

C. COMMUNITY REINVESTMENT GOALS

Financial institution’s annual Community Reinvestment Goals should include information on the number of small business loans, home mortgages, home improvement loans, and community development investments to be made within low and moderate- income neighborhoods within the City of Philadelphia.

- 1. Provide an overview of the financial institution’s annual Community Reinvestment Goals and confirm most recent CRA rating.**

Santander does not establish goals at the city or county level, instead establishing community lending and investment goals at the state level; therefore, no chart of CRA Goals and Results is presented for the City of Philadelphia.

- 2. Provide the number of small business loans, home mortgages, home improvement loans, and community development investments to be made within low and moderate-income neighborhoods within the City of Philadelphia.**

Type	2022 Goals	2022 Results	2023 Goals
Small Business Loans	N/A	N/A	N/A
Home Mortgages	N/A	N/A	N/A
Home Improvement Loans	N/A	N/A	N/A
Community Development Investments	N/A	N/A	N/A

If applicable, explain why the previous year results did not meet the stated goal.

Please refer to comment in Question 1.

3. Provide the actual number and dollar amounts of residential mortgages, home improvement loans, community development investments, consumer loans, and small business loans, and other commercial loans made in neighborhoods within the City of Philadelphia.

Calendar Year 2022

Number of Loans by Income

Type	Low	Mod	Mid	Upper	Total
Residential Mortgage	28	77	42	38	185
Home Improvement	0	3	5	4	12
Small Business Loans	19	35	47	72	173
Community Development	2	5	0	0	7
Consumer Loans	0	0	0	0	0
Other Commercial Loans	0	0	0	0	0
Total:	49	120	94	114	377
How many business loans were originated?	1	4	4	3	12

Value of Loans (\$) by Income

Type	Low	Mod	Mid	Upper	Total
Residential Mortgage	\$3,994,741	\$52,052,230	\$50,299,824	\$67,834,806	\$174,181,602
Home Improvement	\$0.00	\$133,800	\$540,000	\$363,800	\$1,037,600
Small Business Loans	\$136,500	\$4,278,000	\$4,907,000	\$9,899,000	\$19,220,500
Community Development	\$25,008,000	\$33,240,000	\$0.00	\$0.00	\$58,248,000
Consumer Loans	0	0	0	0	0
Other Commercial Loans	0	0	0	0	0
Total:	\$29,139,241	\$89,704,030	\$55,746,824	\$78,097,606	\$252,687,702
% of Consumer Loans made through Credit Cards	0	0	0	0	0

4. Provide information on other types of community development investments made in neighborhoods within the City of Philadelphia (for example: Grants, Education, Public or related Commercial Development).

In 2022, Santander invested over \$26 million dollars across two properties in Philadelphia that provide affordable housing, Jardines Preservation and New Courtland at St. Bartholomew II. Collectively these properties provide 93 affordable rental units within the Philadelphia community. Santander also invested over \$1.2 million in philanthropic contributions across 38 organizations supporting financial empowerment, small business and entrepreneurship, and affordable housing and healthy neighborhoods in the City of Philadelphia.

In 2022, Santander expanded the entrepreneurial accelerator program Santander’s Cultivate Small Business to several new markets, including Greater Philadelphia. The initiative helps early-stage entrepreneurs build and sustain businesses in the food industry, with a focus on woman-, immigrant-, and BIPOC-owned businesses. The 12-week program is completely free to entrepreneurs and provides a food-focused curriculum, mentorship, coaching, and small capital grants. The program – which is executed in partnership with the Temple Small Business Development Center and Babson College – reached nearly 200 entrepreneurs in 2022, more than 30 of which participate in the Greater Philadelphia economy. In total, Santander invested \$600,000 in capital grant funding to the program participants, \$100,000 of which was awarded directly to entrepreneurs local to Philadelphia. Santander volunteers also worked with the small business owners as coaches/mentors, logging nearly 1,000 hours of technical assistance in support of the initiative overall.

Santander’s Community Development volunteer service campaign was substantial in 2022, outpacing service performance from the year prior in a return to pre-pandemic levels of community engagement. In total, Santander associates logged more than 1,200 hours of Community Development volunteerism in an effort to bring financial empowerment and economic mobility to under-resourced populations within the city. Santander associates were represented more than 450 times in the community and reached nearly 3,000 Philadelphians through volunteer service.

One of Santander’s key service initiatives is a financial literacy support program targeting the audience affiliated with Summer Youth Employment through various cities. Philadelphia is one of the key markets served through Santander’s ‘SYEP’ initiative, with volunteers reaching hundreds of youth through non-profit program partners like the Philadelphia Youth Network, Concilio and the Philadelphia Chinatown Development Corporation. Volunteers logged hundreds of service hours providing key financial literacy best practices to youth – many of whom were receiving their first income through the program. Topics include Basic Banking and Budgeting, Credit Building and Debt Management, and a gamification delivery model developed by a Santander digital vendor to ensure dynamic content delivery and information retention from the participants.

Santander also prioritizes maintaining talented volunteer representation at the leadership level through representation on non-profits Boards of Directors. Santander leaders donated their time and expertise to supplement the missions and strategy of several key non-profits in a focus on neighborhood development in Philadelphia, including workforce development, financial literacy, and youth development. Santander representatives were active in their work with organizations like Philadelphia LISC, Bank On Philadelphia, Building Equitable Action Together, the Philadelphia Youth Network and the Opportunities Industrialization Center.

Santander’s robust volunteer initiative in 2022 was a reflection of the organization’s Enterprise activity, committing nearly 40,000 volunteer hours from over 4,000 volunteers throughout the year across our entire footprint. Santander spurs engagement through the provision of a Volunteer Paid Time Off employee benefit (16 hours for full-time associates, 8 for part-time) and partnership with an extensive network of 400+ non-profits. Santander has received several awards and recognitions from our community partners commemorating our service efforts in 2022, including Network for Teaching Entrepreneurship’s Corporate Partner of the Year award and Junior Achievement’s Silver Presidential Service Award – both of which reflect service executed in Philadelphia and beyond.

5. Briefly describe any lending outreach programs geared toward minorities, low-income individuals, women, or immigrants. This description should include the targeted community, the type of product (i.e. commercial, home lending, unsecured consumer) and any program outcomes.

Santander supports outreach programs that encourage small business and consumer lending by leveraging our branch network, digital channels, and our strong partnership with locally based non-profit housing counseling agencies and small business serving Community Development Financial Institutions.

To increase the quality of the small business lending outreach, the Bank launched a Small Business Virtual Advisor program to provide Small Business (SB) technical support to branches with SB credit applications, SB products, and SB referrals. The advisors support pre-call planning activities with branch bankers to review clients' overall needs, potential credit worthiness, appropriate product solutions, and provide guidance on technical product processes while reviewing SB credit applications for accuracy and completeness (proper forms, documentation, signatures, loan structures, etc.) prior to underwriting submission.

While Santander no longer originates consumer mortgages directly, the Bank remains steadfast in its commitment to support home ownership opportunities in communities we serve and has teamed with Rocket Mortgage to help market affordable mortgage products that support underserved borrowers. Borrowers reached through Santander's outreach receive special discounted loan pricing and closing cost credits which make home ownership more affordable. The Bank also remains committed to supporting underserved borrowers and communities through our Corporate Social Responsibility outreach efforts including supporting neighborhood based HUD counseling organizations. You can find out more about Santander's community efforts by visiting: <https://www.santanderbank.com/about/our-commitment/community-philanthropy>

6. Disparities in Lending: Attach a long-term strategic plan to address disparities in the Bank's or Financial Institution's lending and investment activities that may be indicated in the [City's 2021 annual lending study](#).

Label this document "Appendix II – Long-Term Strategic Plan." If disparities are not indicated in the study, then a strategic plan on programs, lending, and branching patterns should be submitted. Label this document "Appendix II – Long-Term Strategic Plan".

All depositories are required to respond per Chapter 19-200 as referenced:

"Each depository shall also provide the City with a long-term strategic plan to address disparities in its lending and investment activities. The strategic plan shall address how the depository will match or exceed peer lending performance in targeting capital access and credit needs disclosed in disparity studies commissioned by the City."

Santander US' Community Plan (2023-2025)

Santander US has launched its Community Plan, a \$13.6B, three-year commitment to invest in the communities where we live and work. This Plan builds upon Santander Bank's successful Inclusive Communities Plan (ICP) and includes commitments for community development lending and investments, small business, sustainable finance, philanthropy, supplier diversity and more.

This Plan was developed in collaboration with community stakeholders across the Santander US footprint and the National Community Reinvestment Coalition (NCRC). Commitments are guided by input from our Community Advisory Board and community partners, which are instrumental in advising us on new product and program development, community impacts and needs and monitoring Santander US' progress toward plan goals and commitments.

This Plan incorporates a number of enhancements from the ICP (2017-2021), which were driven by changes reflected in our local communities as well as our own strategy. These enhancements include:

- Plan expansion to include Santander Consumer activities in addition to those of Santander Bank
- Expansion of the National Community Advisory Board to include representation from auto finance and additional markets across the US
- Addition of sustainable finance and supplier diversity targets

Santander Bank concluded its ICP in 2021, exceeding the investment goal by 21% and resulting in \$14 billion in local investment over five years.

Plan Goals



The targets and objectives referred to in this Community Plan ("Plan") are aspirational; as such, no guaranty or promise is made that they will be met or implemented successfully. The statistics, metrics and other data and information included in this report are not audited and are not necessarily prepared in accordance with generally accepted accounting principles ("GAAP"). The information and any underlying assumptions contained in this Plan are expected to evolve over time. This Plan covers the consolidated business of Santander Holdings USA, Inc. and its subsidiaries ("SHUSA" or "Santander US") and does not address the performance or operations of SHUSA's vendors, suppliers, customers or other third parties. This report is not comprehensive and should be read in conjunction with the reports SHUSA files with the Securities and Exchange Commission from time to time. This report contains certain "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding our corporate social responsibility and environmental, social, and governance targets, goals, objectives, commitments, programs and other business plans and initiatives. These statements are typically accompanied by words such as "anticipates," "believes," "estimates," "expects," "forecasts," "goals," "intends," "plans," "projects," "may," "will," "should," "would," "could" and similar terms. Although SHUSA believes that the expectations reflected in these forward-looking statements are reasonable as of the date on which the statements are made, factors such as the risks and uncertainties described in SHUSA's public filings may cause SHUSA's performance to differ materially from that suggested by the forward-looking statements. If one or more of the factors affecting SHUSA's forward-looking statements renders those statements incorrect, SHUSA's actual results, performance or achievements could differ materially from those expressed in or implied by the forward-looking statements. Readers should not consider these factors to be a complete set of all potential risks or uncertainties as new factors emerge from time to time. The information in this Plan is for general information purposes only and does not constitute legal, tax, accounting, financial or investment advice of any kind or an offer to invest, and, in making this report available, SHUSA gives no advice and makes no recommendation to buy, sell, or otherwise deal in shares or other securities of Banco Santander, S.A., SHUSA, Santander Bank, N.A., Santander Consumer USA Inc. or any other securities or investments. Prior to making any investment, a prospective investor should consult with its own investment, accounting, legal and financial advisors to independently evaluate the risks, consequences and suitability of that investment.