

**OneMain Financial**<sup>®</sup>

Better Borrowing. Brighter Future.

# Our Purpose for Today and Tomorrow



Healthy Customers, Thriving Communities  
and a Committed Company

2022 Environmental, Social and Governance Report

# Our Approach to ESG










## The right thing for bright futures.

OneMain's ESG story is informed by doing the right thing and fulfilling our mission of improving the financial well-being of hardworking Americans. Our 2022 ESG Report documents how we've continued to advance our commitments to financial inclusion and empowerment, to environmental sustainability and to the healthy futures of our customers, communities and team. At its best, the ripple effect of our actions strengthens communities, the financial services landscape and our nation.

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# A Note from Doug Shulman

During the last year, OneMain continued to serve customers who historically have been left behind by providing them valuable access to credit—and opportunity. Our strategy, accomplishments and intentional path forward frame our ESG story: 110 years of doing the right thing.

OneMain's actions strengthen our communities, the financial services landscape and our nation. Guided by three ESG priorities in 2022, we continued to advance our commitment to financial inclusion and empowerment and the well-being of our team, customers and communities. Our priorities include:

1. Building trust and strong relationships with our stakeholders
2. Providing responsible lending solutions with affordable rates and ability-to-pay underwriting in our installment lending business
3. Contributing to our communities through education, financial wellness and volunteerism

Our Board exercises oversight of our ESG practices and risks, and our Company took meaningful action throughout the course of the last year. In addition to enhancing our governance practices, we built on long-standing initiatives and looked for new and effective ways to care for and invest in our teams, customers and communities. We continued to design our business and products to meet our customers where they are in life. Over the last year, our customers' financial lives have been among those most affected by ongoing macroeconomic challenges. Products such as BrightWay®\* credit cards and Trim by OneMain™ put innovative, convenient tools in customers' hands to help navigate their finances and improve their financial well-being.

Our more than 9,200 team members support our mission every day and are committed to cultivating an inclusive, positive culture for all. To focus on supporting diverse talent among our team members, we made a commitment to amplify our training programs by adding new development initiatives, including our Women's Leadership Development Program and Diverse Leaders Program. We launched group mentoring and elevated team member benefits to further enhance our culture of inclusion and respect.

We made a \$50 million deposit commitment in equal parts to military veterans and to Minority Depository Institutions that provide financial services in underserved communities. We continued to grow our innovative financial education program, Credit Worthy by OneMain Financial, in thousands of high schools across the country, teaching students the importance of managing credit and establishing positive financial habits. We also issued our second Social Bond, a \$600 million Social ABS issuance—the first ever Social ABS Bond by a U.S. issuer. The proceeds from the Social Bond will support borrowers in rural communities, at least 75% of whom are lower-income borrowers. These actions complement our philanthropic and volunteer activities designed to make a positive contribution to the communities where we live and work.

Where we stand today is a natural progression in our history of and commitment to doing the right thing. Accordingly, we are proud to have been named a Morningstar Sustainalytics ESG Industry Top Rated Company for 2023 and one of America's 100 Most Loved Workplaces® by Newsweek. As we look forward, we are energized to advance our ESG priorities in ways that align with our Company's mission and strategy.

Thank you.



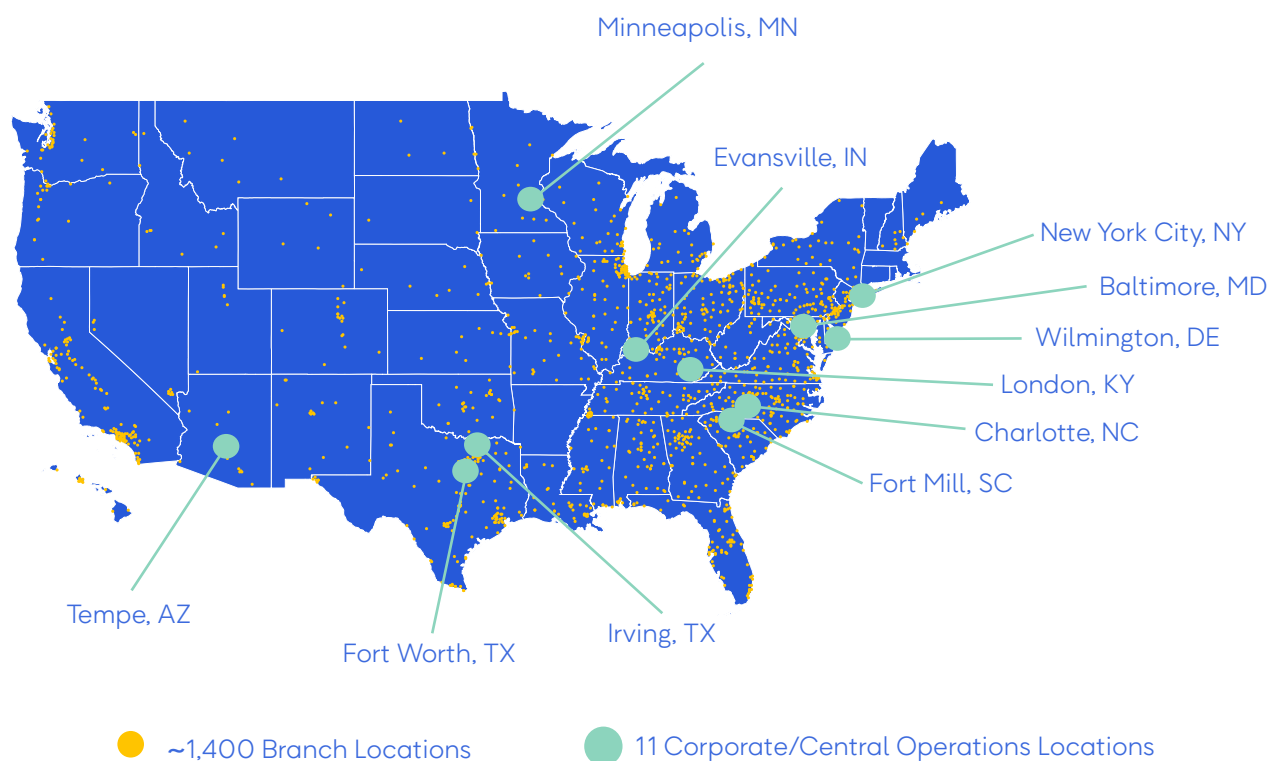
**Doug Shulman**

Chairman &  
Chief Executive Officer



\*BrightWay® is a registered trademark of OneMain Financial Holdings, LLC.  
The BrightWay credit card is issued by WebBank.

# About OneMain Financial



OneMain cares about and invests in our customers, communities and team members, and we constantly look for ways to make a positive impact. Every day, we strive to stand out on the financial landscape with responsible business practices that help individuals and families grow more secure financial futures and reach their goals with optimism and hope.



## Our Team

NEW YORK STOCK EXCHANGE

## More Than 9,200 Team Members Power Our Mission

Our commitment to fostering an inclusive, positive culture in which our team members can grow is a core part of our ESG strategy. In 2022, we reinforced our commitment to being a great place to work and invested in our talent by launching new career development programs, enhancing our benefits and taking steps to improve team members' experiences.

## OneMain: A Most Loved Workplace

We are proud to have been named a 2022 100 Most Loved Workplace® by *Newsweek* in collaboration with the Best Practice Institute. This annual list recognizes American companies whose employees report high levels of collaboration, feeling respected by their employer, positive feelings about their futures at the company, personal alignment with the company's values and opportunities for career achievement. In developing the list of America's 100 Most Loved Workplaces®, comprehensive surveys were conducted of more than 1.4 million employees from companies with workforces varying in size from 50 to more than 10,000 people.

Our team members are the power of OneMain, and we are grateful that they provided such positive feedback. This recognition, after all, is based on their voices. We welcome the testament to the exceptional work environment we have intentionally shaped, and we are inspired to continue enabling all team members to fulfill their highest potential. Being named showcases our deep commitment to our greatest asset: the team members who serve our customers and communities with dedication every day.





## Encouraging Team Member Growth and Engagement

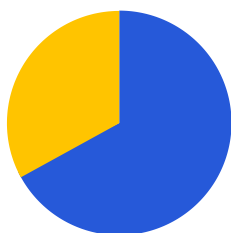
We regularly engage with our team members and use their responses to inform new initiatives as well as rethink and improve existing benefits, processes and programs. This dialogue happens through a variety of channels including:

- **Annual and pulse surveys** to monitor employee engagement levels and help leaders make critical decisions for the company. Through our annual employee engagement survey, team members have the opportunity to provide candid feedback about their level of connection to the company and whether they have the tools and resources to succeed. We share the results with our Board, management and team members.
- **Regular access and direct communication** with leadership through coffee chats, branch visits and Q&As at town halls.
- **Connectivity Days** to reinforce in-person connection and engagement across our corporate and central sites, where many team members work in a hybrid environment.

Our dynamic, open approach to employee engagement has received positive feedback from team members. In 2022, 88% of team members completed our annual employee engagement survey, and we welcomed positive trends in nearly all categories. Team member feedback indicated that our employees appreciate our inclusive culture, teamwork, supportive management team, flexible work schedules and holistic benefits.

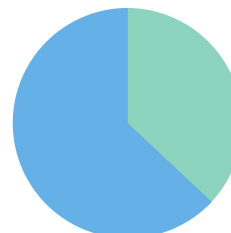
Employee engagement survey responses help us identify where team members want us to focus. In 2022, we concentrated on enabling team members to find sufficient time to pursue training opportunities, on discussing potential or perceived barriers that may be inhibiting performance, and on ensuring all team members clearly understand that performance is evaluated based on measurable criteria.

OneMain's 2022 U.S. Equal Employment Opportunity (EEO-1) Report will be made available on our Investor Relations website by year-end.



**67%**  
of team members  
are women<sup>1</sup>

■ Women  
■ Men



**37%**  
of team members  
are ethnically diverse<sup>1</sup>

■ Ethnically Diverse  
■ White

<sup>1</sup> Source: 2021 EEO-1 Report





## Training and Development

In 2022, OneMain team members completed more than 402,000 hours of required as well as professional development training. Consistent, ongoing team member development ensures that team members sufficiently understand the laws, regulations and standards that impact their jobs, and have a clear knowledge of our products and services, all to better serve customers.

OneMain places a strong emphasis on learning and development, as these are critical to our success. We drive this priority in multiple ways:

- OneMain offers continuing professional education through LinkedIn Learning.
- We are a National Association of State Boards of Accountancy (NASBA) sponsor and offer continuing professional education, free of charge, to all team members in the Finance Department.
- Customer-facing team members participate in multi-week training programs specific to job roles.
- Leadership development is available for each level: those aspiring to step into management, first-time managers, first-time managers of managers and senior leaders.
- Our multi-faceted leadership development program for the extended leadership team includes executive-level leadership development programs and targeted stretch projects.
- Managers are trained to hold effective performance conversations, deliver feedback, foster career development and engage team members. Team members are guided by regular goal-setting and coaching.



## Leadership Development Programs

We focus on raising the bar for and identifying ways to support all team members in their career development. In 2022, we made a large commitment to strengthening training via several new programs, including those that cultivate and support diverse talent.

Participants in these programs benefit from individualized career coaching, a 360° assessment, skill-building sessions and networking opportunities with senior leaders. A key benefit of our leadership programs has been connecting leaders across our distributed workforce and galvanizing their network to support each person's leadership journey.

The Women's Leadership Development Program launched in 2022. Our inaugural class of women are team members who have consistently gone above and beyond, leading with confidence and identifying new opportunities within and across teams.

The success of this program informed the approach for the Diverse Talent Leadership Development Program, which began at the end of 2022 and has continued into 2023 for a group of team members of color from across the organization.

Both of these programs offer a best-in-class approach to all aspects of leadership, including influencing, leadership presence, relationship building and personal branding. Participating team members are coached in how to elevate their strengths, lead on a larger scale and increase self-awareness.

An in-depth analysis after the completion of the Women's Leadership Program indicated that the experience helped leaders become more strategic, resulting in more innovative thinking, greater efficiencies and increased revenue from product development.

Last year, we also piloted a Group Mentoring Program to provide training and guidance from senior leaders for small groups of mentees.

## Total Rewards Package

We are committed to providing total rewards that attracts, retains, and rewards a talented and diverse workforce. Our Compensation is based upon a number of factors including individual contribution, skills, impact and company performance.

We further invest in our team members by offering comprehensive benefits focused on the overall well-being of our team members and we empower them to make healthy decisions based on our four pillars of wellness: Financial, Mental, Physical Health and Social/Family.

### Financial Wellness

- Our employee stock purchase plan allows team members to use after-tax payroll deductions to acquire shares of OneMain's stock at a 10% discount.
- OneMain matches 100% of employee 401(k) contributions up to 4%.
- Full-time employees are eligible for up to \$5,250 in tuition reimbursement benefits each year.
- All team members are eligible to use Trim by OneMain™ free of charge for one year to find and cancel subscriptions, negotiate bills and pinpoint ways to save.
- We maintain an employee relief fund for team members impacted by FEMA-declared disasters.

### Mental Wellness

Our free Employee Assistance Program resources include referrals and information on a variety of topics, including stress management.

- We offer the Self-Care App providing on-demand access to self-help for emotional well-being.
- Through one of our mental health providers, team members and dependents have 24/7 access to online resources to help with life skills, relationships, and mental health.
- Online therapy via text messaging or video is also available to team members enrolled in select medical programs.

### Physical Health & Wellness

- Team members may choose from several high-quality medical programs, dental, vision and prescription coverage. This coverage is available to team members, spouses or domestic partners, and dependents.

- We offer a free digital tool that makes getting and staying healthy fun through small daily steps and rewards.
- We offer registration fee reimbursement for our team members to participate in a qualifying walk or run for a charitable or non-charitable activity.

### Social / Family Wellness

- Team members receive support for backup child and elder care.
- 24/7 access to 1:1 dedicated support from Life Care Specialists for help with any care need.
- One of our care programs offers team members and dependents on-demand educational tutoring for K-12 and college.
- We provide six weeks of parental leave to any parent, paid at 100%, with one year of service and an additional six weeks for birthing parents.
- We encourage volunteerism with 24 hours of paid volunteer time each year.

### OneMain continually looks for opportunities to expand or enhance our health care benefits. In 2022, we:

- Absorbed all price increases to medical plans for team members.
- Boosted our backup care services with Care.com from five to seven days.
- Expanded care for Applied Behavior Analysis (ABA) to support Autism spectrum care.
- Provided 24/7 access to virtual medical care – team members can register for a virtual visit to address basic health conditions, at a lower cost than an office visit.



## Prioritizing a Culture of Inclusion and Respect

OneMain is committed to being a diverse and inclusive employer and supporting the needs of our team members. We strive to recruit, train and retain outstanding diverse team members who believe in our mission, live our values and go the extra mile for our customers. OneMain's inclusive culture allows team members at all levels of the organization to further their careers and achieve both their personal and professional goals. In our 2022 employee engagement survey, 89% of participants said they felt our efforts to support a diverse and inclusive culture is having a positive impact.

In 2022, we continued our Days of Inclusion, a series of virtual conversations that honor the history and cultural contributions of different groups of Americans. The Diversity Council opens these popular events to all team members and features senior leaders from across the company in conversation with community partners, honoring and spotlighting how diversity is shaping our company and communities.

Events included:

- Black History Month with the National Urban League
- Women's History Month with senior OneMain female leaders
- Hispanic Heritage Month with the League of United Latin American Citizens (LULAC)
- Asian American Pacific Islander Heritage Month with senior OneMain leaders
- Veterans and Military Families Month with the Wounded Warrior Project
- Pride Month and LGBTQ+ History Month with PFLAG

Our commitment to providing a welcoming workplace was reinforced through the following initiatives:

- Partnering with organizations such as Veteran Jobs Mission, Circa and Direct Employers Association, all of which specialize in recruiting diverse team members, including veterans and people of color.
- Requiring training for all team members on workplace diversity and confronting bias.
- Enhancing focus on all groups of employees to better support team members and make sure we do not have pockets of our population with lower engagement than the rest of the population.
- Continuing to encourage members of the military community and military spouses to self-identify their status.

### A few of our Diversity & Inclusion partners



LEAGUE of UNITED LATIN AMERICAN CITIZENS



WOUNDED WARRIOR PROJECT®





## Team Member Testimonials

“I’m in my tenth year at OneMain and have held multiple roles in both the branch network and corporate office. Throughout my tenure, OneMain has invested in my growth as a team member and leader by encouraging me to pursue accreditations in my field and providing educational opportunities, including the Women’s Leadership Development Program last year. The company’s emphasis on team member engagement, teamwork and work-life balance means that I’m consistently challenged, am able to spend my days with a positive, collaborative team and have the flexibility to care for myself and my family. I’m looking forward to another 10+ years at OneMain!”

— Jamie Compton,  
Treasury Supervisor



“I have worked for OneMain for 21 years, and I can truly say I enjoy coming to work every day! The organization has greatly invested in my growth and development as a leader during that time. The company has been intentional about providing me and my team with the time and resources to develop our careers. OneMain gives me the opportunity to work with great people – our customers and my team members – every day. I take pride in being a servant-leader who assists others in helping them accomplish their goals and be the best versions of themselves. I also appreciate that the company aligns with my values through its commitment to being a partner to the community where I live and work.”

— Chris Howard,  
Manager, Central Operations

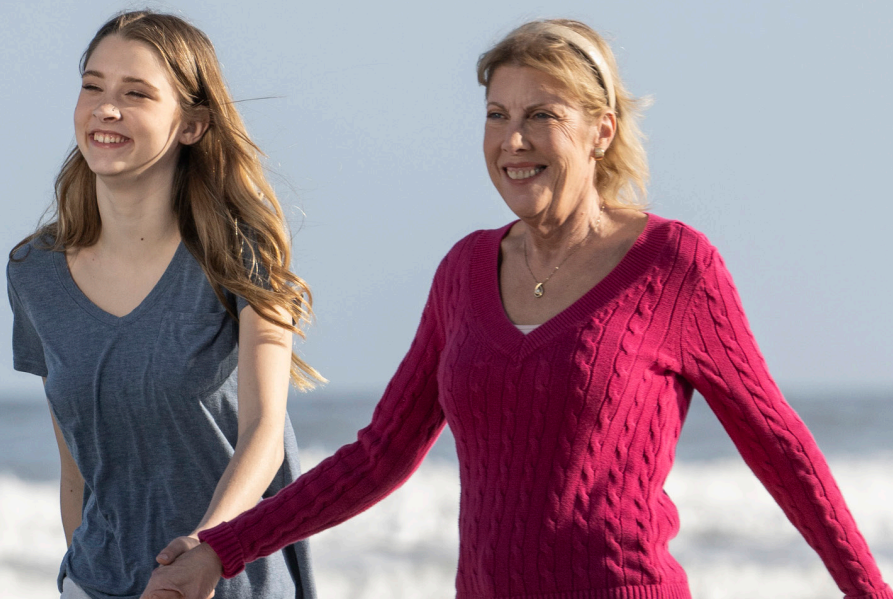


“I started as a Personal Loan Specialist almost 13 years ago and now oversee about 45 team members as a District Manager in St. Augustine, Florida. What I love most about working at OneMain Financial and find most rewarding is our people and our diversity. I love watching a customer walk out of a branch with a smile on their face or just a look of relief knowing we helped them, and I enjoy my daily interactions with our team members and helping them achieve their professional goals. Having a diverse family of my own, I love working for a company that is so diverse and really takes pride in equality. OneMain Financial is truly my extended family and I feel so connected to so many wonderful people who work here.”

— Sara Brown,  
District Manager



# Our Customers



## Focusing on our Customers' Emerging Needs

Our customers are the heartbeat of America. They work on the front lines, in service industries, and are our friends and neighbors. Historically, many of our customers have been overlooked by other lenders and struggle to obtain responsible, affordable credit. OneMain is a lender that remains committed to providing people access to responsible credit. In 2022, we served 2.6 million customers.

## Our Growing Suite of Products Makes Financial Well-Being Even More Accessible

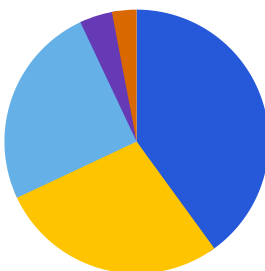
By providing responsible access to credit, we are helping customers make progress toward their financial goals for today and tomorrow. From concept through execution, we design financial products and tools that take our mission and customer experience to the next level.

Gender<sup>1</sup>



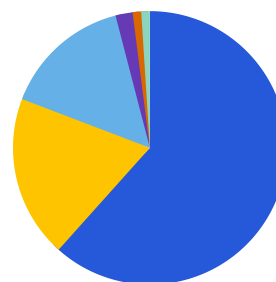
- Male 51%
- Female 49%

Generation<sup>2</sup>



- Millennials 41%
- Generation X 28%
- Baby Boomers 24%
- Generation Z 4%
- Greatest Generation 3%

Race<sup>1</sup>



- White 57%
- Black 20%
- Hispanic 17%
- Asian 2%
- Native American 1%
- Multiracial 2%

<sup>1</sup> The determination as to race is consistent with applicable internal reporting guidelines that utilize Bayesian Improved Surname Geocoding (BISG) methodology to calculate probable race. The BISG methodology uses publicly available 2020 U.S. Census Bureau data as an input to derive a protected class probability based upon the borrower's last name and residence zip code as stated in the credit application. See, e.g., [https://files.consumerfinance.gov/f/201409\\_cfpb\\_report\\_proxy-methodology.pdf](https://files.consumerfinance.gov/f/201409_cfpb_report_proxy-methodology.pdf). The determination as to gender utilizes a proxy method to calculate probable gender. The proxy method uses publicly available Social Security Administration data as an input to derive a gender probability based upon the borrower's first name as stated in the credit application. Race and gender are calculated at the time an application is entered into the system. The BISG determination of race was based on a probability of at least 80%, in the aggregate, that the individual is from a racial minority per the federal protected class definition of race. A probability of at least 80% was used in the determination of gender.

<sup>2</sup> Age calculated with applicant-provided data. Age is as of loan origination date. Greatest Generation defined as individuals aged  $\geq 75$ ; Baby Boomers defined as individuals aged 56-74; Generation X defined as individuals aged 44-55; Millennials defined as individuals aged 25-43; and Generation Z defined as individuals aged  $\leq 24$ . Data as of December 31, 2022



## We Meet Customers Where They are in Life

OneMain is the leader in offering nonprime customers responsible access to credit. We give our customers much-needed access to credit with encouragement, empathy and ease.

The ability to apply for and close loans digitally, make payments through multiple channels and leverage our well-reviewed mobile app all elevated our commitment even further in 2022. Communicating with customers through a variety of channels allows us to harness technology to respond seamlessly to evolving customer needs and preferences. While many customers still choose to work with team members in person in a nearby branch, about half our loans closed remotely in 2022.

Regardless of how our customers close their loans, they experience the same commitment to transparency, affordability and personal service from OneMain, including easy-to-understand terms, pricing and payments.

**We serve our customers and communities with empathy and understanding for individual circumstances.**

OneMain stands for responsible borrowing and makes loans that are designed to fit within customers' budgets to be successfully repaid. Customers choose their payment frequency based on what works best for managing their budgets. Team members are equipped to guide customers to real solutions and provide the access to financial tools and resources to meet each customer's specific needs, including free financial education and budgeting tools.

**The OneMain Customer Bill of Rights emphasizes our commitment to affordability and transparency for customers.**

All customers receive a copy of this Bill of Rights when they close a loan, and the statement is posted online on the Investor Relations and About Us pages of our website.

~90%

of OneMain customers are highly satisfied with OneMain loans.<sup>1</sup>

74.4

We use Net Promoter Score to measure customer loyalty. OneMain's 2022 Net Promoter Score at loan origination was 74.4.<sup>1</sup>

<sup>1</sup> OneMain 2022 Loan Originations Survey



## BrightWay® and BrightWay+®. Cards that Reward Progress.

OneMain offers two credit cards, BrightWay<sup>1</sup> and BrightWay+ by Mastercard®, created with singular features to meet customers' needs and help improve their financial situations. Launched in 2021, the cards have more than 135,000 customers<sup>2</sup> and are continuing to grow.

The BrightWay cards provide our customers with a way to responsibly build credit and take meaningful steps toward long-term financial wellness. BrightWay stands out with a mobile-first user experience, allowing customers easy 24-7 access to their spending, payment progress and milestones, all in the highly-rated BrightWay app.

BrightWay presents a strong value proposition to customers, giving cash back, rewarding on-time payment and helping them build credit. These are real-life tools for customers who are eager to make progress while using their card for everyday purchases, including groceries, gas and retail. For every six months of on-time payments, a customer is able to choose an interest-rate reduction or an increased line of credit.<sup>3</sup>

BrightWay cards reflect OneMain's significant experience and understanding of nonprime customers and how to better serve them. The cards are designed to help our customers build credit on the path to a better financial future.

### Customer reviews from BrightWay Credit Card Mobile app



"This card is really making life a bit less complicated – Had to learn to slow down and get the right card for me....Winner"



"The feature I like most about Brightway is the six on-time payment deal. Every six [months] when I hold to my part of the deal I get a choice to reduce APY or request [a credit limit] increase. Both of these [features are] helping me rebuild my credit. Thank you."

<sup>1</sup> BrightWay® is a registered trademark of OneMain Financial Holdings, LLC. The BrightWay credit card is issued by WebBank.

<sup>2</sup> as of December 31, 2022

<sup>3</sup> Subject to affordability and certain limits

<sup>4</sup> Unique customers who successfully logged into mobile app or website at least once



### By the Numbers:<sup>2</sup>

Unlimited  
**1%**  
cash back

**4.5+**  
star app rating

**78%+**  
of payments made in app

**74%**  
of customers enrolled in  
e-statements

**93k**  
monthly users<sup>4</sup>



## Executive Office of Customer Care (EOCC)

OneMain's Executive Office of Customer Care (EOCC) provides 1:1 attention to promptly resolve customer complaints.

EOCC team members deliver timely, high-quality customer service by researching and resolving complaints through a centralized office — with the goal of delivering a better overall customer experience. Part of the EOCC's work involves investigating the root causes of higher-volume complaints. Company leaders across the enterprise work with the EOCC to review complaints in detail and propose resolutions to individual customers' concerns. The crafted responses result in higher satisfaction for the present customer as well as fewer similar complaints in the future.

The EOCC serves customers with compassion and can provide aid to customers facing hardship or needing assistance during a challenging time.

Examples of the processes taken by the EOCC to find an appropriate solution and resolve a complaint might include:

- Reaching out to the customer to ensure OneMain understands their point of view and desired resolution
- Reviewing the account and/or application to gather further context and background information, including reviewing notes and call recordings as necessary
- Reviewing enterprise policies to ensure consistency
- Identifying and implementing enhancements to improve the customer experience

Almost  
90%

of our customer complaints are  
resolved within two weeks

## Trim by OneMain

In 2022, we launched Trim by OneMain™ for all our customers, free of charge. The financial wellness features of Trim help customers mitigate stress on their personal budgets and take steps toward improved financial health. Trim's digital tools allow customers to track spending and automatically cut monthly expenses like subscriptions, making it easier for them to make changes that add up to real savings. All OneMain team members also have free access to Trim for one year.

Trim works by identifying opportunities for customers to save money by organizing and analyzing personal spending data.

## Borrower Assistance

Borrower Assistance is available for customers in all 44 states where we operate. This program provides borrowers experiencing short- or long-term financial hardships with a variety of repayment alternatives.

## Customers Share Their OneMain Loan Experiences



**“OneMain gives me hope and assists me with wanting to do better and be better about finances.”**

— Breana B., Normal, IL



**“OneMain’s looking out for me. I’m actually being valued as a customer. And they want to see me succeed.”**

— Theresa M., Jacksonville, FL





## Our Communities

### Credit Worthy by OneMain Financial

Our company's nationwide free financial education program for high school students brings our mission to improve the financial well-being of hardworking Americans to the next generation.

For the 2022–2023 school year, OneMain expanded the program with a new course, “Build: Credit Fundamentals,” which deepens high school students’ knowledge of personal finance topics, including using and building credit and managing debt.

**“Understanding credit is key to each person’s long-term financial health. This program will provide students with the tools and information necessary to begin establishing positive credit habits at an early age.”**

— OneMain Chairman and CEO Doug Shulman

OneMain team members volunteered in person and virtually in a number of Credit Worthy classrooms across the country. Team members logged over 300 volunteer hours, helping students lay the foundation for their financial futures before graduating.

During the 2022–2023 school year, we also expanded Credit Worthy with the launch of the Family Resource Center, a website with articles, videos and additional tools for credit education relevant to all age groups. The Family Resource Center consolidates Credit Worthy resources for easy access and allows teachers to request the program in their local school. These resources are available free of charge in both English and Spanish.

Research on the benefits of financial education shows that young people who develop fundamental financial aptitude early are more likely to become financially secure adults. More than half of the states have passed or introduced legislation supporting or requiring financial education, and 21 states require students to take a personal finance course to graduate.

**CreditWorthy**  
by OneMain Financial

Credit Worthy by OneMain launched nationwide in 2022 and is now active in all 50 states, Washington D.C., and Puerto Rico.

## Credit Worthy by OneMain Financial is Already Changing Lives

Credit Worthy is made possible through a \$4 million multi-year investment from OneMain. Courses are created in collaboration with EVERFI, a digital education, impact-as-a-service provider.

143,298  
students reached

2,578  
schools nationwide

236,279  
hours of learning

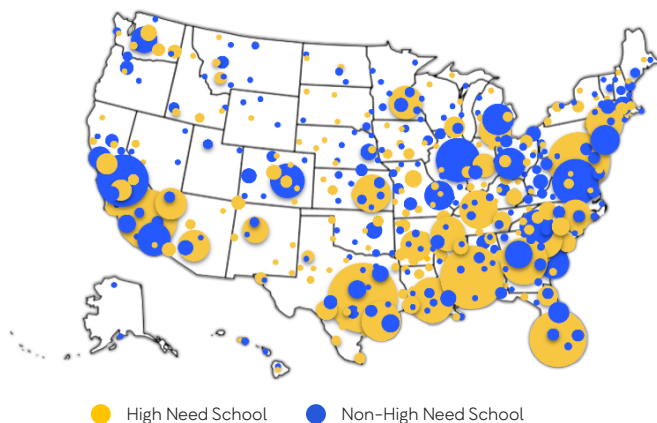
170  
team member  
volunteers

55%  
of schools using the program  
are low-to-moderate income  
(LMI) schools

\$81,000  
awarded in college  
scholarships

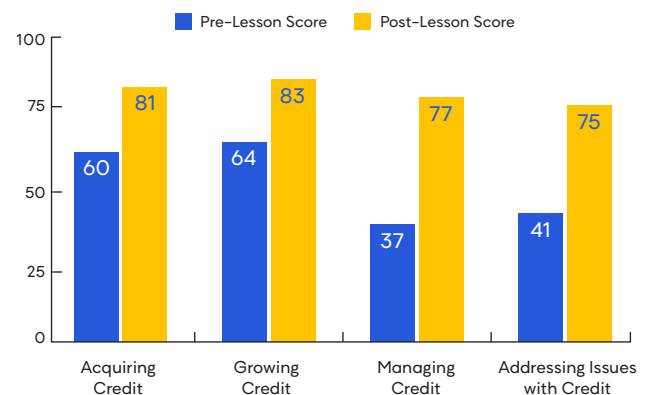
EVERFI Impact Report. All statistics are from academic year Fall 2022 – Spring 2023

Credit Worthy National Reach



A school is considered high need if more than 50% of students are eligible for free-or-reduced-price lunch programs (LMI) or is classified as Title I.

Build: Credit Fundamentals Knowledge Gain



Based on pre- and post-lesson assessments on the EVERFI learning platform.







## Students and Teachers Talk about Credit Worthy

“Learning about saving, budgeting and building credit are critical to making smart financial decisions as an adult. Credit Worthy by OneMain Financial presents these concepts in a way that is understandable and engaging for high school students. This program has been an excellent addition to our curriculum, delivering high-quality financial education that will help our students achieve their long-term goals.”

— Jaci C., Dean of Students, Harmony School of Innovation – Fort Worth, TX

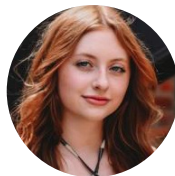
“The Credit Worthy program has been a big help not only to me but to my whole family in relieving stress about money and helping me be able to teach my friends and family about credit and how to manage it smartly.”

— Jaden C., Northwest Cabarrus High School, Kannapolis, NC



“Because of [Credit Worthy], I’ve come to realize that not only will my financial decisions affect my future, but it has the power to affect my family’s as well. Taking into consideration everything I’ve learned about credit, from the do’s and don’ts to its dangers and advantages, I can safely say that I’m prepared for the responsibility of using credit.”

— Sophia P., Allen East High School, OH Grade 12



“The *Build* Credit Worthy program has taught me many valuable lessons on how to manage my credit score and to shy away from the possibilities of debt. I also learned the important lesson of fraud and how to avoid identity theft. All in all this program has affected the way I see and treat money.”

— Faith L., Lee Williams High School, AZ, Grade 11



## Corporate Philanthropy

Each year, we make a positive impact at local and national levels by partnering with organizations aligned with our mission and three philanthropy impact pillars: financial empowerment, food insecurity and disaster relief.

In 2022, OneMain and our team members provided a total of **\$1.8 million** in support to nonprofit organizations. Team members also donated their time, volunteering more than **7,600 hours**. After in-person volunteering was made difficult by the pandemic for two years, our team stepped up dramatically, deepening our culture of giving back.



Financial Empowerment



Food Insecurity



Disaster Relief

## OneMain Lends a Hand

Our OneMain Lends a Hand program encourages team members to support the causes they care about in communities across the country through employee giving, our dollar-for-dollar matching gifts program and volunteering.

To show our commitment to giving back, in 2022, we launched a volunteer rewards program that awards all new team members with \$25 to donate to the cause of their choice. We also expanded our Volunteer Council programs, and all 11 of our corporate sites now have an active volunteer council.

## Food Insecurity



In 2022, we gave \$500,000 to Feeding America's EMPOWER initiative to mitigate the root causes of food insecurity and support the vision of a hunger-free America. EMPOWER focuses on all people facing hunger having access to economic mobility pathways by supporting food banks and programs that provide long-term economic mobility resources, such as financial education coaching and workforce development, to people facing hunger. The gift supports economic mobility services initiatives at Feeding America's national office and direct support for two partner food banks: Food Bank for NYC and Food Bank of Delaware.

As team members and as a company, we supported the following organizations dedicated to fighting food insecurity:

- Community Food Bank of New Jersey
- God's Pantry Food Bank
- Maryland Food Bank
- North Texas Food Bank
- Second Harvest Heartland
- Second Harvest Food Bank of Metrolina
- St. Mary's Food Bank
- Tarrant Area Food Bank
- Tri-State Food Bank

For the first time, OneMain participated in Feeding America's Hunger Action Month, the annual awareness campaign to mobilize and act to help end hunger. In total, OneMain team members participated in 34 Hunger Action Month volunteer activities and drives with local food banks and attended a companywide Hunger Action Month Town Hall, featuring representatives from Feeding America and other food bank partners. We also donated \$120,000 to Feeding America network food banks.

### The Food Bank of Delaware's Stand by Me Program

Through a joint project with United Way of Delaware and the state of Delaware, Stand by Me provides Delawareans with a Personal Financial Coach and toolkit to navigate the challenge leading to personal financial security.

### The Food Bank for New York City's Food and Finances Lab

An extension of Food Bank for New York City's SNAP enrollment and tax services, the Food and Finances Lab engages over 20 community-based organizations to provide six-week financial coaching workshops covering budgeting, understanding credit scores, establishing and using credit, increasing savings and reducing debt.

### Feeding America's Economic Mobility Landscape Assessment

This comprehensive assessment across the Feeding America network gathers and synthesizes critical insights from food bank members that will be used to grow Economic Mobility Services. This new offering helps food banks understand the systemic factors that lead to the presence of greater economic mobility in their own neighborhoods, and to craft and pilot consulting services to advance practices that make structural shifts in economic disparities faced by marginalized people and communities.

### Good Jobs Challenge

The Good Jobs Challenge is an Economic Development Administration program that prioritizes workforce development and training as the key to accelerating local economic growth and rebuilding regional economies. EMPOWER food bank partners are equipped with the tools to implement best practices and advocate for quality jobs that advance economic mobility for workers earning low wages. This includes workers of color, women, and individuals whose educational attainment levels are low, limiting their upward mobility over time.



## Financial Empowerment

In 2022, we continued to devote time and resources to bringing financial empowerment and education to all generations. OneMain awarded over \$270,000 in financial empowerment grants.

We also supported the following organizations who share our mission of financial wellness:

- National Urban League Financial Empowerment Center
- Boys & Girls Club of Evansville – Money Matters Program
- Cents Ability
- Loyola University Maryland – Baltripreneurs Accelerator Program
- Wounded Warrior Project Financial Education Program
- WISER (Women's Institute for a Secure Retirement)
- Junior Achievement North
- Junior Achievement Central Carolinas
- Junior Achievement of Central Maryland
- Junior Achievement Dallas
- CASH Campaign of Maryland





## Disaster Relief

We believe in giving back to the communities where we live and work, especially during times of need. In 2022, we acted quickly to support team members, communities and customers impacted by natural disasters across the country.

### Kentucky storms and flooding

Kentucky communities were hit by severe storms and flooding in July 2022. With about 500 OneMain team members based in Kentucky, OneMain organized community relief events at our London and Hazard sites, gathering and distributing food and household supplies to those in need.

“What made [the event in Hazard] special is that we were helping our neighbors and had that connection to them,” said District Manager Angela Gentry. “Our community focus is what makes OneMain unique – we are encouraged to give back and make a real difference in the lives of the people around us.”



### Hurricane Ian

When Hurricane Ian swept through Florida in September 2022, OneMain team members rallied to help their community. Florida team members gathered at OneMain’s Port Charlotte branch to distribute boxes of critical items. With the community still reeling, we partnered with the Harry Chapin Food Bank in Fort Myers to organize and fund a mobile pantry that provided food and dry goods to 600 families.

“Every single one of the team members showed such care and compassion to everyone who came for help,” said District Manager Tiffany Taylor. “Many team members from the other branches hadn’t met each other before, but they all came together to support this community.”



The Harry Chapin Food Bank of Southwest Florida feeds 250,000 residents each month in Charlotte, Collier, Glades, Hendry and Lee counties. The food bank is the largest hunger-relief nonprofit and only Feeding America member in Southwest Florida.

## Impact Investments

Our impact investment strategy is designed to advance financial inclusion, education and sustainability. The following investments accelerated our efforts to remove financial barriers for nonprime customers and strengthen communities.

## Financial Inclusion

### Social Bonds

Since 2021, our Social Bonds have put into action our commitment to provide fair and affordable credit access for nonprime individuals in underserved communities.

In June 2021, we issued our \$750 million inaugural unsecured Social Bond with a maturity date of January 2027, pursuant to which we allocate (and commit to reallocate until the maturity, divestment, cancellation or repayment of such Social Bond) the net proceeds from such Social Bond to an Eligible Portfolio comprised of loans to individuals residing in counties identified as “Credit Insecure” or “Credit-At-Risk” by the Federal Reserve Bank of New York — with at least 75% of such loans made to racial minorities and/or female borrowers.<sup>1</sup>

Building on this commitment, in April 2022, we closed our second Social Bond, a \$600 million Social ABS issuance, a first of its kind by a U.S. issuer. The issuance was initially collateralized by (and during its 3-year revolving period we commit to maintain collateralization by) a portfolio of loans made to individuals in rural communities. 75% of these loans will be made to borrowers with an annual net income of \$50,000 or less.<sup>2</sup>

For both transactions, we leveraged relationships with diverse broker dealers, including women-owned and -operated and minority-owned and -operated firms. In addition, we received second-party opinions from S&P Global Ratings attesting that OneMain’s

Social Bond Framework and OneMain’s ABS Social Bond Framework align with the International Capital Market Association’s 2020 and 2021 Social Bond Principles, respectively.<sup>3</sup>

Our Social Bonds will contribute toward meeting the United Nations Sustainable Development Goals (UN SDGs). The UN SDGs, established by all UN member states in 2015, promote social equity, a healthy planet and economic prosperity for all through a collection of 17 global goals. Particularly relevant for the use of proceeds from OneMain’s Social Bonds are the goals of:

- No poverty
- Decent work and economic growth
- Reduced inequalities

These issuances are fully outlined on our Investor Relations website.

**Minority Depository Institutions:** In 2022, OneMain committed \$25 million to support Minority Depository Institutions (MDIs). This commitment is designed to help communities become more financially secure and aspire to stronger economic futures.

Our commitment, managed through J.P. Morgan’s Empower money market share class, benefits two MDIs selected by OneMain in locations where we have a significant presence. This includes Sunstate Bank, based in Florida, where OneMain operates 70 branches employing more than 500 team members, and First Independence Bank, based in Michigan, where OneMain operates 25 branches employing more than 150 team members.

**Military Veterans:** Also in 2022, OneMain committed \$25 million to support military veterans re-entering the workforce. J.P. Morgan’s Academy money market share class is a partnership with Academy Securities, a veteran-owned and -operated investment bank. Our commitment supports training and services to veterans, including job placement and transition services for veterans moving from active duty to civilian life.

<sup>1</sup> OneMain Financial, OneMain Social Bond Framework, June 2021

<sup>2</sup> OneMain Financial, OneMain ABS Social Bond Framework, February 2022

<sup>3</sup> S&P OneMain Social Framework Alignment Opinion, June 2021 and S&P OneMain ABS Social Bond Second Party Opinion, February 2022



# Corporate Governance

## Effective, Transparent Corporate Governance

Prioritizing corporate governance holds us accountable to our stakeholders and the public. This focus and our commitment to review and evolve our practices as appropriate send a powerful message that allows us to maintain the trust placed in us by team members, customers and communities.

In the past, OneMain maintained governance practices and an executive compensation program appropriate for a company that was controlled by private equity stockholders. As our primary private equity owner transitioned out of our stock during 2021, and in consideration of our significant evolution to having a diffuse stockholder base, the Board undertook a

comprehensive analysis of our Board, governance, executive compensation and corporate social responsibility practices and disclosures.

As an input into this review, we instituted an engagement program in 2022 to seek the perspectives of our stockholders. Our Lead Independent Director participated in these meetings upon request. This outreach was in addition to our investor relations-led engagement in connection with quarterly earnings calls, investor and industry conferences, and analyst meetings.





## Board of Directors

Our Board supports the effective oversight of the company's long-term strategy and purpose. Our Board is currently composed of eight directors, a majority of whom are independent. The Board has six committees: Audit, Nominating and Corporate Governance, Compensation, Compliance, Risk and Executive. Our annual Proxy Statement includes detailed information about the membership and responsibilities of these committees.

During the last two years, we have refreshed our Board with the appointment of three independent directors – Phyllis Caldwell, Philip Bronner and Toos Daruvala. Each of these directors augments the collective skillset of our Board and brings different perspectives and experiences that help inform our Company's strategy. With these changes, we enhanced our Board's diversity, with 50% of current directors diverse by ethnicity and 25% female. We have also refreshed our Compensation Committee, including rotating the Chair and appointing Richard Smith as a member in January 2022. In identifying new director candidates, the Nominating and Corporate Governance Committee considers a number of factors, including prior experiences, skills and diversity.

Our directors' integrity, character and sound business judgment are essential to effective corporate governance. Refer to our Proxy Statement for additional information about our Board, including detailed biographical information and a skills matrix (new in 2022) that reflects the abilities and diversity of our Board members.

## Board Oversight of ESG

The Board provides regular review and oversight of our ESG practices and the various impacts of ESG risks on our business. This oversight responsibility is formalized in the Nominating and Corporate Governance Committee and Risk Committee Charters.

The Board uses its standing committees to monitor and address risk management within the scope of each committee's expertise or charter. Specifically, the Nominating and Corporate Governance Committee oversees sustainability, key ESG risks and the Company's policies and practices relating to ESG matters. The Risk Committee oversees cybersecurity, information security and data privacy risk.

Additionally, the Compensation Committee is responsible for overseeing and regularly engaging with management on a broad range of human capital management topics, and the Compliance Committee oversees legal and regulatory compliance matters and monitors associated risks.

These committees receive regular reports about progress related to ESG topics and relay these matters to the full Board.

Board of Directors, from left to right: Toos N. Daruvala, Phyllis R. Caldwell, Philip L. Bronner, Richard A. Smith, Douglas H. Shulman, Valerie Soranno Keating, Aneek S. Mamik and Roy A. Guthrie

## ESG Executive Council

Our ESG Executive Council was formed in 2021 with the support of our CEO, leadership and investors. The Council is composed of five diverse senior executives who help coordinate internal resources and provide regular and direct reports to the Nominating and Corporate Governance Committee on ESG-related topics.

This executive group provides distinct management-level oversight of ESG workstreams. Each leader is appointed by the CEO, reflecting the importance of monitoring ESG matters and risks for potential impacts on the Company and the consumer lending industry. The Council meets at least quarterly and receives regular updates on ESG from our Vice President and Managing Director of Impact, Paola Garcia Abbo. This approach provides a mechanism to continually identify opportunities to advance our policies and practices. A cross-functional working team, ranging from Environmental to Financial Reporting, supports the Council's work.

**Each executive holds primary responsibility for a different workstream. Council members are selected for their respective areas of responsibility, including:**

- Human capital management, diversity and inclusion
- Philanthropy, customer-facing initiatives, financial inclusion and wellness
- Impact investing and social finance, including social bonds and ABS issuances
- Governance, disclosure and corporate social responsibility
- Operations and facilities

## Board of Directors Nominating and Corporate Governance Committee



## ESG Executive Council



**Rajive Chadha**  
Chief Operating Officer



**Jenny Osterhout**  
Chief Strategy Officer



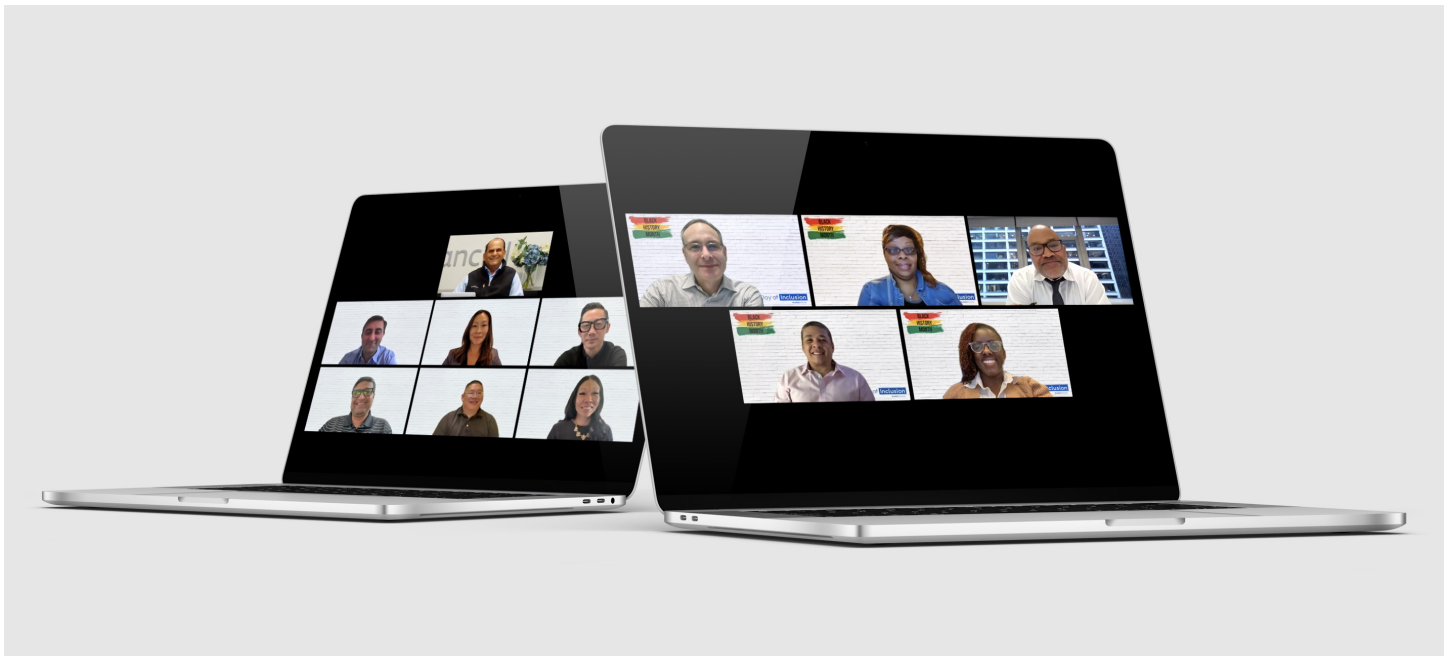
**Micah Conrad**  
Chief Financial Officer



**Heather McHale**  
Chief Human Resources Officer



**Lily Fu Claffee**  
Chief Legal Officer



## Diversity Council

OneMain's Diversity Council is led by our Chief Human Resources Officer and consists of 12 team members representing a wide range of roles, departments and geographies. The Council meets monthly to provide thought leadership, champion our culture of inclusion and support diversity initiatives across the organization.

In 2022, the Council worked to both further embed our Company's diversity and inclusion initiatives into our community and to provide additional oversight of our diversity initiatives. Specifically, the Council:

- Promoted our Day of Inclusion series (see pg. 8)
- Supported our diverse leadership development programs (see pg. 6)

To inform these efforts, the Council receives regular updates on diversity trends across the Company.



## Cybersecurity Oversight

Protecting the integrity and security of our customer and team member data is a top priority for OneMain. We take information security seriously, continually enhancing our fortifications and improving our operational resilience.

Management is responsible for day-to-day risk management, and the Board is responsible for overseeing enterprise-wide risk management. The Risk Committee assists the Board and its committees in fulfilling their responsibilities for risk management oversight. This expressly includes the oversight of cybersecurity and data privacy risk management.

Our Chief Information Security Officer (CISO) has primary management-level responsibility over our cybersecurity program and reports on the cybersecurity program to the Board annually and to the Risk Committee on a quarterly basis.

### Our team members are key to protecting company and consumer assets.

- We enforce our culture of data security through specialized and regular education and training for team members. We mandate cybersecurity training for all team members and contractors upon joining OneMain and annually thereafter.
- We regularly publish enterprise-wide educational articles on cybersecurity topics and evaluate team members on their cyber skills.
- We conduct an annual Cybersecurity Awareness Month for team members.

### Across our team, we maintain resilient, sophisticated data security systems, and conduct thorough internal and external assessments.

- Our cybersecurity teams conduct internal and external testing designed to identify additional opportunities to fortify our program and protect client and company data.
- We regularly assess the risk of our vendors as part

of our cybersecurity risk management program.

- In 2022, we transitioned to a more secure multi-factor authorization (MFA) system for both customers and team members.

### Our program is designed to adhere to cybersecurity best practices.

- OneMain undergoes an annual SOC 2 Type II audit, which verifies that OneMain security controls are designed in accordance with the AICPA Trust Services Principles and Criteria.
- We maintain a corporate cyber risk insurance policy as part of our Enterprise Risk Management program, which is reviewed at least annually.
- OneMain is subject to and has designed our program to comply with cybersecurity regulations and the Center for Internet Security (CIS) Critical Security Controls Framework, and strives to meet or exceed the highest industry standards.
- We continually evaluate changing cyber risks and have detailed Incident Response, Business Continuity and Disaster Recovery programs in place that evolve as new threats arise.
- Our threat intelligence program couples the best thinking from our peers and cybersecurity researchers with our own experiential analysis to drive prioritization and threat hunting.





## Upholding Our Code of Business Conduct and Ethics

Our Code of Business Conduct and Ethics helps ensure the Company abides by all applicable laws, regulations and standards. Directors, officers and team members are required to adhere to this code. In addition, our CEO, CFO and Principal Accounting Officer must observe the Company's Code of Ethics for Principal Executive and Senior Financial Officers, which helps create a culture of high ethical standards, transparency and compliance.

Complaints and concerns relating to the Company's accounting, financial reporting, internal accounting controls or auditing matters can also be communicated to the Audit Committee or on an anonymous basis on our hotline. We enforce a zero-tolerance policy for retaliation against good-faith reporting.

The Code of Conduct and the Principal Officer Code are available on our Investor Relations website.

## Statement on Human Rights

OneMain recognizes our responsibility to help protect and promote human rights, and we strive to meet our responsibility to respect the human rights of our team members, customers and the communities we serve. Our Statement on Human Rights, most recently updated in 2022, provides that OneMain's business

activities are guided by the principles in the United Nations' Universal Declaration of Human Rights.

A copy of our Statement on Human Rights is available on our Investor Relations website.

## Enterprise Risk Governance

We take a structured and deliberate approach to managing, measuring and controlling risk within the context of our Company's business strategy and activities. We maintain a formal compliance management system, risk management framework, and employ professional legal, risk and compliance staff members who oversee these efforts.

## Risk Appetite Policy

We maintain a Risk Appetite Policy that describes the risks we recognize, within the context of our business strategies.

The Risk Committee of the Board is responsible for the Company's material risks by overseeing the development and implementation of systems and processes designed to identify, manage and mitigate reasonably foreseeable material risks and by overseeing the implementation of appropriate enterprise-wide strategies and policies to identify and mitigate material risks.

## Anti-Money Laundering Policy

We recently published our Anti-Money Laundering (AML) Policy, which describes, among other things, our policy, compliance requirements and internal control processes as related to the Bank Secrecy Act and our AML program.

A copy of our AML Policy is available on our Investor Relations website.

## Liquidity Risk Management

OneMain maintains a diversified funding strategy, including borrowing capacity with more than a dozen bank partners around the world and a substantial bond program. Another hallmark of our strong balance sheet is our strong liquidity runway.

## Credit Risk Monitoring

We invest in our people, process and technology with the goal of continuing credit performance on average and over time. We continue to invest in our data science and analytics capabilities.

In addition, we perform regular detailed reviews of macroeconomic conditions and loan portfolio data. The information for these reviews includes U.S. economic data and leading indicators, state and metropolitan statistical area-level economic data, portfolio performance and feedback from our branches about local economic conditions. Based on that information, we adjust our credit strategies to be responsive to changing market conditions.



## Morningstar Sustainalytics ESG Industry Top Rated Company

Receiving this recognition in 2023 ranks us in the top 7% of 866 rated companies in the Diversified Financials Industry category.

Sustainalytics, a leading global ESG research and ratings firm, measures a company's exposure to industry-specific material ESG risks and analyzes how well a company is managing those risks. To assess its annual ESG Risk Rating, Sustainalytics analyzes the performance of more than 15,000 companies globally across 42 industries.

Sustainalytics' ESG Risk Rating provides a quantitative measure of ESG risk and distinguishes between five levels of risk: negligible, low, medium, high and severe, with a lower score equating a better risk assessment. Since 2021, OneMain has achieved a Low ESG Risk Rating. According to Sustainalytics, the main drivers of the company's Low ESG Risk rating include OneMain's disclosures regarding product governance and data privacy and security.



A man in a yellow safety vest is working on a ceiling light fixture in an office. He is standing on a yellow step ladder and using a screwdriver to adjust the fixture. The office has large windows with blinds and several cylindrical pendant lights hanging from the ceiling.

# Environmental Responsibility

## For a Sustainable Economic and Environmental Future

OneMain is committed to working with our team members, customers and communities to build a healthier tomorrow. We continuously look for opportunities to minimize our environmental impacts and promote sustainability. We actively seek feedback from our team, communities and stockholders on our environmental initiatives and priorities.

We recognize the importance of aligning with evolving expectations on environmental-related practices and disclosures. Our Board of Directors has formal oversight of ESG policies and practices, including climate-related risks and other environmental topics important to our company and stakeholders.

## Environmental Policy

Sustainability is a part of OneMain's daily business operations and we have made a commitment to promote environmental sustainability through our company's policies. In 2023, we published our Environmental Policy to emphasize our dedication to environmental sustainability and compliance for our business.

A copy of our Environmental Policy is available on our Investor Relations site.



## Energy-Efficient Buildings

We retrofit owned buildings (and some leased buildings) with LED lighting and programmable thermostats.

Our locations include:

- ✓ 46 LEED-Certified<sup>1</sup> branch locations
- ✓ 2 corporate locations LEED-Certified at Gold or Silver levels<sup>1</sup>

Our LEED-Certified locations host a significant part of our workforce and help us to reduce our overall footprint.

## Environmental Impact at Company Sites

We are currently undertaking other initiatives and making smart improvements to our branch and corporate sites.

### Impact on the environment<sup>2</sup>



**35,373**  
trees  
preserved



**2.8M**  
gallons of  
water preserved



**4.3M**  
kWh of energy  
saved



**6,942**  
metric tons of  
CO<sub>2</sub> avoided



**1,473**  
short tons of paper  
shredded and recycled

<sup>1</sup> LEED-Certified indicates that the building achieves certain standards established by the US Green Building Council for energy efficiency and sustainability. For more information see: <https://www.usgbc.org/leed>

<sup>2</sup> 2022 Iron Mountain report

## Paperless Initiatives

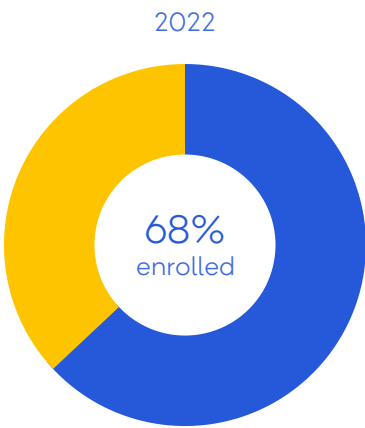
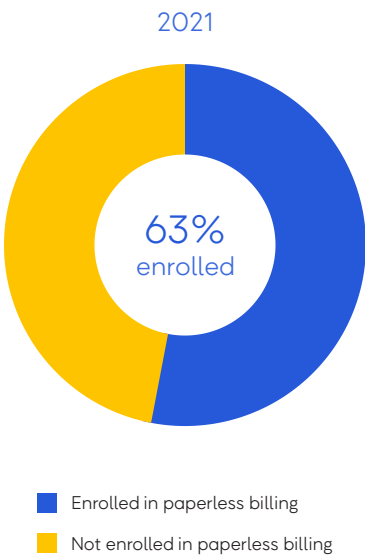
OneMain continues to encourage the use of paperless options when possible. Customers are encouraged to use their online accounts and select the preference to receive their OneMain statements electronically. When a customer agrees to electronic statements, they will receive a monthly digital notification that their statement is available online. Further reducing the paper trail, these customers will also receive a notification when their paid loan documents are available in their online account.

The number of customers enrolled in paperless monthly billing statement continues to climb year-over-year. We have increased the availability of electronic payment options for customers, with 92% of customer payments made electronically in 2022.

The company also has expanded the use of web-based document-recording platforms that allow for electronic record systems. Using an eRecord system reduces paper output, decreases emissions and expenses by eliminating couriers and shipping fees, and provides for the secure delivery and receipt of documents. Customers benefit from faster, more secure and more convenient document service.

## Remote Closing

A major initiative that has helped OneMain reduce its carbon footprint is our remote closing offering. In 2022, about half our loans were closed remotely. The remote closing offering has also reduced our paper usage.







## Fleet Reduction and Efficiency

OneMain maintains a fleet of corporate-leased vehicles used for business travel. Vehicle fleet policy allows team members to pursue the use of hybrid/electric vehicles where available and practical, as well as the use of fuel-efficient gas-powered vehicles.

In 2022, OneMain began a fleet inventory review to optimize our fleet efficiency and remove less fuel-efficient vehicles in support of prioritizing a low carbon footprint. We are in the process of replacing older and less fuel-efficient cars with more efficient or hybrid vehicles. Hybrids are included as base-model options available to drivers.

**2022 average MPG of fleet: 27.7<sup>1</sup>**

**2022 gallons of gas used: 172,722<sup>1</sup>**

We are currently evaluating the feasibility of plug-in models in markets with sufficient charging stations.

<sup>1</sup> Fleet reporting as of October 31, 2022

**OneMain Financial®**

Better Borrowing. Brighter Future.

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