



Green Dot Corporation

June 13, 2023

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# 2022 Environmental, Social and Governance Report

# Outline

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# Introduction to the Report

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## About this Report

This 2022 Environmental, Social and Governance (“ESG”) Report covers the operations of Green Dot Corporation (“Green Dot”) for fiscal year 2022, which began on January 1, 2022, and ended on December 31, 2022, unless otherwise noted. Throughout this report, we define ESG as a way of categorizing factors that impact a company’s long-term performance as well as a strategy for integrating these factors into the business to operate in a sustainable manner.

The contents of this report are informed by our ESG Priority Assessment, which leveraged leading sustainability reporting standards and frameworks, including the Sustainability Accounting Standards Board (“SASB”) standards, the Global Reporting Initiative (“GRI”), and the Task Force on Climate-Related Financial Disclosures (“TCFD”). Our sustainability reporting is aligned with disclosure topics included in the SASB Software & IT Services Standard and the Consumer Finance Standard.

## About Green Dot

Green Dot Corporation (NYSE: GDOT) is a financial technology and bank holding company committed to giving all people and businesses the power to bank seamlessly, affordably and with confidence. Operating on a cloud-based technology platform, Green Dot builds simple, secure and useful financial tools and experiences that power customers directly, and that fuel engagement, trust and value

for a growing list of partners including Apple, Intuit, Walmart, Amazon, CVS Pharmacy, and many more.

Green Dot offers a broad set of financial products for consumers and businesses including debit, checking, credit, prepaid and employer payroll cards, as well as robust money processing services, tax refunds, cash deposits, disbursements and more. The company’s banking as a service (“BaaS”) division enables world-class partners to embed and deploy customized and scalable banking solutions that fuel engagement, trust, loyalty and value among customers.

Our registered bank charter, modern platform and vast retail network power the #1 retail debit card in the U.S., process over \$230B annually, and have supported more than 67 million accounts to date. We build custom embedded solutions that fuel engagement, trust and value for more than 6,000 partners. With 90,000-plus locations nationwide, our Green Dot Network offers more cash deposit and withdrawal locations than all U.S. bank branches combined, enabling it to operate as a “branchless bank”. We also process more than 14 million tax refunds annually, and issue PayCards featuring valuable tools like early wage access on behalf of more than 6,000 businesses nationwide.

Founded in 1999, Green Dot is headquartered in Austin, TX, and now embraces a flexible remote working environment for most U.S.-based employees. Green Dot Bank is a subsidiary of Green Dot Corporation and provides access to banking to all.

# Letter from George Gresham

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As a financial technology company and digital bank, our mission is to power everyone with seamless, secure and affordable financial services both directly and through our valued partners. To further this goal, we at Green Dot are dedicated to being **responsible stewards** of our customers' resources as we deliver financial products and services that help facilitate a more stable and prosperous financial future. Central to our purpose and mission, therefore, lies a commitment to sustainability, as we believe this allows us to better serve our customers and to contribute to a more equitable society.

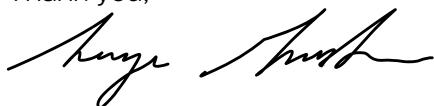
Market interest in corporate sustainability has grown in recent years, but the meaning and intention behind it have been part of Green Dot's fabric for quite some time. Today we are pleased to share an update on our progress made in this area, including:

- Improving ESG governance across our enterprise, including the formation of a management-level ESG steering committee in 2022 to implement and advance our ESG program, and by completing our first ESG Priority Assessment to identify our relevant ESG topics.
- Embracing equipment and technology in our modern workspaces that is more energy efficient, and seeking to select partners that align with our sustainability values and standards.
- Tracking diversity across all levels of the company, including leadership. We are committed to addressing diversity, equity and inclusion as we continue to grow.
- Increasing community investments, and reinforcing our commitment to financial literacy and inclusion, affordable housing, tax education and planning, and other worthy initiatives that will further enable the communities we serve. We received an "Outstanding" community investment rating in 2021 by the Federal Reserve Board.

As a purpose-led company focused on growth and reaching exponentially more customers in years to come, we recognize the importance of operating and growing in a responsible and sustainable way.

Sustainability is critical to Green Dot's path forward as we know it will enable us to be a stronger, smarter and more capable growth-focused organization.

Thank you,



George Gresham



# Green Dot's Approach to ESG Oversight

We are committed to making modern banking and money movement accessible for all, and we believe that managing our business in a sustainable manner is an important part of this goal. ESG is important to the long-term success of our business, and our Board and its committees play a critical role in overseeing our ESG program and related matters.



## Board of Directors

The Board is responsible for (i) oversight of ESG risks and opportunities and (ii) the integration of ESG into strategy, to the extent material to the business.



## NCG Committee

Our Nominating and Corporate Governance Committee (the "NCG Committee") oversees our ESG programs, policies and practices. The NCG Committee's duties in this regard include reviewing and evaluating the company's programs, policies and practices relating to ESG issues and related disclosures and recommending to the Board of Directors the company's overall strategy with respect to ESG matters.



## Risk Committee

Our Risk Committee, on behalf of the Board, oversees the Company's enterprise-wide risk management framework and Corporate Risk function, including the strategies, policies, procedures, processes, and systems established by management to identify, assess, measure, monitor, and manage the major risks facing the Company. This includes review of our information security risk (including cyber defense management).



## Management-Level ESG Steering Committee

In 2022, we continued to advance our ESG strategy by establishing a management-level ESG Steering Committee comprised of employees across our organization from human resources to legal to business development (the "ESG Steering Committee"). The purpose of the ESG Steering Committee is to assist the NCG Committee in fulfilling its oversight responsibilities with respect to ESG matters, including by reviewing and approving programs, policies and practices relating to ESG issues and overseeing and monitoring the implementation of our ESG program.

We intend to continue to examine the ESG topics that are most relevant for our business and stakeholders as we further develop and advance our ESG strategy. We believe this approach to ESG management helps to enable us to create value for both our stockholders and our other stakeholders, including our customers, partners, employees and communities. We will endeavor to provide transparent disclosures on the progress of this work.



# ESG Priority Assessment

In 2022, we conducted our first ESG Priority Assessment to guide our overall ESG strategy. The ESG Priority Assessment was designed to identify the environmental, social and governance topics with the greatest impact on our business strategy, operations and value creation. Going forward, we aim to regularly assess a wide range of ESG topics to inform our strategy, with the goal of increasing the scope of our priority assessment in future reports.

## Our Methodology

Together with an external ESG specialist, we conducted desktop research and external benchmarking to identify ESG topics that are relevant to our company, industry, and key stakeholders, such as our business partners.

The ESG Priority Assessment included data collection from a variety of sources and methods, including:

- A review of our sustainability context, including sustainability challenges and ESG priorities specific to the financial technology industry, the nature of our business operations and where we operate, to identify ESG topics that are relevant to our business.
- References to leading ESG standards and frameworks, including the SASB standards, the GRI, the recommendations of the TCFD, and the United Nations Sustainable Development Goals (“UN SDGs”).
- Assessments of ESG ratings and rankings for our company and peers, together with external benchmarking against the ESG priorities and disclosure of our peer companies and companies in the technology and financial technology industries that are identified as best in class according to third-party ESG ratings and rankings.
- A review of the ESG priorities of our investors through a review of their proxy voting guidelines, voting records, stewardship principles, ESG policies, and other disclosures.

1

Assess our sustainability context by reviewing leading ESG standards and frameworks

2

Review Peer disclosures practices, best-in-class ESG programs, and investor priorities

3

Identify a list of ESG topics relevant to our business, industry, and stakeholders

Through this process, we identified a list of 27 relevant ESG issues and opportunities that were consolidated into 10 ESG topics using the outputs from our business analysis, peer benchmarking, and review of investor priorities.

## Findings

The ESG Priority Assessment helped to identify the ESG topics that are the highest priority to our business. Our priority ESG topics are the following:



This inaugural 2022 ESG Report includes details on our strategy and progress on initiatives that are in alignment with certain priority topics and includes relevant metrics aligned with the SASB standards. As we continue to develop our ESG strategy and goals, our aim is to increase the scope of our ESG program and reporting to cover more of our priority topics.



# Environmental

We make efforts to mitigate our environmental impact within our own operations through our business decisions and efforts to address the energy consumption of our facilities. Highlights of our approach to environmental sustainability include:



## Remote Workforce:

In 2020, the company decided to close all U.S. facilities and shift to a fully remote workforce. To-date, approximately 65% of our global employee base is remote, which we believe has resulted in significant reduction of our direct electricity consumption due to reductions in energy usage in office space and employee commuting.



## “Branchless” Bank:

Green Dot operates as a primarily branchless bank, utilizing over 90,000 retail distributors for consumers to deposit money, pick up cash, pay credit card bills, and add cash to anyone’s debit or prepaid card. Our operating model therefore allows us to largely avoid the energy consumption associated with standalone brick-and-mortar branches.



## Employee Facilities:

Our non-remote employees, accounting for approximately 35% of our global employee base, are located in two modern facilities that have several qualities which reduce energy consumption and environmental impact. These buildings have LED lighting systems, power efficiency motion systems, HVAC temperature run-time efficiencies, paper and plastics shredding, recycling and compost bins, and power efficient peripherals such as monitors and screens.



## The Environmental Footprint of Our Hardware Infrastructure

Green Dot does not own or operate data centers; we leverage data centers owned and operated by third-party data center providers. Through these data center providers, we utilize data centers throughout the United States, with two primary data centers located in Los Angeles and Las Vegas. The Company also uses third-party cloud computing platforms.

Due to the energy intensity of data center operations, the sustainability of our data center providers is a strategic priority of our ESG program. As we build on this inaugural ESG report, Green Dot plans to provide greater analysis of the sustainability of our data centers in future reports.

# Social

## Human Capital Management

We are focused on talent retention and development, employee experience, diversity, equity, inclusion, and belonging (“DEIB”), total rewards, and employee health and safety.

As of December 31, 2022, we had approximately 1,200 full-time employees globally, of which approximately 74% are located in the United States, and 26% are located in China.

## Talent Retention and Development

Green Dot’s workforce is one of our most valuable assets; maintaining our team of highly technical individuals who enjoy pushing the boundaries of possibility is extremely important to the business.

**We work to retain employees in a number of ways, including:**

- Maintaining and fostering strong leadership, through effective training and development programs;
- Providing employees the opportunity to learn new skills and to advance their careers;
- Investing in technology;
- Maintaining customer relationships; and
- Providing competitive and equitable total rewards.

For all employees at Green Dot, we offer industry-specific training regarding regulatory standards and compliance, as well as self-directed learning through LinkedIn’s learning platform. As employees advance in their careers, our training framework seeks to build new capabilities with foundational leadership skills. In 2023, we intend to launch a manager-level training that is designed to increase managerial capability in the areas of communication, engagement, coaching, enhancing DEIB practices, hiring and on-boarding, business skills, and ensuring an ethical work environment. Our leaders are further empowered to design bespoke learning experiences catered to their specific needs.

For fiscal year 2022, our voluntary turnover rate was less than 15%, which we believe demonstrates the strength of our culture and professional development programs.

## Employee Experience

We strive to continue enhancing employee engagement and use employee feedback to drive and improve processes that support our customers and ensure a deep understanding of our culture and vision among our employees. We embrace an open-door policy where collaboration across all levels of team members and across multiple departments is encouraged.

**In addition, we use annual employee engagement surveys to:**

- Track and enhance employee sentiment and satisfaction;
- Identify opportunities to instill our mission, vision, values, and business objectives throughout the organization; and
- Build a performance-driven culture in a continually evolving remote and virtual environment.

In 2022, we had an overall favorability score of 75%, and 81% of employees participated in our annual employee engagement survey.

We use these surveys to solicit feedback about members of our senior leadership up to and including our Chief Executive Officer from employees at all levels of our organization. The three highest rated categories were how employees felt about their managers, DEIB, and overall job satisfaction. We also believe that ongoing employee performance feedback encourages greater engagement in our business and improved individual performance.





# Social

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## Diversity, Equity, Inclusion and Belonging

We believe that a diverse, equitable and inclusive working environment with high belonging helps drive our mission and provides our workforce with the best opportunities for success. We are committed to improving representation and inclusion for employees at all levels of the organization.

We conduct a DEIB analysis of our workforce annually which is focused on our employee demographics by various segments (level, department, job) as well as the demographic data of our hiring practices (sourcing, candidates interviewed and hiring) which helps shape our DEIB focused priorities each year. As a result of our analysis in 2022 we enhanced our focus on recruitment strategies and career development strategies in support of our initiatives.

We made additional improvements in closing the gender gap in 2022, through focused diversity recruiting efforts as well as partnering with agencies that focus on candidate diversity which resulted in a workforce comprised of 55% male and 45% female employees at the end of 2022.

In addition, we grew our Employee Resources Groups (“ERGs”) by over 200% and implemented enterprise-wide events to create new levels of knowledge, empathy and community connection for our people. Our ERGs and their accompanying missions are described below:

**Black Employee Network (BEN):** Our mission is to support Green Dot’s efforts to retain, recruit and empower Black employees. BEN connects members, supports mentorship and provides career and personal development opportunities and workshops, including but not limited to the Fintech industry. BEN also drives inclusion of Black cultural events and activities company-wide.

**Data Miners:** Our mission is to empower our members with the skills, knowledge, and resources they need to be effective data miners. We believe that by building a community of individuals who are proficient in data, we can help Green Dot make better decisions, drive innovation, and

achieve our strategic goals. Through training, mentorship, and collaboration, we strive to create a culture of continuous learning and improvement that benefits both our members and our company as a whole.

**HOLA (Hosting an Oasis for Latinos to Ascend):** Our mission is to support employees that come from Hispanic heritage in our work environment. To help gather, preserve, and stimulate appreciation and advance the knowledge about all Latin people from varying countries, while supporting the advancement of these employees in their careers.

**Interfaith Prayer:** Our group will serve Green Dot’s culture by building community and goodwill among those of us that pray. Our group will serve Green Dot’s culture by focusing on positive contributions that our members can make to one another and the customers that we serve.

**Leadership Circle:** We empower and develop leaders at Green Dot to thrive at work, at home, and in their communities. This ERG serves Green Dot by providing networking support, offering unique development opportunities and identifying new potential leaders in our organization.

**Live Well Advocates:** Our group will promote the four pillars of wellness (physical, mental, emotional, spiritual) for Green Dot employees by offering resources, tools, and peer-to-peer support (both internal and external to the company) to assist employees in achieving a healthy state of overall wellness.

**Veteran’s Resource Group (VRG):** We support veteran employees. We want to provide a mentoring platform to help veteran employees learn how to build a career and navigate their professional life. We want to provide insight for non-veterans in the company about the valuable assets veterans bring to the work. We will help dispel myths around the military experience, and elevate the company’s brand as a Veteran Friendly Employer.

**Working Women:** Our goal is to increase women’s professional development; to increase diversity/parity within the company; to increase the recruitment and advancement of women and to mentor women within Green Dot.

# Social

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In 2023, we intend to advance our diversity efforts through hiring, career development, succession planning and leadership education. We also intend to introduce an educational platform for all employees to access that includes a variety of educational topics related to DEIB.

## Total Rewards

To ensure our pay and benefits programs are consistent with our total rewards philosophy, we are committed to and maintain best practices aimed at delivering fair and equitable compensation for employees based on their contribution and performance. We benchmark for market practices, and regularly review our compensation against the market to ensure it remains competitive.

We offer a comprehensive and tailored set of benefits for employees and their families, providing protection from

unexpected losses or medical expenses. Our benefits programs are tailored for the various geographies in which we operate, and include a variety of competitive health plans, in addition to dependent care flexible spending accounts, a 401(k) plan with a company match and auto-enrollment, employee stock purchase plan, and an employee assistance program.

## Employee Health and Safety

The health and well-being of our workforce is one of our top priorities. Our team members in Shanghai, China experienced the strictest COVID measures throughout the pandemic. Our office in China reopened in June 2022, and we continue to comply with local health and safety guidelines. To reinforce a deep connection and establish clear direction with our employees, we continue to provide regular leadership updates and management outreach.



# Social

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## Human Rights

At Green Dot, we are committed to upholding and promoting human rights in all our business activities. We recognize the fundamental importance of respecting and protecting human rights, and we strive to ensure that our operations align with international human rights standards.

As part of this commitment, the Company has adopted a [Code of Business Conduct and Ethics](#), which is applicable to every employee.

Green Dot utilizes third-party suppliers, including business process outsourcers, computer hardware providers, independent consultants, and providers of software and software-related services. In order to address any risks related to forced or compulsory labor, debt bondage, child labor, human trafficking or domestic servitude in our supply chain, Green Dot requires all suppliers to contractually agree to comply with applicable laws and regulations related to such supplier's performance under the contractual agreement with Green Dot.

Additionally, all vendors are onboarded and monitored in accordance with the Vendor Onboarding and Monitoring Policy, which establishes enterprise-wide requirements for a risk-based approach to identifying, measuring and managing risk. This policy includes requirements for vendor intake and due diligence, oversight and monitoring, and reporting, and covers issues such as equal opportunity, labor rights, and business ethics. The Vendor Onboarding and Monitoring Policy is reviewed at least every two years, or as needed, by the Senior Director, Information Security Governance, Risk & Compliance, with recommended changes reviewed and approved by the management-level Policy Committee.

Through these processes and management standards, Green Dot aims to ensure that our operations do not contribute to or otherwise support human rights abuses, and that we uphold our commitment to supporting human rights in all our activities.





# Social

## Responsible Product Development

### Responsible Innovation

At Green Dot, we are committed to responsible innovation that considers the social and environmental impacts of our products, processes, and business models. We believe that creating sustainable solutions benefits not only our customers and shareholders, but also the broader community and the environment.

In 2022, we created a cross-functional team to evaluate our product portfolio for its social impact. We also conduct extensive market analysis, along with consumer research before launching a product or feature. We especially pay attention to social impact before introducing or changing a product/feature.

**We have implemented several initiatives to promote responsible innovation within our organization. These include:**

- **Innovation Process:** Our innovation process includes a stage where we assess the potential social and environmental impact of new products, processes, or business models. We use various tools and methodologies to evaluate the potential impact of our innovations.
- **Collaboration:** We collaborate with external stakeholders, including customers, partners, and non-profits, to better understand the issues affecting our communities. We leverage their insights to develop innovative solutions that address these issues while supporting our business objectives. In 2021, Green Dot invested and participated in a multi-phased research initiative led by Commonwealth and supported by Gig Wage and Steady exploring the unique hurdles gig workers face, and the financial tools and resources that can best support them.

This initiative tested what types of financial products best support non-traditional “gig” workers, and what tools and resources may have the greatest impact on income sufficiency and stability. The income volatility routinely faced by gig workers, which became even more pronounced during the COVID-19 pandemic, is a unique financial challenge that disproportionately affects lower-income Black, Hispanic American and female gig workers. Commonwealth’s research studied the effectiveness of strategies to mitigate income volatility for these workers – including cash grants, loans, wage access and wage supplements – and reduce the negative consequences

of income volatility. The project found that 70-80 percent of gig workers have \$1,000 or less in savings, and more than 40 percent had no savings at all. The income volatility interventions showed varying levels of success at providing short-term relief from financial hardships, and in providing support to gig workers to ensure they were able to meet their monthly financial obligations. Commonwealth is now using these research findings to develop design recommendations for employers looking to offer income volatility benefits to their gig workers.

- **Reporting:** As part of our efforts to continue advancing our governance processes, we are identifying opportunities to improve internal reporting on responsible innovation, including the possibility of identifying relevant sustainability metrics.

Our commitment to responsible innovation is part a key pillar of our sustainability strategy. We believe that by developing sustainable products and solutions, we can create value for our stockholders while addressing some of the world’s most pressing social and environmental challenges.



# Social

## Unbanked / Underbanked Initiatives

At Green Dot, we believe that access to banking and financial services should be a fundamental right that should be available to all individuals and households, regardless of their income or socio-economic status. We are committed to promoting the use of banking and financial services among unbanked and underbanked households through our product.

**We have implemented several initiatives related to our product that promote financial inclusion and increased accessibility of banking services. These include:**

- **No-Fee or Low-Fee Banking Products:** We have introduced banking products that have low or no monthly fees or minimum balance requirements. We endeavor to provide affordable banking solutions that can help people manage their finances more effectively and build financial stability.
- **Overdraft Protection:** We offer overdraft protection to our customers, which may provide short-term liquidity in case of emergency expenses. We understand that unexpected expenses can create financial stress for low-income households, and not having to worry if there is a permissible overdraft helps customers manage these situations more effectively.
- **Credit Improvement:** We also work to increase our users' availability of credit. The development of credit enhancement products that help customers improve their credit and financial health is on our roadmap. We recognize that many unbanked and underbanked households struggle to access credit due to a lack of credit history or poor credit scores. Therefore, we have partnered with Experian to offer the Boost service, a credit enhancement tool that helps our customers build their credit history and improve their credit scores. In addition, we have developed a Secured Credit Card that allows customers to establish or rebuild their credit history. Our Secured Credit Card requires a deposit, which acts as collateral, and allows customers to demonstrate responsible credit behavior by making on-time payments.
- **Financial Literacy Programs:** We offer financial literacy programs that aim to educate our customers on basic financial management skills such as budgeting, saving, and investing. We believe that by providing financial education, we can empower our customers to make informed decisions and improve their financial wellbeing.

**We are proud that our efforts to promote financial inclusion have yielded positive results. This success is captured in the following datapoints:**

- Our percentage of account holders that used our products without monthly fees increased by 30% year-over-year, indicating that our products are becoming more accessible to low-income households.
- Additionally, our overdraft product was used free of charge for 57% of all transactions, demonstrating our commitment to providing affordable financial solutions to our customers.
- Our credit enhancement products have helped many customers improve their credit scores and gain access to credit. We have seen a 20% increase in the number of customers who have improved their credit scores by at least 50 points since using our credit enhancement products.

We believe that promoting financial inclusion is both a business imperative and a moral imperative. By providing affordable banking solutions to low-income households, we believe we offer an important service to our customers and drive value for our stockholders.





# Social

## Philanthropy and Impact

Green Dot believes that we are well-poised to make a positive impact in our communities through community partnerships and philanthropy.

### Giving at Green Dot

At Green Dot, our mission is to give all people the power to bank seamlessly, affordably and with confidence. As a digital banking and fintech company focused on addressing the most pressing financial challenges of low- to moderate-income (LMI) Americans, this commitment extends beyond our core products and services, and delivers impact through a variety of programs promoting financial literacy and inclusion, affordable housing, tax education and planning, and other worthy initiatives that support the communities we serve.

### Our Commitment and Impact

In 2021, Green Dot Bank received an “Outstanding” Community Reinvestment Act (CRA) rating. We were recognized for outstanding levels of combined small business loans, community development loans, and community development investments and donations that support affordable housing and small businesses. Additionally, we were recognized for outstanding community development services to organizations that aid small businesses and provide financial education and housing assistance to LMI families.



As we await the Federal Reserve Bank’s next assessment in 2024, we have worked diligently to outperform our 2021 community reinvestment metrics and have significantly exceeded our CRA donations and community development service goals each year.

In 2022, we launched an enterprise-wide employee giving (donation and volunteerism) platform that provides resources and opportunities for employees to support charitable causes that are meaningful to them. As part of the initiative, we began offering employees one paid day off to volunteer for a nonprofit organization of their choice and launched Spark by Benevity, a platform that connects employees with thousands of vetted local and national nonprofits, and helps companies track community engagement and impact among employees.

From September to November 2022, we hosted our first #GO2give Challenge encouraging employees to connect and maximize impact on communities in need. More than 236 employees across the US and Shanghai participated in the challenge, with 577+ volunteer hours devoted to efforts including but not limited to:

- Fighting homelessness;
- Feeding the hungry;
- Supporting health and wellbeing; and
- Promoting financial literacy and inclusion.



# Social

## National Programs We Support

Pillar	Programs We Support
Financial Literacy	<b>Junior Achievement</b> Organization delivering experiential learning programs in work readiness, financial literacy, and entrepreneurship.
	<b>Banzai!</b> Interactive set of courses that teach students real-world finance and budgeting skills.
Financial Inclusion	<b>United Way</b> Largest nonprofit in the U.S. sponsoring a wide variety of programs.
Affordable Housing	<b>Senior Housing Crime Prevention Foundation</b> Programs reducing elder abuse and fraud in nursing homes, assisted living centers, and Veteran's Affairs facilities.
	<b>Rural Community Assistance Corporation</b> RCAC partners with rural and Indigenous communities to achieve their vision and well-being through technical assistance, training, financial resources and advocacy.

## Regional Programs We Support

Pillar	Programs We Support
Financial Literacy	<b>Project Read</b> (Utah) Nonprofit providing free literacy education tutoring to adults.
	<b>Great American Teach-In</b> (Tampa) Annual event to visit schools to speak to students about careers, travels and hobbies.
Financial Inclusion	<b>The Kickstart Seed Fund</b> (Utah) Venture seed fund making early-stage investments in growing small businesses, allowing them to provide jobs and economic stabilization in their local community.
Affordable Housing	<b>NeighborWorks Mountain Country Home Solutions</b> (Utah) Provider of affordable housing and counseling programs throughout the state.
	<b>Rocky Mountain Community Reinvestment Corp.</b> (Utah) Fund of bank commitments that fund large multifamily housing projects with affordable housing restrictions.
	<b>Back on My Feet</b> (Los Angeles) Charity using power of running to teach goal setting and more to those suffering from homelessness/addiction.
Healthcare	<b>Erin Eickmeier Foundation</b> (St. Louis) Runs Camp Circle Star where they provide a day camp for individuals with severe disabilities to experience a fun curriculum designed to help them learn to thrive

As a purpose-led company and bank focused on serving and empowering LMI consumers and small businesses, we are passionate about supporting our customers and their broader communities and addressing the issues that impact

their ability to prosper. Access should not be a privilege, and we envision a world where modern banking and money management tools are at everyone's fingertips – where banking enhances the flow of life.

# Governance

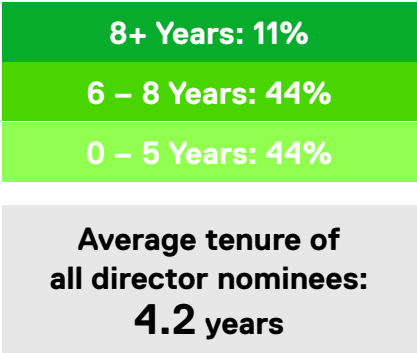
## Corporate Governance

Green Dot is strongly committed to good corporate governance practices. These practices provide an important framework within which our Board and management

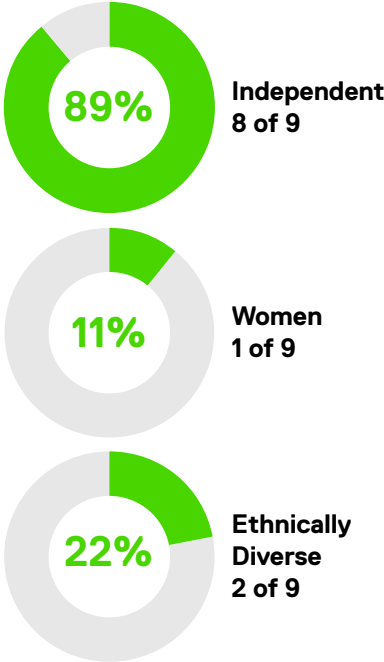
can pursue our strategic objectives for the benefit of our stockholders. Our Board oversees our company and its mission to power everyone with seamless, secure and affordable financial services.

## Board of Directors Highlights

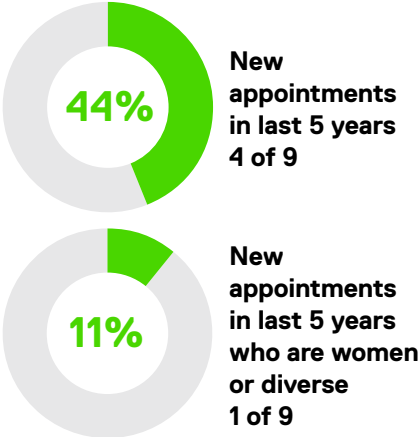
### Board Nominee Tenure



### Board Nominee Profile



### Board Refreshment



# Governance

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## Committees of Our Board of Directors

Our Board has established a Risk Committee, an Audit Committee, the NCG Committee, and a Compensation Committee. The composition and responsibilities of each committee are described below. Each of these committees has a written charter approved by our Board. Copies of the charters for each committee are available in the “Investor Relations” section of our website, which is located at <https://ir.green dot.com/corporate-governance/highlights>. Members serve on these committees until their resignations or until otherwise determined by our Board.



### Risk Committee

Pursuant to its charter, our Risk Committee, among other things, approves and periodically reviews the risk management framework for our company; oversees and receives reports on the operation of our enterprise-wide risk management framework and Corporate Risk function; and reviews and discusses material risk exposures, including strategic, financial, information security, compliance and regulatory exposures, and monitors the steps management is taking to mitigate those exposures.



### Audit Committee

Pursuant to its charter, our Audit Committee, among other things, appoints our independent auditors; approves the audit and non-audit services to be performed by our independent auditors; assesses the qualifications, performance and independence of our independent auditors; monitors the integrity of our financial statements and our compliance with legal and regulatory requirements as they relate to financial statements or accounting matters; and reviews the integrity, adequacy and effectiveness of our accounting and financial reporting processes and the adequacy and effectiveness of our systems of internal control.



### NCG Committee

Pursuant to its charter, our NCG Committee, among other things, identifies, evaluates and recommends nominees and considers and evaluates stockholder nominees for election to our Board and its committees; oversees the evaluation of the performance of our Board and its committees and of individual directors; reviews our legal compliance policies; and reviews and evaluates the Company’s programs, policies and practices relating to ESG issues and related disclosures and recommends to the Board the Company’s overall strategy with respect to ESG matters.



### Compensation Committee

Pursuant to its charter, our Compensation Committee, among other things, reviews, approves and makes recommendations to our Board (as our Compensation Committee deems appropriate) regarding the compensation of our executive officers; administers and interprets our stock and equity incentive plans; reviews, approves and makes recommendations to our Board (as our Compensation Committee deems appropriate) with respect to equity and non-equity incentive compensation plans; and establishes and reviews general strategies relating to the compensation and benefits of our employees.



# Governance

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## Business Ethics

At Green Dot, we are committed to conducting our business in an ethical, transparent, responsible, and sustainable manner. We believe that being good stewards of the resources entrusted to us is essential for building trust with our stakeholders and creating value for our stockholders.

Our commitment to stewardship is reflected in our policies, practices, and culture. To promote the highest standards of honest and ethical business conduct and compliance with applicable laws, we have established a Code of Business Conduct and Ethics that outlines our ethical standards and expectations for all officers and employees. Our Code of Conduct covers topics such as anti-corruption, data privacy, and conflicts of interest. In addition, we have established a Director Code of Business Conduct and Ethics that applies to all of our directors.

We are committed to upholding high ethical standards in all aspects of our business. We believe that by doing so, we can earn the trust and confidence of our key stakeholders.

We maintain an internal Whistleblower and Complaint Policy which contains procedure for employees who wish to anonymously submit a concern or complaint regarding a possible violation of the Code of Business Conduct and Ethics. The Audit Committee annually reviews and maintains responsibilities for the Whistleblower and Complaint policy, including ensuring that submissions are confidential and anonymous, where indicated as such.





# Governance

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## Data Security

**The Green Dot Information Security Program applies to all our business operations and activities as well as those of our subsidiaries and seeks to:**

- Ensure the security, confidentiality, and integrity of our information assets, including customer information, and to ensure the proper disposal of customer and consumer information;
- Protect all electronic information systems maintained by us and/or connected to our network against any anticipated threats or hazards to the security or integrity of the systems;
- Promote and achieve a strong culture of safeguarding customer information throughout the company by implementing a training program for employees and senior management so they have a working knowledge of the Green Dot policies associated with their responsibilities; and
- Ensure adequate senior management and Board oversight of our Information Security Program.

Our Information Security Policy and Acceptable Use Policy governs the handling of all data by categorizing it and applying certain protective controls and access rights as well as destruction procedures. Though we have not experienced a material breach in the reporting period, we have programs and protocols on Security Incident Response Management and Crisis Management. These protocols cover identification, containment, investigation and forensics, internal and external communications, technology use, awareness training, and updates to processes.

### Governance, Roles and Responsibilities

Our Chief Information Security Officer (“CISO”) is responsible for maintaining and implementing the Information Security Program. The CISO and his staff are also tasked with establishing and maintaining adequate IT standards, system architecture standards, and internal controls. The Risk Committee oversees our Information Security Program and reviews and approves the program no less than annually. The Risk Committee works with our CISO to help validate that our technology direction is consistent with business objectives and that IT resources are used in an effective, efficient and risk appropriate manner.

The CISO reports to the Risk Committee quarterly on the overall status of the Information Security Program and Green Dot’s compliance with the program. At least annually, the CISO reviews the Information Security Program and

any related policies and procedures and recommends any necessary changes. This review includes consideration of applicable law, feedback on the effectiveness of the program, and any supervisory or Internal Audit input. Any substantive changes to the program are recommended by the CISO to the Risk Committee.

The Risk Committee regularly briefs the full Board on these matters, and the Board receives regular updates on the status of the Information Security Program, including but not limited to relevant cyber threats, roadmap and key initiative updates, and the management of information security risk.

### Risk Identification and Assessment

Our information security department routinely identifies foreseeable internal and external threats that could result in unauthorized disclosure, misuse, alteration, or destruction of customer information or customer information systems. The CISO establishes specific procedures to assess the likelihood and potential damage of these threats, taking into consideration the sensitivity of customer, employee and business information and the adequacy of policies, procedures, information systems and other arrangements to control risk. Risk identification and assessment procedures address risks inherent in our operations, including the operations of our service providers, as well as risks arising from proposed changes to our operations.

Our information security department performs a risk assessment no less than annually, evaluating all information systems and identifying and assessing the risks to our assets and the impact these risks pose to us. Our information security department identifies information and the information systems to be protected including electronic and physical systems used to access, store, and transmit information. The risk assessment may be updated upon the acquisition of a new information system or the identification of a previously unidentified security risk. Based on the risk assessment(s) results, the program is evaluated to ensure it addresses the identified risks commensurate with information sensitivity as well as the complexity and scope of our activities. Risk assessments are presented to the Risk Committee for review.

### Information Security Risk Insurance

We maintain information security risk insurance coverage to help defray the costs of an information security breach. This policy is currently active and is reviewed at least annually to ensure the amount of coverage we carry meets or exceeds our peer group. In the last three years, we have not experienced any incidences of information security breach, nor have we incurred any expenses, penalties or settlements as a result.

# Governance

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## Service Provider Arrangements

Our Vendor Management Program is designed to ensure that sourcing decisions are made after evaluating the risks and performing robust due diligence. Our vendor management department works with internal business owners and third-party service providers to identify the access that a service provider may have to our systems and data and then collects the necessary documentation to obtain reasonable assurance of appropriate service provider controls. This documentation is provided to our information security department prior to engagement with the service provider, and their approval is required prior to vendor onboarding and, using a risk-based approach, annually thereafter.

## Training

The CISO, the Chief Compliance Officer and the Director of Human Resources develop annual training related to information security and the effective use of Green Dot's information systems. New employees and contractors are required to attend information security training as part of their orientation, acknowledging in writing that they have read and understand our Information Security Policy. All employees are required annually to take information security training and to annually acknowledge that they have read and understand the Information Security Policy. Training awareness topics include authentication procedures, email security precautions, phishing awareness and regulatory and policy compliance. Training completion is tracked and reported on by the Compliance department.

The information security department is staffed with a qualified, technical team of engineers. Priority is given to scheduling training for the team throughout the year. All members of the security response team and those with security breach responsibilities are trained to ensure they are aware of and capable of carrying out their responsibilities.

## Risk Management Standards

We are a Level 1 Service Provider. The designation "Level 1 Service Provider" is reserved for large volume organizations like us that must pass annual independent on-site security audits that apply to the entire company. Such audits are performed by qualified security assessors that have been qualified by the PCI (Payment Card Industry) Security Standards Council and are intended to validate compliance and promote adherence to the PCI information security standards. The company is additionally externally audited, as relevant, for SOC 1 and 2 compliance. These audits are conducted annually against multiple trust service principles.

In addition to external assessments, the Information Security team performs ongoing self-assessments aligned to the National Institute of Standards and Technology (NIST) Cybersecurity Framework and the Cybersecurity Infrastructure and Security Agency (CISA) Cybersecurity Performance Goals. We also stay well versed on guidance from FS-ISAC, ISACA, PCI Advisory Council, and ISO.

## Vulnerability Management Program

Our Information Security team maintains a comprehensive vulnerability management program to ensure the appropriate identification, prioritization and remediation of security defects. Supporting operational teams are responsible for performing regular security patching and resolving vulnerabilities communicated by the Information Security team.

Vulnerability scans using industry standard tools are conducted on a recurring basis to detect and classify system weaknesses. Vulnerability feeds from external sources such as US-CERT are reviewed by the Information Security team on a weekly basis. Our Information Security team assesses vulnerability risk and ensures proper prioritization of vulnerabilities.

## Customer Privacy

We are committed to complying with applicable privacy-related laws and regulations. Title V, Subtitle A, of the Gramm-Leach-Bliley (GLBA) requires a financial institution to issue privacy notices and to provide consumers with an opportunity to opt out of certain types of information sharing. Green Dot maintains a Privacy Policy that incorporates the GLBA requirements identified in the Consumer Financial Protection Bureau's Regulation P, which governs the privacy of consumer financial information, and Subpart C of Regulation V, as it relates to affiliate marketing. Green Dot's Privacy Policy also addresses the requirements and prohibitions outlined in the Right to Financial Privacy Act, the Children's Online Privacy Protection Act, the California Consumer Privacy Act, and other laws related to online privacy protection.

Customer information is classified internally through automated scanning processes, requiring the highest level of protection. This data will also be encrypted at each point in the lifecycle and destroyed using secure best practices according to formal record retention policies.

# Report Conclusion and Data Tables

## ESG Program Development

Going forward, we aim to continue to advance our ESG program in an iterative manner, and plan to explore additional ways of sharing our progress.

We intend to leverage the ESG Priority Assessment conducted in 2022 to guide the selection and implementation of ESG workstreams, the review of potential ESG goals, and the identification of appropriate ESG metrics.

We look forward to continuing to drive value for our company, stockholders, and other stakeholders through the development of our ESG program.

## Materiality Disclaimer

This report contains “forward-looking statements.” Forward-looking statements in this report are made pursuant to the safe harbor provisions of Section 21E of the Securities Exchange Act of 1934 and other federal securities laws. These statements are based on management’s current opinions, expectations, beliefs, plans, objectives, assumptions, or projections regarding future events or results, including, but not limited to, our ESG commitments, strategies, and initiatives; our business plans and strategy; our technology, products and services; ESG risks and opportunities; and our stakeholder engagement efforts. These forward-looking statements are only predictions, not historical fact, and involve certain risks and uncertainties, as well as assumptions. Actual results, levels of activity, performance, achievements, and events could differ materially from those stated, anticipated, or implied by such forward-looking statements. While Green Dot believes that its assumptions are reasonable,

there are many risks and uncertainties that could cause actual results to differ materially from forward-looking statements, including the risks discussed under the heading “Risk Factors” in our most recent Annual Report on Form 10-K and subsequent 10-Q filings with the U.S. Securities and Exchange Commission. Green Dot undertakes no obligation to update or revise any forward-looking statement contained in this report, except as otherwise required by law.

Any references to “priority” or “relevant” in this report are not intended to have the same meaning as the terms “material” or “materiality” in the context of financial statements or financial reporting or as defined by the securities laws of the United States.

This report contains human capital measures or objectives that may be different from or are in addition to the human capital measures or objectives that Green Dot is required to disclose in its U.S. Securities and Exchange Commission filings. For a discussion on human capital measures or objectives that Green Dot focuses on in managing its business, please see the “Human Capital” section in our most recent Annual Report on Form 10-K.

While Green Dot believes that our ESG initiatives are important to operating in a sustainable manner, we do not believe that such initiatives are material to our financial results and results of operations. For a discussion of the risks that Green Dot believes could materially affect our financial results and results of operations, please see the “Risk Factors” section in our most recent Annual Report on Form 10-K and subsequent 10-Q filings.



# Report Conclusion and Data Tables

## Gender and Racial/Ethnic Diversity

Gender Representation of Global Employees (%)	Female	Male	N/A <sup>1</sup>
All Employees	45%	55%	–
Management	36%	64%	–
Technical Staff <sup>2</sup>	38%	62%	–
All Other Employees	59%	41%	–

Racial/Ethnic Group Representation of U.S. Employees (%)	Asian	Black or African American	Hispanic or Latino	White	Other <sup>3</sup>	N/A <sup>1</sup>
All Employees	27%	11%	14%	43%	5%	–
Management	24%	5%	12%	55%	4%	–
Technical Staff <sup>2</sup>	53%	6%	9%	26%	5%	–
All Other Employees	15%	17%	18%	45%	5%	–

All gender representation data and racial/ethnic group representation data is as of March 31, 2023.

<sup>1</sup> Not available or not disclosed.

<sup>2</sup> “Technical Staff” includes non-management employees in departments such as data engineering, quality assurance, information technology, and product management.

<sup>3</sup> Other includes the classifications: Native American or Alaska Native, Native Hawaiian or Pacific Islands, and “Two or More Races.”

# Report Conclusion and Data Tables

## SASB Index

The table below provides content aligning to the Sustainability Accounting Standards Board (SASB) Software & IT Services Standard and the Consumer Finance Standard, which are most relevant to our operations and aligned with our priority ESG topics identified in our 2022 ESG Priority Assessment. Unless otherwise specified, the data and descriptions pertain to year-end 2022.

SASB Code	Accounting Metric	Response <sup>1</sup>
Environmental Footprint of Hardware Infrastructure		
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	<p>Green Dot does not operate on-premises data centers. Some of our third-party data center operator and cloud service providers have committed to sustainability-related initiatives, including:</p> <ul style="list-style-type: none"> <li>• Reducing IT footprint, energy consumption and cost of deployment,</li> <li>• Utilizing clean energy towards net zero carbon emissions, and</li> <li>• Reducing water consumption for net positive water impact.</li> </ul> <p>See the Sustainable Operations section for more information regarding our environmental sustainability programs and practices.</p>
Data Privacy		
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Green Dot complies with all U.S. federal regulations regarding user privacy. See the Data Security and Anti-Fraud section for more information regarding our customer privacy practices.
TC-SI-220a.2 FN-CF-220a.1	Number of users whose information is used for secondary purposes	We use certain user information for secondary purposes, in compliance with our privacy policies. See the Data Security section of this report for more information regarding our customer privacy practices.
TC-SI-220a.3 FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings associated with user/customer privacy	We did not have any monetary losses in the reporting period as a result of legal proceedings associated with user/customer privacy. When public disclosure criteria are met, monetary losses as a result of legal proceedings are included in our <a href="#">Form 10-K</a> .
Data Security		
TC-SI-230a.1 FN-CF-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	We did not experience any material data breaches in 2022. When public disclosure criteria are met, material data breaches are included in our most recent <a href="#">Form 10-K</a> .
TC-SI-230a.2 FN-CF-230a.3	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	We maintain a robust approach to identifying and addressing data security risks. See the Data Security and Anti-Fraud section for more information regarding our data security practices.

<sup>1</sup> All financial figures are in USD.



# Report Conclusion and Data Tables

SASB Code	Accounting Metric	Response <sup>1</sup>
Recruiting & Managing a Global, Diverse & Skilled Workforce		
TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	Approximately 26% of our employees are located outside of the United States.
TC-SI-330a.2	Employee engagement as a percentage	See the Human Capital Management section for how we approach employee engagement at Green Dot.
TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	See the Gender and Racial & Ethnic Diversity Data Tables included in this report for our metrics on gender and racial/ethnic group representation.
Intellectual Property Protection & Competitive Behavior		
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	We did not have any monetary losses in the reporting period as a result of legal proceedings associated with anti-competitive behavior regulations. When public disclosure criteria are met, monetary losses as a result of legal proceedings are included in our <a href="#">Form 10-K</a> .
Selling Practices		
FN-CF-270a.1	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	See the Compensation Discussion and Analysis section of our most recent <a href="#">Proxy Statement</a> for information on Green Dot's compensation programs.
FN-CF-270a.5	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	We did not have any material monetary losses as a result of legal proceedings associated with selling and servicing of products. When public disclosure criteria are met, monetary losses as a result of legal proceedings are included in our <a href="#">Form 10-K</a> .
Activity Metrics		
FN-CF-000.B	Number of (1) credit card accounts and (2) pre-paid debit card accounts	4.15 million active accounts as of December 31, 2022. <sup>2</sup>

<sup>2</sup> This number represents any bank account within our Consumer Services and B2B Services segments that is subject to the USA PATRIOT Act of 2001 compliance and, therefore, requires customer identity verification prior to use and is intended to accept ongoing customer cash or ACH deposits. This metric includes checking accounts, general purpose reloadable prepaid card accounts, and secured credit card accounts in our portfolio that had at least one purchase, deposit or ATM withdrawal transaction during the applicable quarter. We use this metric to analyze the overall size of our active customer base and to analyze multiple metrics expressed as an average across this active account base.



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