



Summary of the Community Action Plan between the National Community Reinvestment Coalition and Fifth Third Bank.

Under the updated Community Action Plan, Fifth Third will lend or invest \$30 billion to low- and moderate-income (LMI) borrowers and in LMI communities over a five-year period from 2016 to 2020. Thirty billion dollars is 21% of Fifth Third's assets, or 29% of its deposits.

Mortgage Lending

Community Benefits Commitment: **\$11 billion over 5 years**

Fifth Third Bank is increasing its loan commitment by \$1 billion to LMI borrowers and LMI neighborhoods. The increase in lending is for both home purchase and refinance lending. Fifth Third also committed to a goal of distributing the increased lending proportionately across its markets within the bank's footprint.

Small Business Lending

Community Benefits Commitment: **\$2.5 billion over 5 years**

Fifth Third has a lending goal of \$2.5 billion for businesses with annual revenues below \$1 million. Fifth Third will also introduce a small business line of credit, with credit card access at market rates, in the first quarter of 2017.

Community Development Lending and Investment (CDLI)

Community Benefits Commitment: **\$9 billion over 5 years**

Fifth Third Bank increased its CDLI goal by \$1.5 billion, from \$7.5 billion to \$9 billion. The bank will evaluate expanding CDLI activities to include affordable housing, pre-development loans, non-tax-credit-related projects to assist with access to affordable housing, and support for economic development projects that support job creation and retention for LMI individuals and neighborhoods.

Philanthropy

Community Benefits Commitment:

\$93 million over 5 years

Fifth Third will expand its support for capacity building, economic sustainability, public safety, education, youth workforce development, and the needs of older adults.

New Branches

Fifth Third will seek regulatory permission to open at least 10 new branches in LMI neighborhoods and/or neighborhoods of color. Fifth Third will work with NCRC for recommendations on locations for new branches and evaluate opening a branch on a Historically Black Colleges and Universities (HBCU) campus. Fifth Third will also share all branch closures in LMI and/or neighborhoods of color with the National and Regional Advisory Forum in order to determine how the affected neighborhood's banking needs will be met. Additionally, the Bank will expand the review to non-LMI neighborhood branch closures to ensure adjacent LMI communities are not negatively impacted.

Staffing

Fifth Third Bank has created a new position of Chief Corporate Responsibility and Reputation Officer. This new executive leadership position will be accountable for the comprehensive strategic framework of the Bank's civic commitments, such as this agreement, and reputation management. Fifth Third Bank will also create a new role for a Senior Community Reinvestment Act (CRA) Mortgage Leader. This individual will provide support and leadership in the CRA lending space, and will work closely with all business partners toward a well-rounded approach to this success. Fifth Third will retain and hire Mortgage Loan Originators (MLOs) who are focused on CRA success across its footprint. The staffing will include bi-lingual individuals to assist with services to Limited English Proficiency buyers. Fifth Third Bank will expand small business staffing with a newly created role for CRA Small Business Lenders. These Small Business Loan Officers will have experience, substantial contacts with, and/or cultural competency in working in the local communities. The following cities will be considered for Small Business Loan Officers: Chicago, Cincinnati/Dayton, Cleveland, Detroit, Columbus, Louisville, Tampa and Indianapolis.

Plan Governance

Fifth Third Bank will form a national Community Advisory Forum that will review and monitor the progress of the agreement, as well as statewide Advisory Forums for Ohio, Illinois/Chicago, North Carolina, Florida and Michigan that will provide input to Fifth Third for addressing community needs. Additionally, in partnership with NCRC, Fifth Third will conduct annual local Community Engagement meetings in all of their major markets in Florida, Ohio, Illinois, North Carolina, Michigan, Georgia, Tennessee, Kentucky, West Virginia and Indiana.