

Fulton Bank



VALUING OUR

Communities



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Message From Our Chairman and CEO

Over our 142-year history as a community bank, we've learned that the best way to ensure our own success is to support others' success. Simply put, when our communities thrive, we thrive. That's what it means to be a purpose-driven community bank that seeks to change lives for the better.

Each year in our Corporate Social Responsibility Report, we reinforce our commitment to our values. This means more than just doing the right thing. **In working to advance our values, we seek to build value for all of our stakeholders**, including customers, employees, investors and the communities we serve. This year's report includes our first Stakeholder Perspectives Assessment, where we reached out to internal and external stakeholders to validate what issues are most important to them.

By **embracing our role as trusted advisers for customers**, we go beyond providing financial products and services. We offer valuable education and expertise, ranging from financial literacy programs for school children to retirement seminars that help businesses prepare their employees for the future.

This approach provides benefits for all involved. To mention just one example, we offer free virtual seminars about the financial aspects of buying a home. Better-prepared buyers are more likely to complete a home purchase and achieve the American dream of home ownership. Communities with high home ownership levels are very vibrant.

In 2023, one of our key initiatives was the introduction of Diverse Business Banking, amplifying our outreach to customers that historically have been underserved by the banking industry. More than 250 of our bankers completed training as Diverse Business Advocates and are now working to build new relationships to support local entrepreneurs' success and grow our own business.

By **creating a workplace that embraces diversity and employee career development**, we are better able to attract and retain team members who drive our success. We continue to advance the Fulton Experience, our corporate culture that differentiates us when competing for talent. In 2023, we earned awards for empowering women, for our military internship program, and for our support of team members who serve in the Guard and Reserve.

By **supporting our communities with accessible financial products, valuable education, charitable contributions and volunteerism**, we improve the quality of life for our customers, employees and neighbors. In 2023, we provided over \$3.3 million in charitable contributions, including \$880,000 contributed to Fulton Forward Foundation, and our team members volunteered more than 12,800 hours for community organizations. Fulton Forward Foundation, a nonprofit charitable foundation funded by Fulton, donated \$2.2 million in impact grants.

By **offering financing for solar panels and other environmental projects**, we help guide customers on their own sustainability journeys. In 2023, we worked to be responsible environmental stewards with our own initiatives to increase the use of digital banking services and reduce the use of paper and other resources. We're committed to our Environmental Sustainability Statement, which is referenced in this report.

By **maintaining a strong commitment to responsible governance**, we continue to earn the trust of our customers, communities, investors and regulators. In 2023, we expanded this commitment by adopting a Human Rights Statement and Supplier Code of Conduct.

This commitment to values helped position us to **deliver value to investors in 2023**. Net income available to common shareholders was **\$274 million**, or **\$1.64 per diluted share**. We advanced our strategic objectives, grew loans and deposits in a challenging environment, delivered enhancements to the customer experience and continued to operate with excellence.

I invite you to review our 2023 Corporate Social Responsibility Report to learn more about how our values are reflected in our commitment to customers, employees, communities, the environment and responsible governance.

I offer my thanks to our team members for helping us to maintain those values and translate them into value for all our stakeholders!



Curt Myers

Chairman and Chief Executive Officer



Eaton Bank

Introduction

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What drives us to deliver for our customers and communities every day is that each team member fully embraces that our purpose is to change lives for the better.

We understand that financial journeys are not one-size-fits-all propositions. That's why we aim to provide our customers with the best personalized tools and resources that match their needs to help them attain their financial goals, whether it is first-time homebuying or starting a small business in their community.

When our customers and our communities thrive, we thrive.



BY THE NUMBERS



12,800

*Employee
Volunteer Hours
during 2023*



25%

*of our Diversified Workforce are
People of Color
as of 12/31/2023*



65%

*of our Diversified Workforce are
Women
as of 12/31/2023*



\$2.45 M

*Total
**Closing Cost Assistance Program
Grants Disbursed**
from 2022-2023*



\$133 M

*Total
**Loans to Low- and Moderate-Income
Homebuyers through Partnership
with Operation HOPE**
from 2022-2023*



\$9.99 M

*Total
**Charitable Contributions and
Donations via Fulton Bank**
from 2022-2023**

** Includes \$4.75 M in contributions to Fulton Forward Foundation.*



\$84 M

Total
**Community Development
Loans Originated**
from 1/1/2023 through 6/30/2023



OUTSTANDING

**Community Reinvestment Act (CRA)
Outstanding Rating**
as of 2020



\$270 M

Total
**Community
Development Investments**
during 2023



\$187 M

Total
**Mortgage Loans through
Fulton Mortgage Company
to Low- to Moderate-Income Buyers**
from 2022-2023



\$120 M

Total
**Small Business Administration
Loans Originated**
from 2022-2023

Our Approach to Environmental, Social and Governance and Corporate Social Responsibility

At Fulton, we are focused on understanding the Environmental, Social and Governance (ESG) issues that are important to our business and our stakeholders. As a result, with this 2023 Corporate Social Responsibility (CSR) Report we are introducing our first Stakeholder Perspectives Assessment. We believe that embracing and pursuing those values that we share in common with our stakeholders will lead to long-term sustainable value for our company.

As a purpose-driven bank seeking to **change lives for the better**, our strategic approach aligns with five key pillars of corporate social responsibility: governance, employees, customers, community and environment. Foundational to these pillars are key values and principles to “do what is right” while embracing diversity, equity and inclusion that ensures opportunity for all.

This approach includes being transparent in our governance and operating with integrity, ensuring a positive and engaging work environment for our employees, keeping our customers at the center of everything we do, serving and strengthening our communities, and practicing environmental stewardship.

These ESG values are fundamental to our business strategy where we seek to deliver sustainable, long-term shareholder value through top-tier performance. As highlighted in the following chart, ESG considerations begin with effective board oversight, are led by our engaged leadership teams, and are intentionally integrated into targeted workstreams that align with our business leaders and operations. It is through this work that we are able to create impact: helping individuals and families reach their financial goals, providing businesses with resources to operate and grow, and supporting underserved and unbanked individuals while ultimately strengthening our community.

*Embracing
diversity, equity
and inclusion both
internally and in
the community
reflects our
dedication to
changing lives for
the better.*

ESG GOVERNANCE STRUCTURE (HIGH LEVEL)

BOARD OF DIRECTORS

Nominating and
Corporate Governance
Committee

Audit
Committee

Risk
Committee

Human
Resources
Committee

MANAGEMENT COMMITTEES

Office of
the CEO

Enterprise
Leadership
Team

Disclosure
Committee

CSR LEADERSHIP COMMITTEE

CSR
Working
Group

ESG
Working
Group

Climate Impact
Working
Group

Stakeholder Engagement

In 2023, Fulton conducted its first Stakeholder Perspectives Assessment to better understand the varying viewpoints on sustainability and which sustainability factors might impact our long-term financial success.

Methodology

We considered a wide range of ESG factors and narrowed them down by referencing relevant sources, including investor reports, regulator guidance, rating agency commentary, industry peer publications, ESG frameworks and standards, and materiality best practices. After careful analysis, 23 factors were selected across five key themes - helping our communities, serving our customers, supporting our teams, protecting our environment, and governing our work.

We then surveyed internal and external stakeholders, which included employees, customers and community organizations, on the selected factors. The priorities of three other stakeholder groups — industry regulators, investors and ratings agencies — were incorporated through detailed research and analysis of published information regarding regulations, rules and guidance. In addition, we conducted interviews with internal subject matter experts to gain deeper insights on their interactions with external stakeholders.

Results & Analysis

The Stakeholder Perspectives Assessment demonstrated that our internal and external stakeholders were aligned on what they believe to be the most critical sustainability factors. Most of the critical sustainability factors fit into the categories of serving our customers and governing our work. While we found strong alignment on the most important topics, we also identified some opportunities for continued exploration and discussion.

We also surveyed internal stakeholders on their perceptions of Fulton's sustainability performance. The findings from this survey are invaluable as we prioritize our efforts to advance our sustainability capabilities across the organization.

Sustainability Factors

Below is the complete list of the 23 sustainability factors included in our assessment, with the topics identified as most critical by stakeholders indicated with an asterisk:

THEME	SUSTAINABILITY TOPICS
Governing Our Work	<i>Board Independence & Diversity*</i>
	<i>Business Continuity & Resiliency*</i>
	<i>Business Ethics*</i>
	<i>Financial Risk Management*</i>
	<i>CSR Governance</i>
	<i>Human Rights</i>
	<i>Incorporation of Environmental, Social and Governance Factors in Credit Analysis</i>
	<i>Management of the Legal & Regulatory Environment*</i>
	<i>Responsible Investing</i>
	<i>Stakeholder Engagement & Disclosure</i>
<i>Vendor Management</i>	

THEME	SUSTAINABILITY TOPICS
Supporting Our Teams	<i>Diversity, Equity & Inclusion</i>
	<i>Employee Engagement, Training and Development</i>
	<i>Employment Practices, Well-being & Safety</i>
Serving Our Customers	<i>Customer Practices & Satisfaction*</i>
	<i>Data Security & Customer Privacy*</i>
	<i>Technology & Innovation</i>
	<i>Selling Practices, Disclosure & Transparency*</i>
Helping Our Communities	<i>Community Reinvestment, Community Impact and Access & Affordability*</i>
	<i>Philanthropy & Volunteerism</i>
Protecting Our Environment	<i>Paper, Water & Waste Management</i>
	<i>Energy Management & Greenhouse Gas Emissions</i>
	<i>Land Use & Ecological Impacts</i>

* Most Critical Topics

Stakeholder Assessment, Engagement & Impact

We engage with stakeholders on a regular basis to understand their perspectives, priorities and needs. Our approach includes a mix of methods, including open dialogue, collaboration, surveying and disclosure. We value our stakeholders' input, actively work to listen and learn from them, and use their input to shape and advance our sustainability strategy.

STAKEHOLDER GROUP	HOW WE ENGAGE	TOPICS OF INTEREST
Customers	Banking relationships/customer meetings Customer service interactions Customer advocacy program Digital banking Social media Marketing materials Surveys	<i>Customer service</i> <i>Local bank</i> <i>Technology</i> <i>Security</i> <i>Ethics in business practices</i> <i>Diverse communities</i>
Community Members	Customer service interactions Community giving and fundraising Volunteer, community service and board memberships Social media Marketing materials Surveys	<i>Customer service</i> <i>Local bank</i> <i>Training and resources</i> <i>Security</i> <i>Community involvement</i> <i>Technology</i>
Employees	Engagement surveys Annual town hall meetings Digital communications / company intranet Volunteer events Professional development and training Quarterly CEO video Leader tools and training	<i>Technology</i> <i>Onboarding and training</i> <i>Compensation and benefits</i>

STAKEHOLDER GROUP	HOW WE ENGAGE	TOPICS OF INTEREST
<p>Shareholders</p>	<p>Public disclosures and annual CSR report publication</p> <p>Investor meetings and calls with institutional investors (conferences and road shows)</p> <p>Quarterly earnings calls, including Q&A with covering analysts</p> <p>Participation in conferences and forums</p> <p>Annual Shareholder meeting, including Q&A</p> <p>Emails, calls, press releases and in-person meetings</p>	<p><i>Board independence & diversity</i></p> <p><i>Stakeholder engagement & disclosure</i></p> <p><i>Business ethics</i></p> <p><i>Financial risk management</i></p> <p><i>Governance of corporate social responsibility (CSR)</i></p> <p><i>Business performance trends</i></p>
<p>Regulators</p>	<p>Monitor regulatory perspectives, positions, rulemaking and supervisory guidance applicable to U.S. publicly traded bank holding companies and depository institutions of our size and complexity</p> <p>Open lines of communication to executive management and ongoing engagement with examiners and supervisory agency representatives</p> <p>Supervisory monitoring and examinations</p> <p>Management meetings and briefings on various emerging topics of interest as they arise</p>	<p><i>Business ethics</i></p> <p><i>Customer practices & satisfaction</i></p> <p><i>Data security & privacy</i></p> <p><i>Financial risk management</i></p>
<p>Rating Agencies</p>	<p>Direct engagement with select agencies</p> <p>Electronic communications, including email and online engagement</p> <p>Monitor ESG factors in rating methodologies</p> <p>Active dialogue, every 12-18 months and as needed</p>	<p><i>Business ethics</i></p> <p><i>Data security & customer privacy</i></p> <p><i>Responsible investing</i></p> <p><i>Community reinvestment and impact, access & affordability</i></p> <p><i>Incorporation of ESG factors in credit analysis</i></p> <p><i>Impact on business, financial and credit trends</i></p> <p><i>Social trends and implications</i></p>

United Nations Sustainable Development Goals

According to the U.N. Department of Economic and Social Affairs, the core element of the 2030 Agenda for Sustainable Development lies in the 17 Sustainable Development Goals (SDGs). The agenda “provides a shared blueprint for peace and prosperity for people and the planet, now and into the future.”

As highlighted in our 2022 CSR Report, Fulton has identified six SDGs that best exemplify the work that we do in **changing lives for the better** and the continued goals we are working toward that intersect with global aspirations.

The following SDGs highlighted here are symbolically noted in each Section Table of Contents:



SDG 1 No Poverty

A key part of Fulton’s mission is to serve low- and moderate-income individuals, women and minorities, and small businesses in underbanked and underserved areas.



SDG 4 Quality Education

Through our Fulton Forward® program, we help students, individuals and companies with job training and workforce development programs, while our Small Business Center supports business owners with technology, coaching and meeting spaces. Fulton also offers educational assistance to all employees for general banking courses, language courses and courses taken at an accredited college or university.



SDG 5 Gender Equality

Our Diversity, Equity and Inclusion strategy focuses on offering diverse and inclusive opportunities at all levels of our organization.



SDG 8 Decent Work & Economic Growth

We promote inclusive, sustainable economic growth and productive employment by supporting programs and policies that encourage career, business and community development.



SDG 12 Responsible Consumption & Production

We continually strive to decrease our environmental footprint and sustainably manage resources.



SDG 16 Peace, Justice & Strong Institutions

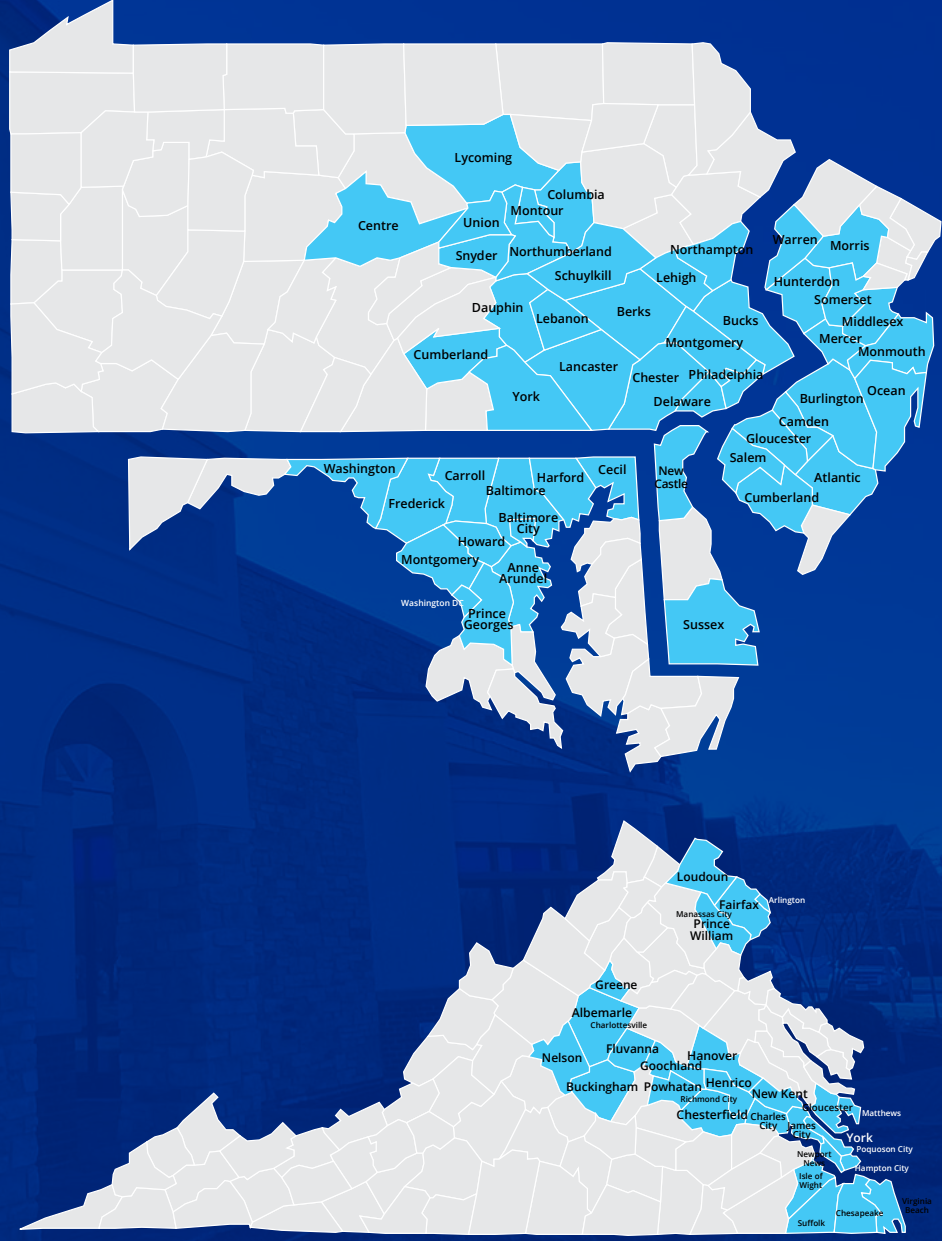
Our policies promote the operation of an effective, accountable and inclusive institution at all levels.

COMMUNITIES WE SERVE

Fulton Bank serves customers and communities in the Mid-Atlantic region, including Pennsylvania, New Jersey, Maryland, Delaware, Virginia and Washington, D.C.

Number of financial centers in each state:

- Pennsylvania:** 109
- New Jersey:** 53
- Maryland:** 25
- Delaware:** 12
- Virginia:** 9





BRINGING VALUE TO OUR

Communities

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For more than 140 years, Fulton has served as a pillar in the communities we serve, striving to deliver the best banking experience to our customers.

Fulton’s focus on customers has allowed us to grow along with them in Pennsylvania, Delaware, New Jersey, Maryland, Virginia and Washington, D.C.

We support products and programs that provide access and affordability to homeownership, education and career opportunities. We make impact grants that uplift nonprofit organizations, and our team members are committed to volunteering. We recognize that when our communities thrive, we thrive.





Best Practices in this Place





Fulton Forward®

Begun in 2016 as an umbrella program for Fulton Bank's community service work, Fulton Forward has evolved to be the touchstone of all our efforts to improve our communities through stewardship, volunteering and other endeavors. We're proud of the Fulton Forward program and our contributions toward building vibrant communities with programs, products and services focused on four key areas:

Affordable housing and home ownership

Job training and workforce development

Financial education and economic empowerment

Diversity, Equity and Inclusion (DEI)

Access & Affordability

Whether it's a first-time homebuyer or a promising student receiving the financial opportunity to attend college, Fulton has focused on advancing financial independence and educational and career opportunities.

Homeownership

SERVICE SPOTLIGHT

Helping First-time Homebuyers with Monthly Seminars

Buying your first home can be a dream come true, but it can be a challenging journey for the unprepared buyer. Fulton can help to ease that challenge through our first-time home-buying seminars that benefit customers and help to educate community members.

Through this program, we teach prospective homebuyers what they need to know about finding, buying and owning a home. This program helps people move from intimidated to confident with self-paced courses, tools and expert advice. Virtual seminars are held each month.

KEY 2023 MORTGAGE PRODUCTS & PROGRAMS

**Freddie Mac
Home Possible®**

**Homebuyer
Advantage Plus
(HAP) Mortgage
Program**

**Fulton Bank
Community Combo
(FBCC) Mortgage
Program**

**HomeReady®
Mortgage Plus**

**State Bond
Programs ***

** Virginia Housing Development Authority, Delaware State Housing Authority, Pennsylvania Housing Finance Agency, New Jersey Housing and Mortgage Finance Agency, Maryland Mortgage Program.*

SPOTLIGHT**Making “Home Possible” with Freddie Mac**

The Federal Home Loan Mortgage Corporation, commonly known as Freddie Mac, offers the Freddie Mac Home Possible® mortgage program, which provides options and credit flexibility to help low-income borrowers attain the dream of owning a home. Fulton is proud to make this program available to our customers.

In addition to requiring a down payment of as low as 3% of the purchase price, Home Possible® offers more options to responsibly increase homeownership for more of Fulton’s borrowers. Co-borrowers who do not live in the home can be included for a borrower’s one-unit residence, and borrowers are permitted to have another financed property. This program also offers competitive pricing along with the ease of a conventional mortgage.

Educational Opportunities

Education is an investment in the future of our communities. Fulton recognizes this fact and offers a range of opportunities for people of all ages. Fulton strives to empower parents to raise financially smart kids by offering tools that teach children about credit and money management.

Once students graduate from high school, they may be interested in continuing their education, which can be expensive. That’s why Fulton awards scholarships to help students achieve their dreams. Fulton also continues to offer post-secondary educational events by sponsoring community experiences that help our customers understand how to achieve financial independence.



SPOTLIGHT

Supporting Single Income Families in Richmond, VA

The Forward Foundation VA is a nonprofit dedicated to assisting working, single parents and their children in the Greater Richmond area who are in the midst of a financial crisis. Fulton Bank has supported the Forward Foundation VA for the past four years by providing financial literacy to youth, first-time homebuyer sessions to parents and family meals during the COVID-19 pandemic. Fulton works with parents to develop confidence to move forward with their financial goals. The youth activities allow them to see the value in saving and being financially fit and also the struggles their parents may be having.

SPOTLIGHT

Supporting Students with Diversity and Inclusion Scholarships

The Fulton Bank Diversity and Inclusion Scholarship Program supports low-to moderate-income communities that we serve. This program aligns with our organizational purpose to Change Lives for the Better by providing tuition support to those in need looking to continue their collegiate education and gain employment experience at Fulton Bank.

Through our annual Diversity and Inclusion Scholarship Program we have awarded over 93 scholarships to high school seniors since 2016. Each student receives \$1,500 to continue their development and education in college. These students are also offered the opportunity for employment with Fulton through our Summer Teller Program. In 2023, we awarded 18 scholarships to students throughout our service area, with 10 students gaining hands-on work experiences at various financial centers.





SPOTLIGHT

Supporting Our Communities through Corporate Sponsorship Events

VISA® Financial Football Event

Fulton is proud to have supported the VISA® Financial Football event at Baltimore City College High School. Fulton teamed up with the National Football League (NFL) to present a fast-paced, interactive event that features game-like scenarios, all while teaching personal finance skills to the 100 participating high school seniors.

In addition to NFL legends Jonathan Ogden and Jameel McClain, participants included Fulton volunteers, city officials and community leaders, and two City College High School graduates - Cindy Harcum, the high school's principal, and Dionne Waldron McNeal, Fulton vice president and community outreach officer.

CIAA® Basketball Tournament

Fulton provided scholarships and volunteers for the Central Intercollegiate Athletic Association Men's and Women's Basketball Tournament Career Expo and Tech Summit held in Baltimore. CIAA is the nation's oldest historically Black athletic conference. It comprises 13 private and public colleges and universities, four of which are within Fulton's footprint: Lincoln University, Virginia Union, Virginia State University and Bowie State.

In addition to Fulton providing scholarships to participating athletes, members of the Fulton team volunteered at various seminars throughout the week, including the Tech Summit and programs related to financial literacy, workforce development and women in business.





Moving Fulton Forward

The Fulton Forward Foundation (Foundation) is an independent, nonprofit private foundation, funded by Fulton.

The Foundation provides financial impact gifts of \$20,000 or more to 501(c)3 community organizations that share Fulton's vision of advancing economic empowerment, particularly in underserved communities. A new grant review process now allows these organizations to seek funding through Fulton's website with an online application.



FOUR PILLARS THAT MOVE FULTON FORWARD



AFFORDABLE HOUSING AND HOMEOWNERSHIP

Helping people find and keep a safe, stable and affordable place to call their home



JOB TRAINING AND WORKFORCE DEVELOPMENT

Helping people train for and find gainful employment to support themselves and their families



FINANCIAL EDUCATION AND ECONOMIC EMPOWERMENT

Helping people manage their finances to reach their goals and change lives for the better



DIVERSITY, EQUITY & INCLUSION

Helping individuals and groups feel respected, supported, valued and understood

Impact Grant Stories

Fulton is committed to supporting and growing the communities we serve. In conjunction with our acquisition of Prudential Bank in 2022, we made a \$2 million donation to the Foundation, designated to support nonprofit organizations in the Philadelphia region.

In 2023, the Foundation made impact grants both in the Philadelphia region and throughout our market footprint. Following are a few highlights of our Philadelphia grant commitment.

Habitat for Humanity

The Philadelphia Habitat for Humanity's mission is to transform lives and the city by building and repairing homes in partnership with families in need, while uniting all Philadelphians around the cause of affordable housing. Habitat for Humanity's vision is a city where all Philadelphians live in safe, affordable homes.

Sustainable Business Network Education Initiative

Since its founding in 2001, the Sustainable Business Network of greater Philadelphia has helped thousands of local independent businesses in the region build profitable enterprises that serve the community, share wealth and protect the environment.

Boys & Girls Clubs

The mission of the Boys & Girls Clubs of Philadelphia is to enable all young people to reach their full potential as productive, caring and responsible citizens.

Total 2023 Grant Funding

Philadelphia

\$766,000



Total 2023 Grant Funding

Other Regions

\$1,452,000



Fulton appreciates the many nonprofits that are working to improve the quality of life in the communities we serve and is honored to be able to provide support for their missions through the Foundation.

Please see our [Fulton Forward](#) page for more information on our program and our new grant review process.

Small Business Center

Fulton's financial center in Philadelphia's Brewerytown is the home of Fulton's first Small Business Center. The goal of this center is to support the area's small business owners and entrepreneurs with coaching, meeting space and access to resources. When the Brewerytown financial center opened, it was the neighborhood's first new bank branch in 30 years, and we saw a tremendous opportunity to support the mission of Fulton Forward® by seeking new and innovative ways to advance job training and workforce development.

CASE STUDY

Excentia Human Services

In 2023, Fulton interns and management trainees partnered together to participate in a volunteer opportunity day with Excentia Human Services in Lancaster, Pennsylvania. Excentia is a nonprofit organization that provides support to people with developmental needs and autism from birth to adulthood.

The interns prepared school supplies at the Excentia Preschool to help them prepare for the school season and baked cookies with students at the Excentia Community Life Services building in their new educational kitchen facility. Fulton management trainees were tasked with creating flowerpots for adult Excentia residents and taught them how to properly care for their new plant as part of their daily chores. Giving back to our communities enables Fulton to forge connections beyond banking.

Fulton Bank Volunteerism & Charitable Giving

One of Fulton's key missions is to serve low- and moderate-income individuals, minorities and small businesses operating in underbanked and underserved areas. Our efforts go beyond responsible banking to encompass a holistic social capital strategy, centered on helping our communities through volunteerism and donations.

Fulton employees display a great deal of energy, passion and personal commitment toward their communities and are willing to give back by helping to educate underserved and underbanked individuals, fighting for and promoting affordable housing opportunities, and participating in DEI initiatives. In 2023, Fulton employees logged 12,800 volunteer hours.

Fulton also recognizes that for communities to grow, the businesses, organizations and people within each neighborhood need access to opportunities. As such, Fulton contributed \$3,382,670 in charitable giving in 2023.

CHARITABLE GIVING IN 2023:

*Fulton
employees logged*

12,800
volunteer
hours

*Fulton
contributed*

\$3,382,670
in charitable
giving*

* Includes \$880,000 in contributions to Fulton Forward Foundation.



Operation HOPE

Operation HOPE, a long-time partner of Fulton, is a nonprofit organization providing financial literacy and economic empowerment education to youth and adults.

Through this partnership, Fulton and Operation HOPE provide financial education, credit and money management, first-time homebuyer and small business workshops to Fulton clients and community neighborhood groups near Fulton's financial centers. More than 80% of the clients our coaches serve are considered low- to moderate-income.



Many of the Fulton clients served by **Operation HOPE** have expressed a strong desire to become homeowners but often don't have the hope, support, encouragement, acceptable credit or savings to achieve this dream. Our financial wellness coaches serve a critical role in this regard by providing the extra guidance, financial education and motivation these potential homebuyers need, so they achieve success and meet their homebuying goals.

HIGHLIGHTS FROM OUR 2023 PARTNERSHIP



Community Development Lending

Fulton offers education, financing and development services to businesses, organizations and individuals in low-income communities, including microenterprises, small businesses and housing and community service organizations.

Finding affordable housing has become especially problematic since the COVID-19 pandemic and increasing inflation has created challenges for many people in our communities. Fulton is working to support solutions by providing financing to organizations that develop affordable housing.

CUSTOMER STORY

Newcomb Senior Housing

Vineland, NJ

The need for affordable senior housing is also on the rise. Looking to make a difference to our customers in New Jersey, our Commercial Community Development Team provided \$11.1 million in construction financing, an \$800,000 permanent mortgage, and \$12.5 million in tax credit equity to finance the development of the Newcomb Senior Housing 2 project in Vineland, New Jersey. This project is located on the former Newcomb Hospital site.

The 70-unit, four-story building serves residents 55 and older with incomes at 60% or less of the area's median income. Four units will be set aside for homeless individuals.

This state-of-the-art building complies with both the New Jersey Housing and Mortgage Finance Agency Green Home and Energy Star requirements, as well as requirements for homeless supportive housing, social services, project and unit amenities, community policing and square footage.





CUSTOMER STORY

Bausman Place

Lancaster, PA

Fulton's Commercial Community Development Lending Team, in collaboration with the Pennsylvania Housing Finance Agency, Lancaster County Redevelopment Authority, and United Disabilities Services Foundation, was able to provide financing for Bausman Place Apartments in Lancaster. Fulton provided \$9.5 million in construction financing as well as \$11.4 million in tax credit equity to finance the project's development.

Bausman Place was developed by Community Basics, Inc., a nonprofit Community Housing Development Organization located in Lancaster County. The 54 rental units are available to prospective tenants who meet certain income guidelines as established by the U.S. Department of Housing and Urban Development. Notably, six units will be set aside for families experiencing homelessness and nine units will be equipped for those who are mobility impaired.

Through on-site supportive services provided by affordable housing nonprofit, Tenfold, residents have access to resources to help them expand their future through financial stability and homeownership training. Studies have shown households that are not cost burdened are healthier and more engaged within the community and have children who perform better in school.



DELIVERING VALUE TO OUR

Customers

Fulton Bank

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Awards & Recognition

*Greenwich Excellence Awards
for U.S. Small Business Banking*



Our customers are the driving force behind every decision we make.

Helping our customers achieve their financial and personal goals drives our teams daily.

We put customers first by creating products, services and solutions that meet their needs and help change their lives for the better.



Consumer

Banking no longer simply means products and services, such as traditional checking and savings accounts. Today's consumers require options and flexibility to meet their financial needs. Millions of U.S. households don't have a bank account and/or rely on expensive alternatives like check-cashing services. There are many reasons some don't use banks, including not having enough money to maintain a minimum balance or concern over fees.

Fulton has created products to meet customers where they are. For example, we introduced the Xpress Account, a "checkless" account that includes a debit card and access to a range of online and mobile services to expand banking access in our communities. This low-cost transaction account helps customers manage personal finances, especially teens and young adults who are just starting to develop responsible banking habits.

The Xpress Account earned Bank On certification from Cities for Financial Empowerment Fund, a nationwide initiative to help ensure that people have access to safe and affordable bank accounts. This can help consumers, especially unbanked or underbanked households, to establish financial stability and savings.



Product highlights of Xpress Account include:

No overdraft fees – Avoid unexpected overdraft fees by only having the ability to spend the amount in the account.

No minimum balance requirement.

No paper checks and a contactless Visa® Rewards Debit Card - A secure and easy way to pay online, at checkout and at automated teller machines (ATM).

No monthly maintenance fees and foreign ATM fee rebates for primary owners 13- to 24-years-old.

The Xpress Account and its Bank On certification support the Fulton Forward® initiative, helping to build economic empowerment in the communities we serve.

Customer Success Stories

CashPlease Helps Customers in Need

A self-employed contractor from Mahoning Township, Pennsylvania, suffered a minor injury. CashPlease provided the amount of money he needed to live on until he was able to earn income again.

An elderly couple in New Jersey were awaiting their tax refund. They were tight on funds and did not have money to pay their electric bill, groceries or gas. By using CashPlease, they were able to access funds immediately. Once their tax refund arrived later the next month, they were able to pay back the CashPlease loan.

Interns Cash-in on Xpress Accounts

A Baltimore-area YMCA has summer interns who are typically unbankable elsewhere based on their age. An intern visited a Fulton financial center to cash a check. Fulton suggested an Xpress Account.

As a result, the intern referred other interns to the financial center to open bank accounts. Over the past two years, Fulton has opened Xpress accounts for a number of Baltimore-area YMCA summer interns. And, they continue to come back with each new internship term. This product has had a positive impact on the Baltimore community, as Fulton is helping these young interns manage their finances at an early age.

ACCESS TO EMERGENCY FUNDING

Fulton's CashPlease® is a short-term loan program available to customers when they need access to cash quickly. This program was specifically created to help customers with low to moderate household incomes. It serves our communities' needs by offering a solution to help customers manage short-term emergencies and unexpected situations when cash is needed quickly.

Product highlights of CashPlease include:

Small dollar/short-term lending

*An automated, online process
from application to funding*

By offering CashPlease to our customers, we demonstrate that we are a partner that can help them manage unexpected life events.

PROTECTING OUR CLIENTS

Elder Fraud

Jackie, who worked as a Universal Banker at one of our financial centers, has repeatedly helped to prevent fraud-related activities.

Jackie was assisting two customers with withdrawals when she became suspicious. She asked questions, listened carefully and, ultimately, decided not to process the withdrawals. The next day she learned the customers were being scammed.

There were several other cases of customers attempting to cash checks that appeared fraudulent. Jackie again asked the right questions and detected fraud, preventing losses to the customers' accounts. As a result of these efforts, Jackie has prevented losses of more than \$15,000. Jackie is truly a trusted advisor to her customers and helps them bank wisely.

After working with customers in financial centers, she transferred to a new role as a fraud risk management analyst, continuing her efforts to protect customers and the bank.

Digital Banking & Technology

Digital banking plays an important role in the movement of money for consumer and business customers. At Fulton, we offer a variety of digital banking solutions to help customers.

SPOTLIGHT

Online/eStatements

Online statements, also known as eStatements, give customers 24/7 access to their banking information via the Fulton website or our mobile app.

Some of the benefits of eStatements include:

Eco-friendly - no paper or postage involved

Convenient - previous statements located easily online

Safe - no risk of mail theft as eStatements can only be accessed in an authenticated online/mobile environment

Smart - customers can opt-in to receive eStatements for deposit, individual retirement account, money market, loan and annual tax statements

SPOTLIGHT**Mortgage Hybrid e-Closing**

Fulton Mortgage Company's e-closing program provides homebuyers with the ability to review closing documents before their closing appointment and sign many of them electronically. The biggest advantage is that customers have a better experience, with more opportunity to review their documentation and less time at the closing table.

It also provides a single place for the borrower, loan team and settlement agent to communicate.

Since the launch of this program in March 2023, about two-thirds of all mortgage loan closings were completed using e-closing.

SPOTLIGHT**Zelle®**

Real-time products like Zelle®, a U.S.-based digital payments network, provides consumer and small business customers with a convenient way to send money instantly regardless of where they bank.

Zelle® has a positive environmental impact as it helps businesses and consumers reduce paper check usage and cash transactions.

Use of Zelle® among Fulton customers has shown strong growth from 2020 to 2023.

Small Business

Fulton's Small Business Development Officers (SBDO) support the unique needs of diverse business owners. Through outreach, one-on-one meetings and our understanding of the entrepreneurial ecosystem, Fulton can connect business owners with solutions tailored to their unique situations. Currently, four SBDO team members are assigned to key market areas within Fulton's footprint.

SPOTLIGHT

U.S. Small Business Administration (SBA) Lending

Soft Stuff Distributors Inc., a woman-owned specialty foods distributor in Howard County, Maryland, has been in business for more than 30 years providing food and beverage solutions in the Baltimore area.

The COVID-19 pandemic significantly impacted the company. In response, Soft Stuff Distributors pivoted and enhanced its e-commerce capabilities and online presence. It sought out new clients, like small local grocery stores, that needed products to sell, and small carryout venues that remained open during lockdowns. Rebuilding was a continuous process.

To help Soft Stuff Distributors remain viable, improve cash flow and allow it to expand, Fulton provided two SBA loans and an SBA working capital CAPLine that gave it access to a line of credit. This financing enabled Soft Stuff Distributors to improve its cash flow, accommodate revenue growth and purchase a new freezer.

Soft Stuff Distributors has rebounded post-pandemic, and the SBA selected majority owner and co-founder Lois Gamerman as Maryland's 2023 Small Business Person of the Year.

SPOTLIGHT

Workplace Banking Solution

Fulton's Workplace Banking program is designed for business customers and their valued employees.

Businesses can consider Workplace Banking as an option that may be able to help:

Attract and retain quality employees who want special perks beyond traditional benefits

Increase participation in business' direct deposit programs

Reduce the administrative burden of paper checks and processing

Employees from participating businesses enjoy these benefits:

Mortgage Discount – 1/4% mortgage loan settlement credit (up to \$1,000) combined with a competitive rate

Team Advantage Banking – Eligible for a no-minimum-balance checking account

Contactless Visa Debit/ATM Card – Employees earn rewards points on eligible purchases

Reward Credit Cards – This Visa Rewards card earns points for every dollar spent on eligible purchases

Health Savings Account – This tax-advantaged account helps save money for many out-of-pocket medical expenses like doctor visits and prescriptions

Commercial

We're committed to helping businesses achieve greater success as trusted advisors offering solutions that help companies achieve their financial goals. Our Relationship Managers work with customers to evaluate capital projects, equipment acquisitions, and the permanent working capital needs for their business.

In addition to financing, we offer valuable services that can support a company's day-to-day operations.

Below are a few of the recently introduced options:

INTEGRATED PAYABLES

Integrated Payables is a secure, digital payment platform that receives a payment file from a business's accounting system and executes payments using the payment methods the business's vendors and suppliers prefer. This platform provides an integrated payment solution for our customers while reducing their operational costs.

Other benefits of this program include:

Reduced environmental footprint – By decreasing the need for physical paper transactions, Integrated Payables reduces paper waste and environmental impact.

Efficient payments – This tool significantly reduces the time and effort required to manage payments, resulting in a more efficient financial operation.

Streamlined workflows – Integrated Payables simplifies workflows, allowing businesses to focus on strategic financial decision-making rather than administrative tasks.

NETSPEND EARNED WAGE ACCESS

Netspend® Earned Wage Access was unveiled to Fulton's business customers and their employees in the third quarter of 2023. This platform allows businesses to offer their employees on-demand access to up to 50% of the funds they have earned in the current pay period. Using a simple app, employees can easily transfer their funds. This tool gives employees more control over how and when they get paid, thereby reducing financial stress and improving overall employee well-being.

Other benefits of the earned wage access product include:

Financial inclusion – By providing access to earned wages, Fulton is promoting financial inclusion, helping employees avoid high-cost payday loans and financial pitfalls.

Increased productivity and decreased turnover.

Offering this solution aligns with Fulton's commitment to corporate social responsibility by demonstrating our support for our business customers and their employees' financial well-being.

SPOTLIGHT**Horizon House, Inc.**

Great partnerships are critical for institutions and companies in realizing their goals and aspirations. Horizon House, Inc., a respected Philadelphia nonprofit, needed a banking partner to help finance a new center for childcare, workforce development and behavioral health. Fulton provided a \$26 million loan package to make this happen.

Since 1952, Horizon House, Inc. has been a resource for adults with psychiatric or developmental disabilities, drug and alcohol addictions and/or homelessness issues. This nonprofit serves more than 5,000 adults annually in Pennsylvania and Delaware. In 2017, the organization embarked on a search for a place to establish its expanding operation and 300 staff members – a community hub where it could offer its services, while strengthening its commitment to the revitalization of Philadelphia.

The search led to New Market West, a development project in West Philadelphia that turned a transit-accessible, vacant lot at 59th and Market streets into a four-story, 135,700-square-foot community centerpiece. By partnering with the Mission First Housing Group, Inc. in this venture, Horizon House, Inc. played a significant role in revitalizing the West Philadelphia community. To accomplish this the organization needed to do two things: sell its existing headquarters on 30th Street and secure \$11 million in financing.

Fulton was ready and willing to help. As a result, Horizon House, Inc. moved its entire banking relationship to Fulton, which provided the nonprofit with a robust financial arrangement, consisting of a comprehensive treasury management program and a \$26 million credit package, including the \$11 million bridge loan needed to become major investors in New Market West.

“Our decision to strengthen our long-standing commitment to the West Philadelphia community would simply not have been possible without the personal and financial support of Fulton Bank,” said Jeff Wilush, president and CEO of Horizon House, Inc. “Their confidence and support in Horizon House enabled us to successfully and positively transform from our past into our future, while bringing lasting change and growth to one of Philadelphia’s largest, underserved communities.”

CUSTOMER SPOTLIGHT**MRA Group**

Fulton is proud to partner with commercial customers, including to support life sciences and the health and human service needs in our communities. So, Fulton was there to help when MRA Group, a privately held real estate development and client services firm, wanted to redevelop the Chestnut Run Innovation & Science Park (CRISP), a 164-acre, 14-building campus that is quickly becoming northern Delaware’s premier applied sciences hub. More specifically, MRA needed partners to help it secure \$63 million in additional debt to redevelop CRISP.

Fulton, in conjunction with Nuveen Green Capital through C-PACE (commercial property assessed clean energy), financed \$50 million, and the remaining \$13 million was provided by another local bank.

The utilization of C-PACE financing through Nuveen Green Capital is a first for MRA Group, but undoubtedly a program that will gain traction for the organization given its commitment to developing energy efficient buildings.

“It was a pleasure to work with MRA Group and Fulton Bank on this major deal,” said Shelah Wallace, Nuveen Green Capital senior director of originations. “We are excited to see the energy efficient developments at CRISP.”

The potential for CRISP and its impact on the Wilmington, Delaware region is exciting. MRA Group will use the funds for the continued redevelopment efforts at CRISP, which include renovating buildings for labs, research and development, and advanced manufacturing. Additional plans for the campus include amenities such as a hotel, fitness center, conference space, outdoor amphitheater and accommodations for food services.

Financial Planning and Investing

Fulton Financial Advisors' (FFA) retirement services team, which operates through Fulton Bank, has participant engagement specialists who meet with plan participants in both group and individual settings to discuss retirement planning and needs. The specialists also provide digital content for delivery to plan participants. These various touchpoints are designed to inspire participants to save by showing them how simple the process is and by removing mental barriers that preclude them from investing in their firm's retirement plan.

The retirement services team holds annual meetings with our clients, covering essential plan topics, such as participation, investment performance, plan fees and benchmarking of fees, and industry trends.

SPOTLIGHT

Retirement Planning Seminars

In 2023, the retirement services team conducted six seminars throughout the Fulton footprint, providing insight to clients and prospects on the changing aspects of retirement plans.

The seminar topics included:

Secure 2.0 Act of 2022, federal legislation enacted to encourage Americans to save that includes changes to retirement policies.

ESG investing in retirement plans.

Guiding participants through difficult markets.

What it means to be a fiduciary.

ESG in FFA

FFA's nonprofit services group supports nonprofit organizations in a variety of ways, including drafting and adopting an investment policy statement, following a disciplined and successful investment process, sponsoring events, and sharing our expertise related to both planned giving (charitable gift annuities, appreciated stock gifts, etc.) and our banking services. FFA provides investing options that follow ESG best practices and themes, including race and diversity, corporate governance, womenomics, climate, community impact, and international economic development.

Treating Our Clients Fairly

Since Fulton opened its doors in 1882, we have strived to deliver the best banking experience for our customers.

Our customers have trusted and continue to trust us with their assets, dreams and goals and, as stewards of this trust and responsibility, it is our job to ensure we protect and provide opportunities that truly change lives for the better. This intentional focus on our customers and their financial goals has allowed us to grow together.

We put customers first by creating products, services and solutions that meet their needs and help change their lives for the better. That is why we are proud of the following areas we focus on daily to ensure our customers' goals become realities.

Customer Privacy & Data Security

Fulton maintains policies that establish our clear commitment to protecting the privacy and security of our customers' personal data. These policies outline the data that Fulton may collect, when and under what conditions Fulton may collect it, for what purposes Fulton may use it, and the circumstances under which Fulton may share data with others. Fulton's policies outline the rights of consumers to receive notice of Fulton's privacy practices, opt out of certain data sharing, and receive notice of data breaches. Fulton's policies also require our service providers and third parties to observe applicable data privacy obligations.

In addition, Fulton maintains a series of enterprise-level policies that articulate our clear commitment to implementing the administrative, technical and physical safeguards required to protect the security and confidentiality of personal data that Fulton or our service providers and third parties possess or control. These policies require safeguards at each operational level within the enterprise.

Fulton's privacy and security policy directives are operationalized by procedural, monitoring, technology and other controls, including multi-layered information security protections that are regularly assessed and adapted to address leading industry practices and emerging threats. Fulton requires regular training of our employees on the topics of data privacy and security.

Communications

Fulton uses multiple channels to communicate with and seek feedback from our customers. This includes our website, social media, phone and email. We also regularly engage with and solicit feedback from our corporate, institutional, public sector and other customers through multiple channels, including individual meetings, conferences and other forums.

Our strength and success depends upon the strength and success of our neighborhood families and businesses.

Responsible Product Offering

As part of Fulton's Enterprise Product Lifecycle Management Policy, our monitoring processes focus on reviews of new and existing products and services. These reviews include identifying and reporting on the quality of delivery of our products and services, while also tracking the social impact and ongoing risk of these solutions. In the product development cycle, internal stakeholders – operations, sales, risk and compliance, technology, corporate social responsibility, and customer support teams – play an integral role.

During the due diligence stage, products and services are specifically evaluated for compliance with applicable laws, rules and regulations. Annual reviews of products include monitoring for any compliance or regulatory changes. There are strict product governance and approval processes for all new, enhanced and existing products and services that include the stakeholders and respective management teams. The product management teams, along with the oversight of the appropriate leadership/governance committee, manage all product initiatives, reviews and assessments. As part of this review, senior leadership and our Board of Directors receive periodic briefings and feedback on products and approvals are documented and addressed as needed.

Fulton's strategic pillars shape our goals and objectives, including monitoring customer feedback and improving customer satisfaction. Fulton's product management teams track net promoter and loyalty scores regularly through the use of customer and product surveys. Those scores are shared quarterly with senior leadership and our Board of Directors, and overall feedback is analyzed to identify potential enhancements to product solutions. There is a customer complaint monitoring process that includes centralized input and tracking, which is overseen by the Chief Executive's Office of Customer Advocacy. Service-level agreements are in place to ensure timely resolution. As part of the resolution process, feedback is shared with product teams and includes information that may be used for future product upgrades and improvements.





Selling Practices and Product Labeling

As a financial institution, we believe that it's important for us to have sound selling practices and clear product labeling. Our marketing initiatives are developed with the goal of treating customers fairly, communicating clearly and following applicable regulations. Our advertising efforts are overseen by compliance professionals who help direct our efforts toward adhering to fair and responsible product marketing practices.

We also have a customer-centric learning and development program that teaches sales professionals to be trusted advisors and provide solutions specific to customers' needs. When new products or enhancements are introduced, sales and support staff receive training, which includes product marketing materials, sales sheets and job aids. This customer-focused, trusted-advisor approach supports compliance and regulations, and promotes ethical standards among our sales professionals.

Customer Fraud Protection

Whether working with commercial or small businesses, treasury and investment customers, or consumers, protecting our customers from fraudulent activities is the job of every Fulton team member. Protecting our customers from telephone, mail or internet fraud is at the core of who we are as an organization - turning our values into value each and every day.

SPOTLIGHT Elimination of Consumer Banking Fees

Since late 2022, Fulton reduced or eliminated the following consumer fees:

Reduced the overdraft fee

Eliminated return deposit fees

Eliminated account-to-account fees

Diverse Business Banking

“At Fulton Bank, we’ve built a specific program to reach out to businesses that often have had challenges gaining access to financing and banking services in the past. In addition to banking products and services, the cornerstone of this program is our Certified Diverse Business Advocates, who have received special training to provide advice, education, mentorship and networking opportunities for business owners.”

Joel Barnett

*Senior Vice President and Director
of Commercial Affinity Banking*

KEY PROGRAM
OUTCOMES TO
DATE INCLUDE:

Trained
more than

**250
BANKERS**

*as Certified
Diverse Business
Advocates*

Conducted

**PROGRAM
LAUNCHES**

*across our
footprint*

BUSINESS EVEN

PRODUCTS AND SERVICES AVAILABLE THROUGH THE DIVERSE BUSINESS BANKING PROGRAM INCLUDE:

Flexible approval criteria for loans and lines of credit

Business banking product bundles

Small Business Administration (SBA) products

Merchant services

Payroll and cash management services

Diverse Business Banking

Fulton's Diverse Business Banking program launched across our footprint during summer 2023. This program accelerates our outreach to minority, woman, veteran and LGBTQ business owners, helping them to achieve their goals as they start, grow and expand their businesses.

We have built partnerships with community organizations and government entities, such as Philadelphia's Commerce Department, Maryland's State Small Business Credit Initiative, the Chester County Economic Development Council and the Enterprise Center of Philadelphia.

"As a community bank, we are committed to serving our entire community. Our focus is to serve as trusted advisors, helping to empower businesses in the communities we serve to achieve their financial goals."

Angela Snyder

President of Fulton Bank





VALUING OUR

Employees

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Awards & Recognition

*American Bankers Association
Foundation Community Commitment
Award - Supporting Military Families*

*Employer Support of the Guard &
Reserve (ESGR) Above & Beyond Award*

*Empowering Women Award -
Central Penn Business Journal
and Lehigh Valley Business*



At Fulton Bank, it is our mission to go above and beyond what is expected. We work to change lives for the better for our customers, communities, and employees. We believe each employee has the power to shape, strengthen, and inspire our culture through positive action and change. We succeed as a company because we value the teamwork of individuals.

Our Employee Value Proposition

Our values define us and our culture inspires us to
change lives for the better

Our employees are the *heart and soul* **of our company, and every success we experience begins with them.**

Together we are committed to making a positive impact in our *local communities.*

We champion a culture of continuous learning, work-life integration, and *inclusion.*

We promote a digitally enabled work environment to continuously enhance the experience of our
employees and customers.



A word cloud graphic with the words "BE CURIOUS" as the central focus. Other prominent words include "LEARN", "COLLABORATE", "RESPECT", "GROW", "CHALLENGE", "TRUST", "CARE", "DO WHAT'S RIGHT", "APPRECIATE", "LISTEN", "SHARE", "DELIVER", "INNOVATE", and "UNDERSTAND". The words are in various sizes, colors (blue, green, orange, grey), and orientations, creating a dynamic and layered composition.



The Fulton Experience

Successful companies shape their cultures instead of allowing their cultures to shape them. Fulton is using a disciplined approach that relies on the personal transformation of every member of our team to encourage a healthy, high-performing culture.

The Fulton Experience is a set of concepts that define our culture and values. These concepts are guidelines for delivering productive and meaningful ways for employees to collaborate with one another. The Fulton Experience is a critical part of sustaining Fulton's culture and is woven into everything Fulton does. It positively impacts leaders' ability to improve productivity, accountability, customer focus and communication, and employees' ability to engage in meaningful work and contribute to high performance in a team-based environment.

All newly hired or promoted leaders participate in this program within the first year aboard or their first year in a leadership role.



Employee Experience Council (EX-Council)

We have an Employee Experience Council, comprised of team members from across the company, that strives to:



Enhance and Sustain the Fulton Experience

The leader of the Culture Action Team that supports and cultivates the Fulton Experience is a member of the EX-Council. This role ensures that the Fulton Experience is an integral part of achieving the company's objectives.



Monitor Alignment Between Employee Value Proposition and Employee Experience

The EX-Council ensures what Fulton says to our employees and our prospective employees aligns with our experience and priorities.



Improve the Employee Experience

The EX-Council annually reviews exit interviews, new-hire surveys and employee engagement surveys to identify and prioritize opportunities to improve the workplace.



Advocate for a Digitally-Empowered Workplace

A member from our Digital Council is also a member of the EX-Council. This role ensures that we consider digital solutions and opportunities as part of our efforts to improve the employee experience.

The following examples show how the EX-Council has proven to be effective:

PROOF POINT 1 **Fulton Experience Certified Facilitator Initiative**

This new program for 2023 was designed to take the Fulton Experience to a new level to address specific challenges. Advanced training for certified Fulton Experience Workshop facilitators was held in March 2023 to support and engage leaders with Fulton's corporate culture.

The objectives of this initiative are to:

Help develop internal consulting skills to support leaders while reinforcing Fulton's culture principles

Learn new modules to expand leaders' capabilities

Deepen leaders' grounding on Fulton Experience key concepts

The lessons learned in the certified facilitator training have been applied to reinforce culture, improve accountability and drive performance.

PROOF POINT 2 **Professional Growth & Career Development**

One way that we measure employee engagement is by asking team members whether they see professional growth and career development opportunities for themselves at Fulton.

EX-Council members along with the Human Resources team know that each employee interprets growth and development uniquely, so Fulton created various programs to meet their individual needs.

We started with the creation of a "Develop-U" website that provides one-stop shopping for personal growth. It includes information on individual development plans and LinkedIn Learning. We also created an Emerging Leader program for individual contributors who aspire to be in management.

In 2023, we also rolled out a career exploration program for those curious to learn about other parts of the company. The program includes tools that help team members better prepare for interviews and develop more compelling resumes.

The EX-Council's work in this area contributed to a seven percent increase in employee satisfaction with professional growth and career development opportunities at Fulton.

Human Rights Statement

*Fulton Bank's purpose is to **change lives for the better.***

Fulton is committed to upholding the dignity, value and fundamental rights and freedoms of all people as set forth in the *United Nations (U.N.) Universal Declaration of Human Rights*.

For our employees, this commitment means we provide equal employment opportunity and safe, healthy working conditions free from discrimination or harassment. We commit to fostering an inclusive, supportive environment where we acknowledge, respect and welcome a diverse and collaborative working team.

We stand firmly against all forms of forced or exploited labor, child labor, slavery or human trafficking and expect our vendors and partners to do the same, as outlined in our *Supplier Code of Conduct*.

For our customers and communities, this commitment means we provide fair and responsible banking and access to financial products and services to promote economic advancement for everyone we serve. We work to protect the privacy of our customers and safeguard their confidential information. We oppose all forms of unfair, deceptive or abusive acts or practices.

Many of these commitments are among the core values and specific principles outlined in our company Code of Conduct. These principles are designed to lead us to do what is right, earning the trust of our stakeholders as we operate with the highest ethical and professional standards. Our team members receive training on the expectations contained within the Code of Conduct and acknowledge their adherence and agreement on an annual basis. One of these expectations is that team members will report any potential violations of the Code of Conduct through confidential channels that exist for this very purpose.

In order to **change lives for the better**, we recognize the inherent value of all people and treat them with dignity and respect. At Fulton Bank, this commitment forms the core of all that we do, as we build on this truth to achieve our purpose.



Employment Practices and Employee Health and Safety

We value our employees. That's why we provide fair employment practices and safety measures, in addition to benefits and programs that enable our employees to thrive professionally and personally. From a variety of health insurance options to encouraging work-life balance, Fulton's employee programs and practices are designed to meet the diverse needs of our employees.

PROOF POINT 1 Employee Health Care

We reviewed ways to enhance employees' health care plans in 2023 to better align with DEI priorities. For instance, we expanded coverage options for domestic partners and implemented cost-containment programs to save employees money. We also offered more virtual services, such as giving employees virtual access to physical therapy and behavioral health through different online programs and applications.

PROOF POINT 2 Employee Safety

Fulton has policies and procedures in place to safeguard our employees, customers and anyone who visits our facilities. Fulton employees receive information and training in areas related to security, severe weather incidents, evacuation procedures, physical threats and other potential risks.

Safety & Security – All Fulton business locations maintain systems and procedures to monitor building access. We provide training so our teammates can maintain appropriate building access. Our financial centers have systems and procedures in place to safeguard everyone in the facilities.

Physical Threats – Fulton has specific procedures and conducts regular training for employees so they know what to do in the event of a physical threat, including robberies or workplace violence.

Severe Weather – Fulton provides guidance to employees about how we will communicate any potential closures, change in hours or other impacts due to severe weather. Our Business Continuity Office maintains and shares information on topics, such as hurricane and tropical storm preparedness, and helps to ensure the safety and well-being of our employees by sharing best practices to help employees be prepared and stay informed.

Health and Well-being – Fulton's Human Resources Department shares information and benefit programs that can help employees maintain better physical, mental and behavioral health. To encourage healthy habits, a wellness rewards program offers team members the opportunity to participate in various health-related activities and earn rewards. This program provides tips on nutrition, physical activity, sleeping habits and more. We also offer an Employee Assistance Program to promote positive mental health. A variety of online courses related to emotional well-being, relationships and child/elder care also are available to all employees.

Employee Training and Development

Fulton has a strong corporate culture that helps to attract and retain top talent. Since an organization's culture plays a significant role in its ability to achieve its goals, we strive to promote a continuous learning culture and provide the training and development tools and programs necessary to promote career progression for employees interested in advancement.



Navigating Your Career

Nurturing successful internal candidates is a win-win for both Fulton and our team members. The Navigating your Career program is for all employees who want to gain the skills to present themselves as a top candidate during the interview process.



Driving Value and Opportunities for Neurodivergent Individuals

CAI Neurodiverse Solutions (CAI) helps private and public organizations drive value, improve productivity, and enhance the customer experience by realizing the benefits of neurodiversity. CAI also helps to provide career foundation and advancement opportunities for neurodivergent individuals.

Neurodiversity describes the way people experience and interact with the world around them, and is often used in the context of autism spectrum disorder and other neurological or developmental conditions.

Fulton is currently identifying opportunities across our organization to pilot this program and identify neurodivergent candidates through the CAI network.

Talent Succession and Planning

Talent Succession and Planning helps Fulton build and maintain strong bench strength for critical roles to ensure the success and sustainability of our company. We conduct annual talent review discussions with senior leaders and work collaboratively to offer a variety of targeted development opportunities to help our leaders grow and prepare for future opportunities at Fulton.



Coaching to Lead Program

Five micro-learning modules in the Coaching to Lead series help managers to inspire and empower their teams and build greater effectiveness into their daily coaching and leadership. For each module, participants actively participate in peer coaching and group discussions to advance their coaching skills and confidence. This program is part of our advanced coaching series.



As a result of this program, Fulton has seen increased employee satisfaction on these employee engagement survey questions:

My manager regularly gives me feedback on my job performance.

My manager effectively coaches me through structured one-on-one time.



PowerUP! Program

The PowerUP! program empowers employees to learn, grow and adapt in a digital workplace. Formally implemented in 2021 and co-owned by the EX-Council and Digital Council, this program provides employees with self-service tools and resources to advance their digital dexterity and data literacy skills while helping Fulton operate with excellence.

The Digital Leadership Curriculum was piloted in 2023 with a focus on data fundamentals and fluency for leaders.



Pillars of Leadership Program

The Pillars of Leadership program is designed to create holistic leaders who are engaged, agile and curious and embody a growth mindset. We leverage internal leadership expertise as well as an industry-leading vendor, to bring a world class development experience to Fulton's emerging leaders.

The Pillars of Leadership is a two-year program for employees who have demonstrated interest and capability to grow their leadership skills and responsibilities. The program consists of three parts: formal learning, self-paced learning and a mentoring program. It centers around the five pillars of leadership: emotional intelligence, inclusion and belonging, essentials of management, maximizing productivity and high-performing teams.



Diversity, Equity & Inclusion

At Fulton Bank, our values define us and our culture inspires us to change people's lives for the better. That's why we're committed to fostering an inclusive and supportive environment, where we acknowledge, respect and welcome a diverse and collaborative working team.

At the core of our company, Fulton works to welcome and support the differences of our employees. By fueling an environment of open-mindedness and respectfulness, we facilitate inspiration and innovation. This common vision defines and unites us wherever we are and in whatever we do.

When all team members see and feel that they are included, encouraged to do their personal best, and celebrated for their individuality and unique perspectives, our company excels. When everyone is valued, we're stronger as a company.

DEI AWARD OF EXCELLENCE

The recently created Fulton Bank Diversity Equity and Inclusion Award of Excellence is presented annually to nominated employee(s) or team(s) that exhibit an overall outstanding commitment to the Fulton DEI mission. This mission focuses on continuously celebrating diversity and intentionally creating an inclusive culture wherein everyone feels empowered and valued. Winners are selected based on their notable efforts in initiating, promoting and advancing DEI practices at Fulton, and demonstrating inclusive behaviors and a commitment to the development and sustainability of DEI at Fulton Bank.

Examples of these efforts include:

Going above and beyond in sponsoring, supporting and building engagement by way of creating in-house DEI-related departmental and/or corporate-wide activities.

Creating opportunities for regular DEI-associated conversations by promoting and championing DEI, ensuring team members and colleagues feel included, safe and supported.

Expanding one's knowledge through various DEI professional development activities.

Working diligently to promote allyship to showcase DEI by remaining intentional and focused on DEI actionable outcomes.

Improving employee engagement levels by creating a culture of trust, promoting the removal of inequalities, barriers and bias, and encouraging an environment where employees feel a sense of belonging, can be their authentic selves and have a voice that's heard.



Megan Trone

Consumer Loan Documentation Manager

2023 AWARD WINNER



OUR EMPLOYEE RESOURCE GROUPS

Fulton Future

People of Color Experience

Fulton Pride

Veterans

Women in Technology

Empowering Women

In 2023, Fulton was awarded the Empowering Women Award from Central Penn Business Journal and Lehigh Valley Business.

The Empowering Women Awards shine a light on companies and organizations that have demonstrated tangible efforts and documented results in supporting and empowering women in central and eastern Pennsylvania.



Employee Resource Group Leadership

In 2023, our Employee Resource Group (ERG) leaders came together in-person to collaborate and network with one another, deepen their leadership skills and share ERG experiences. The ERG leaders also discussed leveraging the Fulton Experience concepts to strengthen and grow ERGs at Fulton. Please see our 2022 CSR Report to learn more.



The objectives of the ERG Leadership Program are to:

Deepen the skills and experiences of ERG leadership to strategically lead an initiative across the enterprise

Foster collaboration and networking among ERG counterparts

Leverage relevant aspects of the Fulton Experience and apply to ERG development

Identify resources

Deepen the foundational operations and skills to lead a successful ERG that drives organizational DEI goals



Inclusive Leadership Series

In 2023, Fulton launched Inclusive Conversations, an in-person leadership workshop that has been so popular that there is a waiting list to participate. The workshop was born out of themes captured in employee feedback surveys, where leaders shared that they wanted to practice inclusive conversations in person while sharing best practices on ways to build more inclusivity within their teams.

Objectives of the course are to:

Practice inclusive conversations with leadership peers to overcome challenges

Share inclusive leadership success and challenge stories

Demonstrate DEI activities and exercises to use with their teams

Identify next steps in their inclusion plans

Network with their leadership peers

As a result of this workshop, leaders have a high interest in gaining more cultural competence and building inclusion plans to better lead more inclusive teams.

*We embrace
a diverse,
collaborative,
inclusive and
supportive work
environment
where everyone is
valued and where
we inspire and
empower each
other to excel.*



SUSTAINING OUR

Environment

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on Sustainability

We are aware of the environmental footprint we leave behind, and we consistently look for ways to reduce our impact — whether that’s through energy usage, waste disposal or land management.

Our commitment to the environment is steadfast, and we are proud of the advancements we continue to make across our company, along with those of our suppliers and partners, to ensure we leave a legacy for future generations.







Climate Impact Working Group (CIWG)

The Climate Impact Working Group is made up of senior leaders from different departments across the company. It was formed in 2022 to understand the climate-related opportunities and risks in our business.

At Fulton, our purpose – to change lives for the better – informs our business strategy and reflects our values. We recognize the environmental challenges that face our planet and believe that taking steps to address them in our local communities is an extension of our core value to “*Do What is Right.*”

We are committed to operating our business responsibly with a focus on creating long-term sustainable value for our company by increasing revenue, reducing costs, reducing risks, enhancing our reputation, strengthening our communities, and working toward meeting the expectations of our shareholders, customers, teammates and communities.

We will continue to support this commitment with our CIWG Pillars:

- 1 – Being aware of, and actively seeking ways to reduce, our operational impact on the environment*
- 2 – Incorporating climate-related risk management in our business practices*
- 3 – Ensuring we have financial products and services that support our clients' sustainability journeys*
- 4 – Engaging our suppliers on sustainability*

A full version of Fulton's Environmental Sustainability Statement may be found on our website at <https://www.fultonbank.com/About-Fulton-Bank/CSR>

1

CIWG PILLAR 1

Being aware of, and actively seeking ways to reduce, our operational impact on the environment

Fulton's CIWG carried out the following initiatives in 2023:

Printer Consolidation Project

By deploying and adopting new digital tools and optimizing our internal processes, along with the transition to a more hybrid and remote workforce, Fulton has reduced average pages printed within our organization by 54% since 2015. As a result, Fulton is now able to significantly decrease the number of printers deployed across our footprint, with an estimated 750 devices having been removed.

In addition to reducing the paper usage and printers across our company, we are partnering with technology providers to recycle the unused devices to ensure the reuse of components and minimize impact to landfills.

eStatement Initiative

The Fulton eStatement initiative is designed to encourage customers to obtain their bank statements digitally via the Fulton mobile app or by visiting the Fulton website, so they can have access to their statements without using paper. By signing up for online and mobile banking, along with eStatements, customers can access their banking information at any time without having to visit a financial center or ATM. Paper reduction for eStatements is bolstered for mobile remote deposit capture customers, due to scanning digital check images versus handling printed copies.

In our Consumer Bank, there are approximately 450,000 accounts that have opted-in to receive eStatements — ranging from monthly to quarterly to annual statements that no longer need to be printed and mailed to customers. As a result, more than 2.5 million statements are no longer printed annually, reducing our environmental impact.



Remote/Hybrid Work Impact

Approximately 50% of Fulton employees work on a hybrid schedule or remotely.

By working remotely and/or only coming into the office a few days a week, Fulton is reducing the number of vehicles on the road as well as employees' office impact – the amount of paper, electricity and water used in our offices is reduced.

ATM Replacement Project

Fulton completed an upgrade to our fleet of 230 ATMs in 2022. This fleet upgrade reduced the impact on the environment by decreasing our carbon footprint. This was partially achieved by replacing teller cash distribution at financial centers with automated, self-service capabilities.

The new machines provide a 10% to 20% reduction in power use, compared to the previous machines. The new ATM machines also provide operational efficiencies. ATM cash recycling enables an ATM to accept, validate, sort and store cash more quickly and reliably, reducing cash replenishment costs and time for Fulton and improving service availability for customers.

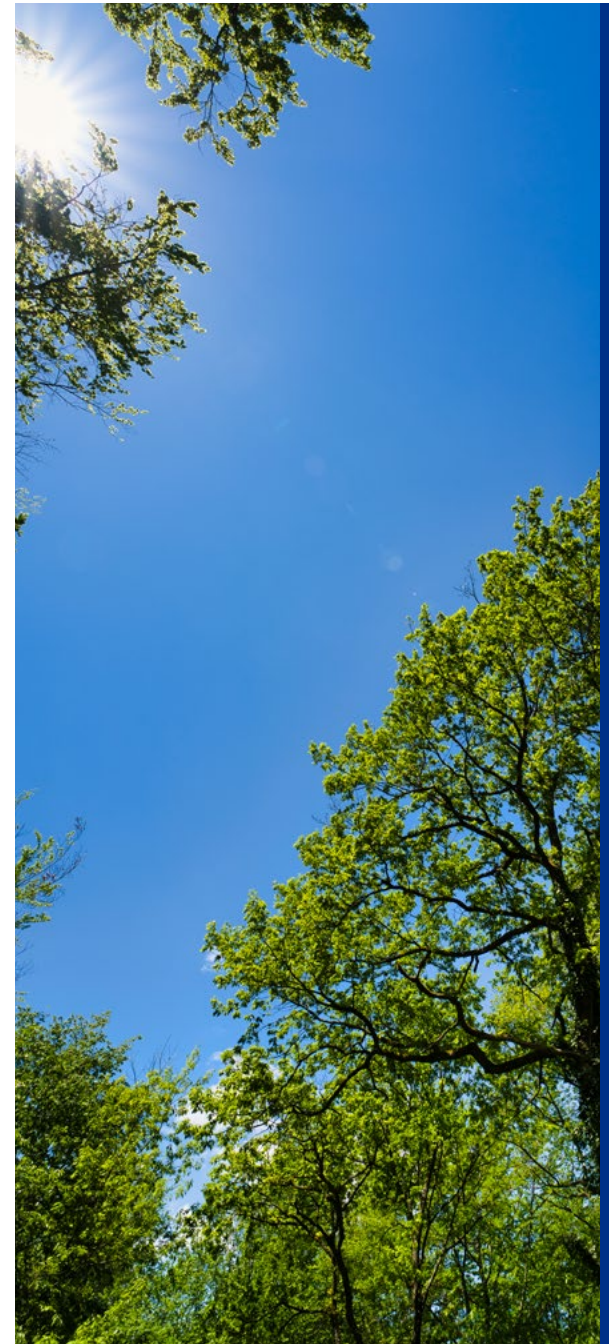
These ATM upgrades also have improved the Fulton customer experience and convenience by offering cash dispensing capabilities in convenient locations beyond Fulton financial centers. ATMs provide fast customer service by offering contactless access to funds and by providing known customer preferences with every transaction, allowing customers to choose an environmentally friendly electronic receipt instead of paper with each cash transaction.

Energy Management and Greenhouse Gas (GHG) Emissions

Fulton's commitment to lowering our carbon footprint is supported by efforts undertaken in 2023 to measure and assess our energy management and greenhouse gas emissions.

Fulton works with a partner to monitor and track Scope 1 & Scope 2 emissions. The purpose of this tracking is to monitor progress against our baseline and our annual enterprise carbon footprint, provide sustainability analysis to evaluate ongoing trends and results, maintain completeness and accuracy of utility data, track waste diversion efforts, and scope future energy and sustainability initiatives.

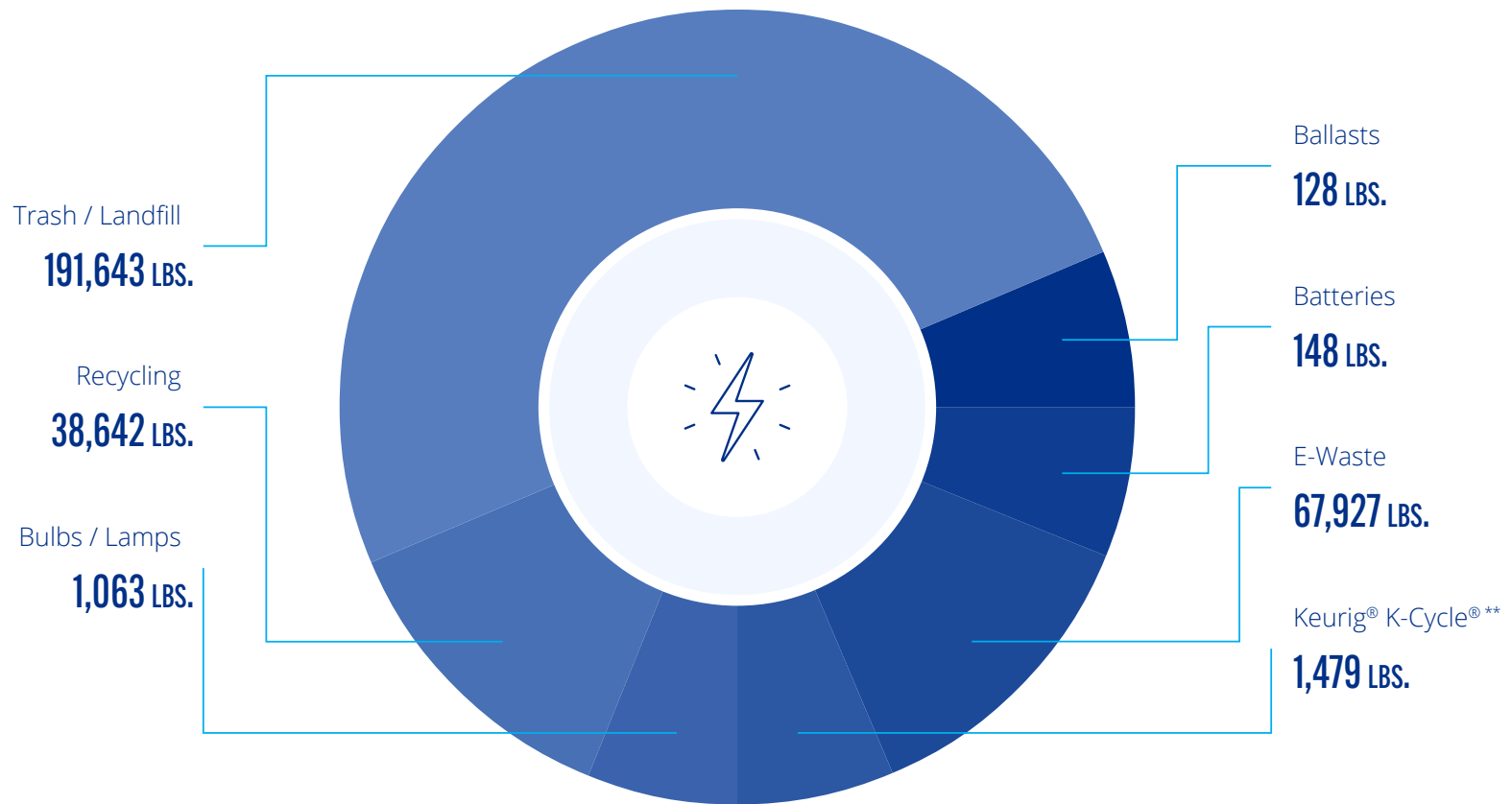
As stated in our Environmental Sustainability Statement, we have undertaken this effort in support of our commitment to measure, monitor and reduce our energy consumption and related GHG emissions associated with our operations. By taking this first step to understand our actual emissions, we can evaluate further opportunities to improve our overall carbon footprint.



Paper, Water & Waste Management

Waste Stream Diversion

Examining how our overall footprint affects the environment, Fulton focused on several waste diversion activities during 2023*:



* Waste diverted or redirected from landfills / traditional disposal throughout 2023.

** A specialty waste diversion program through Keurig's K-Cycle® Recycling Program

2

CIWG PILLAR 2

Incorporating climate-related risk management in our business practices

Climate-related Risks and Opportunities

Given our operational footprint within the mid-Atlantic region and Lancaster, Pennsylvania, headquarters, our company and employees are familiar with the impacts from extreme weather events including hurricanes and severe storms, as well as flooding. Although this has not been a primary risk factor for our operations, we are in the initial stages of examining how climate-related physical, transition and regulatory risks may impact our business operations over the longer term.

Impact of Climate-related Risks and Opportunities

With respect to our own operations, we've long been committed to providing service when crisis hits. We understand that our customers need reliable banking services when recovering from severe weather events, and we endeavor—when it is safe and sensible for clients and employees—to keep our facilities and services open and available. Our actions taken to mitigate climate-related risks posed by weather events are guided by our business continuity plans. These plans outline the measures and protocols to take in preparation for, during and after high-impact weather events to ensure our critical business operations continue to function consistent with our commitment to service. Our business continuity risk assessment considers past events and available weather event risk data to inform individual site business continuity plans and our detailed inclement weather procedures. These plans and procedures are adapted to suit the unique conditions across our geography from the Atlantic coast to the mountains and all the communities in between.

With respect to our loan portfolio, we are in the initial stages of examining how climate-related physical, transition and regulatory risks may impact those to whom we lend. As a foundation we have several policies and practices in place to mitigate known risks and maintain compliance with applicable rules and regulations currently in place. For example, we maintain policies and procedures to ensure compliance with the Flood Disaster Protection Act and as such ensure the maintenance of appropriate flood insurance on collateral located within designated flood zones. Our commercial real estate lending practices also include consideration of environmental compliance in the credit process. We are also in the initial stages of examining broader climate-related risks in our commercial credit underwriting process. While we have not identified any material climate-related risk factors in our portfolio or in our geography in the short term, this is an area of risk that continues to evolve. We continue to evaluate and monitor transition and regulatory-related risks that may arise over time.

3

CIWG PILLAR 3

Ensuring we have financial products and services that support our clients' sustainability journeys

End-to-End Digital Solutions

Fulton is proud to offer our clients end-to-end digital solutions, which also promote sustainability:

Mobile Remote Deposit Capture (MRDC)

By making check deposits available through the Fulton mobile app, Fulton is meeting our customers where they are and when it is convenient for them while reducing reliance on in-branch or ATM transactions. On average, consumer mobile check deposit customers will deposit more than two checks per month. In aggregate, this reduction in physical trips to a financial center or ATM contributes to our ongoing efforts to reduce our carbon footprint.

Small Business Online Account Opening

By offering an online account opening solution for our small businesses, Fulton provides a service that is convenient for our customers and environmentally friendly. By completing a simple online questionnaire, accepting eDisclosures, uploading required documentation, and depositing funds into the account via an Automated Clearing House or credit card transaction, small business owners can open an account without having to travel to a financial center.

Solar Financing

Fulton strives to put our customers and their energy conservation preferences first by offering solar financing at a competitive price. We help our clients become energy efficient by making it easier to purchase solar panels. For homeowners, customers can purchase solar panels for their homes by using an existing Home Equity Line of Credit product to streamline the process. The method is fast and easy, and no application is needed if a customer already has an option line with a fixed rate advance available. Customers also can enjoy tax advantages associated with purchasing solar panels.

Our commercial customers also have access to solar financing for various projects at their place of business. Fulton offers both loans and leases on a term basis. Solar projects can be depreciated which may have a positive impact on the tax benefits a business receives.

OFFSETTING ENERGY COSTS FOR A COMMUNITY

In 2023, Fulton financed a 300+ unit multi-family project in Chambersburg, Pennsylvania that has solar panels that will provide nearly all of the project's tenants' electricity needs. The project was under construction as of December 2023.

4

CIWG PILLAR 4

*Engaging our suppliers
on sustainability*

Engaging Diverse Suppliers

Fulton is dedicated to promoting DEI in our business operations, particularly in our relationships with suppliers. Through our active engagement with key diverse promoting and certification councils, Fulton is fostering connections with a diverse range of suppliers, amplifying our commitment to diversity and inclusivity. In 2023, Fulton's Sourcing and Procurement organization launched its webpage for supplier diversity. To date, Fulton has worked with 49 diverse suppliers totaling more than \$3.6 million in total spending.

Supplier Code of Conduct

Fulton also emphasizes ethical standards for suppliers through its Supplier Code of Conduct, which focuses on integrity, transparency, governance, diversity, sustainability and social responsibility.

This commitment aligns with Fulton's core values and strategic priorities. Fulton evaluates suppliers without bias, fosters transparency and promotes fair practices. Key aspects of our approach include engaging with diverse suppliers and customers to build long-term partnerships. Fulton provides support and mentorship, measures our progress, and actively engages our communities to promote supplier diversity.

DIVERSE SUPPLIER SPEND FOR 2023



Total Amount Spent with Small Business



Total Amount Spent with Diverse Suppliers

Percentage categories of Diverse Supplier Spending



55%

**Minority
Business
Enterprise**



28%

**Women's
Business
Enterprise**



12%

**Self-Certified
Service Disabled
Business**



2%

**Disadvantaged
Business
Enterprise**



2%

**Veteran
Business
Enterprise**



1%

Other



\$2.87 M

Small Business
Supplier Spend in
Fulton Footprint



\$1.78 M

Diverse Supplier
Spend in Fulton
Footprint

102

Total Number of
Small Business
Suppliers

49

Total Number
of Diverse
Suppliers

Please see our website for more information on Supplier Diversity.



Reimagine Facilities

Fulton Bank is working through a process to reimagine our facilities and how we use our real estate to operate more efficiently. In 2023, Fulton reviewed the utilization rates and lease terms of all our office locations to create a strategic plan to “right-size” Fulton’s office portfolio.

As part of this plan, Fulton:

Reduced our rented space at 1601 Market St. in Philadelphia, PA.

Intends to align our footprint at our East Petersburg, PA Operations Center to better accommodate our needs and evaluate options for the entire space.

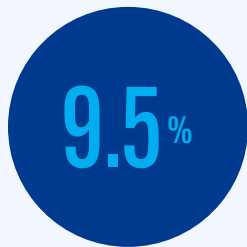
Intends to sell our Mantua Operations Center as our Mantua, NJ teammates continue working remotely.

All these planned reductions will decrease Fulton’s energy usage and GHG emissions. Fulton also made notable repairs, replacements and upgrades to our facilities’ infrastructure throughout 2023 that will enable us to be more sustainable.

RECYCLING BY THE NUMBERS

At Fulton, our commitment to sustainability is not merely a corporate initiative; it's a fundamental part of who we are. Fulton believes that even the simplest actions can speak volumes about our dedication to sustainability.

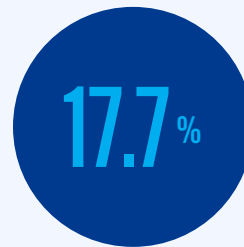
Recycling diversion rates to date are:



Diversion rate as of
Q4 2021



Diversion rate as of
Q4 2022



Diversion rate as of
Q4 2023

To be more sustainable, Fulton transitioned to the use of pens made of recycled materials. This simple change supports Fulton's journey toward a greener and more environmentally responsible future.





Fulton Bank
FULTON FORWARD

Fulton Bank
FULTON FORWARD

LEADING WITH

Governance

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Governance at Fulton Financial Corporation starts at the top, with our Board of Directors (Board) and includes Fulton’s Chairman and Chief Executive Officer.

Fulton’s Board members are elected annually by shareholders at its shareholder meeting.

We are proud of our diverse, experienced Board that provides exceptional guidance and leadership to continue driving Fulton to *change lives for the better.*



Awards & Recognition

Champion of Board Diversity
The Forum of Executive Women (Philadelphia)



**Fulton
Bank**

CHECKING
ACCOUNTS

ET
PC



FULTON FINANCIAL
CORPORATION

Board of Directors

Curtis J. Myers, Chairman
Jennifer Craighead Carey
Lisa Crutchfield
Denise L. Devine
Steven S. Etter
George K. Martin

James R. Moxley III
Antoinette M. Pergolin
Scott A. Snyder
Ronald H. Spair
E. Philip Wenger

Fulton Bank

Board of Directors*

Curtis J. Myers, Chairman
Jennifer Craighead Carey
Lisa Crutchfield
Denise L. Devine
Steven S. Etter
Janice M. Hamby
Dolores A. Laputka
George K. Martin
James R. Moxley III
Antoinette M. Pergolin
Michael F. Shirk
Ivy E. Silver
Angela M. Snyder
Scott A. Snyder
Ronald H. Spair
E. Philip Wenger

* Fulton Bank Board of Directors as of January 1, 2024.

FULTON FINANCIAL
CORPORATION

Executive Officers*

Curtis J. Myers

Chairman and Chief Executive Officer

Angela M. Snyder

President

Beth Ann L. Chivinski

Senior Executive Vice President and Interim Chief Financial Officer

Andy B. Fiol

Senior Executive Vice President and Head of Consumer Banking

Natasha R. Luddington

Senior Executive Vice President, Chief Legal Officer and Corporate Secretary

Atul Malhotra

Executive Vice President and Chief Risk Officer

Meg R. Mueller

Senior Executive Vice President and Head of Commercial Banking

Angela M. Sargent

Senior Executive Vice President and Chief Information Officer

Karthik K. Sridharan

Senior Executive Vice President and Chief Operations and Technology Officer

Bernadette M. Taylor

Senior Executive Vice President and Chief Human Resources Officer



Curt Myers and Angela Snyder

* Executive Officers as of February 9, 2024.

Governance and Corporate Social Responsibility

Oversight of Fulton's Corporate Social Responsibility efforts is led and directed by the CSR Leadership Committee, which is chaired by the Director of CSR for Fulton. This committee is composed of a diverse leadership team representing all five pillars of our CSR Strategy: *governance, employees, customers, community and environment*.

This committee provides management and leadership to our working group teams, including the development of this report and corresponding disclosures and metrics for our stakeholder community.

The CSR Leadership Committee also works closely with a diverse number of leaders throughout the year to enhance our public disclosure of CSR through our policies and programs and to develop corresponding metrics to provide information regarding our progress.

Fulton's Board is engaged with and has oversight of our sustainable strategies and activities. Regular reports are shared with the full Board as well as the Nominating and Corporate Governance Committee of the Board (NCG Committee), which has direct oversight of CSR. The Audit Committee of the Board (Audit Committee) receives updates from our Chief Audit Executive regarding our metric disclosures, which are approved by the management-level Disclosure Committee. The Risk Committee of the Board (Risk Committee) also receives updates from management regarding Fulton's climate activities. There are frequent human resources and other social topics related to CSR that are reviewed and approved by the Human Resources Committee of the Board (HR Committee).

In last year's CSR report, Fulton introduced targeted metrics to report on, including several that align with the Sustainability Accounting Standards Board. We made a few additions to these metrics in this year's CSR report, which can be viewed in the appendix. At Fulton, our corporate social responsibility is to deliver on our purpose to change lives for the better. This third report highlights our continued efforts to do so.

Shareholders

Fulton interacts and communicates with shareholders through our quarterly earnings calls, Securities and Exchange Commission filings, our Annual Report and Proxy Statement, our annual shareholder meeting, investor conferences, web communications, and other forums. Fulton solicits our shareholders' opinions on topics including corporate governance, strategy and performance, and matters related to the Proxy Statement. We also share feedback from our investors with our Board and engage in dialogue outside these more formal channels. These engagements provide us with useful feedback, which we consider when determining our strategic direction.

Fulton believes in partnering with our numerous stakeholders, including clients, shareholders, team members, regulators, policymakers, research analysts and our communities.

Regular dialogue and engagement with these groups has many benefits, including:

Makes Fulton stronger and better informed

Helps Fulton gain valuable insight into our stakeholders' diverse perspectives and helps us to better understand the topics that matter to them

Enables Fulton to develop products, services and programs that are responsive and effective

Allows Fulton to share information about our strategy, practices and performance



Business Ethics

While some of the standards set forth in our Code of Conduct are required by law or are necessary to protect our interests, some simply represent doing what is right—one of our company's core values. These standards are indicative of our uncompromising commitment to ethical conduct and integrity in every endeavor, big or small. Our Code of Conduct is not intended to address every possible ethical issue that may arise in our daily business activities. Rather, it is a set of standards that guides us.

Every employee and every director of Fulton has the responsibility to promptly report actual or suspected code violations. We do not and will not tolerate retaliation against any employee or director or individual who in good faith reports actual or suspected unlawful or dishonest conduct.

Customer Advocacy and Complaint Management

At Fulton, our customer experience objective is to listen to our customers, take action on what they've said, and improve their experiences over time. One way in which we listen is to actively address all complaints received from our customers.

Fulton's approach to customer advocacy involves a centralized complaint management program (CMP) that ensures Fulton complies with consumer protection laws and regulations. It allows us to self-identify and self-correct any potential areas of weakness in processes and regulatory risk matters.

As part of our CMP, our customer advocacy department ensures all complaints are addressed and taken seriously. The Chief Executive's Office of Customer Advocacy receives, reviews and assesses all complaints not resolved at point of contact. Customer advocates work with all lines of business to ensure complaints are assigned and addressed in a timely manner for prompt resolution. They partner with the Fulton executive leadership team to improve the customer experience through the complaint process.

This approach to handling customer complaints has improved resolution time, consistency in response and resolution, and delivers the right attention to our customers when they are not receiving the experience they expect from Fulton.

The **Complaint Management Program** ensures that Fulton complies with consumer protection laws and regulations.

It allows us to self-identify and self-correct any potential areas of weakness in processes and regulatory risk matters.



Being squarely in the business of managing risk, Fulton takes seriously its responsibility to shareholders and customers alike in safeguarding our operations and procedures as well as our customers' financial and personal information.

Business Continuity Program

Fulton recognizes that it could be faced with a range of challenges that have the potential to disrupt operations and our ability to serve customers. Enabling our commitment to being there for our customers is a sound Business Continuity Management (BCM) program. Fulton's BCM program aligns with our vision and is designed to enable us to facilitate the continuation of banking services and critical functions while maintaining safe, sound and compliant business practices in the face of disruptive events.

Fulton's BCM program includes department and site-level business continuity plans, technology disaster recovery planning, crisis response and resiliency strategies. The program includes periodic tests and reviews to continually build on our capabilities and improve our resilience by building "muscle memory" for various individuals who may need to respond in the event of a disruption.

Specific facets of Fulton's BCM program include:

Business Continuity Plans – BCM team members work with departmental employees to create and maintain detailed department-level business continuity plans. These plans identify critical functions and address business units' recovery efforts/workaround solutions from an event that interrupts normal business operations.

Risk Assessment – A comprehensive risk assessment is conducted at least biennially, covering various operational, environmental and social factors that could impact Fulton's operational centers and critical third-party service providers. Through this assessment, Fulton identifies potential disruptions and evaluates the risks to the bank's operations, our employees and customers.

Business Impact Analysis (BIA) – Our BIA includes a thorough analysis of potential impact on our critical functions/processes. This analysis informs our priorities and response strategies to minimize adverse impact to Fulton's operations.

Plan Evaluation – BCM team members and employees evaluate the business continuity plans and disaster recovery efforts for our critical third-party service providers.

Training and Education – Educating our employees to ensure they understand our BCM program and their roles and responsibilities during events is critical. This training includes building evacuations and sheltering in place.

Testing and Exercises – Regular testing and tabletop exercises are conducted to assess the effectiveness of our BCM program and departmental Business Continuity Plans. Lessons learned are incorporated to continually improve Fulton's responses to events and our program.

Pandemic and Incident Response Plans – BCM leaders oversee Fulton's Pandemic Preparedness and Response Plan and the enterprise-wide Major Incident Response Team (MIRT). The purpose of the MIRT is to reduce risk to Fulton by facilitating a rapid enterprise-wide response and effective internal and external communication, in the event of a major incident that could escalate to crisis.

The BCM program ensures Fulton's business units are prepared and respond efficiently to maintain operations during and following an event. The cornerstone of the BCM program is safeguarding the welfare of our employees and customers.

Risk Management



Risk Management: Fulton's Approach and Commitment to Oversight and Management

While each of Fulton's Board committees is responsible for overseeing the management of certain risks that are relevant to their committee responsibilities outlined in their charters, the Risk Committee is primarily responsible for overseeing the management of enterprise risk for Fulton, and the entire Board is regularly informed about such risks through committee reports and review of board committee meeting minutes. The Board and Risk Committee regularly review information regarding our exposure to strategic risk, reputation risk, credit risk, market risk, liquidity risk, operational risk, legal risk and compliance and regulatory risk, as well as our strategies to monitor, control and mitigate its exposure to these risks.

The Risk Committee evaluates Fulton's established risk appetite and considers emerging risk factors such as ESG in its regular oversight and monitoring of management's risk reporting and analysis. Climate risk factors in the credit and operational risk domains are considered in the risk appetite and monitoring processes.

In addition, the HR Committee is responsible for overseeing the management of risks relating to all of Fulton's compensation plans. The Audit Committee shares with the Risk Committee a general oversight role in Fulton's risk management process in the context of the Audit Committee's responsibility for financial reporting and its evaluation and assessment of the adequacy of Fulton's internal control structure. The NCG Committee manages risks associated with the independence of the Board, potential conflicts of interest and governance matters.

The Board also relies upon Fulton's Chief Risk Officer and other members of Fulton's Enterprise Risk Management Committee, which is Fulton's officer-level risk management committee, to oversee existing and emerging risks and serve as a primary review forum before escalation to the Risk Committee and the Board. This officer-level risk management committee provides management-level oversight for Fulton's risk management and compliance programs. In addition, annually, Fulton's Board adopts a formal Risk Appetite Statement that sets forth both the qualitative and quantitative parameters within which Fulton executes its business strategies, and outlines the general framework within which Fulton manages risk in the context of Fulton's core values and its management philosophy, which seeks to balance the risk it assumes in serving its customers and communities with the return it earns for its shareholders.

EXECUTIVE COMPENSATION

SEC Executive Clawback Policy

Fulton adopted a new Mandatory Recovery of Compensation Policy in response to the federal Securities and Exchange Commission's (SEC) ruling in 2022 that requires public companies to implement policies to recover erroneously awarded incentive-based compensation from current and former executive officers, in the event of an accounting restatement. Fulton's new Mandatory Recovery of Compensation Policy became effective December 1, 2023.

Fulton and all public companies – with limited exceptions – and their current and former executive officers are covered by the SEC's clawback policy ruling. Only incentive-based compensation received after beginning service as an executive officer is subject to recoupment.

The clawback trigger is set into motion when an accounting restatement occurs due to a company's material noncompliance with any financial reporting requirement under securities laws, including any required accounting restatement to correct an error in previously issued financial statements that is material to the previously issued financial statements, or would result in a material misstatement if the error were corrected in the current period or left uncorrected in the current period. Companies are prohibited from indemnifying any executive officer against the loss of erroneously awarded compensation.

CONSUMER CUSTOMER SUCCESS STORY

An elderly Fulton customer mailed a large amount of money at the direction of a con artist to an address in California.

Fulton quickly worked with the local police in California to immediately dispatch an officer to the address.

The police were able to successfully redirect the package to the Fulton customer and they were able to recover all the funds.

Cybersecurity

Protecting the privacy and confidentiality of all customer data is a priority for Fulton. As such, Fulton has many measures in place to protect our customers. This includes a comprehensive Information Security Program, comprehensive risk management practices and a Fraud Risk Management Department. An appointed Chief Information Security Officer, who is accountable to the Risk Committee, is also available to assist employees and customers.

Information Security Program

Fulton's Information Security Program features a continuous improvement mindset along with a defense-in-depth approach to cybersecurity.

More specifically, the Fulton security program:

Utilizes industry best practices and leading standards that includes the National Institute of Standards and Technology (NIST) Cybersecurity Framework and the Financial Services Sector Cybersecurity Profile

Features a layered security architecture with innovative technology to detect, prevent and mitigate cybersecurity threats

Operates with an ongoing proactive analysis of cyber threat intelligence to help ensure that Fulton is taking the appropriate countermeasures to defend against the latest threats

Addresses events that may occur with an Incident Response Plan

Educates our team members. Fulton's team of experienced cybersecurity professionals are well trained on how to protect confidential customer information through ongoing cybersecurity education and awareness efforts

Fulton has implemented a comprehensive risk management practice to ensure that we are identifying, measuring, monitoring and controlling cybersecurity risks. Our risk management processes are streamlined for speed and agility and are informed by the current cyber threat environment. This helps ensure that we have the appropriate countermeasures in place to mitigate the latest threats.

Fulton also has an extensive third-party vendor risk management process in place to monitor and control risks associated with our outsourced services and contracts. Independent oversight and assurance activities include internal audits, vulnerability assessments and penetration testing. As a regulated financial institution, we are subject to rigorous regulatory requirements, oversight and examinations.

Anti-Fraud Measures

Across the industry, fraud is a major issue that can cause serious financial losses for individuals, businesses and financial institutions. It is a serious crime that can occur in many different forms, ranging from simple check fraud to complex schemes such as identity theft and money laundering. Fulton's Fraud Risk Management (FRM) Department is charged with identifying and investigating suspicious activity in coordination with the BSA/AML Department [see Bank Secrecy Act/Anti-Money Laundering Program on page 108]. FRM conducts alert reviews and investigations and provides fraud awareness training to our employees, customers and communities.

Specific FRM functions are focused on identifying when fraud occurs; working with affected individuals to address the fraud and attempt successful recovery; and coordinating with the appropriate government and/or law enforcement agency.

Fulton distributes quarterly emails to all consumer customers to educate them on how to prevent fraud.

BUSINESS CUSTOMER SUCCESS STORY

After a business email fraud event, a family-owned business wired close to \$900,000. They borrowed funds using their home as security to keep their business running.

Fulton was able to work with an investigator at the financial institution that received the funds and successfully had the funds returned to the family-owned business.

This customer repeatedly expressed their gratitude and commented that Fulton had saved their business.

Management of Legal and Regulatory Environment

Along with our defined risk governance structure and the three lines of defense framework, Fulton has adopted a centralized Policy Office to manage and administer our Policy Management Program. Our risk management policies help Fulton evaluate and manage the full range of risks arising from the company's activities.

Fulton maintains a Policy Governance Framework as our "policy on policies." This framework establishes the criteria for scheduled review and approval of more than 118 corporate-level policies by Fulton's specialized risk management committees and by the board committees.

Compliance Program and Compliance Risk Management

Fulton maintains a compliance program that is designed to achieve compliance with consumer financial protection requirements and promote a culture of compliance. It establishes a compliance management framework that helps ensure Fulton meets its legal and regulatory obligations and treats consumers fairly. Fulton's management-level Enterprise Risk Management Committee and the Board Risk Committee oversee the compliance program, which features foundational elements of policies and procedures; training; monitoring, testing and auditing; and consumer complaint response and monitoring. Fulton's compliance risk management also includes processes for risk assessment and issue management, regulatory change management, marketing, product change and service provider reviews.

Compliance Policies and Procedures

Fulton has established an Enterprise Compliance Policy that sets forth broad and generally applicable standards for the compliance program and compliance risk management. In addition, Fulton maintains a Policy Governance Framework to manage its library of policies that address specific consumer financial protection laws and regulations.

Fulton also implements procedures and practices to operationalize these policies in specific business units within the company.

LIST OF KEY POLICIES

Bank Secrecy Act / Anti-Money Laundering / Office of Foreign Assets Control Policy

Business Continuity Management Policy

Capital and Dividend Policy

Commercial Credit Lending Policy

Commercial Environmental Lending Policy

Community Reinvestment Act Policy

Complaint Management Policy

Diversity, Equity and Inclusion Policy

Enterprise Compliance Policy

Enterprise Risk Management Policy

Information Security Policy and Program

Fair Lending Policy

Fulton Code of Conduct

*Fulton Compass Employee
Policy Handbook*

*Health Insurance Portability
and Accountability Act Policy*

Privacy Policy

Retail Credit Lending Policy

Risk Appetite Policy

Social Media Policy

*Third Party Payment
Processors Policy*

*Unfair, Deceptive or Abusive Acts
or Practices Policy*

Vendor Risk Management Policy

Whistleblower Policy

Monitoring, Testing and Audit

Fulton deploys various controls to understand whether we are achieving our consumer financial protection objectives. Taking a multi-layered and risk-based approach to risk detection, Fulton's operational units perform monitoring, quality assurance or quality control routines; Fulton's Compliance Department performs monitoring and testing reviews; and Fulton's internal audit team performs compliance audits. When risk events are detected, Fulton's risk management framework directs appropriate corrective action.

Compliance Training

Fulton employees are required to complete regular compliance training. Compliance coursework must be completed by new hires, existing employees, executive leaders and the Board. Fulton updates its compliance learning plan and course content regularly, providing specific curricula and team member assignments based on changing needs and roles. Accountability for compliance learning is emphasized through tracking of completion rates and/or minimum assessment scores.

Consumer Complaint Response

With the customer at the center of Fulton's purpose, Fulton has prioritized obtaining and responding to consumer feedback. A key way we do this is through our Complaint Management Program, which is designed to collect, review and respond to consumer feedback, as well as identify trends or opportunities to enhance our consumer compliance outcomes and our consumers' experience with Fulton's products, services, activities and providers.

Other Compliance Risk Management Practices

Fulton maintains practices to assess compliance risk and identify, track and resolve compliance risk issues. In addition, Fulton maintains processes to evaluate and adapt to changes in consumer financial protection laws and regulations and evaluate the impact of changes in products, services, activities or providers on controls for consumer financial protection. Fulton maintains a Marketing Review Framework and process for reviewing marketing, advertisements and promotions for compliance with applicable consumer financial protection requirements.

Bank-Secrecy Act/Anti-Money Laundering Program

Fulton holds a strong commitment to conducting business and operations in full conformity with the Bank Secrecy Act, as amended by relevant portions of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism – the USA PATRIOT Act – and other related anti-money laundering and anti-terrorist financing regulations and statutes. Fulton recognizes that knowing and understanding its current and potential customers is critical to our ability to compete successfully in our markets. Fulton realizes the vital role that our employees play in combating money laundering and terrorist funding. However, it is also understood that no law or rule can prevent criminal activity from occurring. This includes money laundering and terrorist financing activity within a financial institution. Fulton's commitment is to maintain an effective BSA/AML Program intended to deter, detect and report such criminal activity.

Fulton's BSA/AML Program includes:

Identifying and reporting suspicious customer activity to appropriate government authorities

Maintaining processes that assist in preventing people involved in money laundering and terrorist financing from using Fulton for illicit activities

Providing guidance and direction to Fulton employees to help ensure compliance with appropriate regulations and statutes to minimize risks associated with money laundering, terrorist financing and related activities

Protecting the name and reputation of Fulton

Protecting the integrity of the U.S. financial system

Helping to ensure the safe and sound operation of Fulton

Ensuring employees have the necessary communications and training to support compliance with BSA requirements

Cooperating with law enforcement authorities to the fullest extent permitted by banking laws and regulations



THE FULTON BUILDING

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THE FULTON

Appendix: Sustainability Accounting Standards Board (SASB) - 2023

TOPIC	ACCOUNTING METRIC	SASB CODE	RESPONSE
Data Security	Description of approach to identifying and addressing data security risks	FN-CB-230a.2	Cybersecurity is considered an enterprise-wide risk and subject to control and monitoring at various levels of management throughout the business. Under the direction of our Chief Information Security Officer, we maintain a formal information security management program, which is subject to oversight by, and reporting to, the Risk Committee of the Board of Directors. We also support and encourage safe and secure technological innovation to advance our corporate strategic objectives and embrace a continuous improvement mindset and process to guide our strategy, risk management approach, and operational execution. ¹
Financial Inclusion & Capacity Building	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	Fulton provides multiple different channels to incorporate Financial Education and Economic Empowerment in our communities. During 2023, 2408 people received services sponsored by Fulton Bank through Operation Hope including group education and 1:1 coaching. ²
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis	FN-CB-410a.2	With respect to our loan portfolio, we are in the initial stages of examining climate-related physical, transition and regulatory risks at both the portfolio and borrower levels. As a foundation, we have several policies and practices in place to identify and mitigate known risks and maintain compliance with applicable rules and regulations currently in place. For example, we maintain policies and procedures to ensure compliance with the Flood Disaster Protection Act and as such ensure the maintenance of appropriate flood insurance on collateral located within the designated flood zones. Our commercial real estate lending practices also includes consideration of environmental compliance in the credit process. We are also in the initial stages of examining broader climate-related risks in our commercial credit process to include understanding any unique climate risks associated with lending in particular industries or for certain purposes. While we have not identified any material climate-related risk factors in our portfolio or in our geography in the short term, this is an area of risk that continues to evolve, and we continue to pay attention to and seek to understand transition and regulatory-related risks that may come to exist in the medium- and longer-term horizons. ³

¹See the Cybersecurity section of our 2023 CSR report and the Risk Factors section of our 2023 Annual Report on Form 10-K, page 26.

²See the Community section of our 2023 CSR report.

³See the Industry Loan concentration table in the Financial Condition section of the Management's Discussion and Analysis of Financial Condition and Results of Operations section of our 2023 Annual Report on Form 10-K, page 55.

Sustainability Accounting Standards Board (SASB) - 2023 (continued)

TOPIC	ACCOUNTING METRIC	SASB CODE	RESPONSE
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations	FN-CB-510a.1	We experienced no material monetary losses resulting from legal proceedings associated with fraud, theft, regulatory penalties, or violation of industry regulations. If material losses had occurred, they would have been addressed in our 2023 Annual Report on Form 10-K. ⁴
	Description of whistleblower policies and procedures	FN-CB-510a.2	Fulton's Whistleblower Policy governs the protection of individuals who report activities believed to be illegal, dishonest, unethical, or otherwise improper, including, but not limited to, complaints regarding accounting, internal accounting controls or audit matters. All employees receive training on Whistleblower practices as part of our onboarding training and subsequent annual compliance training. Independent EthicsPoint reporting channels are available to Whistleblowers 24 hours per day, 7 days per week via toll-free phone or internet. ⁵
Systemic Risk Management	Global Systemically Important Bank (G-SIB) score, by category	FN-CB-550a.1	Fulton is not considered to be a Global Systemically Important Bank (G-SIB) per the Basel Committee on Banking Supervision's assessment methodology, and therefore does not have a G-SIB score.
	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	FN-CB-550a.2	As a financial institution, Fulton Bank is subject to regulatory capital requirements administered by banking regulators. Fulton must meet specific capital guidelines that involve quantitative measures of its assets, liabilities, and certain off-balance sheet items as calculated under regulatory accounting practices. Our annual stress testing includes credit risk, liquidity, earnings, interest rate risk, across numerous scenarios. The results of these risk assessments and our capital planning structure are approved by the Board of Directors. As of December 31, 2023, the Bank was well-capitalized under the regulatory framework for prompt corrective action based on its capital ratio calculations.

⁴See 'Note 20 - Commitments and Contingencies; Legal Proceedings' of our 2023 Annual Report on Form 10-K, page 125.

⁵See our Code of Conduct on our website and the Business Ethics section of our 2023 CSR report.

Environmental, Social & Governance Metrics

TOPIC	METRIC	UNITS	2022	2023
Environmental Impact	E-waste recycled ¹	# total lbs.	12,177	67,927
	Participants attending financial education initiatives for unbanked, underbanked, or underserved customers (SASB Code: FN-CB-240a.4)	# clients served	2,039	2,408
Social Capital	Philanthropic giving	\$USD	Fulton Bank: \$6,614,579 ² ; Fulton Forward Foundation Impact Grants: \$280,917	Fulton Bank: \$3,382,670 ² ; Fulton Forward Foundation Impact Grants: \$2,218,917
	Volunteering by employees	# total hours	13,617	12,822
	Data Security training required of employees	# courses/employee	6	9
	Data Security training completed by employees	% employees	100%	99.9%
	Consumer financial protection training completed by employees	% employees	100%	100%
Business Model & Innovation	Employee headcount	# total employees	3,376	3,477
	Full-time employee headcount	# employees	3,264	3,377
	Part-time employee headcount	# employees	112	100
	Employee Diversity:			
	Women	% employees	66%	65%
	Racial/ethnic minorities	% employees	24%	25%

¹Electronic waste, or e-waste, is waste consisting of discarded electronic products (such as computers, monitors, etc.)

²Includes \$3,873,843 and \$879,819 in contributions to Fulton Forward Foundation for years 2022 and 2023, respectively.

Environmental, Social & Governance Metrics (continued)

TOPIC	METRIC	UNITS	2022	2023
Human Capital	<i>Diversity or anti-discrimination training completed by employees:</i>			
	<i>Required courses</i>	% employees	99.9%	99.6%
	<i>Recommended courses</i>	% employees	22.2%	17.1%
	<i>Employee Resource Groups (ERGs)</i>	# ERGs	5	5
	<i>Employee Resource Group participation by employees</i>	% employees	11%	16%
	<i>Training completed by employees</i>	# total hours # average hours/employee	162,587 48	149,695 43
	<i>Tuition reimbursement paid to employees</i>	\$USD	\$271,018	\$244,233
	<i>Tuition reimbursement program participation by qualifying employees</i>	% employees	1.8%	1.4%
	<i>Leadership training participation by employees</i>	# employees	453	550
	<i>Mentorship program participation by employees</i>	# Mentors # Mentees	18 18	36 36
	<i>Employee Engagement Survey score</i>	% favorable responses	74.2%	73.0%
	<i>Employee Engagement Survey participation by employees</i>	% employees	77.5%	80.1%

Environmental, Social & Governance Metrics (continued)

TOPIC	METRIC	UNITS	2022	2023
	Diversity, Equity and Inclusion (DEI) board oversight		See narrative in 2022 CSR Report	
	Diversity, Equity and Inclusion (DEI) executive oversight		See narrative in 2022 CSR Report	
	Code of Conduct/Ethics policy signed by onboarded employees	% employees	100%	100%
	Code of Conduct/Ethics policy annual training completed by employees	% employees	99.9%	99.2%
	Compliance training completed by employees	# total hours	75,292	81,205
	Monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations (SASB Code: FN-CB-510a.1)	\$USD	Experienced no material losses (see 2023 Annual Report on Form 10-K)	
	Board members ¹	# total board members	13	11
	Independent board Chairperson ¹		No, Fulton's CEO serves as Chairperson, and the board designates an independent director as Lead Director.	
Governance	Independent board members ¹	% board members	76.9%	72.7%
	Independent committee Chairpersons ¹ : Audit Nominating and Corporate Governance Human Resources		Yes, these committees have independent Chairpersons per Nasdaq and Bylaw requirements.	
	Tenure of board members ¹	# average years	6.8	6.5
	Board member diversity:			
	Age ¹	# average years	62.5	62.1
	Women ¹	# board members % board members	4 30.8%	4 36.4%
	Racial/ethnic minorities ¹	# board members % board members	3 23.1%	3 27.3%
	Diverse Chairpersons ¹	# board members	1	1

¹Board member metrics are as of April 1 for each year listed.

Product Line Data

PRODUCT LINE	2022	2023
Fulton Forward®		
<i>Homebuyer Advantage Plus</i>	\$26MM / 139-units	\$45MM / 216-units
<i>HomeReady® Mortgage Plus</i>	\$31MM / 165-units	\$9MM / 45-units
<i>HomePossible®¹</i>		\$16MM / 79-units
<i>Fulton Bank Community Combo</i>	\$40MM / 364-units	\$20MM / 196-units
Closing Cost Assistance Program		
	\$860K	\$698K
Other Down Payment and Closing Cost Assistance Programs		
	\$323K	\$569K
Government Lending Programs²		
	\$63MM / 245-units	\$54MM / 183-units
State Agency Programs³		
	\$24MM / 178-unit	\$22MM / 140-units
Small Business Loans Originated		
	\$46MM	\$74MM
Community Development Loans Originated		
	\$197MM	\$84MM (as of 6/30/2023)
Community Development Investments		
	\$261MM	\$270MM

¹New Freddie Mac program offered by Fulton beginning in 2023.

²Government-insured programs consisting of Veterans Administration, Federal Housing Administration and U.S. Department of Agriculture loans for veterans, low- and moderate-income (LMI) individuals and families and LMI individuals and families in rural areas, respectively.

³State housing agency programs for LMI families designed to cater to residents of each of the states within our footprint plus the District of Columbia (includes down payment assistance provided by the agencies).

FORWARD-LOOKING STATEMENTS

This report may contain forward-looking statements with respect to the financial condition, results of operations and business of Fulton Financial Corporation (the "Corporation"). Do not unduly rely on forward-looking statements. Forward-looking statements can be identified by the use of words such as "may," "should," "will," "could," "estimates," "predicts," "potential," "continue," "anticipates," "believes," "plans," "expects," "future," "intends," "projects," the negative of these terms and other comparable terminology. These forward-looking statements may include projections of, or guidance on, the Corporation's future financial performance, expected levels of future expenses, including future credit losses, anticipated growth strategies, descriptions of new business initiatives and anticipated trends in the Corporation's business or financial results.

Forward-looking statements are neither historical facts, nor assurance of future performance. Instead, the statements are based on current beliefs, expectations and assumptions regarding the future of the Corporation's business, future plans and strategies, projections, anticipated events and trends, the economy and other future conditions. Because forward-looking statements relate to the future, the statements are subject to inherent uncertainties, risks and changes in circumstances that are difficult to predict and many of which are outside of the Corporation's control, and actual results and financial condition may differ materially from those indicated in the forward-looking statements. Therefore, you should not unduly rely on any of these forward-looking statements. Any forward-looking statement is based only on information currently available and speaks only as of the date when made. The Corporation undertakes no obligation, other than as required by law, to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.

A discussion of certain risks and uncertainties affecting the Corporation, and some of the factors that could cause the Corporation's actual results to differ materially from those described in the forward-looking statements, can be found in the sections entitled "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" in the Corporation's Annual Report on Form 10-K for the year ended Dec. 31, 2023, and other current and periodic reports, which have been, or will be, filed with the Securities and Exchange Commission and are, or will be, available in the Investor Relations section of the Corporation's website (www.fultonbank.com) and on the Securities and Exchange Commission's website (www.sec.gov).

DISCLOSURE STATEMENT

The corporate social responsibility and environmental, social and governance data, statistics, metrics, targets, goals, objectives, commitments and programs contained in this report are disclosed voluntarily, are not necessarily prepared in accordance with generally accepted accounting principles, may be based on assumptions that, while believed to be reasonable at the time of preparation, may be subject to change, and have undergone an internal review process intended to ensure accuracy and completeness, but have not been audited by our independent registered public accounting firm. All data, unless otherwise indicated, reflects information as of Dec. 31, 2023.

Fulton Bank

A subsidiary of
FULTON FINANCIAL CORPORATION

(NASDAQ: FULT)

Customer Service

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Consumer & Business Banking

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