

## We're making a difference in our communities

**KeyBank's mission is to empower its clients, communities, and employees to thrive.** The path to financial wellness starts here. No matter who you are, where you are on your financial journey, or what barriers are ahead of you, KeyBank will help you move forward. KeyBank's five-year, \$16.5 billion National Community Benefits Plan was launched in 2017 and drives investment for low- to moderate-income (LMI) individuals, families, and communities through community development and affordable housing, mortgage and small business lending, and transformative philanthropy.

### KeyBank National Community Benefits Plan Investments Eastern Ohio Market

**\$73 Million**

Supporting low- to moderate-income  
individuals and communities since January 2017

**\$791,000**

Philanthropic investments  
since January 2017

**132**

Non-profit organizations  
partnering with Key

Through December 31, 2018, National Community Benefits Plan (CBP) aggregate lending and investments.

## Helping clients thrive

Creating shared value is at the core of making clients' dreams come true.

### Broadway Park – Youngstown, Ohio

KeyBank provided \$10 million in tax credit equity financing for Broadway Park in Youngstown, Ohio. This three-story complex offers affordable housing for people over the age of 55, with a mix of 57 separate one- and two-bedroom apartments. Known as National Church Residences at Broadway, the complex offers a community room, a wellness center, a garden, park, and patio.



KeyBank's Main Offices in Downtown Akron.

### Eastern Ohio Market Fast Facts



**35**

Branches



**11**

Counties served



**49**

ATMs

### Market Headquarters

219 S. Main Street  
Akron, OH 44308  
330-258-4000

### Market Leaders



**Timothy Burke**  
Market President  
Eastern Ohio Region

### Eric Dellapina

Commercial Sales Leader  
Eastern Ohio Region

### Lucia Pileggi

Private Bank Sales Leader  
Eastern Ohio Region

### Angela Wilcoxson

Business Banking Sales Leader  
Eastern Ohio Region

### Don Graves

Head of Corporate Responsibility  
Eastern Ohio Region

## Helping communities thrive

KeyBank understands that one of our most valuable assets is our ability to create hope, opportunity, and dignity for the communities and clients we serve.



### United Way and Akron Public Schools

The KeyBank Foundation provided a \$500,000 grant to United Way of Summit County for the creation of a finance-focused, hands-on financial services learning center at the East Community Learning Center (CLC) and for the delivery of wraparound services within the East CLC cluster of Akron Public Schools. They are student and family supports integrated with and delivered directly within the schools. By targeting the needs of individual children and families, wraparound services take the pressure off educators to address social and non-academic barriers to learning.

## Neighbors Make The Difference® Day

KeyBank supports its employees to make a difference “every day” through the support of service and engagement in the communities we serve.

Each May, hundreds of KeyBank employees in Eastern Ohio participate in the annual Neighbors Make The Difference Day.

**31** Projects    **212** Employees    **848** Hours

From weeding to painting to teaching to cleaning, KeyBank employees were on the ground helping hundreds of local non-profit agencies.



KeyBank employees volunteer at “Keep Akron Beautiful” in Akron, OH, on Neighbors Make The Difference Day.

### KeyBank National Footprint – at a Glance



**\$145 Billion** Total Assets



**\$95 Billion**  
Loans



**\$112 Billion**  
Deposits



**\$6.4 Billion**  
Revenue

**3.5 Million**  
Clients

**1,000+**  
Branches

**~17,000**  
Full-Time Employees

As of 12/31/2019.

## KeyBank Awards & Accolades



**Top 50 Companies for Diversity**  
DiversityInc



**Perfect Scores Corporate Equality Index**  
Human Rights Campaign



**Community Minded Companies**  
The Civic 50



**“Outstanding” Consecutive CRA Ratings**  
Office of the Comptroller of the Currency



**Leading Disability Employer**  
National Organization on Disability (NOD)



**Bronze-Level Military Friendly® Employer**  
Military Friendly®