Green Dot to Open Customer Support Site Near Cincinnati, Ohio

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New Blue Ash, OH location will host about 100 roles focused on customer support and experience including leadership, training, front-line agents, and more

AUSTIN, Texas--(BUSINESS WIRE)--Jul. 19, 2022-- Green Dot Corporation (NYSE: GDOT), a leading digital bank and financial technology company, announced plans to open a customer service and support site in Blue Ash, Ohio, about 20 miles northeast of Cincinnati. The new location will employ about 100 jobs focused on customer service and support, including corporate resolution specialists, customer advocacy leaders, and more, and is expected to open in October of this year.

"Delivering exceptional customer experiences is key to our mission to give all people the power to bank seamlessly, affordably, and with confidence," said Dan Henry, President & CEO of Green Dot. "We believe our customer service and support teams will benefit significantly from an on-site presence allowing for enhanced onboarding, training, support and connection, and we're excited to build our team and presence in the Cincinnati area."

The approximately 20,000-square-foot newly redesigned office will feature open concept lobby and workspaces, flexible common and collaboration areas, and modern kitchen and dining spaces. The location will be primarily dedicated to in-person learning, process oversight, monitoring, and real-time engagement and enhancements that optimize the customer experience for Green Dot's direct customers and world-class banking platform services ("BaaS") partners.

In 2021, Green Dot announced it would move its headquarters to Austin, TX, and embrace a remote "Work from Anywhere" model in the U.S. aimed at maximizing the benefits of remote work, attracting top talent without geographical barriers, and supporting the company's transformation into a modern bank and fintech. Since moving to a remote workforce, the company has expanded its footprint across the country, hiring 400 employees located primarily in new markets and towns across the U.S.

"We are big believers in the benefits and potential of a best-in-class remote workforce, but we also recognize the advantages of hosting and managing certain teams and functions in person," Henry said. "We chose Cincinnati based on a variety of factors, and we look forward to building a strong team there to help us optimize our customer experience for both our direct customers and partners."

For more information on job openings at Green Dot's Blue Ash location and nationally, please visit careers.greendot.com.

About Green Dot

Green Dot Corporation (NYSE: GDOT) is a financial technology and bank holding company committed to giving all people the power to bank seamlessly, affordably, and with confidence. Green Dot's technology platform enables it to build products and features that address the most pressing financial challenges of consumers and businesses, transforming the way they manage and move money and making financial empowerment more accessible for all.

Green Dot offers a broad set of financial services to consumers and businesses including debit, checking, credit, prepaid, and payroll cards, as well as robust money processing services, tax refunds, cash deposits and disbursements. Its digital bank GO2bank offers consumers simple and accessible mobile banking designed to help improve financial health over time. The company's banking platform services (or "BaaS") business enables a growing list of the world's largest and most trusted consumer and technology brands to deploy customized, seamless, value-driven money management solutions for their customers.

Founded in 1999, Green Dot has served more than 33 million customers directly and many millions more through its partners. The Green Dot Network of more than 90,000 retail distribution locations nationwide, more than all remaining bank branches in the U.S. combined, enables it to operate primarily as a "branchless bank." Green Dot Bank is a subsidiary of Green Dot Corporation and member of the FDIC[1]. For more information about Green Dot's products and services, please visit www.greendot.com.

[1] Green Dot Bank also operates under the following registered trade names: GO2bank, GoBank and Bonneville Bank. All of these registered trade names are used by, and refer to, a single FDIC-insured bank, Green Dot Bank. Deposits under any of these trade names are deposits with Green Dot Bank and are aggregated for deposit insurance coverage up to the allowable limits.

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