

VALUING OUR
Communities



Message from our Chairman and CEO

Over our 142-year history, we've learned that the best way to ensure our own success is to support others' success. We're a purpose-driven community bank that seeks to change lives for the better.

Each year in our Corporate Social Responsibility Report, we reinforce our commitment to our values. It's more than just doing the right thing. In working to advance our values, we seek to build value for all of our stakeholders.

This year's report includes our first Stakeholder Perspectives Assessment, where we reached out to internal and external stakeholders to validate what issues are most important to them. This report also introduces our new Environmental Sustainability Statement, our Human Rights Statement, and Supplier Code of Conduct.

I invite you to review our 2023 Corporate Social Responsibility Report to learn more about how our values are reflected in our commitment to customers, employees, communities, the environment and responsible governance.

I thank our team members for helping us to maintain those values and translate them into value for all our stakeholders!

Curt Myers

Chairman and Chief Executive Officer

A large, light blue handwritten signature of Curt Myers, written in a cursive style, positioned behind the printed name and title.

About our 2023 CSR report

At Fulton, we are focused on the issues that are important to our business and our stakeholders. In this year’s report, we are introducing our first Stakeholder Perspectives Assessment that informs and guides this understanding. We believe that embracing and pursuing those values that we share in common with our stakeholders will lead to long-term sustainable value for our company.

As a purpose-driven bank seeking to change lives for the better, our strategic approach aligns with five key pillars of corporate social responsibility: Governance, Employees, Customers, Community and Environment. We are excited to present this snapshot of our 2023 CSR report. For the full report, please visit: <https://www.fultonbank.com/About-Fulton-Bank/CSR>

Sustainability Factors

Below are the sustainability factors our stakeholders identified as most critical. For a full list and an overview of how we engage with our stakeholders, please reference the full [CSR report](#).

THEME	MOST CRITICAL SUSTAINABILITY TOPICS	THEME	MOST CRITICAL SUSTAINABILITY TOPICS
Governing Our Work	<i>Board Independence & Diversity</i>	Serving Our Customers	<i>Customer Practices & Satisfaction</i>
	<i>Business Continuity & Resiliency</i>		<i>Data Security & Customer Privacy</i>
	<i>Business Ethics</i>		<i>Selling Practices, Disclosure & Transparency</i>
	<i>Financial Risk Management</i>	Helping Our Communities	<i>Community Reinvestment, Community Impact and Access & Affordability</i>
<i>Management of the Legal & Regulatory Environment</i>			

BY THE NUMBERS



12,800

*Employee
Volunteer Hours
during 2023*



25%

*of our Diversified Workforce are
People of Color
as of 12/31/2023*



65%

*of our Diversified Workforce are
Women
as of 12/31/2023*



\$2.45 M

*Total
**Closing Cost Assistance Program
Grants Disbursed**
from 2022-2023*



\$133 M

*Total
**Loans to Low- and Moderate-Income
Homebuyers through Partnership
with Operation HOPE**
from 2022-2023*



\$9.99 M

*Total
**Charitable Contributions and
Donations via Fulton Bank**
from 2022-2023**



\$84 M

Total
**Community Development
Loans Originated**
from 1/1/2023 through 6/30/2023



OUTSTANDING

**Community Reinvestment Act (CRA)
Outstanding Rating**
as of 2020



\$270 M

Total
**Community
Development Investments**
during 2023



\$187 M

Total
**Mortgage Loans through
Fulton Mortgage Company
to Low-to-Moderate-Income Buyers**
from 2022-2023



\$120 M

Total
**Small Business Administration
Loans Originated**
from 2022-2023

Bringing Value to our Communities

Four Pillars that Move Fulton Forward

Fulton Forward® is the touchstone of all our efforts to improve our communities through stewardship, volunteering and other endeavors. We work toward building vibrant communities with programs, products and services focused on four key areas:



AFFORDABLE HOUSING AND HOMEOWNERSHIP

Helping people find and keep a safe, stable and affordable place to call their home



FINANCIAL EDUCATION AND ECONOMIC EMPOWERMENT

Helping people manage their finances to reach their goals and change lives for the better



JOB TRAINING AND WORKFORCE DEVELOPMENT

Helping people train for and find gainful employment to support themselves and their families



DIVERSITY, EQUITY & INCLUSION

Helping individuals and groups feel respected, supported, valued and understood

Fulton Forward® Foundation - Impact Grants

Fulton is committed to supporting and growing the communities we serve. The Fulton Forward® Foundation, an independent, nonprofit private foundation funded by Fulton, moves that commitment forward by awarding Impact Grants of \$20,000 or more to 501(c)3 community organizations that share Fulton’s vision of advancing economic empowerment, especially in underserved communities.

In conjunction with our acquisition of Prudential Bank in 2022, we donated \$2 million to the Foundation, designated to support nonprofit organizations in the Philadelphia region. In 2023, the Foundation made impact grants to nonprofit organizations – both in the Philadelphia region and throughout our market footprint – including ones that advance safe, affordable housing, support the success of local independent businesses and help young people grow into responsible, productive citizens.

Operation HOPE

Operation HOPE, a long-time partner of Fulton, is a nonprofit organization providing financial literacy and economic empowerment education to youth and adults.

Through this partnership, Fulton and Operation HOPE provide financial education, credit and money management, first-time homebuyer and small business workshops to Fulton clients and community neighborhood groups near Fulton’s financial centers. More than 80% of the clients our coaches serve are considered low-to-moderate income.

HIGHLIGHTS FROM OUR 2023 PARTNERSHIP



Delivering Value to our Customers

Our customers are the driving force behind every decision we make. Helping our customers achieve their financial and personal goals drives our teams daily. We put customers first by creating products, services and solutions that meet their needs and help change their lives for the better.

Consumer

Xpress Account - This is a low-cost transaction account that includes a debit card and access to a range of online and mobile services to expand banking access in our communities.

Small Business

Workplace Banking Solution - This program is designed for business customers and their valued employees. It offers employees from participating businesses a wide range of benefits from mortgage discounts and no-minimum-balance checking to rewards credit cards and Health Savings Accounts.

Commercial

Netspend® Earned Wage Access - The program allows businesses to offer their employees on-demand access to up to 50% of the funds they have earned in the current pay period.

Financial Planning & Investing

Retirement Planning Seminars - The Fulton Financial Advisors' retirement services team, which operates through Fulton Bank, conducted six seminars throughout the Fulton footprint in 2023, providing insight to clients and prospects on the changing aspects of retirement plans.

Diverse Business Banking

At Fulton Bank, we've built a specific program to reach out to businesses that often have had challenges gaining access to financing and banking services in the past. We employ specially certified Diverse Business Advocates who can provide one-on-one mentorship, educational resources and custom solutions for minority, woman, veteran and LGBTQ business owners. We've also built partnerships with community organizations and government entities whose missions dovetail with ours.



Treating our Clients Fairly

Since Fulton opened its doors in 1882, we have strived to deliver the best banking experience for our customers. That is why we are proud of the following areas we focus on daily to ensure our customers' goals become realities.

Customer Privacy and Data Security

Communications

Responsible Product Offering

Selling Practices and Product Labeling

Customer Fraud Protection

DIGITAL BANKING & TECHNOLOGY

Digital banking plays an important role in the movement of money for consumer and business customers. At Fulton, we offer a variety of digital banking solutions to help customers.

Zelle®

Real-time products like Zelle®, a U.S.-based digital payments network, provides consumer and small business customers with a convenient way to send money instantly regardless of where they bank.

Mortgage Hybrid e-Closing

Fulton Mortgage Company's e-closing program provides homebuyers with the ability to review closing documents before their closing appointment and sign many of them electronically. The biggest advantage is that customers have a better experience, with more opportunity to review their documentation and less time at the closing table.



Valuing our Employees

Our Employee Value Proposition

Our values define us and our culture inspires us to *change lives for the better*

Our employees are the *heart and soul* of our company, and every success we experience begins with them.

Together we are committed to making a positive impact in our *local communities*.

We champion a culture of continuous learning, work-life integration, and *inclusion*.

We promote a digitally enabled work environment to continuously enhance the experience of our *employees and customers*.

**Fulton
Bank**

The Fulton Experience

Successful companies shape their cultures instead of allowing their cultures to shape them. Our corporate culture, the Fulton Experience, is woven into everything we do — from the way we collaborate with our teammates to how we interact with our communities and customers to how we stay accountable and productive.

Human Rights Statement

We have adopted a Human Rights Statement to underscore our commitment to advance our values and change lives for the better. It formalizes those values and our commitment to our employees, customers and all stakeholders.

An excerpt follows, but the full statement can be found in the [CSR report](#).

Fulton Bank's purpose is to change lives for the better. Fulton is committed to upholding the dignity, value and fundamental rights and freedoms of all people as set forth in the United Nations (U.N.) Universal Declaration of Human Rights.

For our employees, this commitment means we will provide equal employment opportunity and safe, healthy working conditions free from discrimination or harassment. We commit to fostering an inclusive, supportive environment where we acknowledge, respect and welcome a diverse and collaborative working team.

For our customers and communities, this commitment means we will provide fair and responsible banking and access to financial products and services to promote economic advancement for everyone we serve. We will work to protect the privacy of our customers and safeguard their confidential information.

In order to change lives for the better, we recognize the inherent value of all people and treat them with dignity and respect. At Fulton Bank, this commitment forms the core of all that we do, as we build on this truth to achieve our purpose.

The Employee Experience Council (EX-Council)

The Employee Experience Council (EX-Council) works to:

Enhance and Sustain the Fulton Experience

Monitor Alignment Between Employee Value Proposition and Employee Experience

Improve the Employee Experience

Advocate for a Digitally Empowered Workplace

DEI Award of Excellence

We're committed to fostering an inclusive and supportive environment, where we acknowledge, respect and welcome a diverse and collaborative working team. At the core of our company, Fulton works to welcome and support the differences of our employees. We continuously celebrate diversity and intentionally create an inclusive culture where everyone feels empowered and valued.

In that spirit, the recently created Fulton Bank Diversity Equity and Inclusion Award of Excellence is presented annually to nominated employee(s) or team(s) that exhibit an overall outstanding commitment to the Fulton DEI mission.



Megan Trone

Consumer Loan Documentation Manager

2023 AWARD WINNER

Employee Training and Development

Fulton has a strong corporate culture that helps to attract and retain top talent. We strive to promote a continuous learning culture and provide the training and development tools and programs necessary to promote career progression for employees interested in advancement.



Navigating Your Career

As part of nurturing successful internal candidates, this helps employees gain the skills to present themselves as a top candidate during interviews.



Coaching to Lead Program

As part of our advanced coaching series, these modules help managers inspire and empower their teams and build greater effectiveness into their daily coaching and leadership.



Driving Value and Opportunities for Neurodivergent Individuals

Fulton is identifying opportunities across our organization to pilot a program to identify neurodivergent candidates in partnership with CAI Neurodiverse Solutions.



PowerUP! Program

Expanding our program that empowers employees' digital skills, in 2023 we piloted the Digital Leadership Curriculum focusing on data fundamentals and fluency for leaders.



Talent Succession and Planning

Strong bench strength for critical roles ensures the success and sustainability of our company. We offer targeted development opportunities to help our leaders grow and prepare for further opportunities at Fulton.



Pillars of Leadership Program

For employees with an interest in and capabilities for growing leadership skills and responsibilities, the program creates holistic leaders who are engaged, agile and curious and embody a growth mindset.

Sustaining our Environment

To support our commitment to the environment, we will endeavor to continue:

- 1 - Being aware of, and actively seeking ways to reduce, our operational impact on the environment
- 2 - Incorporating climate-related risk management in our business practices
- 3 - Ensuring we have financial products and services that support our clients' sustainability journeys
- 4 - Engaging our suppliers on sustainability

A full version of Fulton's Environmental Sustainability Statement may be found on our website at <https://www.fultonbank.com/About-Fulton-Bank/CSR>

RECYCLING BY THE NUMBERS

At Fulton, our commitment to sustainability is not merely a corporate initiative; it's a fundamental part of who we are. Fulton believes that even the simplest actions can speak volumes about our dedication to sustainability.

Recycling diversion rates to date are:

9.5% Diversion rate as of Q4 2021

15.2% Diversion rate as of Q4 2022

17.7% Diversion rate as of Q4 2023

To be more sustainable, Fulton transitioned to the use of pens made of recycled materials. This simple change supports Fulton's journey toward a greener and more environmentally responsible future.

Supplier Code of Conduct

Fulton emphasizes ethical standards for suppliers through the [Supplier Code of Conduct](#), which focuses on integrity, transparency, governance, diversity, sustainability and social responsibility. This code aligns with Fulton's core values and strategic priorities. Fulton provides support and mentorship, measures our progress and actively engages our communities to promote supplier diversity.

Supplier Diversity

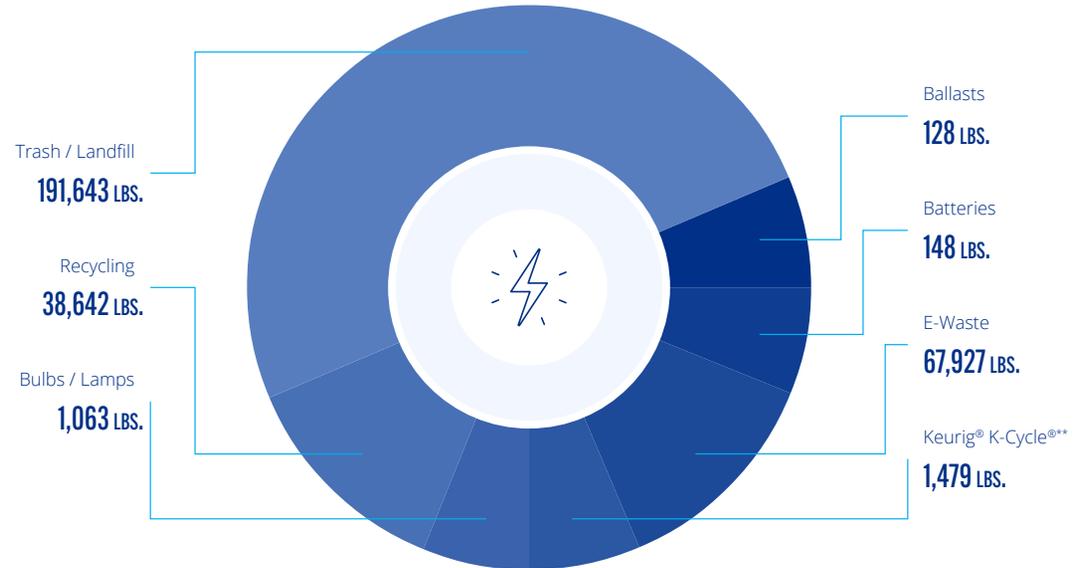
In 2023, Fulton's Sourcing and Procurement organization launched its webpage for supplier diversity. Fulton is dedicated to promoting DEI in our business operations, particularly in our relationships with suppliers. Through our active engagement with key diverse promoting and certification councils, Fulton is fostering connections with a diverse range of suppliers, amplifying our commitment to diversity and inclusivity. To date, Fulton has worked with 49 diverse suppliers with more than \$3.6 million in total spending.



Paper, Water & Waste Management

Waste Stream Diversion

Examining how our overall footprint affects the environment, Fulton focused on several waste diversion activities during 2023*:



*Waste diverted or redirected from landfills / traditional disposal throughout 2023.

**A specialty waste diversion program through Keurig's K-Cycle® Recycling Program

Leading with Governance

Governance at Fulton Financial Corporation starts at the top, with our Board of Directors (Board), and includes Fulton's Chairman and Chief Executive Officer. Fulton's Board members are elected annually by shareholders at its shareholder meeting.

Business Ethics

While some of the standards outlined in our Code of Conduct are required by law or are necessary to protect our interests, some simply represent doing what is right—one of our company's core values. These standards are indicative of our uncompromising commitment to ethical conduct and integrity in every endeavor, big or small. Our Code of Conduct is not intended to address every possible ethical issue that may arise in our daily business activities. Rather, it is a set of standards that guides us.

Every employee and every director of Fulton has the responsibility to promptly report actual or suspected code violations. We do not and will not tolerate retaliation against any employee, director or individual who in good faith reports actual or suspected unlawful or dishonest conduct.

2023 BOARD DIVERSITY, AGE AND TENURE

36.4% Women

27.3% Underrepresented
Minorities

72.7% Independent
Board Members

62.1 Average Director Age,
in Years

6.5 Average Director Tenure,
in Years

Governance of CSR

Oversight of Fulton's Corporate Social Responsibility efforts is led and directed by the CSR Leadership Committee, which is chaired by the Director of CSR for Fulton. This committee is composed of a diverse leadership team representing all five pillars of our CSR Strategy: governance, employees, customers, community and environment.

This committee provides management and leadership to our working group teams, including developing this report and corresponding disclosures and metrics for our stakeholder community.

The CSR Leadership Committee also works closely with a diverse number of leaders throughout the year to enhance our public disclosure of CSR through our policies and programs and to develop corresponding metrics to provide information regarding our progress.

Fulton's Board is engaged with and has oversight of our sustainable strategies and activities. Regular reports are shared with the full Board as well as the Nominating and Corporate Governance Committee of the Board (NCG Committee), which has direct oversight of CSR. The Audit Committee of the Board (Audit Committee) receives updates from our Chief Audit Executive regarding our metric disclosures, which are approved by the management-level Disclosure Committee. The Risk Committee of the Board (Risk Committee) also receives updates from our Managing Director of Enterprise Risk Management regarding Fulton's climate activities. There are frequent human resources and other social topics related to CSR that are reviewed and approved by the Human Resources Committee of the Board (HR Committee).

At Fulton, our corporate social responsibility is to deliver on our purpose to change lives for the better. This third report highlights our continued efforts to do so.

Compliance Program and Compliance Risk Management

Fulton maintains a compliance program that is designed to achieve compliance with consumer financial protection requirements and promote a culture of compliance. It establishes a compliance management framework that helps ensure Fulton meets its legal and regulatory obligations and treats consumers fairly. Fulton's compliance risk management also includes processes for risk assessment and issue management, regulatory change management, marketing, product change and service provider reviews.

Customer Advocacy

At Fulton, our customer experience objective is to listen to our customers, take action on what they've said, and improve their experiences over time. Our customer advocates take all complaints seriously and actively address all of those received.

Fulton employs a centralized complaint management program (CMP) which ensures Fulton complies with consumer protection laws and regulations. Overseen by the Chief Executive's Office of Customer Advocacy, our process allows us to self-identify and self-correct any potential areas of weakness in processes and regulatory risk matters.

Risk Management / Business Continuity

While each of Fulton's Board committees is responsible for overseeing the management of certain risks that are relevant to their committee responsibilities outlined in their charters, the Risk Committee is primarily responsible for overseeing the management of enterprise risk for Fulton, and the entire Board is regularly informed about such risks through committee reports and review of board committee meeting minutes.

The Risk Committee evaluates Fulton's established risk appetite and considers emerging risk factors such as ESG in its regular oversight and monitoring of management's risk reporting and analysis. Climate risk factors in the credit and operational risk domains are considered in the risk appetite and monitoring processes.

Cybersecurity

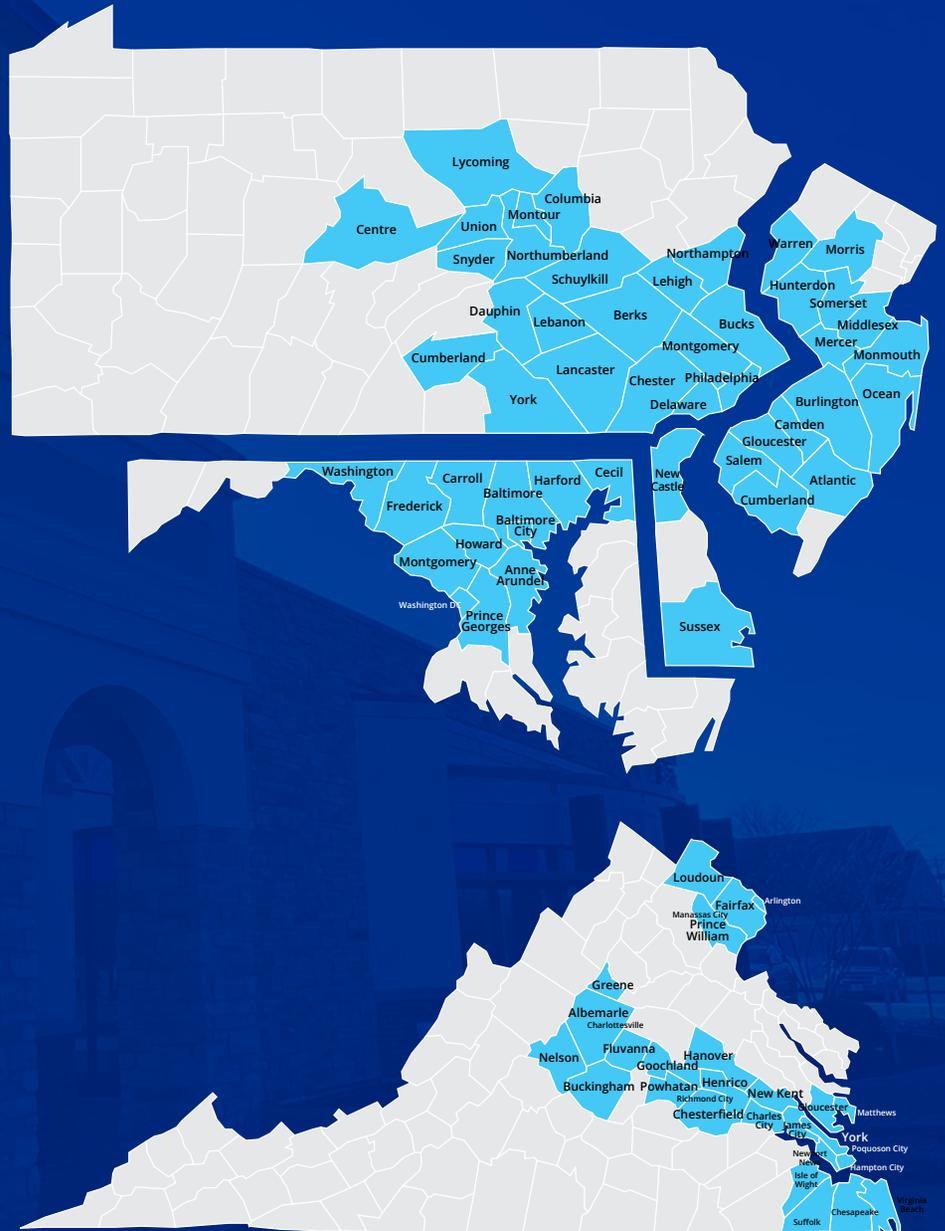
Protecting the privacy and confidentiality of all customer data is a priority for Fulton. Among the many measures in place to protect our customers are a comprehensive Information Security Program, comprehensive risk management practices and a Fraud Risk Management Department. Fulton's Information Security Program features a continuous improvement mindset along with a defense-in-depth approach to cybersecurity.

COMMUNITIES WE SERVE

Fulton Bank serves customers and communities in the Mid-Atlantic region, including Pennsylvania, New Jersey, Maryland, Delaware, Virginia and Washington, D.C.

Number of financial centers in each state:

- Pennsylvania:** 109
- New Jersey:** 53
- Maryland:** 25
- Delaware:** 12
- Virginia:** 9



FORWARD-LOOKING STATEMENTS

This report may contain forward-looking statements with respect to the financial condition, results of operations and business of Fulton Financial Corporation (the "Corporation"). Do not unduly rely on forward-looking statements. Forward-looking statements can be identified by the use of words such as "may," "should," "will," "could," "estimates," "predicts," "potential," "continue," "anticipates," "believes," "plans," "expects," "future," "intends," "projects," the negative of these terms and other comparable terminology. These forward-looking statements may include projections of, or guidance on, the Corporation's future financial performance, expected levels of future expenses, including future credit losses, anticipated growth strategies, descriptions of new business initiatives and anticipated trends in the Corporation's business or financial results.

Forward-looking statements are neither historical facts, nor assurance of future performance. Instead, the statements are based on current beliefs, expectations and assumptions regarding the future of the Corporation's business, future plans and strategies, projections, anticipated events and trends, the economy and other future conditions. Because forward-looking statements relate to the future, the statements are subject to inherent uncertainties, risks and changes in circumstances that are difficult to predict and many of which are outside of the Corporation's control, and actual results and financial condition may differ materially from those indicated in the forward-looking statements. Therefore, you should not unduly rely on any of these forward-looking statements. Any forward-looking statement is based only on information currently available and speaks only as of the date when made. The Corporation undertakes no obligation, other than as required by law, to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.

A discussion of certain risks and uncertainties affecting the Corporation, and some of the factors that could cause the Corporation's actual results to differ materially from those described in the forward-looking statements, can be found in the sections entitled "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" in the Corporation's Annual Report on Form 10-K for the year ended Dec. 31, 2023, and other current and periodic reports, which have been, or will be, filed with the Securities and Exchange Commission and are, or will be, available in the Investor Relations section of the Corporation's website (www.fultonbank.com) and on the Securities and Exchange Commission's website (www.sec.gov).

DISCLOSURE STATEMENT

The corporate social responsibility and environmental, social and governance data, statistics, metrics, targets, goals, objectives, commitments and programs contained in this report are disclosed voluntarily, are not necessarily prepared in accordance with generally accepted accounting principles, may be based on assumptions that, while believed to be reasonable at the time of preparation, may be subject to change, and have undergone an internal review process intended to ensure accuracy and completeness, but have not been audited by our independent registered public accounting firm. All data, unless otherwise indicated, reflects information as of Dec. 31, 2023.

Fulton Bank

A subsidiary of
FULTON FINANCIAL CORPORATION

(NASDAQ: FULT)

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