Environmental, Social, and Governance Report

2024

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A message from the CEO, Anthony Noto

Our mission at SoFi is clear: to help people achieve financial independence and realize their ambitions. We have the honor of serving over 11 million members and we deeply value the trust they place in us every day to help them get their money right.

We believe companies like ours have a responsibility to deliver financial solutions built for today's borrowers, savers, spenders and investors. We pushed back on the established one-size-fits-all financial services approach to give people options that work for, not against them. We pioneered the digital one-stop-shop financial services model with a dynamic platform built to meet people where they are. Through enhanced personalization and rapid innovation we have grown with our members to give them greater control over their money at every stage.

Over the last 10 years, we have made a profound impact on our members and clients by helping them:

- Pay down over $40 billion in credit card debt
- Borrow $138 billion to fund their ambitions - including $46 billion in refinanced student loans and $14 billion in funded home loans
- Earn over $1.3 billion in interest from their savings

We are intentional about aligning our goals with long-term sustainability of our business. We are building solutions that make financial services more accessible while upholding responsible business practices, risk management and operational efficiency to the highest degree. We will continue to make critical investments in our team and infrastructure to support further scale. We have found that our best innovations happen when we hold ourselves accountable not just to performance, but to purpose.

Our incredible team remains the driving force in everything we do at SoFi. We proudly foster an inclusive culture where people feel valued and motivated to do their best work. We have invested in leadership development and created more opportunities for employees to grow within the company.

With our values, our people and our members at the center of everything we do, we can grow faster than ever before by creating a more inclusive and financially empowered future for all.

Anthony Noto

Anthony Noto

CEO

Who we are

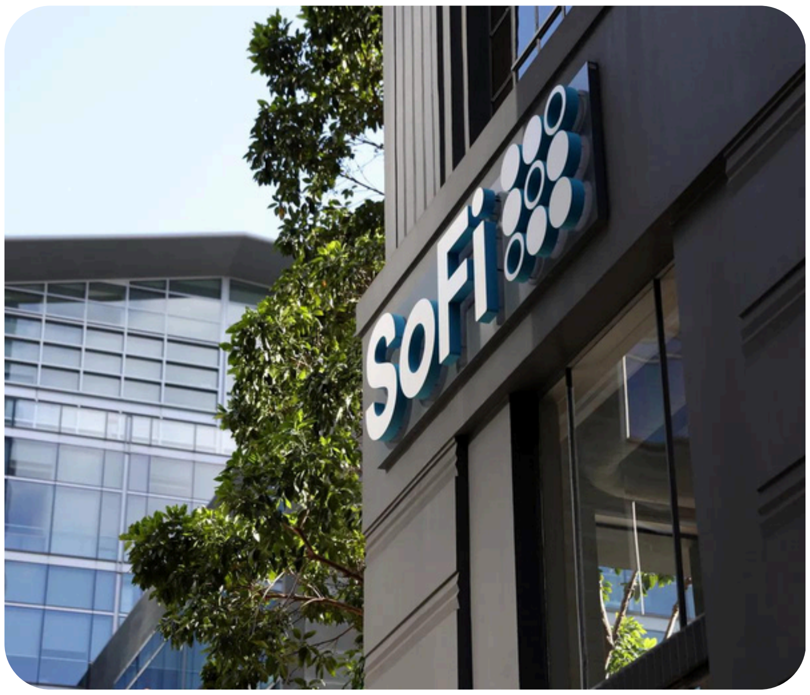
Company Vision and Mission

> **We are in the business of helping people get their money right.**

To us, financial independence doesn't just mean being well-off—it means reaching a point where your money works for you and allows you to live the life you want. We are constantly innovating and building new products and services to give our members what they need to make that happen.

Our products for borrowing, saving, investing, protecting, and spending give millions of members access to the tools they need all on one intuitive digital platform. Our members get to join a thriving community of ambitious people who are using our tools and resources to achieve financial independence to realize their ambitions.

We are also at the cutting-edge of financial technology through Galileo, our technology platform. Galileo is a fintech leader powering the digital transformation of financial services through its unique blend of banking and processing capabilities. Our platform stands out by offering flexible, API-driven technology that enables clients, from financial services companies to established consumer brands, to build, launch, and scale modern financial solutions across North and Latin America.



Our Core Values

Our 11 core values define us. They are at the center of how we think about serving our members and clients, building our company, and how we work together. At SoFi, it's not just what we do—but how we do it.

Put our members' and clients' interests first.

If we take care of our members' and clients' interests, it will best serve our interests.

Run after problems.

We must build a culture of people who run after problems in order to ensure we execute with excellence and "things" do not fall through the cracks.

Embrace diversity.

Diversity is a differentiator and our team should reflect society. We should continue to encourage and celebrate diversity.

Get to the truth and make principle-based decisions.

We can only make the best decisions if we have the right data, all of the perspectives, and if we align on the guiding principles.

Make your footprint bigger than your foot.

Selfless acts are critical to elevate beyond the impact of our collective individual efforts.

Set ambitious goals, be gritty, be accountable.

We must hold ourselves and others accountable for delivering our business objectives, for our culture, and for our members

Do the right thing. If you're not sure, do the harder thing.

Our business is built on trust and integrity, which requires both adhering to the letter of the law and regulations, and doing the right thing for the company and our members.

Be SoFi missionaries.

Our products, our services, our brand, and our business must be durable over the long term to achieve our mission— be a missionary.

Iterate, learn, innovate.

We are all responsible for innovation and we must embrace data-driven decisions.

Take care of other people and help them grow.

Our people are our greatest differentiator. If we take care of our people, they will take care of our members.

... and don't forget to smile.

Our ambition is contagious: it makes us smile to see people inside and outside of SoFi succeed.

2. People

Our Employees

At SoFi, our top priority is to make our culture better every second of every day and, in line with our core values, to ensure inclusion is at the center of everything we do. Our initiatives aim to support, develop, and inspire our employees, which will unlock the organization's potential, drive business excellence, and establish SoFi as a premier workplace where people are excited to work.

Employee First

To achieve our top company priority, we lead with an employee-first mindset—shaping every step of the employee journey to create a strong, supportive experience. From onboarding to ongoing engagement, we help employees connect to our mission and values, take care of their well-being, and grow in their roles. We do this by providing benefits and resources that focus on physical and mental health, hosting regular company-wide All Hands meetings that keep employees informed, and by meaningful programs led by our Employee Resource Groups (known internally as "SoFi Circles"). We focus on the moments that matter most—supporting and celebrating our people throughout their SoFi journey. From new hire experiences that build early connections, to development resources that support growth, to meaningful recognition of achievements—we're inspiring belonging, performance, and pride.

We believe listening to our employees is essential to building a great workplace. Twice a year, we conduct an Employee Engagement Survey to take the pulse of our workforce—identifying what's working well and where we have opportunities to improve. In 2024, employees highlighted strong management and an inclusive culture as key strengths. With an average participation rate of over 86%, our survey response exceeded industry benchmarks and reflects the strong sense of engagement across our teams.

86%

employee participation in our biannual Employee Engagement Survey — exceeding industry benchmarks.

Benefits and Well-Being

The well-being of our employees and their families is crucial to SoFi's success because it allows them to perform at their highest level. We offer a comprehensive benefits program encompassing physical, mental, and financial health. In the U.S., this includes three medical plan options with premiums that are significantly subsidized by the company.

Beyond core medical benefits, we provide U.S. employees with fertility and parental benefits to assist in family growth. Our fertility benefits include a lifetime maximum of $20,000 for infertility treatments, egg-freezing, surrogacy, and adoption. We also offer 12 weeks of parental leave and two weeks of paid caregiver leave to support family members facing serious health conditions in hospital, hospice, or at home. Furthermore, we provide healthcare reimbursement for services not accessible in an employee's current U.S. state.

To support our employees' mental health, we offer a no-cost digital benefit that allows access to coaches and clinical care providers. We are committed to creating a supportive and inclusive workplace that empowers our employees to thrive professionally and personally. Our comprehensive benefits package reflects our dedication to employee well-being, equity, and long-term growth. We continuously evaluate and enhance our offerings to ensure alignment with our core values of innovation, integrity, and impact.

Hybrid Friendly

We operate under a hybrid-friendly workforce model for the majority of our workforce that puts the health and safety of our employees first and recognizes the benefits associated with providing our employees greater flexibility.

Additionally, we offer programs focused on childcare, as well as support specific to balancing the demands of work and personal family needs. An example of this is "SoFridays," where exempt employees are encouraged to end their meetings at 2pm local time each Friday.

Inclusive Culture

Part of what makes SoFi a dynamic place to work is our commitment to living our 11 core values, one of which is to "Embrace Diversity - Everyone Should Feel Welcome, Included and Able to Contribute." At SoFi, we are committed to creating a company culture where employees feel respected, valued, and able to bring their authentic selves to work. Inclusion is embedded in how we work, and diverse perspectives are celebrated.

Fostering an Inclusive and Equitable Workforce

We believe that cultivating an inclusive and equitable workforce is essential to driving innovation, better decision-making, and stronger business outcomes. Our approach is grounded in creating a workplace where all employees feel valued, connected, and empowered to contribute their unique perspectives and talents.

We focus on embedding inclusive behaviors and equitable practices into every stage of the employee experience—from recruitment and assessment to development and retention. By implementing role-specific, competency-based assessments in functions such as marketing, operations, and engineering, we promote fairness and consistency in hiring and advancement decisions while reducing the potential for bias.

We also continue to refine our people processes to ensure they are transparent, aligned with our values, and supportive of a high-performing culture. Our focus is on fostering a culture of inclusion and equal employment opportunity rather than setting representation targets.

As we evolve our inclusive culture strategy, our efforts are guided by a belief that when people from all backgrounds are supported and set up to succeed, we unlock the full potential of our workforce and deliver exceptional value to our customers, communities, and shareholders.

SoFi Circles

We proudly sponsor nine Employee Resource Groups, known internally as SoFi Circles. These groups are open to all employees and build high-trust, functional connections that help our organization thrive. They also foster a sense of belonging, drive innovation and help create bridges of connection and intersectionality.

The SoFi Circles and their defined missions:

Ability@SoFi—

Mission is to amplify the voices of employees with disabilities of all kinds, along with their caregivers, while fostering a community dedicated to advocating for their needs within the workplace. We are committed to working with allies to provide opportunities for education on disability, ensuring a more inclusive environment for all at SoFi.

Good Grief—

Mission is to provide a safe and supportive space for those who are grieving, where they can share their feelings, receive encouragement, and find practical advice based on real experiences in navigating the challenges of loss while managing everyday responsibilities.

Parents@SoFi—

Mission is to support current and future parents at SoFi. We want to create an environment where people with shared experiences can connect and help each other have both a successful career at SoFi and a rewarding family life.

SoFi Pride—

Mission is to empower our diverse community, and its allies, to foster equality for everyone, embracing all identities, including sexual orientation, gender identity, and gender expression.

SoulFi—

Mission is to empower Black/African-American employees, and allies, while creating a safe space for the community and promoting the inclusivity and empowerment of all.

SoFi Unidos—

Mission is to foster awareness, diversity, and representation of the many Latinx cultures and its allies within SoFi. Our goal is to create a supportive community, provide resources, and amplify the Latinx voice within our organization. We are Unidos Siempre!

Vets@SoFi—

Mission is to create a network to generate cultural awareness of Veteran service and experiences within SoFi, promoting a culture of inclusion, belonging and allyship with the broader SoFi community.

Women@SoFi—

Mission is to create a supportive space for female-identifying employees and allies to connect across SoFi, upholding the inclusion and empowerment of all.

SNAP (SoFi's Network for Asian and Pacific Islanders)—

Mission is to provide a unified voice for our organization's Asian & Pacific Islander communities. We are committed to fostering awareness, advocacy, and a safe, inclusive space for all members and allies, while actively supporting and uplifting the diverse voices within the Asian and Pacific Islander communities.

Each SoFi Circle is open to all employees, regardless of location, tenure, or subsidiary. Being a SoFi Circle member gives employees access to unique programming and opportunities to connect with other SoFi Circle members—either as identifying members or as an ally. Our SoFi Circles are led by employees and are supported by executive sponsors. In the past year, we have seen strong participation in our SoFi Circle membership, with ~36% of the SoFi employee base belonging to at least one Circle.

Compliance and Non-Discrimination

We remain committed to a safe and inclusive workplace based on dignity and respect. Our Discrimination, Harassment and Retaliation Prevention Policy reflects our commitment to equal employment opportunity and a respectful workplace. It details our program for carrying out that commitment by preventing unlawful discrimination, harassment, and retaliation from occurring in the work environment. The policy protects individuals who perform services for SoFi in the workplace, including employees, contractors, and interns.

Our Discrimination, Harassment and Retaliation Prevention Policy prohibits all employees, including supervisors and managers, from engaging in unlawful discrimination and harassment of any individual based on any legally protected characteristic such as:

- Race (including hairstyles associated with race)
- Sex (including pregnancy, childbirth and related medical conditions, breastfeeding, and conditions related to breastfeeding)
- Gender
- Religion (including religious dress and grooming practices)
- Color
- National origin
- Ancestry
- Physical or mental disability
- Medical condition
- Marital status
- Registered domestic partner status
- Sexual orientation
- Gender identity and gender expression
- Age (age 40 and over)
- Genetic information
- Military and/or veteran status
- Lawful change of name
- Social Security Number or federal employment authorization document
- Receipt of Medi-Cal coverage
- California driver's license with a "federal limits apply" notation
- Any other basis prohibited by state or federal law

Our Discrimination, Harassment and Retaliation Prevention Policy also prohibits retaliation against any individual who makes a complaint or who participates in an investigation under the policy. Additionally, the company promptly investigates all complaints of alleged discrimination, harassment, retaliation and wrongful conduct and takes appropriate remedial action.

Our enterprise-wide compliance training program is also an important tool supporting our policy prohibiting discrimination, harassment and retaliation. In addition to courses covering regulatory requirements specific to the products and services we offer, the compliance training program mandates completion of courses on discrimination, harassment and retaliation prevention. Across the board, we see strong participation in our compliance training. In 2024, 100% of our employees completed their company-assigned compliance and discrimination-related training, demonstrating a commitment to another SoFi core value, "Do the Right Thing."

Commitment to Employee Development

As part of our ongoing talent strategy, our People Team partnered with our Executive Staff to develop Talent Principles to serve as a bridge that connects our company values and business strategy to how we attract, develop and retain talent. Throughout 2025, we will work to bring these to life across our talent programs to maximize performance and help employees grow their careers at SoFi.

Learning and Development Initiatives

We believe strongly in investing in our employees throughout the employee life cycle. Great care is taken to onboard new hires and set them up for success, both in terms of a broad understanding of our mission, values, strategic points of differentiation and products, as well as role-specific learning. To this end, throughout the year we offer ongoing learnings including regular company-level "All Hands" meetings and periodic programming on a wide range of business topics. To enable continuous learning, we have deployed an enterprise learning management system, which includes access to LinkedIn Learning for continuous professional development.

For people managers, we also offer ongoing learning opportunities to ensure they are well-equipped to support and develop their teams. This includes periodic training on our core processes such as performance management, compensation planning and internal mobility, and "always on" content deployed through Manager Central, a centralized hub of resources for people managers.

In 2025, we will leverage our talent principles to develop a robust manager enablement strategy that encompasses critical competencies aligned to our values, as well as deepening tactical proficiency in the execution of our core people processes.

Internal Mobility

Our commitment to growing talent from within is exemplified by our high-touch Internal Mobility program. We provide employees with dedicated tools, resources, and personalized support to navigate their internal career journeys. Our internal recruiters go beyond simply filling roles; they act as guides, offering one-on-one sessions focused on honing internal job searches, building internal networks, and developing targeted internal resumes. The success of this approach is clear: in 2024, 27% of our positions were filled by internal candidates, a powerful indicator of our program's effectiveness in nurturing and promoting our existing talent.

Gig Program

The Gig Program serves as an essential extension of our Internal Mobility initiative, providing a unique avenue for employees to gain practical experience across diverse functions. Eligible U.S. employees can engage in project-based "Gigs," dedicating two to five hours per week for 4.5 months to contribute to different teams, participate in one-on-one discussions, shadowing, and specialized training, alongside their existing responsibilities. This program not only broadens employee perspectives but also directly contributes to internal talent development. As of April 2025, 30% of participants who have completed the Gig Program since its 2023 launch have successfully moved into new roles within SoFi, highlighting its power in facilitating internal career progression.

Tuition Assistance & Student Loan Reimbursement

Our mission is to help people achieve financial independence to realize their ambitions, which starts with our employees.

To support SoFi as a learning organization, all U.S. active regular full-time and part-time employees are encouraged to pursue additional formal education to enhance job-related knowledge and skills. This investment in the professional and personal growth of our employees also has a positive impact on our company. Eligible employees can receive a tuition reimbursement (for courses, certification, and degrees, among other qualified pursuits) of up to $5,250 in a calendar year, with a lifetime maximum of $25,000 (including the aggregate amount of any student loan reimbursement described below).

As a leader in student loan refinancing, we were one of the first companies to offer our employees assistance with their student loan payments, contributing $200 per month to help pay off their qualified student loan debt.

In 2024 alone, we paid out more than $1.3 million in student loan reimbursement and more than $325,000 in tuition assistance.

Recognizing the profound impact this benefit is having on our own employees, we also offer other organizations the ability to provide student loan repayment to their employees through our SoFi At Work product offering.

$1.3 million

paid out in student loan reimbursement to SoFi employees in 2024

$325,000

paid out in tuition assistance to SoFi employees in 2024

Performance Reviews

One of our core values is “Iterate, Learn, Innovate”, something we refer to internally as “LI^2.” Part of our commitment to employee development is providing all employees with a clear and consistent performance review process that allows them to LI^2 in their professional lives.
Managers meet with employees one-on-one on a semi-annual basis to discuss accomplishments from the previous six months as well as areas of opportunity moving forward. We also pair these reviews with semi-annual bonuses based on company and individual performance for eligible employees.

This semi-annual cycle also includes a review of promotions for employees who have demonstrated performance at the next level and readiness for an increased scope of responsibility.

To get a holistic view of our employees’ performance, we also provide an optional 360-feedback tool for employees to request feedback from their peers and stakeholders at any time so they can better understand how they are performing and where they can improve.

As we continue to LI^2 on our processes moving forward, in 2025 we will pursue an assessment of our holistic performance management programs, ensuring that our practices closely align with organizational talent principles.

SoFi Senior Leadership Group

The SoFi Senior Leadership Group (“SLG”) is also an avenue for employee development with an outsized impact on culture and employee performance. SLG is comprised of more than 130 leaders across the organization who meet on a regular basis with the CEO and other executive staff members to share organizational updates, receive and provide feedback on company progress and initiatives, and give voice to the concerns and questions of the individual employees who report to SLG members to improve company-wide communication in order to drive alignment, execution, and results. Biannually, we host an in-person SLG offsite during which SLG members and our executive team engage in enterprise-wide brainstorming, strategic planning, leadership training and initiatives, and more. SLG members are expected to be the gold standard of culture and to instill a founders mentality in all that they do.

Our Members

Data Protection and Privacy

As a premier digital financial services company, we know that our members, clients, and employees entrust us with some of their most sensitive information, and we do not take that lightly. We are committed to respecting and protecting the privacy of all personal information that we handle. Our Privacy Program is led by our Chief Privacy Officer who resides within our Legal Department. The Privacy Program owns responsibility for enterprise privacy governance. The team regularly provides support and guidance to enable privacy compliant business practices that consider individual rights and choices regarding personal information.

The Privacy Program maintains an internal Data Privacy Policy that provides guidelines informing our practices for collecting, using, disclosing, and retaining personal information. The Privacy team works collaboratively across functions to ensure our processes personal information in compliance with applicable laws, policies, and contractual requirements.

- This U.S. Consumer Privacy Notice applies to our customers and consumers and explains how SoFi collects, uses, and discloses personal information covered by the Gramm-Leach-Bliley Act. Further, it describes how SoFi collects and shares information with affiliates and non-affiliates and what types of information sharing members and other customers and consumers may opt-out of.
- SoFi's Privacy Policy is our comprehensive, external-facing, privacy policy that describes our online and offline privacy practices. The policy explains the privacy rights available to individuals and how they may exercise these rights.
- SoFi's Employee Applicant Privacy Notice explains SoFi's privacy practices regarding the personal information of job applicants and candidates.

Fair and Responsible Banking

SoFi Bank has a Fair and Responsible Banking Statement, which states we regularly monitor our operations and processes to ensure that our policies and procedures are followed and that our fair and responsible banking objectives are met. This includes internal and external reviews of advertising, model validation, loan originations, pricing, customer service, loss mitigation, consumer complaints, and compensation structures and employee incentives. We also provide fair lending training to all SoFi Bank employees.

We are committed to continuous improvement in our policies and practices for complying with all governing state and federal fair lending regulations, including the Equal Credit Opportunity Act (ECOA) and the Fair Housing Act (FHA).

We are proud to be an Equal Housing Lender and a member of the FDIC. SoFi Bank believes it is impossible to "Get Your Money Right" if you are not given fair and equitable access to credit and banking services. One of our core values is "Be SoFi Missionaries", and our commitment to our members means being a SoFi missionary for fair and responsible banking.

Information & Cybersecurity Program

Our Information and Cybersecurity organization maintains stringent industry administrative, technical, and physical safeguards designed to ensure the security, confidentiality, integrity and availability of our assets, including our customer and employee information. We have implemented a cybersecurity program to lead and support the management of information security risks in accordance with our risk profile and business strategy and comply with applicable laws and regulations. The program is informed by recognized industry standards and frameworks, such as International Organization for Standardization 27002:2013, the National Institute of Standards and Technology Cybersecurity Framework, Payment Card Industry Data Security Standard, Federal Financial Institutions Examination Council information security guidelines, and Center of Internet Security controls.

Our cybersecurity risk management program includes a number of components designed to identify, analyze, and respond to cybersecurity risks, including information security program risk assessments and audits, that are conducted periodically by both internal and external resources. Our formal Third-Party Security Risk Management program provides oversight of cybersecurity risks related to supplier relationships. We also conduct cybersecurity awareness training for personnel upon hire and on a periodic basis thereafter, which includes phishing training campaigns.

The Information and Cybersecurity organization is led by the Chief Information Security Officer, who reports to the Chief Technology Officer. The Board's Risk Committee is responsible for the information technology and cybersecurity function at the company. Relevant duties include, but are not limited to, annually reviewing Cybersecurity's prior year performance and the upcoming program roadmap, and approving the cybersecurity program. The Board's Risk Committee also approves the Written Information Security Program (WISP) annually.

SoFi Gives

SoFi Gives, our corporate philanthropy program, brings together volunteerism, contributions, Generational Wealth grant programs and community reinvestment act objectives to fulfill our mission of helping people achieve financial independence to realize their ambitions.

SoFi Gives Back through Contributions

We are proud to share that, in 2024 SoFi committed to providing over $3 million in contributions focused on affordable housing, supporting the growth and development of small businesses, promoting digital equality and financial literacy, and providing essential services and disaster relief support to low- and moderate-income individuals and communities, through SoFi's Generational Wealth Fund, SoFi Bank's Community Reinvestment Act ("CRA") contribution measurable goals for 2024, and other corporate giving efforts that are detailed below.

Mental health causes remain a focus for our social giving efforts, with the goal of giving up to $250,000 per calendar year to organizations supporting various mental health initiatives. The most notable organization is the Child Mind Institute, due to their specific mission of providing mental health resources to groups that have not always had access to these services.

$3 million

in 2024, SoFi committed to providing over $3 million in contributions focused on affordable housing.

SoFi Gives Back through Employee Volunteerism

SoFi Gives provides eligible employees up to 16 hours of paid volunteer leave, also known as Giveback Time (GBT), within a calendar year to engage in approved volunteer opportunities in their community. In 2024, 54% of employees participated in SoFi Gives initiatives, volunteering more than 3,000 hours during the calendar year, inclusive of over 850 CRA-eligible hours. Employees provided financial expertise, digital literacy support and other pro-bono services to nearly 80 different organizations across the country.

SoFi Generational Wealth Fund

In 2024, we launched the Generational Wealth Fund — a series of initiatives through which we work to help close the generational wealth gap in America by empowering underserved communities to get their money right and achieve their ambitions.

One of the first initiatives we launched as part of the SoFi Generational Wealth Fund was a low-income first-time homebuyer grant program in partnership with six-time NBA All Star Jayson Tatum and his foundation. We committed to deploying $1 million in resources and aid to help first-time homebuyers achieve homeownership in St. Louis, and Jayson matched our donation, putting a total of $2 million behind the effort to help new homebuyers in his hometown create generational wealth.

We have also supported birthFUND, a nonprofit committed to funding lifesaving maternal healthcare. Our $500,000 donation to birthFUND is helping cover maternal healthcare costs for families in need, and we co-created the SoFi Guide to Financial Family Planning to help people build a strong financial foundation for their families.

We also launched the SoFi Game Changers Challenge, a national campaign to provide funding for public high school sports programs in need. In partnership with LA Chargers quarterback Justin Herbert, we donated $100,000 across six schools to help the next generation of athletes access team sports.

Lastly, we celebrated the 50th anniversary of the Equal Credit Opportunity Act (ECOA) by partnering with WNBA player Cameron Brink to introduce the Give Her Credit Program. We awarded a total of $500,000 to organizations and projects that support women's financial independence.

Community Reinvestment Act (CRA) Objectives

SoFi Bank is proud to have exceeded its CRA Measurable Goals for 2024, achieving "Outstanding" performance in all five goals. The Bank's CRA Measurable Goals ensure the needs of the communities where we have a physical bank presence (including Salt Lake City, Utah, and Sacramento, California regions) are addressed, with a particular focus on helping low- and moderate-income individuals achieve affordable housing, small business growth, digital equality, financial literacy and assistance with disaster response and recovery.

In 2024, we originated and reported over $100 million in new Community Development (CD) lending and CD investments, nearly doubling our 2023 reported originations of $55 million. In 2024 we expanded our partnership in Low Income Housing Tax Credit Investment funds to provide rent-restricted affordable housing where it is needed most.

Our first first Low-Income Housing Tax Credit investment was for the Huddle on 5th, an 18-unit apartment complex located in West Sacramento, California that completed construction in 2024. This development is 100% restricted to low-income residents earning less than 30% of the area median income, targeting single parents enrolled in higher education, with five units reserved for victims of domestic abuse. In October 2024, our employees were proud to participate in the Ribbon Cutting ceremony and provide The Huddle on 5th's nonprofit partner, Raise the Barr, with $50,000.

In meeting with local residents and community partners, the overwhelming need is for more affordable housing options and opportunities - in response to this need, our Community Reinvestment Office contributed over $300,000 (nearly half of the total $634,500 contributed in 2024) to promote affordable housing. In the Salt Lake region, we provided over $150,000 throughout the year to numerous organizations to support affordable housing staffing needs, emergency housing assistance and provide first-time homebuyer grants to qualified individuals. We have also partnered with and committed to providing $150,000 to Community Solutions, with $50,000 provided in 2024 to support homeless veterans in the Sacramento region. Community Solutions is a nonprofit organization that works to achieve a lasting end to homelessness that leaves no one behind.

850+

hours volunteered to CRA-eligible causes

Our CRA team has been working to build long standing relationships with positive impact to our communities. Throughout 2024, our employees volunteered over 850 hours to CRA-eligible causes, serving on Boards and Committees of local nonprofit organizations and provided financial and digital expertise to nearly 40 different organizations within the Sacramento and Salt Lake regions.

3. Corporate Governance

Board of Directors

Our Technologies' Board of Directors recognizes that the long-term interests of shareholders are advanced by responsibly addressing the concerns of all company stakeholders including employees, members, clients, suppliers, regulators and the public.

Our Board of Directors is governed by our Corporate Governance Guidelines, which reflect the Board's commitment to monitoring the effectiveness of policy and decision-making at both the Board and management level. The Nominating and Corporate Governance Committee of the Board is responsible for overseeing our corporate governance practices as well as the ESG strategy.

In addition to the Nominating and Corporate Governance Committee, our standing Board-level committees consist of the Audit Committee, the Compensation Committee, and the Risk Committee.

We believe that separation of the positions of the Chair and Chief Executive Officer reinforces the independence of the Board of Directors in its oversight of the company and creates an environment that is more conducive to objective evaluation and oversight of management's performance. We have determined that, as of December 31, 2024, nine out of our ten directors each qualified as "independent" as defined under applicable SEC rules and Nasdaq listing standards.

Below is our Board diversity matrix as of May 28, 2025.

Board Diversity Matrix for SoFi Technologies, Inc. (As of May 28, 2025)		
Total Number of Directors	10	
	Female	**Male**
Part I: Gender Identity		
	4	6
Part II: Demographic Background		
African American or Black	–	1
Asian	2	–
South Asian	1	–
White	1	5
Part III: Additional Information		
Directors who identify as Middle Eastern	1	–
Directors who are Military Veterans	–	1

Compensation Committee

The Compensation Committee is governed by our Compensation Committee charter. We endeavor to maintain sound governance standards consistent with our executive compensation policies and practices. The Compensation Committee reviews our executive compensation program on an annual basis to ensure consistency with our short-term and long-term goals given the dynamic nature of our business and the market in which we compete for executive talent. The following summarizes our executive compensation-related policies and practices that were in effect during 2024.

What We Do:

- Maintain an Independent Compensation Committee
- Retain an Independent Compensation Consultant
- Annual Executive Compensation Review
- Significant Portion of Compensation At-Risk
- Use of "Pay-for-Performance" Philosophy
- Multi-Year Vesting Requirements
- Maintain "Double-Trigger" Change-in-Control Arrangements
- Compensation Recovery ("Clawback") Policy
- Stock Ownership Policy
- Executive Notice Period Policy
- Health and Welfare Benefits
- Succession Planning

What We Do Not Do:

- Executive Retirement Plans
- Limited Perquisites
- Tax Payments on Change-in-Control Arrangements
- Hedging or Pledging of our Securities
- Stock Option Re-pricing

Executive Compensation Philosophy

We take a principled approach in providing fair, relevant, and competitive compensation and benefits to a dynamic workforce with diverse needs. Our compensation programs are designed to attract, motivate, and retain talented, deeply qualified, and committed individuals who believe in our mission. Executive compensation aligns pay with company performance, balances short- and long-term incentives, fixed and variable pay, appropriately manages risks in relation to compensation outcomes, and supports the long-term interests of our stockholders.

The 2024 annual cash bonus plan focused on four key metrics: adjusted net revenue (35%), adjusted EBITDA (35%), return on tangible equity (15%), and new members (15%), reflecting a balanced focus on growth, profitability, and long-term value. In 2024, we introduced annual performance-based restricted stock units ("PSU") as part of the three-year transition plan, with 25% of the CEO's annual long-term incentive being awarded in PSUs in 2024 and increasing to 50% in 2025.

Additionally, beginning in 2025, PSUs will comprise 25% of the annual long-term incentive for other named executive officers, increasing to 50% in 2026. The 2024 PSUs are tied to absolute growth in tangible book value over a three-year period, with payouts adjusted based on relative total shareholder return versus the NASDAQ Composite, and fully forfeited if the total risk-weighted capital ratio drops below 10.5% at any point during the measurement period.

Code of Business Conduct and Ethics

The Code of Business Conduct and Ethics provides guidance on the ethical behavior expected of all employees and Board members, as well as all directors, officers and employees of any SoFi subsidiary.

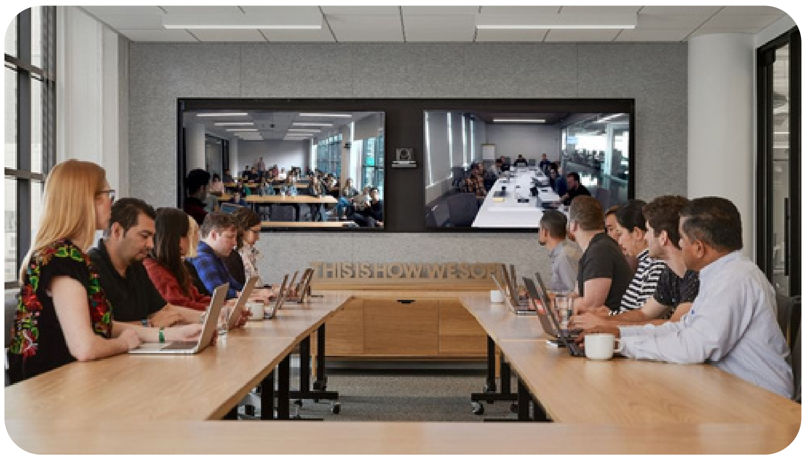
In 2024, 100% of our employees completed the Code of Business Conduct training.

We also published an Anti-Corruption Statement, which emphasizes the company's zero-tolerance policy regarding violations of Anti-Bribery and Corruption laws.

In 2024, 100% of our employees completed training on Ethics and the Bank Bribery Act.

Risk Management

We operate under a defined Risk Governance Framework, established in our Enterprise Risk Management Policy. This policy defines the Risk Governance Framework, as well as our risk culture philosophy and risk governance structure through which our Board and management align strategic planning, execution, performance measurement, and compensation decisions with our values, behaviors, and risk appetite.



The purpose of the Risk Governance Framework and associated governance structure is to enable a comprehensive approach to manage risks we encounter in our business activities. Our Risk Governance Framework establishes an integrated and continuous process to identify, measure, control, monitor, and report on risks across SoFi. The framework is designed to empower senior management to make risk-informed decisions, with appropriate oversight from our Board, in order to achieve a balance between risk and return, in alignment with our risk appetite.

We employ the Three Lines of Defense Model to manage our risks, whereby the first line includes the business units and functions that own and manage our day-to-day processes, the second line is Independent Risk Management and third line is Internal Audit. This model, supported by a consistent tone from the top, unifies risk taking, risk oversight, and risk assurance. It clarifies risk accountability for first line units, provides a mechanism for credible challenge by Independent Risk Management (IRM), and enables independent assurance by Internal Audit.

SoFi

4. Environmental Impact

Our Footprint

As a digital-first bank, without significant branches or physical presence, we naturally have a more modest footprint than other financial institutions of a similar size. However, we still seek to minimize its environmental impact where possible.

Our environmental performance accomplishments in 2024 include:

1. **Reduced YTY Scope 1 and Scope 2 emissions from 2023 by 15%**
2. **Renewed ENERGY STAR Certification for HQ facility and moved to 100% renewable electricity**
3. **Achieved ENERGY STAR certification for Golden Pacific Bank owned facility in Sacramento**
4. **Decreased GHG Intensity while growing net revenue and increasing headcount**

For the third year in a row, our headquarters in San Francisco earned the U.S. Environmental Protection Agency's (EPA) ENERGY STAR® certification for superior energy efficiency. This recognition is awarded to buildings that outperform 75% of similar buildings nationwide. In 2024, our HQ 1-100 ENERGY STAR Score was 88, meaning that it was more energy efficient than 88% of similar properties nationwide.

During 2024, we operated from 21 locations around the world, consisting of approximately 435,000 square feet (leased and owned properties).

Looking forward, we aim to continue to manage our environmental impact and reduce our GHG emissions. Our current activities include:

- Moving Golden Pacific Bank Sacramento building to 100% green electricity
- Lighting retrofits in our existing facilities
- Focus on increasing the percentage of leased floor area in LEED-Certified buildings

Environmental Performance Data Summary [1]

Greenhouse Gas Emissions	Unit	2024	2023	Δ
Scope 1 - Direct	MTCO2e	293.2	328.3	(35.1)
Scope 2 - Indirect (Location-Based) [2]	MTCO2e	1,595.4	1,893.3	(297.9)
Scope 2 - Indirect (Market-Based) [3]	MTCO2e	1,434.4	1,730.3	(295.9)
Total GHG Emissions (Scope 1, 2 Market-Based) [3]	MTCO2e	1,727.6	2,058.6	(331.0)
Scope 3 - Category 6: Business Travel	MTCO2e	2,311.1	1,453.5	857.6
Scope 3 - Category 7: Employee Commuting	MTCO2e	977.6	874.9	102.7
Total GHG Emissions (Scope 1, 2 Market-based, 3)	MTCO2e	5,016.4	4,387.0	629.4
GAAP Net Revenue	In Millions (USD)	$2,675	$2,123	$552
GHG Intensity [4]	MTCO2e / $M	1.9	2.1	(0.2)

(1) The data summary represents our global GHG emissions in the United States, Latin America, and Hong Kong.
(2) A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data).
(3) A market-based method reflects emissions based on energy supplier-specific emissions factors.
(4) GHG Intensity is the amount of emissions generated per dollar of revenue, and measured in Metric Tons CO2 equivalent, per one million dollars of GAAP revenue.

The following notes are an integral part of our presentation of this data:

Note 1 - Basis of Presentation

GHG Emissions and Energy
Our environmental statements and notes have been prepared using the guidance within The World Resources Institute ("WRI") / World Business Council for Sustainable Development's ("WBCSD") "The Greenhouse Gas ("GHG") Protocol: A Corporate Accounting and Reporting Standard", Revised.

GHG Emissions Scope 1 and Scope 2
GHG Scope 1 and Scope 2 emission metrics and related notes have been prepared using the guidance within the WRI WBCSD "GHG Protocol: A Corporate Accounting and Reporting Standard," Revised (Corporate Standard) and "GHG Protocol Scope 2 Guidance: An amendment to the GHG Protocol Corporate Standard" (Scope 2 Amendment).

Note 2 - Boundaries

Organizational Boundaries
We have reported the information cited for the periods of January 1, 2024 to December 31, 2024, and January 1, 2023 to December 31, 2023. We have applied the operational control approach to account for and report our consolidated GHG emissions and energy metrics. Under this approach, we have accounted for 100% of the GHG emissions and energy metrics from operations over which the company has control and have excluded GHG emissions and energy metrics from operations in which the company owns an interest but does not have control.

Operational Boundaries
We have identified and categorized the emissions associated with our operations between GHG Scope 1 and Scope 2 emissions.

Scope 1 emissions are derived from fuels consumed on site, primarily natural gas.

Scope 2 emissions are derived from purchased electricity. Note: Purchased electricity is defined as electricity that is purchased or otherwise brought into the organizational boundary of the company.

While we occupy several small coworking offices, the company does not have operational control over these facilities. As such, the emissions related to these facilities are not accounted for in our 2024 GHG emissions. The company does not report Scope 3 categories other than Categories 6 and 7, Business Travel and Commuting emissions.

Note 3 - Methodology

GHG emissions information has been prepared in accordance with the GHG Protocol. As part of that process, the company applies conversion factors to energy consumption data to derive CO_2e values. GHG Scope 2 emissions are reported both as market-based and location-based. The market-based method is based on electricity procurement decisions and the location-based method estimates are based on grid-average emission factors for defined geographic locations.

Every facility is presumed to use electricity and to have a fuel source for heating, unless otherwise specified. Where the heating source is not specified, it is assumed to be natural gas.

If primary data for any electricity, natural gas, or any other fuel reported to have been used within a specific location is unavailable, the consumption data for the specific locations is estimated using intensity factors based on multiplying the square footage of the specific location by 2018 Commercial Buildings Energy Consumption Survey (CBECS) intensity figures for similar buildings in a similar climate.

Note 4 - Estimation Uncertainty

We obtained energy use data from across global operations of the company for the calculation of GHG inventory in accordance with the GHG Protocol.

However, there are estimation uncertainties resulting from the inherent limitations in the methodologies used to calculate GHG emissions and energy for the subset of facilities and activities where actual use data is not available. The selection of different but acceptable measurement techniques can result in materially different measurements and techniques may vary.

Thank You!