

Putting People First

2019 Environmental, Social
and Governance Report

About This Report

For more than 100 years, we've made our **customers, team members** and **communities** our top priorities. Our first Environmental, Social and Governance (ESG) Report reflects these priorities and serves as an overview of our company's purpose-driven initiatives from 2019 and for the future.

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A Note From Doug Shulman

At OneMain Financial, people are our purpose. In today's unprecedented times, our mission defines us more clearly than ever: To improve the financial lives of our customers, to elevate our communities and to create a rewarding place for our team members to work and grow.

As we release our first comprehensive ESG report, we also join the world in confronting the COVID-19 pandemic with empathy and impact. Every day, as our team members assess how they must live and work, we are constantly advancing how we help people and their communities.

Life reminds us why being good citizens, as well as good business people, is critical to long-term success, and I am proud this has long been the foundation of our culture at OneMain. This report focuses predominantly on 2019. But it also provides relevant insight into today's concentrated commitment to help our 2.3 million customers meet critical financial challenges, our dedication to our communities and our strategy to nurture rewarding careers.

Highlights include:

- Our significant investment in offering transparent, responsible products to customers so they can clearly understand the costs of all the products available to them, make well-informed decisions and get the money they need when they need it.
- Providing payment relief to more than 250,000 customers during 2019. These programs included offering deferments during disasters and other assistance when our customers faced difficult challenges – assistance we amplify today.
- OneMain and its employees making more than \$1.3 million in contributions to support financial literacy, community and economic development, education, and health and wellness initiatives.
- In response to the pandemic, OneMain extended loan repayment relief to customers, waived late fees for payments and suspended credit bureau reporting, as needed. In addition, the company donated \$1 million to

the Feeding America COVID-19 Response Fund and the CDC Foundation's Emergency Response Fund.

- The expansion of our Diversity Council to include more senior leaders, reflecting an increased emphasis on diversity and inclusion across the company.
- How we saved over 3,000 trees last year alone, thanks to the more than 43% of customers we enrolled in paperless billing.

While we are proud of what we have achieved, we know there is more work to be done to meet our social responsibility goals. 2020 will be one of the most challenging years in the history of our company, our country and our customers' lives. At every level, our OneMain team is committed to meeting that challenge, nimbly navigating this crisis and continuing to work toward a better future.

Thank you,



Doug Shulman
President & Chief Executive Officer



Who We Are

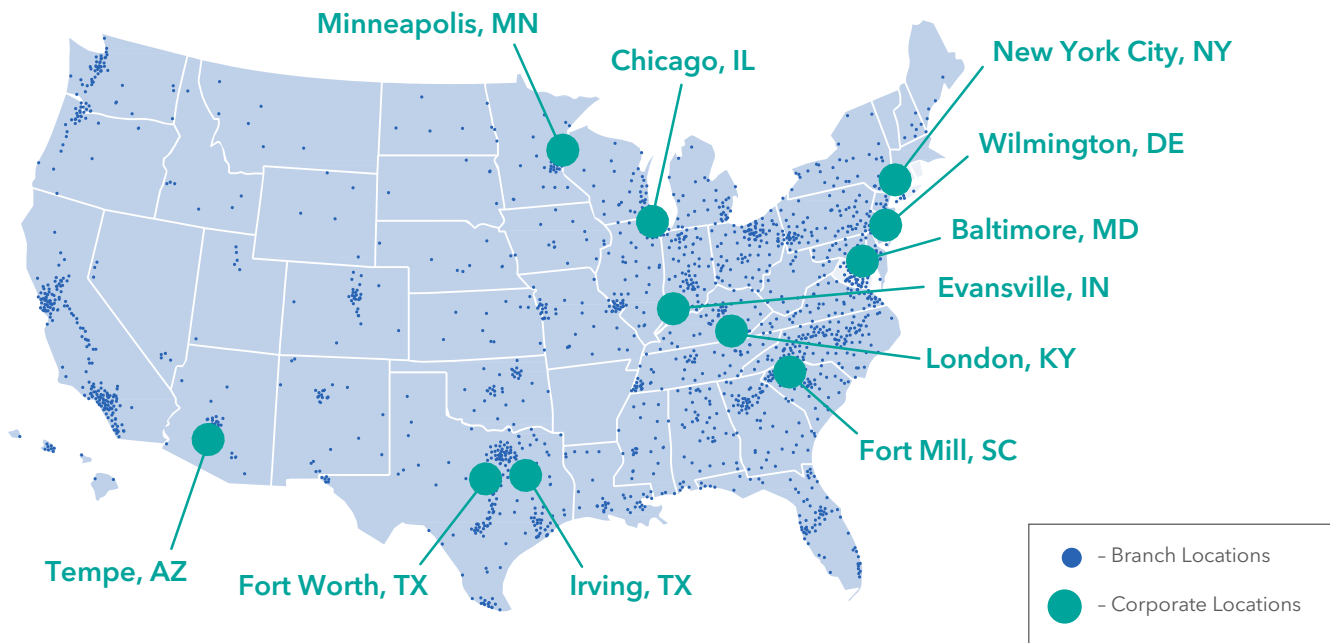
For more than 100 years, we've provided responsible lending solutions to help our customers meet their financial needs and improve their financial well-being.

Almost 100 million hard-working Americans face financial circumstances that prevent them from accessing credit through banks or credit unions. They have limited savings to cushion them against unexpected events like illness or home and auto repairs. OneMain's financial products are just the beginning of the comprehensive solutions we create to help people improve their financial lives and to empower them with confidence.

We get to know each individual who comes to us for a loan and work with them one-on-one to understand their situations and goals. Customers entrust us with personal conversations about expenses, debt, credit scores – and how each impacts their daily lives. Our loan specialists are trained to listen, to educate people about choices that could make a difference and to present financial solutions clearly, transparently and thoughtfully.

Through our extensive branch network and corporate offices, we are able to meet the needs of our customers and support their communities.

Our Locations



Our Approach to ESG

OneMain's approach to Environmental, Social and Governance (ESG) topics is a natural extension of our reputation as a responsible lender with a track record of doing what's right. Every touchpoint advances our mission to serve customers while maintaining the highest standards.

Responsible ESG practices make good business sense to us. Whether we're supporting team members, building healthy communities, limiting our environmental impact or maintaining sound governance practices, we are unwavering in our customer-focused mission. We identify where we can have the most impact, collectively and individually, making sure each team member is equipped to inspire and influence others to live and work responsibly.



2.3M

customer
accounts



7TH

largest branch
network¹



88%

of Americans are
within 25 miles of
a OneMain branch²



~9,000

team members
across America



~90%

of the time OneMain
offers the lowest rate³

OUR KEY PRIORITIES:

- ✓ Building strong relationships with our stakeholders, including:
 - Customers
 - Team members
 - Communities
 - Business partners
 - Regulators
 - Investors
- ✓ Providing responsible lending solutions with affordable rates and ability-to-pay underwriting
- ✓ Contributing to our communities financially and with volunteerism
- ✓ Reducing our environmental footprint and mitigating our impact to climate change through innovative building, resource and transportation solutions
- ✓ Adhering to recognized standards in sustainability, ethics and governance
- ✓ Maintaining a strong governance framework and a sound financial foundation for the business
- ✓ Building and maintaining a diverse, creative, inclusive work environment in which team members thrive
- ✓ Supporting and forming partnerships and relationships with minority-owned businesses

¹ When compared with U.S. banks. Source: S&P Market Intelligence as of June 30, 2019.

² U.S. Census. OneMain internal estimate.

³ Source: LendingTree. Data for September 2019, and includes 30+ lenders.



Social Responsibility

OneMain is committed to building strong relationships that enable us to better serve the people who need us the most.

That commitment means:

- Taking time to learn about our **customers** and ensuring they are offered fair, responsible loan products.
- Going the extra mile to ensure our **team members** feel engaged and valued.
- Recognizing the importance of **diversity**.
- Responding proactively to what's happening around us to support our **communities**.
 - As a recent example, OneMain pledged \$1 million in philanthropic grants to the **Feeding America COVID-19 Response Fund** and the **CDC Foundation's Emergency Response Fund** in support of immediate public health and food security efforts during the pandemic.

Our Customers

OneMain believes that anyone who applies for a loan deserves to be treated with respect, dignity and decency, regardless of their circumstances. Many of our customers have had some financial difficulty in their past or are facing an event that impacts their current financial well-being. OneMain provides responsible lending solutions with affordable rates and ability-to-pay underwriting to a large and underserved market across the United States. We have the products, the people and the infrastructure to support these pressing needs and provide appropriate solutions.

\$140B

in loans originated since 2006

15M

customers served since 2006

Lending in communities that face unequal access to credit

Almost 25% of OneMain's customers live in "credit insecure" and "credit-at-risk" counties that were identified in a 2019 report published by the Federal Reserve Bank of New York. The report, *Unequal Access to Credit: The Hidden Impacts of Credit Constraints*, identifies various tiers of credit insecurity for almost every county in the United States.

Many of our customers...

- Feel stressed about their finances
- Are financially inexperienced
- Seek loans for debt consolidation
- Need money to meet everyday expenses
- Want to improve their credit score
- Want payment options that fit their budget

OneMain provides personal and auto loans in 1,500 branches in 44 states across the United States. You can't replace the perspective and understanding that comes from more than 100 years of listening to and working closely with customers and communities through changing economic landscapes.

Our loan specialists take special care to develop a budget and walk through expenses with our customers. This helps determine the best product choices for the individual, as well as to confirm their ability to repay their loans successfully.

Why our customers choose us:

- They have a financial need
- Fewer alternatives exist for responsible borrowing
- They are looking for support and expertise
- They value ease, convenience and speed
- OneMain is a trusted brand

According to customer satisfaction surveys:

86%

of OneMain customers say they are likely to do business with OneMain again

At OneMain, we believe every customer deserves:

- An individualized approach to their needs
- Personal interactions with helpful loan specialists
- Clear terms stated in plain language, including fixed rates, fixed payments and no prepayment penalties
- Transparent information about all the products they are qualified to receive
- The benefit of our experience from more than 100 years of working with customers in similar situations
- The ability to get their money when they need it, most often on the same day they apply

Our consistent approach for presenting our customers with qualified loan offers helps them make an informed decision about an option to meet their needs and goals.

Office of Customer Care

OneMain recognizes that sometimes things don't go as expected. For this purpose, several years ago we established an Office of Customer Care, with approximately 80 team members across six locations, to provide personal attention to every customer complaint in any channel, resolve issues and ensure customer satisfaction.

From initiation to resolution of each issue, a OneMain representative establishes contact with the customer and works as a single point of contact to develop a thorough understanding of his/her issues and concerns. That representative then works with the business unit(s) to develop and deliver a high-quality resolution as quickly as possible. Most issues are typically resolved within six to eight days.

Post-resolution, we perform a root-cause analysis on all complaints to identify causal factors and opportunities to improve business functions and take corrective actions for better outcomes in the future.

Responsible Sales Practices

OneMain has a comprehensive training program designed to ensure that team members understand the benefits of each product we offer and how to clearly communicate product benefits and terms to a prospective borrower. Training also instructs team members on how to review a prospective borrower's credit history to allow OneMain to responsibly manage credit risk. We are also committed to educating customers about the importance of timely payments to their overall financial health.

We understand that many of our customers come to us during trying situations, and we are focused on ensuring that they have access to all loan and optional products for which they qualify. Our goal is to transparently provide each prospective borrower with as much information on these products as possible so that they can make educated decisions about their personal finances. We use various scorecards and monitoring routines to evaluate our training program's effectiveness.

Significant investments were made in 2019 to streamline and enhance our application process. When offering products, we show the borrower the true cost of borrowing with standard payment options or with more frequent payment options that may allow them to save money and pay their loans off faster.

We give customers the ability to cancel their loan – for any reason – within seven days of origination, no questions asked. Plus, all optional insurance products can be canceled within 30 days for a full refund. If a customer isn't happy, neither are we.

Helping Customers in Their Time of Need

OneMain has deep experience helping our customers in times of need. To protect their financial and physical health, we reach out to all OneMain customers to offer assistance that is both tangible and timely. In 2019, we extended multiple forms of assistance to more than 250,000 customers impacted by natural disasters and everyday financial challenges.

From tornadoes and floods to hurricanes and wildfires, we stand by our customers through natural disasters by providing relief. We implemented 16 different programs over the course of 2019, giving relief to nearly 13,000 customers. These programs typically include offering deferments and other assistance to individuals.

Additionally, we helped over 240,000 customers who had unexpected financial problems that affected their ability to pay their loans.

In response to COVID-19, we helped approximately 300,000 affected customers with modified loan payments due to the economic effects of the pandemic. Our goal was to ease our customers' minds during this national emergency by offering solutions to help them stay current on their loans and offer other assistance as necessary.

Risk Management

We understand that it is important to have robust policies, standards and procedures in place to secure the continued success of our business. At OneMain, we work diligently to strengthen and improve our system of internal controls to ensure compliance with laws and regulations and to improve the oversight of our operations. We evaluate internal systems, processes and controls to mitigate operational risk and monitor our businesses through a variety of methods. We also test the effectiveness of our controls and track remediation efforts. Our oversight teams are structured to oversee a large, decentralized organization with successive levels of supervision.

We maintain a strong compliance framework and culture, like many other large financial institutions:

- ✓ We have a staff of nearly 200 legal, risk and compliance professionals
- ✓ We undergo more than 700 state regulatory exams each year
- ✓ We conduct more than 700 compliance branch audits each year
- ✓ We are licensed and supervised in 44 states
- ✓ We maintain a formal compliance management system
- ✓ We run a "three lines of defense" compliance model, which includes monitoring, oversight and auditing



7 DAYS

to return a loan
without penalty

30 DAYS

to cancel an insurance
product without penalty

Our Customers Say...

OneMain's customers frequently rate us as excellent or great. We believe these strongly positive reviews are because we truly care about our customers' financial well-being. From consolidating debt to providing loans for home repairs or unexpected medical costs, we work hard to help our customers get the appropriate, responsible loan that fits their needs.

Online reviews generally offer the consumer the ability to rate a business/service on a star rating scale that ranges from 1 to 5, with 1 being the lowest score and 5 representing excellent service.¹

A+

OneMain has been accredited by the Better Business Bureau (BBB) since 1985 and has an A+ rating – its highest designation.

An A+ rating represents confidence that OneMain is competent, trustworthy, ethical and has a sincere interest in providing excellent customer service.



Trustpilot (6,569 reviews, 4.80-star rating) – Free and open to all with over 71 million consumer reviews

"Service was A+. The rep was kind, considerate, knowledgeable and helpful. Made the process quick, easy, and effortless."

– J. W. 2/13/2020



Google (3,229 reviews, 4.02-star rating) – Local Google My Business reviews associated with the business listing

"Kim assisted me in re-financing my loan. She was patient, professional and very courteous. Thank you, Kim."

– Laura A. 11/27/2019



Facebook (1,682 reviews, 4.65-star rating) – Social network reviews that allow consumers to "recommend" or "not recommend" a business; these reviews live at both the corporate and local level

"I think they are excellent! A personal loan can help you build a credit history and buying power just as long as you stay and keep your payments on time. Being on time and paying your full allot payment is key. But the services I got were great! And I like places that all the work staff seem like family to each other; nice office."

– Susan T. 2/18/2020



LendingTree (411 reviews, 4.73-star rating) – Online loan marketplace that offers consumer reviews based on their experience with their lender

"Staff was friendly, professional and kept my information confidential and secure. Great overall experience."

– Linda 12/31/2019

¹ Star ratings reflect customer ratings given in the six months preceding 2/18/20.

Cliffton dreamed of a home renovation, and he finally got the chance to do it – with his own hands and help from OneMain:

// *When I went to other banks and loan institutions, it wasn't a good fit. When I applied to OneMain, not only did they give me a loan, but they taught me a lot of things about my finances. If OneMain hadn't given me that loan, I wouldn't be able to have a lot of things that I have today. I've been able to put new cabinets in my kitchen area, repainted my living room, added a deck – the home renovation was so important because I wanted to have space because my family started growing... now I feel that I'm in a good place."*



Deb was going through a divorce. She was living off her credit cards, and she needed a loan to get back on her feet:

// *I was searching for loans and OneMain came up, and the process was easy. I wasn't looked at as a credit score. I was looked at as a person. And knowing that I had someone that I could talk to about my financial situation, that something was going to be done about it, was awesome. I was elated that I was approved, and I was happy that I was able to finally move forward. I felt free. Now I can focus on myself, I can focus on my home, my grandkids. Doing some things that I want to do in my life."*



Liz was about to have a new baby in her life. She wanted to make sure she could provide for her daughter without putting herself deep into credit card debt:

// *About four years ago, I discovered I was going to be having my daughter, Alex. The first thought I had was, 'How am I going to pay for this?' I thought it was really critical as a new parent to plan how I was going to pay for everything. I researched OneMain online and they had the best loan with the best rate and the best payment plan for me. I knew that a personal loan would be a better solution than racking up my credit cards. Working with the OneMain team was very easy. They're flexible, and I felt relieved to know they understood my position. And then that allowed me to focus on what mattered, which was being the best parent for Alex."*



Our Team

We strive to recruit and retain an outstanding, diverse team that believes in our mission, lives our values and goes the extra mile for our customers. OneMain's inclusive culture allows team members at all levels of our organization to further their careers and achieve both their personal and professional goals. We believe that motivated and engaged team members are more productive, innovative and collaborative, which in turn helps deliver a consistently excellent customer experience.

Growth and Development

From performance management to professional development, OneMain provides the stepping stones team members need to advance their careers.

Once on board, OneMain team members enjoy continuous access to online training and development resources, including tool kits on business acumen, effective communication, problem solving, strategic thinking, time management and more.

These are just a few of our programs intended to engage, assist and strengthen our team:

Recruiting – To recruit a diverse workforce, we partner with several affinity organizations, including **Veteran Jobs Mission** and **DirectEmployers Association**.

Internship Program – Our internship program is designed to attract and retain a diverse group of team members; we offer full-time positions to many interns upon graduation.

Compensation – We provide competitive, benchmarked compensation and benefits. Our minimum hourly wage is \$14 per hour.

Career Development and Training – OneMain team members are guided through their performance management with regular goal setting and coaching to ensure they are on track to meet their career plans. We provide extensive training programs, including classroom lessons, online education, hands-on practice and shadowing. Coaching sessions throughout the year, coupled with mid-year and annual performance reviews, ensure team members remain on track.

Comprehensive Benefits Package – We are committed to providing a total rewards package that allows our team members to fulfill their own dreams and goals. Our comprehensive benefits package includes medical, dental, vision and prescription coverage, as well as health savings accounts and flexible savings accounts. We also offer retirement and time-off programs such as a 401(k) plan that matches the first 4% dollar-for-dollar and paid time off for vacation, sick time and holidays for all full-time and some part-time team members.

Recognition – We recognize team members who embody our key behaviors and contribute to the success of the organization. Our Shine On recognition program is a simple and yet meaningful way to recognize outstanding team members.

// I've been with OneMain for 32 years and that makes me proud. I started when I was still in high school as part of a work-study program. We were a bank when I started, and I worked as a teller at a branch in Severna Park, MD. From there, I worked my way up to Branch Manager.

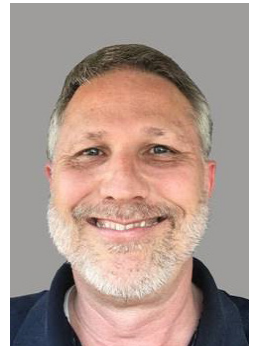
Over the years, my career has taken many paths, including the mortgage division, underwriting, and back to the branches as a district manager. My biggest career change came when I left the branch network to become a subject matter expert on a technology project. This change positioned me for my current job in Operations. With every role change, I've learned something new that allows me to build my skill sets and broaden my corporate perspective."

Daphne Ryans, Associate Director, Operations Support, Baltimore, MD



// I love working at OneMain because we are helping change the lives of current and future generations through responsible lending. Our future is bright as we begin to lay the foundations of Leadership Attributes across the enterprise. We continue to innovate how we do business and interact with our clients ensuring we remain relevant in this ever-changing environment."

Russell Canady, Western Area - Branch Operations, Irving, TX



// There are many reasons I enjoy working for OneMain Financial. I love that there are many opportunities for career advancement. The growth and opportunities keep me from ever feeling stagnant in my position. One other thing I really appreciate about the company is the 'progressive' changes that have been made to benefit the employees. For example, the added personal days, enhanced maternity leave and benefits. This shows they really care about employees in the organization."

Kimberly Noe, Branch Manager, Richardson, TX



// I love working at OneMain because it allows me an opportunity to provide for my family. I feel comfortable in knowing I have additional benefits such as medical, dental and 401(k). Working at OneMain allows me to work with a diverse group of people who are more like family than coworkers. I get to challenge myself and my team daily and continually learn new things! Another reason I love working at OneMain is because I truly believe I get to change lives and make a difference in the community I work and live in. Meeting customers and learning about their life experiences and getting to put them in a better place financially has helped me become a better person and a better parent."

Susan Martins, Branch Manager, Hanford, CA



Our Communities

OneMain is committed to the communities where our customers and team members live and work, and we believe strongly in breaking down barriers to economic mobility. We partner with organizations that share these beliefs to provide grants and interact with leaders in our communities, as well as to provide local volunteerism opportunities for our team members.

OneMain Lends a Hand



OneMain team member Danny Garza participates in hurricane clean-up efforts.

OneMain is passionate about giving our time to improve the lives of people in our communities, including our team members and our customers. We allow each team member up to three business days of paid time off each year to volunteer with community-based charities and global nonprofits. We also celebrate our successes by recognizing top volunteers and sharing volunteer stories.

\$175K

team member contributions
to nonprofit organizations

1,300

local events at which
team members volunteered

Girls Who Code

OneMain is committed to the belief that gender diversity is vital to a successful workplace and, accordingly, awarded Girls Who Code a **\$35,000** grant in 2019. The organization aims to support and increase the number of women in computer science by equipping young women with the necessary computing skills to pursue 21st-century opportunities.

On a mission to close the gender gap in technology, Girls Who Code offers learning opportunities that create clear pathways into the computing workforce, allowing students and alumni to deepen their technology skills, as well as their confidence.

Since launching in the United States in 2012, Girls Who Code has reached over 185,000 girls through its programs (Clubs, Campus, Summer Immersion Program, College Loops), and 100 million people through campaigns, advocacy work and a 13-book *New York Times* best-selling series.



// *Girls Who Code is so glad to count OneMain Financial among our supporters. Thanks to the generosity of partners like OneMain, our organization has been able to bring computer science education to thousands of girls around the world."*

Reshma Saujani, Founder and CEO, Girls Who Code, New York, NY

Local Initiatives Support Corporation

In 2019, OneMain launched a partnership with Local Initiatives Support Corporation (LISC) with a **\$500,000** grant. LISC is the nation's largest community development organization, with a goal to improve financial stability for thousands of people across the country, helping them build assets, increase credit and save for the future.

The partnership taps into LISC's Financial Opportunity Center (FOC) model with a common trio of integrated core services:

- Financial coaching to reduce expenses and build assets and credit
- Career coaching to improve job retention and income and income support
- Access to low-cost financial products to provide a bridge as clients move toward financial stability

Research has proven the efficacy of the LISC FOC approach, especially in improving credit-building behaviors and job stability. The grant partnership supports over 20 FOCs in four key markets in the shared OneMain/LISC footprint: Chicago, Philadelphia, Phoenix and Minneapolis/St.Paul. OneMain's support helps sustain FOCs in these markets, enhance the financial coaching services offered by community-based FOC partners and deepen the capacity of FOC staff, in turn improving their impact. It also strengthens the technical assistance and financial support LISC provides to the local partners that deliver their proven financial coaching approach. Importantly, OneMain's support leverages additional funding that helps FOCs serve even more people.

// *Our work with OneMain Financial will strengthen the economic opportunity for our community residents. Leveraging our proven Financial Opportunity Center model, this partnership will deepen our reach to provide critical financial coaching and credit-building services."*

Maurice Jones, President and CEO, Local Initiatives Support Corporation
New York, NY



In keeping with our commitment to help our customers improve their financial well-being, nearly 50% of the community grants and sponsorships we awarded were to support financial literacy and financial education initiatives. Some examples include:

\$50K

to the **CASH Campaign of Maryland** to help support financial education and coaching and policy advocacy efforts across the state of Maryland

\$70K

to **Cents Ability** and **MoneyThink** to support financial coaching at both the high school and college education levels

Military Families, Veterans and Operation Gratitude

OneMain recognizes and values the experience and skills that veterans bring to the workforce and is a member of the **Veteran Jobs Mission**. In addition, each November OneMain team members give thanks to our nation's veterans, military families and active service members by participating in companywide initiatives that support Veterans and Military Families Month.



In 2019, OneMain donated **\$30,000** to **Operation Gratitude**, a national nonprofit organization dedicated to meeting the evolving needs of U.S. military and first responder communities. This included a **\$20,000** grant to help ship care packages to U.S. service members, as well as the purchase of supplies for team members to assemble 570 teddy bears that were later donated to children of deployed service members. Team members also organized a letter-writing campaign to share their gratitude with service members, first responders and veterans.

Give Hope. Run.

In 2010, OneMain team members helped organize the first **Give Hope. Run. 5K** in Evansville, IN to raise money for St. Jude Children's Research Hospital. Today, OneMain still sponsors the event and in 2019, total funds raised by the event surpassed \$1 million.

And More...

In 2019, One Main made additional grants to **Junior Achievement**, the **Leukemia & Lymphoma Society**, **Boys & Girls Clubs of America**, and **Big Brothers Big Sisters of America**, to name just a few. We also made a commitment to help fight the opioid addiction crisis that impacts many of the communities we serve and awarded **\$40,000** in grants to:

-  **Ohio Opioid Education Alliance/Columbus Foundation:** Founded over 70 years ago to assist donors and others in strengthening and improving the Central Ohio community for the benefit of all its residents.
-  **Operation UNITE, London, KY:** A collaborative model striving to prevent abuse of drugs and to facilitate recovery. The organization creates strategic partnerships, provides leadership, promotes education, coordinates treatment and supports law enforcement.

Valuing Diversity

Diversity is the foundation of a thriving society, as well as critical to a competitive business. At OneMain, we value and strive for diversity of gender, race, ethnicity, expertise and thinking, all of which are instrumental to our competitive advantage. A diverse talent pool lends us inarguable strength, helps us fulfill our company's mission, meaningfully connects us with customers and drives success. We are committed to maintaining an inclusive environment for both team members and customers.

Our culture focuses on a leadership mindset that respects and evaluates individuals based on merit, hard work and creativity. We do not tolerate harassment of any kind, and we have a clearly stated set of policies and processes for reporting and responding to misconduct. Our team members feel heard, valued and safe to bring their whole selves to the workplace.

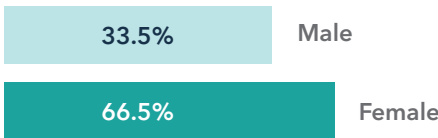
We have embraced a set of internally developed key behaviors that serve as a guide for our work environment, the way we interact with one another and how we perform daily so that all team members consistently deliver great products and services for our customers. In addition, all team members are required to complete anti-harassment training. We have dedicated a significant section of our company intranet to providing a defined outline of our expectations, as well as additional resources should a problem arise.

The Diversity Council

The purpose of the OneMain Diversity Council is to cultivate and promote a work environment that embraces diversity and inclusion, where people are hired and advanced on their merits and where team members treat one another with mutual respect and dignity. In 2019, our Diversity Council was expanded to include more senior leaders from across the company, bolstering the increasing emphasis on diversity and inclusion across our organization. The Diversity Council identifies internal and external goals that are based on the needs of the organization.

Our Team Members by the Numbers

GENDER BREAKDOWN



ETHNICITY BREAKDOWN



Supplier Diversity

OneMain Financial fully supports the use of diverse suppliers. As part of our due diligence process, we ask if a third party qualifies as a diverse supplier and track responses in our database. Among others, we partner with such organizations as **Academy Securities**, a Federal Service-Disabled Veteran-Owned Small Business and **R. Seelaus & Co.**, a nationally certified women-owned business.

“Academy is honored to partner with OneMain in their efforts to promote the employment of America’s Veteran heroes. OneMain’s support for Academy’s mission to hire, train, and mentor Veterans for a meaningful career in financial services reflects their dedication to further this worthy ESG cause.”

Phil McConkey, President, Academy Securities, New York, NY

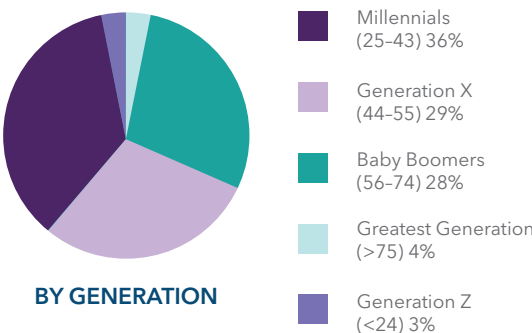
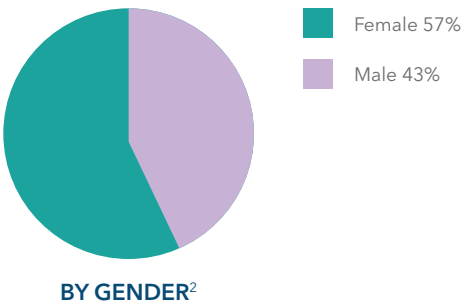
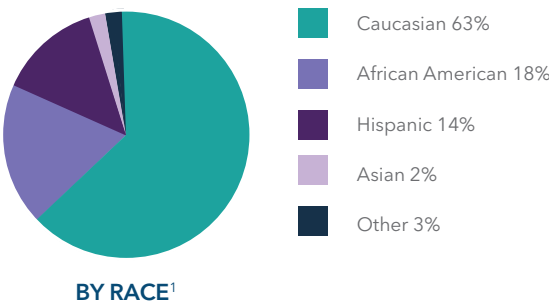


“As a Women-Owned Business Enterprise in financial services, OneMain has been an incredibly valuable partner to our firm, going beyond simply giving lip-service to supporting diversity and inclusion in our industry but truly moving the needle in support of our mission and on a granular level creating more opportunities for women both internally and externally.”

Annie Seelaus, CEO, R. Seelaus & Co., LLC, Chatham, NJ



Our Customers by the Numbers



¹ BISG methodology used to calculate probable race.
² Social Security Administration and U.S. Census Bureau data used to calculate probable gender.



Corporate Governance

Having strong, consistent corporate governance is key to OneMain's goal of reinforcing the trust that customers and team members place in us. The responsible management of our business allows us to better serve customers and other stakeholders and helps foster a robust, firm-wide culture of compliance.

Overview of Board Committees

OneMain's Board is comprised of nine directors with a broad range of skills and experience, a majority of whom are independent, consistent with NYSE guidelines. The Board has six committees: Audit; Nominating and Corporate Governance; Compensation; Compliance and Risk; as well as an Executive Committee.

Examples of our Board's Commitment to Good Corporate Governance:

- Robust Code of Business Conduct and Ethics, Risk Management processes and Corporate Governance Guidelines
- Presiding non-management director appointed by the Board of Directors
- Regular communication among Board and management
- Compliance and Risk Committees in addition to required committees
- Regular meetings in executive session without senior management present to evaluate performance

Board Committees	
Committee	Responsibilities
Audit*	<p>Responsible for accounting and auditing functions and related risks</p> <p>Oversees the integrity of the company's financial statements and the annual independent audit of those statements by an independent accounting firm</p> <p>Responsible for responding to complaints and concerns relating to the company's accounting, financial reporting, internal accounting controls, or auditing matters</p>
Nominating and Corporate Governance*	<p>Oversees director qualifications, Board and committee structure, and corporate governance matters</p> <p>Manages the evaluation of the Board and committees</p>
Compensation*	<p>Oversees the company's compensation and benefit plans and practices, including its executive compensation plans and its material incentive-compensation and equity-based plans</p> <p>Evaluates the performance of the President and CEO and other executive officers</p>
Compliance	<p>Ensures that the company has an effective compliance program</p> <p>Monitors regulatory risks and ensures there are appropriate policies, procedures and controls to address them</p>
Risk	<p>Oversees enterprise-wide strategies and policies to identify, monitor, manage, control, promptly report and mitigate material risks</p>

*The Audit, NCG and Compensation Committees consist entirely of non-employee directors, and each member of these committees is considered to be independent within the meaning of the NYSE listing standards. Each committee operates pursuant to a written charter.

More information on the Board of Directors and committee composition can be found on the company's Investor Information page at investor.onemainfinancial.com by clicking on "Corporate Governance."

Policy Review

In 2019, OneMain's Board of Directors and its committees received reports on how we are demonstrating our commitment to our team members by improving diversity, training programs and outreach aimed at preventing sexual harassment in the workplace. Among others, our committee reviews included:

- **Compliance:** Received information on a variety of issues related to responsible lending, including updates on our Fair Lending Program, efforts to monitor the quality and safety of our loan and optional products, progress on compliance projects meant to ensure that we are lending responsibly to our customers and monitoring customer complaints.
- **Risk:** Received reports on our cybersecurity program, including steps that we are taking to manage cybersecurity risk, results of vulnerability testing, threat management processes and efforts to enhance our response to a potential cyberattack.
- **Nominating and Corporate Governance:** Conducted its annual review and approval of the company's Corporate Governance Guidelines.

The Board makes it a priority to review certain key business policies annually and to make changes when necessary.

Compliance and Audit Departments

- ✓ Assess our compliance with federal and state laws and regulations, as well as our compliance with our internal policies and procedures.
- ✓ Oversee training to ensure team members have a sufficient level of understanding of the laws and regulations that impact their jobs.
- ✓ Assist or direct the preparation of corrective action plans to address risks and control weaknesses.
- ✓ Manage our state regulatory examination process.
- ✓ Audit our business for adherence to operational policies and procedures and compliance with federal and state laws and regulations.

Conflicts of Interest

Every team member at OneMain is expected to dedicate his or her best efforts to advancing OneMain’s interests and to making decisions that affect us based on those interests without outside influence. Team members are obligated to conduct the company business in an honest and ethical manner, including the ethical handling of actual, apparent and potential conflicts of interest between personal and business relationships. We adhere to a strict Code of Business Conduct and Ethics policy and all team members are required to complete annual compliance and ethics training.

Responding to Team Member Concerns

OneMain provides channels for team members to report concerns regarding the Code of Conduct, laws and regulations and/or policy violations, enforcing a zero-tolerance retaliation policy for good-faith reporting. Legal, HR and Compliance have established processes to collaborate with management, including investigating, reporting, escalating and resolving concerns. Concerns deemed auditing or accounting “whistleblower” complaints are escalated to the Audit Committee of the Board for awareness and reporting outcome. Team members are made aware of reporting channels, the company’s zero-tolerance retaliation policy and the company’s responsibility to protect reporting team members through policy, training and continual communications.

Insider Trading

OneMain’s Board has adopted a strong policy against insider trading, as incorporated into the Code of Conduct. Team members who may have access to material, non-public information are required to obtain approval from the General Counsel’s office before buying or selling OneMain securities.

Enterprise Risk Governance

OneMain sees strong enterprise risk governance applied pragmatically and consistently as the foundation for successful risk and capital management. Our Enterprise Risk Management (ERM) program is a structured and disciplined approach to the management, measurement and control of risk within the context of OneMain’s business strategy and activities. From our “tone at the top” to our governance model and key risk management policies, our ERM program provides the framework to ensure that risk management is considered in key business decisions and reflected within processes at all levels of our organization. Our strategy and business activities proactively mitigate against the following risks:

- | | | | |
|--|---|--|---|
|  Credit |  Financial |  Insurance |  Reputational |
|  Operational |  Compliance |  Legal |  Cyber |

Risk Appetite Policy

We maintain a Risk Appetite Policy that articulates the risks we accept, as well as the measurement and management of these risks, within the context of our business strategies. This policy sets boundaries and an overall approach, including policies, processes, controls and systems through which these risks are established, communicated and monitored. The Board or delegated Committee of the Board receives a Risk Appetite report no less frequently than annually.

Our policy is to have at least

24 MONTHS

of liquidity at all times

Liquidity Risk Management

OneMain has a policy of maintaining enough liquidity to continue to run the business with no access to the capital markets for a minimum of 24 months. At year-end 2019, we had 36 months of liquidity. OneMain also manages liquidity risk by maintaining well-laddered debt maturities to avoid having a concentration of maturities in any single year.

We remain confident in our ability to navigate changing market conditions. In 2020, we bolstered our liquidity position in response to the COVID-19 pandemic, demonstrating access to the capital markets even in the most uncertain times.

Credit Risk – Full Portfolio Review

We perform regular, rigorous reviews of macroeconomic conditions and loan portfolio data. The review includes U.S. economic data and leading indicators, state and MSA-level economic data, portfolio performance and feedback from our branches on local economic conditions. Based on that information, we adjust our credit strategies accordingly. Although we are not a bank, we conduct stress testing that is comparable to the standards required by bank regulators, because we believe it is a sound business and risk management practice.

Cyber Risk, Privacy and Data Security

Protecting the privacy, integrity and security of our customers' data and networks remains a top priority for OneMain. We continue to invest in improving our cybersecurity defenses and enhancing our programs to improve our operational resilience. Our team is our front line of defense, so we are focused on building a cyber-vigilant culture through cybersecurity training, awareness campaigns and enterprise anti-phishing testing.

We recognize the importance of implementing comprehensive, sophisticated data security systems, conducting thorough self-assessments and vigorously protecting our client data. OneMain endeavors to operate at a high standard. Our cybersecurity teams not only work to defend our systems against attacks, but also conduct internal and external testing to proactively take steps to protect our customers, team members and company.

Our Chief Information Security Officer (CISO) has responsibility for governance over all aspects of our cybersecurity program, to include internal cybersecurity initiatives and oversight of the Enterprise Cybersecurity Incident Response Plan.

- ✔ OneMain is subject to New York State Department of Financial Services (NYDFS) Cybersecurity Regulations as well as the California Consumer Privacy Act.
- ✔ We have policies and procedures in place to risk-rank vendors based on the types of data and access. We apply standards for high and medium-high rated applications such as encryption (at rest and in transit), multifactor authentication, whitelisting, single sign-on, access reviews and log-ons.
- ✔ Our Enterprise Cybersecurity Incident Response Plan establishes a team that responds to cybersecurity incidents by identifying, evaluating, investigating and resolving any incidents impacting our customers, team members or company.
- ✔ We conduct incident response tabletop exercises, dark web reviews and internal and external penetration testing.
- ✔ A top consulting firm conducted a full cybersecurity risk assessment and built the framework that is the basis for our annual, comprehensive cybersecurity assessment.

Business Continuity Management

OneMain's ability to anticipate disruptions, adapt to events and address the combined issues of security, preparedness, risk and survivability in order to maintain our functions in the face of internal or external change or threat is a vital part of our strategy. Business continuity management (BCM), including Business Continuity Planning (BCP), Disaster Recovery (DR) and Incident Response (IR) plans are enhanced annually and as significant changes occur. Our goal is to have plans that are fluid, practical and actionable to preserve operations.

OneMain took steps at the onset of the pandemic to minimize the impact on our customers and to mitigate the risks of operational disruption or financial loss.

Subsequently, the executive team began to mobilize the organization by setting priorities and organizing a network of response teams to promote rapid problem-solving and implement solutions. The teams quickly put protective measures in place to ensure the safety of team members and maintain the ability to serve customers. The cross-functional response teams were structured to focus on the following key areas: protect our team members, serve our customers, stress test financials and liquidity, maintain supply chains and demonstrate purpose. To that end, existing Business Continuity Plans (BCP), Disaster Recovery (DR) strategies and newly developed plans to address COVID-19 specific requirements were initiated.



Protecting the Environment

We are serious about our obligation to reduce our environmental footprint, mitigate the impact of climate change and increase our sustainability practices. Protecting the environment is a global responsibility, and we believe it's simply the right thing to do.

OneMain believes environmental sustainability is both an obligation and an opportunity. We are committed to improving the communities where we live and work by reducing the environmental impact of our business. That means creating efficiencies, reducing material and energy consumption, reusing and recycling more of what we consume and reducing our waste stream.

As a financial services company with a broad footprint of 1,500 branches across the United States, our primary opportunities for environmental sustainability include our customer communications, where we aim to limit paper usage, and our corporate offices, where our focus is on recycling and reducing energy consumption. OneMain has both owned and leased properties in our portfolio. We strive to implement sustainable practices in all our owned locations and in leased sites wherever possible.

Environmentally Responsible Investing

OneMain is a founding investor in BlackRock’s environmentally responsible money market fund, Liquid Environmentally Aware Fund (LEAF), which considers select environmental criteria for investment. In addition to LEAF’s environmentally focused investment strategy, 5% of the net revenue from BlackRock’s management fee is used to purchase and retire carbon offsets, either directly or through a third-party organization.



Energy consumption

We retrofit owned buildings (and leased buildings where it makes financial sense) with LED lighting and install LEDs and programmable thermostats.



Companywide recycling program

We recycle plastic, cardboard, glass, aluminum and organic materials at most of our central operations centers, and all shredded materials are recycled, as well.



LEED-certified facilities

We have LEED-certified buildings across the United States, including two corporate campuses certified at Gold and Silver levels. In addition, we follow many of the tenets of LEED certification in our other locations nationwide.



Electronics recycling initiative

Instead of discarding old electronic materials, OneMain recycles them through an R2-certified third-party specialist, which means they are held to a high standard of responsible recycling of electronic waste.

AT ONEMAIN, WE AIM TO:

- Reduce energy and resource consumption.
- Minimize waste and maximize recycling initiatives.
- Improve awareness of our environmental responsibilities among team members and other stakeholders.
- Comply with all relevant environmental regulations and legislation.
- Identify and act on areas of improvement.

The Impact of Paperless Billing

Paperless enrollment encourages and provides incentives for customers to sign in to their online accounts and switch to receiving their OneMain statements through email rather than mail. Between 2016 and 2019, customer enrollment in paperless billing increased 500%. And as of 2019, more than 43% of customers were enrolled. Last year alone, the volume of paper saved represented nearly 3,032 trees.

A Smarter, More Efficient Work Environment

- ✓ Increasing use of Virtual Desktop Infrastructure in our corporate offices reduces power consumption, hardware and maintenance energy.
- ✓ Installing Gold or above-rated Energy Star and EPEAT products such as TVs/plasmas, copiers, servers, phones, computers and monitors, as well as refrigerators, microwave ovens and hand dryers, where possible.
- ✓ Setting desktop monitors to enter sleep mode after 15 minutes of non-use.
- ✓ Configuring all printers to default to double-sided, black-and-white printing to reduce the use of both paper and toner.
- ✓ Reducing water usage across our owned facilities through automatic sinks and other water reduction methods.
- ✓ Committing to using renewable materials wherever possible, such as using recycled and compostable materials, eliminating plastic cups and straws, etc.
- ✓ Encouraging the use of green cleaning supplies and practices with our janitorial contractors.
- ✓ Standardizing low-VOC carpet and paint in all locations.
- ✓ Upgrading our video capabilities and working with team members to reduce companywide travel and increase our fuel efficiency. Over the course of 2019, the use of video conferencing has more than doubled at OneMain.
- ✓ Replacing our vehicle fleet with more fuel-efficient models.

Environmental Compliance

We comply with all environmental laws and regulations, participating in ongoing environmental reporting and procedures for the responsible disclosure and management of environmentally hazardous materials.

Thank You

Thank you for your interest in this ESG Report from OneMain. As we continue into 2020 and beyond, we look forward to building on the progress we've made. We also welcome any comments or questions from valued stakeholders like you. Please don't hesitate to reach out using the below contact information.

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OneMain Financial®