

2023 Impact Report

# Powered by Purpose



 **LIBERTY**  
**BANK**  
Be Community Kind.™

# Driving Positive Results in Our Communities

## Beyond Delivering First-Class Banking

On behalf of the Liberty Bank Team, I'm pleased to share our 2023 Community Impact Report - Powered by Purpose.

From record financial earnings and double-digit lending growth to a complete digital transformation, while remaining 100% committed to our mutual bank status, 2023 proved to be another record-breaking and transformative year at Liberty Bank. However, driving positive change in our communities extends far deeper than just delivering first class banking.

One of the greatest impacts we can make is ensuring our communities can overcome challenges and become an even better place to live, work and raise a family. We do this by empowering the Liberty Bank team to be stewards for our many stakeholders including teammates, customers, suppliers, all levels of government and community partners.

We recognize from nearly 200 years of experience that as our communities evolve, Liberty must evolve along with them. This means embodying our brand promise to "Be Community Kind" in everything we do. It means aligning ourselves with customers, community partners and local organizations that share the same priorities we do. It also means showing the determination to drive business objectives, meeting expectations and serving the greater good.

The projects, partnerships and people highlighted in our 3rd Annual Community Impact Report are snapshots of the actions we took in 2023 to positively impact our communities. It reflects the breadth of our community engagement and the steady progress we are making to address societal challenges. And it defines what we mean when we say "Powered by Purpose".

While we've made real progress since we published our first report, we strive to do more to contribute to an even better future. It's the greatest impact we can have on the communities we call home.



**David W. Glidden** President & CEO

# Cultivating Strong Communities



With our diverse range of products and services tailored to meet the unique financial needs of all demographics, we play an active role in promoting affordable housing, fueling economic development, and bolstering the long-term vitality of communities across our footprint.

In 2023 we invested \$22,373,997 million in new Community Reinvestment Act (CRA) eligible investments and made 15 CRA loans totaling \$71,638,321, continuing to support low- and moderate income (LMI) communities throughout our market. In addition, we originated 211 Good Neighbor and Good Neighbor Plus Mortgages, totaling \$56.2 million in Liberty's LMI and minority-majority (MM) census tracks. The [Good Neighbor and Good Neighbor Plus](#) mortgage product requires no money down, provides up to 100% financing without private mortgage insurance (PMI) and up to \$5,000 in closing cost credits, plus a discounted mortgage rate when purchasing in qualifying communities - making homeownership a reality for 189 borrowers in 2023. These investments and loans helped finance affordable housing, community development, and economic revitalization projects across Connecticut and Western Massachusetts.

In line with our commitment to cultivate entrepreneurship and innovation, we hosted seven Academies for Small Business in 2023. Liberty Bank's [Academy for Small Business](#) provides early-stage entrepreneurs with the necessary funding and resources to jumpstart and grow their businesses. The Academy supported 53 entrepreneurs from diverse backgrounds and industries, offering them access to capital, mentorship, networking, and training opportunities.



[Learn More About Our Good Neighbor Program](#)



[Learn More About Our Academy for Small Business](#)



## We believe that financial education is key to empowering individuals and communities to achieving their financial goals.

In 2023, we expanded our programming to reach more students and adults, particularly in LMI school districts. Our teammates volunteered 324 hours of their time to deliver financial literacy workshops for high school students, adults, and senior citizens, covering topics such as budgeting, saving, investing, and credit management. We also hosted 13 Credit for Life Fairs, which are interactive simulations that teach high school students how to make smart financial decisions in different life scenarios. The fairs reached approximately 850 high school students in Connecticut and Western Massachusetts.

# By the Numbers

**324**

hours of Financial Literacy  
Programming in the community

**#1**

Mortgage Lender in  
Connecticut

**\$51MM**

financed to Black or  
Hispanic borrowers

**\$71,638,321**

in Community Development loans

**\$53,533,574**

to finance multi-family affordable housing units

**13**

Credit for  
Life Fairs

**59**

First-Time  
Homebuyer Classes

**81**

workshops on  
Financial Literacy

**\$56.2MM**

Good Neighbor and Good Neighbor Plus Mortgages  
closed in Liberty's LMI and MM census tracts

**189**

new homeowners financed their purchase through our  
Good Neighbor and Good Neighbor Plus Mortgage Program

## Outstanding

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

**\$265,000**

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

**53**

businesses jumpstarted through our  
Academy for Small Business

# A Force for Good

Leveraging our resources to make positive contributions in the community is at the heart of our mission. In 2023, Liberty Bank and its Foundation invested over \$2.85 million in Foundation grants and Bank sponsorships, supporting hundreds of local nonprofits and community-based organizations. Since 1997, our Foundation has awarded over \$18 million in grant funding to local nonprofits and in 2023, 115 organizations received grants totaling \$1,453,742. The investments we made enhanced the well-being of our neighbors and fostered more resilient, vibrant, and inclusive communities.



Foundation Grants in 2023 were primarily focused in three areas: Education & Training; Food; and Affordable Housing.



Education & Training  
**\$576,742**



Food  
**\$235,000**



Affordable Housing  
**\$270,500**



[Learn More About The Liberty Bank Rotary Club Thanksgiving Drive](#)



Our investments in Education & Training helped young people do better in school and gain the skills needed to succeed in post-secondary education or the workplace. Foundation grants also helped parents obtain or maintain employment, develop their financial literacy, or support their children's education. Programs like Oddbridge at Oddfellows in Middletown or the Women's Initiative at Collab in New Haven, and Children's Reading Partners with the Jewish Federation of Greater Hartford supported these outcomes.

In addition to addressing food insecurity through our general grant program, we partnered with 40 local Rotary Clubs and the [Community Foundation of Middlesex County](#) to provide meals for families in need during the Thanksgiving holiday and beyond. [The Liberty Bank Rotary Club Thanksgiving Drive](#), which began in 2004, served 68 nonprofits and raised \$741,119 in 2023.

Through our general grants program, we also supported organizations such as Connecticut Food Bank, Covenant Soup Kitchen in Willimantic, and St. Vincent de Paul Middletown. Our teammates logged over 800 volunteer hours with local food banks and pantries.

We understand that homeownership creates opportunities for families to build assets and create generational wealth. Our investments in affordable housing created more affordable options for homeownership across Connecticut and Western Massachusetts, in addition to making first-time home ownership a reality for many. Working in partnership with Liberty Bank's Community Development team, the Foundation supported 19 nonprofit organizations in Connecticut and Western Massachusetts that work every day to increase the supply and availability of affordable housing, provide homeownership education and counseling, and support the development and preservation of housing projects and initiatives.



## In 2023, some of our Housing Partners included:

**Neighborhood Housing Services of New Haven**, which provides homebuyer education, counseling, and financial assistance to first-time homebuyers.

**Eastern Connecticut Housing Opportunities and San Juan Center**, which develop and manage affordable housing communities for low- and moderate-income families and individuals.

**House of Heroes**, which improves the living conditions of military and public safety veterans and their families who need assistance in maintaining their homes.

## Where Passion Meets Purpose

We're more than just a financial institution. We're a community partner who cares about the well-being and prosperity of our neighbors. That is why we encourage and support our teammates to volunteer their time and talents to causes they are passionate about.

In 2023, our teammates demonstrated their commitment to giving back by logging 13,721 hours in service to over 400 local nonprofits. This is a 10% increase from the previous year and a new record for our organization. Our teammates showed up to renovate homes through our partnership with House of Heroes, they rallied in support of the LGBTQ community, they prepared and served meals at St. Vincent de Paul in Middletown and the New London Community Meal Center, and tutored and mentored children, taught financial literacy, and made long-term commitments to serve on nonprofit boards and committees.

### World Kindness Day. 88 Bikes and 700 Teammates.

On November 13, 2023, World Kindness Day, nearly 700 teammates gathered to build 88 brand new bicycles that were donated to the Boys & Girls Club of Hartford.



*“Community is central to our mission and supporting our communities is integral to fulfilling our brand promise, to Be Community Kind. Whether you’re visiting one of our branches, at a community event we’re sponsoring, or volunteering alongside us, our team is committed to improving the lives of our customers, teammates, and communities for generations to come.”*



**Toral Maher,**  
FVP, Foundation Manager

# 4 Paid Days

All Liberty Bank teammates enjoy the benefit of 4 fully-paid days off per year to volunteer for causes and organizations that are important to them.



**\$1.4 million** in corporate sponsorships to support numerous events, nonprofits, and causes that are vital to the communities served by the Bank. Among the 2023 sponsorship partners were American Cancer Society, YMCAs, Boys & Girls Clubs; youth and professional sports teams; and local theatres.



**\$1,453,742** in Liberty Bank Foundation grant funding in 2023

**Over \$18 million** in charitable contributions since inception in 1997



**\$301,099** raised during the Bank's annual United Way Campaign, exceeding the campaign committee's fundraising goal by \$50,000.



**\$391,000** According to the Independent Sector, the estimated value of volunteer time in 2023 was \$28.54 per hour. This means that our teammates' service hours contributed over \$391,000 of work value to local nonprofits.



**\$235,000** in grant funding to address food insecurity in our community



**13,721** volunteer hours logged by teammates



*"I had just started working at Liberty Bank in our corporate Long Hill office and immediately noticed the difference in atmosphere within the company. Compared to the other places I have worked, the employees were more friendly and seemed to be genuinely enjoying their job. I loved the "Be Community Kind" vibe at the bank and couldn't wait to find my first event to volunteer at. I heard someone asking another employee if they wanted to join her in making signs for the Middletown Pride event and was excited when she extended the invitation to me. I was immediately interested and thrilled to learn that Liberty Bank not only was taking part in sponsoring the event but that we internally had a Pride Committee. I have never felt so welcomed as I do being a Liberty Bank employee."*



**Bruce Horner,**  
 Loan Servicing  
 Consultant



## A Top Workplace

Our **vision** is the build **the** Community Bank of the future. With that in mind, every day our teammates serve our customers and communities with integrity, innovation, and excellence. They are the cornerstone of our success, and we recognize their unwavering dedication to meeting the needs of our customers and communities. In return, we ensure their well-being and professional growth through a supportive environment that offers comprehensive benefits, ongoing training, and the flexibility to balance their professional and personal lives. Teammates participate in wellness challenges, seminars and webinars on health and nutrition, receive discounts on gym memberships, fitness classes, and other wellness services. Teammates are also encouraged to take ownership of their careers at Liberty. To support them, we encourage them to take advantage of a variety of internal and external resources such as mentoring, LinkedIn Learning, Individual Development Plans, conferences, and seminars, including Black Enterprise Women of Power Summit; Latinas and Power Symposium; Women in Business Summit; Connecticut Bankers Association Women in Banking Conference and the Connecticut School of Finance and Management. In 2023, we also launched the *Power of Inclusive Leadership Program* to cultivate skills to build and promote a diverse and inclusive workplace.

At Liberty Bank, we believe in a culture of collaboration, respect, and accountability. We encourage our teammates to share their ideas, opinions, and feedback, and we listen to them with openness. We respect each other's diversity, backgrounds, and perspectives, and we treat each other with kindness. We hold ourselves accountable for delivering high-quality service and exceeding our customer expectations. We also have fun together celebrating our achievements and milestones. For these reasons we've been named a Top Workplace for 12 consecutive years and an employer of choice.





**24,060**

paid volunteer hours provided to teammates for use in 2023 valued at \$686,672.

**12**

consecutive years as a Top Workplace

**\$161,000**

contributed to teammate Health Savings Account (HSA) accounts in 2023

**\$5 million**

contributed to our active pension and employee 401K plans in 2023

**11% Increase**

Increased female representation in positions of First Vice President and above by 11% in 2023

**591**

teammates are enrolled in our medical and healthcare benefits

**100%**

of teammates have access to free LinkedIn Learning

**398**

teammates participate in our Health Savings Account (HSA) Program

**100%**

of teammates are encouraged to create an Individual Development Plan and take ownership of their career at Liberty Bank

**34**

teammates participated in an in-house training on Nonprofit Board Service

Launched the *Power of Inclusive Leadership Program* to cultivate skills to build and promote a diverse and inclusive workplace.

Offered three Leadership Development Programs aimed at advancing women of color in the workplace in 2023

# The Power of Collaboration

In 2023, Liberty Bank established a successful partnership with [Eastern Connecticut State University \(ECSU\)](#) focused on promoting financial literacy in the community. ECSU reached out to Liberty Bank's Community Development team to explore possible collaboration opportunities. Since then, the partnership has expanded and involved various activities and events planned and delivered by the students with guidance from our Community Development Team, including:



Established a course at ECSU called Financial Literacy in the Community, where students learned from the Community Development Team and other local experts and guest speakers about the financial well-being of their community, local needs, and how they can be proactive in addressing them.

ECSU students learned about Fraud Prevention from Pamela Days Luketich, VP, Community Development Outreach Officer, and then using a train-the-trainer model, they delivered their own workshop on Fraud Prevention at a local senior center.

The students partnered with Habitat for Humanity of Eastern CT and the Connecticut Housing Finance Authority (CHFA) to host a homeownership event where the ECSU students and Liberty Bank Lenders provided information and guidance to local individuals and families on homeownership.

The students also hosted a Financial Literacy Fair on campus for their peers.

Financial literacy programming for Windham Public School students, delivered by Liberty Bank staff and ECSU students. Including A Credit for Life Fair for the entire Junior Class at Windham Public High School.

The students also visited Liberty Bank's headquarters, where the ECSU students met with Liberty Bank's President and CEO, David Glidden, and other leaders of the organization to learn about how a community bank operates and differentiates itself from its competitors.

**Through this partnership ECSU students were equipped with valuable skills and experiences to teach, promote, and share their knowledge on financial literacy in their local community. This partnership is an example of the power of collaboration.**

## Driving Community Impact as Business Leaders

In 2023, Liberty Bank hosted an in-house training on Nonprofit Board Service and 34 teammates participated. The workshop taught teammates the fundamentals of nonprofit board service, such as the roles and responsibilities of board members, the legal and financial aspects of governance, and the best practices for board recruitment, orientation, and evaluation. They also learned about the personal fulfillment nonprofit board service can provide and the positive impact it can have on the communities we serve.



# Taking Proactive Measures

to Strategically Keep Our Customers,  
Teammates and Communities Safe



# Protecting Customers and the Bank with Enterprise Risk Management

Liberty Bank's customers entrust us to take care of their assets while we responsibly assume risk to help them achieve their financial goals. We must proactively manage risk while upholding the integrity of our operations, customer goodwill, trust and reputation.

To maintain the Bank's strong risk management culture, the Board of Directors and senior management have established an Enterprise Risk Management Program to identify and define risks inherent to our business and consistently measure, monitor and mitigate risk with the aim to create value and opportunity for our customers while ensuring we protect their assets. The Bank's risk management culture works to maintain the credibility and trust of our teammates, customers, and communities and instill confidence in the larger financial system.



*"A strong risk management culture is imperative to the safety and soundness of a financial institution such as Liberty Bank. Consistent with the Vision, Mission, and Core Values of Liberty Bank, this culture extends to safeguarding the information and assets of our customers."*



**Troy Damboise, EVP, Chief Operational Risk Officer**

## A Committed Fraud Intelligence Unit (FIU)

As Liberty grows and offers more complex products and services, our FIU Team uses sophisticated technology to proactively identify fraudulent activity on customer accounts. The important work of our FIU matters because it protects the Bank and our customers from fraud.

In 2023, our Fraud Intelligence Unit prevented 557 customers from losing just over \$4.5 million in funds due to various scams and helped avert losses due to fraudulent transactions totaling more than \$6.4 million.



*"Identifying suspicious patterns and early intervention allows the FIU to maximize the customer experience, reduce fraudulent activity and minimize fraud expenses."*

**Lisa Carideo, SVP, Director, Risk and Control Strategic Advisor, FIU**



# Safeguarding Sensitive Information

Liberty Bank makes significant investments to safeguard sensitive information by installing state of the art, innovative data security technology and training teammates to carefully protect access to customer information.

**Here are some examples from 2023:**

## Raising Awareness

We conducted speaking engagements and hosted workshops and forums to educate customers and teammates on topics such as elder exploitation and best practices when it comes to cybersecurity and data privacy for our customers. We also participate in national initiatives such as Cybersecurity Awareness Month and Data Privacy Week each year.

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### 1,013 cases

The Corporate Security Department investigated 1,013 cases, averted over \$4.736 million in fraud losses and identified over \$538,388 for recovery.

### 3,594 hours

of regulatory training was logged by teammates and conducted 13 Phishing Campaigns to educate our teammates on ways to better protect the Bank and our customers.

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## Empowering Customers

We provide tools to help customers protect themselves from suspicious account activity, including identity verification, screening of repeated attempts to log into a customer's account, transaction alerts on debit card usage, and fraud monitoring services.

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### Preparedness

Our Business Continuity Plan (BCP) was tested on a regular basis to verify the effectiveness of our plan to mitigate interruption in our customers' banking experience during emergencies such as storms, cyber-attacks and data breaches.

### 636 hours

Information Security dedicated 636 hours to Threat Intelligence activities and research to proactively mitigate the risks associated with cyber threats. This keeps our teammates informed of new cyberattacks, trends and threat actors. It also ensures we keep our systems up to date to avoid data breaches and attacks.



# A Best-in-Class Digital Banking Platform

We take proactive measures to incorporate cutting-edge encryption techniques, enhanced identity verification, real-time fraud detection systems, and ongoing monitoring protocols when banking online. Our best-in-class Digital Banking Platform, launched in late February 2023, provides access to several tools that assist in protecting customer accounts and financials.



## Here are some examples:



**Mobile Check Deposit** offers the ability to deposit checks quickly, offering less chance of losing or misplacing checks. Depositing checks quicker also protects from overdrafts.



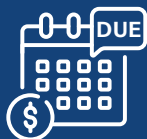
**Multiple tools** to protect unauthorized digital access, including customer's ability to update credentials, multi-factor authentication for high-risk access and transactions or changes.



**Credit score monitoring** to assist customers in tracking their credit score changes and provide insights as to how to improve a credit score.



**Person Payment** allows customers to pay others without sharing account information.



**Bill Payment services** allow customers to pay/organize bills and schedule payments so that payments are not missed, without sharing account information.



**Debit card controls** to turn on/off cards to prevent unauthorized use and debit card alerts to track transactions.

# The Power of Listening and Then Taking Action

We constantly improve, innovate, and instill a culture of inclusivity by seeking feedback, new ideas shared from our teammates, customers and communities and taking action on what we hear. We know that when our teammates feel a sense of ownership for our Mission to improve the lives of our customers, teammates and communities, they will go above and beyond for the team and our customers.

Building this sense of ownership begins with listening and then taking action. We've implemented many formal and informal internal initiatives and tools for our teammates and customers to be heard, including:

- CEO Listening Sessions
- Annual teammate engagement surveys
- 'Stop the Madness' teammate feedback program
- 'Voice of the Customer' satisfaction surveys
- Internal procedures to quickly respond to customer concerns and inquiries



## Teammate Feedback is a Gift

We know that teammates who feel valued, appreciated, heard and part of a bigger purpose are motivated to deliver the same exceptional experiences and services to our customers. This effectively drives the Bank's steady growth, improves efficiency, enhances our competitive position, builds a stronger culture and delivers operational excellence. Here are a few examples



Voted a Hartford Courant Top Workplace for the 12th consecutive year, being named an employer of choice as voted by our teammates.



Over 1,000 submissions by teammates through our internal change management tool to improve processes, policies and procedures since October 2019.



Held CEO Listening Sessions with teammates at all levels and from various backgrounds in 2023.



Conduct two annual bank-wide meetings, virtual and in-person options, to keep our 800+ teammates engaged and provide information on topics such as our strategic plan. They also give teammates a venue to ask questions about the direction of the Bank.



Host annual One Bank Experience Engagement survey not only to gather teammates' feedback but take action on what we hear.





## Customer Satisfaction Results through 'Voice of the Customer' Surveys

More than 16,300 Voice of the Customer surveys completed in 2023.

Overall customer satisfaction when using and visiting a Liberty Bank branch is 94%, versus the industry average of 91%.

Overall customer satisfaction rate for new account opens is 98%, versus the industry average of 93%.

Liberty Bank's Net Promoter Score is 75, which falls within the Excellent range for industry scores.

When our customers open a new account in a branch, 90% are likely to recommend Liberty Bank to others versus the industry average of 63%.

Overall customer satisfaction rate following interactions with our Customer Service Center is 90%.

## Valuing Customer Feedback

We hold ourselves accountable in ensuring every customer - regardless of how they bank with us - benefits from first-class products and services with an extraordinary banking experience. Whether it's in-person conversations with our customers, responding to calls to our Customer Service Center or surveying customers, we leverage the qualitative and quantitative information we collect to measure the customer experience at Liberty, helping us to continually respond to the ever-changing needs of our customers. It's why their feedback is so valued at Liberty.

## Safeguarding a Vulnerable Population: Elder Abuse Prevention Spotlight

A 71-year-old man was being unknowingly scammed by a woman he befriended online, but who lived in another country. The first instance when she asked for money, the woman told him she lost her computer while traveling. Feeling empathetic, he sent her \$2,600.

Not long after, the customer visited our East Lyme branch and was speaking with Branch Manager Lisa McNulty about the relationship. Lisa was honest and compassionate in telling him he was being tricked. The customer was taken back and didn't believe it, saying he talks with her regularly and knows a lot of her personal information. So, following another request from the woman overseas, he deposited two cashier's checks totaling \$145,000.

Right away, Lisa called and spoke to Ethan Rand in our Fraud Department, explaining all the facts she knew. When the customer came in, Lisa had a very in depth and direct conversation again about this being fraud. Yet, by this time, the checks cleared because he was sadly part of a mule scam. Lisa assisted our customer in filing a police report to deal with the complex situation.

Our Corporate Security team received a call from U.S. Customs & Border Protection regarding the funds. Two agents flew in from Texas to retrieve \$145,000 and give it back to the rightful owner. The agents could not say enough about how easy it was to work with Liberty Bank and complimented our Security Department for making the

process so simple and seamless. Also, thanks to Lisa's diligence and awareness, the \$145,000 was saved and prevented a huge deficit. The customer is forever grateful to Liberty Bank for being such a wonderful partner.



# Business Ethics and Whistleblower Hotline

Our Whistleblower Hotline is a confidential reporting channel which allows teammates to raise workplace concerns. It is designed to ensure that teammates can speak out about wrongdoing without fear of retaliation. It is used by teammates to surface concerns, especially those related to business ethics, completely anonymously.

Liberty Bank is committed to conducting its affairs responsibly and to upholding the highest standards of ethics in its

relationships with customers, teammates, the community, business partners, and regulatory agencies. Our success depends in large part on trust and integrity, which is at the heart of our values. To support these core values, we promote open communication and fairness and have adopted a business ethics and conflict of interest policy, which incorporates the Whistleblower Hotline. Every teammate is required to read and acknowledge this comprehensive internal policy annually.



## Nearly 200 Years Committed to Mutuality and Community Banking

Since 1825 Liberty has been a mutual bank dedicated to fulfilling our mission: *to improve the lives of our customers, teammates and communities for generations to come.* Today, we've grown to be the oldest and among the largest independent mutual banks in the country. As a mutual bank, we are owned by our depositors - not shareholders who expect a return on their investments. By virtue of not having shareholders, we focus solely on the best interests of our stakeholders - our customers, teammates and communities. Their interests are often best met by making long-term investments in new products and services; technology infrastructure; and community development. We can forego short-term financial gain to make these investments in ways our publicly-traded competitors often cannot.

We are committed to the highest standards of corporate governance built on business integrity and high performance. We achieve this partnership with our governing bodies: our Corporators and Board of Directors.



[View the interactive digital version of our 2023 Annual Report](#)



# Liberty Bank Corporators

Liberty Bank's 65 Corporators – which include all 12 members of our Board of Directors – live in the communities the Bank serves. The Corporators are our “community ambassadors” in their respective communities whose primary responsibilities include electing and re-electing the Board of Directors who provide oversight for the operational and strategic direction of the bank, including its overall performance.

Our Corporators are also our “eyes and ears” in the community who we rely on to listen and engage with our customers and local stakeholders; share feedback they receive; and offer ideas and input based on what they're hearing.



## Corporator Listening Tours

In 2023, senior management, led by President & CEO David Glidden, hit the road to conduct the inaugural “Corporator Listening Tour” in communities across the Bank's footprint.

In addition to meeting face-to-face only at our annual meeting every April, the Liberty Team made a commitment to meet with Corporators in the communities where they serve as our eyes and ears for informal discussions that encourage open dialogue; give them the opportunity to hear directly from Bank leadership; provide input and ideas; and get their questions answered. Liberty listens and acts on what is discussed with Corporators at each of these tour stops.

Building on the success of the 2023 Corporator Listening Tour, David Glidden and the team held another round of meetings in three more communities in March 2024. Topics covered included the current state of *your* Bank; a review of the 2023 financials and a Q1 2024 update; and a report on the Bank's commitment to the community through grants, sponsorships and volunteerism.

Bank leaders also introduced plans – pending regulatory approval – to move from our current Mutual Bank structure to a Mutual Holding Company, or MHC – a routine step to position Liberty for long term success while maintaining our nearly 200-year commitment to mutuality. Plans are in place for another Corporator Listening Tour later in 2024.



# Pride in Protecting Our Customers:

Read about some of the many reasons why our customers keep banking with us and recommend Liberty to others...

## Safe Banking

*"I love Liberty Bank so much everyone is always so helpful and kind. I recently moved but refused to change banks because I love it so much. The process for fraud detection is so easy and I have told many of my friends about it because their banks have a much more complex system for detecting fraud."*

## True to Our Mission

*"At Liberty Bank, everyone is customer oriented, from branches to financial advisors. I am highly impressed with the level of customer service. I changed my primary bank to Liberty because I feel like I am a priority with every interaction I've had. I love everyone at Liberty bank, whatever it is that you are doing in the training is working, the mission statement shows through the employees."*

## Building Strong Relationships with our Customers!

*"I was so thankful for how easy Liberty Bank made it for him and how quickly it went. I wish more banks were as efficient at the legal handlings in the branch as Liberty is. I will spread the word to other probate attorneys about Liberty because you are truly the most reliable."*

## Efficient Banking

*"I love Liberty Bank. I always work with professionals that really know what they're doing which makes banking more efficient. I've had great experiences with people at all the branches. I recommend Liberty to all my friends, and they all love it! Can't thank you guys enough."*

*"Every day, I am proud to strive to provide our customers with superior customer service. One of the most important parts of the customer experience is to ensure we are protecting our customers. I utilize our customer identification protocol alongside our voice biometric system to ensure we are verifying and indeed talking to our customers. We've gone through extensive training in the Call Center to look for warning signs that we may be potentially talking to a fraudster and what to do when or if that happens."*



**Jamie Ruppert,**  
Customer Service  
Center Team Lead



## Pulse Check:

While there is always room for improvement, it's evident that our financial partnership is making a difference. We are proud that Liberty remains a leader in providing exceptional banking experiences.

## Powered by Diversity, Equity and Inclusion

At Liberty Bank, our commitment to Diversity, Equity, and Inclusion (DE&I) is a cornerstone of our pursuit to foster a culture where every teammate, customer, and community member feels valued and respected.

Our DE&I strategy is not just about meeting goals but about embedding these principles into the fabric of our organization. We believe that by embracing diverse perspectives and creating equitable opportunities, we can drive innovation and growth, better serve our communities, and build stronger relationships.

In 2023 we continued to make significant strides in our DE&I efforts, focusing on four key pillars: teammates, customers, community and suppliers. We strive to build a workforce that reflects the diverse communities we serve, ensuring that all voices are heard and represented. Additionally, we have implemented comprehensive training programs to equip leaders with the necessary skills to drive innovation and foster an inclusive culture at Liberty Bank.



**Our comprehensive, multidimensional DE&I Strategic plan is organized into four main pillars: *Customers, Teammates, Communities, and Suppliers.***



Our commitment extends beyond our internal practices. We are actively engaged in partnerships and initiatives that promote equity and inclusion within the communities we serve. Through targeted initiatives our lending practices are designed to ensure all individuals and businesses have equitable access to the resources they need to thrive. Our corporate giving and volunteering initiatives actively support programs and organizations that foster inclusivity and uplift communities across our footprint. We are building strong relationships with diverse businesses to ensure our procurement processes reflect the communities we serve.



Liberty Bank is proud of the progress we have made, but we recognize that the journey toward equity and inclusion is ongoing. We remain dedicated to continuously evaluating and refining our DE&I strategy to ensure that we are making a meaningful impact both within our organization and in the broader community.

# Pursuit of Sustainability

Progress Continues






## At Liberty Bank, our relentless pursuit of environmental sustainability grows in intensity year over year.

From our environmentally-conscious actions at our Corporate Offices and Loan Production Offices to our retail branches, Liberty Bank Investment Services (LBIS), ATMs, Call Center or our first-class digital banking platform - we hold ourselves accountable to be stewards of our environment while providing our customers the opportunity to make sound sustainability decisions when deciding how they want to bank with us. It's why our mission to improve the lives of our customers, teammates and communities for generations to come extends far beyond dollars and cents. It starts by meeting the needs of the present.

## A Customer & Environmental Partner

Maintaining our long partnership with InfoShred, a woman owned, AAA-certified business that provides mobile and plant-based shredding services, we continue to drive meaningful results through paper recycling and secure document destruction year over year. From 2022 to 2023, we delivered stronger results in every category when it comes to protecting the environment through recycling paper.

	2022	2023
 Pounds of Recyclable Paper	152,716	155,027
 Gallons of Oil	2,902	2,946
 Gallons of Water	534,506	542,595
 Kilowatt Hours of Energy	313,068	317,805
 Cubic Yards of Landfill Space	382	388
 Trees	1,298	1,318

## Implementing Green Printing and Best Practices

Five years ago when we began our partnership with BDS ACT Group, they completed an assessment prior to the opening of our Corporate Headquarters. They tracked the print habits of teammates who moved to the new building and on average they were printing 302,596 pages per month. That is over 60 cases of paper.

We also had one printer for every two teammates with a total of 127 print devices. At that time, BDS reduced our device count to 54 printers. It only took one month to see a difference in printing with an immediate reduction of printing by 20%.



**54%** reduction in our print eco-footprint

Five years later, we've achieved impressive results. By consolidating our printers and no longer allowing teammates to have their own printers at their desks, Liberty has limited the kind of "printer abuse" we've witnessed over the years which has given us better control over the amount of printing performed by individual teammates.

Our most recent contract with BDS was not only for Corporate Headquarters but

included branches too. BDS installed only 48 print devices across these buildings. The average monthly volume is only 137,989 pages per month or less than 28 boxes of paper. This document management software, new scanning technology and badge release printing resulted in a 54% reduction in our print eco-footprint.

## The Environmental Benefits of the New Digital Banking

In 2023, Liberty Bank - in our continued pursuit to deliver extraordinary customer experiences and instill a culture of innovation - seamlessly transitioned to a new digital banking platform.

This well-planned and bank-wide preparation resulted in a more modern and streamlined platform that puts us ahead of our competition.

Our digital banking conversion in 2023 not only led to a better banking experience but it also resulted in even more customers enrolling and leveraging our industry leading digital banking services.

**Block this card**  
Place a temporary block on your card. You can unblock your card at any time.

Manage Your Alerts & Controls By Clicking Here

Lost/Stolen Card

Home Transfer Pay Bills Check Deposit More



The number of **Mobile Check Deposits**, which allows customers to deposit paper checks using a camera or scanner, jumped 16% at Liberty Bank. In 2021, we recorded 48,587 in mobile check deposits versus 56,264 in 2023.



Every year the number of customers signing up for **Digital e-Statement** significantly grows. In 2021, only 29,929 customers received e-statements. As of December 2023, nearly 158,000 Liberty Bank customers benefit from our e-statement offering. That's a 428% increase in only three years for customers choosing to get their statements electronically rather than paper statements.



The number of Liberty customers enrolled in **Electronic Bill Pay** has doubled since 2021, expanding from 37,246 customers to 64,560 customers as of December 31, 2023. In 2023 alone, nearly 860,000 bill payments were sent out digitally by Liberty Bank customers.



# Recycling IT Hardware Our Teammates Use

With nearly 800 teammates, that means we have different kinds of IT hardware being used across the Bank. So what do we do with end-of-life and broken IT hardware? We recycle it - safely and securely.

This includes laptops and computers, desk phones, mice, keyboards and monitors. In 2023, we recycled the following IT hardware:



**1,341** pieces of IT hardware



**503** desktop phones



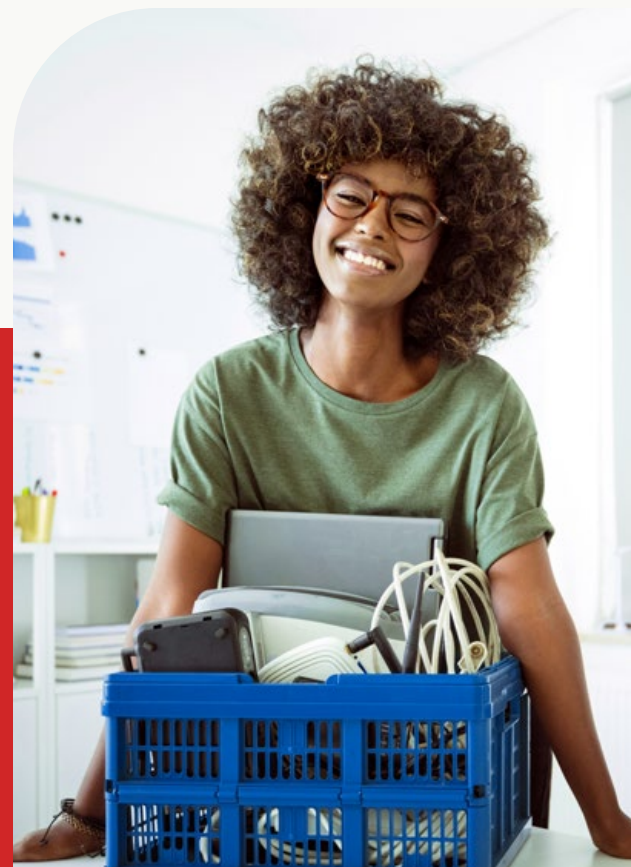
**208** laptops and computers



**38** computer routers



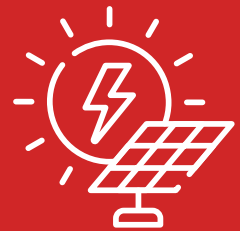
**592 “peripherals”** - any hardware that is part of a workspace that doesn't store sensitive data.



## Rebuilding a Stronger and Greener Enfield Motors

In 2022, Enfield Motors, which operates as Artioli Chrysler Dodge at 525 Enfield Street, suffered significant damage at their location due to a fire and part of it needed to be demolished. But as their owner Bob Artioli said, “We’ve been here since 1975 and we’re still going to be here.”

This family-owned dealership needed to go through a repair and rebuild of their location so they reached out to their commercial bankers at Liberty. Our loan in 2023 to Enfield Motors enabled them to comeback stronger and greener, including funding for solar in their buildings and an electric heat pump HVAC system powered by the resulting solar power.



The result: an environmentally-responsible and resource-efficient building that also delivers year-round energy savings.





## Liberty Bank Foundation: Backing Organizations that Teach Environmental Stewardship at a Young Age

Liberty Bank and the Liberty Bank Foundation invested a record amount in community organizations in 2023, which included a \$5,000 grant to Solar Youth, a New Haven-based organization that teaches urban youth about the importance of community and being strong stewards of our environment. We've been an ongoing community partner of Solar Youth for the past ten years to help them achieve their mission to *empower youth to achieve lifelong success (and nothing less!)*.



In 2023, Solar Youth served over **200 youths and 14 green jobs interns**, held the Green Jobs and Summer Camp and organized 29 trips for the youths.



## Partnering with Customers Who Combine Innovation & the Environment

Starting in 2022, Liberty Bank - through our Hartford Commercial Loan Production Office - made \$35 million in loans to Noble Energy, a Connecticut-based business that provides high-end automobile re-fueling centers in New England.

This banking relationships bolsters Nobel's unwavering commitment to innovation, taking pride in how they are changing the way gas and convenience stores are viewed.



Full electric charging canopies that offer customers DC Fast EV charging



Created various multi-use sites to ensure the best use of land, which earned them a Connecticut Main Street Award



Work with local wetland commissions to mitigate the wetlands on site



This partnership earned Liberty Bank and Fuel Cell Energy a 2023 Outstanding Project Award from Connecticut Green Bank.

## 2023 Outstanding Project Award from Connecticut Green Bank

Liberty Bank remains committed to delivering a more sustainable future and investing in more 'green projects'. Danbury-based Fuel Cell Energy, a Liberty Bank customer, owns and operates a 7.4-megawatt fuel cell park at the Naval Submarine Base that supplies power to Connecticut Municipal Electric Energy Cooperative members.

With the help of our commercial lenders Dan Longo and Jeff Hubbard - and loans financed by Liberty Bank and the Connecticut Green Bank - Fuel Cell Energy's fuel cell park project provides grid resiliency and micro-grid-ready clean energy. This made cleantech innovation available to our country's most critical national security infrastructure right here in Connecticut.

## Liberty's Evolving Solar Strategy by Investing in Community-Based Solar Projects

The Liberty Team knows the criticalness of having an evolving solar strategy that includes strategic investments in community-based solar projects in our footprint and across the country.

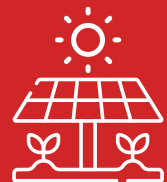
In 2022 and 2023, Liberty invested a total of \$5 million in a pool of funds managed by Sunwealth, an award-winning clean energy investment firm and public benefit corporation that finances and manages solar projects. Money from this Sunwealth fund was earmarked for ten community-based solar projects.

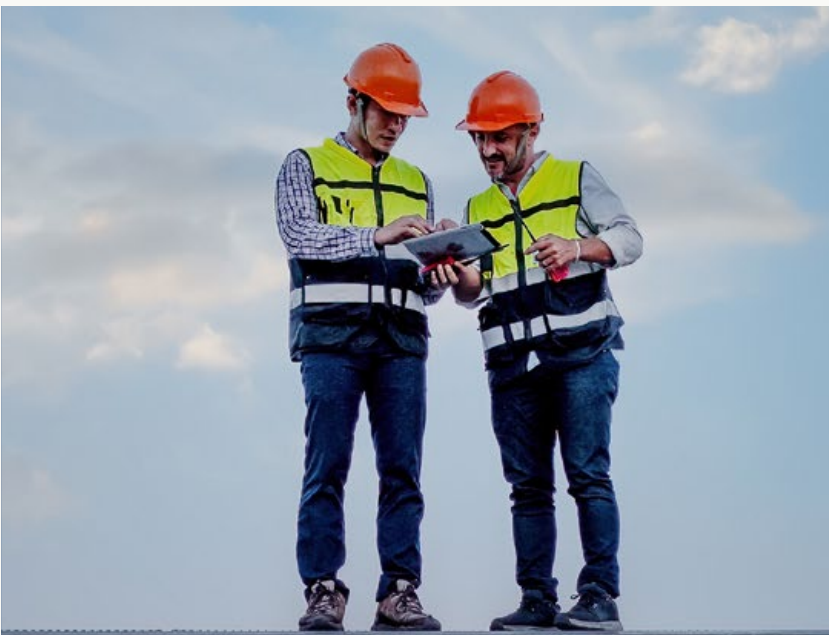
*"We are proud to announce this additional \$2.5 million investment in our partnership with Sunwealth, deepening our commitment to provide both economic and societal benefits to the communities we serve."*



**Paul Young,**  
Sr. EVP, Chief Financial Officer

Recognizing the success of our ongoing partnership with Sunwealth and the society and environmental impact we are having as a result, **Liberty Bank just committed to another \$2.5 million in 2024 and 2025 for community-based solar projects.**





## The Taft School's Solar Rooftop Project

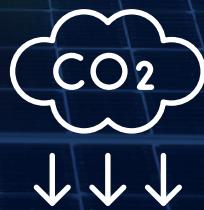
In 2023, Liberty's investment with Sunwealth supported a solar rooftop project for the Taft School's Odden Hockey Rink.

The Taft School in Watertown, Connecticut, founded in 1890 with the mission to "educate the whole student", installed a 227 kW standalone-meter rooftop project at the ice rink. It's a 20-year site lease agreement in which the Taft will receive \$130,000 in lease revenue for the lifetime of the project. All the energy generated will be sold to Eversource, an energy provider serving customers in Connecticut, Massachusetts and New Hampshire.

### The impact:



**227 kW**  
solar power  
installed



**5,233**  
metric tons of  
carbon reduced



**\$130k**  
in lifetime  
lease payments



**8**  
lifetime solar  
jobs created

## 2023 Impact Report



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