



Green Dot Corporation

2023 Environmental, Social and Governance Report



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Introduction to the Report

About this Report

This 2023 Environmental, Social and Governance (“ESG”) Report covers the operations of Green Dot Corporation (“Green Dot” or the “Company”) for fiscal year 2023, which began on January 1, 2023, and ended on December 31, 2023, 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 registered bank holding company committed to giving all people and businesses the power to bank seamlessly, affordably, and with confidence. Green Dot’s technology platform enables it to build products and features that address some of the most pressing financial challenges faced by 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, including tax refunds, cash deposits, and disbursements. Our flagship digital banking platform GO2bank offers consumers simple and accessible mobile banking designed to help improve financial health over time. The company’s banking platform services 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.

Green Dot’s 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 80 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, the 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

As a purpose-led bank and financial technology company, Green Dot has powered more than 80 million accounts and partners with more than 6,000 businesses to deliver simple, secure, and value-driven banking and payment tools to customers and employees. Meanwhile, demand for our products continues to rise, particularly among low- to moderate-income (LMI) consumers seeking seamless and secure access to their money, and among businesses of all sizes looking to fuel engagement, value, and growth. Indeed, technology continues transforming financial services in powerful and exciting ways, and Green Dot is at the epicenter of this evolution.

To keep up with demand and capitalize on this growth opportunity, Green Dot has been undergoing a transformation of its own – as we invest in our technology infrastructure, in our people, and in our culture – to come out as a stronger, more sustainable organization that can serve and empower many more consumers and businesses for decades to come. All the while, we've maintained a strong focus on and commitment to our core values: trust, action, teamwork and high performance, and lead with **stewardship**.

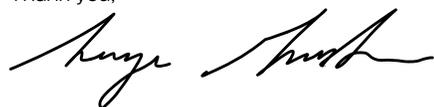
At Green Dot, we carry a heavy and important responsibility caring for and protecting our customers' hard-earned resources, and I am proud of the drive and integrity our team brings to their work each and every day as we charge toward our mission of powering everyone with seamless, secure and affordable financial services.

I am pleased to share our 2023 ESG Report highlighting our contributions and progress toward creating an equitable, sustainable, and bright future for our customers and all the communities we serve and touch, including:

- **Environment sustainability:** we make efforts to mitigate the environmental impact of our operations and reduce our energy consumption, including by maintaining our primarily remote workforce, which also provides a flexible and open culture that is grounded in trust and independence.
- **Workforce diversity and belonging:** we believe that a diverse, equitable and inclusive working environment with high belonging helps drive our mission. As part of our diversity efforts at Green Dot, we introduced new manager and DEI training for employees across the organization, reinforcing the importance of strong and effective leadership as well as diversity, equity and belonging.
- **Responsible product innovation:** we created a management-level AI task force to establish governance around our use of AI and explore ways to leverage emerging technology in ways that both benefit and protect our employees and customers.
- **Financial empowerment and inclusion:** we focus on empowering customers, particularly the unbanked and underbanked, with simple, secure and affordable access to the banking system, and tools to help them establish a strong financial foundation.
- **Philanthropy:** we increased company-wide contributions in cash and volunteer hours to our Green Dot Gives program compared to 2022, and look forward to accelerating participation in philanthropic programs that support the communities we live in and love

Sustainability remains critical to Green Dot's purpose and path forward as a mission-led and growth focused organization. We appreciate your interest in this work and our commitment to reaching and enabling more and more people and businesses in a responsible and sustainable way.

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

Our management-level ESG Steering Committee is comprised of employees across our organization from human resources to legal to business development. Our General Counsel serves as the Chair of 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 an 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 2023 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 remote workforce. To date, approximately 71% 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.

While 95% of our U.S.-based workforce is fully remote, in 2022 we opened a customer support site facility in Cincinnati, Ohio. In 2022 and 2023, Green Dot's Cincinnati facility consumed less than 12,000 KWH (kilowatt hours) of electricity per month.



“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 29% of our global employee base, are primarily 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 and water intensity of data center operations, the sustainability of our data center providers is a strategic priority of our ESG program. Green Dot works with data center providers who are committed to ESG initiatives, and the environmental performance of our data center providers is an important consideration for the Company when selecting or retaining a data center partner.

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, 2023, 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; and
- Providing competitive and equitable total rewards and benefits, including work-from-home, flexible time off and more.

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. This learning platform provides employees with a robust catalog of training courses, enabling them to increase their knowledge, learn in-demand skills, and practice technological skills in a hands-on virtual environment. By empowering our employees with self-service access to LinkedIn Learning, we recorded 3,223 hours of usage and more than 7,000 unique courses accessed in 2023.

As employees advance in their careers, our training framework seeks to build new capabilities with foundational leadership skills. In 2023, we launched a manager training program designed to equip people managers with the tools to manage, engage, and inspire high-performing teams. This program covered critical topics such as maximizing team candor and open communication, creating a psychologically safe environment, giving and receiving feedback, and coaching best practices. 78% of our managers completed this program in 2023.

For fiscal year 2023, our voluntary turnover rate was 10.8%, which is nearly half of the industry standard for the financial activities sector. We believe this reflects the strength of our culture and the impact of our 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. The survey utilizes a rating scale from 1 to 5, where 5 represents “Strongly Agree.” A favorable response is defined as a rating of 4 (Agree) or 5 (Strongly Agree). The overall favorability score is calculated as a percentage of favorable responses received across all survey components.

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

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 an annual DEIB analysis of our workforce 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 2023, 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 2023, through focused diversity recruiting efforts as well as partnering with agencies that focus on candidate diversity which resulted in a workforce comprised of 54.7% male and 45.3% female employees at the end of 2023.

In 2023, we also provided DEI Training to all employees. Senior Leadership participated in a facilitator-led training and all employees (director-level and below) were assigned self-paced training. 98% of all employees director-level and below completed the self-paced training.

In addition, we supported nine Employee Resources Groups (“ERGs”) 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.

HOLA (Hosting an Oasis for Latinos to Ascend): Our mission is to support employees that come from Hispanic heritage. We 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 serves 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 that veterans bring to our workplace. 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 and parity within the company; to increase the recruitment and advancement of women, and to mentor women within Green Dot.

Family: Our mission is to create a community of support for Green Dot employees who are caregivers, helping them to be the best version of themselves both personally and professionally. We strive to provide tools, tips, learning opportunities and a safe space to share experiences, questions, answers, tears and laughter as we learn how to use business skills at home and caregiving skills at work.

Social

In 2024, we intend to advance our diversity efforts through hiring, career development, succession planning and leadership education, consistent with the areas of focus for 2023.

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 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. They 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, an employee stock purchase plan, and an employee assistance program.



Social

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. 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 & AI Practices

At Green Dot, we strive to build the best financial product customer experience. We believe that creating sustainable financial solutions benefits not only our customers and shareholders, but also the broader community and the environment. We do this by innovating on our current solutions and creating new financial solutions for our customers.

We have implemented several product delivery processes to promote responsible innovation within our organization. These include:

- **Responsible AI Practices:** We maintain a governance framework outlining our responsible AI practices, which includes.
 - **Ethical AI Use:** Ensuring our AI technologies are designed with fairness, accountability, and integrity, avoiding biases, and promoting inclusivity. An internal task force has been implemented to create governance around our AI usage.
 - **Sustainability Through AI:** Utilizing AI to realize operational efficiencies and reduce waste. For instance, our AI-driven analytics help in predicting and mitigating financial fraud, reducing the need for paper-based processes.
 - **AI for Social Good:** Our roadmap has a focus on implementing AI solutions that support financial inclusion and literacy, enabling personalized insights and enhancing access to financial services for underserved communities
- **Cross-functional Collaboration:** Our ethos of cross-functional collaboration is the backbone of our innovative process. We include many parts of our business and foster collaboration from several company stakeholders when creating new solutions for customers. We draw from our vast employee experience and diversity to create and build financial products to represent our broad customer base.
- **Stakeholder Engagement:** At Green Dot, we understand that responsible innovation cannot occur in a vacuum. It requires active participation and insights from a diverse array of stakeholders, including customers, employees, investors, community partners, and regulators. By engaging these groups early and often in our innovation process, we ensure that our products and services are not only groundbreaking but also ethically grounded and socially responsible.
- **Customer-Centric Innovation:** Our innovation process is deeply informed by the needs and feedback of our customers. Through regular surveys, focus groups, and other testing programs, we gather invaluable insights that shape the development of our financial products, ensuring they truly meet the needs of those we serve.
- **Employee Empowerment and Inclusion:** We believe that our employees are our greatest asset in driving innovation. We foster an inclusive culture where employees at all levels are encouraged to share their ideas and perspectives. This culture of openness leads to more creative solutions and ensures that our products reflect the diversity of thought and experience within our team.
- **Partnership with Regulators and Industry Bodies:** Responsible innovation also means navigating the complex landscape of financial regulations with integrity and foresight. Our legal partners actively engage with regulators and participate in industry forums to stay ahead of emerging trends and regulatory requirements. This collaborative approach helps us to innovate within a framework that ensures safety, compliance, and trust.

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

Social

Financial Inclusion

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.
- **Digital Accessibility:** Making financial solutions accessible to all is core to Green Dot's mission. We strive to adhere to the Website Content Accessibility Guidelines (WCAG) as set forth by the committee. We partner with field experts as well as provide employee training to design and develop to WCAG standards.

Our efforts in this regard have yielded positive results:

- 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 56% 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

Financial Health

Financial health depends on the availability of credit, the ability to build strong relationships with credit granting institutions and access to spending solutions. At Green Dot, we are dedicated to the advancement of our customer and employee financial resiliency.

- **Credit Improvement:** As stewards of financial services, we are aware that many unbanked and underbanked may struggle to find access to credit due to poor scores and/or a lack of credit history and so we look to help these households by adding tools for credit enhancements on our product roadmap. One product that we offer is a partnership with Experian to offer a Boost service, which helps customers build their credit history and improve their credit scores. Our secured credit card product allows customers to establish responsible credit behavior by placing a deposit in their account as collateral and making regular on time payments.
- **Financial Literacy Programs:** We connect our customers and employees to financial literacy tools and trainings such as an internal resource library and links to volunteer efforts in underserved communities to educate our customers on basic financial management skills such as budgeting, saving, and investing. For our customers, we offer information on ways to protect themselves from scams as well as tips to improve their credit history. We believe that by providing financial education, we can empower our customers to make informed decisions and improve their financial wellbeing.
- **Early Pay & Government Benefits Access:** Recognizing the importance of timely access to funds for financial stability and planning, Green Dot offers an invaluable feature that allows customers to receive their paychecks and government benefits early. This service underscores our commitment to providing flexible and responsive financial solutions that cater to the immediate needs of our diverse customer base.
 - **Early Direct Deposit:** Our advanced processing allows for the early release of funds, offering a significant boost to customers' financial management capabilities.
 - **Enhanced Financial Flexibility:** Early access to funds aids in timely bill payments and financial obligations, reducing the need for credit or overdrafts.

- **Empowering Financial Management:** This feature supports better financial decisions, helping customers avoid late fees and manage spending and saving more effectively.
- **Simple & Seamless Integration:** With no additional fees for early deposit, setting up is straightforward, ensuring customers can easily benefit from receiving their funds early.
- **Sustainable Saving Solutions:** At Green Dot, we are deeply committed to fostering financial health among our customers through innovative and responsible saving solutions. Recognizing the importance of savings in achieving financial stability and resilience, we are pioneering initiatives that not only help our customers save more effectively but also encourage them to save in a way that contributes to their sustainable future.
- **Customizable Saving Milestones:** Customers can set and adjust their milestones as their financial situation or goals evolve. This flexibility ensures that saving plans remain relevant and aligned with their aspirations, encouraging continued engagement and progress towards their goals.
- **Progress Tracking and Adjustments:** Through our user-friendly interface, customers can easily track their progress towards each savings goal.



Social

Philanthropy and Impact

As a purpose driven organization that primarily serves and enables low to moderate income consumers with accessible banking and payment solutions, Green Dot is well positioned to reach and amplify our positive impact on communities in need through philanthropic partnerships and initiatives.

Giving at Green Dot

At Green Dot, our mission is to give people and businesses the power to bank seamlessly, affordably and with confidence. As a digital bank 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

Green Dot Bank received an “Outstanding” Community Reinvestment Act (CRA) rating by the Federal Reserve Bank in 2021, the most recent review conducted by the FRB. 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. We were also 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 2025, we will continue working 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 “Green Dot Gives,” an employee giving (donation and volunteerism) platform providing resources and opportunities for employees to connect through and support charitable causes that are meaningful to them. As part of the initiative, Green Dot now offers 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.

Throughout 2023, Green Dot US employees dedicated 1,576 hours and donated over \$27,000 (\$16,876 matched by Green Dot) to 187 causes via the Green Dot Gives platform. As part of our annual “Green Dot Gives” challenge held from September through November, more than 236 employees across the US and Shanghai gathered to support causes including but not limited to promoting financial literacy and inclusion, fighting homelessness, providing tax planning assistance, career and job search assistance, feeding and hungry and supporting education and general health and wellbeing.



Social

National Programs We Support

Pillar	Programs We Support
Financial Literacy	Junior Achievement Organization delivering experiential learning programs in work readiness, financial literacy, and entrepreneurship.
	Banzai! Interactive set of courses that teach students real-world finance and budgeting skills.
Financial Inclusion	United Way Largest nonprofit in the U.S. sponsoring a wide variety of programs.
Affordable Housing	Senior Housing Crime Prevention Foundation Programs reducing elder abuse and fraud in nursing homes, assisted living centers, and Veteran's Affairs facilities.
	Rural Community Assistance Corporation 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	Project Read (Utah) Nonprofit providing free literacy education tutoring to adults.
	Great American Teach-In (Tampa) Annual event to visit schools to speak to students about careers, travels and hobbies.
Financial Inclusion	Utah Microloan Fund (Utah) Empowers underserved communities by providing business training and microloans to entrepreneurs in start-up and existing businesses that do not qualify for traditional funding sources.
	The Kickstart Seed Fund (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	NeighborWorks Mountain Country Home Solutions (Utah) Provider of affordable housing and counseling programs throughout the state.
	Rocky Mountain Community Reinvestment Corp. (Utah) Fund of bank commitments that fund large multifamily housing projects with affordable housing restrictions.
	Back on My Feet (Los Angeles) Charity using power of running to teach goal setting and more to those suffering from homelessness/addiction.
Healthcare	Utah Youth Village (Utah) The Families First program is Utah's premier evidence-based, in-home program designed to teach parents and youth skills to improve family functioning and mental health.
	Erin Eickmeier Foundation (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.

At Green Dot, we are passionate about supporting LMI consumers, small businesses and the communities they live in and support, and about addressing 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

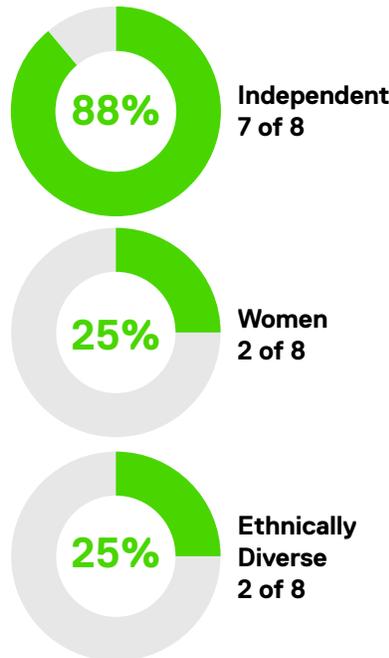
can pursue our strategic objectives for the benefit of our stockholders. Our Board oversees our company and its mission to power everyone with seamless, secure, and affordable financial services.

Board of Directors Highlights

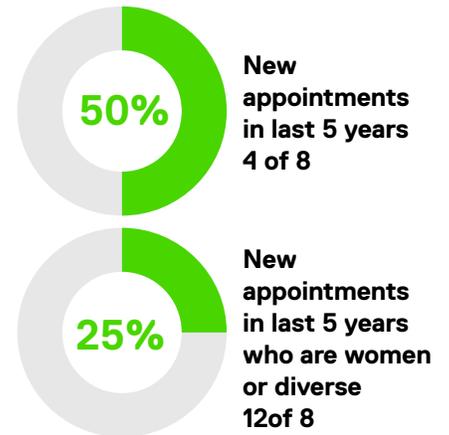
Board Nominee Tenure



Board Nominee Profile



Board Refreshment



Governance

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.greenodot.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

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.



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

The Risk Committee of our Board of Directors provides structured oversight of the Company's Enterprise Risk Management Program, including the oversight of risks from cybersecurity threats. The Risk Committee regularly receives an overview from management of our cybersecurity risk management and strategy processes covering topics such as data security posture, results from third-party assessments, progress towards pre-determined risk-mitigation-related goals, our incident response plan, and material cybersecurity threat risks or incidents and developments, as well as the steps management has taken to respond to such risks.

Our cybersecurity risk management and strategy processes are led by our Chief Information Security Officer and Chief Technology Officer. These members of management are informed about and monitor the prevention, mitigation,

Governance

detection, and remediation of cybersecurity incidents through their management of, and participation in, the Information Security Program described above, including the operation of our incident response plan.

As discussed above, these members of management report to the Risk Committee of our Board of Directors about cybersecurity Threat risks, among other cybersecurity related matters.

Risk Identification and Assessment

We have established and maintain a comprehensive Information Security Program that is designed to support us in assessing, identifying, protecting, managing, responding to, and recovering from cybersecurity threats and cybersecurity incidents.

Our Information Security Program includes an incident response plan to coordinate the activities we take to protect against, detect, respond to and remediate cybersecurity incidents, as well as to comply with potentially applicable legal obligations and mitigate brand and reputational damage.

As part of our Information Security Program, we have implemented several cybersecurity processes, technologies, and controls to aid in our efforts to identify, assess, and manage material risks, as well as to test and improve our incident response plan. Our approach includes, among other things:

- Conducting regular network and endpoint monitoring, vulnerability assessments, and penetration testing to improve our information systems;
- Running tabletop exercises to simulate a response to a cybersecurity incident and use the findings to improve our processes and technologies;
- Regular cybersecurity training programs for employees and directors; conducting annual customer data handling and use requirements training for all our employees; conducting annual cybersecurity management and incident training for employees involved in our systems and processes that handle sensitive data;
- Monitoring emerging data protection laws and implementing changes to our processes designed to comply;
- Conducting regular phishing email simulations for all employees and all contractors with access to corporate email systems to enhance awareness and responsiveness to such possible threats;

- Through policy, practice and contract (as applicable) requiring employees, as well as third-parties who provide services on our behalf, to treat customer information and data with care; and
- Carrying information security risk insurance that provides protection against potential losses arising from a cybersecurity incident.

Our Information Security Program is integrated into our overall Enterprise Risk Management Program, which covers all company risks. As part of this program appropriate disclosure personnel will collaborate with subject matter specialists, as necessary, to gather insights for identifying and assessing material cybersecurity threat risks, their severity, and potential mitigations.

We routinely engage with assessors, consultants, auditors, and other third parties, including by annually having an independent Qualified Security Assessor review our Information Security Program to help identify areas for continued focus, improvement and/or compliance, including undergoing annual compliance audits with respect to PCI DSS and SOC 2 compliance.

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.

Service Provider Arrangements

Our processes also address oversight and identification of cybersecurity risks from our use of third-party service providers. This involves, among other things, conducting pre-engagement risk-based diligence, implementing contractual security and notification provisions, and ongoing monitoring as needed.

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,

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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 leverage the following guidelines and frameworks to develop and maintain our Information Security Program: Federal Financial Institutions Examination Council (“FFIEC”) Information Security IT Examination Handbook, FFIEC Business Continuity Planning Handbook, FFIEC Cybersecurity Assessment Tool, the Payment Card Industry Data Security Standard (“PCI DSS”), Center for Internet Security Critical Security Controls, National Institute of Standards and Technology Special Publication 800 Series, ISO-27000 Standard and GLBA 501(b).

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 continue leveraging 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 (“SEC”). 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 do not correspond to the concept of materiality used by the SEC.

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 SEC 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.

We do not believe that Green Dot’s ESG initiatives are material for SEC disclosure purposes, except to the extent referenced in our 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 ¹
All Employees	46%	54%	–
Management	37%	63%	–
Technical Staff ²	36%	64%	–
All Other Employees	61%	39%	–

Racial/Ethnic Group Representation of U.S. Employees (%)	Asian	Black or African American	Hispanic or Latino	White	Other ³	N/A ¹
All Employees	26%	11%	10%	45%	8%	–
Management	25%	7%	8%	56%	4%	–
Technical Staff ²	46%	4%	10%	33%	7%	–
All Other Employees	16%	18%	12%	45%	10%	–

All gender representation data and racial/ethnic group representation data is as of March 31, 2024.

¹ Not available or not disclosed.

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

³ 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 2023.

SASB Code	Accounting Metric	Response ¹
Environmental Footprint of Hardware Infrastructure		
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	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: <ul style="list-style-type: none"> • Reducing IT footprint, energy consumption and cost of deployment, • Utilizing clean energy towards net zero carbon emissions, and • Reducing water consumption for net positive water impact. See the Sustainable Operations section for more information regarding our environmental sustainability programs and practices.
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 Form 10-K .
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 2023. When public disclosure criteria are met, material data breaches are included in our most recent Form 10-K .
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.

¹ All financial figures are in USD.

Report Conclusion and Data Tables

SASB Code	Accounting Metric	Response ¹
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 Form 10-K .
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 Proxy Statement 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 in 2023, however we reserved \$20 million related to an agency action as described in our Form 10-K filed in February of 2024. When public disclosure criteria are met, monetary losses as a result of legal proceedings are included in our Form 10-K .
Activity Metrics		
FN-CF-000.B	Number of (1) credit card accounts and (2) pre-paid debit card accounts	3.57 million active accounts as of December 31, 2023. ²

² 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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