EMPLOYEE REGULATORY TRAINING AND EDUCATION

The Bancorp offers a comprehensive training program to ensure that our employees have access to knowledge and information necessary to accurately perform in their jobs. We also seek to empower employees to grow in their personal and professional skills. [Please refer to our Employee Engagement disclosure for more information on how we empower employees to reach their full potential through ongoing learning and skill development.]

Training takes many forms including online courses, in-person instructor-led sessions, and offsite events (e.g., conferences, seminars, and post-secondary education).

As a regulated and federally-insured depository institution, The Bancorp takes seriously its obligation to maintain an operating environment that complies with applicable laws and regulations. To that end, all employees of The Bancorp are required to engage in mandatory regulatory compliance training that covers a wide range of topics. Our regulatory training curricula is risk-based in its approach. Required courses are tailored to the specific job duties of employees within each department or operational area of the Company. Employees are required to successfully pass competence testing upon completion of each training course.

We highly emphasize the following areas:

- Consumer protection regulations, including the prevention of Unfair, Deceptive or Abusive Acts or Practices (UDAAP)
- Financial Crime Risk Management (FCRM) laws and regulations, including the Bank Secrecy Act (BSA), USA PATRIOT Act, and other Anti-Money Laundering (AML) laws and regulations and their reporting and recordkeeping requirements
- Office of Foreign Assets Control (OFAC) Requirements
- Data Privacy, Data Retention, and Information Security
- Anti-Bribery and Anti-Corruption (ABAC) Laws and Regulations
- Code of Ethics and Business Conduct Requirements
- Consumer Privacy

Overall, The Bancorp offers 103 unique training courses to its staff each year. Our full time and temporary employees spend an average of 22 training hours per year.

The Bancorp has a dedicated Learning and Development Team that, in consultation with the Chief Risk Officer, Chief Compliance Officer, and General Counsel, periodically assesses the regulatory landscape and the Company's risk profile and adjusts the required training curriculum accordingly.