



Corporate responsibility & sustainability report

2024



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About this report

The information contained herein reflects decisions and actions through the fiscal year 2024 (January 1, 2024 – December 31, 2024), unless otherwise noted.

CEO message

CEO message

About Oportun

Making a difference in the communities we serve

Responsible business practices

Appendix



At Oportun, corporate responsibility and sustainability are part of everything we do.

At Oportun, our mission to help people build a better future guides everything we do. We're focused on creating long-term value—not just for our members, but for our employees, investors, and the communities we serve—while also doing our part to tackle the environmental and economic challenges we all face.

This report outlines our progress, challenges, and aspirations as we forge a path where economic prosperity and responsible stewardship go hand in hand. We're grateful for the trust of our stakeholders as we work together to build a more sustainable and prosperous future for Oportun and the world around us.

Raul Vazquez
Chief Executive Officer

A handwritten signature in black ink, appearing to read "Raul Vazquez". The signature is stylized and fluid.

About Oportun

05 Living our values

06 2024 at a glance

07 Corporate sustainability at Oportun



Oportun is a mission-driven financial services company that puts its members' financial goals within reach. With intelligent borrowing, savings, and budgeting capabilities, Oportun empowers members with the confidence to build a better financial future.

Living our values



Our Mission

Empowering members
to build a better future

Our Vision

To be the most trusted, accessible,
and inclusive financial services
partner for our members



On a mission

We work relentlessly
to create social and
financial equity for our
members and teammates.



As one

We communicate with
transparency and build
a culture of belonging
so our work can win.



To make it better

We challenge each other
to push the limits, always
innovating how we can
best guide members to
financial opportunity.

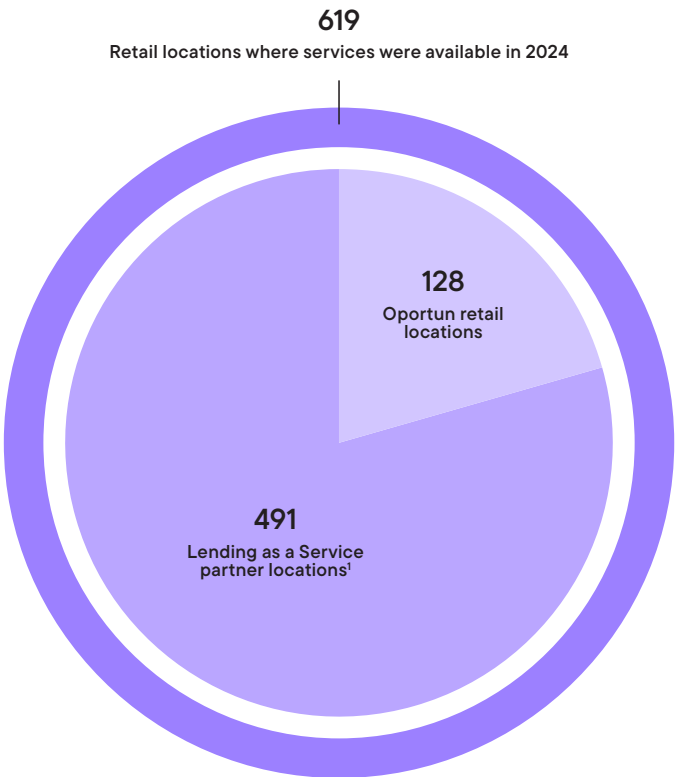
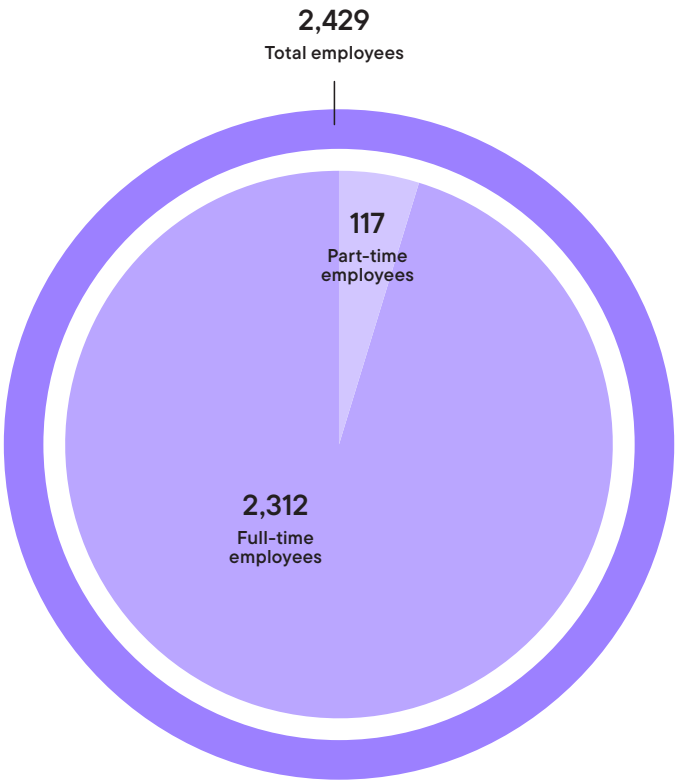


Now

We operate with urgency,
eagerly seizing opportunities
to drive measurable results
and business impact.

2024 at a glance

- CEO message
- About Oportun
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 - Corporate sustainability at Oportun
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¹ Lending as a Service partners are locations where Oportun provides personal loans beyond its physical footprint.



18

Years lending



\$3,281

Average size of unsecured personal loan



40

Months weighted average term for unsecured personal loans

Corporate sustainability at Oportun

Our commitment to corporate responsibility and sustainability is aligned with our corporate strategy and mission to enhance financial well-being for our members and the communities we serve. We focus on issues that help advance our strategy, guided by stakeholder interests, and shaped by the opportunities and challenges inherent in our business.



Making a difference in the communities we serve

- 09 Impact on our members: financial empowerment
- 15 Impact on our employees: wellness and community
- 23 Impact on our communities: giving and partnerships



Impact on our members: financial empowerment

At Oportun, we're on a mission to empower individuals to build brighter financial futures.

Oportun leverages AI to enhance our credit products and automated savings tools, enabling us to better serve our members. Our platform combines machine learning with 18 years of member insights to help strengthen their financial profiles, build confidence, and create a path to long-term financial health and resilience.

Systemic barriers to credit access

Millions of U.S. adults are excluded or underserved by mainstream financial institutions and services. When unexpected expenses arise — like medical bills, car repairs, or home fixes — many families lack the savings or affordable credit options to cover the cost. This often leads to difficult choices: delaying care, sacrificing essentials, or turning to predatory loans.

Traditional lenders frequently deny credit to those with limited or challenged credit histories, making it harder to manage everyday financial activities like saving or paying down debt. These barriers can compound over time, turning short-term setbacks into long-term financial strain.



>50%

of all Americans do not have enough savings to cover an unplanned expense of \$1,000.²

>67%

of U.S. households struggle with spending, saving, borrowing and planning.³

² Bankrate. "2025 Annual Emergency Savings Report." February 13, 2025.

³ Financial Health Network (FHN). "Financial Health Pulse 2024 U.S. Trends Report." September 16, 2024.

Our approach to financial health

Oportun stands apart in the financial services landscape. We use AI to enhance our products and services, making money management easier. Our solutions are designed to balance immediate credit needs with long-term financial health, reflecting our core mission of creating pathways to economic mobility while breaking cycles of debt.

Intelligent borrowing: Quick access to responsible credit when it matters most

- Since 2006, we've helped millions of people access affordable credit—including many who've been turned away elsewhere. By enabling people without FICO scores to establish credit histories and save billions in interest and fees, we're providing real alternatives to high-cost lending.

Effortless savings: AI-powered tools that make saving simple and easy

- With smart automation and personalized insights, our savings tools make it easy to build a financial cushion. Since launching in 2015, our members have collectively saved billions—often starting with just a few dollars at a time.

7.4M Loans and credit cards originated

\$19.7B Loans disbursed since 2006

1.2M People without a FICO score established credit history

\$2.4B Saved in interest and fees by members

\$11.4B Cumulatively saved by members since 2015

\$1.8K Average annual savings set aside by members

2024 product recognition spotlight

Bankrate

#1 Savings App

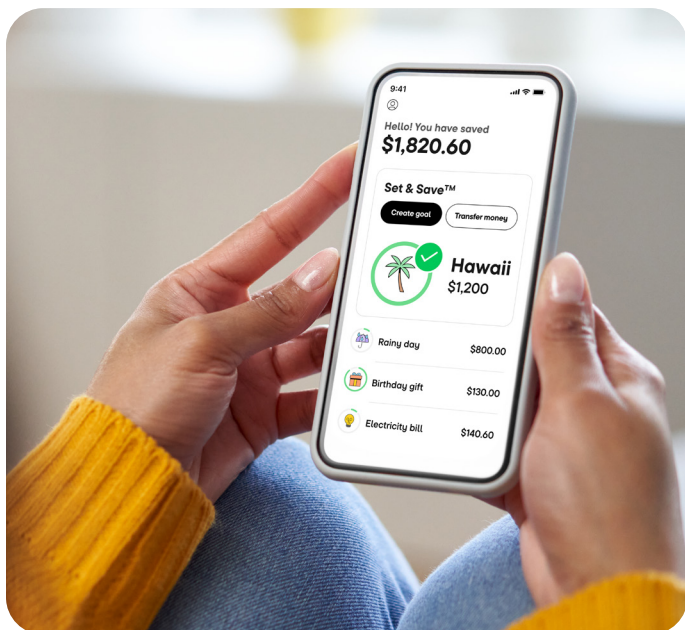


Best Use of AI in FinTech

Forbes

Best Money-Savings App
&
Best for Automated Savings

Impact on our members: financial empowerment



CEO message

About Oportun

Making a difference in the communities we serve

Impact on our members

Impact on our employees

Impact on our communities

Responsible business practices

Appendix

Innovation in action: our product ecosystem

Oportun's ability to serve those overlooked by traditional financial institutions stems from our innovative use of technology. Our data-driven approach evaluates 100% of applicants, including those without traditional credit scores. By incorporating billions of data points into our risk model development efforts, we're able to assess creditworthiness more accurately and serve individuals traditionally underserved by conventional scoring methods.

Borrowing with confidence

Oportun's lending products are designed with our members' best interests in mind:



Unsecured personal loans: Quick, convenient, and affordable options with streamlined processes make it easy for members to understand terms and make informed decisions.



Secured personal loans: Allowing our members to leverage their auto titles as collateral, these loans open doors to larger loan amounts, thereby expanding financial possibilities for our members.

Saving with ease

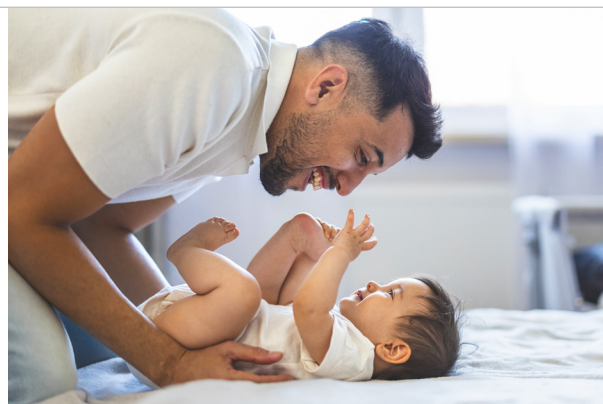
Our award-winning AI-driven savings tool, Set & Save™, takes the complexity out of building a financial cushion by analyzing spending patterns and regularly setting aside calculated amounts.⁴



Set & Save™: An automated savings tool that makes it easy for members to set goals, save consistently, and build financial resilience—based on their income, spending habits, and timelines.

2024 savings spotlight

We introduced Recurring Goals within Set & Save™, allowing members to effortlessly plan ahead for everyday costs such as bills, childcare, and other recurring expenses. With this new feature, saving isn't just for emergencies – it's a habit that builds.



⁴ Our savings product was re-named Set & Save™ in 2024.

Mission-driven support services

Our approach to financial empowerment goes beyond our financial products. We provide bilingual services in English and Spanish, hardship assistance through payment modifications and temporary relief plans, and complimentary financial education and resources that support overall financial well-being, including budgeting, saving, and credit-building.

Our network of community partners provides our members with services that expand our reach and impact.



UnidosUS provided 4,000 members with free, bilingual financial coaching and education, equipping them with the knowledge to make informed financial decisions.



SpringFour connected 6,594 members to 51,530 referrals from its network of 25,000 local nonprofits and government resources. The top referral areas included employment services (55%), food assistance (8%), rental aid (5%), healthcare (4%), and heating and utilities (4%).

2024 member impact spotlight

Sustaining critical medical care — Joshua

When faced with the heartbreaking choice between financial stability and a family member’s medical treatment, an Oportun team member guided him through the application process with compassion and urgency. He secured a loan that ensured uninterrupted care for his loved one.

Turning career aspirations into reality — Ayeglanay

When she needed help covering the cost of her hard-earned professional license, an Oportun employee provided personalized support to help her secure a loan tailored to her needs. With that support, she was able to take the next step in her career with confidence.



Building financial stability — Nelton

After hearing about Oportun from a friend, Nelton secured his first loan with the exceptional support of an Oportun team member. As a first-time borrower, he aims to build his credit history and save for future financial emergencies.

Amplifying voices, enhancing services

We prioritize building strong, meaningful relationships with our members by actively listening, treating every member with care and respect, and continuously improving our services to meet their evolving needs.

Member engagement approach



Omnichannel service delivery

We provide seamless support through in-store, online, and phone channels, with bilingual teams dedicated to delivering exceptional service. This commitment has earned us over 100,000 5-star reviews on Google and Trustpilot.



Member insights

Through surveys, ongoing engagement initiatives, and our Member Voices consumer advisory board, we gain valuable insights into members' financial journeys that guide product refinement and service improvements. Feedback is shared across the company, including with leadership, to deepen our understanding and inform strategic decisions.



Feedback-driven improvements

Our dedicated complaints team ensures all feedback is thoroughly reviewed and resolved with actionable solutions. This process drives improvements in product design, service delivery, and team training, enhancing the overall member experience across all touchpoints.

2024 member engagement spotlight

Our recent Member Voices study included in-depth interviews that provided insights into members' challenges and experiences. The insights gathered not only highlighted opportunities for improvement but also reaffirmed Oportun's role in expanding financial access and supporting long-term financial stability.

By amplifying member voices, we refine our products, services, and financial education offerings to foster trust and ensure satisfaction.



Your company made the process of applying for the loan easy. Your company never made it hard to use and helped me when I was in a difficult financial situation.” —Kimberly

Member support initiatives

In 2024, we introduced several enhancements to ensure timely and effective support:

Intelligent call routing: Smarter call routing connected members to the right support faster, improving both satisfaction and overall experience.

93% Customer Satisfaction
Score (CSAT)

88% Net Promoter Score
(NPS)



Digital communication strategy: Enhanced digital outreach provided personalized messaging tailored to members' financial situations with key initiatives, such as:

- Proactive payment assistance to prevent financial strain
- Credit report alerts to help members make informed decisions
- Personalized support on individual needs and situation

This refined digital communication strategy allows us to meet members where they are, enhancing responsiveness and ensuring they receive appropriate support at the right time.

Disaster relief programs: Through our FEMA hardship program, we supported more than 4,800 members impacted by natural disasters across multiple states including California, Texas, and Florida. Assistance covered \$21 million in balances via:

- Multi-channel outreach through phone, SMS, and email
- Flexible payment solutions through payment deferrals, modifications, and fee waivers
- Automated FEMA disaster monitoring alerts to quickly assess risks and provide timely relief as soon as it's needed.



Impact on our employees: wellness and community

At Oportun, our employees are the driving force behind our mission to empower members to build brighter financial futures. Our human capital strategy is designed to foster a workplace that champions innovation, promotes belonging, and prioritizes both personal and collective growth.

2024 human capital approach spotlight

Oportun's strategic human capital initiatives supported our call centers and operations teams, yielding remarkable results:

- **Achieved a record-low 21% voluntary turnover rate** while maintaining high productivity and operational efficiency
- **Improved 2024 employee engagement survey results**, reflecting higher levels of engagement and satisfaction

Memberships and awards



Member of Human Rights Campaign's Business Coalition for the Equality Act



Bay Area Top Workplace by San Francisco Chronicle

Empowering employees through engagement

Oportun's remote-first work environment has transformed how we connect and collaborate. We continue to foster strong connections across our global workforce to ensure employees feel engaged and valued.

Cultivating a vibrant team culture



Oportun Connect: Our virtual engagement platform brings employees together for team-building activities, wellness workshops, and educational resources and events



Mission-driven all-hands meetings: Regular all-hands meetings and executive Q&A sessions begin with member success stories, reinforcing our purpose



Employee Resource Groups (ERGs): Employee-led groups that host cultural events, workshops, and fireside chats to foster inclusion, community, and awareness



Cross-functional collaboration: Dedicated sessions bring employees together to share insights, ideate process improvements, product development, and service enhancements



Values-based recognition program: L.O.V.E.@Oportun (Living Our Values Everyday) is a recognition program that celebrates employees whose skills, contributions, and commitment embody Oportun's core values

2024 recognition spotlight

L.O.V.E.@Oportun celebrated over 1,600 employees, representing 67% of our workforce.

L.O.V.E.

Living Our Values Everyday @Oportun



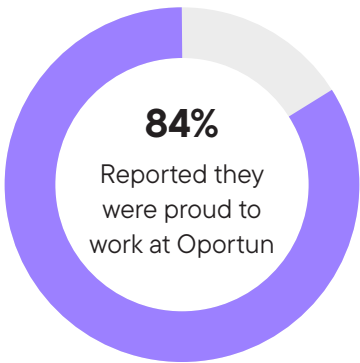
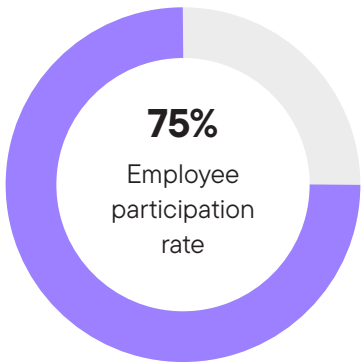


Listening and adapting

Employee voice is central to refining our people strategy, allowing us to learn with and from our employees. We do this through:

- **Annual and pulse surveys** provide actionable insights into employee satisfaction and areas for improvement.
- **Engagement results** are shared with leadership, including the Board's Compensation and Leadership Committee. Each business unit develops action plans based on feedback to drive accountability.
- **Open Door Policy** encourages employees to voice concerns directly to their manager, HR Partner, leadership, employee relations, or Global Security and Facilities teams.


2024 engagement survey spotlight



Investing in professional growth


We believe in unlocking potential through continuous learning and structured career progression. Our development philosophy centers on providing resources that align personal goals with Oportun’s values and business objectives.

Learning pathways



Role-based training

Specialized programs reinforce technical and soft skills development



Self-directed learning

A library of on-demand courses enables employees and managers to craft customized development plans

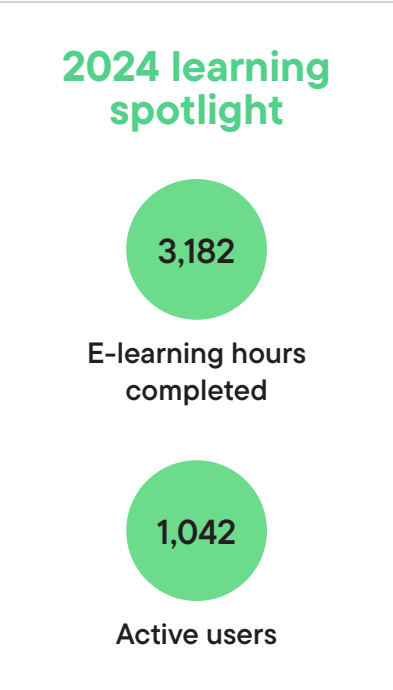


Leadership development

Dedicated management training programs, including our Store Team Leadership Management Training, equip first-level retail leaders with career advancement opportunities and essential management skills

A culture of continuous feedback

- Individual development plans tailored to career goals
- 360-degree feedback processes for holistic evaluation
- Structured performance review ratings
- Clear promotion criteria and guidelines
- Leadership competency framework for senior leaders



Recognizing excellence through meaningful rewards

Our total rewards strategy focuses on holistic employee well-being while aligning compensation with market benchmarks and driving high performance. We apply a global framework while tailoring practices to meet local needs.⁵



Compensation philosophy

Our compensation structure includes salaries or wages and incentives such as cash bonuses and equity awards, depending on the plan and eligibility. To ensure fair, equitable, and performance-aligned compensation, we employ several key practices:



Market benchmarking: Third-party studies and internal reviews assess competitiveness of role-based pay structures



Performance-based models: Compensation structures are tied directly to results and strategic delivery



Equity assessments: Regular peer reviews ensure pay equity among employees and groups



Collaborative performance incentives: Incentive structure, refined through internal pay plan reviews, emphasizes team-based achievements over individual sales targets, fostering a culture of cooperation and shared success across the organization

⁵ Health insurance, flexible spending accounts, life insurance, and incentive compensation are available for eligible full-time employees. Payactiv is available for U.S.-based employees

Wellness at the forefront

Our benefits package is designed to address the diverse needs of our employees, focusing on financial stability, physical health, and emotional well-being. Beyond standard offerings like retirement plans, health and life insurance, flexible spending accounts, and paid personal and holiday leave, we provide several targeted programs:



Financial stability

Payactiv provides real-time wage access for unexpected expenses, while our Employee Assistance Fund offers corporate-matched support during hardships



Family-centric policies

We offer at least six weeks of company-paid parental leave for crucial family-bonding time



Recharge and well-being

We provide quarterly rest and renew days, allowing corporate employees time to recharge



To promote healthy living, we hosted learning sessions and webinars to educate employees on important topics, such as:

- The Problem of Obesity in Children of Modern World
- Time Management
- Know the Facts and Reduce Your Risk of Cancer
- Physical Wellness Awareness: Cardiac Health, Infectious Diseases, Lung Cancer, and Workplace Ergonomics

We also hosted a variety of virtual wellness events for employees with featured sessions that included:

- Choosing Lasting Health by Dr. Peter Kozlowski
- Mindful Gardening session
- Broadcasting Happiness by Michelle Gielan

2024 wellness spotlight

Health and safety certification. We maintained certification for our health and safety program from ELSSA (Entornos Laborales Seguros y Saludables), a voluntary program of the Mexican Social Security Institute (IMSS) that emphasizes the connection between workplace wellness, quality of life, and productivity.



Ergonomic enhancements. We took several steps to help prevent ergonomic injuries. This included offering stipends for remote employees to buy ergonomic equipment, updating our training, and investing in better tools at our retail and contact centers. As a result, workplace injuries have dropped by 50% since 2023.

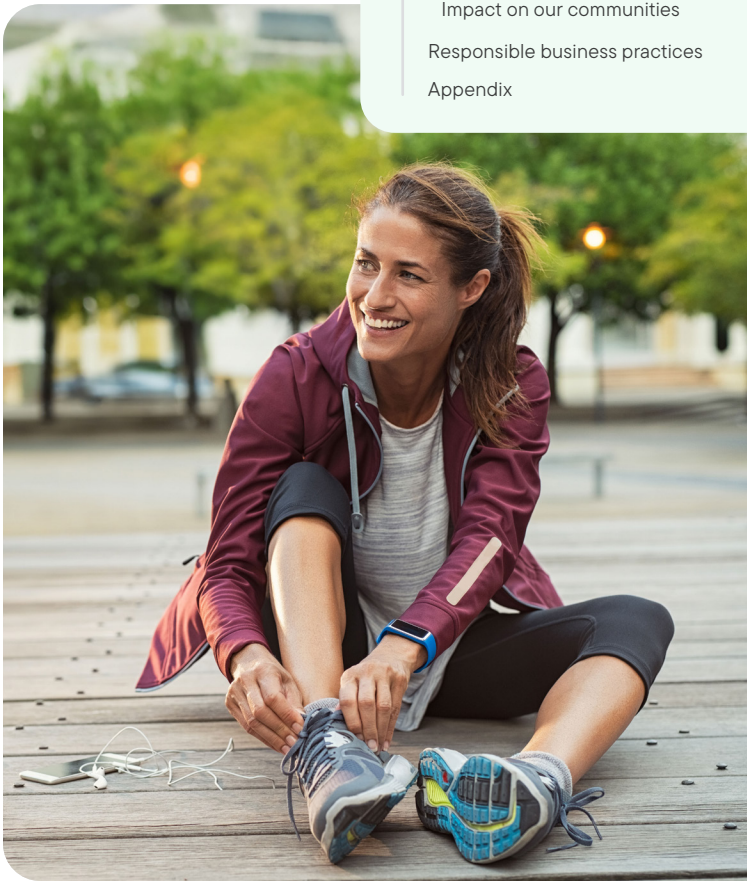
A culture of connection

At Oportun, we recognize that our strength comes from the breadth of experiences and perspectives across our team.

Our commitment to building a workforce that reflects varied backgrounds and viewpoints is championed at the highest levels of our organization. The People Experience team spearheads our initiatives, with direct reporting lines to the CEO and the Board’s Compensation and Leadership Committee.

Our recruitment process focuses on creating an even playing field for all candidates by minimizing bias and focusing on a candidate’s skills and potential. We use a cutting-edge hiring platform that emphasizes job-specific requirements over subjective criteria. This technology-driven approach complements our recruitment efforts, which tap into a broader range of talent pools to ensure we are connecting with candidates from all backgrounds.

Our onboarding process goes beyond the typical orientation to include company-wide training programs that explore complex topics such as unconscious bias and allyship. These sessions are integrated into all new hire programs, ensuring that employees—whether in our retail locations, contact centers, or corporate offices—are equipped to collaborate and contribute effectively.

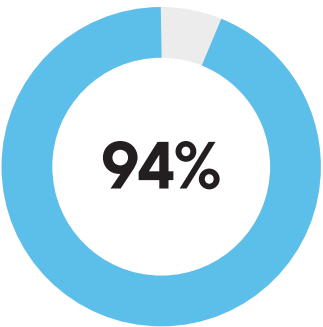


Continuous engagement and growth

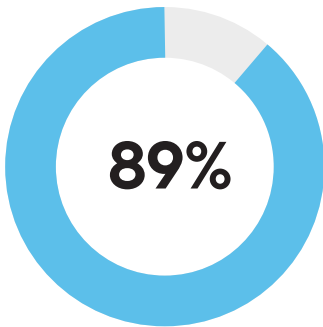
We believe in the power of ongoing dialogue and learning. Throughout the year, we engage our team through:

- Integrated employee engagement surveys to gather honest, real-time feedback on a wide variety of topics
- Inspiring celebrations of heritage and history months
- Insightful webinars featuring a range of voices and perspectives
- Robust support for our employee resource groups (ERGs)

2024 inclusion spotlight



of employees agree that Oportun values inclusive representation



of employees feel equipped to handle issues of discrimination and bias at work

* Based on results from Oportun’s 2024 engagement survey

Building bridges: employee-led inclusion in action

At Oportun, we're proud to support nine employee resource groups (ERGs) that reflect the diversity of our workforce and foster a culture of inclusion. These employee-led communities create space for connection, advocacy, and support.

In 2024, our ERGs organized over 100 unique events. ERGs like BLOCC (Black Life Opportunities, Culture & Connection), hOLA (Oportun, Latinx & Allies), SEEN (Self-Enablement & Empowerment Network), V-erg (Veteran's ERG), WIN (Women's Initiative Network), and True Pride (LGBTQIA+ & Allies) led the way. Their efforts were entirely volunteer-led, with employees dedicating time and energy—on top of their day jobs—to bring our culture of belonging to life. Highlights included:



**WOMEN'S
INITIATIVE
NETWORK**

Women and allies



**hOLA
OPORTUN
LATINX & ALLIES**

Latino employees and allies



**TRUE
PRIDE**

LGBTQIA+ employees and allies



These programs—and the employees behind them—demonstrate the power of volunteerism within the workplace, showing how an inclusive culture is built from the inside out.

Impact on our communities: giving and partnerships

At Oportun, we believe in the power of giving back, leveraging our resources and expertise to extend our mission of financial empowerment into our communities.

Making an impact through purposeful giving

Our approach goes beyond traditional corporate giving, embracing a model of strategic philanthropy that aligns our resources with our mission and values. We commit 1% of our annual net profits and 1% of employees' time to creating meaningful change, ensuring that as Oportun grows, so does our capacity to drive change in the communities we serve. In 2024, we channeled over \$593,000 into community initiatives, bringing our total philanthropic contributions since 2016 to \$5.75 million.

Our giving strategy prioritizes initiatives that support the underserved communities. In 2024, a significant portion of our donations—90%—were directed towards organizations supporting underserved and low-to-moderate income communities. We focus on areas where we believe we can make the most significant difference:

- **Financial counseling and education programs** that equip individuals with essential money management skills
- **Educational initiatives** that open doors for underserved youth
- **Community projects** that build resilience in vulnerable neighborhoods



1%

of annual net profits and employees' time
committed to create meaningful change

\$593K+

channeled into community initiatives
in 2024

90%

of donations directed toward organizations
supporting underserved and low- to
moderate-income communities in 2024

\$5.75M

contributed to philanthropic causes
since 2016

Employee-driven impact

Our employees are passionate advocates for the communities where they live and work. We promote a culture of giving and provide avenues for employees to engage with our communities. In 2024, Oportun employees collectively **volunteered over 800 hours**, bringing our total **since 2020 to more than 5,100 hours** of community service.

Beyond time, our employees demonstrated their personal commitment to social causes through financial donations. With Oportun's matching program, their contributions amounted to \$56,000 in 2024, supporting a diverse range of local and global initiatives that matter most to them.



2024 community impact spotlight

Education remains a powerful lever for social mobility. Recognizing this, we launched the Oportun Scholarship Program in partnership with Scholarship America. In 2024, the program awarded \$22,000 to 11 promising students in California pursuing higher education. This initiative not only provides financial support but also provides opportunities that can transform lives and communities.

Our partnerships amplify the reach and effectiveness of our giving and community impact strategy. In 2024, we supported approximately 90 different local and global causes.



We envision a future where financial empowerment is accessible to all, where education opens doors previously thought closed, and where communities thrive through mutual support and shared resources. With each dollar donated, every hour volunteered, and every life touched, we move closer to realizing this vision.

Responsible business practices

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Corporate governance: aligning stakeholders and long-term value

Effective corporate governance is fundamental to Oportun's success and sustainability. Our governance framework is designed to align the interests of our Board of Directors, management, and shareholders while fostering long-term value creation.

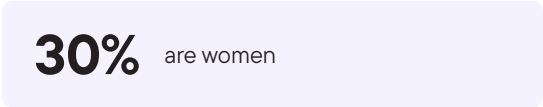
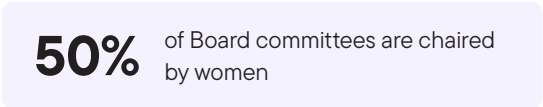
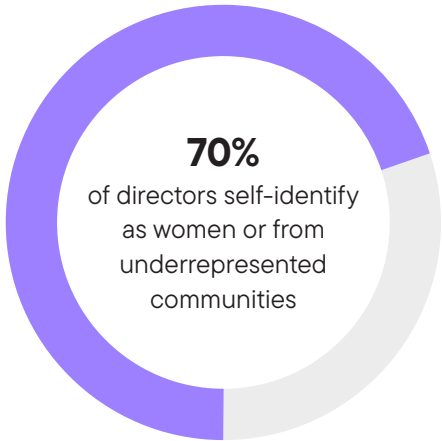


2024 board composition

Effective governance starts with a well-balanced board that brings together a broad mix of skills, experiences, and perspectives to drive informed decision-making. Oportun’s Nominating, Governance and Social Responsibility Committee evaluates our Board composition and identifies qualified candidates to ensure the Board is well-positioned to guide the company’s long-term success.

Our Board of Directors is comprised of an independent and high-quality set of directors who possess a breadth of expertise required to navigate the complex financial services landscape, providing effective oversight and representing the interests of all shareholders. Our directors have skills and experience in functional areas critical to the successful execution of our strategy, including expertise in credit and risk management, finance, mobile technologies, software, marketing, government relations and regulatory matters, as well as deep leadership, public company, lending and consumer finance industry experience.

Our Board embodies inclusive leadership that mirrors the communities we serve—our employees and members.



Board refreshment process

Oportun actively engages in a structured board refreshment process aimed at maintaining an effective governance structure. This involves:

- **Annual evaluations:** The Nominating, Governance, and Social Responsibility Committee conducts comprehensive assessments of both the Board and its committees each year to ensure that the Board remains effective and evolves with the changing business landscape. These evaluations ensure accountability and help identify key qualifications and attributes for prospective board members.
- **Identification of new talent:** The committee identifies potential candidates who can bring fresh perspectives and skills that align with Oportun’s evolving needs. We added four new independent directors to our ten-member board in 2024, bringing valuable new skillsets to the Board.
- **Succession planning:** The Board oversees leadership development and succession planning for key leadership roles, ensuring that there are qualified individuals ready to step into critical positions as needed.

Refer to our [website](#) for current information about our Board members.

2024 board refreshment spotlight

4.3 years

Average director tenure



Guiding 2024 with vision and integrity

Effective governance begins with board-level accountability and clear structures for oversight, helping to ensure that we operate in the best interests of our shareholders and other stakeholders. Key aspects of our Board leadership structure include:

Independent board leadership: Strong and active Lead Independent Director provides a vital counterbalance to the CEO's role, enhancing Board autonomy

Majority independence: Nine out of ten directors are independent

Committee autonomy: All standing Board committees are composed entirely of independent directors, enhancing their ability to provide impartial oversight on critical areas

Regular executive sessions: Independent directors meet regularly without management present to discuss important matters freely



Specialized oversight to navigate risks and opportunities

Our Board of Directors oversees and advises senior management on key opportunities and risks that affect our strategic, financial, and corporate goals. To support this work, the Board has established four standing committees. These committees provide specialized oversight of critical areas of our business and report to the full Board at least quarterly.

Our corporate governance framework and committee oversight structure also provide the foundation for integrating environmental and social priorities into business strategy while mitigating risks and fostering stakeholder trust, as outlined on the next page.

Committee	Key areas of oversight	Sustainability-related issues
Audit and Risk	<ul style="list-style-type: none"> Financial reporting, internal controls, and independent auditors Internal audit function Legal, operational, regulatory, ethical, informational technology and cybersecurity, and financial risks and compliance 	<ul style="list-style-type: none"> Enterprise risk management, including sustainability risks Compliance with regulations Ethics-related policies, complaint procedures and investigations Accuracy of external sustainability disclosures
Compensation and Leadership	<ul style="list-style-type: none"> Recruitment and alignment of executive team and succession planning Executive compensation strategy Company compensation plans and programs, including equity compensation policies Employee compensation policies and practices as they relate to risk management and risk-taking incentives 	<ul style="list-style-type: none"> Human capital management and inclusion policies and strategy Employee compensation plans and equity policies Alignment of incentive structures with business objectives, stakeholder interests, and company mission
Nominating, Governance and Social Responsibility	<ul style="list-style-type: none"> Board nominations Corporate governance policies and practices Annual Board assessment Board continuing education Corporate sustainability strategy, programs, and disclosures, including responsible lending practices, charitable giving, and human rights Reputation and relationship with external stakeholders, including customers and shareholders, regarding significant social responsibility matters, and responsiveness to feedback and concerns 	<ul style="list-style-type: none"> Effective governance framework, board oversight, and board composition Overall corporate sustainability strategy and governance of material issues Charitable giving aligned with company purpose Responsible lending, customer voice in product development, complaint handling and member outcomes
Credit Risk and Finance	<ul style="list-style-type: none"> Credit portfolio and trends. Credit, pricing, and collections, related policies Credit and pricing risks Financial strategies, transactions, and policies 	<ul style="list-style-type: none"> Ensures long-term financial viability of the business alongside fulfilling corporate mission.

While the Nominating, Governance and Social Responsibility Committee oversees the development and implementation of Oportun's Corporate Sustainability strategy, our sustainability objectives are developed and operationalized internally through cross-departmental collaboration. This approach ensures that sustainability considerations are integrated into decision-making processes across all levels of the organization.

Safeguarding our future

We maintain a robust enterprise risk management program, with the Board taking an active role in overseeing the assessment, monitoring, and mitigation of potential risks to the Company.

The full Board discusses strategy and key risks, while the Audit and Risk Committee provides more focused oversight of financial, operational, and compliance risks. The Credit Risk and Finance Committee closely monitors credit performance, capital allocation, and liquidity management, which are critical areas given the nature of Oportun's lending business and the populations we serve.

While the Board provides strategic oversight and evaluates the company's overall risk profile, management is responsible for day-to-day risk management, working closely with internal risk teams to ensure risks are monitored, assessed, and integrated into business decisions and operations. Management and internal risk committees provide quarterly reports to the Board and relevant committees regarding risk assessments, company performance, and key developments.



2024 risk management spotlight

We strengthened our security infrastructure by launching the Global Security Operations Center (GSOC), providing 24/7/365 risk monitoring, incident response, and global traveler oversight. This initiative streamlined physical security services, including alarm and video surveillance, and enhanced our overall risk management capabilities.

Key security enhancements in 2024 included:

- **Retail Safety & Security Committee**
Established Oportun's first internal retail Safety & Security Committee to improve communication, reduce incident rates, and empower retail employees to handle security situations with confidence
- **Workplace violence policies and training**
Aligned Workplace Violence Prevention policies with updated regulations and expanding employee training across all work environments

Strengthening defenses against financial threats

Our multi-layered approach to preventing fraud and maintaining financial integrity combines technology, training, and collaboration:



AI-powered detection: Artificial intelligence identifies fraudulent activity across all channels



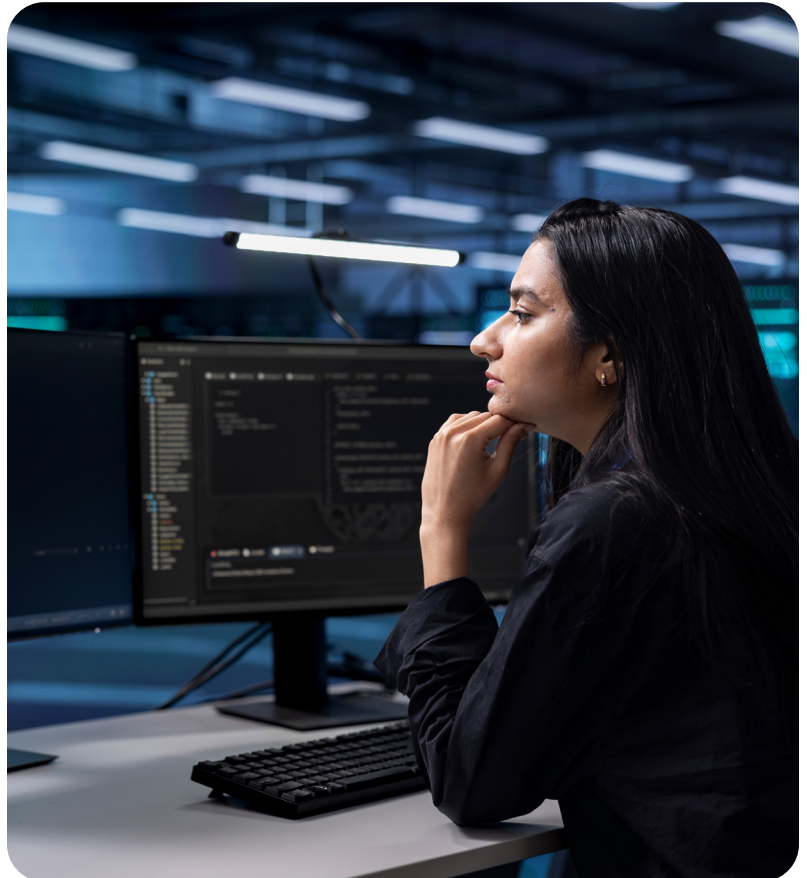
Cross-functional collaboration: A dedicated Financial Intelligence Unit partners with other internal teams, as well as external organizations to refine detection capabilities



Employee training: Regular sessions on fraud prevention and anti-money laundering compliance



Social media vigilance: Proactive monitoring to combat impersonation scams targeting consumers



Compliance across our value chain

We extend our standards to vendors and partners through our third-party risk management processes, including:



Responsible partner selection

Prioritizing entities with ethical practices



Risk evaluations

Assessing management of enterprise, technological, and security risks



Compliance

Verifying compliance with applicable laws, regulations, and industry standards

Integrity and accountability: protecting our stakeholders

Our ethical framework is designed to protect and empower stakeholders by guiding the conduct and decision-making of our Board, management, and employees. It ensures our actions are aligned with business objectives, stakeholder expectations, and regulatory requirements.

Standards for ethical decision-making

- **Code of Business Conduct:** Applies to all directors, officers, and employees, setting expectations for ethical behavior and compliance with laws and regulations
- **Insider trading policy:** Prohibits insider trading and establishes trading windows and pre-clearance requirements for officers and directors to prevent the misuse of non-public information
- **Related party transaction policy:** Requires review and approval of related party transactions by the Audit and Risk Committee
- **Stock ownership guidelines:** Requires directors and executive officers to maintain meaningful ownership stakes, aligning their interests with shareholders
- **Clawback policy:** Allows for recovery of incentive compensation from executives in the event of a financial restatement or misconduct
- **Whistleblower policy and ethics hotline:** Provides multiple reporting channels, including a confidential third-party hotline, ensuring employees can report potential violations of our Code of Conduct and voice concerns without fear of retaliation. Complaint procedures and investigations are overseen by the Audit and Risk Committee
- **Vendor requirements:** Extends ethical standards to our partners and suppliers, ensuring vendor practices align with our values and standards and compliance with laws and regulations

Building a culture of responsibility

Our commitment to ethical behavior at all levels is reinforced through annual Code of Business Conduct attestations and comprehensive compliance training programs. These initiatives ensure that our employees remain well-informed and aligned with our ethical standards. Regular refreshers and targeted training sessions help employees apply these principles in their day-to-day work, contributing to the overall integrity of our business practices. Our training program includes:

- **Company-wide training** on ethical and professional behaviors, consumer financial protection, and responsible product offerings
- **Role-specific training** every 6-12 months to ensure employees maintain up-to-date knowledge of regulatory requirements relevant to their positions



Data security and privacy: building resilience, preserving trust

We have built a comprehensive framework to protect the sensitive information entrusted to us, ensuring that our commitment to financial empowerment is matched by our dedication to data security and privacy.

Leadership-driven security culture

The foundation of our cybersecurity efforts lies in strong governance. Our Board's Audit and Risk Committee receives quarterly briefings from the Chief Technology Officer and Chief Legal Officer, ensuring that data protection remains a strategic priority. This executive-level engagement flows down through our management structure:

- The Head of Information Security designs and oversees our cybersecurity strategy
- Our Chief Technology Officer leads the Information Security (InfoSec) program
- The Chief Legal Officer manages our data privacy initiatives

Leadership is supported by teams across compliance, risk management, engineering, and technology, creating a comprehensive network of cybersecurity expertise throughout the company.



Aligning with industry best practices

Oportun’s commitment to data protection is reflected in our adherence to globally recognized frameworks and certifications:



Risk management & cyber defense

To combat evolving digital risks, we employ two foundational frameworks. The NIST Cybersecurity Framework 2.0 provides structured guidance for identifying vulnerabilities and strengthening defenses, while CIS Benchmarks guide the secure configuration of our IT infrastructure, minimizing exposure to advanced cyberattacks.



Financial data integrity

Financial transactions and records are secured through third-party validated controls. We undergo annual SSAE 18 SOC 1 & SOC 2 Type II audits that rigorously assess financial reporting accuracy and the operational effectiveness of security measures.



Compliance & consumer protection

We adhere to the FTC Safeguards Rule, which mandates systematic protections for consumer data, and PCI DSS compliance, requiring annual audits to validate technical safeguards for payment card information, such as encryption and access controls.

2024 industry best practice spotlight

2024 marked critical milestones in advancing security best practices: a comprehensive **NIST CSF 2.0 self-assessment** aligned and affirmed our controls and capabilities, and an **FTC Safeguards Rule evaluation** confirmed protocols exceed baseline requirements. These efforts underscore our proactive approach to aligning with—and often surpassing—industry and regulatory benchmarks.



Resilient digital infrastructure

Oportun's technology backbone is built with security at its core. Our multi-layered approach combines advanced technologies with rigorous processes:

Cloud security excellence

We utilize N+2 compliant cloud providers, implementing stringent access controls to safeguard our digital assets. Our cloud environment leverages industry-leading data centers, ensuring highly resilient data backups and system availability.

Encryption and authentication

Sensitive data, including personally identifiable information (PII), is protected using next-generation encryption techniques. Multi-factor authentication adds an extra layer of security for access to critical systems.

24/7 cybersecurity command center

Our internal security operations team provides round-the-clock monitoring and rapid incident response capabilities. This constant vigilance allows us to detect and mitigate potential threats in real time.

Comprehensive security testing

We regularly subject our systems to penetration tests, including testing by ethical hackers through our responsible disclosure program, automated vulnerability scans, third-party security audits, and annual SOC 1 and SOC 2 Type II certifications. These assessments help us identify and address potential weaknesses before they can be exploited.



2024 security enhancement spotlight

Controlling data access. We implemented role-based access controls (RBAC) with automated provisioning for the Engineering team, significantly enhancing security and operational efficiency. This system ensures team members have access only to the resources necessary for their roles, minimizing the risks related to unauthorized access.

Automating security measures. To further bolster security, we deployed capabilities to enable automated and timely removal of access rights for departing employees, preventing potential insider threats and mitigating risks associated with lingering access. This system enhancement aligns to our mission to continually improve our security posture while assuring compliance.

Cybersecurity risk management and incident response

Cybersecurity risk management is seamlessly integrated into the broader enterprise risk management framework, ensuring a cohesive approach to identifying, assessing, and managing cyber threats. This integration encompasses several key components:



Comprehensive risk assessment and monitoring

- Cybersecurity risks are identified and recorded in an internal risk register for active management
- Regular assessments are conducted to evaluate and address potential vulnerabilities
- Real-time monitoring systems detect security threats continuously

Third-party risk management

- A dedicated program oversees risks associated with service providers, particularly those with access to systems or sensitive information
- Pre-onboarding security evaluations, ongoing monitoring, and periodic reassessments are performed to mitigate third-party risks

Incident monitoring and response

- A cyber incident response plan outlines procedures for swift reaction, remediation, and timely reporting of significant cybersecurity incidents
- A dedicated incident response team, including legal, compliance, cybersecurity, and business leaders, manages and mitigates the impact of security events
- Incident response exercises simulate large-scale cyberattacks to assess readiness and improve cross-functional collaboration
- Infrastructure redundancy enhances resilience and ensures business continuity for critical systems

Protecting member privacy

We maintain rigorous standards for protecting sensitive information through layered security strategies, ethical data practices, and member empowerment. Our system combines technology with clear accountability:



Security-first infrastructure

- Deploy multilayered access protocols like multifactor authentication to prevent unauthorized account entry
- Implement encrypted data storage solutions



Information governance

- Continuously monitor and govern the handling of sensitive data, including member data, in our environments
- Implement capabilities to automatically classify and manage sensitive data in our most critical systems
- Maintain strict internal accountability through role-based access controls and annual privacy training for all employees



Transparent member rights

- Publish plain-language privacy notices explaining exactly how and why we collect personal information

Security engagement

Technology alone cannot guarantee security. That's why we invest heavily in employee education:

- Annual cybersecurity training and recertification is mandatory for all
- Role-specific security awareness programs address unique risks faced by different teams
- Regular phishing simulations and security knowledge assessments reinforce best practices
- Cross-functional leadership tabletop exercises strengthen incident response capabilities

By fostering a security-conscious culture, we ensure that every Oportun employee becomes an active participant in our data protection efforts.



Environmental sustainability: operational efficiency that supports the environment

Oportun’s digital-first, remote-first model inherently reduces our environmental footprint. We build on this foundation by adopting sustainable practices that enhance efficiency, reduce costs, and promote environmental awareness among employees and partners.

Embracing the digital revolution

The shift towards paperless operations remains at the forefront of our sustainability initiatives. We continue to take strides in our journey, expanding our digital initiatives across our business lines and operations.

2024 digitization spotlight

We continued to make progress in transitioning to paperless practices by digitalizing origination letters across all business lines. Shifting from physical mail to digital delivery not only conserves resources but also enhances accessibility and convenience for our members. In just one year, this resulted in:

98.3% of loan contracts processed through imaging and DocuSign

19.2M Paper pages saved through electronic loan processing

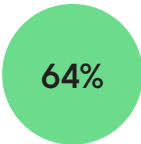
2,309 Trees preserved thanks to digital account access and e-signatures

Sustainable global operations

Our remote-first model offers inherent environmental benefits. While we don’t own physical properties, we continue to collaborate with facilities and procurement teams to enhance sustainability efforts across our U.S. retail locations, Mexico contact centers, and India-based development center.

2024 sustainable operations spotlight

Oportun has transitioned to a technology-enabled, remote management approach, significantly reducing our leased vehicle fleet and cutting down on unnecessary travel and associated emissions.



Reduction in miles driven



Vehicles removed from our leased fleet

Appendix

40 SASB index

41 United Nations Sustainable Development Goals








SASB index

Consumer finance industry standard

Topic	Accounting metric	Code	Response
Customer Privacy	Number of account holders whose information is used for secondary purposes	FN-CF-220a.1	Refer to our policy on the use of personal information and our Privacy Policy .
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	FN-CF-220a.2	We do not disclose this information.
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches (3) number of account holders affected	FN-CF-230a.1	We do not disclose this information.
	Card-related fraud losses from (1) card-not-present fraud and (2) card-present and other fraud	FN-CF-230a.2	We do not disclose this information.
	Description of approach to identifying and addressing data security risks	FN-CF-230a.3	Refer to Data security and privacy section.
Selling Practices	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	FN-CF-270a.1	Refer to Recognizing excellence through meaningful rewards section.
	Approval rate for (1) credit and (2) pre-paid products for applicants	FN-CF-270a.2	We do not disclose this information.
	(1) Average fees from add-on products, (2) average APR of credit products, (3) average age of credit products, (4) average number of credit accounts, and (5) average annual fees for pre-paid products	FN-CF-270a.3	Refer to 2024 at a glance section and FY 2024 Form 10-K .
	(1) Number of customer complaints filed, (2) percentage with monetary or non-monetary relief	FN-CF-270a.4	Refer to the CFPB Consumer Compliant Database.
	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	FN-CF-270a.5	We do not disclose this information.

United Nations Sustainable Development Goals

As a member of the global community, Oportun is committed to doing business responsibly and pursuing opportunities to solve societal challenges. We have identified the following UN SDGs as areas where we have the greatest ability to build a better future for all of our global stakeholders.

UN SDG	Goal	Oportun’s impact
	End poverty in all its forms everywhere	Refer to 2024 at a glance , Impact on our employees , and Impact on our communities sections.
	Achieve gender equality and empower all women and girls	Refer to Impact on our employees section.
	Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all	Refer to 2024 at a glance , Impact on our employees , and Impact on our communities sections.
	Reduce inequality within and among countries	Refer to 2024 at a glance , Impact on our employees , and Impact on our communities sections.
	Ensure sustainable consumption and production patterns	Refer to Environmental sustainability section.

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