

ESL IN THE COMMUNITY: 2022 REPORT

OWNERS' DIVIDEND

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TOTAL AMOUNT PAID TO MEMBERS SINCE OWNERS' DIVIDEND WAS CREATED IN 1996: \$265 MILLION

The ESL Owners' Dividend continues to be a substantial differentiator for ESL and a value-add for our members. We do not have shareholders but member owners, whose activities directly impact the level at which we are able to share our financial success with them each year. We have been able to

do this year after year, because our members have a deep trust in us to manage and support the most important aspects of their financial lives. Whether it's mortgages for homes, loans to help businesses grow, savings accounts with competitive rates, growing wealth relationships, or the latest credit and debit card technologies to help make payments as easy as possible, all of these activities add up and contribute to what we are able to return to our members each year.



2022 OWNERS' DIVIDEND
PAYOUT FOR 2023

\$25 MILLION

ESL Personal and Business Banking Member
Anna Nicole Prouty with son

OWNERS' DIVIDEND



ESL Business Banking Member
Bow Morse, Sales Manager, Morse Lumber

Additionally, the Owners' Dividend is an ever-evolving benefit that we are consistently evaluating.

New this year, ESL evolved our payout criteria, providing \$10 to eligible members to ensure all our members share the same starting point for earning an Owners' Dividend. This \$10 starter payout elevates the Owners' Dividend payout for a significant portion of our members and supplements our 2020 criteria changes that added debit and credit card transaction volumes — as well as Wealth Management relationships — to the payout formula.

OWNERS' DIVIDEND STORIES

ANNA NICOLE PROUTY, ESL PERSONAL AND BUSINESS BANKING MEMBER, OWNER, GEEK CHIC FLORAL BOUTIQUE

SINCE RECEIVING YOUR FIRST PAYOUT, HOW HAVE YOU USED THOSE FUNDS YEAR OVER YEAR?

Through the years, it became something I could put toward savings, which has been really helpful, as you never know when you're going to have to tap into savings.

During the pandemic and even now, as we're still coming out of the pandemic, it was great to have.

My husband lost his job, which was tough, and as a small business owner, I was closed down for a long time. All of the negative cash flow plus inflation created payments that we're still catching up on. This year, I was blown away by my Owners' Dividend, even just through my personal account, so when we received our last payout, we were able to put it toward our credit cards, which was definitely very helpful.

It's a really great benefit for being a part of ESL. One of my friends posted on Facebook when they received their Owners' Dividend this year and I swear around 100 people commented saying that it was the "best day!"

BOW MORSE, ESL BUSINESS BANKING MEMBER, SALES MANAGER, WM. B. MORSE LUMBER CO.

WHAT IS IT ABOUT THE OWNERS' DIVIDEND THAT YOU AND YOUR TEAM APPRECIATE?

We appreciate the Owners' Dividend — and reinvest it back into our company and people — but the dollars aren't even what's most important. It's what it represents: ESL is running a profitable company, and they're able to share what it's like when you're running on all cylinders. For us, it's the respect, honesty and integrity of the company that we appreciate the most. It shows me ESL is a good company run by good people.