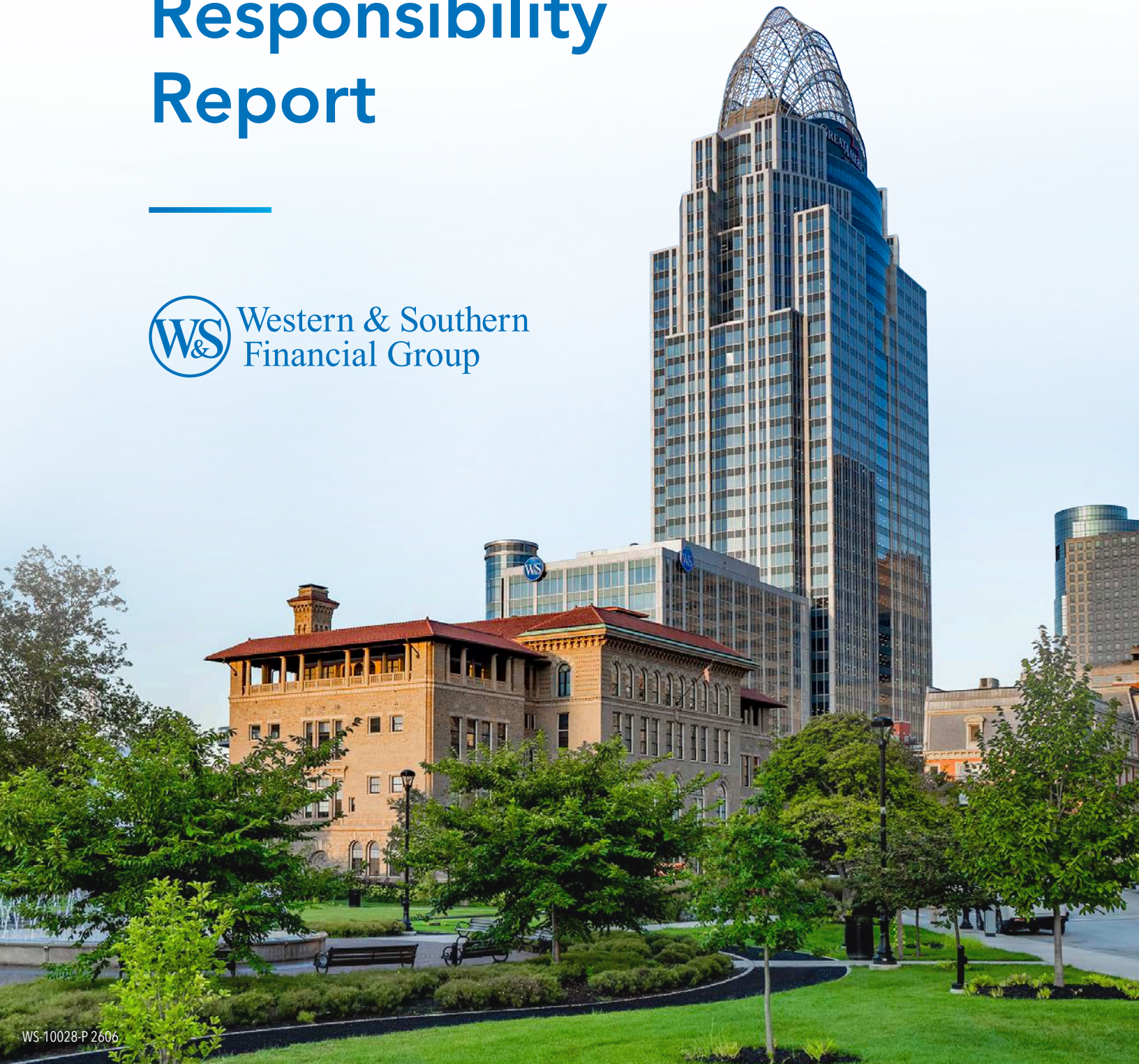
2025

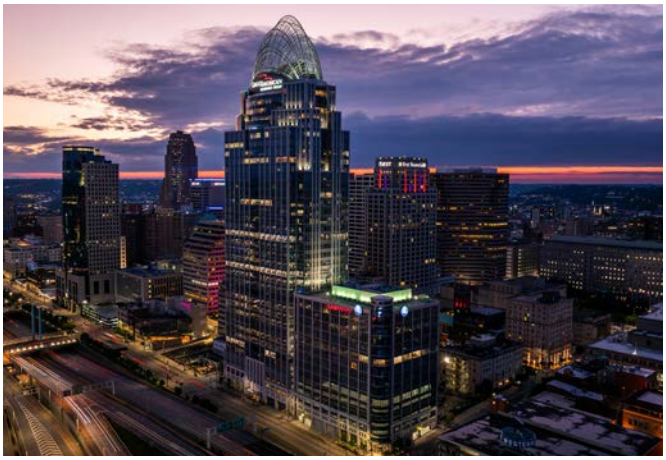
Corporate Responsibility Report

Western & Southern Financial Group



WS-10028-P 2606

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Built to Serve

Moving forward with purpose defines how we operate at Western & Southern. Supported by a strong foundation and long-term perspective, we remain committed to serving others with strength and compassion, while finding new ways to better serve our associates, our customers and our communities.

We continue to invest in our people, creating an environment where associates can **grow, lead, win and do good for others.** A strong culture, combined with a commitment to develop our people, helps us attract and retain talented individuals who are dedicated to serving our customers and strengthening the communities where we live and work.

Our commitment to doing good for others is also reflected in the impact we make beyond our business. Through philanthropy, partnerships and long-term investments, we continue to support initiatives that strengthen education, healthcare, the arts and economic development. In 2025, an updated independent study found that our company's total economic impact in the Cincinnati region from 2008-2025 grew to $37.5 billion, reflecting our long-standing commitment to strengthening the communities we call home.*

As we look ahead, we remain focused on operating with integrity, adapting responsibly to meet the evolving needs of our customers, and building on the commitments that have guided our company for generations. As part of that effort, we are thoughtfully exploring new tools and technologies, including artificial intelligence, to help improve efficiency, strengthen decision making and enhance the service we provide. While innovation creates new opportunities, we remain grounded in what matters most — the relationships we build and the trust our customers place in us.



We are proud of the role we play in helping strengthen the communities we serve and support those who count on us every day.

Sincerely,

John F. Barrett
Chairman, President and Chief Executive Officer

*Economic impact figures are based on an independent study conducted by the Alpaugh Family Economics Center at the University of Cincinnati, measuring Western & Southern's contributions to the Greater Cincinnati region from 2008 through 2025.

DOING GOOD FOR OTHERS

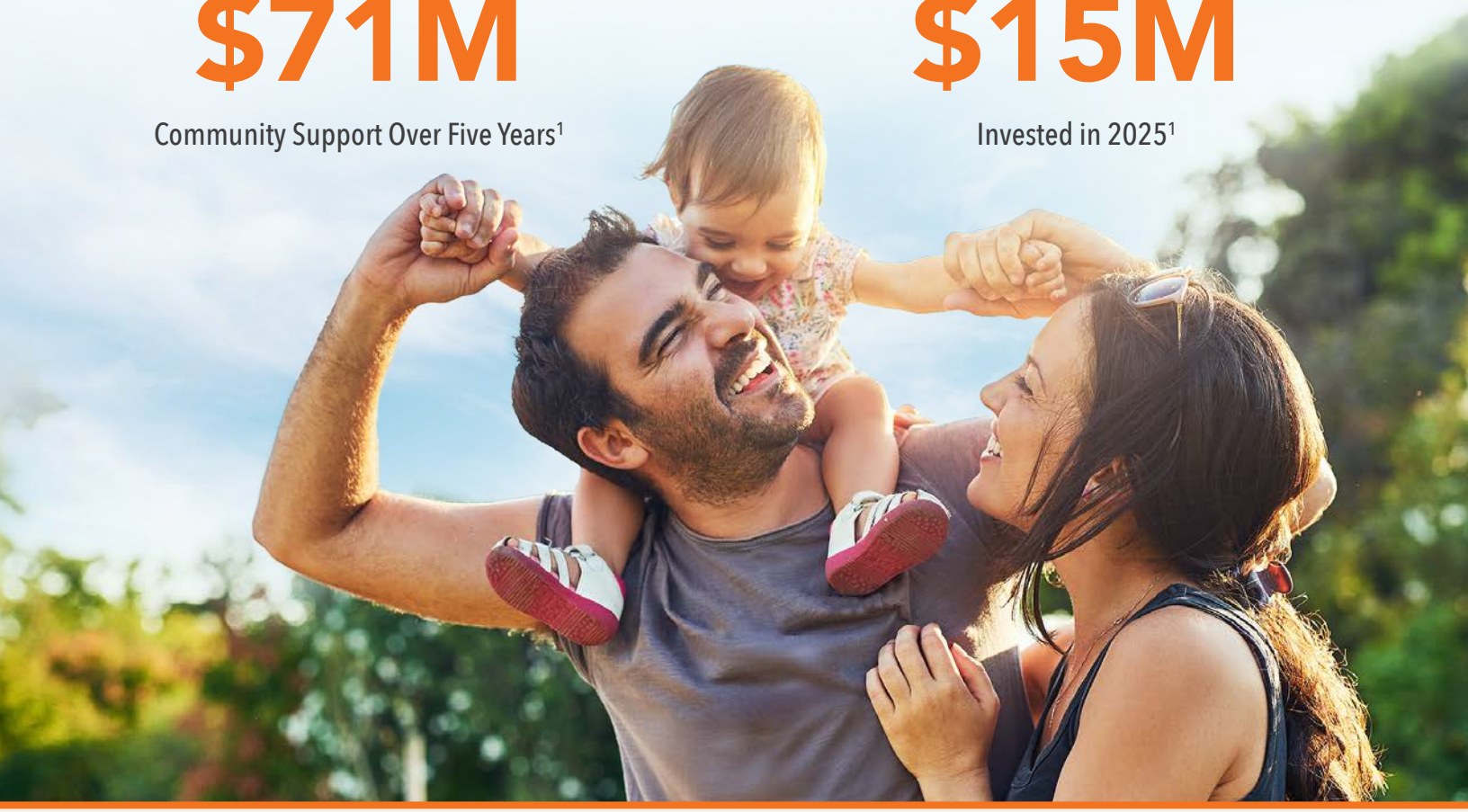
For generations, Western & Southern has been committed to strengthening the communities we serve. Through charitable giving, sponsorships, volunteer leadership and strategic partnerships, we invest in programs and organizations that put people first and advance the common good.

$71M

Community Support Over Five Years[1]

$15M

Invested in 2025[1]



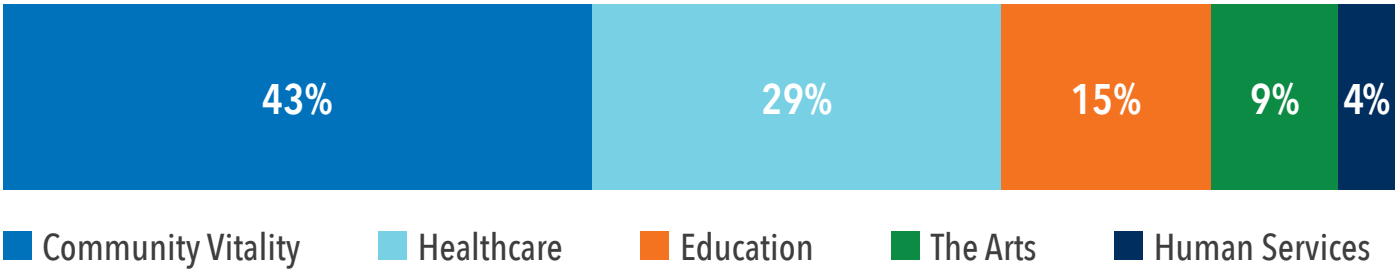


"Access to quality education, essential resources, healthcare and the arts is fundamental to building a strong community. Strategic investment in Greater Cincinnati expands opportunity, strengthens our region and creates lasting impact for generations." [12]

Maribeth Rahe, President and Chief Executive Officer | Fort Washington Investment Advisors

Where We Invest

In 2025, our community investments totaled $15 million, supporting organizations and initiatives across several key areas.



Focus Areas At A Glance

Community Vitality

Strengthening our region through local partnerships, cherished traditions and community events.

Healthcare

Improving health and well-being through research, wellness initiatives and expanded access to care.

Education

Creating opportunity through academic achievement, workforce readiness and lifelong learning.

The Arts

Enriching our communities through cultural experiences and creative expression.

Human Services

Supporting individuals and families through essential services and resources.

Our Greater Cincinnati Economic Impact

$37.5B

Total Economic Impact | 2008-2025

This economic impact reflects Western & Southern's contributions through our operations, philanthropy, sponsorships and community development investments across the Greater Cincinnati region.

Economic impact figures are based on an independent study conducted by the Alpaugh Family Economics Center at the University of Cincinnati, measuring Western & Southern's contributions to the Greater Cincinnati region from 2008 through 2025.

COMMUNITY VITALITY

INVESTING IN CINCINNATI'S VITALITY

From world-class sporting events to cherished local traditions, we invest in the people, places and partnerships that strengthen our community, drive economic impact and create opportunities for a brighter future.

Cincinnati Open

A world-class tennis tournament that supports our region through tourism, philanthropy and community investment.

$136.5M

Tournament's Annual Economic Impact

$589K

2025 Tournament Support to Local and National Nonprofits[2]

PLAYER-VOTED TOURNAMENT OF THE YEAR

ATP & WTA 1000[2]





W&S/WEBN Fireworks

A beloved Cincinnati tradition that brings our community together while supporting hunger relief through the Freestore Foodbank.

$700K Raised Through the Event in 2025

$12.3M 10-Year Event Impact

37M Meals Provided Since 2015



Photo: Lisa Hubbard

Cincinnati Zoo & Botanical Garden

A nationally recognized destination dedicated to conserving wildlife, educating the public, and inspiring an appreciation for the natural world.

$169.9M Zoo's Annual Economic Impact

450K People Reached Annually Through the Zoo's Education Programs[3]

$1.7M Invested by W&S in 2025



Crib of the Nativity

A long-standing holiday tradition supporting families in need through The Salvation Army.

$139K Combined W&S and Visitor Donations in 2025

$1.1M Combined Donations Since 1993

86 Years Supporting this Tradition

HEALTHCARE

STRONGER, HEALTHIER COMMUNITIES

Healthy communities are built when people come together to care for one another. At Western & Southern, we are committed to improving health outcomes, supporting lifesaving initiatives, and expanding access to critical health resources.

Riding to Advance Cancer Care

Since 2007, we have been a driving force behind Ride Cincinnati, an annual cycling event that brings associates, friends, families and community partners together in support of cancer research, treatment and patient care. In 2025, a partnership with the Cincinnati Cancer Foundation expanded the event's reach and helped fund local hospitals, nonprofits and community programs that fuel critical research and trials.

2025 Ride Cincinnati Impact

$2.1M
Raised

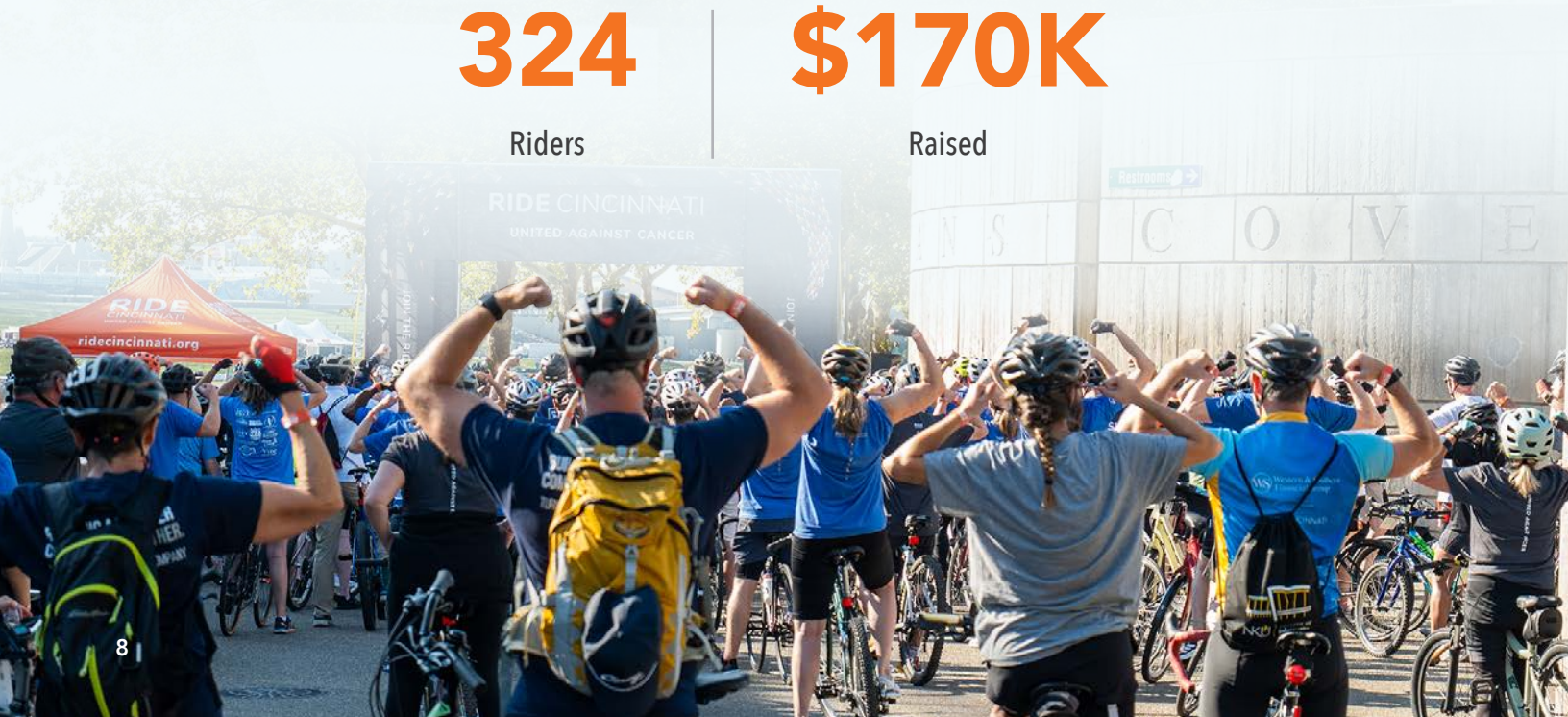
27
Grants Awarded

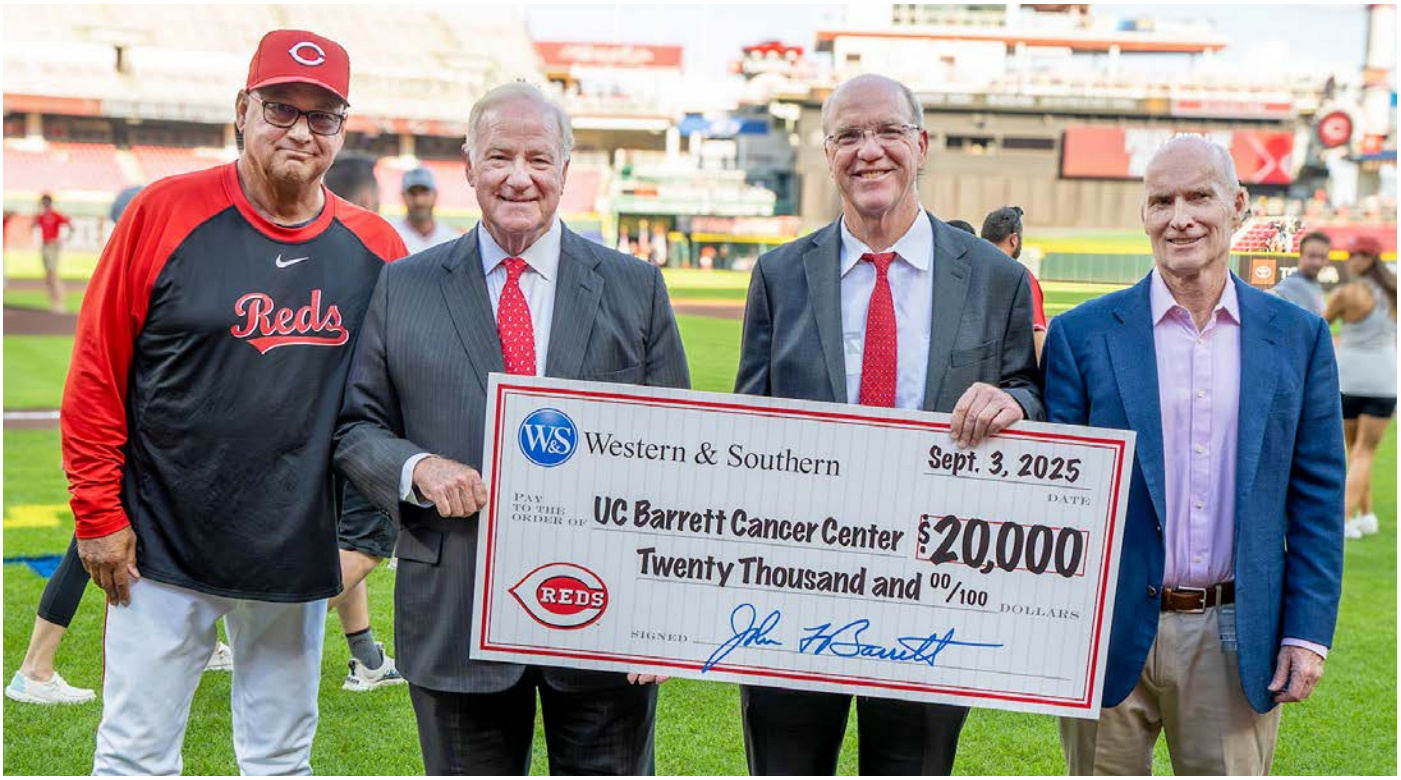
Supporting local organizations advancing cancer care, research and patient support.

W&S Team

324
Riders

$170K
Raised





Extending Our Impact

Through several other sponsorships and community partnerships, we support initiatives that improve patient care, drive innovative research, and strengthen access to life-saving resources throughout our region.

$58K

Raised to support the Barrett Cancer Center at UC through

- Cincinnati Reds Strike Out Cancer
- Slice Night

Lifesaving Donations

Every blood donation has the power to save lives. Through associate-supported blood drives, we provide a critical resource for patients across our region, helping ensure hospitals have access to the blood products needed to support patients and respond to emergencies.

407

Units Collected

1,221

Lives Saved[4]

The organizations listed represent only a portion of the many we proudly support across our focus areas.

EDUCATION

BUILDING BRIGHTER FUTURES

Education creates opportunity. Through mentoring, scholarships and hands-on learning experiences, we help students build skills, gain confidence and prepare for lifelong success.

Creating Opportunity

Adopt-A-Class

100+ Students Mentored

Helping middle school students build confidence, develop critical skills and explore future career opportunities.

DePaul Cristo Rey High School Corporate Work Study

8 Students Supported Annually

Providing students with hands-on workplace experience and career exposure.

Susan Sargen Student Enterprise Program (StEP)

4 Learning Sessions Attended Annually

Helping elementary students strengthen responsibility, academic achievement and financial literacy.

Promise Zone

Expanding Access to Higher Education

Supporting scholarship opportunities through Gerber Life Insurance Company's partnership with the Newaygo County Area Promise Zone.

BOYS & GIRLS CLUBS OF GREATER CINCINNATI

Expanding Career Pathways

In 2025, we helped support the opening of the **Western & Southern Youth Workforce Development Center** — expanding access to learning opportunities that help students build skills, explore career paths and prepare for life after graduation.

*"Western & Southern has been a **longtime partner of Boys & Girls Clubs (BGC)** and youth across our region. Thanks to their support, we opened the Western & Southern Youth Workforce Development Center in 2025 — the region's first stand-alone facility exclusively for high school students. This free program provides academic support, dinner, financial literacy education, career training, and assistance in securing students' first jobs. It helps to ensure every student graduates with a viable path to self-sufficiency."*[5]

— **Bill Bresser,** Chief Executive Officer, Boys & Girls Clubs of Greater Cincinnati



Honoring Educational Excellence

Exceptional educators do more than teach — they inspire confidence, expand opportunity and help shape the next generation of leaders. Through the Dr. Lawrence C. Hawkins Educator of the Year Award, we recognize outstanding educators whose dedication makes a lasting impact on students and our community.

Dr. Lawrence C. Hawkins Educator of the Year Award

Named in honor of former Western & Southern board member Dr. Lawrence C. Hawkins, the award celebrates educational excellence and service. A member of the legendary Tuskegee Airmen and a renowned Cincinnati educator, Dr. Hawkins founded the College of Community Affairs at the University of Cincinnati and dedicated his life to expanding opportunity through education.

Five finalists from Cincinnati Public Schools are recognized during an awards ceremony, with the educator named the Dr. Lawrence C. Hawkins Educator of the Year receiving a $10,000 award. In 2025, each of the four other finalists received a $2,500 award.



By the Numbers

19 Years
Celebrating Educational Excellence

$200K
Awarded to Outstanding Educators

135+
Educators Celebrated

2025 Honoree



Kristin Carter
2025 Dr. Lawrence C. Hawkins Educator of the Year
Career and Technical Education Information Technology Teacher, Riverview East Academy

A Lasting Educational Legacy

Nearly 40 years ago, our Chairman, President and Chief Executive Officer John Barrett played a key role in revitalizing the **Cincinnati Scholarship Foundation through the creation of the Greater Cincinnati Scholarship Association.** Today, the foundation continues to create life-changing educational opportunities for students across our region.

723
Scholarships Awarded in 2025

$1.7M
Awarded in 2025

42K
Students Supported Since 1964

$64M
Awarded Since 1964

EDUCATION

PREPARING TOMORROW'S WORKFORCE

Through our partnerships with colleges and universities, we help students connect academic learning with meaningful professional experiences that prepare them for successful careers.

Building Our Talent Pipeline

Our university partnerships give students opportunities to explore careers, gain practical experience and develop professional skills before graduation.



University of Cincinnati

Western & Southern Accelerated Career Program

Provides students with paid professional experience, industry licensing opportunities and career development while completing their degrees — creating a direct pathway from the classroom to the workplace.



Northern Kentucky University

Western & Southern Contact Center

Gives students the opportunity to gain paid professional experience in a collaborative work environment while strengthening customer service, communication and leadership skills.



Xavier University

Corporate Partnership Program

Provides us the opportunity to connect with students at Xavier University's Williams College of Business, creating opportunities for mentorship, networking and professional growth.

30+ Years Partnering with UC Real Estate Center

Associates mentor students, share industry insights, and support hands-on learning through co-op and internship opportunities. By connecting academic study with real-world experience, we help students build practical skills while strengthening the talent pipeline for our region's real estate and development community.

Connecting Classrooms to Careers

Associates volunteer their time and expertise to help students better understand today's workplace and build confidence for what's ahead.

80+ CLASSROOM PRESENTATIONS

Associates conducted over 80 in-classroom presentations, covering essential topics tailored to prepare students for the professional world.

Session Topics: "The Art of the Interview," "Effective Selling Skills," "Navigating Your First Year as a Professional," and more.

30+ FACULTY PARTNERS

Collaborated with more than 30 professors and staff to enrich classroom learning and strengthen connections between higher education and industry.



Looking Ahead

Coming in 2026

The Western & Southern Scholars Program will recognize and support University of Cincinnati students by providing merit-based scholarships to graduates from Cincinnati regional high schools engaged in academic and professional development.

HUMAN SERVICES

HELPING PEOPLE WHEN THEY NEED IT MOST

Through charitable giving, volunteer service and community partnerships, we help provide essential resources and support to individuals and families facing life's challenges.

United Way: Driving Lasting Change

Our partnership with United Way spans several decades and is deeply rooted in our desire to make a positive change in our communities and help provide resources to those struggling to make ends meet.

Together, we build better futures by advancing education, financial stability and health for thousands of individuals in our region.

United Way

$1.2M

Pledged in 2025

$7.8M

Pledged Since 2020

United Way of Greater Cincinnati

No. 5

2025 Top 25 Workplace Campaign[6]



Human Services in Action



Supporting Children and Families

We support programs and services that expand early childhood education and therapeutic wellness services for vulnerable at-risk youth, their families and caregivers across Greater Cincinnati.

Partner: Best Point Education & Behavioral Health

2025 Highlight: Opening of the Western & Southern Childcare & Wellness Center



Bringing the Spirit of Giving to Life

Each holiday season, associates come together through our Spirit of Giving program to help brighten the lives of families, children and seniors throughout our communities.

Partners: The Salvation Army (Adopt-A-Family/Adopt-A-Senior) and United States Marine Corps' Toys for Tots

2025 Highlight: 44 families and 46 seniors supported



Helping Families through Challenging Times

We support organizations that provide comfort, connection and critical resources when families need them most.

Partners: Ronald McDonald House and Cell Phones for Soldiers

2025 Highlight: 29,250 calling minutes provided to military members and veterans

The organizations listed represent only a portion of the many we proudly support across our focus areas.

THE ARTS

THE POWER OF THE ARTS

The arts spark imagination, bring people together and strengthen our region's vibrancy. Through support for ArtsWave and many other local arts institutions, we help ensure the arts remain accessible today and for generations to come.

Arts Impact At A Glance

$364K
Pledged to ArtsWave in 2025

No. 5
ArtsWave Corporate Campaign[7]

$1.6M
Donated to Cincinnati Art Museum Over Five Years





"A thriving arts community does more than inspire creativity. It strengthens our regional economy, enriches our quality of life and helps make Greater Cincinnati a place where people and businesses want to be. Supporting the arts is an investment in the vitality and future of our community."[12]

Tracey Stofa, Managing Director and Head of Private Client Group | Fort Washington Investment Advisors

Arts That Inspire. Partnerships That Matter.

We are proud to support the cultural institutions and artists that enrich our region, inspire creativity and create experiences that bring our community together.

A Legacy of Support



Cincinnati Art Museum

30+ Year Supporter

One of the region's premier cultural institutions, connecting people with art through exhibitions, education and community experiences.



Cincinnati Symphony Orchestra

25+ Year Supporter

One of the nation's leading orchestras, bringing world-class performances and educational experiences to audiences throughout our region.



Cincinnati Opera

25+ Year Supporter

One of the country's oldest and most distinguished opera companies, expanding access to exceptional performances while enriching the cultural life of our community.[8]



Cincinnati Ballet

15+ Year Supporter

A cornerstone of artistic excellence in Greater Cincinnati, inspiring audiences while nurturing the next generation of dancers and choreographers.

The organizations listed represent only a portion of the many we proudly support across our focus areas.

SHAPING COMMUNITIES FOR GENERATIONS

Creating strong communities takes long-term vision, thoughtful investment and a commitment to preserving tradition while preparing for what's next. Through strategic investments, neighborhood revitalization and partnerships that foster economic growth, we help create places where people, businesses and communities can thrive for years to come.

Community Development Impact | 2008-2025

123K
Jobs Supported

$524M
Tax Revenue Generated

$383M
Invested in Downtown Cincinnati

A Shared Commitment

Across Western & Southern, our subsidiary companies also help strengthen the communities they call home through volunteer service, charitable giving and local partnerships.

Fort Washington Investment Advisors, Inc.

20%
Associates Serve on a Charitable Board

70+
Organizations Supported

Gerber Life Insurance

$190K
Donated to Community Partners

275+
Volunteer Hours

Lafayette Life Insurance Company

$200K
Grants Provided by the Lafayette Life Foundation to Community Partners Primarily in Lafayette, Indiana

Western & Southern Life

45
Organizations and Charities Supported

The companies and contributions featured here represent only a selection of the community support provided across our family of companies. The list does not include Western & Southern Financial Group's charitable contributions to more than 200 organizations.

Transforming Our Region

Through our subsidiary Eagle Realty Group, we prioritize preserving and revitalizing Cincinnati's rich history.

1990

Brackett Village

Developed affordable housing that helped spark widespread revitalization in Cincinnati's Over-the-Rhine neighborhood.

1996

The Guilford Building

Completed a renovation of this historic public school dedicated in 1914, preserving its legacy while creating new opportunities for the community.

1997

The Carthaginian Senior Housing

Created affordable senior housing that continues to support residents and strengthen the surrounding community.

1999

Residence Inn at the Phelps

Acquired the historic Phelps building, which would later be transformed into the Residence Inn at the Phelps, opening in 2011.

2004

Mercer Commons

Assembled this development and sold it to Cincinnati Public Schools as part of a plan to expand Washington Park.

2005

3CDC Properties

Expanded investment in Over-the-Rhine through strategic property acquisitions supporting neighborhood revitalization.

2017

AC Hotel Cincinnati at The Banks

Opened the AC Hotel Cincinnati at The Banks, further enhancing downtown Cincinnati's riverfront with a hotel that supports tourism, business and economic development.

2020

The Lytle Park Hotel

Opened a luxury hotel through the adaptive reuse of two historic buildings, helping anchor the continued revitalization of downtown Cincinnati.

2021

Affordable Housing Commitment

Committed $5 million to develop and manage additional high-quality affordable housing throughout Cincinnati.

2024

Lytle Park Revitalization

Completed improvements to historic Lytle Park, creating a more welcoming public space for residents and visitors.



Recognizing Visionary Leaders

Established in 2012 in partnership with the Entrepreneurs' Organization of Cincinnati, the John F. Barrett Entrepreneur Vision Award recognizes entrepreneurial leaders whose innovation, leadership and service create lasting impact throughout our region.

The annual award celebrates individuals whose ideas and leadership strengthen businesses, inspire others and help build a more vibrant future for our communities.

Cincinnati Masonic Center

In 2026, we will acquire the historic Cincinnati Masonic Center and help shape its next chapter through future community-focused redevelopment.



BUILDING CAREERS THAT LAST

Our people are the driving force behind everything we achieve. By investing in their growth, well-being and success, we've created a workplace where associates can build rewarding careers while helping customers, communities and one another thrive.

It's what makes Western & Southern ***Somewhere to Grow, Lead, Win and Do Good.***

10.5 YEARS ▶▶▶ **MORE THAN 2x**

Average Associate Tenure[9] — the U.S. Average[10]

21K
Learning Sessions in 2025

26%
Internal Hires in 2025[9]

11.5%
Associates Promoted in 2025[9]





"We have great people, and we want them to keep growing throughout their careers. By investing in their development and creating opportunities to take on new challenges, we help our people build meaningful careers and contribute in even greater ways."[12]

Linda Lake, Senior Vice President, Human Resources

A Culture of Excellence

Our culture shapes how we work together, serve our customers and achieve results. Ten Guiding Principles provide a shared foundation for how our associates make decisions, collaborate and contribute — from creating value for stakeholders and operating with ethics and integrity to achieving top-notch performance and creating the ideal place for a career.

Recognized for Developing Talent

We received two **Gold Badges** from **Where You Work Matters** (formerly the American Opportunity Index), recognizing our performance in **Early Career** and **Growth** jobs.

Ranked No. 40

7 Consecutive Years Recognized



SUPPORTING OUR PEOPLE

Building a lasting career means having support for the moments that matter—both at work and in life. Our comprehensive benefits help associates care for their health, build financial security, support their families and plan confidently for the future.

92%
of benefits costs paid by the company

1 of only 9
Top U.S. companies offering a defined benefit pension plan[11]

Prioritizing Health

We provide comprehensive medical, prescription drug, dental and vision coverage, along with resources that support associates' physical and emotional well-being.



24/7 Support

Confidential mental health support, legal and financial guidance, and work-life resources, including child and elder care referrals.



Health Coaching

One-on-one support for managing health conditions, building healthy habits and navigating personal health goals.[13]



Virtual Care

Convenient access to virtual medical and behavioral health services for associates and eligible family members.[13]



On-Site Health Services

Access to a registered nurse, flu shot clinics, mammograms, vascular screenings, blood chemistry screenings and more.



"A strong benefits program is an important part of creating a workplace where people can succeed. We invest in benefits that support the health, financial security and overall well-being of our associates and their families."[12]

Steve Hussey, Senior Vice President, Compensation and Benefits

Being There for Life's Big Moments

We provide benefits that help associates navigate some of life's most important transitions.



Family-Building Support

Fertility and family-building benefits for multiple paths to parenthood.

Time to Care

Paid maternity, parental and caregiver leave.

Returning with Support

A four-week return-to-work transition following maternity leave.

Building Financial Security

We help associates build a strong financial foundation today while preparing confidently for tomorrow.

401(k) with Company Match

Helps associates save and plan for retirement.

Defined Benefit Pension

Provides eligible associates with an additional source of retirement income.

Investing in Education

Supports continued learning and career development through tuition reimbursement and industry certification programs.

Preparing for the Unexpected

Helps provide financial protection through life and disability protection, complemented by voluntary benefits such as identity theft protection, legal services and pet insurance.

Enhancing Well-Being at Work

Our commitment to well-being extends into the workplace, with resources and amenities that make it easier for associates to stay active, connect with colleagues and manage their day.

On-site amenities include significantly subsidized parking, on-site dining, intramural sports leagues and a fitness center.



2025 Spotlight

We completed a comprehensive renovation of our on-site fitness center, which included updated fitness equipment, and enhanced training and exercise spaces.

SOMEWHERE TO GROW

Growth at Western & Southern happens throughout a career. Associates have access to learning, coaching and specialized development opportunities that help them strengthen their skills, explore new possibilities and prepare for what's next.

Building Careers from Day One

Our internship program gives college students meaningful, hands-on experience from day one. Interns contribute to real projects while building relationships with associates and leaders across the organization. In 2025, we welcomed 71 interns across the company.

NEARLY 70%

Returned as interns or became full-time associates



LARGEST INTERN CLASS TO DATE

Associate Perspective

"Western & Southern wants all of its associates to grow, develop and become successful at mastering something. They don't want you to have to go anywhere else to find fulfillment or a rewarding career." [12]



Ashley Rohr, Finance

Growing Throughout a Career

Associates can build new skills, deepen their business knowledge and pursue professional credentials through development opportunities offered throughout their careers.

The Guilford Institute

Instructor-led sessions at our corporate university give associates opportunities to learn together, build practical skills and connect with colleagues.

Career Coaching

One-on-one guidance helps associates explore career possibilities, identify development goals and take meaningful steps toward achieving them.

Learning Journeys

Curated experiences help associates build skills aligned with their roles and career goals while meeting evolving business needs.

Learning on Demand

Thousands of self-paced LinkedIn Learning courses give associates flexibility to build new skills when and where they need them.

Building Communication Skills

Through Toast of Broadway, our Toastmasters club, associates strengthen public speaking and presentation skills while building confidence and connections across the enterprise.

Advancing Professional Expertise

Associates pursuing Society of Actuaries credentials receive paid exam registration and study resources, dedicated study time, and career advancement opportunities tied to successful credentialing.

SOMEWHERE TO LEAD

We invest in development opportunities that help associates strengthen their capabilities, broaden their perspectives and lead with confidence.



MBA Leadership Development Program (LDP)

Our highly selective, three-year Leadership Development Program gives MBA graduates broad exposure to our diversified family of companies through up to six rotations. Participants take on strategic assignments, work closely with senior leaders, and build experience across the enterprise while developing the skills and perspective to take on increasing levels of responsibility.

100% of our LDP graduates have transitioned to officer-level positions in the company



Technology Leadership

Our IT Leadership Development Program helps associates strengthen capabilities in business alignment, customer focus, accountability and business acumen, preparing them to lead complex initiatives and connect technology investments with enterprise priorities in the future.

Emerging Leaders

Our Emerging Leaders Program combines leadership training, collaborative learning and exposure to senior leaders to strengthen capabilities in strategic thinking, communication, decision making and leading through change.

Associate Perspective



"The team that I am privileged to lead is extremely talented, dedicated and able to get straight to the target."[12]

Arihant Sharma, Information Technology

SOMEWHERE TO WIN

Innovation at Western & Southern starts with our people. By encouraging associates to challenge the status quo, improve how work gets done and responsibly explore new technologies, we're turning ideas into meaningful business impact.

Turning Ideas into Impact

Through Operational Excellence, associates identify opportunities to simplify processes, improve efficiency and create greater value across the organization.

$9.2M
Cost Savings

96K
Work Hours Saved

Preparing for What's Next

As our business evolves, so do the skills needed to innovate, meet customer expectations and stay ahead of change. We're investing in new ways to understand the capabilities our organization needs while helping associates build skills for the future.

Building Pathways for Growth

Through skill sensing, associates can identify the skills they have or want to develop and assess them based on proficiency, interest and enjoyment. In 2025, we expanded this effort by tagging learning content with specific skills, making it easier for associates to find development opportunities aligned with the capabilities they want to build. At an organizational level, skill sensing helps us understand where capabilities are growing, identify potential gaps and better align learning with evolving business needs.



Building Continuous Improvement Skills

Coming in 2026: Lean Certificate Program

In collaboration with the University of Cincinnati, our Lean Certificate Program will give associates another opportunity to build continuous improvement expertise and apply new skills to real business challenges. Participants will complete 45 hours of learning and applied project work over seven months and earn a University of Cincinnati micro-credential as Lean Practitioners.

60
Associates per year

45
Hours of learning and applied project work

90
Improvement projects expected annually

Expanding Possibilities with AI

Artificial intelligence is creating new opportunities to improve how we work, make decisions and serve our customers. Guided by our AI Governance framework, we're taking a thoughtful approach that encourages exploration while ensuring AI is used securely, responsibly and in alignment with our business standards.

Today, associates are applying AI across the enterprise—from enhancing customer and producer experiences to supporting sales processes, investment research and process automation.

Building AI Capability

Our AI Champions network connects associates across the enterprise to share knowledge, identify opportunities and accelerate responsible adoption. Enterprise-wide training, workshops and a centralized AI Resource Hub give associates the tools and guidance to build their skills and apply AI in their day-to-day work.

200K
AI prompts submitted each month

150
AI training course registrations

50
AI Champions

Associate Perspective



"Our associates' curiosity and forward thinking have been key in our AI journey, inspiring new ideas and creating meaningful applications across the company." [12]

Austin Naal, Information Technology

OUR CUSTOMERS

PUTTING CUSTOMERS FIRST

Helping customers achieve their financial goals has been the cornerstone of our business since 1888. Founded on the belief that financial protection should be accessible to more people, Western & Southern has grown into a diversified financial services organization serving millions of customers while remaining guided by the same principles of integrity, financial strength and exceptional service.

Our Reach

6.3M
Clients, Policyholders and Account Owners

4.9M
Individuals and Families Protected

91,700
Affiliated and Independent Agents

137
Years Serving Customers



Our Customer Promise

Make It Easy
Simple, seamless experiences from start to finish

Provide Proactive Value
Insights and solutions that help customers achieve more

Create Magical Moments
Thoughtful experiences that exceed expectations

Listening to Customers. Enhancing Experiences.

Building lifelong relationships with our customers starts with understanding their needs.

Through our **award-winning Heart of the Customer® measurement program,** we actively capture customer feedback, transform insights into action, and continuously elevate the experiences we deliver — striving to create a continuous cycle of better experiences.

Our Approach

Listen → Learn → Improve → Elevate

Associate Training

Delivering great customer experiences begins with associates who understand customer needs. Through our Customer Maturity Survey and ongoing learning opportunities, we reinforce our Customer Promise throughout every stage of an associate's career.



"Placing the customer at the center of everything we do is a strategic imperative. It shapes how we invest, drives how we innovate, and influences our culture."[12]

Paul Moore, Senior Vice President and Chief Customer Officer

Recognized for Excellence



No. 2
in Customer Satisfaction among Annuity Providers

A+
Rating from Better Business Bureau

Western & Southern Financial Group received the second highest score among annuity providers in the J.D. Power 2025 U.S. Individual Annuity Study, which measures customer satisfaction with annuity providers. Visit jdpower.com/awards for more details.

PROTECTING INFORMATION. PRESERVING TRUST.

Protecting customer information is one of the most important ways we earn and maintain trust. Through disciplined governance, advanced security practices and continuous vigilance, we help safeguard the personal and financial information customers entrust to us every day.

A Comprehensive Approach to Security



Protect Sensitive Information

Safeguard the personal and financial information customers entrust to us.



Stay Ahead of Emerging Threats

Continuously monitor, detect and respond to evolving cybersecurity and fraud risks.



Strengthen Enterprise Resilience

Prepare our people, processes and technology to respond with confidence.

Our program aligns with the National Institute of Standards and Technology (NIST) Cybersecurity Framework, helping ensure our practices reflect widely recognized industry standards.

Preventing Fraud Before it Happens

In 2025, we launched the Fraud Center of Excellence, bringing together expertise from across the enterprise to strengthen fraud prevention and better protect our customers, policyholders and company in an increasingly complex threat environment.

Its work focuses on:

1. **Prevention** — Enterprise fraud controls and testing.
2. **Assessments** — Fraud consulting and risk assessments.
3. **Education** — Targeted associate education.

Trust Requires Being Prepared

Strong cybersecurity starts with informed associates. Through ongoing education, phishing simulations and security awareness programs, we reinforce safe cybersecurity practices across the enterprise.

20

Fraud Education Sessions

5+

Required Security and Compliance Trainings

Quarterly

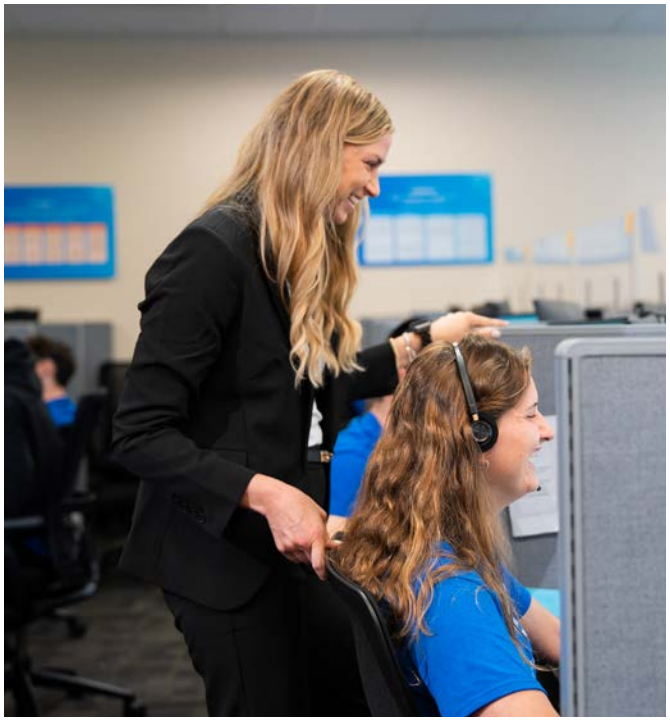
Security Awareness Council Meetings

Monthly

Phishing Simulation Exercises

Responding with Confidence

While prevention is our first line of defense, we have a regularly tested Incident Response Plan so that we can quickly and effectively respond to cybersecurity events. The plan outlines clear response procedures and supports business continuity with a goal of minimizing operational and reputational impacts.





*"As we integrate AI into our business, **protecting customer information remains our highest priority.** Every innovation is guided by disciplined governance, strong cybersecurity practices, and an unwavering commitment to earning and maintaining trust."* [12]

Jim Fitzgerald, Senior Vice President and Chief Information Officer

Building the Future of Customer Experience

By investing in our people, technology and innovative capabilities, we're making it easier for customers and producers to do business with us—creating faster, more personalized and connected experiences.



Trusted Customer Support

Our Enterprise Engagement Center (enterprise call center) brings together dedicated service teams focused on building trusted relationships with customers and producers. By combining knowledgeable associates with modern tools, we deliver responsive, high-quality support while keeping care and personal connection at the center of every interaction.



Connected Customer Experiences

Our internal systems and platforms help us connect customer information, service workflows and communication tools in one place. This integrated approach helps associates respond more efficiently, creating a more consistent and seamless experience across our businesses.



Innovation in Practice

Our approach to innovation goes beyond exploring what's next. We're actively introducing new technologies and capabilities across our businesses, building on what works today while preparing for how customers will want to engage with us tomorrow.



AI in Action

As our customers' needs evolve, delivering consistent, high-quality service relies on strong systems supported by thoughtful execution. AI-powered tools help associates spend less time searching for information and more time serving customers. In 2025, we focused on simplifying service while strengthening the human connection behind every interaction.

How Customers Benefit

Faster Service
AI-powered tools help associates quickly locate reference materials and answers, reducing response times and helping customers get the information they need more efficiently.

Enhanced Expertise
AI-enabled training simulations strengthen associate knowledge and confidence, helping deliver more informed, consistent customer service.

More Personalized Service
Connected technology platforms and modern service tools provide integrated customer insights to help associates better understand customer needs and deliver more relevant support.

Building What's Next

The way customers interact with businesses continues to change, but the importance of trust, responsiveness and personal service remains constant. By continuously improving the tools our associates use every day, we're creating better experiences for customers while strengthening the relationships that matter most.

Looking ahead, we will continue investing in innovations that simplify service, enable our associates, and help ensure every interaction reflects the level of care and commitment our customers expect from us.



BUILT FOR THE LONG TERM

For more than a century, customers have trusted us to help protect what matters most. That trust is built on disciplined risk management, strong governance and a long-term commitment to financial strength that helps us keep the promises we make today and for generations to come.

17.5%

Capital-to-Asset Ratio

Supports a strong capital position that helps us remain financially resilient and prepared to deliver on our promises.

Far exceeds the average capital-to-asset ratio of the 15 largest publicly traded life insurance companies doing business in the U.S.

Very Strong

AM Best Enterprise Risk Management Score

Recognized for our robust and comprehensive risk management strategy that supports disciplined decision making and long-term financial strength.

Maintained for four consecutive years, placing us among a select group of best-in-class life insurance companies.



*"Effective risk management is about **protecting what matters most: our customers, our business and our future.** By managing risk with discipline and integrity, we help strengthen resilience today while supporting long-term stability and sustainable growth."* [12]

Todd Henderson, Senior Vice President and Chief Actuary, Risk and Data Officer

Financial Future Built on Bedrock

Financial Flexibility

Our mutual holding company structure allows us to focus on **long-term strength**—not short-term quarterly pressures.

Strong Issuer Ratings

- **A+/Superior** – AM Best (second highest of 13 ratings)
- **AA/Very Strong** – Fitch (third highest of 21 ratings)
- **AA-/Very Strong** – S&P (fourth highest of 21 ratings)
- **Aa3/Excellent** – Moody's (fourth highest of 21 ratings)

Managing Risk

Disciplined risk management helps us anticipate uncertainty, make informed decisions and preserve the financial strength our customers depend on. Guided by our Enterprise Risk Management Committee, leaders from across the organization regularly evaluate emerging risks, monitor our risk profile and help ensure risks are managed consistently across the enterprise.

Identify → **Assess** → **Monitor** → **Respond**

Audit Approach

Our Internal Audit function provides independent and objective assurance that strengthens governance, risk management and internal controls. Through risk-based audits, consulting, compliance reviews, investigations and data analytics, the team helps evaluate enterprise risks, promote ethical business practices and identify opportunities for continuous improvement.

Doing Business the Right Way

Doing business the right way is fundamental to earning and maintaining the trust of our customers. Our governance framework and Code of Conduct and Business Ethics establish standards that guide decision-making, reinforce accountability and help ensure we conduct business responsibly.

Code of Conduct and Business Ethics

Sets the ethical standards and expectations that guide how we conduct business and interact with customers, colleagues and business partners.

Accountability

Encourages associates to raise concerns in good faith through multiple reporting channels, with all reports reviewed and investigated appropriately.



OUR ENVIRONMENT

BUILDING A MORE SUSTAINABLE FUTURE

Environmental stewardship is an essential part of how we operate. Through responsible operations and sustainable investments, we help protect natural resources and build stronger communities for generations to come.

2025 Impact

145 TONS
Materials Recycled

70%
Reduction in Lighting Energy Use Through Daylight Harvesting[14]

50%
Cafe Takeout Packaging Replaced With Compostable Products



Our Approach

From the way we operate our facilities to the choices we make across our business, we reduce our environmental impact through efficient operations, waste reduction and sustainable building practices.

Efficient Operations

We continuously improve the efficiency of our facilities and systems to conserve energy, reduce emissions, and minimize our environmental footprint.

Waste Reduction

We prioritize reducing waste by recycling and reusing materials to divert waste out of landfills.

Sustainable Building Practices

We invest in building improvements that enhance efficiency, support occupant well-being, and help reduce environmental impact.





*"What we do isn't measured by revenue alone – it's defined by the **positive change** we help create. Our focus is on leaving communities stronger than we found them, with solutions **built to last.**"* [12]

Paul Silva, President | Eagle Realty Group

2025 Recycling Impact

74
TONS
Recycled Sorted Office Waste*

21
TONS
Recycled Cardboard

50
TONS
Recycled Metal

1,230
Recycled Computers

*Sorted office waste consists of forms and business documents that are shredded and recycled.

OPERATING RESPONSIBLY

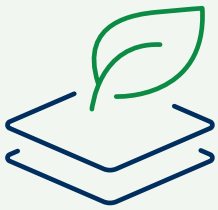
We incorporate responsible practices across our operations — from technology and printing to food services and facility design — to improve efficiency, reduce waste and support responsible use of resources.

Printing and Technologies



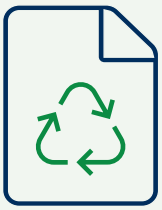
Secure Printing

Reduces paper waste through secure, authorized print release



Sustainable Materials

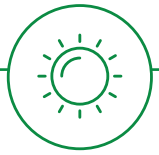
Nonhazardous toner and ink disposed using a waste stabilization method



Recycled Paper

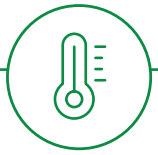
Printer paper contains at least 30% recycled content

HQ Data Center
Sustainable by Design



Daylight Harvesting

Maximizes outside light to reduce the amount of artificial light needed



Advanced Cooling

Up to 75% more efficient systems



High-Efficiency Power

Uninterruptible power supply with generator backup, minimizes energy loss and cost

Our data center is one of the first of its kind locally to employ these sustainable technologies.

Food Services

Our home office on-site dining facility incorporates operational practices that help reduce waste, improve efficiency, and make better use of resources.

Ongoing Practices

- Recycle **500 gallons** of used cooking oil annually
- **Purchase food in bulk** to reduce packaging and minimize waste
- Donate **1,400+ pounds** of uneaten food to a local farmer to feed livestock
- Provide **reusable dishware** for dine-in service
- **Recycle** cardboard and shipping pallets

2025 Initiatives

Transitioned 50% of takeout packaging to **compostable products**

Expanded **plant-based menu** options

Implemented **food-service management software** to improve menu forecasting, optimize scheduling, reduce deliveries, streamline food preparation, and minimize waste and cost

Increased **associate training** to support consistent food preparation practices and reduce waste



SUSTAINABLE DEVELOPMENT

Through our real estate subsidiary, Eagle Realty Group, we play a key role in development projects, both locally and nationally. We work to enhance communities while incorporating several sustainable building practices.

Our Impact in Cincinnati

3 DEVELOPMENTS
LEED-Certified

2.8 ACRES
Revitalized Green Space

MULTIPLE
Sustainability Recognitions

Recognized for Sustainable Leadership



LEED Gold, EPA's Energy Star



LEED Silver



LEED Silver

From Sustainable Buildings to Vibrant Public Spaces

In partnership with the Cincinnati Board of Park Commissioners, we helped revitalize Lytle Park, a 2.8-acre urban oasis nestled in the southeastern corner of the city. This transformation reflects our long-term commitment to creating spaces that enhance quality of life and strengthen the communities we serve.

Community Benefits

- Preserved and enhanced public green space
- New recreation equipment and walking trail
- Welcoming neighborhood gathering spaces
- Beautified urban environment



RESPONSIBLE INVESTING

Fort Washington Investment Advisors

Fort Washington, one of our subsidiaries, provides differentiated investment solutions across public and private markets for institutional and individual investors worldwide.

As a signatory to the United Nations Principles for Responsible Investment (UNPRI) since 2016, Fort Washington has integrated environmental, social and governance (ESG) considerations into its investment analysis.

Approach

Fort Washington incorporates ESG factors into its evaluation of risk and return potential to help investment teams identify and assess material risks through a broader analytical perspective.

As a fiduciary, Fort Washington works closely with clients — including Western & Southern — to understand their objectives, values and preferences related to responsible investing. Each investment team tailors its ESG integration approach based on client objectives and the specific investment context.

Evaluation Framework

Investment teams evaluate financially material ESG factors across three key areas.

Environmental

- Climate change
- Waste and emissions management
- Renewable energy
- Exposure to policy and regulatory change

Social

- Labor practices
- Diversity and inclusion
- Human capital management
- Health and safety
- Supply chain integrity
- Community impact
- Controversial products

Governance

- Board structure
- Executive compensation
- Shareholder rights
- Transparency related to management practices
- Corruption and bribery risks
- Political lobbying



*"Fulfilling our fiduciary responsibilities means examining the full spectrum of relevant risks, including ESG-related factors. Embedding these considerations into our analysis supports prudent, **long-term investment outcomes.**"*[12]

Chris Shipley, Senior Vice President and Co-Chief Investment Officer

Responsible Investing in Practice

Fort Washington utilizes reputable third-party ESG data providers — including Morgan Stanley Capital International (MSCI) ESG Research — to support investment analysis, portfolio monitoring and reporting. This research is one of several inputs used to evaluate ESG-related risks and opportunities at the company, portfolio and strategy levels.

Oversight

Fort Washington's Responsible Investment Committee oversees ESG policies, reporting, education and firm-wide exposure to material ESG risks. Investment teams are responsible for integrating ESG considerations throughout the investment process, with designated representatives remaining accountable for upholding and communicating ESG practices within their respective disciplines.

Touchstone Investments

Touchstone Investments, another one of our subsidiaries, engages **14 investment managers** to sub-advise its **30 mutual funds** and **10 exchange-traded funds** (ETFs).

In conducting due diligence to identify and monitor its investment management sub-advisors, Touchstone has developed a proprietary and rigorous set of standards evaluating organizational stability, investment personnel credentials, investment process characteristics and consistency, firm infrastructure, and performance results, while integrating questions related to sustainability. The responses to the questions and interactions they inspire are integral elements of Touchstone's asset manager evaluation discipline.

Many of Touchstone's sub-advisors have policies detailing how sustainable characteristics and disclosures are integrated into the firms' investment process. Touchstone's fund regulatory filings transparently disclose how such criteria are reflected in the process and positioning of specific funds. Touchstone and its sub-advisors provide relevant insights regarding issues like sustainability and impact via content such as white papers, presentations, fact sheets and, where applicable, periodic sustainability or impact reports, empowering clients to make investment decisions that reflect their particular objectives.

5

Fort Washington Account Strategies with Morningstar Sustainability Ratings of Three Globes or Better*

2

Touchstone Funds Sub-Advised by Fort Washington with Morningstar Sustainability Ratings of Three Globes or Better*



*"Our focus in serving financial professionals is to consistently **deliver differentiated investment solutions** that play a pivotal role in the portfolios they construct to serve the unique needs and goals of their individual and institutional clients."* [12]

Ben Alge, President | Touchstone Investments

* Using a proprietary rating methodology, Morningstar rates the issuer of each security within an investment vehicle relative to its industry. Company-level scores are then rolled up on an asset-weighted basis to get a total portfolio score. A portfolio with high ESG risk relative to its Morningstar Global Category would receive one Globe. A portfolio with low ESG risk relative to its Morningstar Global Category would receive five Globes.

About Western & Southern Financial Group

Founded in Cincinnati in 1888 as The Western and Southern Life Insurance Company, Western & Southern Financial Group, Inc., is No. 321 on the *Fortune* 500® and the parent company of a group of diversified financial services businesses. It serves 6.6 million clients—individuals, families, businesses, foundations and nonprofits—with a wide range of insurance, investment and retirement solutions through an ever-growing distribution system. Assets owned ($92.0 billion) and managed ($45.6 billion) totaled $137.6 billion as of June 30, 2026.[15] Western & Southern is one of the strongest life insurance groups in the world, with seven life insurance subsidiaries that maintain very strong financial strength ratings. For more information, visit **westernsouthern.com**.

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Western & Southern dates back to the founding of The Western and Southern Life Insurance Company in 1888 and is the marketing name for Western & Southern Financial Group.

Western & Southern Life is the marketing name for The Western and Southern Life Insurance Company and Western-Southern Life Assurance Company.

Gerber Life Insurance Company is a trademark. Used under license from Société des Produits Nestlé S.A. and Gerber Products Company.

In California, Gerber Life Agency, LLC is known as and does business as Gerber Life Insurance Agency.

AM Best A+ Superior: Superior ability to meet ongoing insurance obligations (second highest of 13 ratings; rating held since June 2009 for six out of seven of Western & Southern Financial Group's life insurance subsidiaries, rating held since February 2024 for Gerber Life Insurance Company.

Standard & Poor's AA- Very Strong: Very strong financial security characteristics (fourth highest of 21 ratings; rating held since August 2018).

Fitch AA Very Strong: Very strong capacity to meet policyholder and contract obligations on a timely basis (third highest of 21 ratings; rating held since June 2009).

Moody's* Aa3 Excellent: Excellent financial security (fourth highest of 21 ratings; rating held since February 2009).

Financial strength ratings apply to the individual member insurance companies affiliated with Western & Southern. Gerber Life is rated only by AM Best. The Lafayette Life Insurance Company is not rated by Moody's.

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1 Number reflects donations from the Western & Southern Financial Fund, corporate sponsorships and associate donations.

2 Source: https://cincinnatiopen.com/news/cincinnati-opens-2025-in-review/.

3 Source: https://cincinnatizoo.org/1-ranked-cincinnati-zoo-boosts-local-economy-and-generates-millions-in-tax-revenue/.

4 Data provided by University of Cincinnati Hoxworth Blood Center.

5 The testimonial featured by the Boys & Girls Club of Greater Cincinnati reflects the genuine opinions, experiences, and perspectives of the individual(s) or entities who provided them. These testimonials were voluntarily given.

6 Source: https://www.uwgc.org/make-an-impact/give/recognition/.

7 Source: https://artswave.org/wp-content/uploads/ArtsWave-2025-Community-Report.pdf.

8 Source: https://www.cincinnatiexperience.com/wp-content/uploads/2022/02/Media-Kit-Binder_FINAL.pdf.

9 Associate figure represents associates in our home office and does not include Gerber Life Insurance Company or field associates.

10 Source: https://www.bls.gov/news.release/pdf/tenure.pdf.

11 Fully funded as of October 2026.

12 Contributor is an employee of Western & Southern Financial Group and is sharing their personal experience. The views expressed are their own.

13 This benefit is available to medical plan members only.

14 Source: https://lightingcontrolsassociation.org/2013/09/16/estimating-energy-savings-with-lighting-controls/.

15 The financial information presented here is preliminary and unaudited.

Western & Southern Financial Group