Impact.
It starts with people. Our people.

More than 40,000 professionals worldwide

Working hard every day to make a difference for our clients, each other and the communities where we live and work.

Take a look at some of the things our global team has been doing to create impact beyond our industry leadership.

Actions that bring our Aspiration to life. Human to human.

Our Aspiration
To move money and information in a way that moves the world

Our Purpose
To create superior value for clients through leading technology, targeted innovation and excellence in everything we do

Our Values
Earn client trust every day.
Create with purpose.
Inspire and achieve excellence.
Do the right thing.
Deliver on the promise of one Fiserv.
Giving Back Together

Giving Back is important to us. And when we do, we want our giving to make a difference. Through our Fiserv Gives Back Portal, we enable our associates worldwide to identify organizations to which they want to give of their time, talent and other resources.

As a company, we regularly support organizations, such as CARE International and Feeding America, as they lead the fight against hunger and poverty.

And we respond in real time to causes that require urgent attention, such as the opportunity to fund the creation of the Pier 94 USO Center for USNS Comfort service members treating COVID-19 patients earlier this year.

Through our financial support and far-reaching spirit of giving, we’re there for our communities when needed and always #FISVProud.

By the Numbers

Gave more than $2 Million to more than 130 organizations year-to-date in 2020

Donated $1 for every client and associate who posted on social media about donating blood to the American Red Cross during the COVID-19 blood shortage

Provided digital gift certificate cards to 4,200 FDNY EMS members on the front lines of the pandemic response

To honor both Juneteenth and Pride, matched 566 Fiserv associate donations totaling more than $200,000 in July 2020

Connected all associates worldwide to a total well-being platform focused on physical, financial, social and emotional resources to keep people safe and well during COVID-19 and beyond

Mobilized volunteer associates to write and deliver 10,000 thank you notes to veterans

Made additional COVID-related contributions to organizations around the world, including Hogar Bolivar, The Courage Fund, The HOME, The Sayang Sayang Fund, United Way of Mumbai and Yo Pinto una Sonrisa

Created a Fiserv Cares hardship fund to provide financial assistance to associates in need

Provided grants of over $150,000 to almost 200 associates to offer relief for hardship due to COVID-19 and other declared disasters
Local Action With a Global View

At Fiserv, we choose to celebrate originality. We value diversity of thought and experiences across the communities we work in.

From Lincoln to London or Sao Paulo to Sydney, Fiserv associates live our brand and are committed to bringing our values to life. In 2020, we’ve found ways to have a virtual and socially distanced impact.

In Omaha, Fiserv associates participated in the virtual version of Big Brothers Big Sisters’ Bowl for Kids’ Sake signature fundraiser. Local associates brought in more than $15,000 – all of it raised virtually.

In Ireland, nine associates cycled 2,022 km (1,256 miles) to raise money for Jigsaw, an organization that provides mental health support to young people.

Anytime. Anywhere. We are ready.

Virtual Volunteerism in Mumbai

Fiserv associates in India know the ongoing pandemic can’t halt their volunteer efforts.

When visitors were restricted at a nursing home in Maharashtra, volunteers from Pune, Noida and Gurugram partnered with the United Way to conduct a series of virtual volunteer sessions.

Over three days, volunteers worked with residents to do crafts, play games, host a Bollywood sing-along and offer yoga and pranayama sessions through video conference.
Actions Speak Louder Than Words

At Fiserv, we choose to celebrate originality and value diversity of backgrounds, cultures and ethnicities. We denounce, and will not tolerate, any form of discrimination or racism. We choose a culture led by our Values and are committed to a diverse, respectful and inclusive workplace.

From our supplier initiatives, hiring efforts and support of small businesses to mentorship and charitable giving, we aim to improve diversity across all levels of our organization.

Internally, our eight Employee Resource Groups (ERGs) provide a forum for Fiserv associates to connect, share their perspectives, exchange ideas, support each other and elevate their professional development and careers. They collectively serve more than 6,300 members across the globe.
We’re #FISVproud of our associates, who are making a difference in our local communities around the world.

### Partnerships Move Us All Forward

We work with a diverse group of organizations to expand our networks and increase access to opportunity.

Our eight ERGs work with community chambers, nonprofit organizations and other groups to provide mentorship opportunities, connect with small minority-owned businesses and serve as force multipliers for talent acquisition, employee engagement, and diversity efforts.

For example, to develop diverse talent acquisition, we work with Hiring Our Heroes to connect veterans to work opportunities. Our Disability Leadership Council, Thrive, has built a relationship with Disability: IN, and Unity, our LGBTQ+ Leadership Council, partners with Out & Equal.

Our Juntos Hispanic and Latino Leadership Council works with chambers of commerce to explore ways to close the digital divide and support small businesses. And the Women’s Impact Network (WIN) works with organizations to provide mentorship, learning and networking opportunities to women.

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**One of the Ways We Work With Partners:**

**To Encourage Entrepreneurship**

We are committed to building lasting partnerships with Historically Black Colleges and Universities (HBCUs). For example, we partner with Howard University and In3DC on their Entrepreneurship Incubator designed to create an environment where Black and under-resourced entrepreneurs, technologists and creatives have access to the services they need to build a successful business or career.
We Stand for Diversity and Inclusion

Our Forward Together Plan was co-created by our organization and centers on four key commitments to our associates and communities:

**We will improve diversity across all levels of our organization, including senior leadership.** We’re creating development opportunities, requiring diverse slates of candidates for leadership positions and deepening our relationships with HBCUs and industry networks. But we know lasting change will require a cultural shift. That’s why we’re rolling out a program focused on inclusive leadership that is delivering assessments and coaching to our Management Committee and 265 senior leaders. In 2021, we’ll continue to expand the program to more leaders within our organization.

**We will increase associate awareness, education and participation in diversity and inclusion programs.** From opportunities within our ERGs to more than 150 Diversity and Inclusion training courses available to every associate, we are committed to creating an environment where everyone feels safe, valued and encouraged to bring their whole selves to work.

**We will invest $10 million to support Black- and minority-owned businesses.** We are taking action to help strengthen small businesses through community engagement, subject matter expertise, leading technology solutions, strategic partnerships and financial assistance. Learn more about the program in the Back2Business section of this update.

**We will support community groups with missions focused on human rights, racial equity and social justice.** We’re creating ways to engage associates, such as a recent donation campaign that offered double matching opportunities for organizations focused on human rights, social justice and racial equity. And we’re working with our ERGs to expand support and connections to community partners.

We believe these actions will help build an even brighter future for our clients, associates and shareholders, as we stand together to help move the world forward.

#FISVProud
We are committed to investing $10 million in Black- and minority-owned small businesses, which have been especially hard hit by COVID-19’s impact. As part of our Back2Business program, Fiserv is providing crucial resources, including grant funding, Clover technology makeovers, discount pricing on hardware and merchant processing, and small business consulting.

We’re joining forces with community partners all over the country – including certifying organizations, business aggregators, incubators and local chambers of commerce – to reach local merchants impacted by the pandemic.

And we’re engaging our associates, who know their communities best. We’re launching an Associate Referral Program to enable associates to nominate minority-owned businesses that could use our help.

We’re honored to be in a position where we can stand together with so many stakeholders to help move the world forward.

— Frank Bisignano
President and Chief Executive Officer
Forward Together

Where Recovery Begins

From a tea shop in Brooklyn and a wine bistro in Coral Springs to a restaurant and a fashion business in Atlanta, our executives and Clover Traveling Tech Team are engaging with small business owners and entrepreneurs who are connected to their communities, and working with local partners to create impact and opportunity.

They show us why recovery starts with small businesses and how partners on the ground are a key to making that a reality.

Our community investment partners include:

- African-American Credit Union Coalition
- African American Chamber of Commerce of New Jersey
- African American Chamber of Commerce of Wisconsin
- Atlanta Black Chambers
- Atlanta Business League
- Blavity
- Central Florida African American Chamber of Commerce
- Coalition for Veteran-Owned Business at Syracuse University
- Georgia Hispanic Chamber of Commerce
- Howard University
- The Long Island African American Chamber of Commerce
- MoCaFi
- National Black Chamber of Commerce
- National LGBT Chamber of Commerce
- Official Black Wallstreet
- Russell Center for Innovation & Entrepreneurship
- Sherman Phoenix Project
- Statewide Hispanic Chamber of Commerce of New Jersey
- StreetShares Platform
- The Village Market ATL
Forward Together

Enabling Inclusive Leadership

We are committed to increasing awareness, education and participation in diversity and inclusion programs, and we’re starting with enabling our people to be more inclusive leaders. In partnership with Korn Ferry, our Management Committee and senior leaders are participating in our Inclusive Leader coaching program, an assessment-based program rolling out to all managers globally to drive awareness and expectations around building an inclusive environment.

For sustainability, the Inclusive Leader framework will also be built into new hire orientation, all leadership programs and our online curriculum. Today, more than 150 diversity and inclusion-related online courses and a virtual program on Unconscious Bias are available to associates.

Roadmap for Success

Management Committee (20)
- Kick-Off Complete
- Assessment Complete
- Interviews Complete
- Debriefs/Coaching Complete
- Closing Complete

Senior Leaders (265)
- Kick-Off Complete
- Assessment Sept. 21 – Oct. 2 Complete
- Interviews Oct. 5 – Dec. 18 Complete
- Debriefs/Coaching Nov. 2 – Jan. 29 Complete
- Closing End Jan.
Forward Together

Matching Campaign

Fiserv is committed to supporting community groups with missions focused on human rights, racial equity and social justice. Recognizing the intersectionality and historical roots of both Juneteenth and Pride, the company initiated a matching donation program with a one-to-one match for any nonprofit on our Fiserv Gives Back Portal. Together, we donated nearly $200,000.

In addition, Fiserv matched two-to-one donations made to the following nonprofits:

- American Civil Liberties Union (ACLU)
- Black Lives Matter Global Network Foundation
- GLSEN
- Lawyers Committee for Civil Rights Under Law
- NAACP Legal Defense and Educational Fund
- National LGBT Chamber of Commerce
- Out & Equal
- Race Forward
- Out & Equal
- The Trevor Project

The Fiserv Gives Back Portal totals associate contributions made to a nonprofit into a single lump sum disbursement, saving nonprofit organizations costly administrative expenses.

By the Numbers

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<th>Total Associate Donations</th>
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<th>Median Associate Contribution</th>
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Financial Empowerment

We make it our business to provide people with the tools they need to make smart, strategic moves related to their financial lives.

We’ve provided support to the American Bankers Association Foundation’s Teach Children to Save program and the Credit Union National Association (CUNA) Youth Month. Our associates also volunteer to support the financial education efforts of Junior Achievement, Boys & Girls Clubs of America, Girl Scouts and Habitat for Humanity.

When it comes to financial literacy, we believe it’s never too early to start learning.

Having seen firsthand how sports have the ability to inspire, we’ve partnered with the Milwaukee Bucks to help SHARP Literacy build financial intelligence and entrepreneurial readiness into its existing “Design through Code” program. The program culminates in a design challenge where students will apply their new knowledge to develop a prototype solution to an identified problem.

In partnership with the Nancy Lieberman Foundation, Fiserv is committed to building high-quality basketball courts in disadvantaged areas, starting in Brooklyn and Milwaukee.

These “DreamCourts” will provide kids with a safe area to play basketball, participate in free basketball clinics and learn important lessons about teamwork, leadership, financial literacy and good sportsmanship.
Caring About Our Environment

Drawing on the experience of more than three decades of fintech and payments innovation, we are well positioned to help people and organizations leverage technology to reduce their environmental footprints.

Digital transformation is a core part of our business. Our innovations in online banking, remote deposit capture and electronic billing reduce reliance on paper and shipping-related environmental costs around the world every day.

We also create opportunities for our associates to support organizations and identify volunteer opportunities through the Fiserv Gives Back Portal. In addition to matching donations, we connect associates to volunteer opportunities through the United Nations Environment Programme and World Environment Day.
We stand together to help move the world forward.

We believe we can be a platform for good.

When we make a commitment – to a client, a cause or each other – we focus on the intention.

The action behind the words.

Together, we aspire to create collective, meaningful and positive impact for our world.

Human to human.

#FISVProud
Corporate Citizenship

At Fiserv, we understand that we can do well by doing good, which is why Corporate Citizenship is a part of our business strategy. Our focus is to enhance the associate experience and the communities in which we live, work and play, and to cultivate a diverse, inclusive culture. Through this lens, we balance the wellbeing of our associates, the environment, and the communities in which we operate in alignment with shareholder priorities. Our efforts reflect a commitment to Strategic Philanthropy, Associate Engagement and Wellbeing, Diversity and Inclusion, Community Engagement, Sustainability and Financial Literacy.

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