

2022 Impact Report

Lighting the Path Since 1825



**LIBERTY**
BANK
Be Community Kind.™

To the Liberty Bank Community,

Liberty Bank's mission – to improve the lives of our customers, teammates and communities for generations to come – has been at the forefront of our decision-making and performance for 198 years. We serve as an economic engine with the ability to positively impact, directly or by extension, the well being of our customers and communities. That's why every day we must ask, "How can we – as Liberty Bankers – hold ourselves accountable to address the priorities that matter most in the communities we serve?"

The answer is clear. It requires us to continue to be laser focused on making a broad impact on our constituencies beyond just being their bank of choice. It demands that we deliver on our sense of purpose by setting and exceeding non-financial goals that measure our broad impact on society. It means staying a mutual bank, owned by our customers not outside shareholders, and remaining in a place of financial strength necessary to earn the trust and confidence of our community and continually reinvest in our business. This is what motivates our teammates every day.

We frequently hear, "Liberty Bank is everywhere." This is because we are healthy and strong. We are the oldest and largest independent mutual bank in the country. We are a top workplace and an unwavering community partner. We live our brand to "Be Community Kind" in everything we do. But it's more than just being present – it's about being impactful leaders in our communities.

Our 2022 Impact Report highlights Liberty's latest initiatives, investments and stakeholder partnerships that are making a sustained, meaningful impact on our communities and how these efforts are all aligned with our Mission, Vision and Values. It tells the Liberty Bank story, underscoring our approach to delivering better outcomes – especially in challenging times – and defining our purpose-driven strategies. At the same time, we recognize the efforts described in this report are part of an ongoing journey and require continuous commitment and improvement on behalf of Liberty and our partners.

I'm proud of the many ways the Liberty team is making real progress in helping society meet its most urgent needs. It's truly inspiring.

While we know there is still so much work to do, we are passionately committed – as we have been for nearly two centuries – to making our communities an even better place to live, work and raise a family.

Sincerely,



A handwritten signature in blue ink that reads "D. W. Glidden". The signature is fluid and cursive, written in a professional style.

David W. Glidden
President & CEO



Building Stronger Communities



At Liberty, we're committed to building stronger and more vibrant communities.

By offering a broad range of products and services to meet the diverse banking and credit needs of all segments of the population, we are supporting the development and availability of affordable housing, economic development, and the revitalization and stabilization of low-and-moderate-income (LMI) and majority-minority (MM) areas across our footprint. In 2022, we invested \$15.4 million in new Community Reinvestment Act (CRA) eligible investments and made 647 CRA loans totaling \$279 million. In 2022, our Small Business Academy launched 124 early-stage entrepreneurs on a path to success by providing them with the capital to get started and the tools to succeed.

We're also focused on helping young people understand credit and learn to manage money effectively. In 2022, our bankers supported 783 middle and high school students from LMI districts by providing over 976 hours of financial literacy programming and our Community Development Team hosted nine Credit for Life Fairs across our footprint. The fairs provided 436 high school students the opportunity to learn about personal finance and credit through a real-life simulation.



"The investments we're making support a diverse network of community organizations that are focused on improving the well-being and vitality of the communities where we do business. Through financial literacy education and our Small Business Academy, we're helping individuals and families save for their futures, afford homes, and build wealth."

Glenn Davis, FVP, Community Development and CRA Officer



\$43.5 million
in Community Development loans

Outstanding

The Federal Deposit Insurance Company (FDIC) and the State of Connecticut Department of Banking have affirmed Liberty's commitment to the communities it serves, by assigning it an overall rating of "Outstanding" for its Community Reinvestment Act (CRA) Performance Evaluation.



Good Neighbor and Good Neighbor Plus Mortgages closed totaling over \$54 million in Liberty's low-and-moderate-income (LMI) and majority-minority (MM) census tracks

\$93 million
to finance 136 multi-family affordable housing units



CRA

\$240,000

in start-up funding to early-stage entrepreneurs through our Academy for Small Business program





The Savings and Credit Building Circle Initiative

We understand that economic independence is foundational to ensuring long-term stability and successful integration for families who are newly immigrating to the United States. The Savings and Credit Building Circle (SCBC) is a collaboration between Liberty Bank, the Hartford Public Library, and the Connecticut Association for Human Services (CAHS). The SCBC supports financial inclusion and is a critical first step for families who are new to the Greater Hartford region, supporting their journey in building their lives in the United States.

program offered participants matched savings, personal finance and money management education, peer and staff support, and individual counseling to make asset building a reality. Participants met for three hours every other week during the five-month period for financial education, networking, and facilitated dialogue. At the end of the five-month period, participants enroll in Liberty Bank's Bank On BankSmart checking product and a Credit Builder Loan and Savings Program, which offers interest-free loans to help establish good payment history, an important step to building a good credit score.



In 2022, in partnership with Hartford Public Library and CAHS, Liberty Bank established its first Savings and Credit Building Circle Asset Building Program to help low-income families establish a habit of saving. The SCBC

The successful model leverages key community resources to combat financial exclusion and better integrate families into the local economy to begin building wealth.

NCCJ Equity Leadership Alliance

The [National Conference for Community and Justice \(NCCJ\)](#) has supported individuals, organizations, schools, and businesses by delivering workshops, programs, and community conversations to promote inclusion and acceptance while building communities that are respectful and just for all. In 2022, NCCJ was awarded a \$25,000 grant from the Liberty Bank Foundation to launch its new [NCCJ Equity Leadership Alliance](#), which is designed to directly support the role and responsibilities of leaders driving Diversity, Equity, and Inclusion (DEI) in an organization, company, or agency. Liberty Bank also presented NCCJ with our [2022 Willard M. McRae Community Diversity Award](#). NCCJ is the first organization to be selected for this prestigious award that honors significant impact on achieving equity, social justice, or economic mobility for historically marginalized groups of economically disenfranchised individuals with a vision towards creating more vibrant and inclusive communities.





Community Partnerships Through Grants and Sponsorships

Leveraging our resources to have a positive impact on the community is central to our mission. Since 1997, our Foundation has invested over \$16 million in support to local nonprofits across Liberty Bank's footprint. In 2022, we awarded over \$2.5 million in Foundation grants and corporate sponsorships, supporting hundreds of local nonprofits and community-based organizations. The Liberty Bank Foundation awarded \$1,554,987 of the \$2.5 million – representing a record level of giving for the Foundation. The investments we made improved the quality of life for our neighbors, and supported stronger, more vibrant and inclusive communities.

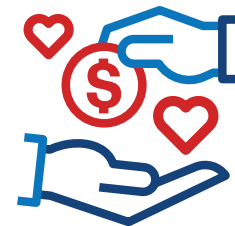
Foundation grants in 2022 were primarily focused in three areas: Education & Training; Food; and Affordable Housing. Our grants to support Education & Training helped young people achieve success in school and gain the skills to succeed in post-secondary education or in the workplace. They helped parents obtain or maintain employment, develop financial literacy, or support their children's education. Our affordable housing grants created more affordable

options for homeownership across Connecticut and in Western MA and made first-time home ownership a reality for families, building assets and creating opportunities for generational wealth. Through our annual Thanksgiving Drive, we addressed food insecurity across our footprint by providing meals for families in need for the Thanksgiving holiday and beyond. The Drive, in partnership with 41 Rotary Clubs and the Community Foundation of Middlesex County, served 86 nonprofits and raised over \$900,000 dollars.

We do more than just provide financial support. In 2022, our teammates logged over 13,000 hours in service to hundreds of local nonprofits. They showed up to build homes through our partnerships with Habitat for Humanity, they prepared and served meals at our local soup kitchens, tutored and mentored children, taught financial literacy, and made long-term commitments to serve on nonprofit boards and committees. Our teammates demonstrated their commitment to giving back and to "Be Community Kind" and our organization supported them by providing each teammate with 30-hours of paid time off to volunteer in the community.

\$1,554,987

in grant funding
in 2022



**Over
\$16 million**

in charitable contributions
since inception in 1997



"In addition to offering the best products and services, we're committed to being a good corporate citizen. Through the contributions we make from our charitable foundation, corporate giving, and volunteerism we're improving the lives of our customers, teammates, and communities for generations to come. That's our mission and purpose as a financial institution and it's what energizes us every day."

Toral Maher, VP, Liberty Bank Foundation Manager & Executive Director



**Over
\$296,839**
raised during Annual
United Way Campaign

\$667,952
in Foundation grants to
prepare young people for
college and career



\$152,200
to support Before
and After School
Programming

13,270
volunteer hours



\$283,000
to address food insecurity

**Over
\$100,000**
to support Connecticut
Small Businesses
and Entrepreneurs
through local
Entrepreneur Support
Organizations (ESOs)



Over 100
nonprofits served



Our Teammates are Our Best Assets

Our teammates are our best assets and we know that they come to work each day ready to fulfill the needs of our customers and communities - in return, we do the same for them.

We promote an environment that delivers meaningful and competitive benefits for our teammates and their families, training and education to advance their careers, and the flexibility to balance their work and life.

Liberty Bank has earned the reputation for being a top workplace for 11 consecutive years and employer of choice in the business community. This is the direct result of our commitment to our culture, values and collaboration, supported by the highly competitive

compensation, benefits and programs we provide in recognition of our teammates' contributions to the Bank's continued success

Over the past five years, we've committed over \$42 million to our active pension and employee 401K plans to support their financial futures. In 2022, 598 teammates were enrolled in our medical and healthcare benefits, 502 participate in our Health Savings Account (HSA) program and all employees have the opportunity to participate in wellness initiatives throughout the year.

We're also dedicated to providing teammates with opportunities to learn and grow in their careers at Liberty. In addition to offering Individual

Development Plans for every employee, we make available several internal and external leadership development opportunities. Internally, this includes 60 teammates participating in our intense leadership program; free access to LinkedIn Learning for all teammates; Commercial Credit Training Program; an apprenticeship program in Finance to pursue a Chartered Global Management Accountant (CGMA) designation; and hired 18 college students participating in our internship program. Externally, our teammates will participate in the Black Enterprise Women of Power Summit; Latinas and Power Symposium, Connecticut School of Finance and Management; and ASPIRE Leadership Program through the Connecticut Bankers Association.



\$42 million contributed to our active pension and employee 401K plans in 2022



502 teammates participate in Health Savings Account (HSA) Program



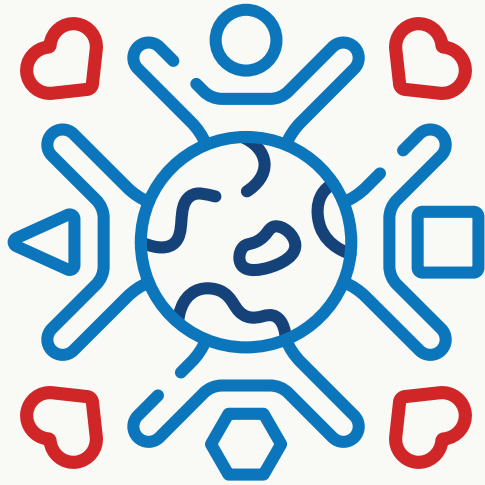
Offered 20,970 paid volunteer hours for teammates

71% of teammates completed an Employee Pulse Survey in 2022 and 27 priority action items were identified



598 teammates are enrolled in healthcare benefits





The Solution to Success: Deepening Our Promise to Maintain and Grow a More Diverse, Equitable and Inclusive Community

At Liberty Bank, we embrace differences, respect opinions, find commonalities, and learn from each other. We envision an environment where everyone feels free to offer their perspectives and is empowered to contribute to the long-term success of Liberty. This is achieved by encouraging collaboration across our company and communities, a goal we are fully committed to strengthening as we always aim to provide the best customer service.

Delivering Through Diversity

In order to demonstrate agility, a combination of fresh thinking and experience is the most powerful tool we can have in our toolbox. A diversity of viewpoints also produces a more energized and dynamic environment - a place where every teammate can thrive. When this exists, we know it results in higher performance and sustainability, drives innovation and positions Liberty as an employer of choice.

This roadmap to success encompasses a comprehensive, teamwork approach to living up to our Diversity, Equity and Inclusion (DE&I) promise: *To reinforce the importance of fostering and maintaining an environment that makes our teammates and customers feel welcomed, appreciated, valued and celebrated.*



"It is rewarding to be a part of a community-oriented company that actively seeks opportunities to give back. The culture at Liberty encourages teamwork across all departments and mutual support. I witnessed this firsthand when participating in Liberty's annual 12-month leadership program. It also provided valuable networking opportunities, professional development and equipped me with the necessary tools and skills to advance my career."

Nathan Ramsey,
Junior Credit Analyst



We recognize that advancing DE&I is not only important to our teammates and their sense of belonging at Liberty, it's also critical to our success as a business. Therefore, we've outlined DE&I strategies and goals that we hold ourselves accountable to and continually measure our progress towards. As we deepen our focus on DE&I, our four main pillars are *Customers, Teammates, Communities, and Suppliers.*

With a team effort, we continue to reinforce the importance of fostering and maintaining an environment that makes our teammates and customers feel welcomed, appreciated, valued and celebrated. We lead by example with an open mindset and by being authentic and intentional in our conversations. These actions start internally with our executive team and disseminate across the Bank, and when Liberty is at the table with leaders across our footprint working together to put change into place that will help build more inclusive communities.

We've also made it a top priority to ensure our teammates, customers, and partners reflect the communities we serve. We continuously evaluate our products, services, programs, and channels to ensure we are aptly and equally serving our customers and community, and work in partnership with diverse vendors and to serve the needs of local small businesses.



"In my 15 years at Liberty Bank, I've had many opportunities to grow while fulfilling my drive for giving back to the local community. Thanks to our culture of inclusion, relationships and collaboration, I have built lasting friendships with several teammates and earned the Bank's most prestigious award for teammates given out annually, the President's Team Award. Also, I graduated from Connecticut School of Finance and Management in 2021, am currently enrolled online at Post University, in which Liberty reimburses up to \$5,000 towards tuition per year, and was chosen to participate in the Bank's Leadership Program in 2022. I am honored to work at a place that cares so deeply about its teammates and their continued success, both personally and professionally."

Sasha Chabre, Vendor Risk Management Analyst



Partnering with Small & Diverse Suppliers

As one of our core values, Diversity, Equity and Inclusion is engrained in who we are as a company and who we do business with in our communities. We established a formalized procurement and sourcing function inside the Bank with the overarching goal of increasing diversity among our vendors. We appointed our first-ever procurement, sourcing and supplier diversity leader to manage this strategic function and proactively develop, expand and track relationships with small and diverse vendors. We also engage with suppliers who share our sustained commitment to driving the growth of diverse businesses in our own communities.

While there is still a lot of work to do in this area, we are working towards meeting and exceeding our aggressive targets by increasing the number of small diverse suppliers we work with and the dollars we invest in these partnerships.

Growing with our Customers through a Deepened Focus on Supporting Diverse Suppliers

Our partner, Suburban, is a highly reputable, certified Small Disadvantaged Business (SDB), which is a diversity self-certification recognized by the Small Business Association (SBA). It is intended for organizations that are owned and operated at least 51% by one or more disadvantaged persons. At Liberty, we have a Diverse Supplier Program that is focused on supporting community-minded businesses such as Suburban, and in 2022, we made the deliberate decision to partner with them as our go-to business supply company. Based in our home city of Middletown, one of their key strengths lies in their local delivery service.

In addition to being a Liberty customer and assisting us with our goal to support more diverse suppliers, Suburban provides great value, has an extensive product selection of top-quality supplies, is very responsive to customer needs, and offers competitive pricing. Under the leadership of the Shulman and Bourret families, and with innovative ideas and a commitment to excellence, Suburban has experienced remarkable growth over its 40 years in business, expanding its reach and services to become a trusted name throughout Connecticut and Massachusetts. And just like Liberty, they are dedicated to building strong relationships that allow them to continue growing with their customers for generations to come.





**Safe &
Protected**



A Top Priority to Ensure Our Customers' Banking Experience is Safe and Protected

At Liberty Bank, protecting customers is our number one priority and we are committed to ensuring their banking experiences are safe and secure. The Liberty team is also proactive about educating our customers and we stand ready in protecting their financial privacy. We take this very seriously and have policies and processes in place to mitigate potential vulnerabilities for customers. We educate customers and provide resources on how they can proactively avoid scams like spoofing and phishing while offering guidance to help mitigate the impact on their financial well-being if privacy has been compromised.



Developing a strong awareness environment around social engineering risk is critical to Liberty's continued success and the safety of our customers and their data.



We send monthly internal communications to our teammates to raise awareness about timely Information Security topics and provide useful data, resources and tools for helping customers.



We have tools available within our [Digital Banking](#) platform, such as card controls to freeze or unfreeze your debit card on demand, along with transaction alerts to monitor for suspected fraud.

To learn more on staying protected against online fraud, customers may visit our [Phishing and Website Spoofing Fraud Education webpage](#).



Protecting Our Customers and Responsible Banking

Liberty Bank is committed to conducting its affairs in a responsible way and to upholding the highest standards of ethics in its relationships with customers, teammates, the community, business partners, and regulatory agencies. In large part, our success depends on trust and integrity, two of the Bank's core values. To support these core values Liberty Bank promotes open communication and fairness and has adopted a Code of Ethics, Conflict of Interest & Gratuities Policy supported by a Whistleblower Policy and Hotline. There is annual training and an attestation process for our teammates in place to ensure compliance.

In addition, through the Whistleblower Hotline teammates are required to report suspected misconduct, including, but not limited to:



Violations of Bank policies and procedures, laws, regulations, any actions considered unsafe or unsound banking practices.



Questionable internal control, accounting or auditing matters.



Unsafe practices that jeopardize the welfare and safety of the Bank's customers, employees, business partners, or the Federal Deposit Insurance Fund.



Corruption, bribery, or any activity that involves fraud or misconduct.



Theft of Bank property, misuse of Bank property and facilities.



Robust Risk Management is and will Remain a Top Priority

Most breaches begin with phishing and social engineering attempts, that's why cybersecurity education and building awareness amongst our customers, teammates and community is critical throughout the year. To achieve this, we have increased our training for teammates and continuously educate both our teammates and customers, especially to protect the most vulnerable populations. We recognize that extraordinary customer experience begins with creating trust based on our commitment to safety and soundness.

As the complexity and frequency of online fraud, phishing scams and data breaches aimed at stealing sensitive information and valuables continues to

increase across industries, we remain vigilant, proactive and prepared to help. We have high-quality systems in place to flag and stop fraudsters and we have dedicated teams focused on Operational Risk, including Cybersecurity, Fraud Intelligence, Corporate/Physical Security, Incident Management and Business Continuity. Our Fraud Intelligence Unit alone prevented 501 customers from losing over \$3.6 million in funds due to various scams in 2022. These teams, along with our business partners, work diligently year round to raise awareness and provide continuous training, empowering our teammates with the knowledge and tools to effectively identify and proactively respond to threats facing our customers.



Going above and beyond to protect our customers when it comes to cybersecurity and privacy standards.

Liberty's Online Banking platform empowers customers to set up debit card controls and fraud alerts, and take action to turn off their debit cards on demand to prevent fraud and if fraud is suspected.

These actions enabled us to decline nearly 38,000 transactions confirmed as fraudulent charges, totaling

\$3.2 million+



15 privacy/cybersecurity/elder abuse awareness/identity theft related communications

Through our website and social media we offer expertise and make information readily available with resources and tips to help our customers stay abreast of emerging cyber threats and proactively take steps to protect themselves.



We conduct speaking engagements and provide workshops to educate

about fraud awareness and elder exploitation, while also participating in national initiatives such as Cybersecurity Awareness Month and Data Privacy Week each year.



2,972

hours of cyber and privacy related employee training

Our Fraud Intelligence Unit (FIU) prevented 501 customers from losing just over \$3.6 million in funds due to various scams. In addition, FIU helped avert losses due to fraudulent transactions, totaling more than

\$5.7 million



More than 2,800 emails were sent

to our teammates through quarterly phishing prevention campaigns designed to test their abilities for detecting cybercrimes and to introduce malware into the Bank's network through clicking on links or opening attached files.



“As Privacy Officer, I am honored to fulfill our promises for providing a safe experience with Liberty Bank, working closely with teammates to hold ourselves accountable and act with integrity every time. We take full ownership when it comes to protecting our customers’ data and are proud to be a valued resource for helping them own their privacy. Given the changing environment around us, we will continue making it a best practice to strategize our data privacy efforts, stay current, ensure customer data is secure, and provide useful information throughout the year.”

Sara Dickinson, Vice President, Privacy Officer



We Take Data Privacy and security practices Very Seriously

According to a recent study, 79% of adults in the United States report being concerned about the way their data is being used by companies. As technology evolves and continues to influence how consumers interact with businesses online, data collection practices are becoming increasingly unavoidable. It is imperative that companies are open and honest about how they collect, use, and share consumers’ personal information and communicate their policies clearly and concisely.

At Liberty Bank, this will always be a top priority as demonstrated each year during our annual Privacy Notice mailing. In addition to Data Privacy tips offered through our website and social media we offer customers the option to set up fraud alerts within Online Banking and debit card fraud controls.

When you call our Customer Service Center, we confirm your identity to ensure we are speaking to an authorized account holder and protect you from unauthorized users accessing your account. **We will never request customers’ personal information or one time security codes through email or provide links within an email to update information such as a full credit/debit card number, CVV code, expiration date, debit card pin, online banking user id, or online banking password.**

We maintain consistent security standards and procedures regarding unauthorized access to customer information. Access to any personal information you provide is restricted to only those employees who need to have this information for legitimate business purposes. We also use layered security controls to help protect account access and are ready to respond to suspicious activity at a moment’s notice because of these controls.

Our Proactive Efforts and Dedication to Being Prepared for the Unexpected

We are committed to Business Continuity & Disaster Recovery. Liberty Bank meets all regulatory requirements and expectations identified in the Federal Financial Institutions Examination Council's (FFIEC) IT Handbooks. We also institute best practices developed by industry organizations, such as the Disaster Recovery Institute International (DRI), for creating a practical and effective Business Continuity Plan (BCP). We are prepared for a broad range of potentially disruptive events, including natural disasters and cybersecurity breaches, in order to sustain operations to deliver essential services to our customers.



We are prepared for a broad range of potentially disruptive events.



Detailed BCP Approach

Our BCP provides a detailed approach for recovering critical functions by detailing recovery strategies, staff relocation options, communication alternatives, and other pertinent information obtained during the Business Impact Analysis (BIA) process. The team conducts annual BIA reviews to identify potential risks, critical processes, and related dependencies such as technologies and third parties.



Regular Testing of BCP Effectiveness

The BIAs also document the necessary recovery strategies for each business unit in order to mitigate impacts to their business operations should the primary business location(s) and/or critical systems become unavailable. This information provides the Bank's business unit with a method to effectively direct the recovery and continuation of business operations after an event in an orderly and timely manner.



Documenting BCP Recovery Strategies

The BCP is tested on a regular basis to verify the effectiveness of our plan and we ensure that teammates are trained as well as have an understanding of the procedures in place and their responsibilities at the time of an incident. The BCP testing program consists of annual alternate site tests, annual table top exercises, and quarterly call tree tests.

Turning Outward to Teammates, Customers and Communities

Every year, we are fortunate to accept many community awards and industry accolades, yet our biggest and most rewarding gift is the feedback we hear and actively solicit.

We genuinely rely on our teammates, customers and communities to provide candid feedback as we fulfill our promise to be a bank of choice and employer of choice. This allows us to continuously improve our products and services, innovate and consistently achieve a balanced set of business objectives.

With our teammates, we truly value and count on their continued feedback all year long and have several avenues for collecting this valuable information and then put processes in place for acting on what we hear. We report results, recognize teammates for their suggestions and even look for new ways to gather input. Through opportunities like our Stop the Madness initiative, CEO Listening Sessions, and pulse surveys, we instill a culture of listening to customer-facing and back office teammates who are our best sources for putting permanent solutions in place to ultimately improve how we conduct our business.

Our customer feedback programs are also extremely important to ensure our continued success. As a team, we constantly strive to do better while focusing on providing the highest level of service and personalized banking experiences. We also view customer complaints as opportunities. These are viewed by management and researched by our customer success team. We thoroughly review each complaint looking for not only solutions to each individual situations, but to identify possible improvements on existing methods whether that be updating a procedure, making a process more efficient or enhancing our training.

“Feedback is a gift.”

Liberty Bank President and CEO, David Glidden



Held 11 CEO Listening Sessions

with 85 teammates at all levels and from various backgrounds.

245,157

calls handled in 2022 through our Customer Service Center.



12,134

Voice of the Customer Surveys, 'customer satisfaction,' distributed in 2022.

“At Liberty Bank, our call center specialists take pride in not only supporting our customers’ through their financial journeys, but offering personalized experiences and resolutions that exceed their expectations. We closely partner with other areas of the Bank to discover how we can work together, positively impact each other and create a deepened synergy between departments with our end goal in mind: ensuring our customers are taken care of every way they choose to bank with us, whether it’s in our branches, digitally online or mobile, and over the phone. We are always focused on improving and enhancing our services through the use of call recordings, conducting surveys, and gathering valuable feedback in order to provide top of the line service for our customers.”

Scott Kudla, Director,
Customer Service Center





"I am co-chair of our Stop the Madness Committee in which we solicit feedback year round to create better experiences for our teammates and customers and streamline processes. Through this important initiative, I have the opportunity to work with teammates from across Liberty to develop and implement process efficiencies. The dedication of our teams to improve the customer experience translates into leaving a lasting positive impact on our customers and communities. And when our teammates have a voice in our decision making and help us strategically identify areas of improvement, they feel empowered and appreciated, putting them in a better position to provide exceptional service."

Nicole Nelson, Retail Banking Operations Efficiency Lead



Top Workplace

Voted a Hartford Courant Top Workplace for the 11th straight year, being named an employer of choice as voted by our teammates.



Whistleblower Hotline

Host our Whistleblower Hotline to address issues through this confidential reporting channel which allows teammates to raise workplace concerns. This is done via a web portal or by reaching out directly to our head of Audit, Audit Committee Chair, or the Bank Security Officer.



192 Stop the Madness Submissions

implemented to improve processes, policies and procedures.

Best-in-State-Bank

Earned a spot as a Connecticut Best-in-State-Bank by Forbes in their 5th annual ranking.



Committed to Mutuality and Being a Trusted Banking Partner

As a mutual bank, since inception Liberty has been dedicated to fulfilling our mission: to improve the lives of our customers, teammates and communities for generations to come. Established in 1825, Liberty Bank is the oldest and largest independent mutual bank in the country with 56 banking offices across Connecticut and one in Western Massachusetts. We are owned by our customers – not shareholders – and are uniquely positioned for continued growth and ongoing success. Because of this, we also have the flexibility to invest more in our communities and in innovative platforms, tools, products and services. We make long-term investments in these areas, forgoing short-term returns to benefit our customers, teammates and communities.

With more than \$7 billion in assets and nearly 800 talented teammates, our financial strength and scale, coupled with responsible and conservative financial management, ensures that we operate from a position of strength to earn the confidence and trust that is the foundation of banking. In partnership with our leadership team and board of directors, we are committed to the highest standards of corporate governance built on business integrity and high performance, and are dedicated to maintaining our strong reputation in the marketplace. We pride ourselves in being transparent, on delivering a robust risk and control environment. We do all of this in conjunction with remaining committed to deliver on our brand promise: *Be Community Kind*. View our [2022 Annual Report - Building On Our Success](#) - for more details and results.



More than
\$7 billion
in assets

198
Years Old



Nearly 800
teammates



11 Executive
Leadership Team
members



Diverse
Board of
Directors

Core Values

Accountability, Customers, Diversity, Equity & Inclusion,
Integrity, Relationships, Teamwork and Trust



Strong Code of Ethics and Ethical Behavior

Our Internal Audit Team completes an annual Internal Audit Plan that encompasses multiple audits throughout the year. The plan considers key areas of risk, strategic objectives, and feedback from business lines. We take a risk-based approach to scoping and planning audits so that areas of greatest risk receive the greatest amount of attention.

A strong, efficient, and effective internal control environment provides the foundation for the Bank to continue to thrive, despite market and regulatory uncertainties. Good governance and high performance requires collaboration and commitment from all of our teammates.



Liberty Bank Corporators

As a Connecticut-chartered mutual bank, Liberty Bank's 67 Corporators live in the communities the Bank serves, with primary responsibilities that include electing and re-electing the Board of Directors - who are also Corporators - and representing the interests of Liberty customers - the depositors who own the bank in a mutual bank structure.

Corporators are a critical governing body responsible for proactively promoting Liberty's Mission, Vision and Values in the community, while also providing insight and feedback to the Board of Directors and Executive Management as representatives of depositors and the broader community.

Corporator Listening Sessions

On March 27 and 29, 2023, a team of Liberty Bankers, led by President & CEO David Glidden, launched the Bank's inaugural "Corporator Listening Tour".

Liberty Corporators, our ambassadors who represent the interests of our customers, come to Corporate Headquarters in Middletown every year for the Bank's Annual Meetings. Starting in 2023, however, Bank leadership made a commitment to travel to them for transparent, sit down discussions that encourage open dialogue and give them the opportunity to offer input and get their questions answered.

Topics covered during the March meetings included the current state of the Bank as well as the landscape of the banking industry; a financial update; a conversation about Liberty's workforce and culture; and a report on the Bank's commitment to the community through grants, sponsorships and volunteerism. While the topics discussed can change from one meeting to the next, the purpose of the Listening Tour remains the same: to listen and take action on what the Corporators tell Bank leaders about interests and concerns of our customers and the communities the Bank serves.





Stewards of Our Environment



It is the responsibility of every organization to hold themselves accountable when it comes to making sustainability choices, being environmentally conscious and mitigating environmental risks that could adversely impact our communities. From environmental-related investments, customer relationships, teammate volunteerism and the way we maintain our locations, we take steps every day to be reliable stewards of our environment.

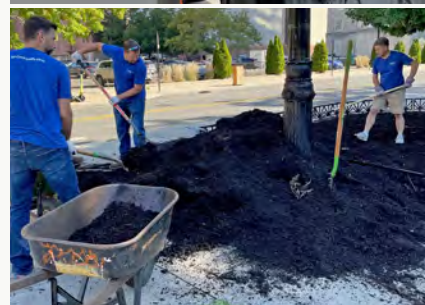
Volunteerism for Cleaner Neighborhoods

Our teammates dedicated over 13,000 hours in volunteering for organizations and causes they feel strongly about. Protecting our environment and improving our communities was among their top priorities.

In recognition of World Kindness Day 2022, 43 Liberty teammates, in partnership with members of Hartford Athletic, Connecticut's Professional Soccer Team, dedicated over 200 hours in November for a public cleanup of Colt

Park and the surrounding neighborhood in South Hartford. The team collected 104 bags of trash, tires and other debris, filling two 20-foot dumpsters.

In September, seven teammates from our Operational Risk Team dedicated a combined 20 hours to clean up Bushnell Park in downtown Hartford, including weeding, mulching, and trash pickup, primarily in the playground area to provide children and parents a clean, safe area to play.



"We can't thank the volunteers from Liberty Bank enough for volunteering their time to help clean up the neighborhood around our stadium. Our partnership is built on the foundation of improving our community and working together on Earth Day to do just that truly is "Community Kind!"

Joel Conybear, SVP/Corporate Sponsorships, Hartford Athletic



Investments in Energy Efficient, Affordable Homeownership

The Liberty Bank Foundation awarded grants in 2022 to support affordable, energy efficient homes.

The Foundation awarded a \$25,000 grant to Habitat for Humanity of North Central Connecticut to build four “zero energy” homes for four families (comprised of 15 individuals) in Windsor. They are “Zero Energy Ready” homes, meaning they are high-performance and extremely energy efficient with a renewable energy system that could offset most or all of the home’s annual energy use.

The Liberty Bank Foundation awarded \$20,000 to Springfield Habitat for Humanity for a home in Holyoke for a single parent with four children. Springfield Habitat used insulated concrete forms rather than lumber for exterior walls. The blocks are 100% recyclable material, promote healthy indoor air quality and prohibit mold and mildew growth. Low-E windows are also used in the homes to keep heating and cooling costs down for the homeowner.



Habitat Springfield @GSHFH · 22h

Thank you, @WWLP22News, for coming out to our build site last Friday to report about the grant we received from @LibertyBank_CT and the work we do in the community. To watch the news clip, go to



wwlp.com

Habitat for Humanity receives grant from Liberty Bank at home being ... Greater Springfield Habitat for Humanity will receive a grant from Liberty Bank on Friday.



“We truly value our partnership with The Liberty Bank Foundation, and are honored to receive not only the \$25,000 grant award, but also to be recognized as an organization that is seeking ways to make an environmental difference in our future. Our mission is to build sustainable communities of hope and opportunity throughout all of Hartford and now Tolland County. And with our partners like The Liberty Bank Foundation, our four recently built “zero energy” homes will be the first of many in the years to come.”

Jim Beland, Chief Operating Officer, Habitat for Humanity of North Central Connecticut.





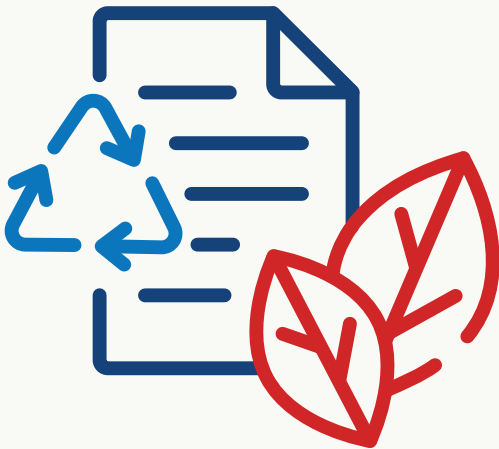
An “Outstanding Partner” for Green Energy

We received the “Outstanding Partners” award from Connecticut Green Bank for our partnership on Green Bank initiatives, including a \$12.5 million Bridgeport Fuel Cell power plant financing, and another \$20 million and \$6 million for additional fuel cell (green energy) power plants. As a result of this collaboration and the Connecticut Green Bank’s work with other key partners over the years, they have created more than 26,000 jobs and 66,000 clean energy projects since 2011.



“It’s an honor to be recognized by the Connecticut Green Bank for Liberty Bank’s contributions to the advancement of clean energy solutions. The Connecticut Green Bank is a true partner, who is a testament to the power of collective action in addressing the urgent challenge of providing sustainable energy sources to Connecticut.”

Dan Longo, First Vice President, Commercial Banking at Liberty Bank



Saving the Environment by Recycling Paper

Liberty’s ongoing relationship with the mobile and plant-based shredding company called InfoShred – a 25 year old, woman-owned AAA-certified business – serves two purposes: the secure destruction of valuable business information while at the same time protecting our environment.

In 2022, we held two half-day onsite shredding events for the public at our Groton and Waterford branches.

We recycled approximately 152,716 pounds of recyclable paper in 2022 with meaningful savings:



2,902
gallons of oil



1,298
trees



382
cubic yards of
landfill space



313,068
kilowatt hours
of energy



534,506
gallons of water



A Paperless Client Experience in Wealth Management



When our Liberty Bank Investment Services (LBIS) advisors onboard new clients, they have access to various online resources, including paperless document delivery, e-signature and electronic file storage. We use DocuSign to securely send documents to clients to electronically sign agreements. We give clients electronic access to view their statements in real time online and the option to receive electronic statements only. We also utilize electronic file storage to safely import, store and manage our documents and images as computer files.



Sustainable & Environmentally-Conscious Portfolios

We help clients build their portfolios in alignment with their desired investment objectives, which can include making a positive impact on society and the world at large. With over \$1.5 billion in assets under management (as of May 2023), LBIS leverages the Raymond James platform to offer sustainable investments that consider environmental, social, and/or governance criteria in the investment selection process, providing our clients with a range of environmentally-conscious and values-based investment choices.



LBIS also has access to more than 230 Mutual Funds and Exchange Traded Funds on our sustainable investment platform

Liberty Bank Investment Services branch address: 315 Main St Fl 1, Middletown, CT 06457
Liberty Bank Investment Services phone number: 860-344-7354

Liberty Bank Investment Services disclosures: Securities are offered through Raymond James Financial Services, Inc., member FINRA/SIPC and are not deposits, are not insured by the FDIC or any government agency, are not obligations of the bank, are not guaranteed by the bank and are subject to risks and may lose value. Investment advisory services offered through Raymond James Financial Services Advisors, Inc. Liberty Bank and Liberty Investment Services are not registered broker/dealers and are independent of Raymond James Financial Services.

Incorporating sustainable investing criteria into the investment selection process may result in investment performance deviating from other investment strategies or broad market benchmarks.



Ongoing Investment in Community-Based Solar Projects

Last year we unveiled Liberty's evolving solar strategy, which included a \$2.5 million investment in a pool of funds dedicated to community-based solar projects across the United States. A key partner in our solar strategy is Sunwealth, an award-winning clean energy investment firm and public benefit corporation that finances and manages solar projects.

In the first quarter of 2023, Liberty Bank invested another \$2.5 million, bringing our total investment in this pool of funds to \$5 million.

This \$5 million solar investment made over the past two years supported ten solar projects across the United States: California; Washington D.C.; North Carolina; Massachusetts; New Jersey; and Connecticut - including the following:



A solar rooftop project at Trans-Tek of Ellington, Connecticut

who works with hundreds of original equipment manufacturers and end-users to develop the solutions for their sensor needs. This project called for the installation of a standalone-meter on the rooftop of their Ellington location. Eversource Energy will purchase the power produced by the project.

The impact:

- 128 kW solar power installed
- \$43,418 lifetime lease payments
- \$581,700 lifetime forecasted revenue
- 2,963 metric tons of lifetime carbon reduced
- 4 lifetime solar jobs created

A Solar Rooftop Project in East Freetown, Massachusetts

A solar rooftop project above two auto repair shops located at 128 Braley Road in East Freetown, Massachusetts. The project design meets or exceeds industry best practices and energy generated will be sold to Eversource Energy as qualified facility credits.

The impact:

- 171 kW solar power installed
- \$300,000 lifetime energy savings
- 3891.52 metric tons of lifetime carbon reduced
- 6 lifetime person job years



"We were looking for investment opportunities that provided both societal and environmental benefits. The Sunwealth fund perfectly aligns with those objectives and our investment will make a meaningful difference in communities for generations to come."

Paul Young, Sr. EVP, Chief Financial Officer, Liberty Bank



HW Green Company

Liberty Bank builds banking relationships with great partners who are committed to sustainable growth, achieving a net-neutral environmental impact and making an overall positive impact on the environment. HW Green, a family business based in Plainville, is a full-service scrap metal recycling facility with services that include purchasing recycled metals from individuals, servicing industrial accounts, and managing recyclable metals from demolition sites.

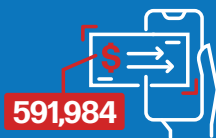
As Krista Ostuno, President at HW Green Co Inc., said, "Metal recycling is the original definition of sustainability. It is an essential part of reducing carbon emissions, protecting natural resources and so much more than a blue recycling bin at the bottom of the driveway." They recycle metal items we touch every day like appliances, electronics and cars. And they are good corporate citizens, generously providing young students with informative books and Metal ID Kits that help raise awareness in our schools about the importance of recycling.

Being Environmentally Conscious

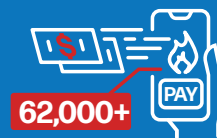
Opportunities for Our Customers



87% of customers receive e-statements

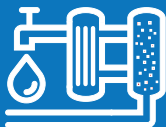


591,984 checks captured through mobile check deposit



Over 62,000 customers enrolled in electronic bill pay

Corporate Locations



We're conserving thousands of plastic bottles by offering water purification systems

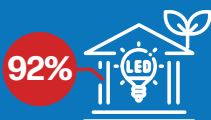


Equipped with high efficiency HVAC and lighting systems.

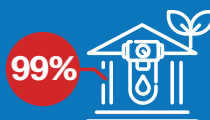


Utilize "light harvesting", meaning lights will automatically dim when it's sunny outside.

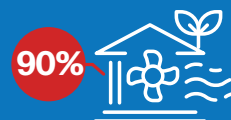
Our 53 Branches



92% have been upgraded to LED lighting with all locations complete by end of 2023.



99% of our locations have water purification systems, conserving thousands of plastic water bottles a year.



90% are equipped with high efficiency HVAC systems

2022 Impact Report



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Middletown, Connecticut 06457
liberty-bank.com 888-570-0773

Member FDIC  Equal Housing Lender