



# TRUST EARNED

2021 IMPACT REPORT



Trustmark

“TRUSTMARK UNDERSTANDS THAT

# ACHIEVING ITS ESG OBJECTIVES

IS BOTH THE PATH TO GREATER  
RETURNS FOR ALL STAKEHOLDERS  
AND THE RIGHT THING TO DO.

That understanding is based on 133 years as a leading corporate citizen and is embodied every day by our Trustmark associates, who volunteer their time and talents to change their communities and our world for the better.”

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DUANE A. DEWEY  
*Trustmark President and CEO*

## CONTENTS

**2** A COMPANY  
YOU CAN  
TRUST

**4** MAKING  
AN IMPACT

**6** TRUSTMARK'S  
RESPONSE TO  
COVID-19

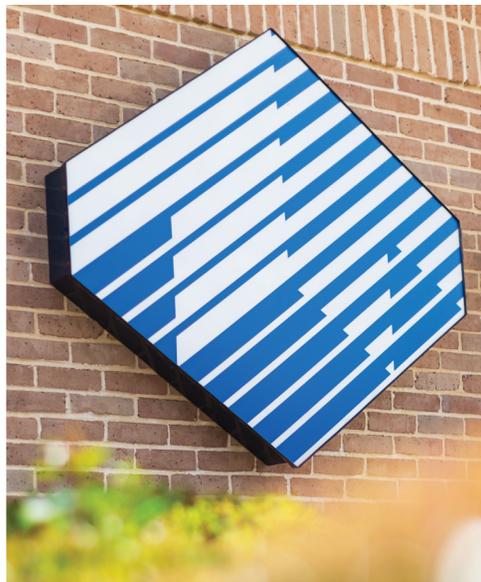
**8** EARNED  
ENVIRONMENTAL  
TRUST

**14** EARNED  
SOCIAL  
TRUST

**36** EARNED TRUST  
IN CORPORATE  
GOVERNANCE

**46** AWARDS AND  
RECOGNITION

**48** TRUSTWORTHY



ESG refers to a company's commitment to meeting high standards in environmental, social, and corporate governance matters. A focus on ESG resonates with investors and stakeholders who believe a company's values are as important as its ability to generate returns.

**SINCE ITS FOUNDING IN 1889, TRUSTMARK HAS REMAINED TRUE TO ITS CORE VALUES OF INTEGRITY, SERVICE, ACCOUNTABILITY, RELATIONSHIPS, AND SOLUTIONS. THESE CORE VALUES STILL SHAPE TRUSTMARK'S FORWARD-THINKING APPROACH TO ESG TODAY.**

**TRUSTMARK  
ATTRACTS  
ASSOCIATES WHO  
SHARE THESE  
VALUES.**

Trustmark associates have chosen to work for a company they can trust to support not only their career paths, but also efforts that are important to them personally and that enhance the communities where they live.

Like our associates, socially conscious shareholders, customers, and communities choose to build relationships with organizations that share their values – organizations they can trust.

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**Trustmark measures its success  
in terms of *your* trust, earned.**

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A COMPANY YOU CAN

# TRUST

**Trustmark enjoys a long history as a stable company and a sound investment.**

That said, Trustmark understands there's more to conducting business than simply making a profit. Trustmark aligns its business operations with a genuine desire to enhance the communities it serves.





Trustmark serves communities in Alabama, Florida, Mississippi, Tennessee, and Texas.

## FINANCIAL SNAPSHOT

### LOANS HELD FOR INVESTMENT



### TOTAL DEPOSITS



### SHAREHOLDERS' EQUITY



### TOTAL ASSETS



### NET INCOME



### EARNINGS PER SHARE - BASIC



Financial measures — disclosed in 10-K as filed • \$ in millions, except per share amounts



## MY CHOICE DAY

*“Trustmark respects our associates for their uniqueness as individuals. We draw upon our collective cultural backgrounds, talents, and perspectives in order to foster an inclusive environment, not only in our company, but also in the communities we serve.”*

Duane A. Dewey, Trustmark President and CEO

# MAKING AN IMPACT

TRUSTMARK'S ESG ACTIVITIES OPERATE UNDER THE COMPANY'S CORPORATE SOCIAL RESPONSIBILITY PROGRAM AND ARE REPORTED IN A PLATFORM TRUSTMARK CALLS IMPACT.

## LAUNCHED IN 2021, IMPACT TRACKS AND REPORTS:

- Sponsorship and Contribution Requests
- Associate Volunteer Hours
- Community Development Loans
- Community Development Investments
- Community Reinvestment Act (CRA) Activities
- Community Partnership Initiatives

*IMPACT gives Trustmark greater insight into its associates' interests and helps match associates with volunteer opportunities and community needs in the five states Trustmark serves.*

IMPACT consolidates information from Trustmark's far-reaching, diverse ESG efforts to provide a complete picture of Trustmark's community engagement and areas in which the company can make a long-term, positive difference.

*Left: Trustmark associates are active volunteers with civic organizations and nonprofits in the 5 states Trustmark serves. Pictured left to right are: Brenylle Farmer, Memphis, Tennessee; Casey English, Mobile, Alabama; Patrick Smith; Pensacola, Florida; Blake Rome, Jackson, Mississippi; Lilibeth Trigo, Houston, Texas*

## MY CHOICE DAY

My Choice Day allows associates time off to pursue their personal interests, from volunteering with organizations they believe in to celebrating cultural, religious, or ethnic events.

Trustmark associates are free to use My Choice Day based strictly on personal choice. They might choose to serve at food banks, walk dogs at animal shelters, or volunteer at their children's schools. Other associates might enjoy a day off to celebrate *Cinco de Mayo*, observe Good Friday or Yom Kippur, or reflect on the meaning of Juneteenth.

My Choice Day is a celebration of Trustmark associates' unique individuality and the diversity that makes Trustmark a stronger company.

In 2021, Trustmark created My Choice Day, an additional paid annual holiday for all of its approximately 2,700 associates.



# TRUSTMARK'S RESPONSE TO COVID-19



**TRUSTMARK REMAINED STEADFAST IN ITS COMMITMENT TO CUSTOMERS, ASSOCIATES, SHAREHOLDERS, AND COMMUNITIES IN 2021, DESPITE CONTINUED CHALLENGES RELATED TO COVID-19.**

## COVID MEASURES ADOPTED FOR CUSTOMERS INCLUDED:

- Uninterrupted service for the duration of the pandemic
- Open drive-thrus
- Appointment-only banking and social distancing inside branches
- Robust digital platforms (and assistance for those new to digital services)
- Convenient ATM networks
- Interactive Teller Machines (ITMs) that allow customers to safely communicate face-to-face with a live teller

## COVID RELIEF INITIATIVES FOR ASSOCIATES INCLUDED:

- 10 additional sick days
- Remote work policies
- Access to CDC guidelines and best practices
- Non-essential travel pause
- On-site vaccinations

## PAYCHECK PROTECTION PROGRAM (PPP) LOANS

The Paycheck Protection Program (PPP) is a business loan program established by the Small Business Administration and implemented through banks and other financial institutions. PPP loans helped small businesses, self-employed workers, and sole proprietors continue paying their workers and keep their businesses afloat during the COVID-19 mandatory shutdowns. Trustmark has been a participating PPP lender since the launch of the program.



IN FORGIVABLE  
LOANS

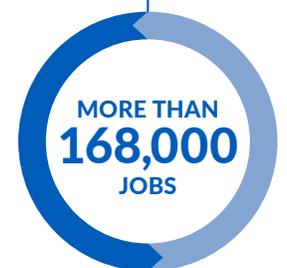
to more than 5,700  
Small Businesses in 2021



IN FORGIVABLE  
LOANS

to more than 9,600  
Small businesses in 2020

THROUGH THE PPP,  
Trustmark assisted small  
businesses in retaining



A photograph of two people, a man and a woman, wearing face masks and fist-bumping. The man is on the left, wearing a blue mask and a dark vest over a light blue checkered shirt. The woman is on the right, wearing a grey mask and a dark sweater. They are in a bright, modern office environment with large windows in the background.

Trustmark delivered uninterrupted access to financial services and support for local communities, responding quickly and nimbly to protect the health of its customers and associates.

*Jackson, Mississippi  
Trustmark associates  
Charles Molden and  
Katie McLaurin*

EARNED ENVIRONMENTAL

# TRUST

Trustmark's  
stewardship of the  
environment includes  
internal conservation  
practices and activities  
in the communities  
Trustmark serves.

## INTO THE SHREDDER, OUT OF THE LANDFILL

Papers shredded  
by Trustmark and  
at Trustmark-hosted  
community shredding  
events are recycled,  
saving trees and  
landfill space.

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*Trustmark associate  
Mimi Chew participates  
at a Houston location  
shredding event.*

IN 2021,  
TRUSTMARK HELD



SERVING 4,193  
CUSTOMERS IN 5 STATES



POUNDS OF  
PAPER SHREDDED



GALLONS OF  
WATER SAVED



OF LANDFILL  
SPACE SAVED



OF ENERGY  
CONSERVED



*Trustmark believes it's better to cut down on the amount of paper used than to cut down more trees. Trustmark's digital banking options, including e-statements, mobile deposits, and a new electronic mortgage application process, are part of the company's push to paperless transactions.*

## HOW MANY BANKERS DOES IT TAKE TO CHANGE A LIGHTBULB?

In 2017, Trustmark launched a program to convert its facilities systemwide to energy-saving LED lighting, an ongoing initiative.

IN 2021



INVESTED IN  
LED LIGHTING  
CONVERSION  
PROJECTS



COMPLETED AT  
TRUSTMARK LOCATIONS  
IN FLORIDA, MISSISSIPPI,  
AND TEXAS



SAVED AS A RESULT  
OF 2021 LED  
LIGHTING PROJECTS

*Enough to power  
72 average-sized  
homes for one year*



TO CONVERT  
ALL TRUSTMARK  
LOCATIONS  
TO LED LIGHTS

**25%–40%**

*Decline in energy usage after installing programmable thermostats and HVAC control systems in Trustmark facilities*

## PULL UP A CHAIR

According to U.S. EPA estimates, 8.5 million tons of office furniture end up in landfills every year. Trustmark reduces that waste by donating its gently used furniture and accessories to nonprofits.



OFFICE FURNITURE  
AND ACCESSORIES

*Items donated to multiple nonprofits in 2021 included desks, chairs, lamps, bookcases, and even Christmas trees.*



*Biz Harris, director of Nurture Our Future, introduces children to the adventures of reading.*

# ONE FOR THE BOOKS

## ONCE UPON A TIME, A LITTLE NONPROFIT INTRODUCED 1,300 CHILDREN TO THE ADVENTURE OF READING.

Nurture Our Future partnered with Dolly Parton's Imagination Library to distribute free books to children in Laurel and Jones County, Mississippi. Each child registered in the program receives a free book every month from birth until their fifth birthday.



"Trustmark was one of our first major supporters and we can't thank them enough for helping us get Nurture Our Future off the ground," said Biz Harris, director of Nurture Our Future.

"Trustmark's generosity has helped us minimize our overhead costs, which allows us to use nearly all of the funds we raise to provide literacy and early childhood development support to children in our community. That's a big draw for other funders and grant makers and I'm sure has helped us secure additional support."

*Nurture Our Future also donates books to local pediatricians, who present the books to children during their annual wellness visits. Before they find their way to these little readers, these books pass through the Laurel Trustmark location. Trustmark donates office space to Nurture Our Future where the books are catalogued and stored for distribution.*

WITH TRUSTMARK'S HELP, NURTURE OUR FUTURE IS LOOKING AHEAD TO THE NEXT CHAPTER.

Trustmark also donated gently used furniture to the startup nonprofit, which launched in June 2021. Bookshelves that once held financial reports are now lined with beloved children's tales. Repurposed work tables serve as literary display centers, and chairs that once welcomed Trustmark customers now welcome little ones for story time. Now *that's* a storybook ending.



# WEATHERING THE STORMS

## IN RECENT YEARS, EVIDENCE HAS EMERGED LINKING EXTREME WEATHER WITH CLIMATE CHANGE.\*

Trustmark is prepared well in advance for weather conditions, from hurricanes and tornadoes to floods and ice storms, with disaster recovery and business continuity plans that ensure any disruptions in services are minimal.

### THE PLANS OUTLINE IN DETAIL:

- Which associates are responsible for key roles
- Step-by-step instructions on how to continue operations during an initial weather event and how to respond if a situation continues or escalates
- Timeframes by which key tasks must be accomplished

These well-developed plans also allow Trustmark to provide information and tips to its customers ahead of storms rather than reacting as events unfold.

*When a storm is pending, Trustmark activates its disaster recovery team to analyze the specific needs of each community in its path. Customers can count on Trustmark to handle critical details, like making sure ATMs along hurricane evacuation routes are stocked with extra cash, locations remain open for night deposits, or salt is on hand for soon-to-be-icy sidewalks if needed.*

Trustmark is also there in the aftermath of disastrous weather events, providing everything from bottled water to emergency financial arrangements – like delayed mortgage or credit card payments – to affected customers and associates who need one less thing to worry about.

\* Source: [climate.nasa.gov](http://climate.nasa.gov)

## A LEGACY OF WEATHERING THE STORMS

When the Mississippi River flooded its banks and the city of Greenville, Mississippi, in 1927, Trustmark remained open. Records from the day mention associates in what was then known as Commercial National Bank continuing to conduct business in a building filled with a foot-and-a-half of murky water.



In a testament to the effectiveness of its recovery plan, Trustmark was the first financial institution to resume operations in Panama City, Florida, following Hurricane Michael.

# DEEP SOUTH DEEP FREEZE

FROM FEBRUARY 12-16, 2021,  
MOST OF THE UNITED STATES  
- INCLUDING THE MAJORITY OF  
THE DEEP SOUTH - WAS LOCKED  
IN THE GRIP OF A HISTORIC,  
UNPRECEDENTED ICE STORM.

Jackson, Mississippi, home to Trustmark headquarters, was almost completely shut down by icy roads, dangerously plummeting temperatures, and widespread power and water outages. Yet, Trustmark never discontinued operations. Associates critical to keeping business and systems running were moved into hotels near headquarters and shuttled to work in four-wheel drive vehicles.

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*TrustAlert, an internal emergency communications system, kept associates systemwide up to date as the situation evolved.*

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Social media posts and trustmark.com updated customers in five states on location openings and closings. If a Trustmark location was accessible, icy sidewalks were salted and the doors were opened.

*Trustmark's signature preparedness ensured the deep freeze that shut down the South did not shut down Trustmark.*



Brewton, Alabama Trustmark associate Angela Majzun delivered food to first responders called to action after devastating tornadoes.

## AFTER THE STORM

TRUSTMARK ASSOCIATES PROVIDED DISASTER RELIEF to communities affected by natural disasters in the company's five-state service area and beyond, delivering emergency supplies and helping with clean up after Hurricane Ida in Mississippi and Louisiana, as well as in the wake of tornadoes in Alabama and Kentucky.

EARNED SOCIAL

# TRUST

Trustmark partners with socially conscious organizations, launches corporate initiatives, and conducts outreach that enhances the quality of life in communities throughout Alabama, Florida, Mississippi, Tennessee, and Texas.

**OPERATION HOPE**

A national nonprofit financial counseling organization, Operation HOPE describes its focus as “financial dignity and inclusion.” The organization offers free financial counseling to low-to-moderate income community members, equipping them to build secure financial futures.

*“Trustmark’s partnership with Operation HOPE opens doors to perform another level of outreach. Together, we form relationships with underserved members of our community built on trust and opportunity. We work together to help those clients achieve the American dream.”* — IVY WILLIAMS, TRUSTMARK ASSOCIATE, MEMPHIS

In 2020, Trustmark committed to a two-year partnership with Operation HOPE, contributing \$100,000 per year and placing an Operation HOPE financial wellness coach inside a Memphis, Tennessee, Trustmark location. The partnership, called HOPE Inside, offers free financial counseling to Trustmark customers, the general public, and to first responders employed by the City of Memphis.

*The program was such a success that Trustmark extended its commitment to the partnership in Memphis and added HOPE Inside partnerships in Montgomery, Alabama, and Jackson, Mississippi.*



*Opened in a reimagined branch facility in Jackson, Mississippi, the Financial CORE (Center of Resource and Education) serves as a community financial literacy center. Located in a majority minority census tract, Financial CORE houses the Jackson-area HOPE Inside counseling program.*

**AVERAGE PROFILE OF TRUSTMARK'S OPERATION HOPE INSIDE CLIENT**

84% Low-to-Moderate Income	78% African American 81% Female
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**TRUSTMARK'S OPERATION HOPE INSIDE 2021 IMPACT**



\* Based on a sample of 174 clients





# HOPE SWEET HOPE

“When I imagine living in my own home, I picture myself opening the blinds on a Saturday morning and letting the sun come in,” Kawanda Hart said. “I see a big yard for our three kids and a dog, with a swing set for my four-year-old.” Hart smiled at her partner, Montrell Palmer, and added, “And I see having my own closet.”

But when Hart and Palmer visited a financial institution to inquire about a mortgage loan, their dream was crushed. They were turned down with little explanation.

“I wouldn’t want anyone to feel the way that made us feel,” Hart said.

*Kawanda Hart and Operation  
HOPE associate Regina Osei*

When the couple saw a TV commercial advertising Trustmark mortgage services, Palmer was skeptical, but Hart convinced him they should try again.

**TRUSTMARK REFERRED THE COUPLE TO ITS PARTNER ORGANIZATION, OPERATION HOPE, WHERE THEY WORKED WITH REGINA OSEI.**

Osei met with the couple to discuss their goals and the financial obstacles blocking their way, then helped them work out a step-by-step plan to reach their goal of homeownership. The three met frequently for financial check-ups and soon built a relationship that went beyond bank balances and credit scores.

After just five months working with Osei, Hart had raised her credit score by 24 points and Palmer had raised his score by an impressive 40 points. With their new, positive financial habits in place, Osei referred Hart and Palmer to Trustmark associate Mary Anderson, who walked them through the process of qualifying for a mortgage loan. Hart and Palmer are now officially in the market for a home of their own.

***For Regina Osei, who is a former missionary, her work with Operation HOPE is more than a job. It's a calling.***

"Ministry is not just in buildings with steeples. Ministry is life. It's lifting people up and helping them achieve their goals," Osei said. "It's so important to me for my clients like Kawanda and Montrell to achieve their dreams. My work is all about them. When we reach their goals, they're grateful, and so am I.



Trustmark associate Mary Anderson and Regina Osei

***"It means the world to me to know that someone cared, that there were good people who wanted us to have this opportunity," Hart said. "I tell everyone I know that Trustmark and Operation HOPE employ good people that care."***

***"We built a personal relationship with Regina. She was like a mother figure who wanted the best for us. She wanted us to have that home."***

KAWANDA HART



A PARTNERSHIP FOR THE COMMON GOOD

# PROJECT REACH

**OPENED IN 1976, COMMONWEALTH NATIONAL BANK IS ONE OF FEWER THAN 25 BLACK-OWNED BANKS REMAINING IN THE UNITED STATES.**

Headquartered in Mobile, Alabama, Commonwealth plays a critical role in promoting the economic viability of underserved people and communities.

“Many of the people who turn to Commonwealth are people of color who are unbanked or underbanked,” said Commonwealth CEO and President Sidney King. “They’ll come into Commonwealth for help when they wouldn’t be comfortable going to the door of another bank.”

Commonwealth and Trustmark formed a strategic partnership to help preserve and expand Commonwealth’s service to the minority community. The collaboration is part of Project REACH (Roundtable for Economic Access and Change), a banking industry initiative developed by the Office of the Comptroller of the Currency and designed to help Minority Depository Institutions (MDIs) better serve their communities.

Trustmark associates had already taken steps toward partnering with Commonwealth prior to the Project REACH launch. Project REACH does not include a prescribed program of work. Instead, Trustmark associate Mike Fitzhugh and King collaborated to determine how Trustmark could help.

“It’s vital that *all* communities in an area prosper and grow. This partnership is helping Commonwealth to more completely serve its community, as well as helping Commonwealth itself thrive.”

MIKE FITZHUGH



*Commonwealth CEO and President Sidney King and Trustmark associate Mike Fitzhugh*

***“To be successful in banking, you need mentors,” King said. “I appreciate having seasoned, knowledgeable, local advisors to bounce ideas off of and help me avoid pitfalls.”***

Trustmark agreed to provide commercial loan participations, as well as advisory services to Commonwealth as a mentor bank. The partnership created a direct referral program to Trustmark’s mortgage department, serving many Commonwealth clients who thought home ownership was out of their reach. The partnership also gives Commonwealth customers no-fee access to Trustmark’s expansive ATM network.

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## **TOGETHER, TRUSTMARK AND COMMONWEALTH ARE REDUCING THE BARRIERS THAT STAND BETWEEN PEOPLE OF COLOR AND FULL AND EQUAL PARTICIPATION IN THE BANKING SYSTEM.**

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“It’s vital that *all* communities in an area have an opportunity to prosper and grow,” said Fitzhugh. “This partnership is helping Commonwealth to more completely serve its community, as well as helping Commonwealth itself thrive.”

While Trustmark is positioned as the Project REACH mentor bank, Fitzhugh said Trustmark has also gained from the partnership.

“The partnership has opened new opportunities for Trustmark to engage in the African American community. We’ve gained more knowledge and clarity about the needs of the community and how Trustmark can better serve its residents and its businesses.”

***“Commonwealth was created to provide resources to the underserved African American community,” King said. “Our partnership with Trustmark is helping us to fulfill the vision of the founders who established this bank.”***

“I am *thrilled* with this partnership between Commonwealth and Trustmark,” said Maj. Gen. Gary Cooper, USMC, Ret., who advised the original founders and went on to become a Commonwealth major shareholder. “It’s difficult for a small bank to offer the same services as a large bank like Trustmark. This partnership enables Commonwealth to serve our community in the way we envisioned. We feel blessed to have this partnership, and I think it’s also a jewel in Trustmark’s crown.”



### **A COMMITMENT TO MINORITY DEPOSITORY INSTITUTIONS**

Participation in Project REACH is optional; Trustmark was one of the first banks in the country to sign the Project REACH pledge.

The project is a natural fit for Trustmark, which has been engaged in work to support minority-owned financial institutions since before Project REACH was launched, and continues to identify minority-owned financial institutions with which to potentially partner. Trustmark has also formed a partnership with primarily women-owned Agility Bank in Houston, Texas.

# A SUPER INVESTMENT

## IT WAS AS THOUGH THE GRINCH HAD STOLEN PERRY, FLORIDA'S CHRISTMAS.

The sudden closure of a snack food plant three weeks before Christmas in 2017 devastated the small community (population 7,000) 50 miles southwest of Tallahassee. More than 100 employees were laid off without warning. With the majority of Perry's other employment options based in seasonal work related to timber, residents already had trouble finding year-round jobs. Many of these hard-working men and women were forced to relocate, commute to jobs hours away, or join the ranks of the long-term unemployed.

In 2018, Super-Pufft, a manufacturer of snack foods with a 60-year track record of success in Canada, bought the facility and made plans to reopen. Super-Pufft CEO and President Mahmoud Amrouch upgraded the facility and rehired as many of the former employees as he could find.

*"It was hard to earn their trust back in the beginning," Mahmoud said. "They had been let down by their former employer. But during that first year, they saw that we were investing in the plant and doing the right thing."*



Super-Pufft  
CEO and  
President  
Mahmoud  
Amrouch



By 2021, Super-Pufft had outgrown the space and Amrouch was planning an expansion. The expansion project was the perfect fit for Southern Community Capital (SCC), a subsidiary of Trustmark. SCC is Trustmark's community development entity, created to invest in projects in rural, economically distressed areas that create jobs, support workforce development, and strengthen surrounding communities.

**In 2021, SCC committed \$9 million of its New Markets Tax Credit allocation to the Super-Pufft expansion.**

SCC's investment helped Super-Pufft supercharge its growth by providing the funding needed to add logistics functions at the Perry plant. That meant hiring more employees, providing more advanced training, and having an even greater impact on the community.



**TODAY, SUPER-PUFFT IS TAYLOR COUNTY, FLORIDA'S EMPLOYER OF CHOICE.**

The company's 350 diverse employees work year-round for a living wage and the greater community benefits from an increased tax base. Employees earning higher wages have created a demand for more and higher-quality housing in Perry, leading to additional investment, construction, and job creation. Thanks to Super-Pufft and its partners like SCC, people in Perry, Florida, are living more vibrant lives.

*"The business won't grow if the people carrying it aren't growing," Amrouch said. "America is a land of opportunity. What we found in Perry was our opportunity to build opportunity for other people."*

# AN INVESTMENT THAT HITS HOME

## SENIOR CITIZENS ON LIMITED INCOMES OFTEN STRUGGLE TO FIND AFFORDABLE HOUSING.

Trustmark was an investment partner in the creation of Country Club Estates, a newly constructed residential community for low-to-moderate income seniors.

Country Club Estates is home to 62 well-appointed, modern apartments, including units reserved for veterans and those with disabilities. The development was completed in July of 2021, and was fully occupied by year-end.

Projects like Country Club Estates change more than the lives of their residents. These projects transform communities, creating jobs during the construction phase and adding attractive, socially and economically integrated, sustainable properties to the neighborhood.

Trustmark partnered with developer Gulf Coast Housing Partners (GCHP), fund sponsor Enterprise Housing Partners, and other investors to create this much-needed senior living community.



Country Club Estates resident John Price

"Pride in having a place to call home transcends all ages, races, and nationalities," said Kathy Laborde, president and CEO of GCHP. "Without the support of partners like Trustmark, GCHP would not be able to continue the work that we do. There is an affordable housing crisis in our region and a dearth of financial resources to undertake these ventures. Trustmark recognizes the value in investing in affordable housing and complementary community facilities. We value their partnership."

**As part of its commitment to community development, Trustmark invested in low-income housing tax credit funds that created residential and commercial developments in Alabama, Florida, Mississippi, Tennessee, and Texas. These developments benefited low-to-moderate income residents, senior citizens, and veterans in economically distressed areas.**





Trustmark has a 133-year tradition of investing funds, time, and expertise in the communities it serves. The company's contributions enrich the lives of customers, associates, and neighbors across five states.

Trustmark

2330 UNIVERSITY BOULEVARD



**INVESTED IN COMMUNITY ORGANIZATIONS**  
*providing healthcare, shelter, nutrition, community development, and educational services, as well as supporting the arts, from international events to local festivals*



**VOLUNTEER HOURS**  
*contributed by Trustmark associates*



**IN COMMUNITY DEVELOPMENT LOANS**

**1,687 HOURS OF SERVICE BY ASSOCIATES**



**IN MORTGAGE LOANS**  
*for low-to-moderate income homebuyers*



**IN SMALL BUSINESS AND SMALL FARM LOANS**



**ON THE BOARDS OF MORE THAN 70**  
**COMMUNITY AND NONPROFIT ORGANIZATIONS**



**HBCU Partnerships**

**JACKSON STATE UNIVERSITY ENDOWMENT**

*Trustmark made an initial gift of \$25,000 to establish an endowed scholarship supporting female undergraduate students in the JSU College of Business.*

**TOUGALOO COLLEGE PARTNERSHIP**

*Through a \$25,000 gift to Tougaloo College, Trustmark provides scholarships and partners with the college to offer students, alumni, faculty, and staff access to the Trustmark Financial Scholars Program, a free online financial education tool.*

**BISHOP STATE COMMUNITY COLLEGE CONTRIBUTION**

*Trustmark contributed \$15,000 to Bishop State Community College to fund a computer lab in its new Advanced Manufacturing Technology Center, the central hub on campus for STEM education and workforce development training.*



**THE TRUSTMARK FINANCIAL SCHOLARS PROGRAM**

Trustmark continued its partnership with EVERFI, Inc., to offer the Financial Scholars Program, which provided free, online financial literacy courses in **58 SCHOOLS** for more than **5,054 STUDENTS** in 2021.

The Financial Scholars Program teaches students how to manage their money more effectively and make decisions that strengthen their financial futures. Students learn practical skills like how to create a budget, use credit wisely, save for specific goals, and plan a solid financial future.

***While the Financial Scholars Program is currently offered only in Mississippi, the financial literacy platform is widely available on [trustmark.com](https://trustmark.com).***

# Children's™ Volunteer Health Network

healthy happy kids

Mobile dental clinic coordinator Kelly Taylor, Trustmark associate Kim Holley, and mobile dental clinic hygienist Christina Peterson serve children in the Destin community.

mobile

# SOMETHING TO SMILE ABOUT

THANKS TO A COLORFUL BUS CALLED “PEARL,” THOUSANDS OF CHILDREN IN NORTHWEST FLORIDA WILL NEVER BE AFRAID OF THE DENTIST.



The Children's Volunteer Health Network (CVHN) operates a mobile dental clinic that provides no-cost dental cleanings and screenings to children on the free or reduced lunch program at their schools. Many of these students have never seen a dentist before climbing aboard “Pearl,” the cheerfully decorated bus that houses the clinic.

Trustmark associate Kim Holley is a former CVHN board member who continues to serve as a hands-on volunteer, shepherding children aboard “Pearl” and leading them back to their classrooms after their appointments with their new toothbrushes in hand.

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***Trustmark provides free office space to CVHN, saving the organization \$18,000 annually, and has been a sponsor of CVHN's annual 5K fundraiser, the Smile Mile.***

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Other associates at Trustmark have joined Holley as volunteers, helping put smiles on the faces of more than 1,000 children from 10 schools every year.

“I remember a little girl about eight years old who would not smile. She was very quiet and didn't want to make eye contact,” Holley said. “She had problems with her front teeth that embarrassed her. Then she had dental work done through CVHN. The next time she came on the bus, she was *smiling*. That dental work made all the difference. It brought her out of her shell. And it was all free. We are truly helping people here. I'm so grateful that Trustmark is a part of that.”

# HONORING THE SACRIFICE

**“WHAT MEANS THE MOST TO A SOLDIER IS SEEING THAT HIS COUNTRY RECOGNIZES HIS SACRIFICE,” SAYS COL. PHIL SEWELL, USA, RET., WHO DEVOTED MORE THAN 33 YEARS OF SERVICE TO HIS COUNTRY.**

Col. Sewell was the keynote speaker at a luncheon and parade honoring veterans from every era on Memorial Day 2021. The event was sponsored by the Lions Club with the support of the local Trustmark branch where Col. Sewell is a customer.

***“If it weren’t for these veterans, we would not be the land of the free and the home of the brave,” said Trustmark associate Annette Cartwright, who helped coordinate the event and led work on the 2022 Memorial Day observance. “I can’t think of any better way to spend that holiday than with them.”***

“No matter what you do the rest of this Memorial Day,” Col. Sewell told those in attendance, “whether you see Old Glory flying, or you see a bald eagle in the sky, or if you’re just watching children play at a barbecue, if you take a moment and listen, you’ll hear the voices of men and women who gave their lives say, ‘That’s what we love to see, you enjoying these freedoms. It was worth the sacrifice.’”



Colonel  
Phi Sewell,  
USA, Retired

# HEALTHCARE FOR THE HOMELESS



Charlotte Garner

**“IN DECEMBER 2006, I HAD 32 CENTS IN MY POCKET AND THE CLOTHES ON MY BACK,” CHARLOTTE GARNER SAID. “I SUFFERED FROM MULTIPLE MENTAL DISORDERS AND PHYSICAL HEALTH ISSUES. I HAD LOST A FAMILY HOME THAT HAD BELONGED TO MY GRANDFATHER. I WAS HOMELESS.”**

Garner found help at Healthcare for the Homeless-Houston (HHH), a nonprofit clinic that provides comprehensive care for the city’s large homeless population. Trustmark supports HHH financially and through the volunteerism of associates like Shane Brace, who serves on the HHH board.

“Homelessness can be an invisible problem,” Brace said. “You know it exists, but it’s not impacting *you*. Until you sit down with a homeless person and see the humanity in their eyes, you don’t understand. Serving with HHH has changed me. It’s made me more empathetic and more aware. It’s made me more understanding.”

Brace participates in the annual Homeless Remembrance Day, a ceremony in which the names of all the homeless clients who died that year are read aloud.

**“Hearing those names makes me think, ‘Could we have done more?’ It makes me work even harder to make HHH successful. The more people we can touch, the fewer names will be read every year.”**



Trustmark associate  
Shane  
Brace

Charlotte Garner was one of those people touched. Today, Garner lives in a safe, comfortable condominium and chairs the HHH Change Committee, a group of people that advises HHH from the perspective of its clients. In December 2021, Garner earned her master’s degree in nonprofit management. Her goal is to start her own nonprofit providing education for the homeless.

“Before, I was angry, hurt, bruised, off the rails. I could not even form an *idea* of how to get back on track,” Garner said. “Today, I’m a living testimony of what can happen for you at Healthcare for the Homeless-Houston. I’m no longer a part of the problem. I am a part of the solution.”

**“TRUSTMARK SUPPORTS MY PASSION FOR THIS WORK. I’M SO THANKFUL THAT MY EMPLOYER CARES ABOUT OUR COMMUNITY AND WHAT OUR ASSOCIATES CARE ABOUT IN OUR COMMUNITY.”**

*Shane Brace, Trustmark Associate, Vice-Chair of the Board • Healthcare for the Homeless-Houston*

# WHEN ALL ELSE FAILS, HOPEWORKS

## FLOYD WHITAKER WENT TO JAIL FOR THE FIRST TIME WHEN HE WAS 12 YEARS OLD.

In his teens, Whitaker joined a violent street gang and committed crimes from selling drugs to carjacking to kidnapping. By his 18th birthday, Whitaker had been jailed multiple times for multiple felonies. His life was so violent that family members refused to allow him into their homes or to ride with him in a car, afraid they would become victims of a drive-by shooting.

As he approached 40, Whitaker was serving time for violating probation connected to charges of robbery and kidnapping. But during his incarceration in the Shelby County Detention Center, Whitaker was introduced to a life-changing program called HopeWorks that helped him turn his life around.



AS PART OF A COMPREHENSIVE PROGRAM, HOPEWORKS CONNECTS INCARCERATED PERSONS WITH VOLUNTEERS WHO HELP THEM PLAN FOR LIFE AFTER RELEASE. HOPEWORKS MATCHED WHITAKER WITH VOLUNTEER AND TRUSTMARK ASSOCIATE MICHAEL PEELER.



“HopeWorks volunteers help soon-to-be-released people talk through their plans and get a support plan in place so they aren’t back in prison in 90 days,” Peeler said. “Honestly, my role was to listen. One of the things that’s so hard for incarcerated people is feeling isolated, discarded, and abandoned. What we’re doing through HopeWorks is affirming their value, in spite of the challenges of their pasts.”

The program helps those incarcerated discover skills they can use to build new lives upon release. Whitaker shared with Peeler his dream of starting a catering business, presenting a 10-page, handwritten plan outlining the costs, licensing requirements, business development ideas, and recipes.

Peeler served as more than a business sounding board. He was also there to help Whitaker through a devastating loss.

“Two months before I got out, my brother was killed in a robbery,” Whitaker said. “Michael Peeler comforted me and helped me through that. He didn’t just console me, he helped me stay focused on what I was going to do when I was released. He kept telling me, ‘You can do this. Just do exactly what you wrote down on this paper.’”

*Today, Whitaker is a free man and the owner of Whitaker’s Kitchen, a successful catering business. The man once known for his violent crimes is now known for his signature smoked lasagna.*

The business also serves as Whitaker’s ministry. The same extended family members who once banned him from their homes now work alongside Whitaker when he regularly cooks for the homeless community in downtown Memphis.

**“HOPEWORKS SAVED MY LIFE,” WHITAKER SAID. “WITHOUT HOPEWORKS, I’D BE BACK IN PRISON OR I’D BE DEAD. INSTEAD, I LOVE MY FAMILY. I THANK GOD FOR A BRIGHTER DAY. AND IF I CAN DO IT, TRUST ME, ANYBODY CAN DO IT.”**

**“I’M THANKFUL THAT TRUSTMARK ENCOURAGES ITS ASSOCIATES TO GET INVOLVED WITH LOCAL NONPROFITS LIKE HOPEWORKS. Trustmark supports participation during the work week as a sign of its investment in the community, and trusts its associates to balance their time between work and service. These relationships are key connectors between Trustmark and our community.”**

*Michael Peeler, Trustmark Associate, HopeWorks Faith Encourager Volunteer*

# FAITH REALIZED

## FOR JACKIE SMITH, IT WAS MORE THAN JUST A LEAKING ROOF.



Faith Haven Executive Director Jackie Smith

Smith is the executive director of Faith Haven, a temporary shelter for children in emergency situations. When “home” isn’t safe, frightened children removed from their parents or guardians arrive at Faith Haven.

“When they’re here, those children are my children and this is their home,” Smith said.

“They need to come to a nice place that’s up to par, not a shabby, substandard place. I may have had shingles missing on my own house, but I did not want those frightened children coming here and seeing a leaky roof.”

***Insurance would have paid to patch the roof, but with the children’s safety in mind, Smith longed for a new one. When an estimate to replace the roof came in for \$25,000, Smith turned to prayer.***

That estimate was still sitting on Smith’s desk when Trustmark associates Charles Russell, Rashni Barath, and Tina Sample made their first-ever visit to Faith Haven the next day. The Trustmark associates took a tour, then presented Smith with a check – a check for \$25,000.

“We knew we were going to give someone a donation, which is always a good thing. But we were not prepared for what happened at Faith Haven,” Russell said. “When Jackie showed us that estimate, I got chills. It was more than delivering a check. It was bigger than us. It was bigger than Trustmark. We were the instrument in someone else’s prayers being answered.”

IN 2021, TRUSTMARK CONTRIBUTED \$1.4 MILLION THROUGH THE MISSISSIPPI CHILDREN’S PROMISE TAX CREDIT PROGRAM TO ORGANIZATIONS SERVING CHILDREN STATEWIDE.

Baptist Children’s Village  
Bearean Children’s Home, Inc.  
Catholic Charities, Inc.  
Christians in Action, Inc.  
Faith Haven, Inc.

Hope Village for Children  
Canopy Children’s Solutions  
Palmer Home for Children  
Southern Christian Services for Children and Youth, Inc.

United Methodist Children’s Home  
Delta Street Ministries  
French Camp Academy  
Magnolia Speech School  
The Redeemer’s School

## Somerville, Tennessee



Assistant Chief of Police Harlan Kee and Officer Johnathan Gyle

# OFFICER TEDDY RESPONDING

Associates and customers at Trustmark’s Somerville location collected stuffed animals and donated them to first responders, who used the toys to comfort children involved in traumatic situations.

# GRANTS THAT MAKE “HOME SWEET HOME” A REALITY

AS A MEMBER OF THE FEDERAL HOME LOAN BANK OF DALLAS (FHLB), TRUSTMARK LEVERAGES GRANTS AVAILABLE THROUGH FHLB TO SUPPORT CUSTOMERS IN NEED.

In 2021, Trustmark leveraged 99% of grant funding made available through the SNAP grant program and \$80,000 in HELP grant subsidies to help community members with homeownership and home repairs.

## SNAP (SPECIAL NEEDS ASSISTANCE PROGRAM)

The SNAP grant assists homeowners with special needs in making much-needed repairs from roof replacement to adding guardrails to installing air conditioning.



FOR REPAIRS



IN JACKSON AND VICKSBURG, MISSISSIPPI



## HELP (HOMEBUYER EQUITY LEVERAGE PROJECT)

HELP grants assist first-time homebuyers with down payments and closing costs. If they remain in the home for at least five years, homebuyers do not have to repay the grant.

### APPLICANTS MUST:

- Be first-time homebuyers
- Have a household income of 80% or less than the area median income
- Complete a homebuyer counseling program
- Contribute \$500 toward the down payment or closing costs



TO 8 HOMEBUYERS

## AFFORDABLE HOUSING PARTNERSHIP GRANT (AHP)

This grant supplements funding that comes with tax credit allocations for investment in housing projects in economically distressed areas. The AHP grant helped fund two projects in 2021 currently under construction.

### THE PEARL SENIOR LIVING COMMUNITY

*Jackson, Mississippi*

- \$14.5 million total project cost
- \$750,000 AHP grant
- Project will convert a former hotel into 76 affordable apartments
- On-site healthcare clinic

### VILLAGE AT THE BEVERLY II

*Hattiesburg, Mississippi*

- \$7.5 million total project cost
- \$400,000 AHP grant
- 40 affordable apartments for low-to-moderate income families



*Women of Vision is a program of the nonprofit Executive Women's Alliance. Sonja McCain serves on the board of the Alliance and co-chairs the Women of Vision program. Trustmark associates Carrie Lujan and Arleni Villafuerte are also Women of Vision mentors.*

Trustmark associates (left to right): Carrie Lujan, Sonja McCain, and Arleni Villafuerte

# INSPIRING YOUNG WOMEN OF VISION

TRUSTMARK ASSOCIATE SONJA MCCAIN CREDITS HER CAREER TO A CO-OP PROGRAM SHE COMPLETED IN THE 11TH GRADE IN HER NATIVE CANADA.



Trustmark associate Carrie Lujan engages with a program participant.



McCain went on to become the first member of her immediate family to graduate from high school and college. She relocated to the United States to pursue a career that eventually led her to Trustmark.

Today, McCain pays that experience forward as a volunteer leader with Women of Vision, a mentoring program for young women at Conroe High School in Conroe, Texas. Women of Vision serves young women who have a desire to achieve, but need encouragement to reach their goals. Young women who complete the program are eligible for scholarships to colleges or trade schools. Trustmark is an annual scholarship sponsor.

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*“I share my own story with the girls,” McCain said. “I was fortunate to have those mentors. Without them, I wouldn’t have known what was out there for me. I can tell these girls, ‘I’ve been there. Now, let me be a resource for you.’”*

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Students were sent to local businesses to learn about various careers. When McCain’s father realized she had been assigned to explore a career he deemed less than ambitious, he went to the school guidance counselor and complained.

“The following Monday, I was sent to the investment firm of TD Waterhouse,” McCain said. “That experience gave me access to amazing mentors. They took me under their wing and invested in my success. I started working at TD Waterhouse part time when I was 15 and continued working there all through my college years.”

Since participating in the program, sophomore Amaya Bias-Bowens has gone from being “not really motivated to attend college” to exploring a career in the medical field.

“Through my work with Women of Vision, I’ve come full circle. And I know I’ve made my dad proud.”  
SONJA MCCAIN

“Women of Vision helped me form a different opinion on what I should do with my life,” Bias-Bowens said. “I’ve learned to not be so worried about failing. You’re not always going to be at the bottom. You’re not always going to be the lowest. You’re going to get there eventually. You just have to have a positive outlook on life.”

Trustmark associate  
Tod Etheredge



# CREATING VALIANT LEADERS

**BROTHERS ANTHONY AND FREDERICK BROCK HAD A VISION TO HELP YOUNG, AFRICAN AMERICAN MALES IN THEIR COMMUNITY BECOME PRODUCTIVE CITIZENS, STRONG LEADERS, AND ABOVE ALL, HONORABLE MEN.**

The Brock brothers envisioned starting a school marked by Christian values, a high standard of academic achievement, and a culture of structure, discipline, and love.

Anthony and Frederick went door-to-door in West Montgomery, Alabama, recruiting students for the inaugural class at their dream school, Valiant Cross Academy. Opened in 2015, Valiant Cross is now home to 150 high-achieving scholars in grades 6-12 and will celebrate its first graduating class in 2022.

“Our goal is to create strong leaders who will come back and impact their community in a positive way,” Anthony Brock said.

Trustmark has supported Valiant Cross since its founding, from offering financial support to delivering lunch and sharing conversation with the young scholars over their meals. Trustmark’s volunteerism touches the



Anthony and Frederick Brock



entire school family; in 2021, multiple Trustmark associates worked together to develop and teach a financial literacy program for Valiant Cross parents.

***“Trustmark has helped us since our first years of existence and has been a constant fixture at Valiant Cross through the years,” Anthony Brock said. “We could not do what we have done without Trustmark.”***

Trustmark associate Tod Etheredge serves on the Valiant Cross Board of Directors and is a hands-on volunteer and mentor.

“Many of these young men come from disadvantaged circumstances. They live in the hardest part of town and they face all kinds of challenges,” Etheredge said. “I want to be a mentor they can relate to. You can sense when you’ve touched a child. There’s a light that sparks and you know they’re thinking, ‘I can do this.’ I’ve been guided and inspired by a higher calling to do this work. If I can help just one young man, my living will not have been in vain.”

EARNED

# TRUST

IN CORPORATE GOVERNANCE

Trustmark's governance structure enables the Trustmark Board to effectively and efficiently address key, specific issues such as business growth, human capital, enterprise risk management, and technology, among others.



**TRUSTMARK'S GOVERNANCE PROCESS IS ACCOMPLISHED THROUGH FIVE STANDING BOARD COMMITTEES AND THROUGH THE EFFECTIVE UTILIZATION OF THE DIRECTORS' COMBINED WISDOM AND DIVERSE EXPERIENCE AND BUSINESS KNOWLEDGE.**

### **THE TRUSTMARK CORPORATION BOARD OF DIRECTORS**

Trustmark is led by a 12-member board of directors. The role of the board and its committees is to foster Trustmark's long-term success consistent with its fiduciary responsibilities to shareholders.

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### **AS PART OF THIS ROLE, THE TRUSTMARK BOARD IS RESPONSIBLE FOR:**

- Providing strategic guidance and oversight
- Acting as a resource on strategic issues and in matters of planning and policymaking
- Providing insight and guidance on complex business issues and problems in the banking and financial services industries
- Monitoring risks facing Trustmark and providing oversight of Trustmark's stress testing and other risk evaluation processes
- Ensuring that management's operations contribute to Trustmark's financial soundness
- Promoting social responsibility and ethical business conduct
- Ensuring that an effective system is in place to facilitate the selection, succession planning, and compensation of the chief executive officer
- Ensuring Trustmark's compliance with all relevant legal and regulatory requirements





2021



ARE INDEPENDENT DIRECTORS

The Audit and Finance, Human Resources, and Nominating Committees of the board are composed solely of independent directors.



Audit and Finance – 5  
Enterprise Risk – 4  
Executive – 6  
Human Resources – 4  
Nominating – 2

**2021  
TRUSTMARK  
BOARD OF DIRECTORS**

**2 FEMALES**  
*1 White*  
*1 African American*

**10 MALES**  
*8 White*  
*1 African American*  
*1 Hispanic*

## KEY FEATURES OF TRUSTMARK'S CORPORATE GOVERNANCE

Trustmark's governance structure has a number of key features designed to ensure effective and efficient oversight of the company, including the following:

- Nine members of the board are independent.
- Directors are required to retire at the age of 70.
- Directors are subject to Trustmark stock ownership requirements.
- The board has adopted, and annually reviews, formal charters for the board and its committees to address the governance guidelines and responsibilities of each.
- Trustmark's bylaws and board charter provide that when the board chairman is also the CEO, or otherwise is not independent, as is the case currently, the chair of the Executive Committee, who shall be an independent director, serves as lead director.
- Directors must notify Trustmark of changes in professional responsibilities and residence and are expected to comply to the directors' attendance policy.
- The board has adopted codes of conduct/ethics for directors, senior financial officers, and associates.
- The board has the authority to seek advice or counsel from external advisors as needed.
- Trustmark has a CEO succession planning process to promote continuity of leadership and an orderly transition upon the CEO's retirement or other termination of employment.
- Independent directors meet without management present.
- The Executive Committee of the board reviews the corporate governance structure and annually evaluates each director's performance against specific performance criteria designed to evaluate the director's contributions to the board's deliberations and processes.





*Duane Dewey, Trustmark  
President and CEO, and  
Jerry Host, Chairman of the  
Trustmark Board of Directors*

“AS A BOARD,  
WE HAVE A  
*RESPONSIBILITY*  
TO FOCUS  
ON MATTERS  
RELATED TO OUR  
ENVIRONMENT,  
OUR SOCIAL  
CONTRIBUTIONS,  
AND OUR  
GOVERNANCE.

A forward-thinking approach to ESG is critical to providing a competitive investment for our shareholders and holds us accountable to every customer, associate, and community we serve. That approach comes naturally because we, as a board, believe in it one hundred percent.”

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JERRY HOST

*Chairman of the Trustmark Board of Directors*

## TRUSTMARK'S FIVE STANDING BOARD COMMITTEES

### *Audit and Finance*

- Oversees the work of the internal and external auditors
- Reviews Trustmark's annual budget and monitors its performance
- Oversees the system for monitoring compliance with laws and regulations

### *Enterprise Risk*

- Analyzes the enterprise-wide effect of risks being taken by Trustmark

### *Executive*

- Acts on behalf of the board if a matter requires action before a meeting of the board can be held
- Provides guidance to management on the strategic planning process and issues of strategic importance, including business growth and expansion, material transactions, and technology
- Reviews the corporate governance structure
- Reviews Trustmark's cybersecurity activities and corporate technology strategy
- Oversees Trustmark's strategies, policies, and programs relating to environmental, social, and governance/corporate social responsibility matters

### *Human Resources*

- Approves management-developed guidelines that shape Trustmark's compensation strategy and approach
- Recommends CEO succession planning process, subject to final approval by the board
- Oversees the review of Trustmark's compensation policies and practices as they relate to risk management

### *Nominating*

- Seeks and recommends individuals for board service



## BOARD OVERSIGHT OF RISK MANAGEMENT

Trustmark's governance and leadership structures allow the board to provide effective risk oversight. In addition to the reports from the Enterprise Risk Committee, Trustmark's directors receive regular reports prepared by Trustmark's senior management on areas of material risk to the company, including credit, liquidity, market/interest rate, compliance, operational, technology, strategic, financial, and reputational risks. These reports enable Trustmark's directors to understand the risk identification, risk management, and risk mitigation strategies employed by Trustmark's management and the Enterprise Risk Committee.

As part of its overall oversight of risk management, the board provides oversight of management's efforts to address cybersecurity risk. The board receives periodic reports addressing the threat environment, vulnerability assessments, specific cyber incidents, and management's efforts to monitor, detect, and prevent cyber threats.

## STRATEGIC PLANNING THROUGH THE FIVE TENETS OF FOCUS

The Trustmark Corporation Board of Directors identified five key principles that guide every aspect of Trustmark's business and community engagement.



### **Efficiency**

Pursue efficiency opportunities through adoption of technology, and redesign of workflows and workforce structure



### **Growth**

Focus on profitable growth to increase EPS, enhance scale, benefit from favorable demographic trends in growth markets, and increase penetration across lines of business



### **Innovation**

Invest in technology solutions and data analytics to drive customer engagement, inform sales practices, and aid in the development and enhancement of product or service offerings



### **Risk Management**

Prioritize risk management throughout the organization by incorporating industry-leading practices to comply with all applicable regulatory requirements



### **Culture**

Adopt a mindset that embraces growth, innovation, and efficiency while maintaining core values and sound risk management practices

Trustmark's recruitment efforts include leveraging partnerships with diverse external organizations and schools to attract talent.



### CULTIVATING A CULTURE OF DIVERSITY AND INCLUSION

Trustmark fosters a workplace culture of diversity, recognizing that some of the best ideas come from diverse perspectives. As Trustmark continues to grow, its goal is to consistently treat associates, customers, and diverse suppliers with dignity, fairness, and respect, and to value their differences as a source of strength.

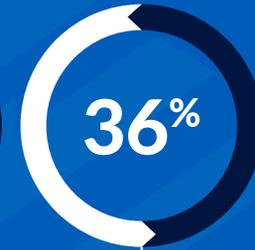
Trustmark's approach to diversity includes creating, promoting, and retaining a diverse workforce and providing training and educational opportunities on diversity and inclusion. Trustmark attracts talented associates who know that the company appreciates the skills, backgrounds, perceptions, and knowledge they bring to the table. This leads to greater employee engagement, retention, and higher productivity.

Trustmark provides diversity and inclusion (D&I) training to its associates at every level. The Trustmark human resources team participates in ongoing training on D&I topics, and all associates are required to complete annual training.

DIVERSITY AMONG ASSOCIATES



FEMALE



PEOPLE OF COLOR

HIRING IN 2021



FEMALE



PEOPLE OF COLOR

47% of positions filled with an internal candidate

PROMOTIONS IN 2021



FEMALE



PEOPLE OF COLOR

COLLEGE INTERN PROGRAM



PEOPLE OF COLOR



PEOPLE OF COLOR

COLLEGE CO-OP PROGRAM

As of 12/31/21



## MENTORING EMERGING TALENT

A key component of Trustmark's diversity efforts and an embodiment of the culture tenet, the Emerging Talent Program fosters career development for high-performing Trustmark associates identified through an executive management nomination process.

These associates complete a curriculum of classes and hands-on projects focused on strategic initiatives, key business practices, and cultural and emotional intelligence. Research projects include analyses of emerging trends in the financial arena, from the latest website services to cryptocurrency.

"A program highlight for me was the mentorship. Trustmark's CEO and other leaders were invested and directly involved with this program," said Tamika Shannon, a program participant. "My biggest takeaway was a change in perspective, especially with regard to effective leadership and how to interact with people with different personalities. I have a better understanding of how I should be evolving as a leader."



## EMERGING TALENT PROGRAM GOALS

- **Orchestrate targeted training for associates who demonstrate high potential**
- **Expose program participants to a broader view of business perspectives and processes to accomplish goals**
- **Measurably expand the skill sets of program participants**
- **Establish networking opportunities with executive and senior leadership**
- **Develop and enhance program participants' skills to reduce deficiencies**



***"There is strength in diversity and uniqueness is powerful. Trustmark's focus on diversity is not only the right thing to do, it's the smart thing to do. It's vital to our sustainability and success."*** — APRIL McCLUNG, TRUSTMARK DIVERSITY OFFICER



Trustmark associates  
Sherry Rainey and  
April McClung

## THE TRUSTMARK DIVERSE MARKET TEAM

Trustmark has a dedicated team of associates charged with spearheading initiatives that promote financial equity and access in underserved communities.

Members of the Diverse Market Team coordinate with multiple Trustmark departments to develop innovative lending strategies, design inclusive outreach events, and develop products and services in response to community needs.

The Diverse Market Team led efforts resulting in the Advantage Suite of products for underbanked and underserved customers, all designed in direct response to community needs.

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**THE ADVANTAGE SUITE INCLUDES:**  
*Mortgage loans • Payment assistance programs  
Closing cost credit programs • Consumer loans  
Checking and savings accounts*

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## FOCUS ON CORPORATE SOCIAL RESPONSIBILITY

In 2021, Trustmark named Sherry Rainey its first director of corporate social responsibility. Rainey leads the company's ESG initiatives, integrating ESG principles into every aspect of the organization's work.

***"Trustmark associates throughout our footprint engage in programs and activities that help strengthen families and shape communities. They give generously of their time, talents, and heart to effect lasting change. It's my personal and professional privilege to share their stories of partnership, sustainability, and growth that help Trustmark thrive."***

— SHERRY RAINEY, DIRECTOR OF CORPORATE SOCIAL RESPONSIBILITY



# AWARDS AND RECOGNITION

## FORBES BEST IN BANKING

Forbes included Trustmark National Bank on its list of America's Best-In-State Banks of 2021. The award was based on a survey of 25,000 American customers that ranked their choice of banks on criteria including trust, branch services, digital services, customer service, and financial advice.

## \$60 MILLION IN TAX CREDITS FOR COMMUNITY DEVELOPMENT

Southern Community Capital, LLC (SCC), Trustmark's subsidiary and community development entity (CDE), received a \$60 million allocation award for investment in community projects under the New Markets Tax Credit (NMTC) Program.

*"Knowing our customers reported Trustmark as having the highest level of customer service and financial advice is the best achievement you can have in the banking industry."*

DUANE A. DEWEY, TRUSTMARK PRESIDENT AND CEO

Trustmark also received **NUMEROUS AWARDS** at the local level.

*Administered by the U.S. Treasury's CDFI Fund, the NMTC program attracts private capital into low-income communities by giving investors a tax credit in exchange for investments in projects in economically distressed communities. The allocations are awarded through a highly competitive process that considers a company's commitment to community development and its past record of investing in worthy projects.*

## BANK ON CERTIFICATION ADVANTAGE CHECKING ACCOUNT

The Cities for Financial Empowerment Fund awards Bank On Certification to accounts and money management tools that expand banking access. Trustmark's Advantage Checking Account, designed specifically to introduce unbanked and underbanked customers to affordable mainstream financial services, is a Bank On certified account.

SCC has received two previous NMTC allocation awards totaling \$100 million. The company invests in projects that create jobs and promote workforce development in low-income, rural areas.

## TRUSTWORTHY



“Trustmark’s focus on ESG isn’t something newly created in response to current events or stakeholder interest. These same principles have been a part of the Trustmark corporate culture since our first day of business in 1889.

# SIMPLY PUT, ESG IS IN TRUSTMARK’S DNA.”

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DUANE A. DEWEY  
*Trustmark President and CEO*

*Trustmark thanks  
you for the opportunity  
to earn your trust.*

For more information  
on Trustmark’s work  
in the communities  
we serve, visit  
[trustmark.com](https://trustmark.com)



### **ABOUT TRUSTMARK**

*Trustmark Corporation is a diversified financial services company headquartered in Jackson, Mississippi, with 180 locations in Alabama, Florida, Mississippi, Tennessee, and Texas. Trustmark provides banking, wealth management, and insurance solutions through its subsidiaries, including Trustmark National Bank, Trustmark Investment Advisors, Inc., and FBBINSURANCE. Visit [trustmark.com](https://www.trustmark.com) for more information.*



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