

2020

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SOCIAL IMPACT REPORT



Extraco
Banks.

Let's Build
Some Dreams.

OUR MISSION

We build people,
businesses and communities
with creative and
innovative excellence.

This year, the world shifted into operating under new norms and reminded us the importance of living out our mission. Our mission is more than just letters adhered to our bank walls and more than what we talk about to our new employees. It truly is our way of life and has guided the way we've operated for more than 118 years.



Through all of the challenges 2020 brought us, **we remained financially sound and ready to serve our customers** through alternative banking methods. While the pandemic shifted the ways customers traditionally bank, our customers continued to utilize our world-class technology features.

As we deployed new services and continued providing an exceptional customer experience to our customers, we adjusted our community impact initiatives to better support the people, businesses and communities in this unique time. Throughout this report, you'll learn about specific initiatives we've implemented to **build people, businesses and communities with creative and innovative excellence.**

BUILDING PEOPLE

Since 1902, we've remained committed to bringing a hometown feel to banking while using world class technology. Our customers and employees drive decisions across our entire company by sharing their feedback on what social causes are important to them, how they like to bank and much more.



\$8,000

DISTRIBUTED BETWEEN
23 CUSTOMERS



DREAM DAY

Annually on National Make Your Dream Come True Day, our branch employees nominate customers they'd like to surprise. Each branch is given financial resources to surprise customers who our employees knew needed a pick-me-up. Throughout the day, our employees get the chance to talk to each customer and tell them why they were chosen to have their dream come true. Surprises like these remind our customers they aren't just a customer, they are part of the Extraco Family.

EXTRACO WEEK

As a way to celebrate our 118th birthday, we dubbed the week of July 6th as “Extraco Week” and hosted a variety of festivities throughout the week. We surprised customers, created videos to showcase how we operate as a bank and had delicious treats served to customers and employees from local food trucks.



We created three videos to showcase different aspects of the bank that customers may not get to see every day.



Our **Relationship Banker video** highlights how our Relationship Bankers provide a superior customer experience and takes customers behind the scenes of what it's like helping a customer get a new debit card through our curbside delivery service to helping a customer with an insurance quote.



Our **Innovation video** features two of our executive vice presidents — Chris Kincaid, Extraco's Chief of Strategic Design, and Misti Mostiller, Director of Consumer Banking and Enterprise Innovation. Both Chris and Misti detail how innovation is integrated into our day-to-day operations and innovative technology we've deployed to better service our customers and their banking needs.



Our **Self-Directed Services video** showcases our call center which is a full extension of our branches. Not only do our call center employees help customers with resetting their account passwords, but they can also open accounts. Throughout the COVID-19 pandemic, our call center employees have handled many customer needs with excellent customer service.

We are so grateful to our customers, Extraco stakeholders, employees, community partners and others who have helped us serve and impact the Central Texas community for the last 118 years. We look forward to the next 118!

BUILDING OUR EMPLOYEES

We know an important part of our mission — building people — also means building our employees. Our employees are our greatest asset; they service all of our customer needs by providing an exceptional customer experience. Here at Extraco, one of our corporate leadership values is having a Learning Leadership Culture. A core tenant of creating this type of culture is focusing on building people and personal growth amongst our employees.

LEADERSHIP EXPOSURE AND DEVELOPMENT



Since 2019, more than 15 employees have participated in our employee development program designed to identify employees who have the potential to advance and the ability to accept more responsibilities. This program is called LEAD, which stands for Leadership Exposure and Development.

The curriculum allows for the employee to have a more comprehensive understanding of the company, increase their organizational awareness and interact with senior management in a one-on-one environment.

LEAN SIX SIGMA

Twenty-eight employees have successfully achieved their Lean Six Sigma certification, with 26 employees earning green belts and two earning black belts since 2019. The online Lean Six Sigma program is designed to prove proficiency in understanding the fundamentals of process improvement technique, which has increased our Lean results. The positive results we've seen have improved process performance and enabled our teams to deliver increased customer satisfaction and a higher quality of service.



9,300 HOURS SAVED

BUILDING BUSINESSES

This year has affected businesses across all industries due to the economic impact of the COVID-19 pandemic. Building businesses is core to our mission at Extraco and we adjusted strategies and initiatives to support business owners and their unique needs during the ever-changing environment. Extraco participated in processing applications for customers applying for the Payment Protection Program.



BANK & BREWS

In addition to participating in actively helping businesses apply for the Payment Protection Program, we adjusted our Bank & Brews workshop to be virtually accessible. As workshops were held virtually, we were able to bring in a variety of speakers and more businesses across Central Texas were able to attend.

BIG IDEA CHALLENGE (BIC)

Throughout 2020, we continued our partnership with McLennan County's entrepreneurship hub, Startup Waco. Startup Waco strives to create a thriving culture of entrepreneurship so that Central Texas is transformed into a leading source of new innovation and economic growth. In partnership with Startup Waco, we executed the Big Idea Challenge differently this year to better serve the needs of McLennan County small businesses that have been impacted by the pandemic. Each business' needs were discovered throughout an eight-week intensive course where business owners worked one-on-one with mentors.



BUILDING COMMUNITIES

Here at Extraco, we understand that by building people and businesses, we're building communities. It is so important to each one of our employees to give back to the communities that they not only work in, but live in. Communities across Central Texas were affected by COVID-19, and our employees remained committed to serving those in the areas we work and live.



UNITED WAY

One way we support Central Texas communities is through an annual employee giving campaign for United Way. As a company, we participate in employee contribution campaigns to support each region's United Way efforts to fight for the health, education and financial stability of every person in every community. This year, Extraco contributed \$10,000 to each United Way in addition to what our employees gave.



SOCIAL MEDIA OUTREACH

We used our social media channels to surprise frontline workers, teachers and families with food throughout the pandemic as a way to say thank you!



**260 LUNCHESES FOR
ESSENTIAL WORKERS**



**18 PIZZA PARTIES FOR
LOCAL FAMILIES**



**40 TEACHER LUNCHESES
SENT TO SCHOOLS**

THANK YOU TO OUR EMPLOYEES & CUSTOMERS

While 2020 has brought unforeseen circumstances for our customers, employees and Central Texas families, we look forward to 2021 and all that we will accomplish together.



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