

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. Do not submit metropolitan statistical area (MSA) data that includes areas outside of the City of Philadelphia.

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

The overall CRA Rating for Santander Bank, N.A. is Outstanding for the most recent evaluation period 2017-2019. For more information, please visit the Bank’s website (<https://www.santanderbank.com/about/community-reinvestment-act>).

- 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 Results	2023 Results	2024 Goals
Small Business Loans	182	166	N/A
Home Mortgages	N/A	N/A	N/A
Home Improvement Loans	N/A	N/A	N/A
Community Development Investments/Grants	\$1,206,258	\$1,224,284	\$1,298,000
Other (Please define if include)	N/A	N/A	N/A

If applicable, please provide context for a decline in actual results from 2022 to 2023 and/or a decline from 2023 results to 2024 goals.

There have been no decreases.

3. Provide the total number (count) and dollar amounts of residential mortgages, home improvement loans, small business loans and community development investments made in the City of Philadelphia.

Calendar Year 2023

Number of Loans by Income

Type	Low	Mod	Mid	Upper	Total
Residential Mortgage	N/A	N/A	N/A	N/A	N/A
Home Improvement	N/A	N/A	N/A	N/A	N/A
Small Business Loans	17	33	47	65	166
Community Development	N/A	2	1	N/A	3
Other (please define if include)	N/A	N/A	N/A	N/A	N/A
Total:	17	35	48	65	169

Value of Loans (\$) by Income

Type	Low	Mod	Mid	Upper	Total
Residential Mortgage	N/A	N/A	N/A	N/A	N/A
Home Improvement	N/A	N/A	N/A	N/A	N/A
Small Business Loans	\$1,148,000	\$2,566,000	\$4,338,000	\$8,838,000	\$17,223,000
Community Development	N/A	\$100,000,000	\$4,000,000	N/A	\$14,000,000
Other (please define if include)	N/A	N/A	N/A	N/A	N/A
Total:	\$1,148,000	\$102,566,000	\$8,338,000	\$8,838,000	\$31,223,000

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 2023, Santander Bank awarded \$1,224,284 in grants to 31 nonprofit organizations in the City of Philadelphia. This total represents 57% of the total 2023 grant budget for Pennsylvania. These investments helped to strengthen small businesses, create 232 affordable units of housing, provide career development, mentorship and job training to underserved youth and low-to moderate-income adults and to provide pre- and post-purchase housing counseling and financial education.

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’s Cultivate Small Business helps early-stage entrepreneurs build and sustain businesses in the food industry, with a focus on woman-, immigrant-, and BIPOC-owned businesses in low-to-moderate income neighborhoods. The program is completely free for eligible entrepreneurs and provides a 12-week food-focused curriculum, mentorship, and capital grants. In 2023, the program reached over 180 entrepreneurs and mobilized \$600,000 in capital grant funding and included a cohort of small business owners from Greater Philadelphia.

Santander’s small business team engages with the branch network to reach our communities through networking events, existing customers, working with centers of influence and providing information and knowledge to prospects. All potential requests for credit are referred to a central team who works with the small business to determine the right product for their need, including SBA

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. Please include reference to any products or services offered to address such disparities that may be indicated in the [City’s most recent 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.