

HOPE In Review: 2021

2021 ANNUAL REVIEW

With 182 HOPE Inside locations (servicing individuals from 46 states and Puerto Rico) currently open across the country, HOPE served 54,826 individuals in 2021 -- a 25% increase in the number of clients served from the prior year. These clients engaged in over 263,250 financial empowerment services including group education and one-on-one financial coaching. Client participation in HOPE activities led to numerous outcomes such as improved financial health (e.g. improved credit scores, reduced debt and increased savings), homeownership, and small business creation. Successfully continuing its digital transformation work alongside its newer initiatives including 1 Million Black Businesses (1MBB) and Financial Literacy for All (FL4All), 2021 was marked by a notable expansion of HOPE empowerment programs, partners, and impact.

Highlights

New Digital & Pedagogical Strategies

HOPE entered a new era of digital strategies in 2021 including client portals, online learning and interactive data dashboards. These new tools coupled with a new coaching model that focuses on individualized learning and high-frequency interaction are priming HOPE for continued success and scalability as we propel into 2022.

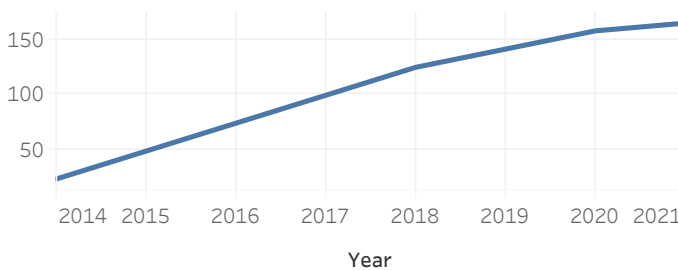
1 Million Black Businesses

Since its inception in October, 2020, more than 8,400 Black entrepreneurs and small business owners have signed up to participate in 1MBB with 822 Black small businesses created and 5,253 Black small businesses and aspiring entrepreneurs engaged in HOPE 1MBB services.

Thought Leadership

In 2021, HOPE completed multiple research projects investigating such topics as: teacher confidence when delivering personal financial literacy in the classroom (in partnership with Charles Schwab); the health of minority-owned small businesses (in partnership with Momentive); and the efficacy of financial empowerment services on the previously incarcerated (in partnership with CA Community Reinvestment Program).

HOPE Inside Locations Over Time



HOPE Production

| | 2021 | PTD |
|--------------------------------|---------|-----------|
| Clients Served | 54,826 | 1,642,987 |
| Financial Empowerment Services | 263,256 | 5,001,653 |
| HOPE Inside Adult | 193,899 | 2,430,867 |
| HOPE Inside Disaster | 63,364 | 1,494,972 |
| HOPE Inside Youth | 5,993 | 1,075,814 |

HOPE Impacts: 2021

+47
FICO Score



71% of HOPE clients saw an improvement to their FICO Score, of which the average increase was +47 points.

\$278M
Home Loans



HOPE helped clients obtain \$278M in funded mortgage loans in 2021; to date, the total is more than \$2 billion.

+\$295
Savings



HOPE clients were able to increase their savings on average by \$295 dollars after participation in HOPE coaching. To-date, HOPE clients have increased their total savings by \$11 million.

909
Sm. Businesses



909 HOPE clients started a new small business in 2021; 78% of which are owned by women and minorities. Since 2014, HOPE has helped 3,418 clients start a new small business.

-\$2,632
Debt



HOPE clients were able to reduce debt on average by \$2,632 dollars after participation in HOPE coaching. To-date, HOPE clients have reduced their total debt by \$166 million.

3/4
Fin. Health



3 out of 4 HOPE clients are less financially stressed and more financially confident after participating in HOPE programs.