

# **Employee regulatory training and education**

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The Bancorp offers a comprehensive training program designed to support our employees' access to knowledge and information relevant to their roles and responsibilities. We also seek to empower employees to grow in their personal and professional skills through ongoing learning opportunities. [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 complete 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. Certain training courses may include knowledge assessments intended to evaluate employee understanding of applicable subject matter.

Training topics may include the following areas, among others:

- 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
- Human Trafficking and Human Smuggling

Overall, The Bancorp offers 105 unique training courses for its staff each year. Our full time and temporary employees spend an average of 23 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.

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