Economic volatility and the current rising costs of healthcare, housing, education, and more have contributed to millions of everyday Americans having insufficient financial reserves or living paycheck to paycheck, including nearly half of those earning more than $100,000 annually. They often turn to a limited set of higher cost debt solutions to bridge cashflow gaps and manage their financial lives. Our mission is to empower our members on a path to better financial health, giving them new ways to pay less on their debt and earn more on their savings.

Since 2007, over 4 million individuals have become members, joining the Club to help achieve their financial goals.

*Information contained within this impact report can be found in our 2022 Proxy Statement on our Investor Relations Website at http://ir.lendingclub.com under the Filings & Financial menu in Annual Meeting.*
Values

Our values are the foundation of what we strive to be, individually and collectively. They guide everything from corporate decisions to hiring and job performance.

Do What’s Right. We are committed to acting with honesty and integrity. We act in the best interest of our customers and everyone involved. We recognize that trust and confidence are critical to our marketplace, so we stand up for what’s right—even when it’s hard.

Make Impossible Happen. We look beyond what is possible today to boldly imagine new and better ways to improve the lives of our customers. We take on big challenges and drive relentlessly forward to overcome all obstacles to make our vision a reality.

Know Your Stuff. We are a data-driven business. Each of us must be an expert in our areas, continuously rooted in a deep understanding of the data. We measure our efforts so that we can manage, make well-informed decisions, and identify new opportunities.

Be Confident With Humility. We are exceptionally capable individuals who put our egos aside and focus on our collective goals. We listen first and assume positive intent. We get the right people together to inform our collective perspective, evaluate the implications, and debate the trade-offs—so we can move forward quickly, collaboratively, and with confidence.

Evolve With Purpose. We embrace and create change. While we set our strategy for the long term, we stay flexible to adapt to new opportunities. We test bold ideas in real-world situations, without the fear of failure, so we can improve and evolve.

Act Like an Owner. We take ownership and hold ourselves accountable to our commitments. We roll up our sleeves and pick up tasks that need doing, even if they’re not in our job description. We are committed to LendingClub’s future and we act that way.
Our Values in Action

Responding to COVID-19

COVID-19 created challenges across the economy, including to our business and customers. In response to the pandemic, we implemented a number of initiatives to support our borrowers and employees.

Supporting Our Borrowers
For our existing borrowers, we waived late fees and rapidly launched new hardship plans, including Skip-a-Pay and other hardship programs. Our Skip-a-Pay program, which we continued until May 2021, allowed borrowers to skip monthly payments in two-month increments, for a total of six months. We delivered and continue to offer other hardship programs, including an interest only program and a 50% payment program which allows borrowers to make reduced payments for up to three months. These measures helped borrowers preserve their financial health in a difficult economic and credit environment. Most borrowers who enrolled in a hardship plan have since resumed payments on their loans.

To support our small business borrowers, we leveraged our digital banking capabilities to support the Paycheck Protection Program (“PPP”). Throughout the pandemic, we cumulatively facilitated over $870 million of PPP loans to help small businesses keep over 75,000 people employed.

In addition, we dramatically increased our customer support capacity at the onset of the pandemic to help borrowers navigate the financial hardships caused by COVID-19. For example, we tripled the number of call center staff available to help over the phone, launched self-service options online and added COVID-specific resources to our website.

Supporting Our Employees
We’ve always been committed to advancing a safe work environment for our employees. With that principle in mind, in March 2020, we rapidly and effectively implemented a work from home program and are grounding our return to office strategy in public health guidance in combination with the needs of our employees.

We also instituted additional paid leave policies to support our employees during this unprecedented time. In particular, we extended crisis pay to our hourly employees so that they did not need to choose between getting paid or protecting their team members and families if they became sick or had to look after children or other family members. These actions protected the physical well-being and financial security of our employees throughout the pandemic so that they are in a position to care for their health, while also supporting our members.

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LendingClub facilitated over $870 million of PPP loans to small businesses

Featured COVID-19 Hardship Plans

**Skip A Pay**
Skip monthly payments in 2-month increments

**Interest Only**
Make interest-only payments for up to 3 months
Environmental

We’re Doing Our Part

We aim to do our part in conserving the environment. Key actions we’ve taken to support the environment include:

**Light Physical Footprint.** As a digital marketplace bank we operate online, which provides our members with access to banking services anywhere, anytime. This reduces the environmental impact associated with brick and mortar bank branches, including the impact of members visiting a bank branch.

**Sustainability.** We advocate for the use of sustainable or re-usable products in our spaces, such as providing compostable materials in our offices, and in our work, such as leveraging electronic signature platforms when possible.

**Facilities.** We lease LEED certified buildings in San Francisco (LEED Gold) and Utah (LEED Silver*). When renovating our facilities, we emphasize recycling and the use of environmentally friendly materials.

*Our Utah office (pictured) is pending LEED Silver certification.*
Empowering Our Members On Their Path to Financial Health

LendingClub is a social impact business with a mission of empowering our members on their path to better financial health.

We advance this mission through a technology enabled business model focused on the economic empowerment of Americans across the income spectrum, especially those who have not been well served by traditional banks.

This aspiration, combined with our values, has driven us to lead the financial industry in advancing several policies and programs designed to reduce disparities, protect consumers and small business from irresponsible financing practices, and encourage innovation that supports financial health.

Competitive Interest Rates and Increased Savings

Our technology is fundamental to our ability to deliver better rates and products. Over the past 15 years, we’ve refined our artificial intelligence-driven credit decisioning and machine-learning models with more than 150 billion cells of data and over $70 billion in loans. With this underwriting technology, we’re able to underwrite loans more efficiently, which enables us to offer lower interest rates to our borrowers.

Research from the Federal Reserve Bank of St. Louis found that LendingClub loans have had lower APRs than credit cards across FICO bands. Additionally, researchers from the Federal Reserve Bank of Philadelphia have found that “consumers pay smaller spreads on loans from LendingClub than from credit card borrowing,” which is supported by our data that indicates that our members save nearly $1,000 on average over the term of a personal loan from LendingClub Bank. In addition to providing lower APRs, we have focused on being a responsible lender and have voluntarily committed to a 36% APR cap on our loans. We have also supported legislation in California and Illinois to establish statewide 36% APR caps. Through our support of the American FinTech Council, we also marshal fintech support for federal 36% APR cap legislation.

As a new digital marketplace bank, we are also placing emphasis on helping our members build up savings through products and services built to help them make the most of their money, like our award winning high-yield savings and rewards checking accounts.

Fighting Discrimination

We are committed to fighting discrimination in the financial services industry. For example, we were the first company to express support for “disparate impact” regulation when these anti-discrimination protections were recently under reconsideration by the federal government. Through comment letters to the

LendingClub aspires to champion the financial success of its members with fairness, simplicity, and heart.
Social

Consumer Financial Protection Bureau (the “CFPB”), Federal Trade Commission and the U.S. Department of Housing and Urban Development, we articulated and advocated for the pro-innovation value of disparate impact regulation. We have also worked with the National Community Reinvestment Coalition (NCRC) on a consensus statement from civil rights organizations and fintech companies in support of strengthening these critical antidiscrimination protections. Further, we have supported disparate impact regulation in order to prevent algorithmic discrimination in lending to communities of color.

Financial Health

Through our digital marketplace bank, we help our members on their path towards financial health by enabling them to pay less on their debt and earn more on their savings. By receiving a loan through LendingClub’s platform, many of our members take the first step toward financial health by refinancing out of higher cost debt.

In fact, our borrowers have told us that approximately 80% of personal loans received through LendingClub’s platform are used for refinancing or consolidating credit card debt. They also told us that we improved their financial health by reducing the APR on their debt by approximately 4 percentage points on average while providing a responsible paydown plan. And we believe we are well positioned to increase our engagement with existing members by offering additional products and services to enable them to manage and improve their financial health.

Financial Inclusion

We promote an inclusive financial system in which responsible innovation of products and practices cultivate better financial health outcomes. We strive to lend to those underserved by traditional banks and our digital marketplace allows us to fill credit gaps for consumers where bank branches may be less available, making for a financial system that is more accessible to all Americans. For example, our small business program with Accion Opportunity Fund has seen over 50% of its loans go to minority-owned businesses, as compared to less than 10% of loans by conventional small business lending banks.

We’ve also advocated for policies that encourage lending to minority-owned small businesses, such as urging the CFPB to implement Section 1071 of the Dodd-Frank Wall Street Reform and Consumer Protection Act, which requires lenders to report data on how they are serving minority- and women-owned firms. We believe that such policies will encourage innovation in lending that may allow better inclusion of minority- and women-owned businesses by the financial services industry.

Helping Small Business

We are focused on supporting small businesses. We’ve partnered with the nonprofit community development financial institution Accion Opportunity Fund to increase small business owners’ access to transparent, affordable, and responsible credit. We believe that our small
business lending activities have helped create or sustain over 100,000 jobs, in addition to the over 75,000 people that were able to remain employed with PPP loans that we facilitated.

We also helped form the Responsible Business Lending Coalition to drive responsible practices in the small business lending sector. With the Responsible Business Lending Coalition, we co-wrote the Small Business Borrowers Bill of Rights, the first cross-sector consensus on responsible small business lending and the rights that small business owners deserve when obtaining a loan. Since its creation, the Small Business Borrowers Bill of Rights has been signed by over 110 nonprofits, community development financial institutions, fintechs and banks and has inspired a wave of small business protection laws across the U.S.

We believe that innovation in the financial services industry can lower prices for small businesses. However, in order for small business customers to identify and benefit from lower prices, they need to be able to easily compared the prices they are being offered. Accordingly, LendingClub and its coalition partners helped lead the passage of the nation’s first small business truth-in-lending law, California Senate Bill 1235, to help protect small businesses from irresponsible lending that disproportionately harms entrepreneurs of color. Similar legislation has since passed in New York and has been introduced in Connecticut, Maryland, New Jersey and North Carolina. Finally, we recently endorsed a bill introduced in the United States House and Senate that would extend the transparency standards of the federal Truth in Lending Act to small business financing.

Through our partnership with Accion Opportunity Fund, we have achieved 5x and 4x the representation of minority-owned and women-owned businesses, respectively, in our small business lending, compared to conventional banks.
Governance

Committed to Sound and Effective Corporate Governance

We are committed to sound and effective corporate governance practices. We have established a strong governance foundation through highly qualified directors, with strong oversight provided by our independent chairman. Further we have instituted significant stock ownership requirements for Board members and executives to promote strong alignment with stockholder interests. We also pursue robust stockholder engagement each year and have been responsive to stockholder feedback on key issues, including Board vote requirements, Board declassification, supermajority voting requirements and executive compensation programs. We have also established key policies and guidelines that align with responsibly building value for our stockholders, including, among others, the following:

**Corporate Governance Guidelines.** Our Corporate Governance Guidelines promote the effective functioning of our Board and its committees, promote the interests of our stockholders, ensure a common set of expectations as to how our Board, its committees, individual directors and management should perform their functions, and provide a flexible framework within which the Board may conduct its business.

**Business Conduct and Ethics Policy.** Our business conduct and ethics policy applies to all our directors, officers and employees and promotes certain actions, including honest and ethical conduct, compliance with laws, rules and regulations, the protection of LendingClub assets (including corporate opportunities and confidential information), and fair dealing practices, among others.

**Officer Stock Ownership Guidelines.** Under guidelines adopted by our Compensation Committee, our CEO should hold equity in LendingClub with a value of six times base salary, our CFO should hold equity with a value of three times base salary, and all other Section 16 officers should hold equity with a value of two times base salary. For additional information, see the section titled “Additional Governance Measures — Stock Ownership Guidelines” on page 40 of our 2022 Proxy Statement.

**Non-Employee Director Ownership Guidelines.** Each non-employee director should hold an equity stake in LendingClub equal to at least $400,000 in value. For additional information, see the section titled “Director Compensation — Director Stock Ownership Guidelines” on page 24 of our 2022 Proxy Statement.

Scott Sanborn, LendingClub CEO
Human Capital / Diversity & Inclusion

Helping Employees Reach Their Full Potential

Our success depends, in large part, on our ability to recruit, develop, motivate and retain employees with the skills to execute our strategy. We compete in a competitive market for talent and aim to distinguish ourselves by offering our employees the opportunity to make a meaningful positive impact on the financial health of Americans in an innovative technology oriented environment, while offering competitive compensation and benefits. Our compensation programs consist primarily of base salary, corporate bonus and equity awards. Our benefits programs include comprehensive health, dental and welfare benefits, including a 401(k) matching program and mental health tools. We are committed to providing equal pay for equal work. To support this, we’ve instituted pay equity assessments and benchmark ourselves against industry best practices.

We strive to create an environment where our employees feel that they are reaching their full potential, are highly engaged and are doing what they do best every day to accomplish our mission and vision. We support our employees professionally through onboarding programs, on-the-job training, career development sessions and performance check-ins. We monitor employee satisfaction and engagement through semi-annual engagement surveys. We’ve also earned a number of external recognitions, including a national Top Workplaces 2022 award; Top Workplaces awards for our Lehi, Utah office for every year in which we have operated an office there (2020, 2021, 2022); a perfect score of 100 in the Human Rights Campaign Foundation’s 2022 Corporate Equality Index; and inclusion on Bloomberg’s 2022 Gender-Equality Index.

We continue to work hard to create a workplace that is welcoming and empowering for all. In addition to anti-racism, inclusive hiring and breaking-bias trainings for all of our employees, we have executive-sponsored
Human Capital / Diversity & Inclusion

programs designed to provide women and underrepresented individuals with leadership tools and growth opportunities. Further, we have employee resource groups and an allyship program designed to empower our employees to advocate for the growth of minorities and build a more diverse and inclusive workplace. We have also established a program focused on supplier diversity to encourage contracts and partnerships with minority-owned businesses.

We also treat diversity as an important consideration when making hiring decisions. We believe that the diversity of our employee base should represent the diversity of our customer base. For open roles at all levels of our workforce, including leadership positions (i.e., VP level and above), we aim for a 50% diverse candidate slate and diverse interview panel. We promote policies and regulations that prevent and/or address discrimination, including with respect to the use of artificial intelligence and fair and responsible lending to communities of color. Recently our efforts were recognized by Top Workplaces as a Diversity, Equity and Inclusion Standout Company, reflecting our employee involvement, hiring processes, development practices and inclusive benefits. We intend to continue undertaking measures to enhance our efforts with respect to diversity and inclusion.

Regarding diversity on our Board, with past appointments we were able to enhance the diversity of the Board. For example, Adrienne Harris brought many attributes to our Board, including gender and ethnic diversity. However, effective September 2021 she departed our Board in connection with her nomination and appointment to serve as superintendent of the New York State Department of Financial Services. Her departure follows the departure of another ethnically diverse director, Ken Denman, who departed our Board in connection with the closing of the Radius acquisition in February 2021. Retaining a diverse Board remains an important consideration as we contemplate future appointments. To that end, our Nominating and Corporate Governance Committee has initiated a search for director candidates and we are committed to appointing an ethnically diverse director in 2022.

Workforce Demographics
Below is a summary of certain demographic information of our full-time workforce as of December 31, 2021, and specifically those employees that serve in leadership positions (i.e., VP level and above).

Full-Time Workforce

Gender Diversity
57% Male
43% Female

Racial Ethnic Diversity
52% White
48% Non-White

Leadership Workforce

Gender Diversity
71% Male
29% Female

Racial/Ethnic Diversity
64% White
36% Non-White