



IBAT

BEST IN COMMUNITY BANKING *2023*



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IBAT BEST IN COMMUNITY BANKING

Financial Literacy

In 2022, First National Bank Texas (FNBT) continued their efforts to conduct financial literacy education classes and programs to empower building the community's financial well-being. The bank equipped its employees with the necessary tools, training, and resources to deliver financial literacy to address the financial health needs of the community.

Underserved communities remained the forefront of First National Bank's financial literacy focus. In partnership with Banzai, FNBT donated a total of \$32,333.32 toward financial education curriculum in LMI schools in 2022.

The goals of the 2022 financial literacy program were:

GOAL 1: Prepare employees

The Community Engagement Department provided financial literacy topics through the FDIC Money Smart Modules and created a Financial Literacy Library for employees to access presentations in both English and Spanish, guides to hosting a presentation, and printable presentation handouts. In 2022, 261 First National Bank Texas employees took part in providing financial literacy to 33,660 participants for a total of 1,219.75 hours dedicated to serving our community through financial literacy.

The Financial Literacy Library included the following topics:

- Borrowing Basics
- Buying a Home
- Credit Reports and Scores
- Disasters (Financial Preparation and Recovery)
- Older Adults
- Identity Theft
- Making Housing Decisions
- Managing Debt
- Using Credit Cards
- Spending and Savings Plan
- Income and Expenses
- Money Values and Influences
- Savings
- Building Financial Futures
- Careers in Banking
- Small Business
- Safe Banking for Seniors
- Young Adults
- Financial Goals
- Understanding Credit

GOAL 2: Reach out to partnered organizations

Financial literacy is crucial as it equips our community with the knowledge and tools needed to make informed decisions to maintain financial security. FNBT employees emphasized the bank's corporate commitment to its communities through their dedication to hosting financial literacy classes through the preferred method of its community partners to ensure they had the support they needed.

Focusing on building a strong financial literacy foundation is important at all ages. FNBT has a long-standing commitment to the youth in the communities it serves. In Central Texas, FNBT employees hosted the 13th annual Lemonade Day Fort Hood Area, an entrepreneurial program that teaches youth how to start, own, and operate their own business – a lemonade stand. Lemonade Day Fort Hood Area registered over 2,200 youth for the program and held a variety of events and contests such as Lemonade University, Little Squeezers, Design-a-Stand, Build-a-Stand, Best Tasting Lemonade Contest, Best Stand Contest, and Lemonpalooza. The Lemonade Day youth learned curriculum to help them become successful for their opening day of business during the first weekend in May. During the Lemonade Day events and throughout the curriculum, youth learned key financial literacy lessons such as how to set a financial goal, how to open a savings account, how to pay back their investor, and how to donate a portion of their proceeds to charity. Killeen FNBT employees in partnership with the Killeen Independent School District delivered financial literacy education routinely in schools at all levels; elementary, middle school and high school. These courses help the district to meet its financial literacy course requirements by leveraging curriculum provided by FNBT offered through Banzai. First Heroes National Bank (FHNb) employees (a division of FNBT) partnered with schools located on Fort Cavazos to support elementary school Career Days where the mission is to educate fifth graders on simple banking starters, savings and checking accounts basics, in addition to providing banking tips relevant for the elementary audience. The FHNb team also hosted an event for over 100 homeschooled children and their families, focused on savings plan skills, prioritizing needs vs. wants, while educating parents and teenagers on the importance of credit. FNBT has worked closely with the Boys & Girls Clubs in many of the communities it serves. In the San Antonio market, FNBT employees have established a monthly partnership to deliver monthly financial literacy topics to help educate their community's youth. The Houston market recognized the need to deliver financial education to youth in Spanish to assist in addressing a language barrier in the community. FNBT wrote and delivered "Your Money Values & Influences" in Spanish, which allowed the employees to communicate more effectively with their local community youth. Additionally, Houston employees also taught Super Saver classes to elementary school children at the Foundation Christian Academy to display the importance of building and creating a budget for their financial future.

Supporting the financial education needs of adults is vital to the financial health and stability of our communities. In Dallas, FNBT employees developed a yearlong partnership with ***Package of Love Care***, a non-profit organization to educate adults in navigating their finances. The program aimed to enhance skills, prevent financial loss, and foster positive banking relationships. Dallas employees also collaborated with ***Turtle Creek Rehab***, a residential and outpatient program in North Texas that treats addiction and mental health. They taught monthly to Turtle Creek Rehab residents on various financial literacy topics to include how to reactivate bank accounts, improve credit, and how to pay down current debt. In East Texas, FNBT employees worked with the ***Calvary Commission***, a group of churches and missions, to provide financial literacy skills. Participants learned about various bank products and services, how to open a savings and checking account with a financial institution, and how to maintain their banking accounts for financial success. In Arizona, our employees provide financial literacy education to the residents of New Leaf La Mesita, a family homeless shelter. FNBT delivered multiple financial literacy presentations to include budgeting, understanding credit, building credit, managing a bank account, savings accounts, and identity theft prevention.

Transitioning back into society after incarceration may present many challenges. Re-establishing or in many cases, establishing for the first time sound financial stability practices need to be learned/relearned upon release from incarceration. Since 2017, FNBT has provided financial literacy education support for residents at DISMAS facilities, a program that provides men and women transitioning from state and federal incarceration the skills and support to re-enter society as contributing members. FNBT supports DISMA locations through Texas, New Mexico and Arizona. During the DISMAS presentations, employees focused on savings skills, budgeting, and ways to successfully obtain and manage credit. With the success of the DISMAS partnerships, FNBT has found additional partners that support recently released inmates. In El Paso, employees work weekly with residents at the El Paso Halfway House to provide recently released parolees with financial education, primarily focused on how to create and achieve financial goals.

Since 1965, First Heroes National Bank (FHNB) and its employees has been committed to the financial success of the men and women of the military community and served over 87,441 Soldiers, family members and civilians in 2022. FHNB is committed to support III Corps and the Fort Cavazos command through Personal Financial Readiness by conducting education and counseling in budgeting, money management and financial planning.

By the request of the command, FHNB conducted monthly financial awareness briefings at the Commander-First Sergeant Pre-Command Course as part of a resident "troop school" for company

command teams prior to assuming their duties. In 2022, FHNB conducted 11 briefings to 454 Company Command Teams. Fort Cavazos RDO/SFRG Leader Course is designed to provide guidance, resources and training to assist newly appointed Regimental Duty Officers (RDO) and Soldier and Family Readiness Group (SFRG) leaders during unit deployments. FHNB briefed leaders in dealing with Soldiers and family members who may be experiencing financial problems. It was an opportunity to share FHNB fundraising opportunities, SFRG account options and how to schedule financial awareness classes. Military officers, RDOs and SFRGs leaders attended the course. In 2022, FHNB gave briefings to 349 appointed RDOs and SFRG leaders. FHNB participated in daily, weekly and bi-weekly III Corps, 1st Cavalry Division and 69th Air Defense Brigade newcomer briefings and classes welcoming newly assigned Soldiers and their families. Employees conduct Financial Awareness classes to these Soldiers and families by providing financial tips to help them with their transition. In 2022, FHNB gave 271 briefings and classes to 11,681 newly arrived Soldiers. In 2022, FHNB offered a one-hour financial awareness/consumer affairs class to all Fort Cavazos organizations, both military and civilian, upon request. The course focused on consumer related issues such as how to pay down credit card debt, understanding credit scores, auto buying, avoiding overdraft fees and saving for the future. In 2022, FHNB gave 330 classes to 9,705 Soldiers and families. Through the numerous financial literacy engagements hosted by FHNB on Fort Cavazos, the need to provide financial counseling became clear. In 2022, FHNB certified four additional employees with the National Association of Certified Credit Counselors equipping eight counselors total in order to expand services by providing free Financial Counseling. This initiative resulted in assisting over 1,278 Soldiers, Veterans and their families take control of their debt and develop a spending plan.

Military Banking VP, Fernando Fernandez, partnered with Fort Cavazos BOSS (Better Opportunity for Single Soldiers) program to discuss credit-scoring, factors affecting credit, and financial tools used in credit building. The BOSS program works with single soldiers to enhance their morale and welfare.

As the population ages, raising the awareness of our Senior Citizen community to spot signs of financial abuse or exploitation is vital to the preservation of their wealth. In Killeen, our employees assisted at their local senior center by speaking to the senior citizens during a health fair about elder abuse and exploitation, identity theft, and fraud. FNBT supports the **4-1 Community Strong**, an event that makes available to seniors necessary community resources. At this event, FNBT conducted financial literacy seminars, speaking to attendees about signs of financial abuse. Employees teamed up with the local **Killeen AARP** to assist low-income senior citizens with their federal income tax preparation in an effort to provide a future without senior citizen poverty. East Texas employees partnered with **Pilgrim Place Senior**

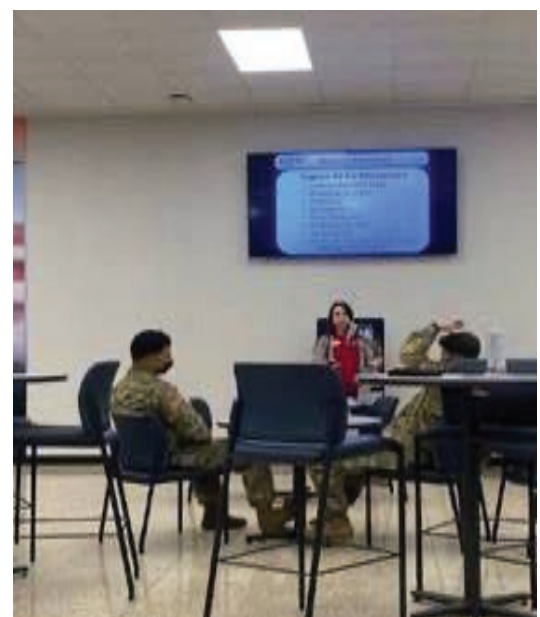
Living, hosting a class to provide the skills to manage finances to senior citizens. In New Mexico, our employees visited the **Community Resource Center** to educate senior citizens about identity theft while delivering the presentation in Spanish to help better communicate with the group.

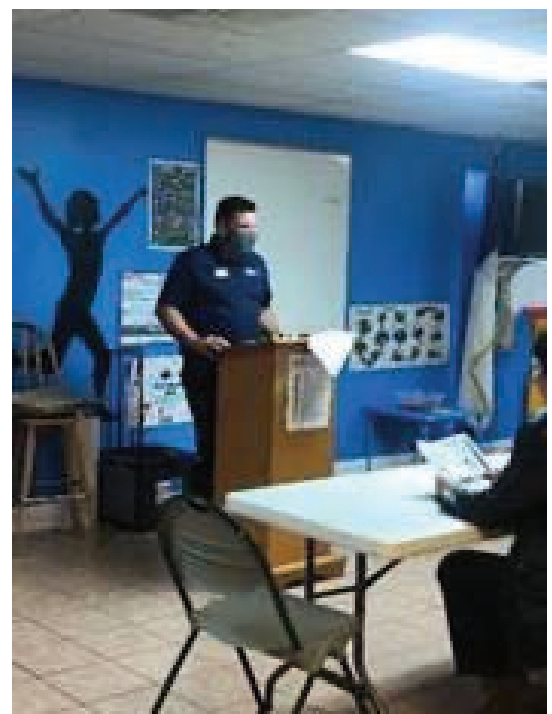
GOAL 3: Provide additional online resources

In 2022, FNBT partnered with Banzai and GreenPath to enhance the financial literacy resources it has made available to their customers. Banzai is an interactive program that provides real-world experience through articles, coaches, calculators and courses. Article topics include managing a financial crisis, planning for an emergency, losing a job, budgeting and over 80 more topics that are relevant. Banzai's financial literacy tools cater to the individual's financial literacy needs and are available to all customers through both the website as well as embedded into their mobile banking experience. The community and non-customers alike also have access to Banzai resources through the Bank's website. GreenPath is a non-profit organization that helps people manage difficult financial situations through counseling, education, and actionable solutions. For nearly 60 years, GreenPath has provided assistance to its clients in support of increasing their financial wellness through the investment made by FNBT. GreenPath's general counseling services are offered free of charge. The National Foundation certifies all GreenPath counselors for Credit Counseling (NFCC). Along with their professional counseling services, they also offer webinars, a podcast, and a blog filled with experiences and information. FNBT's commitment to focus on delivering critical financial literacy resource access to its customers and the communities it serves has generated large engagement. In 2022 over thirteen million instances of both Banzai and Green Path resources being accessed were tracked.

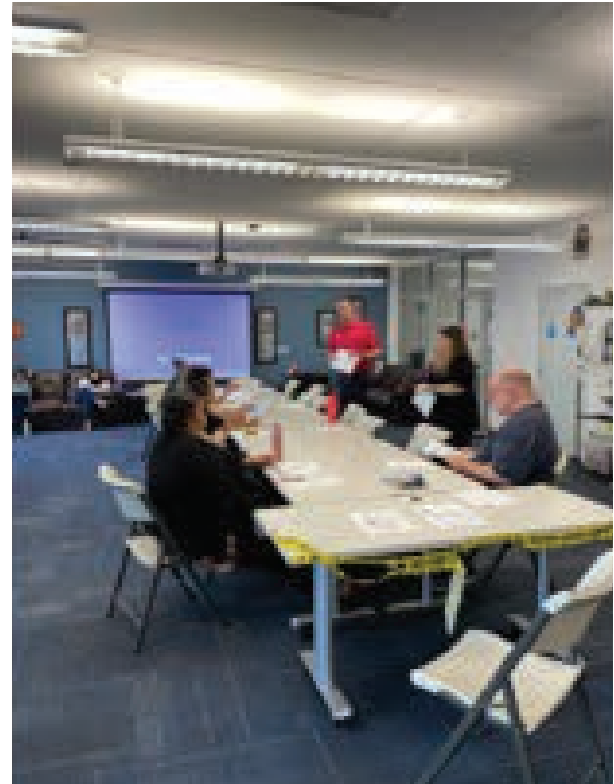
FNBT and its employees take great pride in being a part of its customers' and communities' financial literacy journey, which remains the key to financial stability. FNBT recognizes that the financial decisions our customers make today will have a lasting impact on their financial health. FNBT remains committed to continue investing in the financial future of its customers and communities.

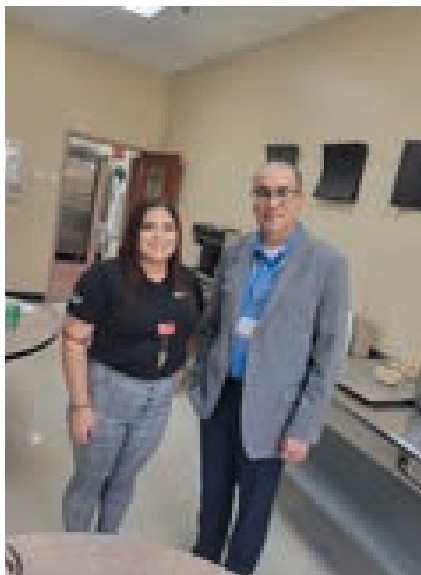






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