

**CORPORATE
RESPONSIBILITY
AND SUSTAINABILITY
REPORT**



2020

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LOOKING AHEAD

A LETTER FROM OUR CEO



2020 challenged our business and hardworking customers in unexpected ways, and each responded by demonstrating their resiliency, especially as the pace of change accelerated dramatically. In our first annual Corporate Responsibility and Sustainability Report, we have outlined our priorities around social impact, environmental performance, and governance, and highlight the resources we have already invested in giving back to the communities that enable us to thrive as a mission-driven organization.

Issuing this report, tracking our progress, and holding ourselves accountable is an important step. I want to thank all my colleagues at Oportun as well as the individuals and organizations that have supported us over the years. Although we have more work to do, the positive impact that we've had on our customers and the communities we serve is the highlight of my career.

Raul
Raul Vazquez
CEO

WHO WE ARE

Oportun is driven by a mission to provide inclusive, affordable financial services that empower our customers to build a better future. We have been certified as a Community Development Financial Institution (CDFI) for over 10 years. Our customers are hardworking, low- and moderate-income (LMI) individuals, and among the estimated 100 million Americans who are shut out of the financial mainstream because they lack a credit score or have traditional credit scores that do not properly reflect their creditworthiness. We use proprietary technology and risk modeling to score the un-scorable and provide LMI individuals with responsible and affordable financial services that allow them to demonstrate their creditworthiness and establish the credit history required to access new opportunities. We serve customers online, over the phone, and in-person at hundreds of retail locations.

“ Since its inception, Oportun has been a leader in providing high-quality credit for those who struggle to access it otherwise. According to our analysis, relative to the other options available in the market, the company has saved its customers nearly \$1.8 billion in interest and fees since 2008.

The company’s early focus on helping Latinx immigrants build and establish credit has evolved into a mission to address the financial health of all LMI customers and communities. Oportun is both a growing public company and a certified Community Development Financial Institution, demonstrating its commitment to balancing margin and mission.

Jennifer Tescher, President & CEO, Financial Health Network





WE BELIEVE:

Access to responsible and affordable financial services is a right that transcends color, gender, income, or zip code.

Demonstrating creditworthiness and building a credit score puts hardworking people on a path to prosperity.

In building relationships with our customers based on trust and mutual respect.

Our customers deserve to be provided with outstanding service, no matter their credit history.

We can make a positive and meaningful difference in the communities we serve.

We have a responsibility to use our platform to advocate for a better and more sustainable world.



OPORTUN MADE IT POSSIBLE FOR MY HUSBAND TO BUY THE CARPENTRY TOOLS HE NEEDED AND FOR ME TO BUILD THE CREDIT HISTORY EVERYONE NEEDS.

JUANA C.R., SAN FRANCISCO, CA

LIVING OUR VALUES EVERY DAY

Oportun has invested in a welcoming and inclusive company culture that is grounded in authenticity, trust, and mutual respect. We take our commitments seriously and expect our team to live our values every day.



EXCELLENCE

Holding ourselves accountable to the highest standards, producing great work, and constantly learning from every experience.



INNOVATION

Challenging the status quo, learning from success and failure. Constantly pushing the boundaries of technology and data science in the service of our customers and our mission. Growing and continuously improving in all we do.



EMPOWERMENT

Providing the resources, tools, and support to allow our customers and employees to achieve their goals and realize their full potential.



SERVICE

Being of service to customers, our communities, and each other. Saying yes to people who ask for help, and going the extra mile to connect them with the resources they need.



COURAGE

Doing the right thing, especially when it is the hard thing, and owning the consequences of our actions. Expecting honesty and transparency and being open to all feedback.



CARE

Maintaining a culture of honesty, fairness, and compassion. Building relationships with our customers, communities, and employees based on trust and mutual respect.

OUR SCALE ¹



\$10 BILLION ²

Credit extended, primarily to LMI individuals



\$1.8 BILLION ³

Money saved by our customers in interest and fees



890,000+

People we have helped to begin establishing a credit history



4.1 MILLION

Total loans disbursed



3,000+

Employees worldwide



1.8 MILLION

Customers served



HUNDREDS

Of retail locations



50,000+

Five-star Google reviews

¹ All figures, unless otherwise noted, are as of December 31, 2020.

² As of February 17, 2021.

³ Source: "Oportun: The True Cost of a Loan," a study commissioned by Oportun and conducted by the Financial Health Network (formerly known as the Center for Financial Services Innovation), January 2017, updated as of December 31, 2020.

GIVING BACK

Every day, we go to work with the intention to help people build better lives—today and for generations to come. We extend that commitment by donating 1 percent of our pretax income (\$2.6 million since 2016) and time to charitable programs and other organizations whose work aligns with key elements of our own mission. These are Oportun’s three charitable focus areas:



Improving financial
capability



Expanding access to education
for underserved youth

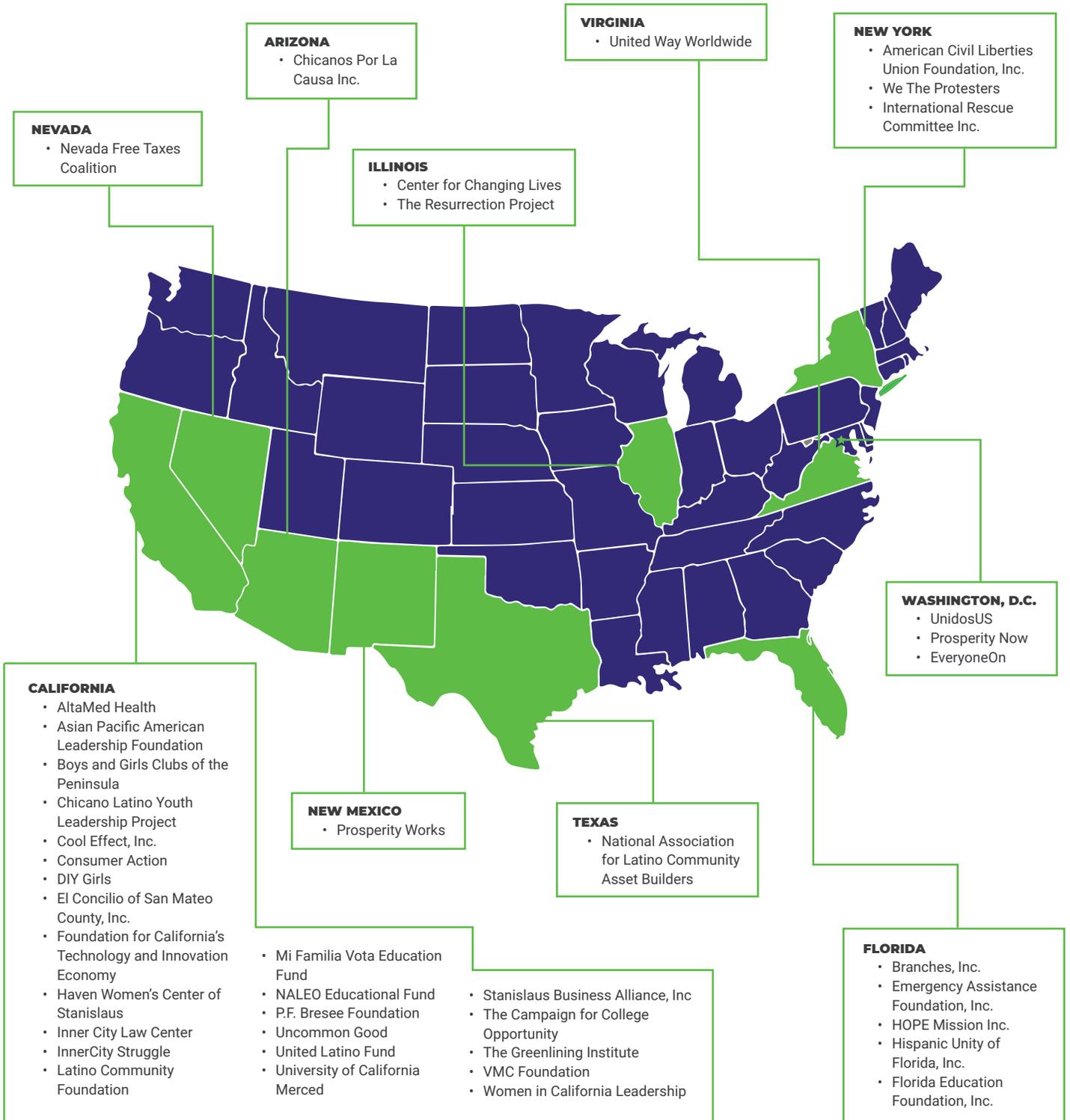


Strengthening local
communities



OUR COMMUNITY PARTNERSHIPS

Across all our focus areas, we prioritize partnerships and nonprofits serving traditionally underserved communities. As part of our 2020 commitment, we contributed \$100,000 to nonprofits advancing social equity and promoting equality. Here is a representative list of some of the organizations we support:



VOLUNTEER WEEK SOCIAL IMPACT SCORECARD

Oportun Volunteer Time Off provides team members with the ability to spend up to 1 percent of their annual paid time to volunteer at qualified nonprofits and schools of their choice.

In 2020, we held a virtual Oportun Volunteer Week where 220 team members engaged in online community service projects, in conjunction with United Way chapters across the U.S. and Mexico. Employees volunteered to: provide encouragement and guidance to students; use our language skills to translate and teach; help prepare individuals for their future careers; make check-in calls to isolated seniors; and support civic engagement through advocacy efforts.

“THE WORK OPORTUN HAS PROVIDED FOR OUR 211 HELPLINE TRANSLATES INTO EXPANDED SERVICES FOR SO MANY PEOPLE THAT NEED IT MOST. THANK YOU! WE APPRECIATE YOUR COMMITMENT TO VOLUNTEERING, COMMITMENT TO PHILANTHROPY AND IMPROVING THE QUALITY OF LIFE FOR EVERYONE IN OUR NEIGHBORHOODS.

JOSHUA PEDERSEN, UNITED WAY WORLDWIDE,
211 NETWORK OPERATIONS & PERFORMANCE



60+

Projects fulfilled



33

Cities reached



1,500

Meals stocked



2,400+

Pounds of food distributed

**These metrics are from 2019 & 2020 data*

GIVING BACK

“ Made me feel humble knowing that here I am working for this amazing company, that allows us to take time off work to do this volunteer work for those in need.

- Oportun employee

Since starting “Oportun Volunteer Week” in 2019, we have touched:



2,500

youth and families,



given more than

2,240+

hours of our time



and worked with

30+

local and global nonprofits.



REPORT HIGHLIGHTS

A significant measure of our social impact is found in our ability to provide access to financial services, extend affordable and responsible credit, and help hardworking low- and moderate-income individuals establish a credit history.



\$2.6 MILLION

Donated 1 percent of our pretax income to qualifying nonprofit organizations and schools since 2016



**138,900
POUNDS**

Saved over 138,900 pounds of paper by switching to electronic signatures



**\$250,000 IN
COVID-19
DONATIONS**

Committed \$250,000 in donations to organizations providing aid to those impacted by the global COVID-19 pandemic



**2,861
TONS**

Reduced Oportun's travel carbon footprint with 2,861 tons of offsets



**2,400
POUNDS**

Distributed over 2,400 pounds of food during Oportun Volunteer Week



**25 PERCENT ENERGY
REDUCTION⁴**

Reduced energy consumption by 25 percent after switching to LED lighting



**214,908
HOURS**

Completed 214,908 hours of training and education company-wide since 2019

Provided paid **VOLUNTEER TIME OFF** so that employees can fully participate without losing income

⁴ Implemented in our San Carlos headquarters

2020 RECOGNITION

Our commitment to serving our employees, customers, and the communities where they live and work has resulted in various awards and recognition.



Certified Carbon Fighter by Cool Effect Inc.

FAST COMPANY

World's Most Innovative Companies

Top Ten Most Innovative Company in Finance



Bay Area News Group's Top Workplaces

SILICON VALLEY BUSINESS JOURNAL

Silicon Valley Business Journal 100 Women of Influence - Denise Sterling, Senior Vice President, Finance

SILICON VALLEY BUSINESS JOURNAL

Silicon Valley Business Journal Latino Leadership Award - Raul Vazquez, CEO

MATERIALITY & ESG ASSESSMENT

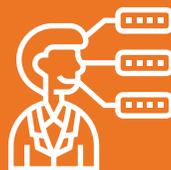
Leading the way in lending—Oportun’s first materiality assessment

Maximizing stakeholder success is at the core of Oportun’s business. We conducted our first materiality assessment for sustainability in partnership with the Environmental Defense Fund (EDF), a leading international nonprofit organization recognized for creating transformational solutions to the most critical environmental problems and linking science, economics, law, and innovative private-sector partnerships.

In 2020, we applied a holistic approach to identifying focus areas that are of importance to our stakeholders. Working with an EDF Climate Corps fellow, we carefully researched, prioritized, and assessed potential environmental, social, and governance (ESG) issues with a significant impact on all our stakeholders. Our process followed the best practices laid out in this three-phased approach:



**Research &
Assessment**



**Stakeholder
Engagement**



**Analysis & Issue
Prioritization**

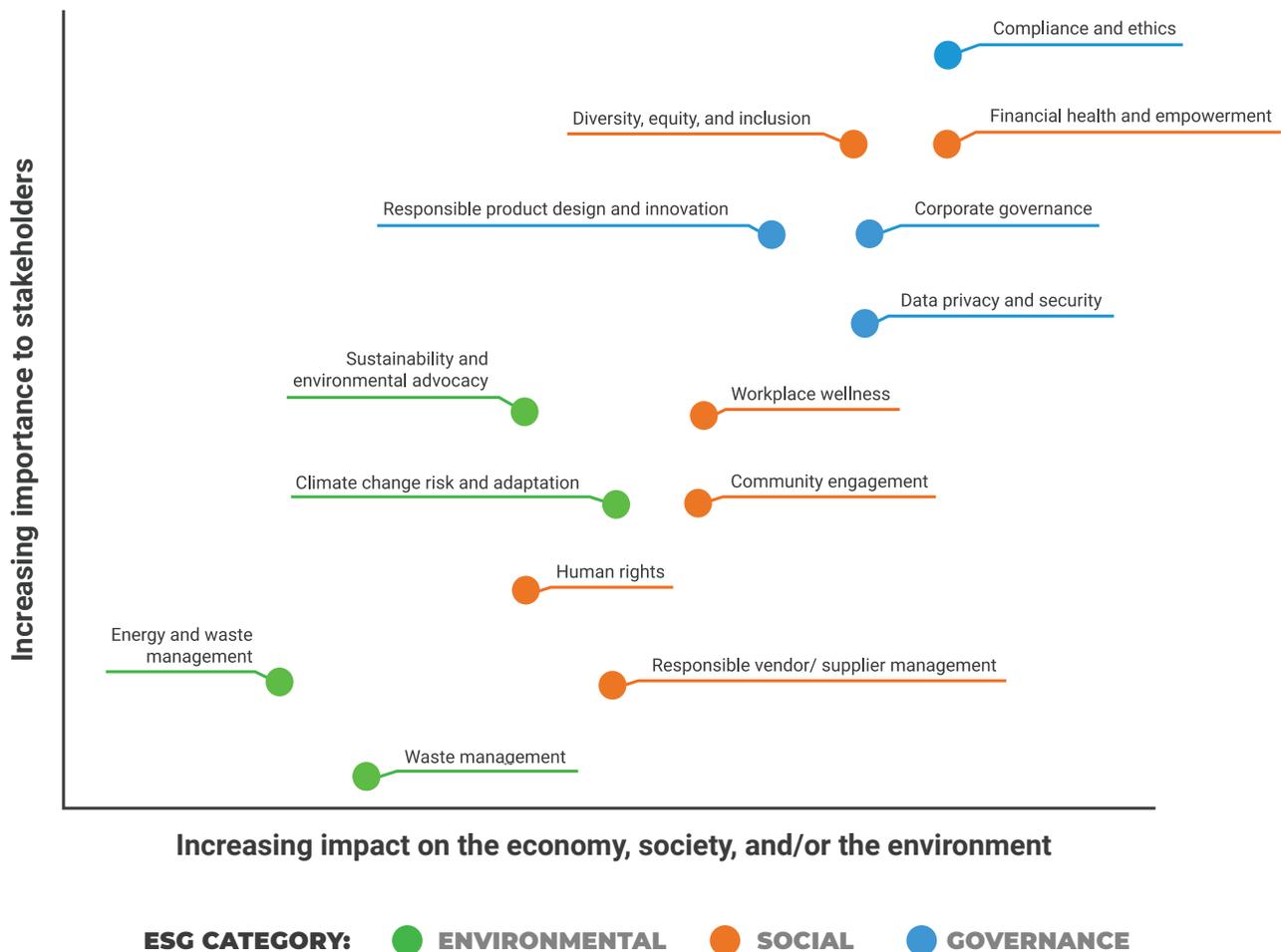
PHASE I: RESEARCH & ASSESSMENT

We benchmarked international standards and guidelines, including the Global Reporting Initiative (GRI), and performed a market research study to better understand the financial technology sector's sustainability trends and best practices. Our findings revealed that Oportun has been ahead of the curve on prioritizing ESG issues through our standard business practices.



PHASE II: STAKEHOLDER ENGAGEMENT

We conducted extensive stakeholder interviews and surveys with our executive leadership team, employees across all Oportun departments, and our industry peers to gain insights on ESG topics that have the greatest business and social intersection. We ranked key materiality criteria based on ESG impacts, stakeholder value, and our ability to meaningfully influence these topics.



For each data set, we weighted the impact values at 60 percent business impact and 40 percent societal impact to calculate total impact. Due to minor discrepancies between the interview and survey results, we combined the two data sets at equal weights (50/50) to create one data set and visualized the results on a two-dimensional matrix using the software program R.

PHASE III: ANALYSIS & ISSUE PRIORITIZATION

Based on our research, market studies, and our stakeholder engagement, we have organized the 14 ESG topics into four guiding principles of financial health and empowerment:



**Diversity, equity,
and inclusion**



**Sustainability/
environmental
advocacy**



**Responsible
vendor/supplier
management**



**Responsible product
design, policies,
and practices**

OUR COMMITMENT TO CONTINUOUS IMPROVEMENT

We believe that identifying these four priority topics is only the first step toward creating and sustaining long-term success in these areas. As an overarching sustainability strategy, we are developing a holistic approach toward building strategies and setting goals for continuous improvement. With this mindset, we believe that we can further deepen the positive impact we have in our communities and aspire to be a global leader in corporate responsibility and sustainability.

AMPLIFYING OUR IMPACT & EMPOWERING COMMUNITIES

Transparency is at the core of Oportun's approach and integral to how we conduct business. Environmental, Social, and Governance considerations are woven into the policies and principles that govern our decisions. This includes our efforts to advance sustainable solutions for our customers, cultivate an inclusive work environment, and strengthen the communities we work in.



THANK YOU FOR TAKING CARE OF MY FAMILY. IF IT HADN'T BEEN FOR OPORTUN, I DON'T KNOW HOW I WOULD HAVE PROVIDED A ROOF OVER THE HEADS OF MY FAMILY.

ABDON V.A., FRESNO, CA



SOCIAL IMPACT

Caring for each other

Creating a lasting and positive social impact is an intentional output of the mission and values that guide everything we do at Oportun. Our focus on social responsibility is in service to the overall well-being of our team members, customers, and communities.

FINANCIAL HEALTH & EMPOWERMENT

Financial health and economic equity advance the causes of fundamental human rights, and our commitment to making a positive social impact in this area is core to the success of our business.

- **Access to responsible credit in LMI communities:** Since our inception in 2005, we have extended \$10 billion in affordable and responsible credit to individuals in predominantly LMI communities. In that time, we have saved our customers more than \$1.8 billion in interest and fees versus the other credit products typically available in LMI neighborhoods. In addition, we have helped put more than 890,000 people on a path toward financial inclusion by helping them begin establishing a credit history.
- **Investments in LMI communities and communities of color:** Since 2016, Oportun has given at least 1 percent of its pretax income—totaling \$2.6 million—through charitable contributions to nonprofits and schools, infusing a portion of earnings back into the communities we serve. Oportun’s charitable contributions program focuses on improving financial capability, expanding access to educational opportunities for youth, and strengthening LMI communities. Oportun prioritizes organizations that serve LMI communities and people of color; the vast majority of our historic giving falls into one or both of those groups.

SOCIAL IMPACT

Caring for each other

- **Accountability:** To help us maintain and strengthen accountability to the unique market Oportun serves, we created “La Voz,” literally “The Voice”—a consumer advisory board made up of a representative group of Oportun customers. We engage twice a year with La Voz to obtain feedback on research topics, customer service, and product innovations relevant to our business, and we brief our Board of Directors on their feedback annually.
- **Financial education:** In addition to the financial education that is built into our application and loan origination process, Oportun, through our nonprofit partner UnidosUS, has provided access to free financial coaching for over 2,300 Oportun customers and loan applicants. Among customers reporting their financial progress, we have seen a total debt reduction of more than \$520,000 and an increased total savings of more than \$173,000. Through our partnerships with SpringFour and UnidosUS, we are able to connect borrowers to a path of financial wellness and provide customers with free financial coaching.



Since 2016,
1 PERCENT OF OUR PRETAX INCOME
is committed towards charitable contributions



Since 2019,
48 PERCENT OF OUR TOTAL GIVING
was directed toward organizations serving LMI communities



Since 2019,
63 PERCENT OF OUR TOTAL GIVING
was directed toward communities of color

SOCIAL IMPACT

Caring for each other

- **Philanthropy:** In addition to strategic investments in support of nonprofit partnerships that address our communities' challenges, Oportun also matches personal donations that our employees make to the qualifying nonprofits and schools they support. Since we launched this program in 2020, we have matched over \$117,000 of employee contributions to more than 350 nonprofit organizations.
- **Workforce:** We continue to build a diverse workforce and nurture our inclusive culture, which we believe enhances our market capabilities. In fact, the vast majority of Oportun employees identify as people of color or women and a majority of each level of Oportun's leadership team identifies as either women or people of color.⁵

⁵ Each level of management at Oportun, from its front-line supervisors to the Board of Directors, is majority women or people of color. Leadership is defined as Directors, Senior Directors, Vice Presidents and above, inclusive of the Board of Directors. People of color is defined using the self-reported EEOC classifications of Black or African American, Hispanic or Latino, Asian, American Indian/Alaskan Native, Native Hawaiian or Other Pacific Islander, and Two or More Races.

**MATCHED OVER
\$117,000 OF
EMPLOYEE
CONTRIBUTIONS TO
MORE THAN 350
NONPROFIT
ORGANIZATIONS**



FEATURED SOCIAL IMPACT PARTNERSHIPS



STRONGER COMMUNITIES. STRONGER AMERICA.

UNIDOSUS

Our nationwide partnership with UnidosUS is a joint effort to provide personal financial coaching through high-quality, bilingual, free counseling and education. Through this important initiative, we empower Latinos and low- and moderate-income people to make informed choices and improve their financial well-being.



SPRINGFOUR

Oportun partners with SpringFour to help our borrowers connect with local nonprofit organizations and government agencies that address financial challenges and can help put borrowers on the path to financial wellness.

OUR COVID-19 RESPONSE

We continue to provide assistance to customers, communities, and team members affected by the COVID-19 pandemic. This includes ensuring customers can easily and transparently enroll in our hardship program, waiving all third-party payment fees, and offering all customers free and personalized financial coaching. We have also contributed \$250,000 in donations to directly address this pandemic, including:

Provided \$100,000 in charitable grants for local community-based efforts by nonprofits serving the most vulnerable families impacted by the pandemic

Delivered a \$50,000 grant to the National Association for Latino Community Asset Builders (NALCAB) to support national efforts to aid Latino communities affected by the pandemic

Made a \$100,000 grant to the Oportun Employee Assistance Fund

RESPONDING TO TEAM MEMBER NEEDS DURING COVID-19

The pandemic has impacted our work family like no other global event in recent history. With 3,000+ team members in the U.S., Mexico, and India, we responded quickly to protect their health, safety, and livelihoods.



RESPONDING TO TEAM MEMBER NEEDS DURING COVID-19

Within days of the pandemic, we began to roll out new COVID-19 support programs for our team members. Here is a sample of the specialized programs we've implemented for our employees, many of which continue at the publication date of this report:

- Supplemental pay of up to 14 days for those team members whose ability to work is impacted by COVID-19
- Provided a meaningful short-term increase in the take-home pay of our hourly retail employees as a sign of appreciation for their commitment to serving our customers in person during this crisis
- Temporarily reopened enrollment in our healthcare plans for employees who initially declined this important benefit
- Reimbursed supplemental childcare expenses
- Hardship grants through the Oportun Employee Assistance Fund
- Cross-training of team members to support the parts of the business that are seeing a surge in demand even as the virus disrupts their core areas of focus
- Salary advances with zero interest
- Stipend for office equipment for those working from home
- Stipend for internet service for our client-facing remote team members in Mexico
- Reimbursement for the flu vaccine for those not already covered by an Oportun health plan
- Mental health support
- Training on best practices for working from home and managing remote teams

We also launched Oportun Connect, a virtual engagement platform that brings team members from across Oportun together to connect socially, learn, and pursue wellness. Since its launch in May of 2020, we have hosted over 120 virtual events covering topics such as anxiety, meditation, civic engagement, physical exercise, and managing stress.

INVESTING IN OUR PEOPLE

Oportun's capacity to be of service to our customers, our communities, and our business is predicated on the ability of all our people to be the best version of themselves each and every day. To that end, fulfilling our mission requires that we constantly prioritize, support, and invest in our team members, and create an environment where everyone at Oportun can build a purposeful and fulfilling career in our organization.

Following are the programs focused on investing in our team members' success, well-being, and happiness:



Diversity, Equity, and Inclusion (DEI)

We actively foster a diverse, equitable, and inclusive work environment.

The Oportun team reflects the communities in which we live and serve our customers, and all team members are treated equitably, fairly, and with respect.

At Oportun, everyone is valued for their unique experience and all should feel like they belong.

The vast majority of Oportun employees identify as people of color or women. In fact, a majority of each level of management at Oportun, from its front-line supervisors to the corporate Board of Directors, identifies as majority women or people of color.⁶

In 2020, we launched a global DEI initiative to actively assess and build on the progress we've made as an organization. We are engaging all our team members in a dialogue on diversity, equity, and inclusion and are working together as a community to develop a roadmap for the future. This effort is led by our Chief Human Resources Officer and a core team.



Culture & Engagement

We're proud of the caring, collaborative, and results-oriented culture that we've built together. At its center is a deep-seated connection to our mission to serve those who are left out of the financial mainstream. We value and reward the

role each of our team members play in serving our customers, uplifting our communities, and fulfilling our mission.

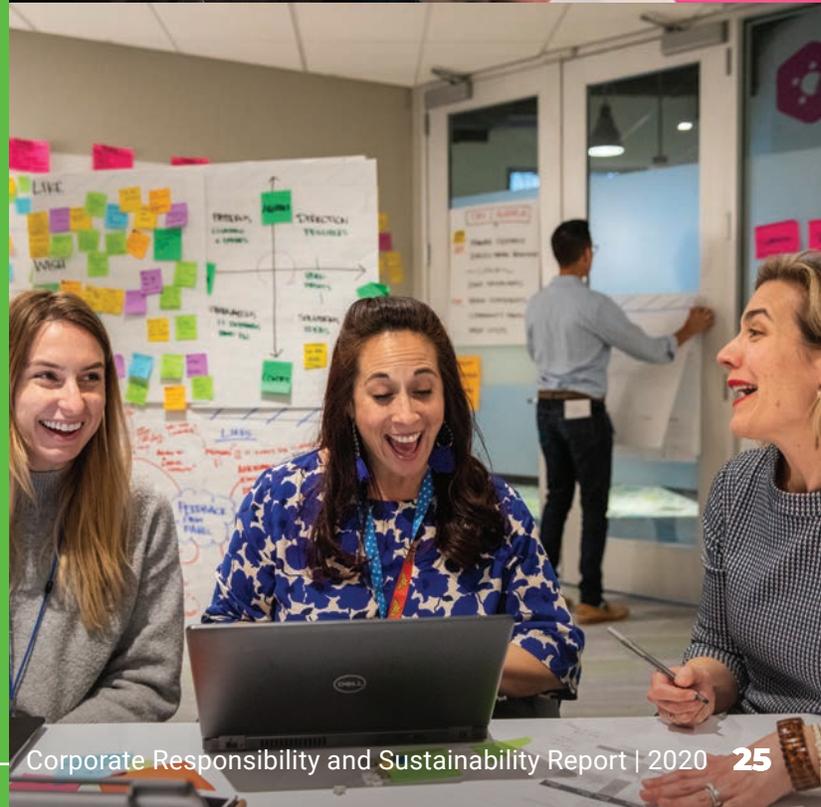
⁶ People of color is defined using the self-reported EEOC classifications of Black or African American, Hispanic or Latino, Asian, American Indian/Alaskan Native, Native Hawaiian or Other Pacific Islander, and Two or More Races.

INVESTING IN OUR PEOPLE

We have cultivated a collegial working environment built on authenticity, trust, and mutual respect. We also try to have some fun along the way. Some highlights from 2020 include:

Team Building

- Oportun Hackathon: Over 120 of our technical team members collaborated on new ideas to support our customers, team members, and our business
- Virtual celebrations for several Oportun milestones, complete with live performances from some of our talented team members
- Virtual Volunteer Week where over 200 team members across the company volunteered remotely on 25 different projects
- Virtual coffee chats every two weeks, along with more intimate impromptu gatherings to keep small and large groups connected with one another during the pandemic
- Oportun's Got Talent!, a virtual competition and celebration to uncover the hidden multitude of talents resident in our diverse and global workforce



INVESTING IN OUR PEOPLE

Employees Resource Groups

In 2020, our team members organized and launched three employee resource groups with three more to launch in 2021:



The Oportun Women's Initiative Network (Oportun WIN) is dedicated to promoting a workplace that supports, empowers, and advances Oportun women and team members through various professional development and resource-building activities

hOLA (Oportun Latinx & Allies) is focused on the growth, development, and participation of our Latinx, Hispanic, Hispano, Afro-Latino, and Chicano identifying team members, with the support, participation, and contribution of ally team members



Black Professionals @ Oportun launched with a goal to create an inclusive environment for all employees that self-identify as Black, African American, West Indian, or as being of African descent, with the support, participation, and contribution of ally employees

Other resource groups such as Self-Enablement & Empowerment Network ("SEEN"), (dis)Ability, and Asian American and Pacific Islander (AAPI) ERGs are being organized and will launch in 2021

LEARNING & DEVELOPMENT

A growth mindset approach to learning and development is core to the success of our people and our organization. In 2020 we continued to focus on expanding our professional development programs on leadership and management:



Leadership Empowerment and Development (L.E.A.D.), an international and cross-functional development program for first-level leaders who are managing a team of people



Customer Loyalty Representative Development Program to train and develop our first-line retail staff to ensure we continue to provide our customers with a level of service on par (based on Net Promoter® Score ratings) with brands such as Ritz-Carlton and Apple



Senior Leader Development Program, an international and cross-functional leadership development program for team members in senior positions



Store Team Leader Management Series, a 10-week course that addresses management competencies for our store team leaders



Technical Leadership Development Program, a series designed to equip technical leaders with skills and strategies for effectively coaching and developing their team members



Global Conscious Business Leadership Program, a company-wide 10-week program that guides participants on creating conscious and mindful work along with positive relationships with their peers and colleagues

OUR COMMUNITY INVOLVEMENT

Our long-standing community projects are regularly supported through nonprofit donations and offer countless volunteer opportunities for Oportun team members. In addition to these external partnerships, we continue to forge strong internal relationships that drive a culture of interconnectedness, which is a foundational pillar of our sustainability efforts.

Civic Engagement and Voter Education

We partnered with national nonprofit organizations to employ our retail locations to promote voter registration and census participation in the LMI neighborhoods we serve. We also encouraged civic engagement by making the 2020 U.S. Election Day a paid day off for all U.S. employees.



I USED THIS LAST LOAN TO PROCESS THE ADOPTION OF A LITTLE GIRL. WE ARE VERY PROUD TO BE PARENTS AND TO BE ABLE TO PROVIDE LOVE AND CARE TO A LITTLE CHILD WHO WAS ALL ALONE. THANK YOU OPORUN.

NOEMI V., LOS ANGELES, CA

COMMUNITY INVOLVEMENT PROGRAMS

Our community involvement and partnership programs include the development of a grants program to help advance positive community impact and efforts in our focus areas. Our 2020 giving program reached an all-time high of more than \$900,000. Following Hurricane Harvey, we established the Oportun Employee Assistance Fund, which helps employees (United States and Mexico) who have been impacted by hardships resulting from natural disasters, unexpected medical emergencies, and other unfortunate circumstances, including being the victim of a violent crime, domestic abuse, or death of an immediate family member. We have also performed other targeted giving campaigns, collecting funds for victims of natural disasters such as the forest fires in California, Thanksgiving turkey giveaways in underserved communities with partners Northgate Market & Reynoso González Family Foundation, food drives for Second Harvest, and shoe donations through My New Red Shoes, among others.



WHO WE SERVE

- \$48,000 average gross income
- Majority live in LMI communities
- 42 percent support families
- Approximately 50 percent had no FICO® score when they received their first Oportun loan
- Helped over 890,000 people begin establishing credit

We believe Oportun is one of the first for-profit and fintech companies to be certified as a Community Development Financial Institution (CDFI). To be eligible, we must:

- Have a primary mission of promoting community development
- Be a financing entity
- Primarily serve one or more target markets
- Provide development services in conjunction with financing activities
- Maintain accountability to our defined target market



ENVIRONMENTAL SUSTAINABILITY

Caring for our world

Oportun recognizes that a sustainable healthy planet is critical to ensuring the long-term success of our business and the well-being of the communities we serve. To that end, we leverage our position as a financial services company to promote more sustainable and responsible business practices. In partnership with the Environmental Defense Fund (EDF) and other organizations, we have assessed our environmental impact and developed sustainability initiatives, beginning with our corporate offices.



Carbon reduction

Purchased carbon offsets for business travel by partnering with Cool Effect; recognized as a Certified Carbon Fighter for reducing emissions by 2,861 tons in 2020



Reducing paper

Decreased paper waste and improved the customer experience by using electronic signatures and providing electronic loan documents in over 95 percent of our applications, saving over 138,900 pounds of paper



Energy efficiency

Reduced energy consumption 25 percent by switching to LED lighting in our San Carlos headquarters and dimming corporate lighting environments



Compost

Used compostable materials in the cafeteria of our San Carlos headquarters



Waste management Implemented a pilot program that removed single-use plastics from all vending machines in our San Carlos headquarters

FEATURED ENVIRONMENTAL SUSTAINABILITY PARTNERS:

COOL EFFECT, INC.

We are proud to team with Cool Effect, Inc., a nonprofit organization that supports carbon-reducing projects around the world



ENVIRONMENTAL DEFENSE FUND

EDF creates transformational solutions to serious environmental problems. Our work with EDF's Climate Corps program has been instrumental in allowing us to define and measure our environmental impact goals

RECOLOGY SAN MATEO COUNTY

Our partnership with Recology San Mateo County addresses municipal disposal processes and services that span the needs of urban, suburban, and rural communities



GOVERNANCE

Guiding commitment to responsibility

Effective corporate governance practices are essential to implementing our business strategy and driving sustainable value creation over the long term.

Our governance framework and leadership commitment to our environmental, social, and governance (ESG) strategy are key to our success, driving company oversight, accountability, ethical actions, and transparency to our stakeholders and the broader public. Our approach to the management and oversight of our ESG priorities aligns with our mission and values.

Our ESG strategy benefits from the engagement of Oportun's diverse and independent Board of Directors. Our senior management team provides regular, in-depth business and strategy updates to the Board, who provide oversight, advice, and counsel on the Company's business, policies, and strategies. Our Board possesses the right mix of skills, experiences, background, and diversity required to guide Oportun.



GOVERNANCE

Guiding commitment to responsibility

As a responsible lender, we have ensured that our compliance risk assessments and audits inform our compliance management system, including training and monitoring. Compliance risk assessments and audits are conducted periodically, based on risk exposure, and compliance training is held on an annual basis. We follow our compliance management system, which outlines compliance training requirements.

We have also designed our products to be easy to use and at a lower cost compared to market alternatives. Our A.I.-driven technology platform and data science are crucial to these efforts as we leverage our technology and risk models to support new product offerings. We combine our deep, data-driven understanding of our customers with our advanced proprietary technology, which allows us to score 100 percent of applicants who come to us and enable us to serve mis-scored consumers and those without a credit history, as part of our lending platform.

Oportun is also committed to implementing and maintaining an effective Vendor Security Risk Management Program. Through the program, our team is diligent in implementing protocols to identify and manage any technology or security risks in our relationships with third parties. By doing so we ensure that activities performed by third parties for Oportun are conducted in full compliance with applicable laws.

Overseen by our Board of Directors, we follow standard security practices with respect to cybersecurity. We maintain errors, omissions, and cyber liability insurance policies covering certain security and privacy damages, and we believe our coverage levels are sufficient to cover the costs associated with a large-scale data breach at Oportun based upon industry standard models of a significant breach. Further, we have specific policies in place that dictate how we manage data breaches; see our SEC filings for risk factors related to data security.

LOOKING AHEAD

Social impact



Expanding our impact

Assessing Oportun's current baseline and future priorities has enabled us to set ambitious goals and devise strategies to make Oportun a sustainable corporate social responsibility leader. While some of our initial efforts are being implemented locally, our goal is to scale our social responsibility and sustainability programs and advocacy beyond our corporate operations. We intend to educate and engage our customers and employees on the relationship between corporate responsibility and sustainability and their connection to economic and social equity. As well, we intend to engage all stakeholders in the pursuit of a holistic, responsible, and sustainable culture.

Deepening our partnerships

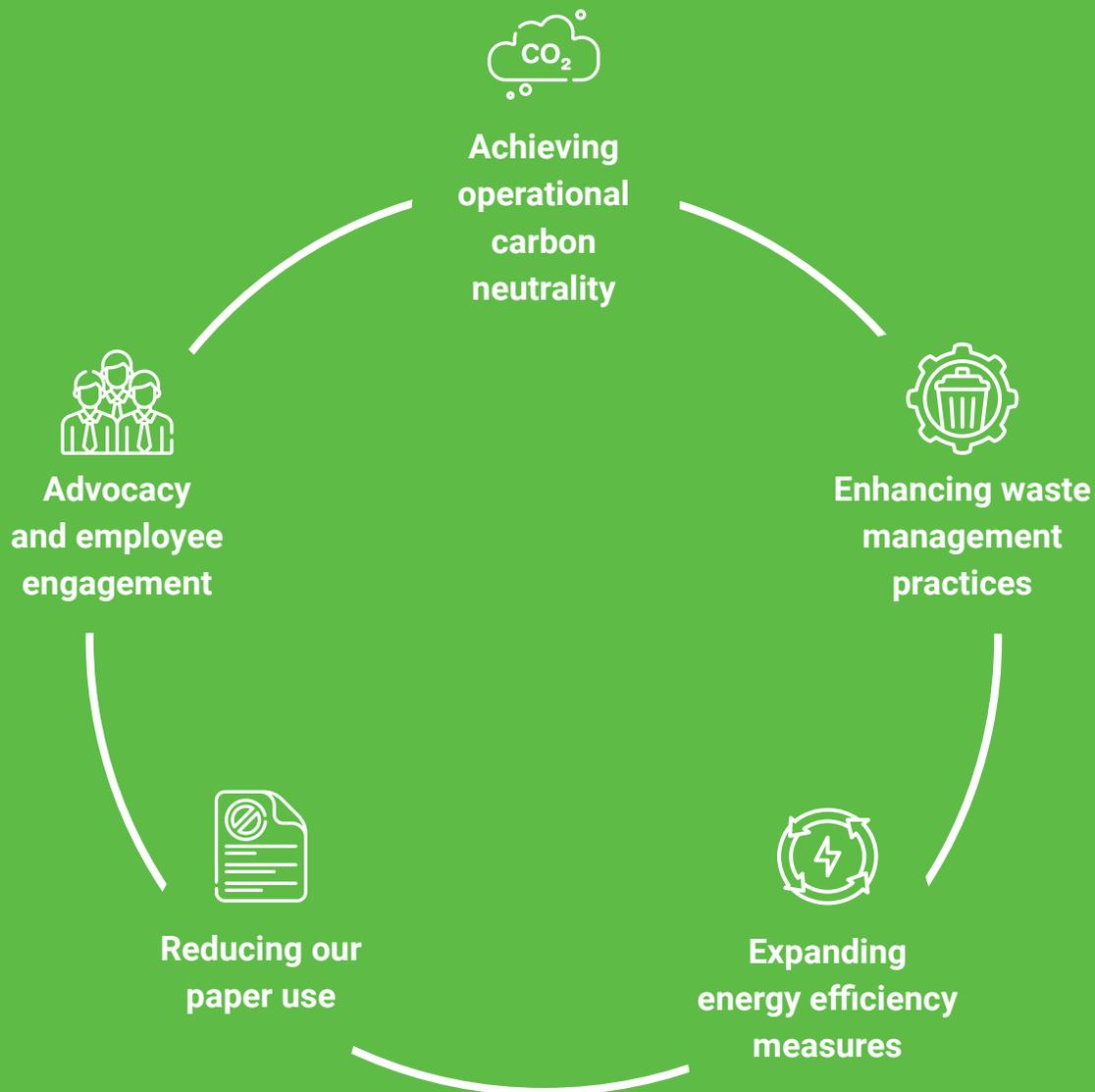
Oportun has developed long-standing community partnership initiatives that are regularly supported through nonprofit donations and offer countless volunteer opportunities. To expand on those effective partnerships, we plan to establish diverse talent pipelines with local schools and universities and to launch skills-based volunteering programs to further our employees' professional development. In addition to these external partnerships, we continue to forge strong internal relationships that will help in driving a culture of interconnectedness.

ENVIRONMENTAL SUSTAINABILITY

We understand that for Oportun to be successful over the long term, we must do our part to ensure that our planet is healthy. Our overarching environmental strategy is to institutionalize sustainability practices throughout our company and our community.

Reducing our environmental footprint

Beginning with our own operations, our initial efforts include:



GOVERNANCE

Sustainability Task Force

In 2021 we are launching a Sustainability Task Force comprising representatives from every business unit and chaired by our Senior Vice President of Public Affairs and Impact. This Task Force will set our corporate sustainability agenda and priority enterprise initiatives, while establishing measurable goals and tracking their progress. Task Force members will work with their respective departments to develop a tailored sustainability action plan and timeline, with goals that support Oportun's business goals.

Task Force members will record new and existing project updates to aid in the development of a comprehensive ESG database, allowing us to track our progress. The Task Force will also periodically review the organizational goals and our progress toward them, adjusting and reworking as needed. By establishing our Task Force and implementing ESG policies, starting at the executive level, Oportun will continue to build on our culture and expand on our social and environmental initiatives.

Market Growth Strategy

Our mission to provide inclusive, affordable financial services drives our approach toward building better futures for our customers and the communities we serve. We are continuing to expand our geographic presence in existing states and enter new states. We currently offer our personal loan product in 12 states and offer our Oportun® Visa® Credit Card in 40 states. Our secured personal loans are currently available in California, and we plan to expand the product into additional states. Through our partnership with MetaBank, we are working to offer our personal loans in 30 additional states in 2021 via our mobile channel. Our intention is to offer loan products that are the same as our state-licensed, unsecured personal loans, with APRs below 36 percent. We estimate that by expanding across the nation through this partnership we can nearly double our serviceable addressable market.

In line with our mission, we are constantly evaluating the needs of our customers. Our data indicates that a great number of our customers who initially came to Oportun without a credit score eventually take out a revolving credit card or take out an auto secured loan. To meet this demand, we are leveraging our unique business model, including our technology and risk models, to develop additional consumer financial services and products, including secured personal loans and credit cards. Over time, we expect to continue to evaluate opportunities both organically and through acquisition to provide a broader suite of products and services that address our customers' financial needs in a cost effective and transparent manner, leveraging the efficiency of our existing business model.

For questions about this report, email Impact@oportun.com. Oportun Financial Corporation (Nasdaq: OPRT) is a financial services company that leverages its digital platform to provide responsible consumer credit to hardworking people. Using A.I.-driven models that are built on 15 years of proprietary customer insights and billions of unique data points, Oportun has extended more than \$10 billion in affordable credit, providing its customers with alternatives to payday and auto title loans. In recognition of its responsibly designed products which help consumers build their credit history, Oportun has been certified as a Community Development Financial Institution (CDFI) since 2009. The Company recently applied for a national bank charter to expand its services and make its products available in all 50 states. For more information visit oportun.com.