

OneMain Financial®



2020 Environmental,
Social and
Governance
REPORT



COMMUNITY



About This Report

We are a community of team members, customers and partners. When we strengthen one, we strengthen all, especially in a year defined by the COVID-19 pandemic and a surge of racial and social justice issues across our nation. Our second Environmental, Social and Governance Report captures how we navigated an extraordinary year and stayed true to the principles that have guided us for 100+ years, leading with the shared purpose of helping our customers achieve financial well-being and resilience.

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Like businesses all over the world, OneMain confronted the COVID-19 pandemic aggressively to minimize its effect on both lives and livelihoods. As you will see throughout this Report, we made necessary adjustments to keep our team members safe, serve our customers in a time of need and provide relief to our communities.

A Note From Doug Shulman

2020 changed how we live, work and learn in ways that we could never have imagined. OneMain's mission to improve the financial well-being of hardworking Americans was never more important as our nation confronted the health and financial hurdles of the COVID-19 pandemic, as well as critical racial and social justice issues across the country. With a commitment to community for over a century, OneMain was well-positioned to make a meaningful impact by being responsive, innovative and empathetic.

From the very onset of the pandemic, OneMain took steps to rapidly provide individualized support to our customers and team members. Our Environmental, Social and Governance principles informed our actions, bringing out the very best in us to serve our 2.3 million customers across the nation, as well as the communities where we live and work.

This second ESG report tells the story of leadership at every level – and good things to come in 2021. Highlights include:

- Introducing a streamlined, simplified and strengthened Customer Bill of Rights.
- In the context of the pandemic, increasing digital closings from 9% to almost half our customers closing their loans digitally by the fourth quarter of 2020.
- Hosting virtual town halls in cities across the country, featuring elected officials, nonprofit organizations and community leaders to help individuals and families manage their finances and seek assistance during COVID-19.
- Customizing borrower's assistance programs and helping approximately 500,000 customers with financial hardship, which included hardship due to the pandemic.

- Donating more than \$2 million to support financial literacy, community and economic development; pandemic relief; and racial and social justice initiatives – \$1 million of which went to nonprofit organizations in local communities to support pandemic relief efforts.
- Upholding an inclusive work environment with a workforce made up of 66% women and 34% ethnic or racial minorities, and a Board of Directors with 33% women.
- Enrolling 1.2 million, or 53% of our customers, in paperless billing as of December 2020, saving nearly 15,000 trees.
- Maintaining smart and efficient work environments by consuming less power, water, paper and ink, and using green cleaning supplies, carpet and paint and fuel-efficient vehicles.

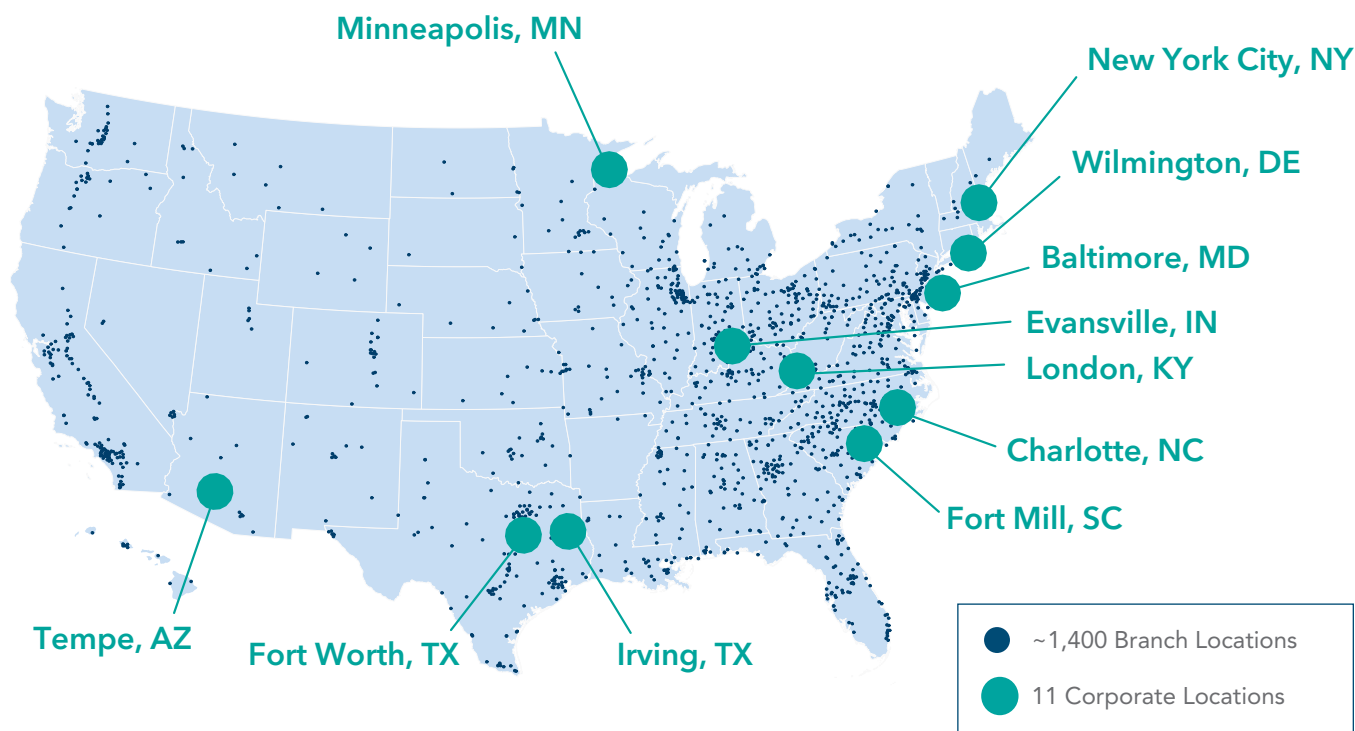
By meeting our environmental, social responsibility and governance goals, we help our communities thrive. In 2021, we will continue to stand for doing the right thing, every time, for our customers and our company.

Thank you.



Doug Shulman
Chairman & Chief Executive Officer

Our Locations



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 lives.

Almost 100 million Americans face financial circumstances that often prevent them from accessing credit through banks or credit unions. These individuals and families have limited savings to cushion them against unexpected events like illness or home and auto repairs. OneMain's products are designed to be the starting point to financial stability and growth. Together with our clients, we create custom solutions to help people steady and strengthen their finances and gain confidence.

We get to know each person who comes to us for a loan and work with them one-on-one to understand their situations and goals. Customers trust us with personal conversations about expenses, debt and credit scores—and how each one impacts them daily. Our specialists are trained to listen, to educate people about choices that could make a difference and to present financial solutions clearly and thoughtfully. In an increasingly digital world, our customers value this personalized service.

Through our extensive digital channels, branch network and corporate offices, we are able to meet the needs of our customers and support the communities where we live and work.



2.3M CUSTOMER
ACCOUNTS











~8,500 TEAM MEMBERS
ACROSS AMERICA

Our Approach to ESG

OneMain's approach to environmental, social and governance (ESG) practices 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 of corporate social responsibility.

To us, responsible ESG practices make good business sense. Whether we are 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, not only collectively but individually, by enabling our team members to inspire and influence others to live and work responsibly.

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, as well as through advocacy and volunteerism.
-  Innovating to support customers, communities and team members during unusual social and economic circumstances.
-  Building and maintaining a diverse, creative, inclusive work environment in which team members thrive.
-  Supporting diverse suppliers through relationships with minority-owned businesses.
-  Maintaining a sound governance framework and financial foundation for the business.
-  Reducing our environmental footprint and mitigating our impact to climate change through innovative building, resource and transportation solutions.

2020 BY THE NUMBERS



**~50% LOANS CLOSED
DIGITALLY IN Q4 2020**



**1.2M CUSTOMERS
ENROLLED IN
PAPERLESS BILLING**



66% FEMALE WORKFORCE



**~25% OF CUSTOMERS IN
CREDIT-INSECURE COUNTIES¹**



500+ REGULATORY EXAMS



**1.6M CUSTOMER CONVERSATIONS
CONCERNING COVID-19 IN Q2 2020**

¹Federal Reserve Bank of New York, "Unequal Access to Credit: The Hidden Impact of Credit Constraints," published 24 September 2019
<https://www.newyorkfed.org/outreach-and-education/community-development/unequal-access-to-credit-hidden-impact-credit-constraints>

Social Responsibility

Committed Through a Pandemic

Our commitment to putting people first was never more critical or more evident than in 2020. Our pillars of corporate social responsibility guided us to:

- ✓ Protect the health and financial well-being of our customers, team members and communities through sweeping operational adjustments in branches, central servicing and corporate locations.
- ✓ Speak directly with approximately two-thirds of our 2.3 million customers to understand their situations and tailor financial approaches as needed for individual circumstances resulting from COVID-19.
- ✓ Continue to offer free financial wellness resources and financial literacy education, including national and local town halls, to our customers and the general public.
- ✓ Further prioritize diversity and inclusion in our company, communities and philanthropic activities.
- ✓ Donate more than \$1 million to pandemic relief.



A United Front in 2021

The new year welcomes a continued evolution of our approach to corporate social responsibility, as we make investments that improve the well-being of our customers and result in positive outcomes for our communities. We are constantly enhancing our initiatives and approach to expand our reach and increase our impact.

In 2021 we will continue to grow our commitment to these important priorities, including:

- Making it even easier for team members to donate to charities and nonprofits of their choice and find ways to volunteer in communities.
- Growing our already expansive library of financial literacy information and resources for people of all ages.
- Engaging stakeholders, community leaders and organizations on the local, state and national levels to help strengthen the ways we improve the financial well-being of hardworking Americans.

And much more to come.

In an Uncertain World, People Can Be Sure of OneMain

In response to the COVID-19 pandemic, OneMain mobilized to provide swift problem-solving and solutions. Every day we made – and continue to make – decisions that protect our customers' health and financial well-being.

Here to help during the COVID-19 pandemic

- Immediately adopted CDC guidelines and best practices in all branches, including mandatory face coverings and hand sanitizers at every door.
- Had conversations with 1.6 million of our 2.3 million customers to understand their individual financial situations and tailor an appropriate approach.
- Transitioned from 9% digital closings pre-pandemic to almost half of our customers closing their loans digitally in the fourth quarter of 2020.
- Scheduled in-person branch visits by appointment.
- Introduced innovative products and improved our digital offering, giving our customers greater choice in how they interact with our team members.
- Offered borrower's assistance across all 44 states where we operate, with concentrated efforts in states that were particularly affected by COVID-19.
- Waived late fees for payments and suspended credit bureau reporting, as needed, in March and April 2020.
- Proactively suspended repossessions and litigation in the spring of 2020 and then in accordance with state regulatory guidance.
- Made industry-specific borrower's assistance available for customers in especially hard-hit sectors including travel, food and other service industries – approximately 10,000 eligible accounts – a continuing priority into 2021.

Standing by amid natural disasters

While the pandemic changed how our nation lived and worked, natural disasters interrupted life even further for some of OneMain's customers. From tornadoes and floods to hurricanes and wildfires, our disaster relief programs typically include offering deferments and other assistance to customers in need. In 2020, we created the following disaster relief programs, which helped approximately 9,500 customers.

- Hurricane Sally — Florida, Mississippi, Alabama
- Hurricane Zeta — Louisiana, Mississippi
- Derecho Storm — Iowa
- Hurricane Delta — Louisiana
- Hurricane Laura — Louisiana, Texas
- Michigan Flood
- Mississippi Tornado
- Tennessee Tornado



Our Customers

OneMain believes that anyone who applies for a loan deserves to be treated with respect, regardless of their circumstances. Many of our customers have experienced 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 often underserved market across the United States. We have the products, the people and the infrastructure to support these pressing needs and provide appropriate, affordable solutions.

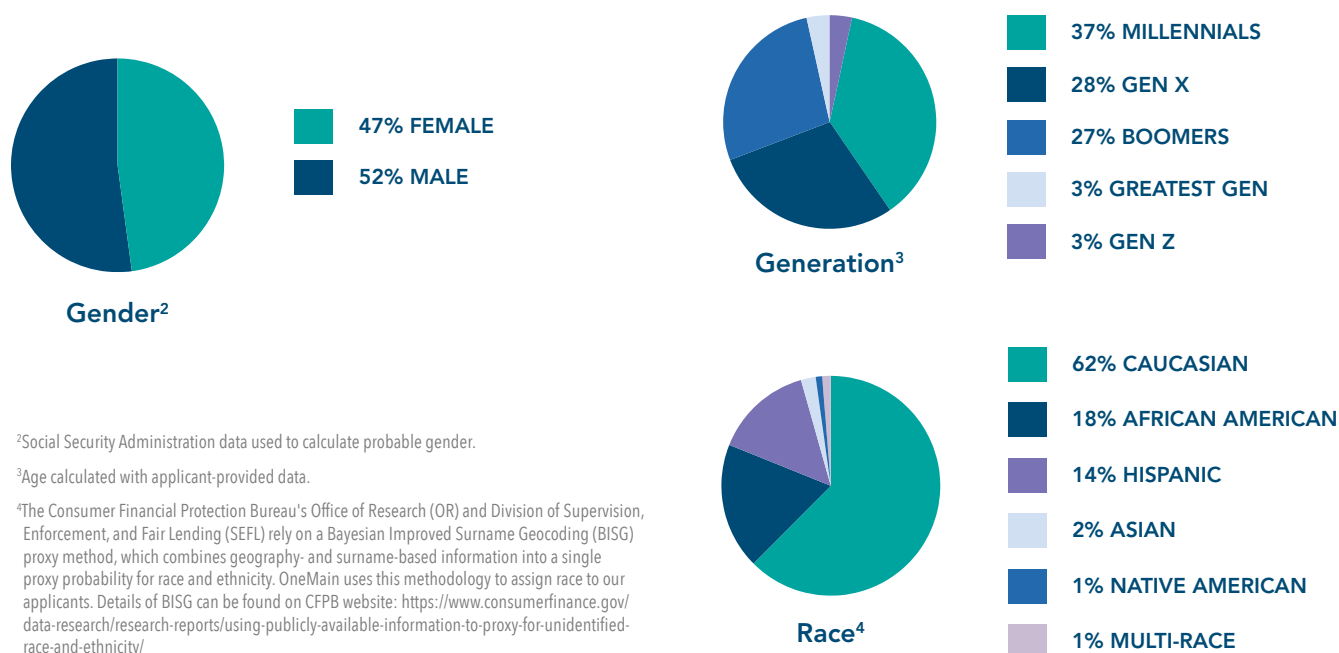


\$106B in loans
originated since 2010



10.3M customers
served since 2010

Customer Demographics



The OneMain Customer Bill of Rights

In 2020, we introduced an updated Customer Bill of Rights to underline our commitment to affordability and transparency. The Bill of Rights is part of the loan-closing material received by every customer and is also posted on the About Us page at OMF.com and on our investor relations website. It states:

You have the right to:

A loan you can afford Your loan will have an affordable monthly payment that fits your unique situation and household budget.

Easy to understand pricing and terms We will help you understand every aspect of your loan before you sign, including terms, pricing and interest rate, monthly payment and total cost.

No pressure, fair treatment You can choose to buy optional products such as insurance to help you through unexpected events. Your choices will be made in a pressure-free environment and have no bearing on your loan approval. You can get a full no-questions-asked refund of your purchase of any of these products within the first 30 days and a pro-rated refund at any time.

Customer satisfaction guarantee We will try our best to answer your questions and resolve your concerns. If you are unsatisfied with your loan for any reason, you can return the proceeds within seven calendar days and cancel your loan.

Help when you need it Life brings unexpected events and challenges, and we will work with you on repayment options if your situation changes.



~90% of OneMain customers are highly satisfied with OneMain loans.⁵

⁵OneMain Holdings, Inc. New Customer Satisfaction Survey, Q4 2020. Satisfaction rate is at time of origination.

Our Mission Is Financial Wellness

OneMain helps hardworking Americans improve their financial well-being by offering them responsible, transparent financial products. Our 100+ years as a trusted lender includes a history of demonstrating empathy, finding solutions without judgment and working closely with customers and communities through changing economies and personal financial situations.

We see people, not just customers

Almost 25% of OneMain's customers live in "credit-insecure" and "credit-at-risk" counties.⁶ These communities, identified by the Federal Reserve Bank of New York, have limited access to competitive mainstream credit options due to a significant number of residents who are unbanked or have credit-limiting histories. Generally, these counties are rural, have a higher percentage of non-white residents, higher poverty rates and lower-than-average household income compared to the rest of the United States.

⁶Federal Reserve Bank of New York, "Unequal Access to Credit: The Hidden Impact of Credit Constraints," published 24 September 2019 <https://www.newyorkfed.org/outreach-and-education/community-development/unequal-access-to-credit-hidden-impact-credit-constraints>

Understandably, 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 about 1,400 branches and 44 states across the United States. We stand for responsible borrowing and provide access to loans that are designed to be successfully repaid. OneMain ensures our loans work for, not against, our borrowers. Working with our customers, our loan experts help people examine expenses and develop a budget. Our ability-to-pay underwriting is calculated to help ensure that our customers can afford their loan payments.

OneMain recognizes that sometimes life doesn't go as expected. For this purpose, we offer **Borrower's Assistance** and invest in an **Office of Customer Care** to provide personal attention and a single point of contact for every customer complaint in any channel to help resolve issues and ensure customer satisfaction.

New Customer Service Solutions

In addition to the ongoing 1:1 interaction we have with our customers, we have invested in hundreds of hours of research to understand our customers and to design products that work for them. We create solutions that enhance the customer experience, support transparency and help customers make informed choices, putting them in the driver's seat whether they are closing a loan in person or digitally.

Customer Choice via Digital Close

In response to the challenges of 2020, the number of customers closing their loans remotely without visiting a branch increased substantially. To ensure a similar experience no matter the closing method, we developed the Customer Choice via Digital Close experience. On both desktop and mobile devices, customers receive all available information whether they're closing their loan in a branch or digitally—and can make the best decisions about their loans and optional products.

Customer Testimonials

“ I was very happy with how OneMain Financial was able to help me during COVID-19. I have five children, two of which have special needs, and (I) was forced to quit my job when the schools shut down. OneMain was able to modify my loan to a manageable payment while I waited on unemployment to process my claim. During the most stressful time I can remember, OMF really helped to lessen the amount of stress I was dealing with and I was very thankful for it!”

— Kimberly

“ I was out of work due to an employee contracting COVID-19 for almost a month. During that time, I was short on funds and OneMain Financial was able to offer me a temporary loan modification. Also, during that time, the company decided to furlough all the employees, leaving me without ability to pay on all my bills. I was able to search for work, and not worry about a full payment. I was so happy and satisfied at the same time. Everyone at the branch was so helpful. I have no complaints about any of their services they have been there for me always.”

— Alfredo

“ I’ve worked in RV sales for about 5 years. I can usually predict the seasons and sales decline, but when COVID hit last spring, business hours and sales were reduced. About the same time, I went through a separation, increasing my household expenses. I even downsized my home to cut expenses. At first, OneMain offered the small dollar advance, at no cost to me, to get my account current. I continued to struggle due to declining sales. OneMain went above and beyond to assist me, offering deferments and temporary modifications. I can’t think of another financial institution that has helped me stay current the way they have. OneMain has the ‘human factor.’ I still have a ways to go but I know OneMain is here to assist and keep an open line of communication.”

— Gregory

Our Team

Ours is a leadership mindset that respects and values individuals based upon merit, hard work, creativity and passion to succeed.

We are committed to recruiting, developing and supporting a talent pool that reflects and celebrates the communities we serve.



Team Testimonials

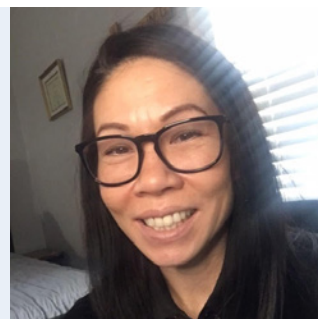


“Through action, and not just words, I’ve seen the organization work to create a more diverse and inclusive culture. I’m proud of the steps that have already been taken and the ongoing efforts. It’s clear that diverse thoughts, backgrounds, and perspectives are valued by the organization.”

Jamelle | Baltimore, Maryland

“I’ve been in the Accounts Resolution Center for 15 years and I love this department. The people I work with are amazing. It’s almost like a second family. And the benefits. I love the benefits.”

Jayne | Evansville, Indiana





“[As I approach my 15-year anniversary with OneMain] I continue to receive top notch development being included in a number of leadership programs and cutting edge company initiatives. As a manager of people, I’m encouraged to consider a range of qualified, diverse candidates when hiring in our branch network. OneMain’s commitment to Diversity and Inclusion runs deep and I’m proud to be a part of this organization.”

Nick | Southern California



“The way that OneMain handled things, the way senior management responded, had a great impact on me personally. The fear was high early 2020. With a high-risk daughter at home and everything starting to shut down it was scary. Senior management had to make fast decisions to keep everyone safe and it showed... What impacted me the most is their open communication. The calls we had with senior management, the empathy they showed us knowing that every single person is being impacted somehow by this pandemic, including themselves... I know I speak for my team as we were all very impressed and very thankful.”

Cynthia | Liberty, Missouri

“While dealing with the impact of COVID-19, my team and I experienced the effects of a devastating hurricane. August 2020, Hurricane Laura damaged the homes of several team members. We were in the midst of a stressful pandemic, and now many team members were homeless without a place to go. The leaders within OneMain reached out to check on its team members, (and) supplied food, personal items and hotels for those in need. The support received from the company allowed us a greater sense of peace and security in the middle of uncertainty. We are grateful to not only work for a wonderful company, but to work for a company that cares about us is priceless.”

Monica | Central Louisiana



Diversity and inclusion lead the way for recruitment and retention

OneMain strives to recruit and retain a diverse team that believes in our mission, lives our values and goes the extra mile for customers. Our inclusive culture allows team members at all levels of the organization to further their careers and achieve both their personal and professional goals.

Building a culture of inclusion and respect

Our diversity index within our annual engagement survey reveals strong inclusion sentiment from our team members. The Overall Diversity & Inclusion score was 84. The statement "I can be myself at work" scored 88.

Our Diversity Council is sponsored by our CEO and our Chief Human Resources Officer. Council members represent a cross section of leadership in various roles and geographies who provide thought leadership and champion internal and external diversity initiatives in support of the organization. (See more in "Talent development sustains our success" on page 16.) Our diversity strategy has three pillars of focus:

- ✓ Hiring and retaining diverse talent
- ✓ Talent pipeline and progression
- ✓ Creating a culture of inclusion

In 2020, all OneMain leaders and team members received unconscious-bias training aimed at creating a positive, inclusive work environment.

All OneMain managers are accountable for attracting and retaining high-quality, diverse talent and creating an inclusive work environment as part of their goals and our leadership attributes.

We require diverse candidate slates (women or minorities) for all leadership roles. While OneMain exceeds industry averages for gender parity, we are constantly working to improve representation at all levels of leadership within our organization. In 2020, our Extended Leadership Team

(top 75) included 30% women, and our executive team was made up of 23% women.

Our talent review process identifies high-potential diverse talent within the organization and encourages and supports robust career development planning with the purpose of engagement, growth and progression within the company.

Leaders receive behavioral interview training, which helps to mitigate bias and ensure a quality hiring decision.

We partner with affinity organizations, including Veteran Jobs Mission and Direct Employers Association, to help recruit a diverse workforce.



OneMain exceeds industry averages for gender parity.⁷

3

Three women currently serve on the OneMain Board of Directors.



34% of our workforce is ethnic or racial minority.

66%

66% of our workforce is female.

⁷U.S. Bureau of Labor Statistics, "Labor Force Statistics from the Current Population Survey," 2019. All stats are from 2020.

Supplier diversity is fundamental

We partner with suppliers from varied and underrepresented groups. In our experience, this brings a unique mix of perspectives and experiences to the table, allowing us to better serve all our customers.



Vendor Testimonials



“In 2018, we began partnering with OneMain Financial to deliver strategic value and provide complete risk visibility, remediation prioritization and collaboration across teams. We couldn’t be happier working with OneMain teams. OneMain’s leadership is committed to vendor diversity, and we are thrilled to be on this journey with OneMain to advocate for women and minority owned businesses that deliver value, diversity and business alignment as corporate citizens.”

— Lisa Xu, CEO | NopSec | New York, New York

“As a relatively new woman-owned business, it’s important that we work with businesses that are not simply looking for a vendor but want a partner. OneMain Financial fits that bill for us. Our relationship is symbiotic – while we provide the cybersecurity capabilities they need, we also get the opportunity to learn and grow from our partnership with them. Their insights have already proven to be immensely valuable.”

— Roselle Safran, CEO | KeyCaliber | Washington, DC



“At Ramirez & Co., we stand united in the fight against racial injustice and the marginalization of minority communities. As the nation’s oldest and largest Hispanic-owned investment bank, we are committed to ensuring that future generations do not have to face these obstacles and believe that we all need to work together to make America a more just and fair country. We are proud to partner with OneMain Financial, who shares these values with us.”

— Sam Ramirez Jr., Senior Director |
Samuel A. Ramirez & Company, Inc. | New York, New York

“Siebert Williams Shank & Co., as the nation’s largest certified woman- and minority-owned financial services organization, is honored to work with partners, such as OneMain Financial, to support and invest in diverse communities across the country. Our experience in working with OneMain Financial, has enabled us to assist the Company in its critically important mission to provide financial support to communities nationwide.”

— Chris Williams, Chairman of the Board |
Siebert Williams Shank & Co., LLC | New York, New York





Talent development sustains our success

We believe that motivated and engaged team members are more productive, innovative and collaborative, which in turn helps deliver a consistently excellent customer experience. OneMain equips every one of our approximately 8,500 team members at all levels of our organization with the tools and personal and professional support to further their careers.

- The average length of service is 9+ years within our operations and field network.
- Managers are encouraged to conduct “stay interviews” at various intervals within the first year of employment for early detection of disengagement or retention risk.
- For every five years of service, eligible team members earn monetary awards.
- Full-time employees are eligible for up to \$5,250 in tuition reimbursement benefits each year.
- OneMain’s full year 2020 voluntary attrition rate was 18.1%. The company’s 2019 rate was 19.5%.
- OneMain offers Continuing Professional Education via our online training.
- Operations teams have multi-week training programs specific to job roles.
- Leadership Development training is offered for each level: for example, those aspiring to step into management, first-time managers, and first-time managers of managers.
- Our multi-faceted leadership development program for the extended leadership team includes a speaker series and targeted stretch projects and development programs.

- Pulse surveys monitor employee satisfaction and collect employee feedback on topics of interest, particularly around COVID-19.

Our team members strive to provide best-in-class service and create the highest value for our customers

- In 2020, OneMain conducted approximately 60,000 hours of employee training. Consistent, regular training ensures team members have a sufficient level of understanding of the laws and regulations that impact their jobs, and provides them with information about our products and services to better serve customers.
- Formal quality control mechanisms are in place, including a customer satisfaction survey with new results reported quarterly.

A look at our strong compliance culture

We maintain a dynamic 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 500 state regulatory exams each year.
- We conduct more than 500 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.

We provide competitive, benchmarked compensation and benefits

- Our minimum hourly wage is \$14 per hour. Team members are guided through their performance management with regular goal setting and coaching, and we also offer performance pay to help enhance career development.
- Team members earn up to 15 days of vacation during the first year of employment — up to a maximum of 5 weeks or 25 days — as well as 7 paid holidays and 2 personal days annually.
- We provide six weeks of parental leave paid at 100%.
- Free Employee Assistance Program resources include referrals and information on a variety of topics including stress management.
- We offer several wellness programs including classes focused on mental and physical fitness and nutrition, as well as a smoking cessation program. Team members enjoy discounts through our Perks at Work program, enabling them to save money on large items such as travel and computers.
- We offer convenient Virtual Health and Virtual Mental Health visits.
- We launched Fitness Fridays, with online classes created exclusively for team members to connect and interact with each other remotely.
- OneMain matches employee 401(k) contributions up to 4%.
- Our comprehensive benefits package includes:
 - High-quality medical, dental, vision and prescription coverage, as well as health savings accounts and flexible savings accounts. This coverage is available to team members, spouse/ domestic partners and dependents.
 - Life insurance and short- and long-term disability insurance.
 - Paid time off for vacation, personal days, sick time and holidays for all full-time and some part-time team members. During the pandemic, team members had an additional 8 hours of paid time off to obtain the vaccine.

Team member relief during a difficult year

Protecting and supporting our team members during the pandemic shaped our response and actions from the very start. It was critical that our leadership remained proactive and present to support team members and continue serving our customers and communities.

- Nationwide, our company adhered to CDC guidelines and best practices, including providing personal protective equipment and enforcing social distancing.
- We provided resources and remote learning to help team members adjust to working from home and managing digitally connected teams.
- We escalated cleaning of all OneMain branches and offices and enhanced air filtration/purification systems where possible in corporate and central sites.
- We transformed our existing HR resource center into a base of operations for tracking cases, monitoring team member exposure and making cleaning/closing determinations.
- We expedited processes for ADA and FMLA leave and disability accommodations, covered all COVID-19 testing costs and paid for all virtual health visits through June 18 to ensure team members were able to see a health professional at no cost and avoid urgent care facilities/ emergency departments.
- We expanded access to our virtual behavioral health and EAP programs for team members and their family members in need of mental health assistance.
- We created the COVID-19 Resources Site on our intranet to answer frequently asked questions and offer the latest information.



As natural disasters unfolded across the United States in 2020, we also maintained the **OneMain Team Member Relief Fund** for team members impacted by these events.

Our Communities

Deepening customer relationships goes hand in hand with supporting the communities where we live and work. Simply put, their financial health is our own. As community and business leaders, we vigorously engaged with and advocated for our local communities in 2020. In addition, OneMain's philanthropic partnerships and company giving totaled more than \$1.2 million toward pandemic relief efforts and social justice initiatives.

Philanthropy During a Challenging Year

OneMain donated more than \$1 million to nonprofit organizations in our local communities in support of pandemic relief, including \$500,000 each to the CDC Foundation Emergency Response Fund and Feeding America.

Despite the challenges posed by the pandemic, team members were able to safely log 1,300 volunteer hours and continue giving back to their communities. They also stepped up in the area of team member giving, donating nearly \$186,000 to nonprofit organizations — of which more than \$152,000 qualified for a company match through OneMain's Matching Gifts Program.⁸



AUGUST 27 — SEPTEMBER 18, 2020

Baltimore, Maryland

\$10,000 grant to the March of Dimes.

Back to School Book Drive with the United Way of Central Maryland. OneMain team members purchased 208 new books that were distributed to students throughout the Baltimore City community.

Adopt a Family with the House of Ruth. Team members participated in an annual holiday initiative to fulfill wish lists.

⁸OneMain matches individual contributions made by team members – dollar-for-dollar, up to \$1,500 in a calendar year – to eligible 501(c)(3) organizations. All in-person events took place prior to the pandemic.

Mendota Heights, Minnesota

Special Olympics Polar Plunge. Volunteers raised funds by soliciting pledges from colleagues, friends and family in exchange for jumping into the frozen waters of Lake Michigan.



FEBRUARY 17, 2020



MARCH 5, 2020

Tempe, Arizona

Nacho bar fundraiser. Proceeds were donated to The State of Black Arizona to help impact change in the African American community. This corporate site raised funds that were then doubled through the company match.

Ronald McDonald House Dinnertime Heroes. Our service center staff prepared dinner for families staying at the Ronald McDonald House Charities of Central and Northern Arizona.

Christmas for Phoenix. Team members collected donations to provide toys for 41 children at NPHX Church.

National Town Hall



Top left: Maurice Jones, President and CEO, Local Initiatives Support Corporation (LISC). Bottom left: Erica Greeley, Vice President of Economic Mobility, Feeding America. Top right: Retired Marine Lieutenant Colonel Kevin Schmiegel, CEO, Operation Gratitude. Bottom right: Dr. Judy Monroe, President and CEO, CDC Foundation. Center: Doug Shulman, OneMain Chairman and CEO

Philanthropic partnerships and company giving

FEEDING AMERICA As the nation's largest domestic hunger-relief organization, Feeding America connects farmers, manufacturers and retailers to a network of 200 food banks and 60,000 food programs. Via our National Town Hall, they shared how they were fighting food insecurity during the pandemic by helping struggling families find local food assistance.

LOCAL INITIATIVES SUPPORT CORPORATION (LISC)

LISC is a nonprofit community development financial institution that spans 35 cities and 2,100 rural counties in 44 states. In addition to participating in the National Town Hall, our partnership has resulted in more than \$500,000 in 2020 and \$250,000 in 2021 donated to advance LISC's work with underinvested people and places. Through the LISC Financial Opportunity Center (FOC) model, OneMain's grant supported financial capability and credit-building in four markets: Chicago, Philadelphia, Phoenix and the Twin Cities. The FOC model provides financial coaching, employment coaching and access to public benefits.

OPERATION GRATITUDE Supporting troops, veterans, military families, first responders and health care heroes through donation drives, letter-writing campaigns, craft projects, service projects and other activities.

CDC FOUNDATION An independent nonprofit and the sole entity created by Congress to mobilize philanthropic and private-sector resources to support the Centers for Disease Control and Prevention's critical health protection work.

Virtual Town Halls

In 2020, OneMain hosted 16 city-specific virtual town halls featuring elected officials, nonprofit organizations, community leaders, financial education experts, advocates and other key stakeholders to help Americans across the country deal with the economic challenges presented by the pandemic. As part of this pivotal series, OneMain hosted Spanish-speaking town halls to help people in Miami and Los Angeles access support. We capped off this impactful series with our National Town Hall, led by CEO Doug Shulman, that featured organizations serving on the front lines to mobilize pandemic relief efforts nationwide.

Examples of our town hall partners include:

UNITED WAY OF TARRANT COUNTY A nonprofit organization offering community service opportunities in Fort Worth, Texas. Each year, United Way of Tarrant County helps more than 300,000 people through its resources.

Investing in financial literacy

OneMain is committed to pursuing initiatives that enhance access to credit, improve financial literacy and help our customers improve their credit.

EVERFI is a partnership through which we offer customers and noncustomers alike access to free, easily digestible online financial resources, including dozens of courses and 350+ articles to help improve financial health.

CENTS ABILITY is a nonprofit financial literacy initiative dedicated to educating and empowering high school students to achieve their goals through the prudent, informed management of financial resources. OneMain awarded \$25,000 in grant funding to Cents Ability two years in a row, with our 2020 grant supporting efforts in the Chicago area.

CASH CAMPAIGN (Creating Assets, Savings, and Hope)

A nonprofit organization that promotes economic advancement for low- to moderate-income individuals in Baltimore and across Maryland.

LUTHERAN SOCIAL SERVICES One of the largest health care and human services networks in the country, working with over 300 health and human service organizations to help 1 in 50 Americans each year grow and thrive.

Spanish-speaking town halls

IN LOS ANGELES, we partnered with SALEF, Los Angeles Regional Food Bank, the Association for Financial Counseling & Planning Education, California State Assembly member Mike Gipson and Mayor Albert Robles of the City of Carson.

IN MIAMI, we partnered with the United Way of Miami-Dade, Feeding South Florida and Rep. Juan Fernandez-Barquin.

Time to Vote

OneMain is a proud supporter and member of the Time to Vote initiative, a nonpartisan coalition founded to increase voter participation. OneMain is committed to giving all of our team members sufficient time to cast their ballots, and we are committed to ensuring team members feel supported in their voting efforts.

Community Partner Testimonials

"Our partnership with OneMain helps us to advance financial literacy and economic equality in the Hispanic community. With OneMain's support of our financial literacy initiatives, we are better able to empower the individuals and families that we serve, increase financial wellness in the Hispanic population and ultimately, help our communities thrive."

League of United Latin American Citizens (LULAC)
Sindy Benavides, CEO, Washington, DC

"After a challenging 2020, it is more important than ever for corporations to step up in support of racial and social justice. Because of OneMain's support and partnership, we are better able to promote equity and justice in our public safety systems nationwide. Our hope is to continue to partner with companies like OneMain to ensure that our work is impactful and adds value, particularly in African American and other vulnerable communities."

Center for Policing Equity
Dirk Butler, President and Chief Operating Officer, Los Angeles, California

"The Boys & Girls Club of Evansville is passionate about teaching kids important financial lessons like how to be responsible with their money. With OneMain's support, we have developed programming that presents age-specific activities to help children learn the basics like counting coins, saving money, the difference between wants and needs, and more."

Boys & Girls Club of Evansville
Ron Ryan, Executive Director, Evansville, Indiana

Our Community Partners

- Financial Literacy: Local Initiatives Support Corporation (LISC); CASH Campaign of Maryland; Cents Ability; MoneyThink.
- Diversity and Social Justice Partnerships: Operation Gratitude (Veteran/Military); Trevor Project (LGBTQ); LULAC (LatinX); Center for Policing Equity (Social/Racial Equality); National Urban League (Social/Racial Equality).
- Opioid Awareness: Ohio Opioid Education Alliance/Columbus Foundation; Operation UNITE (Southern Kentucky).
- St. Jude Children's Research Hospital; Girls Who Code.
- In December 2020, we sponsored holiday food drives and partnered with local food banks in five major cities to provide food during the holidays.



Corporate Governance

OneMain is committed to upholding strong, consistent corporate governance practices. We believe this is key to reinforcing the trust that both our customers and our team members place in us. We strive to ensure fair and equitable processes in all that we do, and we hold ourselves accountable for sustainable, principled economic growth through both regulatory compliance and our own standard operating procedures.

OneMain's Board is composed 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, Risk, and Executive.

OUR BOARD'S COMMITMENT TO VIGILANT GOVERNANCE IS DEMONSTRATED BY:

- Enforcing a robust Code of Business Conduct and Ethics, Risk Management processes and Corporate Governance Guidelines.
- Adopting a strong policy against insider trading, as incorporated into the Insider Trading Compliance Program and the Code of Conduct.
 - This policy applies to team members as well as our Board. Anyone who may have access to material, nonpublic information is required to obtain approval from the General Counsel's office before buying or selling OneMain securities.
- Conducting regular meetings in executive session without senior management present to evaluate company performance.

Our Board of Directors



Douglas H. Shulman
CHAIRMAN OF THE BOARD
AND CHIEF EXECUTIVE OFFICER



Phyllis Caldwell | DIRECTOR



Roy A. Guthrie | DIRECTOR



Lisa Green Hall | DIRECTOR



Valerie Soranno Keating | DIRECTOR



Aneek S. Mamik | DIRECTOR



Matthew R. Michelini | DIRECTOR



Peter B. Sinensky | DIRECTOR



Richard A. Smith | DIRECTOR

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."

Upholding Our Code of Business Conduct and Ethics

Team members are required to adhere to the company's Code of Business Conduct and Ethics policy and must complete annual compliance and ethics training. Required trainings include, but are not limited to:



Data Protection



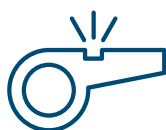
Workplace Diversity



Anti-Bribery & Corruption



Anti-Money Laundering



Whistleblower Policies



Code of Business
Conduct & Ethics



Unconscious Bias



Regular Training on Compliance
with Various Lending Laws,
Guidelines and Policies

We have multiple compliance systems in place to ensure the highest standards of behavior by all of our team members, including a hotline for team members to report concerns regarding the code of conduct, laws and regulations and/or policy violations. We enforce a zero-tolerance retaliation policy for good-faith reporting.

Training and audits

We assess our compliance with federal and state laws and regulations, as well as our compliance with our internal policies and procedures.

- We oversee training to ensure team members have a sufficient level of understanding of the laws and regulations that impact their jobs.
- We audit our business for adherence to operational policies and procedures and compliance with federal and state laws and regulations.
- The head of our Internal Audit department reports directly to the Audit Committee of the Board.

Enterprise risk governance

OneMain applies enterprise risk governance pragmatically and consistently as the foundation for successful risk and capital management. Our Enterprise Risk Management (ERM) program is a structured, disciplined approach to the management, measurement and control of risk within the context of OneMain's business strategy and activities.

Risk appetite

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.

Liquidity risk management

OneMain has a policy of maintaining enough liquidity to continue to run the business under numerous stress scenarios and without capital markets access while assuming maintenance operations and covering all upcoming markets for a minimum of 24 months. OneMain seeks to manage liquidity risk by maintaining multiple funding sources with 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. These reviews include 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. Although we are not a bank, we regularly 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 team member and customer data enterprise network is a top priority for OneMain. We take data security seriously, continuously enhancing our programs to improve our operational resilience and the security of internal and customer data.

- We recognize the paramount importance of implementing comprehensive, sophisticated data security systems, conducting thorough self-assessments and vigorously protecting our client and company data. Our cybersecurity teams not only work to protect our systems against attacks, but also conduct internal and external testing to proactively take steps to protect our customers, team members and company.
- We have a third-party cybersecurity risk management program that assesses the cybersecurity risk of our vendors throughout the relationship, monitors the external posture and vulnerability environment and ensures remediation of any cybersecurity incidents our third parties may experience.
- We conduct incident response and cybersecurity operations drills and exercises to continuously improve our operational capabilities and to protect our customers and company.

OUR TEAM MEMBERS ARE CENTRAL TO PROTECTING COMPANY AND CONSUMER ASSETS

- We are focused on building a cyber-vigilant culture through cybersecurity education and training in areas such as how to properly secure and protect company- and customer-sensitive and privacy data, email security and phishing awareness, cybersecurity incident reporting and other cybersecurity awareness.
- Our Chief Information Security Officer (CISO) has responsibility for governance over our cybersecurity program, to include internal cybersecurity initiatives and oversight of cybersecurity policies, standards, procedures and controls.

WE ARE REQUIRED TO ADHERE TO STRINGENT CYBERSECURITY STANDARDS

- We maintain a corporate cyber risk insurance policy as part of our enterprise risk management program, which is reviewed no less often than annually.
- OneMain is subject to New York State Department of Financial Services (NYDFS) Cybersecurity Regulations.

Leadership throughout the COVID-19 pandemic

We reacted quickly as the COVID-19 pandemic unfolded, making the health and financial well-being of our customers, team members and company our top priorities. For the first 120 days, our task force convened daily meetings to ensure proper responses to all risks presented by the pandemic. We continue to evaluate and monitor our company's risk on several fronts:

- Safety risk for our customers and team members.
- Risk related to economic activity and the potential impacts on credit performance and underwriting standards. This resulted in tightening our credit box and changing our lending processes to consider types of employers who were higher risk due to COVID-19.
- Capital markets and funding risks, particularly early in the pandemic. We executed contingency plans to bolster corporate liquidity.

OneMain Financial Statement on Human Rights

Our mission is to improve the financial well-being of hardworking Americans. As part of that mission, we help protect and promote human rights.

This statement provides an overview of how OneMain strives to respect the human rights of our team members, customers and the communities we serve. To promote human rights, we:

- Adhere to a Customer Bill of Rights, which guides the loan process and ensures that borrowers are treated with respect, dignity, honesty and integrity. We are committed to serving our customers and protecting their rights to:
 - Obtain a loan they can afford with monthly payments that fit their unique budget.
 - Understand every aspect of their loan before they sign, including terms, pricing and interest rate, monthly payment, and total cost.
 - Receive fair treatment and no pressure to enter into an agreement with OneMain.
 - Obtain a customer satisfaction guarantee with the understanding that OneMain will try our best to answer all questions.
 - Obtain help when unexpected events and challenges arise.
- Provide equal employment opportunity in all management and hiring practices. We do not tolerate discrimination against any person on the basis of race, religion, color, gender, gender identity or expression, age, marital status, pregnancy, national origin, sexual orientation, citizenship, military status, disability, genetic information or any other basis prohibited by law in recruiting, hiring, placement, promotion or any other condition of employment.
- Create a culture in which colleagues respect one another. The way we treat each other affects the way we do our jobs. All team members want and deserve a workplace where they are respected and appreciated. Everyone who works for the company must help create and maintain such an environment, and supervisors and managers have a special responsibility to foster a workplace that is consistent with our Code of Conduct, including our Diversity and Inclusion policy. We are committed to maintain a work environment free of abuse, harassment, intimidation or violence.
- Do not tolerate the use of child labor, forced or compulsory labor, or exploitation in any form.

This statement can be found at investor.onemainfinancial.com

Environmental Sustainability

Protecting the environment is every person's and every business's responsibility. We embrace our obligation to improve our environmental practices and strive for sustainability. Cleaner air, less waste and reduced pollution are tangible ways that OneMain is contributing to a healthier environment.

We Are Committed to a Sustainable Future

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

We aim to:

- Reduce our carbon footprint by minimizing waste and maximizing recycling initiatives.
- Improve awareness of our environmental responsibilities among team members and other stakeholders through volunteer opportunities and continued emphasis on investing in the communities where we live and work.

We track our total energy use, water use, paper use and recycling.



We retrofit owned buildings (and many leased buildings) with LED lighting and programmable thermostats.



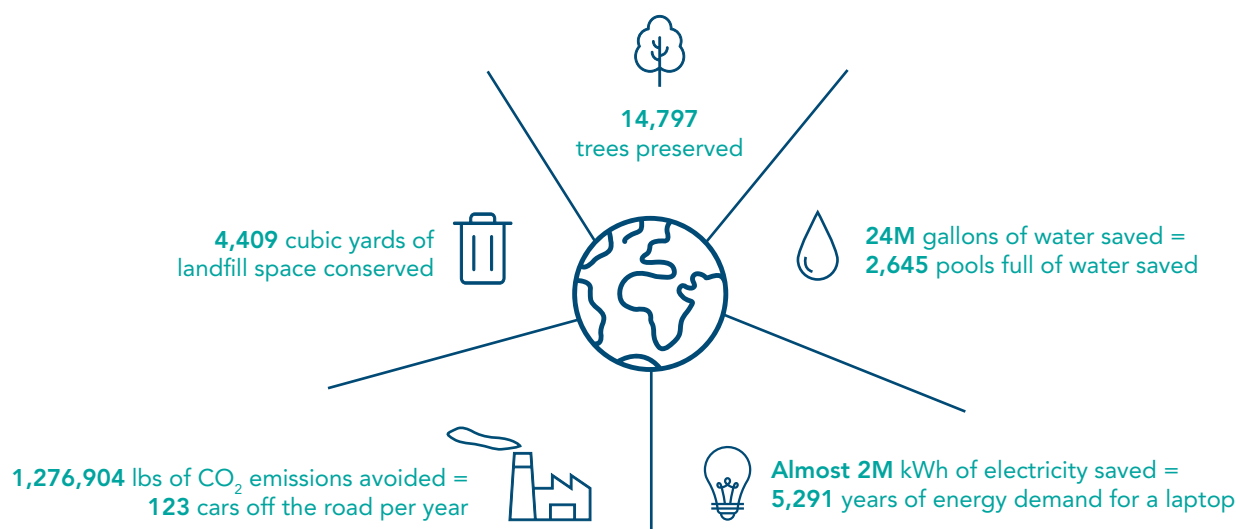
We have 50 LEED-certified locations, including 2 LEED-certified corporate campuses certified at Gold and Silver levels. In addition, we follow many of the tenets of LEED certification in our other locations nationwide.



We recycle plastic, cardboard, glass, aluminum and organic materials at most of our central operations centers, and partner with a vendor who securely recycles all shredded materials.



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



Investing in Our Environment

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.

Going green

Paperless enrollment encourages and provides incentives for customers to sign into their online accounts and switch to receiving their OneMain statements through email rather than mail. As of December 2020, OneMain enrolled more than 1.2 million customers in paperless billing, which equates to 53% of our portfolio.

Conserving our resources

- Increasing use of Virtual Desktop Infrastructure in our corporate offices reduces power consumption, hardware and maintenance energy.
- Installing Gold-rated or above 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 to conserve energy.
- 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 and eliminating plastic cups and straws.
- Encouraging the use of green cleaning supplies and practices with our janitorial contractors.
- Standardizing low-VOC carpet and paint in all locations.
- Replacing our vehicle fleet with more fuel-efficient models.



Thank you

Thank you for your interest in this ESG Report from OneMain. We are proud of how our corporate values and ESG principles helped us navigate an extraordinary and unprecedented year in 2020. As we continue into 2021, we are committed to continuing our support for our customers and communities. We also look forward to building on the progress we've made in our approach to ESG practices.

If you have any questions or comments, please do not hesitate to reach out.

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