand."

Pearson continued, "Since starting in the program, we have broken ground on our first group of affordable homes, relocated our office to a commercial building that we purchased, and we have been approved for over \$2 million in grant funding. I'm truly grateful to have been selected for the ECL program."

Similarly, our 53 Ideas is an initiative that enables us to support entrepreneurs from ideation to business plans to accessing capital. In Indianapolis, we have partnered with the Be Nimble Foundation, a Black-led social enterprise whose sole mission is to address the gaps in workforce development and start-up entrepreneurship support for Black and Latinx communities, to award over \$20,000 to black-owned businesses looking to level up.



The 53 Ideas program helps minority entrepreneurs with financial technical support.

Kentucky

Fifth Third's Kentucky region includes the communities surrounding the cities of Louisville, Lexington and Western Kentucky including Elizabethtown, Bowling Green, Clarksville, Jeffersonville and New Albany, Indiana. In Kentucky, this includes Fayette, Franklin, Harrison, Hopkins, Jefferson, Lyons, Madison, Mercer and Union counties. In Indiana, this includes Clark and Floyd Counties. The region is led by President & CEO **Kim Halbauer**, who has been Regional President since 2020 and is a 33-year employee of Fifth Third Bank. Fifth Third has had a presence in Kentucky since 1991. As of this report's publication in November 2023, the region offered financial services through 72 full-service financial centers and 135 Fifth Third ATMs.



Making a Difference in Russell

In 1940, the Russell neighborhood in Louisville was a vibrant African American community deemed "Louisville's Harlem" with nightclubs, bars, restaurants, theaters and Black-owned businesses lining Walnut Street, now Muhammad Ali Blvd. In the 1960s, urban renewal razed those businesses and the economic vitality they provided the Black community. Today, nearly 60% of the Russell population and nearly 80% of children under the age of 18 in the Russell neighborhood live in poverty. The homeownership rate in Russell is 14.9% compared to 76% in Louisville/Jefferson County. The Black homeownership rate is 3.9%.

Fortunately, there are myriad opportunities to change the trajectory of the neighborhood and bring back the prosperity Russell knew from the 1940s to the 1960s. Through the \$180 million Fifth Third Empowering Black Futures Neighborhood program, we are investing \$20 million in Russell and working with Russell: A Place of Promise to create Black wealth through home and small business ownership and workforce development.

Homeownership & Homeownership Preservation

Fifth Third is donating \$500,000 to the Rotary Club of Louisville to support its establishment of a fund for affordable, alternative mortgage loans to boost homeownership among low- and moderate-income buyers. We also are providing financial support to REBOUND, a nonprofit community housing development organization that promotes community development, expands opportunities and improves stability in low-income and vulnerable families.

In terms of preservation, Fifth Third supported six home repair and clean-up projects in 2022 in collaboration with Habitat for Humanity Metro Louisville and its "Love Your Neighborhood" initiative. The initiative works hand-in-hand with homeowners, neighborhood residents and community volunteers to repair homes, clean streets and parks, and enable "aging in place" for older residents. We also helped more than 30 Russell homeowners with repair projects such as new roofs and HVAC systems and other repairs like grab bars in showers and ramps for increased mobility, all in partnership with New Directions Housing Corp. See the story in this section for more about our work with New Directions.



The Russell neighborhood of Kentucky is one of Fifth Third's Empowering Black Futures neighborhoods.

Workforce Development

Fifth Third continued its support for Louisville Urban League's partnership with Kentuckiana Builds, a six-week program which provides graduates with three national certifications. More than 50 people have graduated from the program and accepted positions with average starting pay of \$17.38 per hour.

One West, a community-focused nonprofit organization that supports, connects and uplifts neighborhood residents by involving them directly in the commercial renaissance, received funding from Fifth Third to support its Plan Room, a space designed to assist minority firms in the construction arena in accessing resources and opportunities, structuring contracts, blueprint reading and overall business capacity building. The Plan Room is a business accelerator created to enhance technical capacities, networks, advocacy and growth opportunities for Black and minority businesses in the construction industry.

Developing Small Business

AMPED received funding from Fifth Third for small business development support and to continue its Russell Technology Business Incubator. The RTBI is a state-of-the-art Black business incubator and technology service center offering business development training, business services, assessments, referrals and wraparound services to incubating business. The goal of RTBI is to create generational wealth and to narrow the wealth gap.



Russell: A Place of Promise received funding from Fifth Third to support their female, Black-owned Business Accelerator, which helps women entrepreneurs of color take their business to the next level. Similarly, LHOME, a mission-driven nonprofit financial institution that provides affordable loan products and financial coaching services to low-income homeowners and small businesses, received funding to expand their small business lending work and the technical assistance they are providing to their clients. LHOME is a community development financial institution, or CDFI, certified by the CDFI Fund at the U.S. Treasury.

Boosting Family Self Sufficiency with New Directions Housing Corp.

One of the most persistent problems in Louisville, and in communities across America, is a severe deficit of affordable housing for low-income residents. Given the gap, one strategy is to help people in that income bracket increase their earned income and move from subsidized housing.

Fifth Third provided \$50,000 to New Directions Housing Corporation to help launch its Family Self Sufficiency Program called I RISE. The program, approved by the federal department of Housing and Urban Development, removes barriers for low income residents to help them successfully move from Section 8 housing to self-sufficiency. The program works by bridging the “benefits cliff” that often discourages low-income families from increasing their income because the increased income would cause them to lose their essential benefits. With I RISE, when a resident’s earned income causes Section 8 subsidized rent increases, the increase is deposited into an escrow account and those funds go to the tenant when they complete the program, thereby gaining assurance they will not lose their housing and can become self-sufficient. The funds saved can be used for a participant’s personal goals, including homeownership.

Fifth Third’s support for I RISE is multi-faceted. In addition to the original \$50,000 in December 2020 to launch the program, we continued financial support in 2023 with a \$20,000 sponsorship of the first I RISE fundraising gala. Fifth Third Bank Regional President Kim Halbauer serves as the chair of New Directions’ Major Gift Campaign and Community Impact Manager Adam Hall serves on the New Directions Board of Directors and has served on the program operating committee for I RISE since its inception. In these roles, Hall acts as a liaison for New Directions to secure community and Fifth Third resources for residents. In 2023, the Fifth Third Financial Empowerment Mobile, or eBus, visited three I RISE properties, including Russell Apartments in the Russell neighborhood. The Bank also has partnered with New Directions to provide I RISE participants with essential job coaching and training from its partner, Next Job. The Bank also has offered numerous Fifth Third Empower U workshops on budgeting, credit building and homeownership.



Fifth Third made a \$50,000 donation to New Directions Housing Corp. for its I RISE family self-sufficiency program.

Bank Celebrates Twenty Years of Support for Minority- and Women-Owned Businesses

The Lexington Bluegrass Area Minority Business Expo recently celebrated 20 years of bringing minority and women business owners together for the purpose of networking, learning and finding opportunities to grow. And for all of those years, Fifth Third Bank Kentucky has been its presenting sponsor. The Expo's 21st year was celebrated in the summer of 2023.



The Expo was designed to address the challenges persistently faced by minority businesses, including difficulties accessing capital, qualifying for loans and competing for contracts. In Central Kentucky, minority- and women-owned businesses represent less than 100 of the total businesses in the Commonwealth.

The annual event provides educational opportunities on topics like financing, capital raising, marketing, planning and networking. The event also includes a Business Opportunity Exchange in which corporate, government and education buyers are connected to minority- and women-owned businesses. Past participants include buyers and supplier diversity professionals from Bechtel, Bluegrass Airport, DW Wilburn, KY APEX Accelerator, Kentucky Finance and Administration Cabinet, Justin Construction, Lexington Fayette Urban County Government, Lextran, LGE-KU, Louisville MSD, Messer Construction, Pepper Construction, Toyota, The Walsh Group, the University of Kentucky, and Fifth Third Bank.

Ending the Cycle of Poverty

For the past 18 years, Fifth Third Bank has provided vital financial resources and services to Family Scholar House, an organization whose mission is to the end the cycle of poverty and transform the community by empowering families and youth to succeed in education and achieve life-long self-sufficiency. Since 1995, Family Scholar House has helped nearly 800 participants achieve post-secondary college degrees.

“Our collaboration with Family Scholar House reflects the way that Fifth Third likes to form long-term relationships with organizations doing vital work in the communities we serve,” said Adam Hall, community impact manager for Fifth Third Bank Kentucky and current Board chair of Family Scholar House. “Not only do we want to be their Bank and provide necessary financial services but we also want to support them philanthropically and help expand their services by bringing our financial expertise, programs and services to their organization. We want to be true partners in their mission because we share it and want to make a lasting impact.”

The Fifth Third Financial Empowerment Mobile has visited Family Scholar House numerous times since 2011. The Bank also has provided financial education through its Fifth Third Empower U® program, teaching budgeting, credit, identity theft protection and homeownership classes to the community. Fifth Third was a low-income tax credit investor for the downtown Scholar House. Fifth Third Bank donated and installed computers for all the units there as well as furnished a computer lab at the Parkland Scholar House. Since 2020, Fifth Third has provided \$55,000 in grants to the organization.



Kate Brackett, left, listens to presentations at the Empowering Community Leaders ceremony. She earned the Harvard Kennedy Leadership Certificate.

In August 2023, Kate Brackett, the chief operating officer of Family Scholar House, graduated from Fifth Third's Empowering Community Leaders program. The 18-month program offered critical lessons in leadership development, technical skills and specialized certifications that enabled access to resources and knowledge necessary to achieve great community outcomes. All 25 program graduates completed an executive certificate in nonprofit leadership from the Harvard Kennedy School and an emotional intelligence course and coaching from Case Western Reserve University.

Michigan—East

Fifth Third Bank has been part of the Eastern Michigan community since 1930 as Peoples Bank, Old Kent and then Fifth Third in 2001. With 78 full-service financial centers, the Bank serves tens of thousands of customers in eight counties: Wayne, Oakland, Macomb, St. Clair, Shiawassee, Livingston, Genesee and Washtenaw. It also delivers Wealth & Asset Management and Middle Market Banking services throughout the greater metropolitan Detroit region. **David Girodat** serves as the regional president and has been with Fifth Third for more than 35 years.



Continuing the Momentum in the Gratiot/Seven-Mile Neighborhood

In 2019, Fifth Third announced a \$5 million investment in the Strategic Neighborhood Fund in Detroit and “adopted” an area known as Gratiot/Seven-Mile. This was the prototype investment for the Fifth Third Empowering Black Futures neighborhood program, which now includes nine additional neighborhoods.

Since our initial investment, G7 has been undergoing a significant transformation. One current project is the Mapleridge Housing Development, in which the Osborn Neighborhood Alliance is renovating three long-vacant duplexes. The project is expected to be a solution for other vacant two- and four-family residential buildings. Once complete, owners will purchase the newly-renovated duplex below market rate and live in one half while renting the other half, also below market rate.

Partners on this project, in addition to Fifth Third and ONA, are LISC Detroit, the Detroit Housing for the Future Fund and Detroit Land Bank Authority. Matrix Human Services Center will teach the homeowners how to become landlords and provide them with the subsidized renters for the two-family duplex home.

“We sold two of the three Mapleridge duplexes before renovations even began,” said Quincy Jones, executive director of the ONA. “This as a business model that could be successfully replicated.”

“The land bank is proud to continue our long-standing partnership with the Osborn Neighborhood Alliance,” said Detroit Land Bank Authority Chief Executive Officer Tammy Daniels. “We hope the work they’re

doing to transform these duplexes into safe, affordable housing will inspire others to work with the DLBA and get creative tackling blight in their neighborhoods.”

New homeowner, William Griffin, III, and his family will be moving into the renovated duplex in the Osborn neighborhood. Ron Norwood will be moving into the low-cost, newly renovated duplex on Mapleridge Street. A groundbreaking ceremony was held in August 2023. Both Griffin and Norward were long-time renters in G7 who will now become owners and landlords.

Julie Schneider, director of the City of Detroit’s Housing and Revitalization Department, said, “By providing ownership opportunities and affordable rental housing, the Mapleridge duplex project is enhancing generational wealth and household stability for the neighborhood.”

“We are seeing vacant multi-unit apartment buildings and single-family homes being renovated and reoccupied at a remarkable rate across the city,” said Mayor Mike Duggan. “What we haven’t seen enough of is renovation of vacant duplexes and four-family flats. Mapleridge is another great example of how Detroiters are rebuilding Detroit.”

Each home will be fully renovated, complete with new kitchens, new bathrooms, new roofs, granite countertops, and stainless-steel appliances. Renovations are expected to be complete by the end of this year.



Fifth Third’s Tawnya Rose (left) and Fifth Third Regional President David Girodat (right) stand with new G7 residents Ronald Norwood and William Griffin III.

Fifth Third has adopted the neighborhood of Gratiot/Seven-Mile in Detroit.



Growing Detroit's Young Talent and Workforce

Detroit youth are eager for work and skill development opportunities. The Grow Detroit's Young Talent workforce development program via Connect Detroit serves youth and young adults through internships. Fifth Third invested \$75,000 in support to GDYT to support 14 students each year for the past three years. The students were placed as interns with our community partners, Osborn Neighborhood Alliance, Matrix Human Services and the Detroit Councilman Benson's office.

The overwhelming number of applications for the program, up to 16,000 annually, illustrates the need for GDYT. Additionally, statistics indicate that Detroit's 2019 youth unemployment percentage was 15.7%, 1.5 times higher than Wayne County and more than twice the Michigan percentage.

GDYT youth tend to be predominantly Black and from low- to moderate-income families. The wages earned by the young people in the program supported their households (the young person or their caregivers) and are a vital family budget component. Youth wages also help reduce parental/guardian expenditures on that youth, thereby reducing the strain on the overall family budget. According to the GDYT program's 2021 Youth Exit Survey data, 5% of youth said they gave their earnings to family. Additionally, 17% saved for a need, and 14% spent their wages on a specific need.



Fifth Third Community Impact Manager Tawnya Rose and GDYT interns Jada Wilson and Meghan Williams who were placed with Osborn Business Alliance.

In Summer 2022, the GDYT program offered a mix of virtual, hybrid, and in-person experiences over six weeks. GDYT Program providers designed experiences that featured work readiness pre-training, financial education, a six-week summer work or other learning experience, and support services to help ensure summer experience success.

Celebrating Detroit's Newest Homeowners

More than 1,000 Detroiters are now homeowners, securing stable housing for their families thanks to the Detroit Land Bank Authority Buy Back Program. The DLBA and Mayor Mike Duggan presented deeds to the 135 successful Buy Back participants during a celebration in August 2023. The graduates completed one year of homebuyer counseling courses and saved up enough money to pay their summer tax bill. The Buy Back program provides a pathway to homeownership for precariously-housed individuals and families living in houses owned by the land bank.

"Participating in the Buy Back program enabled me to stay in my childhood home and gain the necessary skills to maintain it," said Robbie Eddins. "I'm grateful I can set my family up for success thanks to the DLBA." Added new homeowner Pratiss Talton, "It was a joy buying my childhood home back." New homeowner Kendria Watts thanked Fifth Third and the DLBA. "I never thought I would be a homeowner but DLBA and Fifth Third Bank made it possible."

Buy Back Graduate Emoni Davey said, "Working with the land bank was a great experience. I've always dreamed of being a homeowner and the Buy Back Program made it possible. This process inspired me to enroll in trade school to learn how to do home repairs and now I'm building the future I see for my family."

The August celebration was the seventh Buy Back event since the program launched in 2016. Since then, the DLBA program has helped 1,119 Detroiters get the deed to their



Robbie Eddins, Pratiss Talton, Emoni Davey and Kendria Watts, seated from left to right in the front row, are all new homeowners in Detroit. In the back row, are David Girodat, Fifth Third regional president, and Tawnya Rose, Fifth Third community impact manager.

home. Buy Back's goal is to provide accessible housing opportunities, specifically for families and individuals who lost their homes to foreclosure but never left, were victims of real estate or landlord fraud, or have another significant connection to the house.

The Buy Back program allows the occupants to purchase the property for \$1,000 and enter into an agreement to pay \$100 a month for a year to cover the cost of property taxes. Fifth Third Bank holds the individual savings accounts for the monthly deposits. We also provided \$50,000 in grant funding to assist homeowners who needed additional repairs to the home to make it livable. The program also connects participants with financial literacy resources through Fifth Third and National Faith HomeBuyers, Matrix Human Services, Wayne Metropolitan Community Action Agency and USNAPBAC.

Michigan—West

Fifth Third-West Michigan’s region spans 38 counties, covering larger communities such as Grand Rapids, Kalamazoo, Lansing, and Traverse City. The region stretches from St. Joseph, north along the lakeshore through Holland, Grand Haven, Muskegon, and Ludington. The region is one of our largest covering more than 40,000 square miles. The region is led by **Tom Welch**, who has been in Grand Rapids since 2013 and is a 33-year veteran of the financial services industry. As of this report’s publication in November 2023, the region offered financial services through 86 full-service financial centers.



Grand Rapids: The People Make the Place

Grand Rapids, Michigan is a special place. It's the second largest city in the state of Michigan, known for its furniture, manufacturing, beer, and even a few musicians. It's also conveniently 45 minutes from the lakeshore with its multiple beautiful beaches. While there many great things that come from Grand Rapids, what truly makes it special is the people—and Justin Beene, founder of the Grand Rapids Center for Community Transformation, is one of them. Born and raised in Grand Rapids, Beene has seen the greatness of the city as well as the gaps. Being from 49507 (the poorest zip code in Grand Rapids), he is passionate about making an impact in his home community.



Justin Beene (right) is founder of the GRCCT. Photo courtesy of GRCCT.

In 2015, he founded GRCCT, a partnership between a business, a church, two social enterprises and a nonprofit organization, to create opportunities for transformation through meaningful relationships, work, education and community development. GRCCT's goal is to make Grand Rapids an equitable place for everyone through collaborative work, understanding that no single organization can do it alone.

Fifth Third's relationship with GRCCT began in 2019 when we met Beene and learned of his organization's work. Currently housed at the GRCCT are the NAACP Greater Grand Rapids branch, Bethany Christian Services, Rising Grinds Café, Building Bridges Professional Services and the Nehemiah Project. In the past five years, Fifth Third has supported GRCCT with more than \$250,000 for their programs, which has enabled us to impact hundreds of community members.

The cornerstone of our support is centered around workforce development. Fifth Third is supporting Rising Grinds Café and Building Bridges Professional Services, two neighborhood social enterprises, to provide occupational skills training, on-the-job work experiences, educational and occupational skills alignment, and stackable credentials to their clients. The goal is to be able to provide 30 "hard-to-hire" employees with credentials and job training to increase their earnings potential and retention in the job. Our support also will enable additional training in OSHA-10, national customer service training and other certifications.



The event space at GRCCT. Photo courtesy of GRCCT.

Fifth Third also is supporting GRCCT and its hosting of a commercial LEED-certified kitchen facility where local entrepreneurs, caterers and instructors can prepare and process food products, hold cooking classes and demonstrations, or provide catering from GRCCT's 1530 event space. The event space is designed to expand the catering division of Rising Grinds Café. Other caterers will use the space for catering and events that serve 300 or more people. There will also be cooking classes and certifications completed there.

Finally, we often deliver financial education workshops, have credit and banking conversations with local community members, and bring the Fifth Third Financial Empowerment Mobile, or eBus, to GRCCT events.

Fifth Third Supports New City Kids

“This program saved my life,” said a young man involved with an internship with New City Kids: Grand Rapids. He had lost many friends to street violence, but the program kept him out of trouble and enabled him to get grounded into something he loves, which is playing drums. The young leader will graduate from high school in 2024 and will then look to attend college.

It’s because of stories like these that Fifth Third is proud to support the phenomenal work of New City Kids: Grand Rapids, an organization committed to meeting the needs of at-potential youth living in low-income communities. New City Kids provides relationally-driven programming for first through twelfth grades that is designed to counteract the systemic injustices and inequalities existing within various Grand Rapids communities by uniting with and supporting the growth and advancement of future leaders. New City Kids’ After School Center has been recognized three times by the White House as one of the top 50 youth serving programs in the country.

We were first introduced to the organization in 2020 and most recently again 2023. Community Impact Manager Marcus Jackson and Financial Center Manager Victor Holt were given a tour of the facility and were amazed by watching youth of all ages working their Teen Life Internships. The year-long workforce development program is for high school students to foster innate leadership skills and receive life-skills training. The youth themselves are the instructors and tutors for the other youth.

Jackson said, “We were truly amazed to witness the impact of the internship program. It puts kids in charge and gives them an awesome amount of responsibility. The workforce development program they are doing is changing these kids’ lives.”

Fifth Third is supporting New City Kids’ teen internship program, and is looking forward to future partnerships, including financial education. “Fifth Third Bank is a true partner in the community,” said Christy Knetsch, executive director of New City Kids. “I have deeply appreciated their approach to identifying programs that are working in the community and investing wholeheartedly to ensure that nonprofits like ours can thrive. Because of our partnership with Fifth Third, we are able to provide jobs for adults and teens that will not only sow deeply into the next generation of West Michigan’s workforce, but also ensure that working families are able to hold on to their jobs because they don’t have to worry about where their child will be after school. I appreciate that Fifth Third is walking alongside us as we love kids for change.”



New City Kids’ Teen Internship program empowers kids to succeed. Photo courtesy of New City Kids.

Financing Affordable and Supporting Housing

In 2021, Hope Network, an organization that empowers people to overcome challenges to achieve their highest level of independence, reached out to Fifth Third Bank requesting help to purchase a property from Holland Home, Michigan’s leading nonprofit senior living and care organization. The property was formerly Fulton Manor, a 100-year old structure registered and listed on the National Register for Historical Places. Former residents of Fulton Manor had been transitioned to new facilities owned by Holland Home, yet the need for senior housing remained strong. Hope Network realized this and reached out to Fifth Third Bank to help finance this new property now called Eastpointe Commons.



Fifth Third's Community Impact Manager Marcus Jackson speaks at an event for Eastpointe Commons.

The Eastpointe Commons will be an affordable and supportive housing project located in Grand Rapids, Michigan. The project will include over 100 units, all of which will be affordable to individuals earning less than 60% of the area median income. Forty of the apartments will be set aside as permanent supportive housing for individuals experiencing homelessness. The households will be restricted with 30% area median income rents, and will all have project-based vouchers to assist with rental payments.

The project has been fully financed and construction began in June 2023. Eastpointe Commons is slated to be completed in 2024. This great collaboration wouldn't have been possible without Hope Network Affordable Independent Living, Hope Network, Cinnaire Corporation and the team at Fifth Third Bank.

“It’s partnerships such as these that make West Michigan great,” said Marcus Jackson, community impact manager, Fifth Third Bank. “Eastpointe Commons shows that through collaboration we can support and strengthen our communities.”

“Having a place to call home is a basic human right,” said Tom Welch, regional president of Fifth Third Bank-West Michigan. “It’s important for Fifth Third to be at the table to bring public and private partners together to create more affordable housing with projects like Eastpointe.”

Fighting Back Against Food Insecurity

Each year, Fifth Third employees celebrate May 3 as Fifth Third Day (5/3 on the calendar). In recent years on this day, employees commit the entire month of May to tackle food insecurity in the communities we serve. Throughout the month, employees volunteer at food banks, shelters and a variety of community organizations dedicated to fighting hunger. This year, the West Michigan team partnered with Kids’ Food Basket, an organization that provides access to healthy food for children and families. They do this through a Sack Supper program, community-driven farming, family food provisions and educational programming. On Fifth Third Day, we presented Kids’ Food Basket with a check for \$50,000 to support their programs and help achieve their mission. In addition to the donation, our employees from all over the region volunteered at one of three locations to assemble more than 1,800 meals that would be delivered that day to families in need.

“We love the opportunity to be a part of your quest for 10 million meals and hopefully our 1,800 meals prepared and packed in Muskegon helped. With all the volunteering throughout the month of May and the efforts at other locations today, the team at Fifth Third Bank is making a huge impact in ensuring good healthy food is accessible to thousands of kids in our local community,” said Ashley Diersch, vice president of development at Kids’ Food Basket. The organization serves children at 60 schools across Kent, Muskegon, Ottawa and Allegan counties.



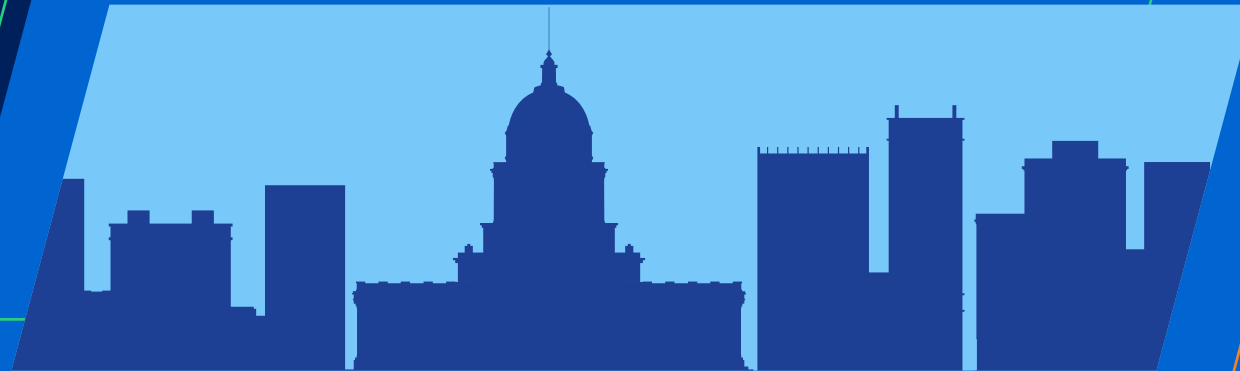
Our employees volunteer to fight hunger in our local communities each May and through the year.



Kids’ Food Basket provides healthy food for children and families in west Michigan.

Ohio—Central (Columbus and West Virginia)

Fifth Third’s Ohio-Central region includes the communities surrounding the capital cities of Columbus, Ohio and Charleston, West Virginia. The region is led by **Francie Henry**, who has been in Columbus since 2003 and is a 37-year veteran of the financial services industry. The Bank has had a presence in Columbus since 1985 and has been in West Virginia for nearly 25 years. As of this report’s publication in November 2023, the region offered financial services through 59 full-service financial centers.



Transforming the Near East Side

The Near East Side of Columbus was among the upper middle-class communities developed in the late 19th century along the city's streetcar lines. By the 1920s, affluent Black families made it one of Columbus' more diverse neighborhoods. But like many inner-city neighborhoods nationwide, the Near East Side experienced a slow, devastating decline. Various factors exacerbated the downturn and loss of population, including redlining and other forms of systemic racism and a freeway system that cut through the heart of Columbus.

Today, multiple barriers disproportionately and negatively impact residents. Wage and household income disparities remain. The neighborhood's housing gap offers limited options for people with low to middle incomes. State test scores are the lowest among the city's public high schools. The neighborhood has no grocery and just one pharmacy. Still, the Near East Side remains home to a wealth of assets that center Black heritage and creativity. They include Lincoln Theatre, King Arts Complex, Martin Luther King Library and Maroon Arts Group BoxPark. The neighborhood is also home to the oldest Black congregation in Columbus and boasts five community gardens.

In 2021, the Near East Side and its neighborhood of Bronzeville were chosen for inclusion in the Fifth Third Empowering Black Futures Neighborhood Program. Together with PACT, Partners Achieving Community Transformation, Fifth Third is investing \$20 million in the Near East Side that will build on the community's rich cultural legacy while building bright futures in the neighborhood. This is being accomplished by giving residents ownership of collaboratively-developed institutions, businesses, healthcare, housing and the arts.



The Long Street Cultural Wall in Columbus, Ohio.

Fifth Third's investment will help fund the development of a Black-owned bank; support public art creation across the neighborhood; provide down payment support for middle-income community members and ladder-up housing opportunities to build generational wealth; expand health, dental and optometry services; and create financial education, literacy and savings programs to fuel the dreams of area youth.



The Near East Side in Columbus is one of Fifth Third's Empowering Black Futures neighborhoods.

Adelphi Bank: A Historic Grand Opening

In a significant stride toward financial inclusion and empowering underserved communities, a historic name in Black-owned banking has been reborn in Columbus, Ohio. Adelphi Bank opened its doors in the summer of 2023 as a minority depository institution, or MDI, and is the only Black-owned bank in the state of Ohio. According to the Federal Deposit Insurance Corp., Adelphi Bank is one of only 21 Black-owned banks and one of 145 MDIs in the United States. Fifth Third Bancorp, through its affiliate, invested \$2 million into Adelphi Bank, making it one of Adelphi’s largest investors.



The new Adelphi Bank today is located just a block away from the original location of Adelphi Loan & Savings Co, which was Central Ohio’s first Black-owned bank when it was incorporated in 1921.

Fifth Third’s investment was consistent with its commitment to Project REACH of the Office of the Comptroller of the Currency. Signatories like Fifth Third pledge to strengthen minority depository institutions and agree to promote their viability and preservation and to help reduce specific barriers that prevent full, equal and fair participation in the nation’s economy among traditionally disadvantaged communities that can directly benefit from additional tools, products and services. To be considered an MDI, 51% or more of the institution’s voting stock must be owned by minority individuals and the majority of its directors must be diverse.

Adelphi Bank’s name and location pay homage to Adelphi Loan & Savings Co, which was incorporated Feb. 8, 1921. That earlier bank was Central Ohio’s first Black-owned bank but it failed less than 20 years later during the Great Depression. The new Adelphi stands just a block from its predecessor’s home upon which the Adelphi Loan & Savings name remains etched in stone.

“Where there are Black-owned banks, Black people get mortgages,” said Miller. “Black business owners get financing for those supplier diversity or supply chain issues that they have. People get a conversation with professionals. They get education for their children. That’s why it is significant.”

“Fifth Third Bank-Ohio Central is absolutely thrilled about the opening of Adelphi Bank in Columbus,” said Francie Henry, regional president. “Our investment in Adelphi and other MDIs is critical to ensuring full participation by the historically underserved in our economy.”



Fifth Third President & CEO Tim Spence and members of his team joined Jordan Miller, former Fifth Third regional president and current Adelphi Bank president, to celebrate Adelphi’s historic opening.

Two Near East Side Business Receive Capital Readiness Grants

Fifth Third Bank congratulates Arthur Norman, Jr. of Dipped Custom Prints and Antoinette Parks of Chef Butcher’s Creole Kitchen for each receiving a \$5,300 grant from Fifth Third’s Empowering Black Futures Capital Readiness Program. Fifth Third’s program partner is the Association of Enterprise Opportunity, or AEO, which is providing valuable services to the business owners in addition to the grant funding.

Both Norman and Parks have been working with AEO to help stabilize and grow their business. Each entrepreneur is completing Business Health Assessments, accessing personalized learning plans through AEO’s online learning platform called RESILI and receiving trusted guidance with AEO’s network of small business coaches, all in an effort to strengthen key areas of the business that will help better prepare them for additional growth capital.

“I am honored to be given this opportunity so that I may continue to build my knowledge for the growth of my business,” said Parks. “I’m always interested in learning and implementing new strategies to make my business foundation and financials strong.”



Community Partners Team Up for Home Repairs & Neighborhood Revitalization

Seven homes were recently repaired and restored in the Near East Side thanks to PACT and many community partners, including Fifth Third Bank, the Affordable Housing Trust for Columbus and Franklin County, and the Columbus Metropolitan Authority. The Exterior Home Repair Program included seven homes selected by PACT for repairs and three local minority-owned contractors completed the work. The majority of the homes’ residents self-identified as low- or moderate-income and were long-time, senior residents of the neighborhood. The seven homes were located in close proximity to each other to facilitate impactful aesthetic and streetscape appeal. The contractors on the project were Diaz Home Improvement Group, LLC, SavKon Construction and DD&D Homes.

“I would like to thank PACT for allowing me to be a part of the home renovation project in our area,” said one of the resident homeowners. “The contractors and workers were great to work with....My house looks so much better. All the work—steps, rails, porch and window screens [and] new doors all around. When I look at the house...it really stands out. All family and friends love [it] and also stated how great it looks now. Thank you for the opportunity. Enjoyed so much working with the team!”

One of the contractors commented, “It was a pleasure working with PACT on the exterior repair program. Our team loves working in the community and giving back. My family also participated in the community cleanup day and the kids still talk about how much fun they had.”

As part of the effort, the community came together in April 2021 for an Earth Day cleanup of the neighborhood. Supporters included the Broad Street Presbyterian Church, East Hospital, Columbus Foundation and the Harmony Project. About 30 volunteers, outfitted with safety and clean-up gear provided by the city of Columbus, picked up litter throughout the neighborhood. In July, another community clean-up effort included 40 volunteers who met a former public library parking lot to commence the work of beautifying the neighborhood.



These photos show the before and after the PACT renovation project began in the Near East Side.

Teen Eco Summit Sparked Conservation Efforts Among Area Youth



These teens participated in the Columbus Zoo & Aquarium’s Teen Eco Summit, presented by Fifth Third Bank.

On Nov. 2, 2022, the Columbus Zoo welcomed 200 students who heard discussions from speakers around the world on conservation, sustainability and leadership while preparing the students to create conservation action plans for their schools.

The Columbus Zoo and Aquarium’s Teen Eco Summit, presented by Fifth Third Bank, provided students in grades 9-12 with the resources and leadership skills needed to create change in their schools and communities. On Nov. 2, 2022, the Columbus Zoo welcomed 200 students who heard discussions from speakers around the world on conservation, sustainability and leadership while preparing the students to create conservation action plans for their schools. The Zoo engaged with students during the school year through educational webinars and concluded with a celebration event in the Spring of 2023. As part of the summit, Fifth Third Bank made monetary donations to two local schools, Maryville High School and Pickerington High School North.

At Maryville High School, the students used the grant funds to purchase club-branded reusable water bottles to sell within their school and community. Purchasers of the bottles were asked to sign a climate pledge. The students and school expect to use the proceeds from bottle sales to help fund a pollinator plot created by the students.

The Pickerington High School North team of students have well-prepared plans to restore school property with native plants. The effort includes exterminating invasive species and planting new plants. Along with the plantings, the students are collaborating with the school’s shop class to construct bird boxes, which will allow for different species of birds to utilize the newly-restored land. Students are working with Franklin Park Conservatory to ensure proper plan practices are followed.



Fifth Third Creates Diversity in Music Fund in West Virginia

A newly-created Fifth Third Bank Diversity in Music Fund will help the West Virginia Symphony Orchestra bring diverse guest artists to Charleston. The artists will engage the community through performances and through workshops in local schools.

Concertgoers also will be able to attend pre-concert talks with Diversity in Music Fund artists where the artists will discuss their performances as well as their journeys to become musicians.

“This is an incredible program that encompasses so many things we hold dear,” Bob Welty, Fifth Third’s West Virginia market president. “Diversity, equity and inclusion are integral to Fifth Third’s core values, and education is one of our cornerstones. Being able to expose children to the orchestral world and expand their musical horizons is a very important experience.”

Ohio—Northern (Cleveland/ Toledo)

Fifth Third’s Northern Ohio region includes the communities surrounding the cities of Cleveland, Toledo, and Akron. The region is led by **Tom Partridge**, who has 33 years of banking experience and 25 years with Fifth Third. The Bank has had a presence in Cleveland since 1988, when we opened a loan production office, and in Toledo since 1989, when we acquired First National Bank of Toledo. As of this report’s publication in November 2023, the region offered financial services through 95 full-service financial centers.



The Resurgence of Buckeye

The Buckeye neighborhood in Cleveland experienced white flight in the 1970s and was 90% African American by 2010. Undermined by block busting and redlining, housing stock deteriorated. The neighborhood continues to face challenges stemming from the foreclosure crisis and the Great Recession. Prior to the crash, the median home price in Buckeye was on par with much of the city at \$80,000. Today, the median home price is languishing at \$27,000.

Buckeye's housing stock has a large share of two-story two-family homes, the so-called Cleveland Doubles, with second floor porches that need significant attention. The

loss of value in the neighborhood has made it difficult for homeowners and landlords to source home repair or renovation loans. The proportion of homeowners has dropped significantly and more than half of residents live below the federal poverty line.

Through the Fifth Third Empowering Black Futures neighborhood program, we have adopted the Buckeye neighborhood and engaged with Cleveland Neighborhood Progress and other key community partners like Burten, Bell, Carr Development Inc. to address the need for safe, affordable housing. Fifth Third is investing \$20 million into the Buckeye neighborhood.

The Buckeye neighborhood in Cleveland is part of Fifth Third's innovative neighborhood program.



Boosting Affordable Housing in Buckeye

Thirty units of affordable housing are being developed in the Buckeye-Larchmere neighborhood of Cleveland, thanks in part to a collaboration of Enterprise Community Partners, CHN Housing Partners and the Fifth Third CDC through a \$6.2 million low-income housing tax credit investment.

The development is for scattered site new home construction in the neighborhood. When complete, 30 single-family homes will be built for families at or below 60% of the area median income.

Through the CHN, the homes will be rented on a lease-purchase basis; the goal is for residents to be able to buy the homes from the nonprofit developer at the conclusion of a 15-year period. CHN's service delivery program will provide tailored wraparound services to each resident family to help them improve their education, career and financial health.

Fifth Third Foundation also is providing financial support to Cleveland Neighborhood Progress and other partners for neighborhood home repairs south of Buckeye Road. The repairs are anticipated to attract additional investment to the area. "This 'first-in' investment strategy for weatherization, home repairs and lead remediation will set the table for future investments in the neighborhood," said Jeff Verespej of Cleveland Neighborhood Progress.



One of the newly constructed homes that is part of the Larchmere Homes 30 affordable lease-to-purchase homes in the Buckeye Neighborhood.

Fifth Third Bank also is supporting Greater Cleveland Habitat for Humanity to support their efforts in the neighborhood. Habitat's Buckeye-Woodhill Transformation program is building new and rehabbing existing homes for families that have been underserved by traditional banks due to low credit scores or the inability to make a down payment.

Helping Buckeye Families Resolve Legal Issues

Fifth Third teamed up with the Legal Aid Society of Cleveland and the Burten, Bell, Carr Development Inc. over the past year to help Buckeye residents resolve ongoing legal issues at no cost to them.

Legal Aid provided community legal education, representation in cases, and advocacy work in the Buckeye neighborhood. Their efforts focused on civil legal issues that could impact wealth building, especially around probate and estate planning needs.

Legal Aid uses the power of the law to increase safety and health; promote education and economic stability; support safe and stable housing; and ensure government and justice systems are accountable and accessible. Through legal representation, community education, and systemic advocacy, Legal Aid removes barriers to opportunity and helps people achieve greater stability. Burten, Bell, Carr Development Inc. works to empower citizens and revitalize blighted and underserved communities.



Community partners have come together to help resolve legal issues for Buckeye residents.

Fifth Third and Partners Install Smoke Alarms in Cleveland Residents' Homes

According to the National Fire Protection Association, every day seven people die in home fires in the U.S., most in households that lack working smoke alarms. Of those households, many of them are low-income.

Fifth Third helped to underwrite “Sound the Alarm,” an initiative of the American Red Cross, to install smoke alarms in homes located on the east side of Cleveland in October 2022. We invited several of our community partners, including Burten, Bell, Carr Development Inc. and the MetroHealth Buckeye Medical Center, to join the effort.

Bank employees and volunteers from local community organizations worked with local municipalities and fire departments to install 78 working smoke alarms in 29 residences, including several located within the Buckeye neighborhood. They also helped provide home fire education to residents.



Working smoke alarms were installed in 29 homes in Cleveland through the “Sound the Alarm” program.

Making A Difference in Junction Neighborhood of Toledo

The Junction neighborhood is one of the oldest, culture-rich neighborhoods in Toledo. According to the City of Toledo, the population of Junction has decreased by almost half over the past 20 years and has a current population of around 4,000 people. Over half of the families who reside there earn less than \$25,000 per year. More than half of the housing units are occupied by owners, but property values have consistently fallen in the neighborhood.

Fifth Third is committed to Junction and has engaged in multiple forms of support and help since 2021. This support includes grant funding through the Fifth Third Foundation, financial education to residents and businesses, and technical support to the Junction Coalition, an organization that serves as a connector of resources and solutions for residents and business owners in the neighborhood.

Among that support is a \$75,000 grant from the Fifth Third Foundation for the Junction Coalition’s HomeBASE (Building Access to Sustainable Enterprise) program. HomeBase includes several initiatives, including the Junction Economic Transformation, or JET, Center, which provides entrepreneurs and small business owners with one-on-one business coaching, courses and workshops to expand knowledge



Fifth Third employees show their support for the Junction neighborhood.

and build capacity, connections to resources and a business owner network, and aid planning for an economically healthy community. HomeBASE also provides housing rehabilitation grants, housing education and other programs.

The Bank also sponsored the Maumee Valley Habitat for Humanity for its Rock the Block events in Junction since 2021. These events were an effort to bring together residents and organizations committed to Junction to complete home repairs and improvements in the neighborhood. At the 2023 event, Habitat director Mike McIntyre, said, “Neighborhood revitalization helps us preserve the quality of life in neighborhoods.” Fifth Third volunteers helped “rock the block” alongside community members and partner organizations.

The Fifth Third Financial Empowerment Mobile also did a tour stop in Junction. Bankers on board the bus provided financial education, job training and provided access to quality financial products and services to members of the community.



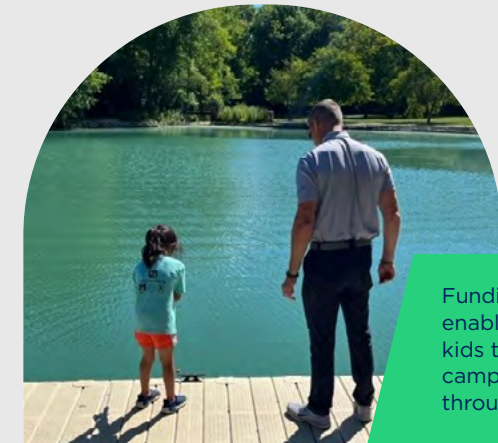
Fifth Third employees help “rock the block” in Junction to complete home repairs and make neighborhood improvements.

Fifth Third Bank Helps Metroparks Toledo Provide Summer Camps for Kids

Metroparks Toledo offers camp to children from disadvantaged communities, ages five through 12, throughout the summer. Metroparks’ Connections Camp provides instruction in archery, canoeing, tree climbing and other outdoor skills. The camp also provides environmental education activities to children who might not otherwise be able to have such an experience. The activities include nature walks, crafts and games. Studies show that experiences in nature can reduce stress and improve health.

Fifth Third provided \$60,000 a year for three years to help fund camp counselors and supplies. Partner agencies that work with underserved children select and refer kids to the program.

Dave Zenk, the district’s executive director, said the program could help “inspire the next generation of conservationists,” as quoted in The Toledo Blade.



Funding from Fifth Third enabled disadvantaged kids to attend summer camps in Toledo through Metroparks.

Tennessee

Fifth Third Bank entered Tennessee in 2004 with the acquisition of Franklin National Bank, and subsequently expanded into the Nashville, Knoxville and Memphis markets. Today the Bank employs over 350 Tennesseans who serve customers in 41 full-service financial centers in Nashville and Knoxville. Middle Market, Capital Market, Corporate Banking and Business Transition teams serve Nashville, Memphis, Knoxville, Chattanooga and the Tri-Cities areas. The Bank's Healthcare and Music Commercial Bank teams originated and continue to be headquartered in Nashville. The region is led by President **David Briggs**, who is a 30-year veteran of the financial services industry. A community leader, Briggs serves on several community boards focused on economic growth, job creation, education, and social services.

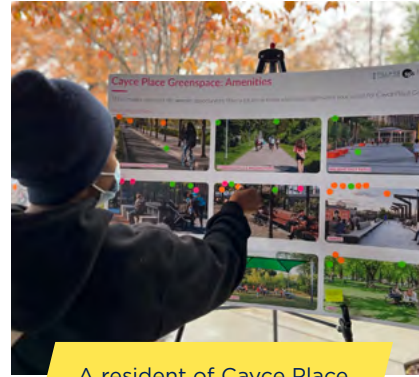


Helping to Revitalize Cayce Place

Cayce Place is an isolated community of concentrated poverty on 63 acres in East Nashville. Fifth Third is helping to fund development and revitalization of Cayce Place in collaboration with the Metropolitan Development and Housing Authority through a \$50,000 investment. MDHA has developed Envision Cayce, a place-based comprehensive Neighborhood Action Plan that resulted in the development of nine goals for Cayce Place, all driven by direct input from the community. Overall, the goals included a greater diversity of housing choices, a reorganization of open spaces, and neighborhood amenities.

Among the nine goals are:

- Accomplishing one-for-one housing replacement so current residents can benefit from community improvements. The result will be rebuilding 968 units restricted for low-income residents at 60% of the area median income.
- Create multiple affordable housing options. The result will be the rebuilding or addition of 1,080 low-income units (120% AMI).
- Improve green space. Eight scattered acres will be replaced with eight assembled acres of green space as a linear central park. The park will provide a gathering place for residents and a central place to access community resources and recreational amenities.
- Increase access to resident services, including a new 45,000 square foot grocery facility.



A resident of Cayce Place looks at designs for proposed green space.



Fifth Third is working to revitalize Cayce Place in Tennessee.

Envision Cayce also incorporates sustainable design principles in all aspects of physical design and community culture. According to MHDA, “The plan envisions an urban environment that increases connectivity, provides a healthy mix of uses and creates a variety of housing choices creating an place where people can live, work, learn and play based on their choice of lifestyles. The incorporation of green building practices creates a healthier environment, reduces energy consumption, water consumption and reduces costs while increasing value and building performance.”

Sustainable site development includes incorporating low impact stormwater development, reusing developed land, creating density, providing housing diversity, minimizing site disturbance and the preservation of existing trees, where feasible.

ConnectHome Coding Camps

In October 2022, the Fifth Third Foundation awarded MDHA a \$50,000 Strengthening our Communities grant to support 75 high school students in career-oriented ConnectHome Coding Camps, which teach students how to code and apply them to student school projects. Many student projects are music related. The students use codes they have learned to create music and beats, as well as design book covers and illustrations. Guest speakers have included open-source software subject matter experts who specialize and teach youth like Jurnell Cockhren, aka Doctor Code, as well as representatives from organizations like Tennessee Promise to discuss the state’s scholarship and mentoring program, Nashville State Technical College to discuss post-secondary options, LabFour to discuss certification programs, and Google Fiber to discuss career opportunities.

The first post-camp survey indicated that 94.7% of students are interested in learning more about coding. “It was a very great experience,” one student said, “and I would love for an opportunity to participate [again] and would love for other children to participate.”

Fifth Third Boosts Affordable Housing

Like many states and communities across the U.S., Tennessee is working to address a gap and lack of affordable housing for its residents. In Tennessee, the issue is worsened by increasing population growth. Fifth Third is committed to being a partner to build more sustainable affordable housing through the volunteer state.

The Skyliner

The Skyliner is an inclusive, mixed income apartment community in the heart of the historic Dickerson Pike corridor. The affordable housing development was made possible thanks to a group of private and public partners, including Fifth Third Bank. The Skyliner features studio, one-, two- and three-bedroom apartments with fully equipped kitchens. Amenities include a fitness center, laundry lounge, bike racks, grilling areas, and an outdoor terrace.

In May 2023, Fifth Third Regional President David Briggs participated in a ribbon cutting for the Skyliner along with other project partners, including Urban Housing Solutions, general partner; Pinnacle Financial Partners, low income housing tax credits; Fifth Third Bank, construction and permanent loan; and Metro Nashville, which provided a \$2 million grant through the Barnes Fund to fill the gap between financing and actual construction costs.



The Skyliner apartments is an inclusive, mixed income community.



Fifth Third Regional President David Briggs participated in a ribbon cutting for the Skyliner in May 2023.

Sherwood Commons Townhomes

In 2021, the mayor of Nashville released a report showing that more than 65,000 households in the city were spending more than 30% of their income on housing and were therefore rent burdened. Nashville continues to see population growth, which is putting constant pressure on the affordability of housing. That's why Fifth Third partnered with Habitat for Humanity of Greater Nashville to help low- and moderate-income individuals and families achieve homeownership. The Fifth Third Foundation provided \$30,000 in funding for the Sherwood Common Townhomes development and Fifth Third employees formed a team to help build one of the homes.

“Sherwood Commons is a welcome addition to the diverse housing options in District 2,” said Council Member Kyontzé Toombs. “With Nashville’s robust and expensive housing market, homeownership has become unattainable for so many. Sherwood Commons makes homeownership a reality for deserving residents who have put their money, time and sweat into achieving part of the American Dream.”

Sherwood Commons includes a mix of two- and three-bedroom homes that are home to 41 individuals across 26 townhomes. Habitat for Humanity of Greater Nashville’s homeownership program for qualified applicants includes 100 hours of classroom instruction on budgeting, home maintenance



Fifth Third Foundation made a \$30,000 grant for Sherwood Commons Townhomes in Nashville.

and how to be a good neighbor, as well as 100 hours on the build site constructing Habitat homes and volunteering at Habitat’s ReStore.

All of the homes at Sherwood Commons are ENERGY STAR® certified. Habitat for Humanity of Greater Nashville has won 14 consecutive ENERGY STAR® Awards for Sustained Excellence and has been nationally recognized by the Environmental Protection Agency and the U.S. Department of Energy for its continued leadership in protecting the environment through energy efficient construction. Each Habitat home produces carbon emissions 2.1 tons less than a new home of standard construction. These energy efficient homes conserve natural resources and yield homeowner savings of approximately \$840 on utility bills annually.

Emergency Rental Assistance

Fifth Third was grateful to be able to provide financial support to Affordable Housing Resources Inc. for its emergency rental assistance program in early 2021. As the COVID-19 pandemic persisted into the new year, AHR was able to serve more than 600 renters by paying their overdue rent payments and helping prevent the evictions of more than 450 tenants.

The availability of emergency rental assistance kept people housed until their jobs returned post-pandemic and they could resume their rent payments on their own. The program kept several landlords from selling their properties to investors, which would have further burdened Nashville’s affordable housing market. It enabled good, well-intentioned landlords to stay committed to their tenants.



Affordable Housing Resources Inc. is a nonprofit organization whose mission is to create affordable housing and strong neighborhoods. For over 30 years, AHR has been laying a foundation for successful homeownership for Middle Tennessee’s workforce. AHR is committed to providing homeownership opportunities for low-to moderate-income families, which enable these families to become successful homeowners over the long term.

Empowering a Local Tennessee NonProfit Leader



Demetrius Short, executive director of Transformation Life Center.

Fifth Third congratulates Demetrius Short, executive director of Transformation Life Center, on his graduation from the Bank’s Empowering Community Leaders program. The 18-month program was launched in 2022 to provide resources and training to nonprofit leaders across Fifth Third’s footprint. Each leader was nominated for participation by Fifth Third’s community impact managers.

Jointly funded by the Fifth Third Foundation and Fifth Third Bank, ECL offered critical lessons in leadership development, technical skills and specialized certifications that enabled access to resources and knowledge necessary to achieve great community outcomes.

All 25 program graduates completed an executive certificate in nonprofit leadership from the Harvard Kennedy School and an emotional intelligence course and coaching from Case Western Reserve University. Short, along with the other 24 graduates, gathered at our headquarters in Cincinnati to receive his Harvard Kennedy Leadership Program certificate in August 2023.

Tennessee Employees Help Feed the Community

In May 2022, more than 60 employees from Fifth Third Bank-Tennessee volunteered at Second Harvest Food Bank of Middle Tennessee. Together, the team produced 22,705 meals in just two and a half hours. The effort was part of the Bank’s Feeding our Communities initiative, which annually brings together employees and community members to tackle the nationwide problem of food insecurity.

Second Harvest Food Bank of Middle Tennessee is one of the largest and most comprehensive of more than 200 food banks and food distribution centers nationwide. Second Harvest’s mission is to provide food to people facing hunger and work to advance hunger solutions. During its 2022 fiscal year, Second Harvest distributed more than 41.6 million pounds of food to nearly 420 Partner Agencies, providing more than 35.2 million meals to hungry children, families, and seniors throughout our 46-county service area.



Appendix/Contact

Customer Information

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- [Nominating and Corporate Governance Committee](#)
- [Risk and Compliance Committee](#)
- [Technology Committee](#)

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