

Our Purpose for Today and Tomorrow



Healthy Customers, Thriving Communities,
a Committed Company

2021 Environmental, Social and Governance Report

Our Approach to ESG

OneMain Financial is a company with social purpose. We serve customers who have been historically left-behind with respect and a deep understanding of their needs. Acting with integrity, transparency and empathy is at the heart of our success, and these ethical values inform our interactions with our customers and with one another.

In 2021, we continued to build upon our more than 100-year history, and advanced our commitments to financial inclusion and empowerment, to environmental sustainability and to the health and well-being of our customers, communities and team. We will fulfill our mission and chart an intentional path forward through our environmental, social and governance (ESG) strategy.

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A Note from Doug Shulman



In 2021, our company provided valuable access to credit and reinforced our role as a leader in providing nonprime customers with responsible lending products. Consistent with our core mission to improve the financial well-being of hardworking Americans, we view it as our duty to make sure our customers have access to opportunity and progress.

The pandemic revealed economic and social disparities as our nation adjusted how we live and work. In response, we acted quickly to meet our customers' needs, build our team's resilience and strengthen the communities in which we serve. We are committed to building on these initiatives, which helped us serve those most affected.

Our approach to our ESG efforts is guided by three priorities. With these guiding priorities, we continue to open doors of opportunity for 2.3 million customers, 1,400 communities and nearly 9,000 team members.

1. Building trust and strong relationships with our stakeholders
2. Providing responsible lending solutions with affordable rates and ability-to-pay underwriting in our installment lending business
3. Contributing to our communities through education, financial wellness and volunteerism

During the last year, we made important ESG enhancements to advance our mission, with several important milestones in corporate governance and other areas. As always, we approached this work with a focus on our customers, communities and team members:

- ✓ Forming our ESG Executive Council – a diverse group of five senior executives who coordinate internal resources and report to the Board of Directors on relevant ESG topics. Council members, 40% of whom are racial minorities and 60% of whom are women, are some of the senior-most executives at our company.
- ✓ Formalizing our Board's oversight of ESG matters by amending the Nominating and Corporate Governance Committee's charter to include oversight of our

ESG-related policies and practices, and amending the Risk Committee's charter to highlight the committee's oversight of cybersecurity, information security and data privacy.

- ✓ Refreshing our Board with three new members who bring world-class perspectives and expertise, and who are 100% minority, 66% Black and 33% female.
- ✓ Enhancing transparency by making our 2021 U.S. Equal Employment Opportunity (EEO-1) Report publicly available.
- ✓ Issuing our inaugural Social Bond, which furthers our commitment to financial inclusion with net proceeds of the issuance serving credit-disadvantaged communities around the country, followed by our 2022 issuance of the first-ever Social ABS Bond by a U.S. issuer.
- ✓ Continuing our commitment to recruiting and supporting talented team members who reflect the diversity of the communities we serve.
- ✓ Introducing and providing Trim free of cost to our customers to help them budget better and save money on everyday expenses.
- ✓ Launching Credit Worthy by OneMain Financial, our \$4 million commitment to develop and distribute free digital financial education to thousands of high schools nationwide. This program will help our communities build early positive financial behaviors.

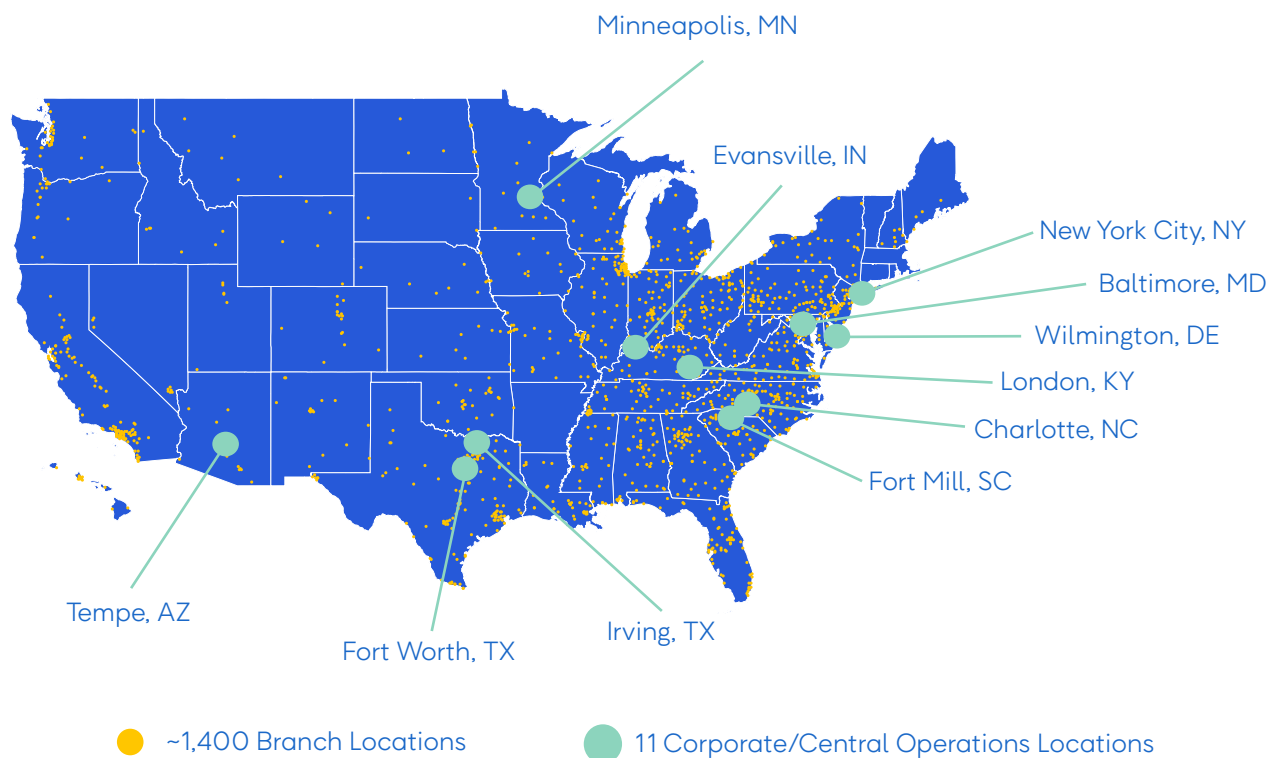
Each year brings the opportunity to enhance our approach to ESG, expand our reach and increase our impact. We continue to focus on both setting the groundwork to deliver on existing key ESG priorities and expanding our ESG initiatives throughout the coming year.

Thank you.

Doug Shulman

Chairman & Chief Executive Officer

About OneMain Financial



As the nation's largest nonprime lender, we pride ourselves on providing access to responsible lending solutions that help our customers meet their financial needs and improve their financial well-being. Our approach to ESG serves our customers and gives back to the communities where we live and work. Whether we are supporting team members, strengthening our communities, limiting our environmental impact or maintaining sound governance practices, we are unwavering in our mission to improve the financial well-being of hardworking Americans.



Our Priorities

Our ESG strategy is directly informed through our ESG-focused stockholder engagement program and ongoing conversations with stakeholders throughout the year. We engage with these groups on ESG-related topics to help us understand their priorities and perspectives. Feedback from these ongoing conversations is shared directly with the Nominating and Corporate Governance Committee of the Board.

Our dialogue covers a variety of topics, including:

- Differentiated business strategy and mission
- Evolution of stockholder base
- Board composition and refreshment
- Corporate responsibility and sustainability
- Workforce diversity and inclusion
- Executive compensation program and philosophy
- Corporate governance practices

Our ESG strategy is guided by three priorities:

- ✓ Building trust and strong relationships with our stakeholders
- ✓ Providing responsible lending solutions with affordable rates and ability-to-pay underwriting in our installment lending business
- ✓ Contributing to our communities through education, financial wellness and volunteerism

Our focused outreach will continue to inform our priorities as we develop and execute our ESG strategy.

ESG Executive Council

We are focused on expanding our ESG initiatives and disclosures. In 2021, with the support of our CEO, leadership and investors, we created our ESG Executive Council. This diverse group of five senior executives, appointed by the CEO, reports directly to the Nominating and Corporate Governance Committee of the Board of Directors on ESG issues. These senior executives each hold responsibility for different ESG workstreams. The increased oversight by these leaders reflects the importance of monitoring ESG matters and risks for potential impact on the company and the consumer lending industry, as well as potential opportunities gained through proactive identification of issues.

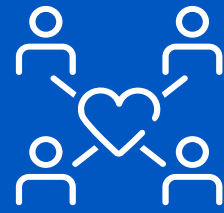
The ESG Executive Council is slated to report regularly to the Board. Council members were selected for their respective areas of responsibility, including:

- Human capital management, diversity and inclusion
- Philanthropy, customer-facing initiatives, financial inclusion and wellness
- Social finance, including social bonds and ABS issuances
- Governance, disclosure and corporate social responsibility
- Operations and facilities



The ESG Executive Council is coordinated by Paola Garcia Abbo, Vice President and Managing Director, Impact.

Social Responsibility



Our team members' commitment to customers and one another stood firm in 2021. We remained focused on making a positive impact on our communities and empowering our customers who are historically underserved when it comes to accessing responsible financial products and services. Filling those needs forms the core of our commitment to corporate social responsibility and drives how we interact with our customers.

Credit Worthy by OneMain Financial

Financial empowerment for students, families and the next generation

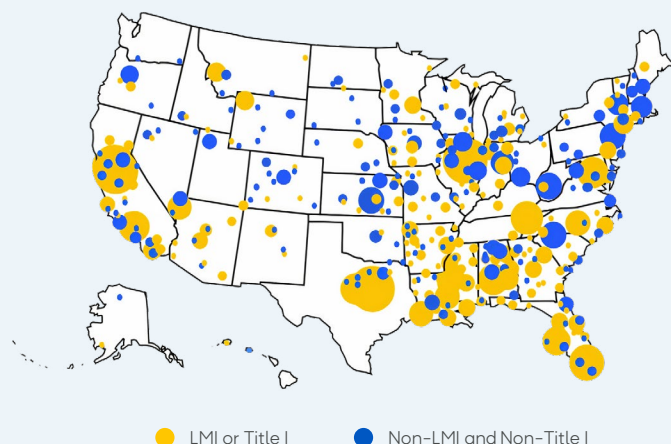
In 2021, as part of our commitment to financial wellness, OneMain launched Credit Worthy by OneMain Financial. Credit Worthy was created in collaboration with EVERFI, a digital education, impact-as-a-service provider that develops courses for schools. This free financial education program provides a digital curriculum designed to deepen high school students' knowledge of a range of personal finance topics, including using and building credit and managing debt. Through interactive virtual and in-person classroom sessions, Credit Worthy helps students start early on the path to financial wellness. More than half of the schools using the program during the 2021-2022 academic year were low-to-moderate income (LMI). Our team member volunteers help bring the curriculum to life for students. This program was piloted in five metro areas across the United States in 2021 – Los Angeles, Dallas, Cincinnati, Charlotte/Fort Mill and Philadelphia – before launching nationwide in 2022.

As part of Credit Worthy by OneMain Financial, we will fund \$300,000 in college scholarships for participating students.



Through a \$4 million commitment, Credit Worthy will positively impact students in 1,500 schools nationwide by the end of 2022.

CreditWorthy
by OneMain Financial



52.6%
of schools using the program
are low-to-moderate
income (LMI) schools

66,658
students reached

1,022
schools nationwide

123,128
hours of learning



Student Testimonials



“Now that I’ve had the opportunity to learn from the [Credit Worthy] program, I’ve gained a better understanding of what my future can look like. I have discovered that there’s no ‘right’ career path and finding the best personal track depends on gained experience, networking and skill sets or abilities.”

— Julia, 9th grade, Nation Ford High School, SC

“The module ‘Keys To Your Future’ [helped me consider my college and career options for how to] grow and succeed in life. [Credit Worthy] has helped my attitude in a positive way since it allows for me to prepare myself for my future, and it [also] includes ways to save your money and reach your goals.”

— Alessandro, 11th grade, Miami Palmetto Senior High School, FL



Teacher Testimonial



“Credit Worthy by OneMain Financial breaks down personal finance in a way that is understandable for [the students], and helps them see how basic concepts like budgeting, building credit and getting that first job can really help lay the foundation for them in the future. ... Having a background and understanding of finances will help so many young people make smarter decisions.”

— Elinor Arrabal, Business Technology Education teacher at Miami Palmetto Senior High School

Social Bonds

Our Social Bonds represent a commitment to advance financial inclusion and provide fair and affordable credit access to nonprime individuals in underserved communities.

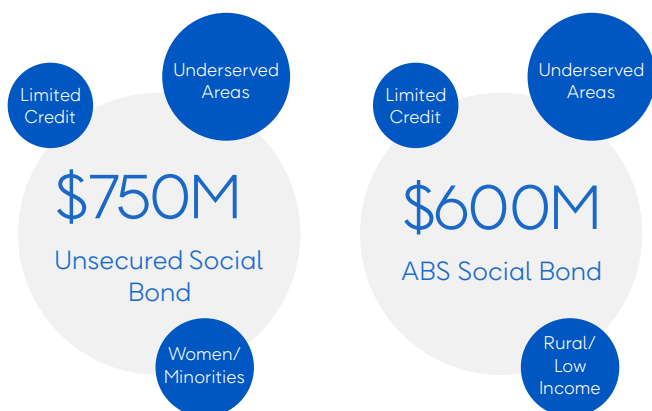
In June 2021, we issued our \$750 million inaugural unsecured Social Bond with a maturity date of January 2027 pursuant to which we allocate (and commit to reallocate until the maturity, divestment, cancellation or repayment of such Social Bond) the net proceeds from such Social Bond to an Eligible Portfolio comprised of loans to individuals residing in counties identified as “Credit Insecure” or “Credit-At-Risk” by the Federal Reserve Bank of New York, with at least 75% of such loans to racial minorities and/or female borrowers.¹ In April 2022, we executed a \$600 million Social ABS issuance which is initially collateralized by (and during its 3-year revolving period we commit to maintain collateralization by) a portfolio of loans made to individuals with mailing addresses containing zip codes in rural communities, with 75% of such loans made to borrowers with an annual net income of \$50,000 or less.²

For both transactions, we leveraged relationships with diverse broker dealers, including women-owned and -operated and minority-owned and -operated firms. In addition, we received second-party opinions from S&P Global Ratings attesting that the OneMain Social Bond Framework and the OneMain ABS Social Bond Framework are aligned with the Social Bond Principles 2020 (SBP) and Social Bond Principles, ICMA 2021, respectively.³

Our Social Bonds will support and contribute toward meeting the United Nations Sustainable Development Goals (UN SDGs). The UN SDGs, established by all UN member states in 2015, promote social equity, a healthy planet and economic prosperity for all through a collection of 17 global goals. Particularly relevant for the use of proceeds from OneMain’s Social Bonds are:

- No poverty
- Decent work and economic growth
- Reduced inequalities

OneMain Financial was awarded the Social Project Bond of the Year award by *Environmental Finance* for our unsecured Social Bond issued in June 2021.



View our [Social Bond Annual Report](#) on our Investor Relations website.

¹OneMain Financial, [OneMain Social Bond Framework](#), June 2021

²OneMain Financial, [OneMain ABS Social Bond Framework](#), February 2022

³[S&P OneMain Social Framework Alignment Opinion](#), June 2021 and [S&P OneMain ABS Social Bond Second Party Opinion](#), February 2022

Our Team



When our team members succeed, OneMain thrives. In 2021, we reinforced our commitment to being a great place to work, with a focus on attracting and retaining exceptional talent. A diverse talent pool and a respectful, inclusive workplace that fosters career development helps us fulfill our ESG strategy and mission. Our culture and focus on promoting employee well-being is highlighted at every level of the company.

OneMain's Diverse and Talented Employee Base

At OneMain, we understand that our success is powered by the skills and aspirations of our nearly 9,000 team members. In 2021, we reinforced our commitment to fostering a diverse and inclusive workplace by announcing career development programs for women and people of color. We conducted focus groups of team members across various demographics and geographies to obtain valuable feedback regarding our diversity and inclusion strategies. We also integrated individual and group coaching and feedback mechanisms within some of our leadership programs and announced a formal group mentoring program to be launched in 2022.

To better serve our team members who identify as part of the LGBTQ+ community, we updated the gender identification choices accessed through our application process and internal systems. We enhanced companywide training on unconscious bias and, through our partnership with PFLAG, offered "Straight for Equality" learning sessions to all team members. We announced enhanced benefits that cover gender transition starting in 2022. Moreover, we modified our 2021 employee engagement survey to capture sexual orientation. This allows us to better analyze survey results of various demographics to make sure we do not have pockets of our population with lower engagement than the rest of the population.

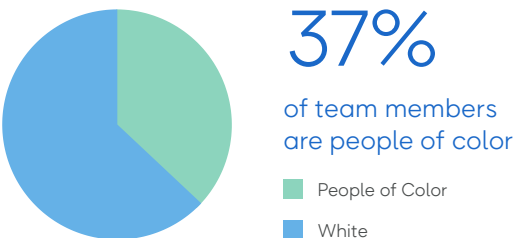
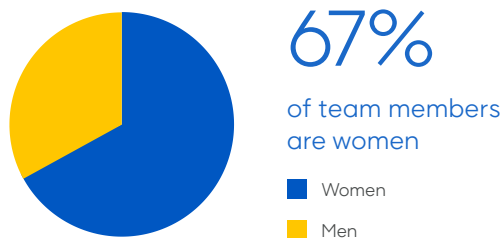
Our commitment to providing a welcoming workplace was reinforced through the following initiatives:

- Partnering with various organizations that specialize in recruiting diverse team members, including veterans and people of color
- Enhancing companywide training on confronting bias
- Supporting our team members in self-identifying their gender and sexual orientation, thereby broadening how we make OneMain an inclusive work environment
- Continuing to encourage members of the military community and military spouses to self-identify their status

Further demonstrating our commitment to accountability and transparency, OneMain's 2021 U.S. Equal Employment Opportunity (EEO-1) Report is available on our Investor Relations website.

Diversity Council

OneMain's Diversity Council is sponsored by our CEO and Chief Human Resources Officer and consists of 12 other team members who represent a wide range of roles and geographies. The Diversity Council provides thought leadership, champions our culture of inclusion and supports diversity initiatives across the organization.



Source: 2021 EEO-1 Report



Prioritizing a Culture of Inclusion and Respect

In 2021, we launched our Days of Inclusion, a virtual series focused on diversity and inclusion. These popular events are open to all team members, and feature senior leaders from across the company in conversation with community partners, honoring and spotlighting the impact that diversity has on our company and communities.

Events included:

- Black History Month with the Center for Policing Equity
- Women's History Month with Girls Who Code
- Hispanic Heritage Month with the League of United Latin American Citizens (LULAC)
- Veterans and Military Families Month with Operation Gratitude
- LGBTQ+ History Month with PFLAG



Opportunities for Team Member Growth

Our talented team members, who reflect the communities we serve, are equipped to drive toward their personal and professional goals.

Motivated team members are more engaged, productive, innovative and collaborative – characteristics that allow them to go above and beyond for our customers. Our goal is to surround team members with the supportive environment, tools and development opportunities they need to soar professionally while delivering best-in-class service.

- Team members are guided through their performance management with regular goal setting and coaching.
- The average length of service is eight years within our operations and field network.
- Managers are encouraged to conduct “stay interviews” at various intervals for early detection of disengagement or retention risk.
- For every five years of service, eligible team members receive recognition and earn monetary awards.
- Full-time employees are eligible for up to \$5,250 in tuition reimbursement benefits each year.
- Annual and pulse surveys monitor employee engagement levels and help leaders make critical decisions for the company. Each year, team members have the opportunity to provide candid feedback about their level of connection to the company (engagement) and whether they have the tools and resources to succeed (enablement) in our employee engagement survey. This information is shared with our Board and management.

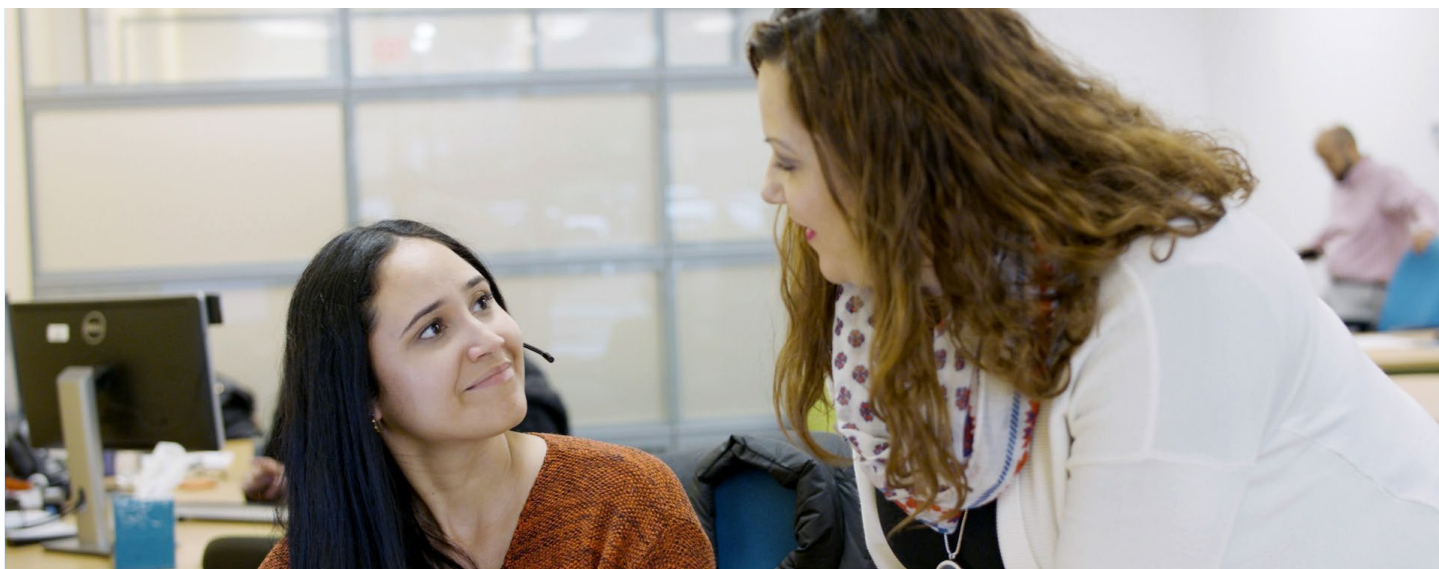
In 2021, OneMain conducted more than 200,000 hours of team member training and professional development. Consistent, ongoing employee development ensures that team members have a sufficient level of understanding of the laws, regulations and standards that impact their jobs, as well as a clear understanding of our products and services to better serve customers.

The learning and development opportunities provided by OneMain are critical to our success.

- OneMain offers Continuing Professional Education through LinkedIn Learning, free of charge.
- OneMain is a National Association of State Boards of Accountancy (NASBA) sponsor and offers continuing professional education to our team members who are Certified Public Accountants, free of charge.
- Operations teams have multi-week training programs specific to job roles.
- Leadership development is available for each level: those aspiring to step into management, first-time managers, first-time managers of managers and senior leaders who are running large teams.
- Our multi-faceted leadership development program for the extended leadership team includes executive-level leadership development programs, a speaker series and targeted stretch projects.
- Managers are trained to have effective performance conversations, deliver feedback and engage team members for high levels of engagement and performance.

84%

of team members participated in the employee engagement survey in 2021



An employee stock purchase plan was started in 2021 that allows team members to use after-tax payroll deductions to acquire shares of OneMain's stock at a 10% discount. More than 850 eligible employees were enrolled by December 2021.

Competitive, Benchmarked Compensation and Benefits

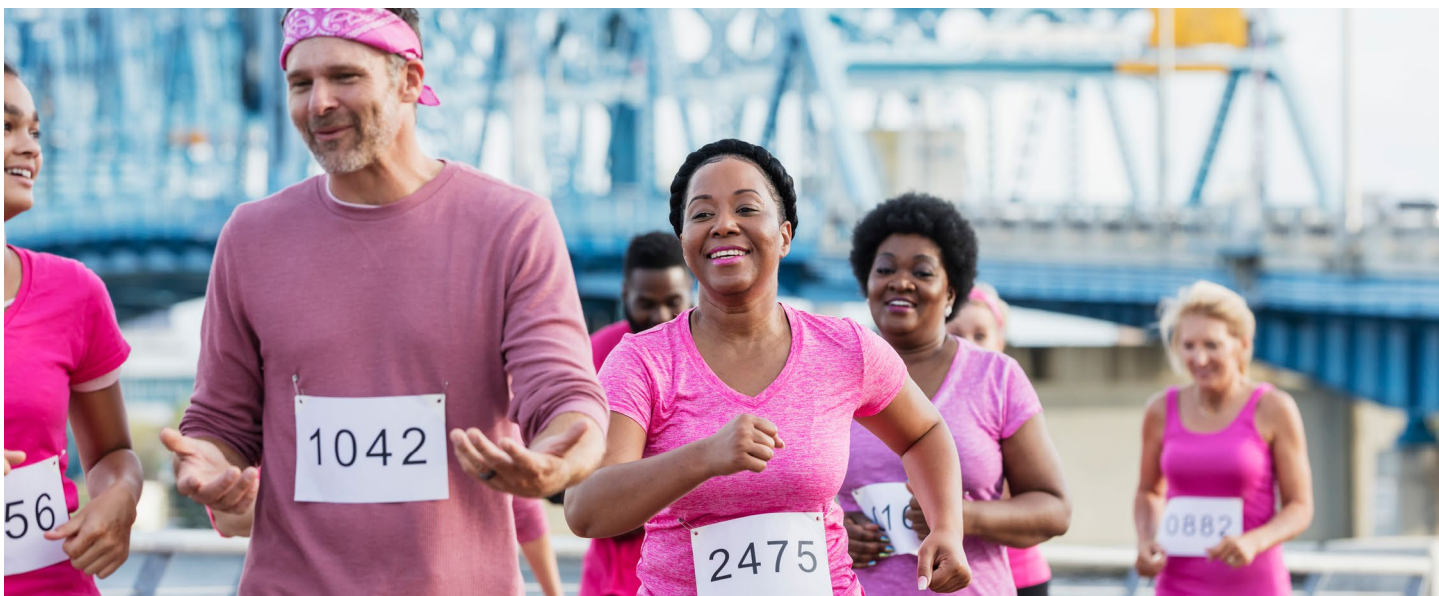
We invest in our team members, and our compensation and benefits package reflects this through competitive pay and benefits.

- We offer performance pay to spur career development.
- All full-time team members earn a minimum of 15 days of vacation during their first full calendar year of employment and a pro-rated amount in the year they are hired, as well as seven paid holidays and two personal days annually.
- We provide six weeks of parental leave to any parent, paid at 100%.
- OneMain matches 100% of employee 401(k) contributions up to 4%.
- We maintain an employee relief fund for team members affected by FEMA-declared disasters.
- Our free Employee Assistance Program resources include referrals and information on a variety of topics, including stress management.

- We offer several wellness programs, including programs focused on mental and physical fitness, as well as a smoking-cessation program. Team members enjoy discounts through our Perks at Work program and Lifemart, enabling them to save money on large items such as travel and computers.
- Our medical coverage offers convenient virtual health and mental health visits.

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, their spouses or domestic partners, and dependents.
- Life insurance and short- and long-term disability insurance



We provide numerous tools and coaching services to support self-care and the mental well-being of our team members.

We launched the following new benefits in 2021:

- **Caregiving benefits:** OneMain's partnership with Care.com gives team members access to five days of subsidized back-up care for children and elderly loved ones. As an added perk, team members also have access to child and young adult tutoring services.
- **Employee Assistance Program:** Provided at no cost are five confidential counseling sessions per situation, per calendar year. Services are available for team members, spouses and dependents.
- **Activity reimbursement:** Provides registration fee reimbursement to team members who participate in a qualifying walk, run or other charitable or non-charitable activity to promote wellness and engagement with other OneMain team members.
- **COVID-19 vaccine:** We provide paid time off for team members to receive the COVID-19 vaccine, and in 2021 we hosted drives at many of our sites to encourage vaccination.
- **Fitness Fridays:** We held Fitness Fridays in 2021 that encouraged team members to focus on overall wellness.
- **Wellness platform:** Our Rally wellness platform enables team members to earn incentives for completing certain wellness activities.
- **Guidance resources:** We offer a counseling service designed to help team members resolve personal problems before they become overwhelming. Trained counselors are available around the clock to help or guide team members to an expert in their area. Services include personal concerns, legal and financial issues and day-to-day challenges.
- **Sanvello:** Our team members receive access to Sanvello, a service with on-demand access to virtual mental health resources, coaching and care, free of charge.

In 2021, as the world continued to change, we explored and embraced new ways of working. The last two years demanded that we create flexible work environments that increased collaboration, mentorship and professional development, and, above all, kept us intensely focused on serving our customers.

Team Member Testimonials



“I’ve been with OneMain in the branch network for over nine years. My favorite part of working here is how much consistent support I receive from my leaders! Coming from a military background, one of the most important qualities to me is leadership and continuance of excellence starting at the top. There’s never a time when I don’t feel included or valued, even when there’s difference of opinion. This company truly embodies the appreciation of its team members and always seeks feedback to continue to further improve on that.”

— Gabe Ortiz, District Manager

“I joined OneMain 13 years ago and have appreciated the opportunities presented for growth and advancement. The organization has seen my potential and fostered my development as a leader with increased responsibilities along with training programs and initiatives. OneMain offers an excellent work-life balance that has provided me with the flexibility to engage within the community but still be productive and push the needle. I am proud to be a part of an organization that values talent development and creates growth opportunities for all team members.”



— Brandi Boulter, Manager



“Thank you, OneMain, for providing an open, transparent and inclusive environment for all the employees. As a minority, I feel respected when I am working at this company. The senior management teams are always attentive to listen to our opinions and try their best to improve our working environment. I [have been] working at OneMain around six years now and I never have a problem with building diversity and inclusive communities here. I organized numerous cultural events and advocate for people from different backgrounds. I feel our own cultures are appreciated at OneMain!”

— Kaili Li, Analytics Manager

Our Customers



We are here to help people solve today's real-life problems while charting a path to a better financial future. Treating customers with respect, providing responsible and affordable access to credit and serving the underserved are the hallmarks of our customer-centric approach.

The OneMain Customer Bill of Rights emphasizes our commitment to affordability and transparency for customers. All customers receive a copy of this Bill of Rights when they close a loan, and the statement is posted online on the Investor Relations and About Us pages of our website.

Understanding our customers' perspectives, priorities and experiences is important to help us identify opportunities for improvement in the experience, service and products we provide. OneMain regularly solicits and receives customer feedback, including through email surveys, focus groups and social media. All customers are given the opportunity to provide us with feedback regarding their satisfaction level with us. This feedback is shared with key partners across the organization to identify and prioritize opportunities for improvement.

Beyond customer engagement, we maintain an online panel of customers and prospective customers from whom we proactively gain valuable insight about the financial needs of our target customer universe.

~90%

of OneMain customers
are highly satisfied with
OneMain loans.⁴

We use Net Promoter Score to measure
customer loyalty. OneMain's 2021 Net
Promoter Score at loan origination was 76.6.

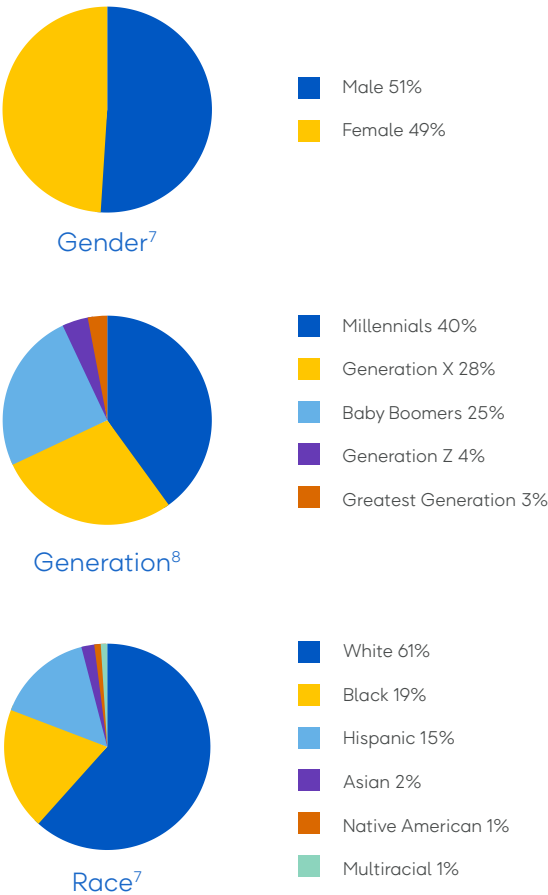
⁴ OneMain Holdings, Inc. New Customer Satisfaction Survey, Q4 2021. Satisfaction rate is at time of origination.



Customer Demographics

Underserved communities

We provide financial services to a customer segment that is generally underserved by the traditional banking system. Approximately one quarter⁵ of OneMain’s customers live in credit-insecure and credit-at-risk counties.⁶ These communities are traditionally underserved, and many customers in these communities have credit-limiting histories. Most frequently, these counties are rural, have a higher percentage of non-white residents, higher poverty rates and lower-than-average household income than the rest of the United States.



⁵ Data as of December, 31, 2021

⁶ Federal Reserve Bank of New York, [Unequal Access to Credit: The Hidden Impact of Credit Constraints](#), September 2019

⁷ The determination as to race is consistent with applicable internal reporting guidelines that utilize Bayesian Improved Surname Geocoding (BISG) methodology to calculate probable race. The BISG methodology uses publicly available Social Security Administration and U.S. Census Bureau data as an input to derive a protected class probability based upon the borrower’s last name and zip code as stated in the credit application. See, e.g., https://files.consumerfinance.gov/f/201409_cfpb_report_proxy-methodology.pdf. The determination as to gender utilizes a proxy method to calculate probable gender. The proxy method uses publicly available Social Security Administration and U.S. Census Bureau data as an input to derive a gender probability based upon the borrower’s first name as stated in the credit application. Race and gender are calculated at the time an application is entered into the system. The BISG determination of race was based on a probability of at least 80%, in the aggregate, that the individual is from a racial minority per the federal protected class definition of race. A probability of at least 80% was used in the determination of gender.

⁸ Age calculated with applicant-provided data. Age is as of loan origination date. Greatest Generation defined as individuals aged ≥75; Baby Boomers defined as individuals aged 56–74; Generation X defined as individuals aged 44–55; Millennials defined as individuals aged 25–43; and Generation Z defined as individuals aged ≤24.



Leading with Ease, Empathy and Encouragement

Our team members enhance each interaction with innovation and expertise, showing our customers the ease, empathy and encouragement that build long-term relationships and trust, as we have for more than a century.

EASE We're committed to making people feel in control through clear, simple experiences that are as intuitive as possible.

EMPATHY We see customers as whole people with wants, needs and hopes that go beyond their credit score or history.

ENCOURAGEMENT We recognize potential, help maintain momentum and celebrate progress.

We See People, Not Just Customers

2.3M

customers served
in 2021*

11M

customers served
since 2010*

\$120B

in loans originated
since 2010*

Formal quality control mechanisms are in place, including a customer satisfaction survey that reports results quarterly.

*Data as of December 31, 2021

Introducing New Tools for Financial Wellness

We believe it is a core responsibility to help our customers get closer to their goals by investing in products and tools to help them better manage their finances.

Trim

In 2021, we acquired Trim, a financial wellness product that helps customers track spending and cut monthly expenses without requiring large behavioral changes. By organizing and analyzing personal spending data, Trim is able to identify opportunities for customers to save money and optimize their personal finances. Recent subscriptions, recurring payments and other expenses are tabulated and can be canceled by Trim on behalf of the customer. Trim's financial wellness tools are available to OneMain customers, free of charge, and thousands have set up accounts to begin finding ways to save.

All OneMain team members also have access to Trim for free for one year. Highlights of using Trim include:



Bill negotiation services. Many do not have the time to spend researching and negotiating to secure better rates. Just by sharing a recent bill, Trim will negotiate on customers' behalf. This service works with most providers including insurance, cell, cable, security and satellite radio.



Identifying and canceling subscriptions. Trim analyzes transactions to find recurring subscriptions and can cancel them on a customer's behalf if they are no longer wanted and request refunds for past charges.



Negotiating medical bills, which are notoriously difficult to navigate. Customers merely provide their bills and Trim works directly with providers to secure better rates and payment plans.



Spend tracking and text message notifications about transactions. Trim can categorize and analyze expenses to help customers stay on track of their spending or alert them of uncommon charges. Trim informs customers about their spending trends, can provide reminders of bill payment dates and much more.

“We live in a crazy world now, but [Trim] took things and ran with it. All I did was submit something. It was just 5 minutes. I work in a world that is non-stop so I don't have too much time, and the time I do have I don't want to have to be worried about [bill negotiation].”

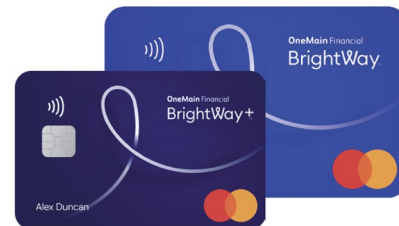
— Dan, OneMain customer who saved money using Trim's bill negotiation service

“Just by adding my info, [Trim] gave me everything I needed to see in less than a few minutes. I'm having a great experience with [Trim] so far and it's helping with my financial management a lot.”

— Earthwind, OneMain customer who saved money using Trim's bill negotiation service

BrightWay cards

In 2021, OneMain designed, built and launched a unique set of credit cards, BrightWay and BrightWay+, to meet the needs of our customers and improve their financial situations. We have welcomed more than 70,000 BrightWay users and counting.*



Meeting the needs of today while progressing to a better future

BrightWay is a strong tool for nonprime customers to build credit in a way that is responsible and lays the foundation for long-term financial wellness.

The mobile-first cards present a unique value proposition to customers, giving cash back, rewarding credit-building behavior and helping them build credit. The cards provide unique tools for customers who are eager to make progress while using their card for everyday purchases, including groceries, gas and retail. For every six months of on-time payments, a customer is able to choose an interest-rate reduction or an increased line of credit.**

In developing BrightWay, OneMain leveraged its significant expertise in understanding its customers and designing products that work for them, along with thousands of hours of consumer research. BrightWay was specifically created for customers with a seamless design that puts them on a path to a better financial future.



Customer reviews from BrightWay Credit Card Mobile app



“Got this card through OneMain Financial and I’m glad I did. Not only did they help me with the personal loan I got through them, they approved me quick and easy with this card[,] which makes it easy to secure credit and build credit all through one company... they report to all three credit companies [and] my score went up almost 100 points in a year paying on time.”



“Awesome app and credit card company. The app is very easy to navigate. I applied for this card in order to use it to build my credit and they report to all 3 major credit bureaus, and my FICO score has improved tremendously! Thank you, [BrightWay], for taking a chance on me with an unsecured card...”

BrightWay by the numbers:

Unlimited
1%
cash back

50k
monthly users

~90%
of payments
made in-app

>80%
of customers
enrolled in
e-statements

4.6
star rating in
Apple store

*Data as of Q1 2022

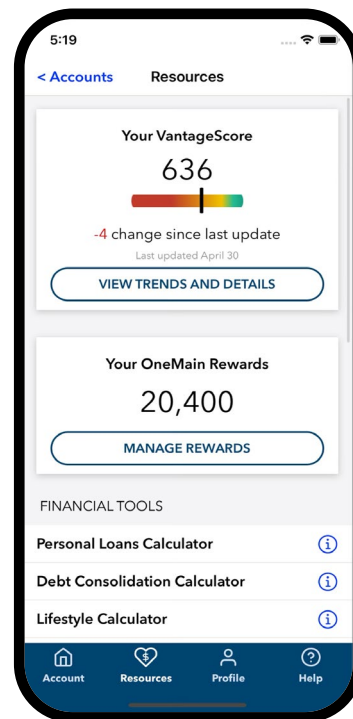
**Subject to affordability and certain limits

Meeting Customers Where They Are in Life

We have expanded our digital options to optimize convenience for our customers, including providing additional digital origination options, multiple payment options via different channels and a redesigned and well-reviewed mobile app. While many of our customers value the ability to talk to our team members face-to-face at one of our 1,400 branches, about half our loans closed digitally in 2021. We view our omnichannel model as a competitive advantage that allows us to seamlessly respond to changing customer needs and gives customers the freedom to do business with us in the way best suited to them.

Our customers receive our same commitment to transparency and affordability — including easy-to-understand terms, pricing and payments — regardless of whether they close their loans in person, digitally or via a kiosk in a branch.

We serve our customers and communities with empathy and understanding for individual circumstances. OneMain stands for responsible borrowing and provides access to loans that are designed to be successfully repaid. Team members are equipped with the resources they need to provide customers with guidance and the financial tools and resources most relevant to their specific needs, including financial education resources, budgeting tools and educational guides.



Customer Testimonials about OneMain

“I love the service. The employees are always great and friendly. In the past I’ve tried a couple other places, but my credit isn’t always so great. And since I have such good luck and good service here, honestly, I didn’t think about another spot this time.”

— Jacqueline

“I just don’t like to do the virtual way of business, and that’s why I’m here today again with OneMain Financial. They’ve met my needs, they treated me professionally and I’m good to go with them. The paperwork was quick and easy, and the payments I could afford, and the interest rate was something I could afford also so I’m thrilled. They provide peace of mind, to tell you the truth. I could help myself and my family, thanks to OneMain Financial.”

— Dennis

Our Executive Office of Customer Care

OneMain's Executive Office of Customer Care (EOCC) provides personal attention and a single point of contact for every customer complaint. EOCC team members deliver prompt, high-quality resolution of customer issues, which results in an improved overall customer experience.

The EOCC serves as a key listening post for OneMain to review and research customer complaints through a centralized office. Company leaders across the enterprise review complaints in detail and propose responses that result in more satisfied customers and fewer future complaints.

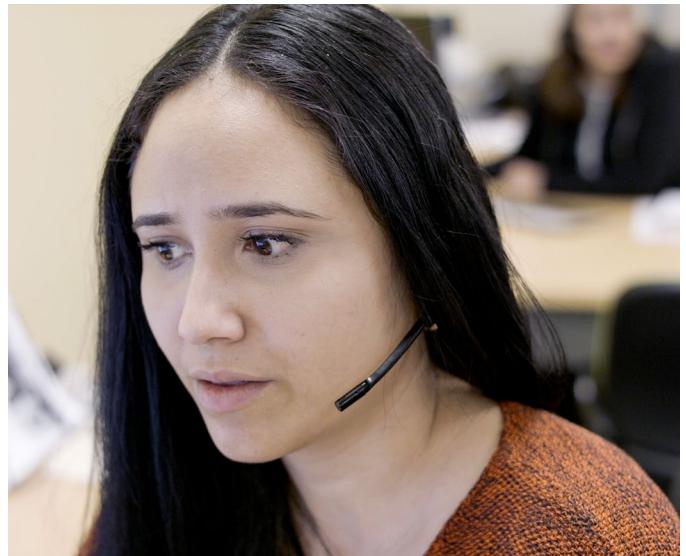
The EOCC also investigates the root causes of higher-volume complaints. The office can then identify and implement enhancements to improve the customer experience.

How the EOCC works

The EOCC serves customers with compassion and can provide aid to an individual customer facing hardship or needing assistance during a difficult time.

Working with the EOCC creates a partnership to find appropriate solutions. Examples of steps taken by the EOCC to resolve a complaint might include:

- Reaching out to the customer to ensure we understand their point of view and desired resolution
- Reviewing the account and/or application to gather further context and background information, including reviewing notes and call recordings as necessary
- Providing analysis on the situation and reviewing enterprise policies to ensure consistency



Almost
90%

of our customer complaints are
resolved within two weeks



Borrower's Assistance

We offer borrower's assistance across all 44 states in which we operate, providing a variety of repayment alternatives for borrowers who experience both short- and long-term financial hardships.

Continued Actions in Response to COVID-19

As we continued to lead our customers and communities through the ongoing impacts of the pandemic, OneMain offered a flexible customer experience. To safely and efficiently meet people's needs, we:

- Provided affordable, transparent options through our borrower's assistance programs, to serve customers undergoing COVID-19-related hardships who needed short- or long-term assistance
- Directed customers to information about eligibility for renter's assistance or the Supplemental Nutrition Assistance Program (SNAP)
- Continued to use CDC guidelines and other best practices in our branches

Our Communities



Corporate Philanthropy and Volunteerism

Philanthropy is critical to making a positive impact on our communities, and we partner with local and national organizations that are making a difference.

In 2021, we supported financial education, food banks and pantries, racial and social justice initiatives, disaster relief and other causes that align with our company mission.

OneMain and our team members donated more than \$1.7 million in grants to nonprofit organizations through corporate giving and matching. In addition, team members logged more than 3,450 volunteer hours.



“Feeding America values its partnership with OneMain Financial and their support of our mission to ensure equitable access to nutritious food, through partnership with food banks, policymakers, supporters

and the communities we serve. We look forward to continuing our partnership through future initiatives that merge financial well-being and food security.”

— Lauren Biedron, Vice President of
Corporate Partnerships at Feeding America



In 2021, through Feeding America’s nationwide network of food banks and pantries, we were able to directly fund 2.5 million meals* for individuals and families facing hunger.

OneMain donated \$250,000 to Feeding America® in support of their mission to ensure equitable access to nutritious food. Team members also volunteered with Feeding America member food banks across the country and contributed nearly \$27,000 through donations and our match program.

In 2022, we will continue this work with a \$500,000 commitment to Feeding America’s EMPOWER initiative. EMPOWER’s economic mobility strategy develops and expands new approaches to increase financial well-being of households facing hunger. The EMPOWER initiative is based on the Ending Hunger Community of Practice (EHCOP) Model, which promotes successful, cost-effective food bank program interventions to help households manage and increase their resources and to achieve long-term food security.

* \$1 helps to provide at least 10 meals secured by Feeding America® on behalf of local member food banks.



OneMain Lends a Hand

Our workplace charitable-giving platform, OneMain Lends a Hand, helps us support more causes across the country and around the world. Every calendar year, OneMain matches each qualifying team member donation, dollar for dollar, up to \$1,500.

We broadened these services in 2021 to make it easier for team members to make an impact and introduced a payroll deduction option to allow team members to make a one-time or recurring donation from their paycheck.

In 2021, team members contributed nearly \$186,000 to their charities of choice through OneMain Lends a Hand, nearly \$168,000 of which qualified for a company match.



Donations

In 2021, OneMain supported financial security initiatives, including:

- Local Initiatives Support Corporation
- Cents Ability
- Creating Assets, Savings and Hope Campaign of Maryland
- Loyola University of Maryland Baltipreneurs Accelerator Program
- Boys & Girls Club Evansville – Money Matters Program
- Kentucky Jump\$tart
- Junior Achievement of the Bluegrass
- Junior Achievement of South Florida
- Junior Achievement of Central Carolinas
- Junior Achievement of Central Maryland

We also donated or hosted supply drives to support the following organizations, spanning diversity, social justice and other worthy causes:

- Operation Gratitude
- Big Brothers Big Sisters of Delaware
- PFLAG
- LULAC
- National Urban League
- Girls Who Code
- St. Jude Children’s Research Hospital
- State of Black Arizona
- Chicanos Por La Causa
- Hospitality House of Charlotte
- March of Dimes

Community Support

Hurricane Ida community event: Houma, LA

In 2021, Category 4 Hurricane Ida devastated parts of Louisiana and Mississippi. OneMain team members in Houma, LA, came together to support their local community. Volunteers handed out hundreds of hot meals and boxes of household supplies. These efforts built upon our donation to Feeding America to support Hurricane Ida Relief efforts, and we matched team member donations to 501(c)(3) organizations helping rebuild.



“When Hurricane Ida hit Houma, I knew right away that something had to be done. We built relationships with the community over the years [and] wanted to be able to show our customers that they were important to us. We have such a great company with great people, and everyone jumped into the efforts to give back to the Houma community.”

— Monica Francois, District Manager, Louisiana

Midwest tornadoes

When tornadoes ripped through the Midwest and Kentucky in December, team members in local branches and at our London, KY, site mobilized to help those impacted by the devastation. OneMain provided a donation to Feeding America, Kentucky's Heartland, and team members spearheaded a virtual food drive to purchase food items and make financial contributions to the organization. All contributions made by team members were matched dollar-for-dollar by the company.

Team members also collected items for children, pets and households for a local effort to benefit Western Kentucky communities.



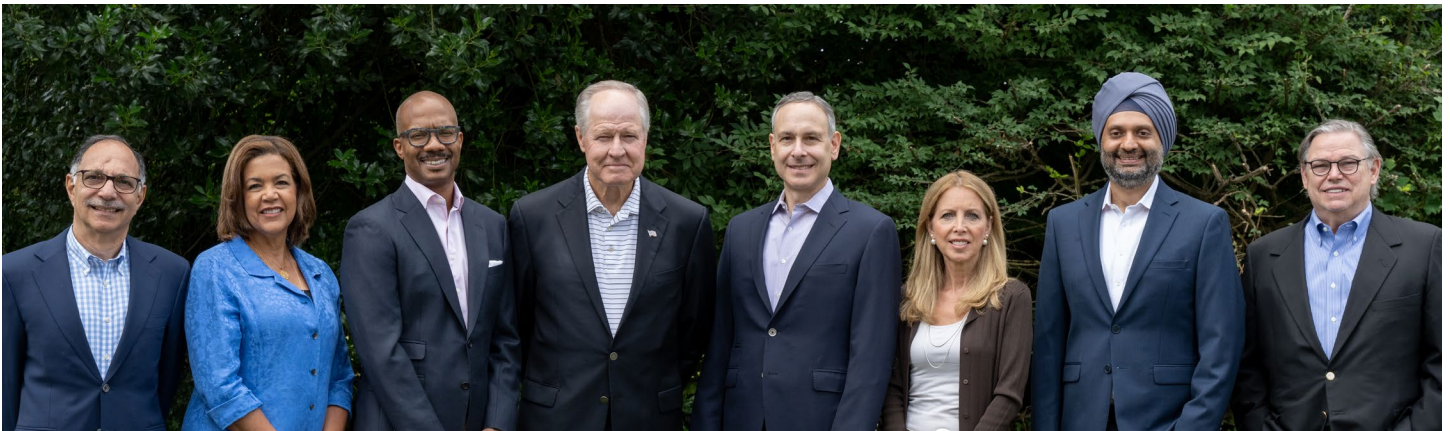
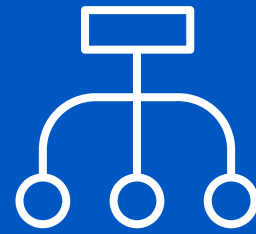
“We knew there had to be something we could do to help these communities in need. OneMain stepped up and rolled out a virtual food drive and collected much-needed supplies, clothing and other necessities. We’re so proud we were able to provide this support.”

— Tracey Woodyard, head of OneMain's London site

BlackRock Liquid Federal Trust Fund

OneMain has demonstrated its commitment to supporting underserved communities by investing in the BlackRock Liquid Federal Trust Fund, part of which supports students attending historically black colleges and universities through the Thurgood Marshall College Fund. Our investment will help accelerate efforts to remove financial barriers for students and support a more diverse, equitable future.

Corporate Governance



Board of Directors, from left to right: Toos N. Daruvala, Phyllis R. Caldwell, Philip L. Bronner, Richard A. Smith, Douglas H. Shulman, Valerie Soranno Keating, Aneek S. Mamik and Roy A. Guthrie

Our company is committed to upholding consistent, effective and transparent corporate governance practices. Prioritizing corporate governance holds us accountable to shareholders and the public. It also sends a powerful message that allows us to maintain the trust placed in us by our customers and team members.

Board of Directors

2021 overview

OneMain's Board of Directors is currently composed of eight directors, a majority of whom are independent as defined by NYSE guidelines. The Board has six committees: Audit, Nominating and Corporate Governance, Compensation, Compliance, Risk and Executive. Our annual Proxy Statement includes information about the membership and responsibilities of these committees.

We refreshed and expanded our Board's collective skill set in 2021 with the elections of Phyllis Caldwell and Philip Bronner, and in early 2022 with the election of Toos Daruvala, with these elections replacing three departing directors. Our directors' integrity, character and sound business judgment are essential to effective corporate governance.

Our Board supports our success and long-term strategy. Refer to our Proxy Statement for additional information about our Board, including detailed biographical information and a skills matrix that reflects the skills and diversity of our talented Board members.

Board oversight of ESG

The Board of Directors provides regular review and oversight of ESG practices including understanding the various impacts of ESG risks on our business.

To make these commitments explicit, Board oversight of ESG policies and practices was formalized by amending the Nominating and Corporate Governance Committee and Risk Committee Charters. The Nominating and Corporate Governance Committee oversees sustainability, key ESG risks and the company's policies and practices relating to ESG matters. The Risk Committee oversees cybersecurity, information security and data privacy risk. These Committees receive regular reports about progress related to ESG topics and relay these matters to the full Board.

Over the last year, the company focused on governance as a cornerstone of its ESG strategy by implementing many changes and improvements.

- Formalized an ESG-focused stockholder engagement program, sharing feedback directly with the Nominating and Corporate Governance Committee of the Board
- Refreshed the Board with three new directors in 2021 and early 2022, replacing three departing directors
- Enhanced Board diversity, with 50% of directors diverse by ethnicity and 25% women
- Designated a Lead Independent Director
- Rotated the chair of the Compensation Committee
- Added a comprehensive director-specific skills matrix to the Proxy Statement to highlight our Board members' skills and experience that are most relevant to our business and strategy, including expertise in government, community development, fintech, consumer finance and management



Upholding Our Code of Business Conduct and Ethics

Our Code of Conduct helps ensure the company abides by all applicable laws, regulations and standards. Directors, officers and team members are required to adhere to this code. In addition, our CEO, CFO and principal accounting officer must observe the company's Principal Officer Code, which helps them create a culture of high ethical standards, transparency and compliance. The Code of Conduct and the Principal Officer Code are available on our website.

In addition, complaints and concerns relating to the company's accounting, financial reporting, internal accounting controls or auditing matters can be communicated to the Audit Committee of the Board or on an anonymous basis on our hotline. We enforce a zero-tolerance policy for retaliation against good-faith reporting.

OneMain Financial Statement on Human Rights

OneMain recognizes our responsibility to help protect and promote human rights, and we strive to meet our responsibility to respect human rights with our team members, customers and the communities we serve. A copy of our Human Rights Statement is available on our Investor Relations website.



Enterprise Risk Governance

We take a structured and deliberate approach to managing, measuring and controlling risk within the context of our company's business strategy and activities. We maintain a formal compliance management system and employ legal, risk and compliance professional staff members who oversee these efforts.

Risk Appetite Policy

We maintain a Risk Appetite policy that articulates the risks we accept, within the context of our business strategies.

The Board or delegated Committee of the Board receives a Risk Appetite report no less frequently than annually.

Liquidity Risk Management

OneMain maintains a diversified funding strategy, including borrowing capacity with more than a dozen bank partners around the world and a robust bond program. Another hallmark of our strong balance sheet is our liquidity runway of more than 24 months.

Credit Risk Monitoring

We invest in our people, process and technology with the goal of continuing credit performance on average and over time. We continue to invest in our data science and analytics capabilities.

In addition, we perform regular detailed reviews of macroeconomic conditions and loan portfolio data. The information for these reviews includes US economic data and leading indicators, state and metropolitan statistical area-level economic data, portfolio performance and feedback from our branches about local economic conditions. Based on that information, we adjust our credit strategies to be responsive to changing market conditions.

Cybersecurity Oversight

Protecting the privacy, integrity and security of our team member and customer data is a top priority for OneMain. We take data security seriously, continually enhancing our programs to improve our operational resilience and the security of our internal and external customer data. In 2021, we amended the Risk Committee Charter to highlight the Committee's oversight of cybersecurity, information security and data privacy.

- We maintain robust, sophisticated data security systems, and conduct thorough self-assessments. Our cybersecurity teams conduct internal and external testing designed to identify additional opportunities to continually improve our program and protect our client and company data.
- We regularly assess the risk of our vendors as part of our cybersecurity risk management program.

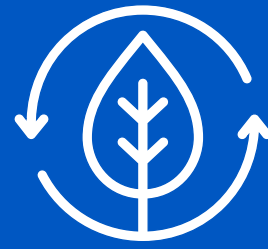
Our team members are key to protecting company and consumer assets

- Our Chief Information Security Officer has responsibility for governance over our cybersecurity program.
- We enforce our culture of data security through targeted education and training for team members. We mandate cybersecurity training for all team members and contractors upon joining the company and annually thereafter.
- We regularly publish enterprise-wide educational articles on cybersecurity topics and evaluate team members on their cyber skills.
- We conduct an annual Cybersecurity Awareness Month for team members.

Our program is designed to adhere to cybersecurity best practices

- 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 and has designed our program to comply with cybersecurity regulations and the National Institute of Standards and Technology (NIST) Cybersecurity Framework, and strives to meet or exceed the highest industry standards.
- We continually evaluate changing cyber risks, and have detailed Incident Response, Business Continuity and Disaster Recovery programs in place.

Environmental Responsibility



We are committed to working with our team members, customers and communities to build a more sustainable economic and environmental future. We pursue opportunities to minimize our impact on the environment and are doing our part to contribute to a more sustainable future.

Because of the growing awareness of the importance of climate-related risks and other environmental topics important to our company and stakeholders, over the last year our Board of Directors formalized its oversight of ESG policies and practices, and we formed an ESG Executive Council.

As we progress on our ESG-related journey, we are mindful of the importance of aligning with evolving expectations on environmental-related practices and disclosures.

Understanding the risks of climate change and addressing its impacts are critical to ensuring that we support a healthier environment for our customers, our communities and our world. To build accountability and transparency, we will work toward enhancing our environmental sustainability reporting and disclosures and take steps toward alignment with appropriate frameworks and standards in our future ESG reports.

We are currently building our capacity to track energy, water and waste. This information is crucial to setting the meaningful baseline needed to develop future commitments and goals.

We actively seek stockholder feedback on our environmental initiatives and priorities through active stockholder engagement.



BlackRock Liquid Environmentally Aware Fund

As a testament to our historical commitment to leading environmental practices, 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-Efficient Buildings

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

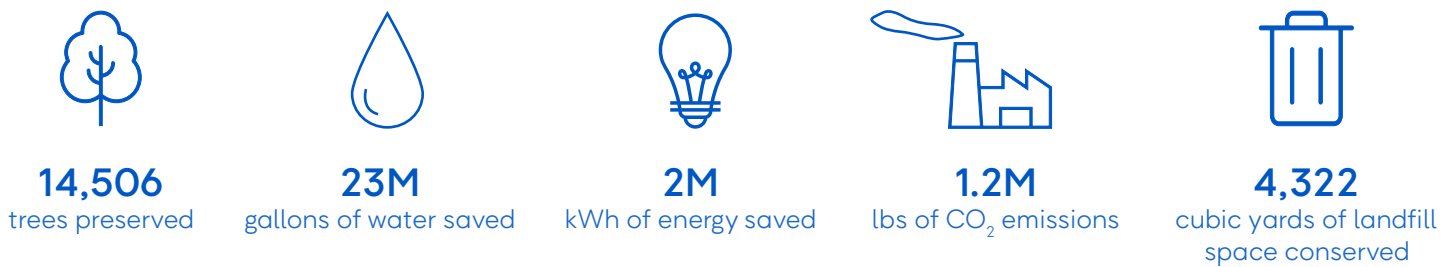
Our locations include:

- ✓ 46 LEED-Certified* branch locations
- ✓ 2 corporate locations LEED-Certified at Gold or Silver levels⁹

Environmental Initiatives

We are currently undertaking other initiatives and making smart improvements to our branch and corporate sites.

Impact on the environment¹⁰

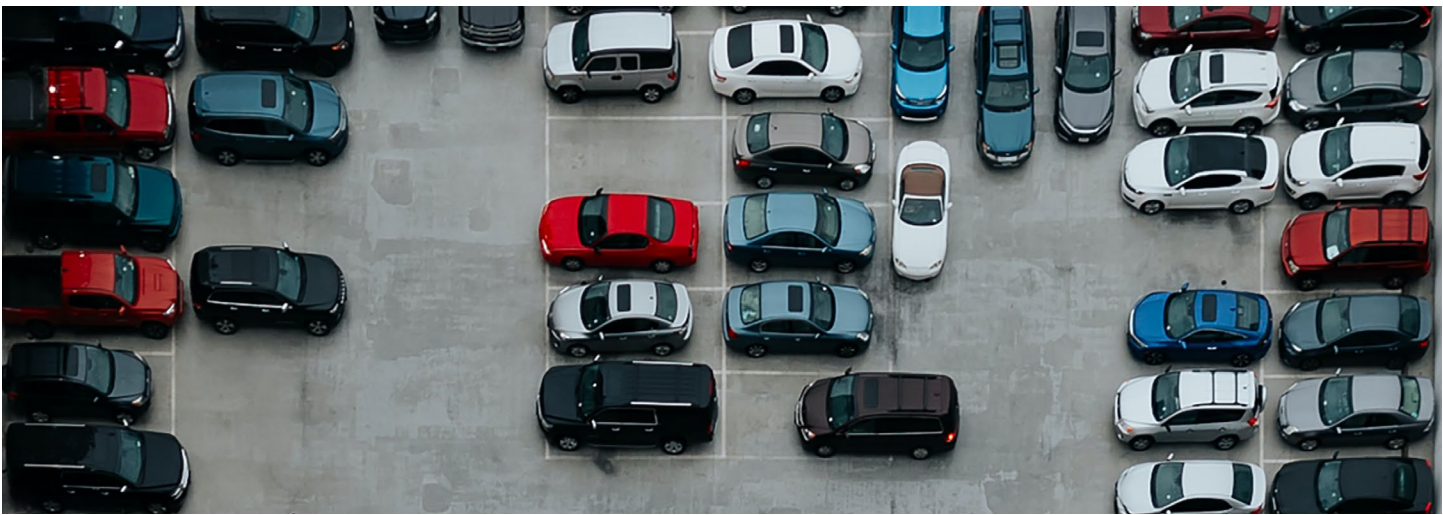
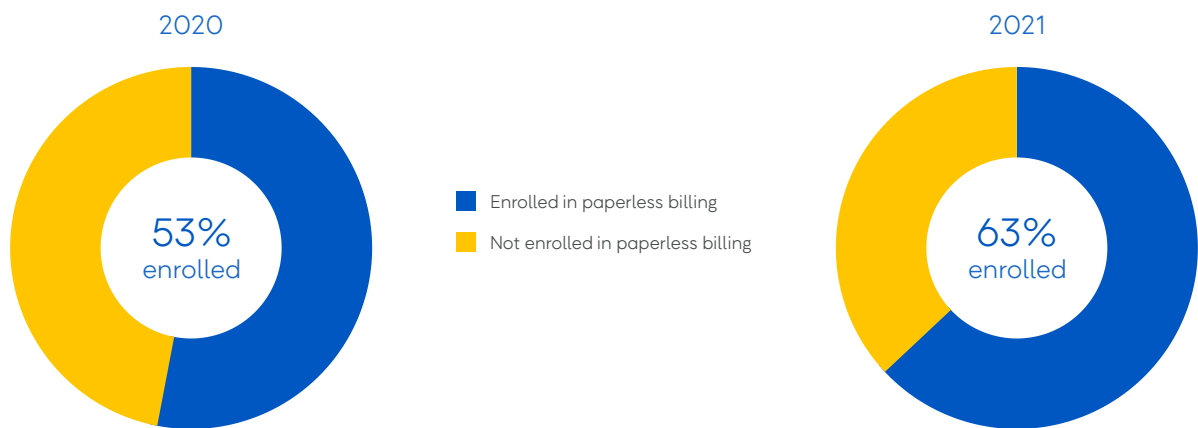


⁹ LEED-Certified indicates that the building achieves certain standards established by the US Green Building Council for energy efficiency and sustainability. For more information see: <https://www.usgbc.org/leed>

¹⁰ 2021 Iron Mountain report

Paperless billing

Paperless enrollment encourages and provides incentives for customers to sign in to their online accounts and switch to receiving their OneMain statements electronically. The number of customers enrolled in paperless billing continues to increase year-over-year.



Fleet efficiency

We are looking into adding more fuel-efficient models, like hybrids, to our vehicle roster.

	2019	2020	2021
Average MPG of fleet	25.6	26.4	27.6
Gallons of gas used	184,555	156,995	154,277



Thank You

If you have any questions, please reach out to CSR@omf.com.

OneMain Financial®

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