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# GLOBAL REPORTING INITIATIVE (GRI) INDEX

The Index includes GRI indicators that are relevant for our business. Unless otherwise noted, all data and descriptions apply to our entire Company and are as of the year ended December 31, 2020. This report is intended to meet “Core” requirements of GRI Standards. In some instances, we have also included non-core GRI General Disclosures in this Content Index where we met all or a portion of the requirements of the disclosure within the report or other externally published documents.

Topic-specific disclosures determined to be “non-material” and for which we do not provide significant content in this report have been omitted from this table.

*Certain information may not be disclosed within the index below if it is not considered material; privileged or confidential; could cause a competitive disadvantage to our business if publicly disseminated; or is not currently collected in a manner wholly correlative with the related GRI indicator.*

**Reporting status:**  Fully reporting  Partially reporting  Not reported

Indicator	Reporting Status	Response	Source(s)
<b>GRI 102: General Disclosures (2016)</b>			
ORGANIZATIONAL PROFILE			
<b>102-1</b> Name of the organization		Fifth Third Bancorp	
<b>102-2</b> Activities, brands, products, and services		Refer to pgs. 12-15 of the 2020 Annual Report. Refer to the “Economic” (pgs. <b>15</b> -28) section of the 2020 ESG Report.	<b>2020 Annual Report</b> 2020 ESG Report
<b>102-3</b> Location of headquarters		38 Fountain Square Plaza, Cincinnati, Ohio 45263	
<b>102-4</b> Location of operations		Refer to the “Markets Served” (pg. <b>20</b> ) sub-section of the 2020 ESG Report.	2020 ESG Report
<b>102-5</b> Ownership and legal form		Refer to pg. 17 of 2020 the Annual Report.	<b>2020 Annual Report</b>
<b>102-6</b> Markets served		Refer to the “Markets Served” (pg. <b>20</b> ) sub-section of the 2020 ESG Report.	2020 ESG Report

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Indicator	Reporting Status	Response	Source(s)
<b>102-7</b> Scale of the organization	●	Refer to pgs. 12-16 of the 2020 Annual Report. Refer to the “Economic” (pgs. <b>15</b> -28) section of the 2020 ESG Report.	<a href="#">2020 Annual Report</a> 2020 ESG Report
<b>102-8</b> Information on employees and other workers	◐	Refer to the “Employees” (pgs. <b>70</b> -83) sub-section of the 2020 ESG Report.	2020 ESG Report
<b>102-9</b> Supply chain	◐	Refer to the “Third-Party Management” (pg. <b>46</b> -47) and “Strengthening Supplier Diversity” (pg. <b>67</b> ) sub-sections of the 2020 ESG Report and the “Suppliers & Vendors” page on 53.com.	2020 ESG Report <a href="#">53.com</a>
<b>102-10</b> Significant changes to the organization and its supply chain	●	Refer to the “Overview of Management’s Discussion and Analysis of Financial Condition and Results of Operations” (pgs. 52-56) of the 2020 Annual Report.	<a href="#">2020 Annual Report</a>
<b>102-11</b> Precautionary Principle or approach	◐	Refer to the Environmental and Social (E&S) Policy.	<a href="#">E&amp;S Policy</a>
<b>102-12</b> External initiatives	◐	Refer to the “About this Report” (pg. <b>7</b> ) and “Our Approach to ESG” (pgs. <b>8</b> -10) sub- sections of the 2020 ESG Report.	2020 ESG Report
<b>102-13</b> Membership of associations	◐	Refer to the “About this Report” (pg. <b>7</b> ) and “Our Approach to ESG” (pgs. <b>8</b> -10) sub- sections of the 2020 ESG Report.	2020 ESG Report
STRATEGY & ANALYSIS			
<b>102-14</b> Statement from senior decision-maker	●	Refer to the “A Message from the Chairman & CEO” (pgs. <b>3</b> -4) and “Messages from the Board of Directors” (pgs. <b>5</b> -6) sub-sections of the 2020 ESG Report.	2020 ESG Report
<b>102-15</b> Key impacts, risks, and opportunities	●	Refer to the “Letter to Shareholders from CEO Greg Carmichael” (pgs. 1-11) and “Risk Factors” (pgs. 30-43) sub-sections of the 2020 Annual Report. Refer to the “Messages from the Board of Directors” (pgs. <b>5</b> -6) and “Environmental Risk Management” (pgs. <b>118</b> -120) sub-sections of the 2020 ESG Report.	<a href="#">2020 Annual Report</a> 2020 ESG Report
ETHICS & INTEGRITY			
<b>102-16</b> Values, principles, standards, and norms of behavior	●	Refer to the “Our Approach to ESG” (pgs. <b>8</b> -10) and “Business Ethics” (pgs. <b>33</b> -35) sub-sections of the 2020 ESG Report and the Employee Code of Business Conduct & Ethics.	2020 ESG Report <a href="#">Employee Code of Business Conduct &amp; Ethics</a>
<b>102-17</b> Mechanisms for advice and concerns about ethics	●	Refer to the “Business Ethics” (pgs. <b>33</b> -35) sub-section of the 2020 ESG Report and “Reporting Concerns” (pg. 7) sub-section of the Employee Code of Business Conduct & Ethics.	2020 ESG Report <a href="#">Employee Code of Business Conduct &amp; Ethics</a>

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Indicator	Reporting Status	Response	Source(s)
GOVERNANCE			
<b>102-18</b> Governance Structure	●	Refer to the “Corporate Governance” (pgs. <b>30-32</b> ) sub-section of the 2020 ESG Report, 53.com (Corporate Governance page), and Investor Relations website (ESG page).	2020 ESG Report <b><u>53.com</u></b> <b><u>Investor Relations website</u></b>
<b>102-19</b> Delegating authority	●	Refer to the “Corporate Governance” (pgs. <b>30-32</b> ) sub-section of the 2020 ESG Report and Nominating and Corporate Governance (NCG) Committee charter.	2020 ESG Report <b><u>NCG Committee charter</u></b>
<b>102-20</b> Executive-level responsibility for economic, environmental, and social topics	●	The Board of Directors is responsible for overseeing the corporate governance, strategy, and risks of Fifth Third, which include risks and opportunities relating to climate change.  The Chief Financial Officer (CFO) has been appointed as the executive-level position with responsibility for economic, environmental, and social topics. The CFO is a member on the ESG Committee and provides reports periodically to the Nominating and Corporate Governance Committee and the Board of Directors.	
<b>102-21</b> Consulting stakeholders on economic, environmental, and social topics	●	Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ) and “Climate Strategy” (pg. <b>110</b> ) sub-sections of the 2020 ESG Report and “Shareholder Engagement” (pg. 42) of the 2021 Proxy Statement.	2020 ESG Report <b><u>2021 Proxy Statement</u></b>
<b>102-22</b> Composition of the highest governance body and its committees	●	Refer to the “Committees Composition” (pg. 27) sub-section of the 2021 Proxy Statement.	<b><u>2021 Proxy Statement</u></b>
<b>102-23</b> Chair of the highest governance body	●	Refer to the “Committees Composition” (pg. 27) sub-section of the 2021 Proxy Statement.	<b><u>2021 Proxy Statement</u></b>
<b>102-24</b> Nominating and selecting the highest governance body	●	Refer to the “Election of Directors” (pgs. 14-26) sub-section of the 2021 Proxy Statement.	<b><u>2021 Proxy Statement</u></b>
<b>102-25</b> Conflicts of interest	●	Refer to the “Avoiding Conflicts of Interest” (pgs. 30-43) section of the Employee Code of Business Conduct & Ethics.	<b><u>Employee Code of Business Conduct &amp; Ethics</u></b>
<b>102-26</b> Role of highest governance body in setting purpose, values, and strategy	●	Refer to the Corporate Governance Guidelines and the “Joint Letter to Shareholders” in the 2021 Proxy Statement.	<b><u>Corporate Governance Guidelines</u></b> <b><u>2021 Proxy Statement</u></b>

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Indicator	Reporting Status	Response	Source(s)
<b>102-27</b> Collective knowledge of highest governance body	●	Refer to the “Director Skills Matrix” (pg. 25) of the 2021 Proxy Statement.	<b><u>2021 Proxy Statement</u></b>
<b>102-28</b> Evaluating the highest governance body’s performance	●	Refer to the “Corporate Governance” (pgs. <b>30-32</b> ) sub-section of the 2020 ESG Report.	2020 ESG Report
<b>102-29</b> Identifying and managing economic, environmental, and social impacts	◐	Refer to the “Our Approach to ESG” (pgs. <b>8-10</b> ), “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ) and “Corporate Governance” (pgs. <b>30-32</b> ) sub-sections of the 2020 ESG Report and NCG Committee charter.	2020 ESG Report <b><u>NCG Committee charter</u></b>
<b>102-30</b> Effectiveness of risk management processes	●	Refer to the “Enterprise Risk Management” (pgs. <b>37-40</b> ) sub-section of the 2020 ESG Report and Risk and Compliance Committee (RCC) charter.	2020 ESG Report <b><u>RCC charter</u></b>
<b>102-31</b> Review of economic, environmental, and social topics	●	Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ) sub-section of the 2020 ESG Report, NCG Committee charter, and RCC charter.	2020 ESG Report <b><u>NCG Committee charter</u></b> <b><u>RCC charter</u></b>
<b>102-32</b> Highest governance body’s role in sustainability reporting	●	Refer to the “Corporate Governance” (pgs. <b>30-32</b> ) sub-section of the 2020 ESG Report.	2020 ESG Report
<b>102-33</b> Communicating critical concerns	●	Refer to the NCG Committee, RCC, and Audit Committee charters.	<b><u>NCG Committee charter</u></b> <b><u>RCC charter</u></b> <b><u>Audit Committee charter</u></b>
<b>102-34</b> Nature and total number of critical concerns	○	Not Disclosed.	
<b>102-35</b> Remuneration policies	●	Refer to the “Corporate Governance” (pgs. <b>30-32</b> ) sub-section of the 2020 ESG Report and the “Board of Directors Compensation” (pgs. 43-45) and “Compensation Discussion and Analysis” (pgs. 46-65) sub-sections of the 2021 Proxy Statement.	2020 ESG Report <b><u>2021 Proxy Statement</u></b>
<b>102-36</b> Process for determining remuneration	●	Refer to the “Compensation Philosophy” (pg. <b>32</b> ) and “Compensation” (pgs. <b>78-80</b> ) sub-sections of the 2020 ESG Report and the “Board of Directors Compensation” (pgs. 43-45) and “Compensation Discussion and Analysis” (pgs. 46-65) sub-sections of the 2021 Proxy Statement.	2020 ESG Report <b><u>2021 Proxy Statement</u></b>
<b>102-37</b> Stakeholders’ involvement in remuneration	●	At Fifth Third’s 2021 Annual Meeting, shareholders approved a non-binding advisory “Say-on-Pay” proposal with 87% of the votes cast voting in favor.  Refer to the “Board of Directors Compensation” (pgs. 43-45) and “Compensation Discussion and Analysis” (pgs. 46-65) sub-sections of the 2021 Proxy Statement.	<b><u>2021 Proxy Statement</u></b>

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Indicator	Reporting Status	Response	Source(s)
<b>102-38</b> Annual total compensation ratio	●	As of December 31, 2020, the ratio of the annual total compensation for our CEO to the median of the annual total compensation of our employees was 141:1.  Refer to the “CEO Pay Ratio” (pgs. 67-68) section of the 2021 Proxy Statement.	<a href="#"><u>2021 Proxy Statement</u></a>
<b>102-39</b> Percentage increase in annual total compensation ratio	●	The annual total compensation ratio increased from 132:1 as of December 31, 2019 to 141:1 as of December 31, 2020.  Refer to the “CEO Pay Ratio” section of the 2020 Proxy Statement (pgs. 63-64) and the 2021 Proxy Statement (pg. 67).	<a href="#"><u>2020 Proxy Statement</u></a> <a href="#"><u>2021 Proxy Statement</u></a>
STAKEHOLDER ENGAGEMENT			
<b>102-40</b> List of stakeholder groups	●	Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ) sub-section of the 2020 ESG Report.	2020 ESG Report
<b>102-41</b> Collective bargaining agreements	○	Not Disclosed.	
<b>102-42</b> Identifying and selecting stakeholders	●	Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ) sub-section of the 2020 ESG Report.	2020 ESG Report
<b>102-43</b> Approach to stakeholder engagement	●	Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ) sub-section of the 2020 ESG Report.	2020 ESG Report
<b>102-44</b> Key topics and concerns raised	●	Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ) sub-section of the 2020 ESG Report. The environmental, social, and governance topics included in the materiality assessment are discussed throughout the 2020 ESG Report.	2020 ESG Report
REPORTING PRACTICE			
<b>102-45</b> Entities included in the consolidated financial statements	●	Refer to the “Corporate & Economic Profile” (pgs. <b>16</b> -17) sub-section of the 2020 ESG Report and the “Business Segment Review” (pgs. 73-82) and Note 32 “Business Segments” (pgs. 230-233) of the 2020 Annual Report.	2020 ESG Report <a href="#"><u>2020 Annual Report</u></a>
<b>102-46</b> Defining report content and topic Boundaries	●	Refer to the “About this Report” (pg. <b>7</b> ), “Our Approach to ESG” (pgs. <b>8</b> -10) and “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ) sub-sections in the 2020 ESG Report.	2020 ESG Report

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Indicator	Reporting Status	Response	Source(s)
<p><b>102-47</b> List of material topics</p>		<p>The following GRI topics were considered material for our reporting:</p> <ul style="list-style-type: none"> <li>• 102: General Disclosures (2016)</li> <li>• 201: Economic Performance (2016)</li> <li>• 202: Market Presence (2019)</li> <li>• 203: Indirect Economic Impacts (2016)</li> <li>• 204: Procurement Practices (2016)</li> <li>• 205: Anti-Corruption (2016)</li> <li>• 206: Anti-Competitive Behavior (2016)</li> <li>• 302: Energy (2016)</li> <li>• 303: Water &amp; Effluent (2018)</li> <li>• 305: Emissions (2016)</li> <li>• 306: Waste (2020)</li> <li>• 307: Environmental Compliance (2016)</li> <li>• 401: Employment (2016)</li> <li>• 404: Training &amp; Education (2016)</li> <li>• 405: Diversity &amp; Equal Opportunity (2016)</li> <li>• 410: Security Practices (2018)</li> <li>• 412: Human Rights Assessment (2016)</li> <li>• 413: Local Communities (2016)</li> <li>• 415: Public Policy (2016)</li> <li>• 417: Marketing &amp; Labeling (2016)</li> <li>• 418: Customer Privacy (2016)</li> <li>• 419: Socioeconomic Compliance (2016)</li> </ul>	
<p><b>102-48</b> Restatements of information</p>		<p>There were no material financial restatements since the prior report.</p>	
<p><b>102-49</b> Changes in reporting</p>		<p>2019 was the first year Fifth Third prepared a report in accordance with the GRI. In 2020, the following were added as material topics:</p> <ul style="list-style-type: none"> <li>• 202 - Market Presence (2019)</li> <li>• 410 - Securities Practices (2016)</li> </ul>	
<p><b>102-50</b> Reporting period</p>		<p>This report covers the period of January 1, 2020 through December 31, 2020, unless otherwise noted, and the narrative may include progress updates through March 31, 2021 where applicable.</p>	

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Indicator	Reporting Status	Response	Source(s)
<b>102-51</b> Date of most recent report	●	The most recent previous report was 2019.	
<b>102-52</b> Reporting cycle	●	The ESG Report is expected to be reported on an annual basis.	
<b>102-53</b> Contact point for questions regarding the report	●	Email Investor Relations at <a href="mailto:IR@53.com">IR@53.com</a> .	
<b>102-54</b> Claims of reporting in accordance with the GRI Standards	●	This report has been prepared in accordance with the GRI Standards: Core option.	
<b>102-55</b> GRI content index	●	GRI content index was included in the 2020 ESG Report (Section VI – pgs. <a href="#">128</a> -148).	2020 ESG Report
<b>102-56</b> External assurance	●	Certain contents in the following topics have were independently verified: <ul style="list-style-type: none"> <li>• 302: Energy (2016)</li> <li>• 303: Water &amp; Effluent (2018)</li> <li>• 305: Emissions (2016)</li> <li>• 306: Waste (2020)</li> </ul> Verification statements are available in the Additional Disclosures section of <a href="http://ir.53.com/esg">ir.53.com/esg</a> .	
<b>GRI 201: Economic Performance (2016)</b>			
<b>103-1</b> Explanation of the material topic and its Boundary <b>103-2</b> The management approach and its components <b>103-3</b> Evaluation of the management approach		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <a href="#">11</a> ) sub-section and the “Economic” (pgs. <a href="#">15</a> -28) section of the 2020 ESG Report.	2020 ESG Report
<b>201-1</b> Direct economic value generated and distributed	●	Refer to pgs. 1-16 and 55-92 in 2020 Annual Report and the “Communities” section (pgs. <a href="#">84</a> -108) of the 2020 ESG Report.	<a href="#">2020 Annual Report</a> 2020 ESG Report
<b>201-2</b> Financial implications and other risks and opportunities due to climate change	●	Refer to the “Environmental Risk Management” (pgs. <a href="#">118</a> -120) and “Transition to a Sustainable Future” (pgs. <a href="#">121</a> -124) sub-sections of the 2020 ESG Report.  Fifth Third Bancorp received a Leadership Band score of A- from the CDP in the 2020 Climate Change scoring cycle. The Bank’s CDP questionnaire responses are available on our Investor Relations website.	2020 ESG Report <a href="#">CDP - Climate Change Questionnaire Responses</a>

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Indicator	Reporting Status	Response	Source(s)
<p><b>201-3</b> Defined benefit plan obligations and other retirement plans</p>		<p>Fifth Third Bancorp recognizes the overfunded and underfunded status of its Retirement and Benefit Plans as an asset and liability, respectively, in Note 23 “Retirement and Benefit Plans” to Consolidated Financial Statements (pgs. 205-207) of the 2020 Annual Report.</p> <p>The Defined Benefit Pension Plan was frozen (participation and benefit accruals) in 1998. There is a trust fund that holds the assets that fund this plan. The plan’s liabilities (Projected Benefit Obligation under FASB Accounting Standards) as of December 31, 2020 were \$184,929,815 versus the fair value of assets as of December 31, 2020 in the pension trust of \$173,401,325.</p> <p>Assumptions used to value the plan’s liabilities: The Projected Benefit Obligation is based on a 2.26% discount rate. The mortality assumption used is as follows: For non-annuitants, PRI-2012 “Employees” table with generational projection using scale MP-2020. For annuitants, PRI-2012 “Non-Disabled” table with generational projection using scale MP-2020.</p> <p>Fifth Third Bank’s main ongoing retirement program is a 401(k) plan that will provide a match of up to 7% of eligible compensation. 83 percent of employees participate in this plan. Employees may contribute up to the maximum allowable by law and the Bank matches the employees’ contributions based on the following schedule:</p> <p>Employee contribution / Employer contribution</p> <ul style="list-style-type: none"> <li>• 1% of eligible pay / 1.5% of eligible pay</li> <li>• 2% of eligible pay / 3% of eligible pay</li> <li>• 3% of eligible pay / 4% of eligible pay</li> <li>• 4% of eligible pay / 5% of eligible pay</li> <li>• 5% of eligible pay / 6% or eligible pay</li> <li>• 6% or more of eligible pay / 7% of eligible pay</li> </ul>	<p><b><u>2020 Annual Report</u></b></p>
<p><b>201-4</b> Financial assistance received from government</p>		<p>Applicable income tax expense for all periods includes the benefit from tax-exempt income, tax-advantaged investments, certain gains on sales of leveraged leases that are exempt from federal taxation and tax credits (and other related tax benefits).</p> <p>Refer to Note 22 “Income Taxes” to Consolidated Financial Statements (pgs. 203-204) of the 2020 Annual Report.</p>	<p><b><u>2020 Annual Report</u></b></p>

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 202: Indirect Economic Impacts (2019)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ) and “Compensation” (pgs. <b>78-81</b> ) sub- sections of the 2020 ESG Report.	2020 ESG Report
<b>202-1</b> Ratios of standard entry level wage by gender compared to local minimum wage		<p>In 2019, we increased our minimum hourly wage from \$15 to \$18. This benefited approximately 4,900 employees—nearly 25% of our workforce—primarily in retail branches and operations functions such as customer contact centers. In our Ohio, Michigan and Illinois regions, our minimum wage is up to 200% higher than the state minimum wage*. It represents an additional investment by the Bank of approximately \$15 million per year to help our employees succeed at work and at home.</p> <p>*State minimum wages: OH - \$8.80, MI - \$9.87, IL - \$11</p>	
<b>202-2</b> Proportion of senior management hired from the local community		Not disclosed.	
<b>GRI 203: Indirect Economic Impacts (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>), “Economic” (pgs. <b>15-28</b>), “Strengthening Supplier Diversity” (pg. <b>67</b>), “Communities” (pgs. <b>84-108</b>), “Environment” (pgs. <b>109-126</b>) sections and sub-sections of the 2020 ESG Report</p> <p>Refer to the Supplier Code of Conduct.</p>	<p>2020 ESG Report</p> <p><b>Supplier Code of Conduct</b></p>
<b>203-1</b> Infrastructure investments and services supported		Refer to the “Communities” (pgs. <b>84-108</b> ) section of the 2020 ESG Report.	2020 ESG Report
<b>203-2</b> Significant indirect economic impacts		Refer to the “Empowering Customers” (pgs. <b>25-27</b> ) and “Communities” (pgs. <b>84-108</b> ) sub-sections of the 2020 ESG Report.	2020 ESG Report




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Indicator	Reporting Status	Response	Source(s)
<b>GRI 204: Procurement Practices (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>) and the “Green Procurement” (pg. <b>117</b>) sub-section of the 2020 ESG Report.</p> <p>Refer to the “Environmental Management and Sustainability” (pg. 7) section of the Supplier Code of Conduct.</p>	<p>2020 ESG Report</p> <p><b><u>Supplier Code of Conduct</u></b></p>
<p><b>204-1</b> Proportion of spending on local suppliers</p>		<p>Refer to the “Strengthening Supplier Diversity” (pgs. <b>67</b>) sub-section of the 2020 ESG Report.</p>	<p>2020 ESG Report</p>
<b>GRI 205: Anti-Corruption (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>), “Business Ethics” (pgs. <b>33-35</b>) and “Third-Party Management” (pgs. <b>46-47</b>) sub-sections of the 2020 ESG Report.</p> <p>Refer to the “Complying with Laws, Regulations and Policies” (pgs. 22-29) section of the Employee Code of Business Conduct &amp; Ethics.</p> <p>Refer to the “Business Ethics” (pg. 3) section of the Supplier Code of conduct.</p>	<p>2020 ESG Report</p> <p><b><u>Employee Code of Business Conduct &amp; Ethics</u></b></p> <p><b><u>Supplier Code of Conduct</u></b></p>
<p><b>205-1</b> Operations assessed for risks related to corruption</p>		<p>Refer to the “Anti-Competitive Activities” (pg. <b>34</b>) sub-section of 2020 ESG Report and the “Complying with Laws, Regulations and Policies” (pgs. 22-29) section of the Employee Code of Business Conduct &amp; Ethics.</p>	<p>2020 ESG Report</p> <p><b><u>Employee Code of Business Conduct &amp; Ethics</u></b></p>
<p><b>205-2</b> Communication and training about anti-corruption policies and procedures</p>		<p>Refer to the “Business Ethics” (pgs. <b>33-35</b>) sub-section of 2020 ESG Report.</p>	<p>2020 ESG Report</p>
<p><b>205-3</b> Confirmed incidents of corruption and actions taken</p>		<p>Refer to Note 20 “Legal and Regulatory Proceedings” to Consolidated Financial Statements (pgs. 198-200) in the 2020 Annual Report.</p>	<p><b><u>2020 Annual Report</u></b></p>
<b>GRI 206: Anti-Competitive Behavior (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>) and “Business Ethics” (pgs. <b>33-35</b>) sub-sections of the 2020 ESG Report.</p>	<p>2020 ESG Report</p>

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Indicator	Reporting Status	Response	Source(s)
<b>206-1</b> Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	●	Refer to Note 20 “Legal and Regulatory Proceedings” to Consolidated Financial Statements (pgs. 198-200) of the 2020 Annual Report.	<b>2020 Annual Report</b>
<b>GRI 302: Energy (2016)</b>			
<b>103-1</b> Explanation of the material topic and its Boundary		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) and “Environment” (pgs. 109-126) sections of the 2020 ESG Report.	2020 ESG Report
<b>103-2</b> The management approach and its components		Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4 .2) (C4 .2a) (C4 .2b) (C4 .3b) (C7 .9a) (C8).	<b>CDP - Climate Change Questionnaire Responses</b>
<b>103-3</b> Evaluation of the management approach			
<b>302-1</b> Energy consumption within the organization	●	Total energy use within the organization in 2020 was 216,340 MWh. Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report. Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4 .2) (C4 .2a) (C4 .2b) (C4 .3b) (C7 .9a) (C8).	2020 ESG Report <b>CDP - Climate Change Questionnaire Responses</b>
<b>302-2</b> Energy consumption outside of the organization	○	Not Disclosed.	
<b>302-3</b> Energy intensity	●	Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report. Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C6 .10).	2020 ESG Report <b>CDP - Climate Change Questionnaire Responses</b>
<b>302-4</b> Reduction of energy consumption	●	Fifth Third has reduced energy consumption by 23% since 2014 based on per square foot owned or ground-leased buildings where we receive a utility bill. Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report. Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4 .2) (C4 .2b) (C4 .3b) (C7 .9a).	2020 ESG Report <b>CDP - Climate Change Questionnaire Responses</b>
<b>302-5</b> Reductions in energy requirements of products and services	○	Not Disclosed.	





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Indicator	Reporting Status	Response	Source(s)
<b>GRI 303: Water &amp; Effluents (2018)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>) and “Environment” (pgs. <b>109-126</b>) sections of 2020 ESG Report.</p>	<p>2020 ESG Report</p>
<p><b>303-1</b> Interactions with water as a shared resource</p>		<p>Fifth Third tracks water purchased from local water utilities as tracked by utility water meters. Fifth Third committed to reducing its water consumption 20% by 2022. This commitment was made with the understanding that water is a limited resource and requires significant energy (and in most cases, emissions) to manage. To date, Fifth Third has reduced its total water consumption 31% compared to 2014.</p> <p>Refer to the “Operational Sustainability” (pgs. <b>111-117</b>) sub-section and “Environmental Data” table (pg. <b>125-126</b>) of the 2020 ESG Report.</p>	<p>2020 ESG Report</p>
<p><b>303-2</b> Management of water discharge-related impacts</p>		<p>Fifth Third tracks water purchased from local water utilities as tracked by utility water meters. Fifth Third committed to reducing its water consumption 20% by 2022. This commitment was made with the understanding that water is a limited resource and requires significant energy (and in most cases, emissions) to manage. To date, Fifth Third has reduced its total water consumption 31% compared to 2014.</p> <p>Refer to the “Operational Sustainability” (pgs. <b>111-117</b>) sub-section and “Environmental Data” table (pg. <b>125-126</b>) of the 2020 ESG Report.</p>	<p>2020 ESG Report</p>
<p><b>303-3</b> Water withdrawal</p>		<p>As a financial institution that operates office space, water usage (withdraw) typically involves the use of municipal water for sinks/bathrooms, office cleaning, landscape irrigation and some minimal mechanical uses. In a small number of cases, Fifth Third uses local on-site water wells as a water source. Water is discharged to municipal sewer systems or to the ground in the case of retail landscaping activity.</p> <p>Refer to the “Operational Sustainability” (pgs. <b>111-117</b>) sub-section and “Environmental Data” table (pg. <b>125-126</b>) of the 2020 ESG Report.</p>	<p>2020 ESG Report</p>




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Indicator	Reporting Status	Response	Source(s)
<b>303-5</b> Water consumption	◐	<p>Fifth Third tracks water purchased from local water utilities as tracked by utility water meters. Fifth Third committed to reducing its water consumption 20% by 2022. This commitment was made with the understanding that water is a limited resource and requires significant energy (and in most cases, emissions) to manage. To date, Fifth Third has reduced its total water consumption 31% compared to 2014.</p> <p>Refer to the “Operational Sustainability” (pgs. <b>111</b>-117) sub-section and “Environmental Data” table (pg. <b>125</b>-126) of the 2020 ESG Report.</p>	2020 ESG Report
<b>GRI 305: Emissions (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>) and “Environment” (pgs. <b>109</b>-126) sections of 2020 ESG Report.</p> <p>Refer to our most recent CDP submission which is available on the Investor Relations website.</p>	<p>2020 ESG Report</p> <p><b><u>CDP - Climate Change Questionnaire Responses</u></b></p>
<b>305-1</b> Direct (Scope 1) GHG emissions	●	<p>Scope 1 greenhouse gas emissions in 2020 were 12,995 MTCO<sub>2</sub>e.</p> <p>Fifth Third retired carbon offsets for 100% of Scope 1 emissions to achieve carbon neutrality in 2020. Carbon offsets were obtained from Recast Energy biomass project (Louisville, KY). All carbon offsets have been NSF certified.</p> <p>Scope 1 emissions have been independently verified. Verification statements are available in the Additional Disclosures section of <a href="http://ir.53.com/esg">ir.53.com/esg</a>.</p> <p>Refer to the “Operational Sustainability” (pgs. <b>111</b>-117) sub-section and “Environmental Data” table (pg. <b>125</b>-126) of the 2020 ESG Report.</p> <p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C5 .1) (C6 .1).</p>	<p>2020 ESG Report</p> <p><b><u>CDP - Climate Change Questionnaire Responses</u></b></p>

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Indicator	Reporting Status	Response	Source(s)
<p><b>305-2</b> Energy indirect (Scope 2) GHG emissions</p>		<p>Scope 2 greenhouse gas emissions in 2020 were 72,695 MTCO<sub>2</sub>e (location-based).</p> <p>Fifth Third retired renewable energy certificates (RECs) for 100% Scope 2 emissions to achieve carbon neutrality in 2020. RECs were obtained from MS Solar 3 (MS) and Beacon Solar (CA). All RECs have been Green-E certified.</p> <p>Scope 2 emissions have been independently verified. Verification statements are available in the Additional Disclosures section of <a href="https://ir.53.com/esg">ir.53.com/esg</a>.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p> <p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C5 .1) (C6 .3).</p>	<p>2020 ESG Report  <a href="#"><u>CDP - Climate Change Questionnaire Responses</u></a></p>
<p><b>305-3</b> Other indirect (Scope 3) GHG emissions</p>		<p>Scope 3 Business travel greenhouse gas emissions in 2020 were 3,952 MTCO<sub>2</sub>e (business travel only).</p> <p>Fifth Third retired carbon offsets for 100% of Scope 3 Business travel emissions to achieve carbon neutrality in 2020. Carbon offsets were obtained from Recast Energy biomass project (Louisville, KY). All carbon offsets have been NSF certified.</p> <p>Scope 3 emissions have been independently verified. Verification statements are available in the Additional Disclosures section of <a href="https://ir.53.com/esg">ir.53.com/esg</a>.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p> <p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see section (C6 .5).</p>	<p>2020 ESG Report  <a href="#"><u>CDP - Climate Change Questionnaire Responses</u></a></p>
<p><b>305-4</b> GHG emissions intensity</p>		<p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C6 .10).</p>	<p><a href="#"><u>CDP - Climate Change Questionnaire Responses</u></a></p>
<p><b>305-5</b> Reduction of GHG emissions</p>		<p>In 2017, Fifth Third set five bold sustainability goals, including a reduction of location-based greenhouse gas (GHG) emissions of 25% from a 2014 baseline. In 2019, Fifth Third achieved this goal and by the end of 2020 had reduced location-based emissions by 41%. Using the market-based method of GHG accounting, which allows companies to account for power they have contracted for, Fifth Third reduced emissions by 100%, achieving carbon neutrality in 2020.</p> <p>Refer to the “Operational Sustainability” (pgs. 111-117) sub-section and “Environmental Data” table (pg. 125-126) of the 2020 ESG Report.</p> <p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4 .3) (C4 .3a) (C4 .3b) (C5 .1) (C7 .9a).</p>	<p>2020 ESG Report  <a href="#"><u>CDP - Climate Change Questionnaire Responses</u></a></p>

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 306: Waste (2020)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ) and “Environment” (pgs. <b>109</b> -126) sections of 2020 ESG Report.	2020 ESG Report
<b>306-1</b> Waste generation and significant waste-related impacts		<p>Waste (tons) in 2020:</p> <ul style="list-style-type: none"> <li>Recycled/composted material: 1,823</li> <li>Secure shred paper recycling: 3,935</li> <li>Municipal solid waste: 4,257</li> </ul> <p>Refer to the “Operational Sustainability” (pgs. <b>111</b>-117) sub-section and “Environmental Data” table (pg. <b>125</b>-126) of the 2020 ESG Report.</p>	2020 ESG Report
<b>306-2</b> Management of significant waste-related impacts		<p>Our focus on secure destruction and recycling of paper remains a priority and included the recycling of more than 8 million pounds of paper in 2020. Fifth Third has also continued to support digitization in office and customer-facing applications to reduce the need and use of paper. With respect to construction and demolition activity, Fifth Third has established diversion requirements for partners to ensure material is being managed responsibly. At our Madisonville campus in Cincinnati, we have instituted food waste composting as an additional waste mitigation strategy.</p> <p>Refer to the “Operational Sustainability” (pgs. <b>111</b>-117) sub-section and “Environmental Data” table (pg. <b>125</b>-126) of the 2020 ESG Report.</p>	2020 ESG Report
<b>306-5</b> Waste directed to disposal		<p>Fifth Third waste diversion rate in 2020 was 57.5%.</p> <p>Refer to the “Operational Sustainability” (pgs. <b>111</b>-117) sub-section and “Environmental Data” table (pg. <b>125</b>-126) of the 2020 ESG Report.</p>	2020 ESG Report

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 307: Environmental Compliance (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ) sub-section of 2020 ESG Report.	2020 ESG Report
<b>307-1</b> Non-compliance with environmental laws and regulations		Any material non-compliance with environmental laws and regulations would be reported in the 2020 Annual Report.	<b><u>2020 Annual Report</u></b>
<b>GRI 401: Employment (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ), “Inclusion and Diversity” (pgs. <b>54-69</b> ) and “Employees” (pgs. <b>70-83</b> ) sub-sections of the 2020 ESG Report.  Refer to the “Careers” page on 53.com.	2020 ESG Report  <b><u>Careers.53.com</u></b>
<b>401-1</b> New employee hires and employee turnover		<p>In 2020:</p> <ul style="list-style-type: none"> <li>• Total number of new employees: 3,148.</li> <li>• Internal % Hires: 1,994 internal hires, 38.8% of all hires</li> <li>• Average number of open requisitions: 1,093 open requisitions</li> <li>• Total hires for the year: 5,142 employees</li> <li>• Employee turnover: 13.9%</li> </ul> <p>Refer to the “Employees” (pgs. <b>70-83</b>) section of the 2020 ESG Report.</p>	2020 ESG Report
<b>401-2</b> Benefits provided to full-time employees that are not provided to temporary or part-time employees		<p>U.S. is the definition used for significant operations. The benefits are available to all full-time and part-time (20+hours) except long-term disability and adoption reimbursement benefits are for full-time employees only.</p> <p>Refer to the “Retain” (pgs. <b>78-80</b>) sub-section of the 2020 ESG Report.</p>	2020 ESG Report
<b>401-3</b> Parental leave		Refer to the “Retain” (pgs. <b>78-80</b> ) sub-section of the 2020 ESG Report.	2020 ESG Report





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Indicator	Reporting Status	Response	Source(s)
<b>GRI 404: Training &amp; Education (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>) and “Develop” (pgs. <b>73-77</b>) sub-section of the 2020 ESG Report.</p> <p>Refer to the “Careers” page on 53.com.</p>	<p>2020 ESG Report</p> <p><a href="https://www.53.com/careers">Careers.53.com</a></p>
<b>404-1</b> Average hours of training per year per employee		<p>Average training per employee in 2020 was 36.6 hours.</p> <p>Refer to the “Develop” (pgs. <b>73-77</b>) sub-section of the 2020 ESG Report.</p>	2020 ESG Report
<b>404-2</b> Programs for upgrading employee skills and transition assistance programs		<p>Refer to the “Develop” (pgs. <b>73-77</b>) sub-section of 2020 ESG Report for listing of programs to upgrade and development employee skills.</p> <p>Employees are eligible for transition assistance when an organizational change results in termination of employment.</p>	2020 ESG Report
<b>404-3</b> Percentage of employees receiving regular performance and career development reviews		Refer to the “Performance Management” (pg. <b>76-77</b> ) sub-section of the 2020 ESG Report.	2020 ESG Report
<b>GRI 405: Diversity &amp; Equal Opportunity (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b> ), “Corporate Governance” (pgs. <b>30-32</b> ) and “Inclusion and Diversity” (pgs. <b>54-69</b> ) of the 2020 ESG Report.	2020 ESG Report
<b>405-1</b> Diversity of governance bodies and employees		<p>Fifth Third’s Board is 33% female, 20% ethnic diverse, and 40% either female or ethnic diverse.</p> <p>Refer to the “Governance Highlights” (pg. 5) of 2021 Proxy Statement and the “Corporate Governance” section (pgs. <b>30-32</b>) and “Employee Demographics” table (pg. <b>60</b>) of the 2020 ESG Report.</p>	<p><b>2021 Proxy Statement</b></p> <p>2020 ESG Report</p>
<b>405-2</b> Ratio of basic salary and remuneration of women to men		Refer to the “Compensation” sub section (pg. <b>78</b> ) of the 2020 ESG Report.	2020 ESG Report

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 410: Security Practices (2018)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>), “Corporate Governance” (pgs. <b>30-32</b>) and “Inclusion and Diversity” (pgs. <b>54-69</b>) of the 2020 ESG Report.</p>	2020 ESG Report
<b>410-1</b> Security personnel trained in human rights policies and procedures		<p>100% of Physical Security plus all contracted guards complete the required Fifth Third Annual Compliance courses.</p> <p>Refer to the “Workplace Safety and Security” (pg. <b>83</b>) sub-section of the 2020 ESG Report.</p>	2020 ESG Report
<b>GRI 412: Human Rights Assessment (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to our Human Rights Statement, the “Human Rights” section in the E&amp;S Policy and the “Human Rights” (pg. <b>35</b>) sub-section of the 2020 ESG Report.</p> <p>Refer to the “Human Rights” (pg. 21) sub-section of the Employee Code of Business Conduct and Ethics.</p> <p>Refer to the “Labor, Human Rights, and Social Responsibility” (pgs. 5-6) of the Supplier Code of Conduct.</p>	<p><b>Human Rights statement</b></p> <p><b>E&amp;S Policy</b></p> <p>2020 ESG Report</p> <p><b>Employee Code of Business Conduct &amp; Ethics</b></p> <p><b>Supplier Code of Conduct</b></p>
<b>412-1</b> Operations that have been subject to human rights reviews or impact assessments		<p>In 2020 and for the fifth consecutive year, Fifth Third has been awarded a score of 100% on the Corporate Equality Index (CEI), the nation’s premier benchmarking survey and report on corporate policies and practices related to LGBT workplace equality, administered by the Human Rights Campaign (HRC) Foundation.</p> <p>Refer to the “Human Rights” (pg. <b>35</b>) and “Inclusion and Diversity” (pgs. <b>54-69</b>) sub-sections of the 2020 ESG Report.</p>	2020 ESG Report


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Indicator	Reporting Status	Response	Source(s)
<b>412-2</b> Employee training on human rights policies or procedures		In 2020 and for the fifth consecutive year, Fifth Third has been awarded a score of 100% on the Corporate Equality Index (CEI), the nation's premier benchmarking survey and report on corporate policies and practices related to LGBT workplace equality, administered by the Human Rights Campaign (HRC) Foundation.  Refer to the "Human Rights" (pg. <b>35</b> ) and "Inclusion and Diversity" (pgs. <b>54-69</b> ) sub-sections of the 2020 ESG Report.	2020 ESG Report
<b>412-3</b> Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening		In 2020 and for the fifth consecutive year, Fifth Third has been awarded a score of 100% on the Corporate Equality Index (CEI), the nation's premier benchmarking survey and report on corporate policies and practices related to LGBT workplace equality, administered by the Human Rights Campaign (HRC) Foundation.  Refer to the "Human Rights" (pg. <b>35</b> ) and "Inclusion and Diversity" (pgs. <b>54-69</b> ) sub-sections of the 2020 ESG Report.	2020 ESG Report
<b>GRI 413: Local Communities (2016)</b>			
<b>103-1</b> Explanation of the material topic and its Boundary <b>103-2</b> The management approach and its components <b>103-3</b> Evaluation of the management approach		Refer to the "Stakeholder Engagement and Materiality Assessment" (pg. <b>11</b> ), "Strengthening Supplier Diversity" (pg. <b>67</b> ), "Communities" (pgs. <b>84-108</b> ) and "Environment" (pgs. <b>110-126</b> ) sections and sub-sections of the 2020 ESG Report.	2020 ESG Report
<b>413-1</b> Operations with local community engagement, impact assessments, and development programs		Refer to the "Communities" (pgs. <b>84-108</b> ) sub-section of 2020 ESG Report.	2020 ESG Report
<b>413-2</b> Operations with significant actual and potential negative impacts on local communities		Any significant actual or potential negative impacts of operations would be reported in the 2020 Annual Report..	<b>2020 Annual Report</b>

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 415: Public Policy (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>). “Public Policy and Government Relations” (pg. <b>36</b>) sub-section of the 2020 ESG Report.</p> <p>Refer to the Governance Affairs Policy and our Political Contributions Reports that are available on the Investor Relations website.</p>	<p>2020 ESG Report</p> <p><u><b>Government Affairs Policy</b></u></p> <p><u><b>Political Contributions Reports</b></u></p>
<b>415-1</b> Political contributions	●	Our Political Contributions Reports are available on the Investor Relations website.	<u><b>Political Contributions Reports</b></u>
<b>GRI 417: Marketing &amp; Labeling (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>) and “Responsible Banking” (pgs. <b>21-24</b>) sub-sections of the 2020 ESG Report.</p> <p>Refer to the “Fair and Honest Business Practices” (pg. 17) of the Employee Code of Business Conduct &amp; Ethics.</p>	<p>2020 ESG Report</p> <p><u><b>Employee Code of Business Conduct &amp; Ethics</b></u></p>
<b>417-1</b> Requirements for product and service information and labeling	●	Refer to the “Responsible Banking” (pgs. <b>21-24</b> ) sub-section of the 2020 ESG Report.	2020 ESG Report
<b>417-2</b> Incidents of non-compliance concerning product and service information and labeling	○	Not Disclosed.	
<b>417-3</b> Incidents of non-compliance concerning marketing communications	○	Not Disclosed.	

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Indicator	Reporting Status	Response	Source(s)
<b>GRI 418: Customer Privacy (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>) and “Consumer Privacy and Information Security” (pgs. <b>41-45</b>) sub-sections of the 2020 ESG Report</p> <p>Refer to the “Protecting Fifth Third and Our Customers” (pgs. 44-53) section of the Employee Code of Conduct.</p>	<p>2020 ESG Report</p> <p><b><u>Employee Code of Business Conduct &amp; Ethics</u></b></p>
<p><b>418-1</b> Substantiated complaints concerning breaches of customer privacy and losses of customer data</p>		<p>Any material cybersecurity incidents would be reported in the 2020 Annual Report.</p>	<p><b><u>2020 Annual Report</u></b></p>
<b>GRI 419: Socioeconomic Compliance (2016)</b>			
<p><b>103-1</b> Explanation of the material topic and its Boundary</p> <p><b>103-2</b> The management approach and its components</p> <p><b>103-3</b> Evaluation of the management approach</p>		<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>) and “Enterprise Risk Management” (pgs. <b>37-40</b>) sub-sections of the 2020 ESG Report.</p>	<p>2020 ESG Report</p>
<p><b>419-1</b> Non-compliance with laws and regulations in the social and economic area</p>		<p>Refer to the Legal Risks disclosures (pg. <b>35-38</b>) of 2020 Annual Report.</p>	<p><b><u>2020 Annual Report</u></b></p>

# SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) INDEX

The index below includes SASB standards for the Financial Sector that are relevant for our business: Commercial Banks; Consumer Finance; and Mortgage Finance. Unless otherwise noted, all data and descriptions apply to our entire firm and are as of or for the year ended December 31, 2020. For additional information about the firm's financial performance, please refer to the firm's quarterly earnings materials as well as quarterly and annual reports on Form 10-Q and Form 10-K, respectively.

*Certain information may not be disclosed within the index below if is not considered material; privileged or confidential; could cause a competitive disadvantage to our business if publicly disseminated; or is not currently collected in a manner wholly correlative with the related SASB metric.*

**Reporting status:**  Fully reporting  Partially reporting  Not reported

SASB Code/Metric	Reporting Status	Response	Source(s)
<b>Commercial Banks (2018)</b>			
DATA SECURITY			
<b>FN-CB-230a.1</b> (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected		Any material cybersecurity incidents would be reported in the 2020 Annual Report.	<a href="#">2020 Annual Report</a>
<b>FN-CB-230a.2</b> Description of approach to identifying and addressing data security risks		Refer to the "Consumer Privacy and Information Security" sub-section (pgs. 41-45) of the 2020 ESG Report.	2020 ESG Report
FINANCIAL INCLUSION & CAPACITY BUILDING			
<b>FN-CB-240a.1</b> (1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development		(1) 117 loans (2) -\$33.1 million	

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SASB Code/Metric	Reporting Status	Response	Source(s)
<b>FN-CB-240a.2</b> (1) Number and (2) amount of past due and non-accrual loans qualified to programs designed to promote small business and community development	●	(1) 167 loans (2) -\$24 million	
<b>FN-CB-240a.3</b> Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	●	-98 thousand accounts <i>Note: Underbanked defined as \$0 - \$10 thousand balance.</i>	
<b>FN-CB-240a.4</b> Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	●	-145 thousand participants <i>Note: Includes youth, adult, and small business financial literacy initiatives.</i>	
INCORPORATION OF ENVIRONMENTAL, SOCIAL, AND GOVERNANCE FACTORS IN CREDIT ANALYSIS			
<b>FN-CB-410a.1</b> Commercial and industrial credit exposure, by industry	●	Refer to Table 36: Commercial Loan and Lease Portfolio (excluding loans and leases held for sale) (page 99) of the 2020 Annual Report for disclosure of our commercial loans and leases by industry classification (as defined by the North American Industry Classification Systems).	<a href="#"><u>2020 Annual Report</u></a>
<b>FN-CB-410a.2</b> Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	●	Refer to the “Environmental and Social Risk Management” section of the Environmental & Social (E&S) policy.  Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C2 .2) (C2 .2a) (C-FS2 .2b) (C-FS2 .2c) (C2 .3) (C2 .3a) (C3 .1) (C3 .1b) (C- FS3 .6) (C-FS3 .6a).	<a href="#"><u>E&amp;S Policy</u></a> <a href="#"><u>CDP - Climate Change Questionnaire Responses</u></a>
BUSINESS ETHICS			
<b>FN-CB-510a.1</b> Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	●	Refer to Note 20 (pgs. 198-200) of the 2020 Annual Report for disclosure of material legal proceedings.	<a href="#"><u>2020 Annual Report</u></a>

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SASB Code/Metric	Reporting Status	Response	Source(s)
<b>FN-CB-510a.2</b> Description of whistleblower policies and procedures	●	Refer to the “Business Ethics” sub-section (pgs. <b>33</b> -35) of the 2020 ESG Report.  Refer to the “Non-Retaliation” section (pg. 8) of the Employee Code of Business Conduct & Ethics.  Refer to the Employee Non-Retaliation Policy.	2020 ESG Report  <u><a href="#">Employee Code of Business Conduct &amp; Ethics</a></u>  <u><a href="#">Employee Non-Retaliation Policy</a></u>
SYSTEMIC RISK MANAGEMENT			
<b>FN-CB-550a.1</b> Global Systemically Important Bank (G-SIB) score, by category	●	According to the Basel Committee on Banking Supervision’s assessment methodology, Fifth Third is not considered to be a Global Systemically Important Bank (G-SIB) and, accordingly, does not have a G-SIB score.	
<b>FN-CB-550a.2</b> Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	●	Refer to 2018 Company-Run Stress Test Disclosure previously required under the Dodd-Frank Act.  Additionally, refer to the following references of the 2020 Annual Report: <ul style="list-style-type: none"> <li>• Capital Planning and Stress Testing (pg. 26)</li> <li>• Credit Risk Management (pg. 94-95)</li> <li>• Capital Planning (pg. 125-126)</li> </ul>	<u><a href="#">2018 Company-Run Stress Test Disclosure</a></u>  <u><a href="#">2020 Annual Report</a></u>
ACTIVITY METRICS			
<b>FN-CB-000.A</b> (1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	●	<b>(a) Personal</b> (1) -3.1 million checking accounts; -2.3 million savings accounts (2) \$24.7 billion in checking accounts; \$35.9 billion in savings accounts  <b>(b) Small Business, relationships through financial center channel under \$2 million in annual revenues:</b> (1) -287 thousand checking accounts; -69 thousand savings accounts (2) \$7.8 billion checking accounts; \$2.2 billion savings accounts	

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SASB Code/Metric	Reporting Status	Response	Source(s)
<b>FN-CB-000.B</b> (1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate		<b>(a) Personal</b> (1) Not disclosed (2) Refer to pgs. 161-162 of the 2020 Annual Report for disclosure of loans and leases.  <b>(b) Small Business</b> (1) -8 thousand loans (2) \$403 million  <b>(c) Corporate</b> (1) -1 thousand loans (2) -\$59 billion	<a href="#"><u>2020 Annual Report</u></a>
<b>Consumer Finance (2018)</b>			
CUSTOMER PRIVACY			
<b>FN-CF-220a.1</b> Number of account holders whose information is used for secondary purposes		We use our customer data for the secondary purposes of modeling data to improve our product and service offerings, evaluate the overall strength of our customer relationships and to predict customer behavior. We do not sell our customer data to third parties.	
<b>FN-CF-220a.2</b> Total amount of monetary losses as a result of legal proceedings associated with customer privacy		Refer to Note 20 (pgs. 198-200) of the 2020 Annual Report for disclosure of material legal proceedings.	<a href="#"><u>2020 Annual Report</u></a>
DATA SECURITY			
<b>FN-CF-230a.1</b> (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected		Any material cybersecurity incidents would be reported in the 2020 Annual Report.	<a href="#"><u>2020 Annual Report</u></a>
<b>FN-CF-230a.2</b> Card-related fraud losses from (1) card-not present fraud and (2) card-present and other fraud		Refer to Note 20 (pgs. 198-200) of the 2020 Annual Report for disclosure of material legal proceedings.	<a href="#"><u>2020 Annual Report</u></a>

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SASB Code/Metric	Reporting Status	Response	Source(s)
<p><b>FN-CF-230a.3</b></p> <p>Description of approach to identifying and addressing data security risks</p>	●	<p>Refer to the “Consumer Privacy and Information Security” sub-section (pgs. 41-45) of the 2020 ESG Report.</p> <p>Refer to the “Operational Risk Management” section (pg. 122) of the 2020 Annual Report.</p>	<p>2020 ESG Report</p> <p><b><u>2020 Annual Report</u></b></p>
SELLING PRACTICES			
<p><b>FN-CF-270a.1</b></p> <p>Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold</p>	◐	<p>Refer to the “Responsible Banking” sub-section (pgs. 21-24) of the 2020 ESG Report.</p>	<p>2020 ESG Report</p>
<p><b>FN-CF-270a.2</b></p> <p>Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660</p>	●	<p>(1) For our TRIO Credit Card, Truly Simple Credit Card or Secured Card products, the approval rate for applicants with FICO scores:</p> <ul style="list-style-type: none"> <li>• &gt;660 is 78%</li> <li>• &lt;660 is 42%</li> </ul> <p>(2) Our Access 360° Reloadable Prepared Debit Card is not a credit product and therefore no credit bureau information is pulled.</p>	
<p><b>FN-CF-270a.3</b></p> <p>(1) Average fees from add-on products, (2) average APR, (3) average age of accounts, (4) average number of trade lines, and (5) average annual fees for pre-paid products, for customers with FICO scores above and below 660</p>	○	<p>Not disclosed.</p>	
<p><b>FN-CF-270a.4</b></p> <p>(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or non-monetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB</p>	●	<p>(1) 917 complaints filed with the CFPB*</p> <p>(2) 9% monetary relief; 13% non-monetary relief</p> <p>(3) 8% disputed by the consumer</p> <p>(4) None resulted in investigation by the CFPB</p> <p>*The methodology for reporting the number of complaints filed with the CFPB was revised in 2020. Under the revised methodology, Fifth Third had 936 complaints in 2019.</p>	
<p><b>FN-CF-270a.5</b></p> <p>Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products</p>	●	<p>Refer to Note 20 (pgs. 198-200) of the 2020 Annual Report for disclosure of material legal proceedings.</p>	<p><b><u>2020 Annual Report</u></b></p>

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SASB Code/Metric	Reporting Status	Response	Source(s)
ACTIVITY METRICS			
<b>FN-CF-000.A</b> Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account	○	Not disclosed.	
<b>FN-CF-000.B</b> Number of (1) credit card accounts and (2) pre-paid debit card accounts	●	(1) -1.3 million customer accounts with an active credit card account. (2) -430 thousand customer accounts with an active Access 360° Reloadable Prepared Debit Card.	
<b>Mortgage Finance (2018)</b>			
LENDING PRACTICES			
<b>FN-MF-270a.1</b> (1) Number and (2) value of residential mortgages of the following types: (a) Hybrid or Option Adjustable-rate Mortgages (ARM), (b) Prepayment Penalty, (c) Higher Rate, (d) Total, by FICO scores above or below 660	○	Not disclosed.	
<b>FN-MF-270a.2</b> (1) Number and (2) value of (a) residential mortgage modifications, (b) foreclosures, and (c) short sales or deeds in lieu of foreclosure, by FICO scores above and below 660	◐	<b>(a) Residential mortgage modifications</b> (1) Owned: 435 Sold: 603 (2) Owned: \$65 million Sold: \$93 million <b>(b) Foreclosures</b> (1) Owned: 920 Sold: 698 (2) Owned \$131 million Sold: \$103 million <b>(c) Short sales or deeds in lieu of foreclosure</b> Not disclosed	

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SASB Code/Metric	Reporting Status	Response	Source(s)
<b>FN-MF-270a.3</b> Total amount of monetary losses as a result of legal proceedings associated with communications to customers or remuneration of loan originators	●	Refer to Note 20 (pgs. 198-200) of the 2020 Annual Report for disclosure of material legal proceedings.	<a href="#"><u>2020 Annual Report</u></a>
<b>FN-MF-270a.4</b> Description of remuneration structure of loan originators	●	Fifth Third's incentive programs for mortgage loan officers focus on payment for the origination of mortgage loans. Payment is based on the amount of the loan and does not take into account pricing or profitability. A minimum commission amount was established in order to ensure borrowers with small loan amounts are still served and our loan officers are appropriately incented for their efforts.  Refer to the "Responsible Banking" sub-section (pgs. <b>21</b> -24) of the 2020 ESG Report.	2020 ESG Report
DISCRIMINATORY LENDING			
<b>FN-MF-270b.1</b> (1) Number, (2) value, and (3) weighted average Loan-to-Value (LTV) ratio of mortgages issued to (a) minority and (b) all other borrowers, by FICO scores above and below 660	○	Not disclosed.	
<b>FN-MF-270b.2</b> Total amount of monetary losses as a result of legal proceedings associated with discriminatory mortgage lending	●	Refer to Note 20 (pgs. 198-200) of the 2020 Annual Report for disclosure of material legal proceedings.	<a href="#"><u>2020 Annual Report</u></a>
<b>FN-MF-270b.3</b> Description of policies and procedures for ensuring nondiscriminatory mortgage origination	◐	Refer to the "Responsible Banking" sub-section (pgs. <b>21</b> -24) of the 2020 ESG Report.	2020 ESG Report
ENVIRONMENTAL RISK TO MORTGAGED PROPERTIES			
<b>FN-MF-450a.1</b> (1) Number and (2) value of mortgage loans in 100-year flood zones	○	Not disclosed.	

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SASB Code/Metric	Reporting Status	Response	Source(s)
<p><b>FN-MF-450a.2</b></p> <p>(1) Total expected loss and (2) Loss Given Default (LGD) attributable to mortgage loan default and delinquency due to weather related natural catastrophes, by geographic region</p>	○	Not disclosed.	
<p><b>FN-MF-450a.3</b></p> <p>Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting</p>	●	Refer to pgs. 101-102 of the 2020 Annual Report for disclosure of risk management regarding the residential mortgage portfolio.	<u><a href="#">2020 Annual Report</a></u>
ACTIVITY METRICS			
<p><b>FN-MF-000.A</b></p> <p>(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial</p>	◐	<p><b>(a) Residential</b></p> <p>(1) Not disclosed (2) \$15.9 billion</p> <p>Refer to Non-interest Income section (pg. 69) of 2020 Annual Report for value of mortgages residential mortgages originated.</p> <p><b>(b) Commercial</b></p> <p>Not disclosed</p>	<u><a href="#">2020 Annual Report</a></u>
<p><b>FN-MF-000.B</b></p> <p>(1) Number and (2) value of mortgages purchased by category: (a) residential and (b) commercial</p>	◐	<p><b>(a) Residential</b></p> <p>(1) -18 thousand (2) \$5.2 billion</p> <p><b>(b) Commercial</b></p> <p>(1) Not Disclosed (2) Not Disclosed</p>	<u><a href="#">2020 Annual Report</a></u>

# TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD) INDEX

The Task Force on Climate-related Financial Disclosures (TCFD) has developed a voluntary, consistent, climate-related financial risk disclosure framework for companies to provide information to stakeholders.

*Certain information may not be disclosed within the index below if it is not considered material; privileged or confidential; could cause a competitive disadvantage to our business if publicly disseminated; or is not currently collected in a manner wholly correlative with the related TCFD disclosure.*

**Reporting status:**  Fully reporting  Partially reporting  Not reported

Disclosure	Reporting Status	Response	Source(s)
GOVERNANCE: Disclose the organization’s governance around climate-related risks and opportunities.			
a) Describe the board’s oversight of climate-related risks and opportunities.		<p>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C1.1) (C1.1a) (C1.1b).</p> <p>Refer to the “Environmental Risk Management” sub-section (pgs. <b>118</b>-120) of the 2020 Environmental, Social, and Governance (ESG) Report.</p> <p>Refer to “ESG Governance” section of Environmental and Social (E&amp;S) Policy.</p> <p>Refer to Nominating and Corporate Governance (NCG) and Risk and Compliance Committee (RCC) charters.</p>	<p><b><u>CDP - Climate Change Questionnaire Responses</u></b></p> <p>2020 ESG Report</p> <p><b><u>E&amp;S Policy</u></b></p> <p><b><u>NCG Committee charter</u></b></p> <p><b><u>RCC charter</u></b></p>
b) Describe management’s role in assessing and managing climate-related risks and opportunities.		<p>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C1.2) (C1.2a) (C1.3) (C1.3a) (C2.2) (C2.2a) (C-FS2.2b) (C-FS2.2c) (C-FS2.2f).</p> <p>Refer to the “Environmental Risk Management” sub-section (pgs. <b>118</b>-120) of the 2020 ESG Report.</p>	<p><b><u>CDP - Climate Change Questionnaire Responses</u></b></p> <p>2020 ESG Report</p>

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Disclosure	Reporting Status	Response	Source(s)
STRATEGY: Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning.			
a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	●	Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2.1) (C2.1a) (C2.1b) (C2.2) (C2.2a) (C-FS2.2b) (C-FS2.2c) (C-FS2.d) (FS2.2e) (FS2.2f).  Refer to the “Environmental Risk Management” sub-section (pgs. 118-120) of the 2020 ESG Report.  Refer to “Risk Factors” (pgs. 30-43) in 2020 Annual Report.	<a href="#"><u>CDP - Climate Change Questionnaire Responses</u></a>  2020 ESG Report <a href="#"><u>2020 Annual Report</u></a>
b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning.	●	Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2 .3) (C2 .3a) (C2 .4) (C2 .4a) (C3.1) (C3 .3) (C3 .4) (C3.4a) (C3 .6) (CFS3.6a).  Refer to the “Environmental Risk Management” sub-section (pgs. 118-120) of the 2020 ESG Report.	<a href="#"><u>CDP - Climate Change Questionnaire Responses</u></a>  2020 ESG Report
c) Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	●	Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (3.2) (C-3.2a).  Refer to the “Environmental Risk Management” sub-section (pgs. 118-120) of the 2020 ESG Report.	<a href="#"><u>CDP - Climate Change Questionnaire Responses</u></a>  2020 ESG Report
RISK MANAGEMENT: Disclose how the organization identifies, assesses and manages climate-related risks.			
a) Describe the organization’s processes for identifying and assessing climate-related risks.	●	Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2 .2) (C2 .2a) (C-FS2 .2b) (C-FS2 .2c).  Refer to “Risk Factors” (pgs. 30-43) in 2020 Annual Report.  Refer to the “Environmental and Social Risk Management” section of the E&S Policy.  Refer to the “Enterprise Risk Management” sub-section (pgs. 37-40) and the “Environmental Risk Management” sub-section (pgs. 118-120) of the 2020 ESG Report.	<a href="#"><u>CDP - Climate Change Questionnaire Responses</u></a>  <a href="#"><u>2020 Annual Report</u></a>  <a href="#"><u>E&amp;S Policy</u></a>  2020 ESG Report

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Disclosure	Reporting Status	Response	Source(s)
b) Describe the organization's processes for managing climate-related risks.	●	<p>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2 .2) (C2 .2a) (C-FS2 .2b) (C-FS2 .2c) (C2 .3) (C2 .3a) (C3 .1b) (C3 .3) (C3 .4) (C3 .4a) (C-FS3 .6) (C-FS3 .6a) (C-FS14 .1) (C-FS14 .1a) (C-FS14 .1b) (C-FS14 .3).</p> <p>Refer to "Risk Factors" (pgs. 30-43) in 2020 Annual Report.</p> <p>Refer to the "Environmental and Social Risk Management" section of the E&amp;S Policy.</p> <p>Refer to the "Environmental Risk Management" sub-section (pgs. <b>118</b>-120) of the 2020 ESG Report.</p>	<p><b><u>CDP - Climate Change Questionnaire Responses</u></b></p> <p><b><u>2020 Annual Report</u></b></p> <p><b><u>E&amp;S Policy</u></b></p> <p>2020 ESG Report</p>
c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	●	<p>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C1 .1a) (C1 .1b) (C1 .2) (C1 .2a) (C2 .1) (C2 .2) (C2 .2a) (C-FS2 .2b) (C-FS2 .2c) (C2 .3a) . (C-FS2 .2c) (C2 .3) (C2 .3a) (C3 .1) (C3 .1b) (C3 .3) (C3 .4) (C3 .4a) (C-FS3 .6) (C-FS3 .6a) (C-FS14 .1) (C-FS14 .1a) (C-FS14 .1b).</p> <p>Refer to the "Environmental and Social Risk Management" section of the E&amp;S Policy.</p> <p>Refer to the "Enterprise Risk Management" sub-section (pgs. <b>37</b>-40) and the "Environmental Risk Management" sub-section (pgs. <b>118</b>-120) of the 2020 ESG Report.</p>	<p><b><u>CDP - Climate Change Questionnaire Responses</u></b></p> <p><b><u>E&amp;S Policy</u></b></p> <p>2020 ESG Report</p>
METRICS AND TARGETS: Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.			
a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	●	<p>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2 .3a) (C4) (C5) (C6) (C7) (C8) (C-FS14 .1) (C-FS14 .1a) (C-FS14 .1b).</p> <p>Refer to the "Environment" section (pgs. <b>109</b>-126) of the 2020 ESG Report.</p> <p>Refer to independent GHG Verification and Environmental Key Performance Indicators (KPI) Assurance statements available on Investor Relations website.</p>	<p><b><u>CDP - Climate Change Questionnaire Responses</u></b></p> <p>2020 ESG Report</p> <p><b><u>2019 GHG Verification Statement</u></b></p> <p><b><u>2019 KPI Assurance Statement</u></b></p>
b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	◐	<p>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C2 .3a) (C5) (C6 .1) (C6 .3) (C6 .5) (C6 .10) (C7).</p> <p>Refer to "Environmental Data" table (pgs. <b>125</b>-126) of the 2020 ESG Report.</p> <p>Refer to independent GHG Verification and Environmental Key Performance Indicators (KPI) Assurance statements available on Investor Relations website.</p>	<p><b><u>CDP - Climate Change Questionnaire Responses</u></b></p> <p>2020 ESG Report</p> <p><b><u>2019 GHG Verification Statement</u></b></p> <p><b><u>2019 KPI Assurance Statement</u></b></p>

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Disclosure	Reporting Status	Response	Source(s)
<p>c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.</p>	<p>●</p>	<p>Refer to our most current CDP - Climate Change questionnaire responses available on Investor Relations website (C4) .</p> <p>Refer to the “Environment” section (pgs. 109-126) of the 2020 ESG Report.</p> <p>Refer to independent GHG Verification and Environmental Key Performance Indicators (KPI) Assurance statements available on Investor Relations website.</p>	<p><b><u>CDP - Climate Change Questionnaire Responses</u></b></p> <p>2020 ESG Report</p> <p><b><u>2019 GHG Verification Statement</u></b></p> <p><b><u>2019 KPI Assurance Statement</u></b></p>

# STAKEHOLDER CAPITALISM METRICS (SCM) INDEX

In September 2020, the World Economic Forum’s International Business Council released the Stakeholder Capitalism Metrics. This report is intended to meet the “Core” metrics and disclosures. Unless otherwise noted, all data and descriptions apply to our entire firm and are as of or for the year ended December 31, 2020. For additional information about the firm’s financial performance, please refer to the firm’s quarterly earnings materials as well as quarterly and annual reports on Form 10-Q and Form 10-K, respectively.

*Certain information may not be disclosed within the index below if it is not considered material; privileged or confidential; could cause a competitive disadvantage to our business if publicly disseminated; or is not currently collected in a manner wholly correlative with the related metric.*

**Reporting status:**  Fully reporting  Partially reporting  Not reported

Code/Metric	Reporting Status	Response	Source(s)
<b>Governance</b>			
GOVERNING PURPOSE			
<b>Setting purpose</b> The company’s stated purpose, as the expression of the means by which a business proposes solutions to economic, environmental and social issues. Corporate purpose should create value for all stakeholders, including shareholders.	<input checked="" type="radio"/>	Purpose: To improve the lives of customers and the well-being of communities Vision: To be the One Bank people most value and trust Core Values: Work as One Bank; Take Accountability; Be Respectful; Act with Integrity Refer to the “Approach to ESG” (pgs. 8-10) sub-section of the 2020 ESG Report for additional details.	2020 ESG Report


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Code/Metric	Reporting Status	Response	Source(s)
QUALITY OF GOVERNING BODY			
<p><b>Governance body composition</b></p> <p>Composition of the highest governance body and its committees by: competencies relating to economic, environmental and social topics; executive or non-executive; independence; tenure on the governance body; number of each individual’s other significant positions and commitments, and the nature of the commitments; gender; membership of under-represented social groups; stakeholder representation.</p>	●	<p>Eleven of our fifteen directors have expertise in ESG criteria and community affairs matters, including as part of a business and managing corporate social responsibility issues as business imperatives.</p> <p>Refer to the following sections of the 2021 Proxy Statement for additional details:</p> <ul style="list-style-type: none"> <li>• Director Nominee Overview (pg. 16)</li> <li>• Director Profiles (pgs. 17-23)</li> <li>• Director Skills Matrix (pg. 25)</li> <li>• Committee Composition (pg. 27)</li> </ul>	<a href="#"><b>2021 Proxy Statement</b></a>
STAKEHOLDER ENGAGEMENT			
<p><b>Material issues impacting stakeholders</b></p> <p>A list of the topics that are material to key stakeholders and the company, how the topics were identified and how the stakeholders were engaged.</p>	●	<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. <b>11</b>) sub-section of the 2020 ESG Report.</p>	2020 ESG Report
ETHICAL BEHAVIOR			
<p><b>Anti-corruption</b></p> <p>1) Total percentage of governance body members, employees and business partners who have received training on the organization’s anti-corruption policies and procedures, broken down by region.</p> <p>2) a. Total number and nature of incidents of corruption confirmed during the current year, but related to previous years</p> <p>b. Total number and nature of incidents of corruption confirmed during the current year, related to this year.</p> <p>3) Discussion of initiatives and stakeholder engagement to improve the broader operating environment and culture, in order to combat corruption.</p>	◐	<p>1) All employees and contractors are required to complete ethics training on an annual basis. In 2020, 99.7% of all required compliance training modules were completed by employees, including ethics training. Further, ethics training is incorporated in other employee training modules required of employees and contractors depending on specific roles and positions within the Bank. The Board of Directors also undergo ethics training.</p> <p>2) Not disclosed.</p> <p>3) Not disclosed.</p> <p>Refer to the “Business Ethics” (pgs. <b>33-35</b>) sub-section of the 2020 ESG Report for additional details.</p>	2020 ESG Report



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Code/Metric	Reporting Status	Response	Source(s)
<p><b>Protected ethics advice and reporting mechanisms</b></p> <p>A description of internal and external mechanisms for:</p> <p>1) Seeking advice about ethical and lawful behavior and organizational integrity; and</p> <p>2) Reporting concerns about unethical or unlawful behavior and lack of organizational integrity.</p>	●	Refer to the “Business Ethics” (pgs. <b>33</b> -35) sub-section of the 2020 ESG Report.	2020 ESG Report
RISK AND OPPORTUNITY OVERSIGHT			
<p><b>Integrating risk and opportunity into business process</b></p> <p>Company risk factor and opportunity disclosures that clearly identify the principal material risks and opportunities facing the company specifically (as opposed to generic sector risks), the company appetite in respect of these risks, how these risks and opportunities have moved over time and the response to those changes. These opportunities and risks should integrate material economic, environmental and social issues, including climate change and data stewardship.</p>	●	<p>Refer to the following sub-sections of the 2020 ESG Report:</p> <ul style="list-style-type: none"> <li>• Sustainable Financial Performance &amp; Business Strategy (pgs. <b>18</b>-19)</li> <li>• Corporate Governance (pgs. <b>30</b>-32)</li> <li>• Enterprise Risk Management (pgs. <b>37</b>-40)</li> <li>• Environmental Risk Management (pgs. <b>118</b>-120)</li> </ul>	2020 ESG Report



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Code/Metric	Reporting Status	Response	Source(s)
<b>Planet</b>			
CLIMATE CHANGE			
<p><b>Greenhouse gas (GHG) emissions</b></p> <p>For all relevant greenhouse gases (e.g. carbon dioxide, methane, nitrous oxide, F-gases etc.), report in metric tons of carbon dioxide equivalent (tCO2e) GHG Protocol Scope 1 and Scope 2 emissions. Estimate and report material upstream and downstream (GHG Protocol Scope 3) emissions where appropriate.</p>		<p>Fifth Third greenhouse gas emissions (MTCO2e) in 2020 were:</p> <ul style="list-style-type: none"> <li>• Scope 1: 12,995</li> <li>• Scope 2: 72,695 (location-based)</li> <li>• Scope 3: 3,952 (employee business travel only)</li> </ul> <p>Fifth Third retired renewable energy certificates (RECs) and carbon offsets for the emissions listed above to achieve carbon neutrality in 2020.</p> <p>Refer to the “Environment” section and the “Environmental Data” table (pgs. <b>125-126</b>) of the 2020 ESG Report for additional details.</p> <p><i>Scope 1, 2, and 3 emissions have been independently verified. Verification statements are available in the Additional Disclosures section of <a href="https://ir.53.com/esg">ir.53.com/esg</a>.</i></p> <p><i>For calendar year 2020, carbon offsets were obtained from Recast Energy biomass project (Louisville, KY). All carbon offsets have been NSF certified. RECs were obtained from MS Solar 3 (MS) and Beacon Solar (CA). All RECs have been Green-E certified.</i></p>	<p>2020 ESG Report</p> <p><a href="https://ir.53.com/esg/additional-disclosures">ir.53.com/esg/additional-disclosures</a></p>

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Code/Metric	Reporting Status	Response	Source(s)
<p><b>TCFD Implementation</b></p> <p>Fully implement the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). If necessary, disclose a timeline of at most three years for full implementation. Disclose whether you have set, or have committed to set, GHG emissions targets that are in line with the goals of the Paris Agreement - to limit global warming to well below 2°C above pre-industrial levels and pursue efforts to limit warming to 1.5°C - and to achieve net-zero emissions before 2050.</p>		<p>In 2017, Fifth Third set five bold sustainability goals, including a reduction of location-based greenhouse gas (GHG) emissions of 25% from a 2014 baseline. In 2019, Fifth Third achieved this goal and by the end of 2020 had reduced location-based emissions by 41%. Using the market-based method of GHG accounting, which allows companies to account for power they have contracted for, Fifth Third reduced emissions by 100%, achieving carbon neutrality in 2020.</p> <p>In 2019, Fifth Third released a climate-related financial disclosure report which is available at <a href="https://ir.53.com/esg">ir.53.com/esg</a> in the additional disclosures section.</p> <p>In 2020, Fifth Third furthered our commitment to TCFD by becoming a supporter.</p> <p>In 2021, Fifth Third took the next step in our journey by joining the Partnership for Carbon Accounting Financials (PCAF), an industry-led partnership of financial institutions that work together to develop and implement a consistent and transparent standard to assess and disclose client GHG emissions associated with loans and investments.</p> <p>Refer to the “Environment” (pgs. <b>109</b>-126) section of the 2020 ESG Report for additional details.</p>	<p>2020 ESG Report</p> <p><a href="https://ir.53.com/esg/additional-disclosures">ir.53.com/esg/additional-disclosures</a></p>
NATURE LOSS			
<p><b>Land use and ecological sensitivity</b></p> <p>Report the number and area (in hectares) of sites owned, leased or managed in or adjacent to protected areas and/or key biodiversity areas (KBA).</p>		<p>Fifth Third does not own, lease or manage any sites in areas for protected biodiversity based on the U.S. Geological Survey’s Protected Areas Database (PADUS). As of April 2021, Fifth Third owned 4 sites directly adjacent to PADUS areas, including two branches in Florida and two branches in Ohio. The total area of these buildings is 13,750 square feet.</p>	

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Code/Metric	Reporting Status	Response	Source(s)
FRESHWATER AVAILABILITY			
<p><b>Water consumption and withdrawal in water-stressed areas</b></p> <p>(1) Report for operations where material: megaliters of water withdrawn, megaliters of water consumed and the percentage of each in regions with high or extremely high baseline water stress, according to WRI Aqueduct water risk atlas tool.</p> <p>Estimate and report the same information for the full value chain (upstream and downstream) where appropriate.</p>		<p>Fifth Third consumed 136,524 kilo gallons in 2020.</p> <p>In 2017, Fifth Third set five bold sustainability goals, including a reduction of water consumption by 20%. In 2019, Fifth Third achieved this goal and by the end of 2020 had reduced water consumption by 31%.</p> <p>Fifth Third has yet to assess upstream and downstream water impacts but will consider doing so in the future.</p> <p>Refer to the “Environmental Data” table (pgs. <a href="#">125</a>-<a href="#">126</a>) of the 2020 ESG Report.</p>	2020 ESG Report
<b>People</b>			
DIGNITY AND EQUALITY			
<p><b>Diversity and inclusion (%)</b></p> <p>Percentage of employees per employee category, by age group, gender and other indicators of diversity (e.g. ethnicity).</p>		<p>Fifth Third has published demographic diversity data as part of our commitment to inclusion and diversity since our 2016 Corporate Social Responsibility Report. In 2020, we expanded our EEO-1 ethnicity categories to improve transparency.</p> <p>Refer to the “Employee Demographics” table (pg. <a href="#">60</a>) of the 2020 ESG Report.</p>	2020 ESG Report

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Code/Metric	Reporting Status	Response	Source(s)
<p><b>Pay equality (%)</b> Ratio of the basic salary and remuneration for each employee category by significant locations of operation for priority areas of equality: women to men, minor to major ethnic groups, and other relevant equality areas.</p>	●	<p>(1) We continuously analyze our pay, accounting for factors like employee role, tenure, time in position and geography. Our analysis shows that, on average, women are paid more than 99% of what men are paid, and minorities are paid more than 99% of what non-minorities are paid. We also continuously analyze our compensation programs and practices to help ensure that all employees have equal opportunity to maximize their potential. In the unlikely event we encounter a pay disparity that is not explained by job-related factors, an adjustment is made.</p> <p>Refer to the “Compensation” (pg. <b>78</b>) sub-section of the 2020 ESG Report for additional details.</p>	2020 ESG Report
<p><b>Wage level (%)</b> 1) Ratios of standard entry level wage by gender compared to local minimum wage. 2) Ratio of the annual total compensation of the CEO to the median of the annual total compensation of all its employees, except the CEO.</p>	●	<p><b>1) In 2019, we increased our minimum hourly wage from \$15 to \$18. This benefitted approximately 4,900 employees</b>—nearly 25% of our workforce—primarily in retail branches and operations functions such as customer contact centers. In our Ohio, Michigan and Illinois regions, our minimum wage is up to 200% higher than the state minimum wage*. It represents an additional investment by the Bank of approximately \$15 million per year to help our employees succeed at work and at home.</p> <p>*State minimum wages: OH - \$8.80, MI - \$9.87, IL - \$11</p> <p>Refer to the “Compensation” (pg. <b>78</b>) sub-section of the 2020 ESG Report for additional details.</p> <p>2) As of December 31, 2020, the ratio of the annual total compensation for our CEO to the median of the annual total compensation of our employees was 141:1.</p> <p>Refer to the “CEO Pay Ratio” (pgs. 67-68) section of the 2021 Proxy Statement for additional details.</p>	2020 ESG Report <b>2021 Proxy Statement</b>
<p><b>Risk for incidents of child, forced or compulsory labor</b> An explanation of the operations and suppliers considered to have significant risk for incidents of child labor, forced or compulsory labor. Such risks could emerge in relation to: a) type of operation (such as manufacturing plant) and type of supplier b) countries or geographic areas with operations and suppliers considered at risk</p>	●	<p>(1) In 2020, Fifth Third published our Human Rights Statement supporting the fundamentals principles of human rights across all our business activities. Fifth Third’s respect for the protection and preservation of human rights is guided by the principles set forth in the United Nations Universal Declaration of Human Rights.</p> <p>(2) Our employee Code of Business Conduct and Ethics and Supplier Code of Conduct reinforces our commitment to human rights with our employees and suppliers.</p>	<p><b>Human Rights Statement</b></p> <p><b>Code of Business Conduct and Ethics</b></p> <p><b>Supplier Code of Conduct</b></p>

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Code/Metric	Reporting Status	Response	Source(s)
HEALTH AND WELL-BEING			
<p><b>Health and safety (%)</b></p> <p>The number and rate of fatalities as a result of work-related injury; high-consequence work-related injuries (excluding fatalities); recordable work-related injuries; main types of work related injury; and the number of hours worked.</p> <p>An explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided for employees and workers.</p>		<p>1) This metric is not material for the banking industry.</p> <p>2) Refer to the “Caring for Employee Health and Wellness” (pgs. <a href="#">79</a>-80) sub-section of the 2020 ESG Report.</p>	2020 ESG Report
SKILLS FOR THE FUTURE			
<p><b>Training provided (#,\$)</b></p> <p>1) Average hours of training per person that the organization’s employees have undertaken during the reporting period, by gender and employee category (total number of hours of training provided to employees divided by the number of employees).</p> <p>2) Average training and development expenditure per full time employee (total cost of training provided to employees divided by the number of employees).</p>		<p>1) In 2020, our employees completed nearly 755,000 hours of training, an average of 36.6 hours per employee.</p> <p>2) Fifth Third encourages employees to enroll in outside education programs to broaden their knowledge and help with their job performance. We provide assistance for external education in addition to our internal learning and development offerings to help employees hone existing skills and acquire new ones in areas that align with business goals.</p> <p>Fifth Third offers tuition reimbursement to full and part-time employees of up to \$5,250 and \$2,500 per calendar year, respectively. Additionally, relationships with Western Governors University and the University of Phoenix mean employees can take advantage of discounted tuition rates as they work toward their degrees.</p> <p>Refer to the “Employees” (pg. <a href="#">70</a>-83) sub-section of the 2020 ESG Report for additional details.</p>	2020 ESG Report

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Code/Metric	Reporting Status	Response	Source(s)
<b>Prosperity</b>			
EMPLOYMENT AND WEALTH GENERATION			
<p><b>Absolute number and rate of employment</b></p> <p>1) Total number and rate of new employee hires during the reporting period, by age group, gender, other indicators of diversity and region.</p> <p>2) Total number and rate of employee turnover during the reporting period, by age group, gender, other indicators of diversity and region.</p>		<p>1) 3,148 total number of new employees in 2020, with 38.8% internal hires.</p> <p>2) Employee turnover was 13.9% in 2020.</p> <p>Refer to the “Employees” (pgs. <b>70</b>-83) section of the 2020 ESG Report.</p>	2020 ESG Report
<p><b>Economic contribution</b></p> <p>1) Direct economic value generated and distributed (EVG&amp;D), on an accruals basis, covering the basic components for the organization’s global operations, ideally split out by:</p> <ul style="list-style-type: none"> <li>a. Revenues</li> <li>b. Operating costs</li> <li>c. Employee wages and benefits</li> <li>d. Payments to providers of capital</li> <li>e. Payments to government</li> <li>f. Community investment</li> </ul> <p>2) Financial assistance received from the government: total monetary value of financial assistance received by the organization from any government during the reporting period.</p>		<p>1a-d) Refer to pgs. 1-16 and 55-92 in 2020 Annual Report and the “Communities” sub-section (pgs. <b>84</b>-100) of the 2020 ESG Report.</p> <p>1e) Fifth Third paid \$370 million in applicable income tax expense in 2020. Refer to Income Taxes Note to Consolidated Financial Statements (pgs. 203-204) in the 2020 Annual Report for additional details.</p> <p>1f) Fifth Third total philanthropy was \$29.8 million in 2020. Refer to the “Corporate Citizenship &amp; Philanthropy” sub-section (pgs. <b>101</b>-103) of the 2020 ESG Report for additional details.</p> <p>2) Applicable income tax expense for all periods includes the benefit from tax-exempt income, tax-advantaged investments, certain gains on sales of leveraged leases that are exempt from federal taxation and tax credits (and other related tax benefits).</p> <p>Refer to the “Applicable Income Taxes” (pg. 72) sub-section of the 2020 Annual Report for additional details.</p>	<p><b><u>2020 Annual Report</u></b></p> <p>2020 ESG Report</p>

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Code/Metric	Reporting Status	Response	Source(s)
<p><b>Financial investment contribution</b></p> <p>1) Total capital expenditures (CapEx) minus depreciation, supported by narrative to describe the company's investment strategy.</p> <p>2) Share buybacks plus dividend payments, supported by narrative to describe the company's strategy for returns of capital to shareholders.</p>	●	<p>1) Refer to "Management's Discussion and Analysis of Financial Condition and Results of Operations" (pgs. 52-128) and "Financial Statements and Supplementary Data" (pgs. 128-233) sections in 2020 Annual Report and the "Sustainable Financial Performance &amp; Business Strategy" (pgs. 18-20) sub-section of the 2020 ESG Report.</p> <p>2) Fifth Third's common stock dividend policy and stock repurchase program reflect its earnings outlook, desired payout ratios, the need to maintain adequate capital levels, the ability of its subsidiaries to pay dividends and the need to comply with safe and sound banking practices as well as meet regulatory requirements and expectations. The Bancorp declared dividends per common share of \$1.08 and did not execute any open market or accelerated share repurchases in 2020.</p> <p>Refer to the "Capital Management" (pgs. 124-126) sub-section of the 2020 Annual Report for additional details.</p>	<p><b><u>2020 Annual Report</u></b></p> <p>2020 ESG Report</p>
INNOVATION OF BETTER SERVICES AND PRODUCTS			
<p><b>Total R&amp;D expenses (\$)</b></p> <p>Total costs related to research and development.</p>	◐	<p>Fifth Third does not report research and development costs. Refer to the "Empowering Customers" (pgs. 25-26) sub-section of the 2020 ESG Report for details on innovative products and services.</p>	<p>2020 ESG Report</p>
COMMUNITY AND SOCIAL VITALITY			
<p><b>Total tax paid</b></p> <p>The total global tax borne by the company, including corporate income taxes, property taxes, non-creditable VAT and other sales taxes, employer-paid payroll taxes, and other taxes that constitute costs to the company, by category of taxes.</p>	●	<p>Fifth Third paid \$370 million in applicable income tax expense in 2020 with an effective tax rate of 20.6%.</p> <p>Refer to Income Taxes Note to Consolidated Financial Statements (pgs. 203-204) in the 2020 Annual Report for additional details.</p>	<p><b><u>2020 Annual Report</u></b></p>

## Contact Fifth Third

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