

**Central Pacific Financial Corp.
&
Central Pacific Bank
Sustainability Accounting Standards Board
Consumer Finance
Sustainability Accounting Standard**

Central Pacific Financial Corp. (“CPF”), a bank holding company, and its bank subsidiary, Central Pacific Bank (“CPB” and “Bank”), and each of their respective subsidiaries and affiliates (collectively referred to herein as the “Company”, “we,” “us,” “our”), are based in the State of Hawaii and our primary business is Central Pacific Bank, a community bank which principally provides banking and financial products and services to people, consumers and businesses in Hawaii.

The information herein is as of June 30, 2021, unless otherwise indicated.

Central Pacific Financial Corp. is approximately \$7.0 billion in assets and is a public company traded on the New York Stock Exchange (ticker “CPF”). Central Pacific Bank has 31 branches throughout the State of Hawaii and has approximately 850 employees.

The Company is providing this disclosure on the performance of the Company respecting the Sustainability Accounting Standards Board (“SASB”) Consumer Finance Sustainability Accounting Standards, Version 2018-10.

Our responses herein are principally based on year 2020 data except where otherwise stated. We will update this disclosure as additional information for 2021 becomes available.

Some of the data herein is from internal sources that we believe to be substantially complete, but has not been independently verified, validated, or audited.

Terms:

ESG – Environment, Social, Governance.

FDIC – Federal Deposit Insurance Corporation.

FFIEC – Federal Financial Institutions Examination Council.

K – Thousand

M – Million

References:

“10-K 2020 2021” means CPF’s SEC Form 10-K for the fiscal years ended December 31, 2020, December 31, 2021, respectively. [www.cpb.bank – investor relations – SEC filings]

“ESG Report 2020” means the Company’s 2020 Environmental, Social and Governance Report. [www.cpb.bank – investor relations – corporate social responsibility]

“Proxy Statement 2021” means CPF’s Proxy Statement for its Annual Meeting on April 29, 2021. [www.cpb.bank – investor relations – SEC filings]

Topic	Metric	Response
Customer Privacy	Number of account holders whose information is used for secondary purposes	<p>As described in Central Pacific Bank's Consumer Privacy Notice, the Bank does not share any personal information with any third party except to process our customers' financial transactions, maintain our customers' accounts, respond to court orders and legal investigations, report to credit bureaus, provide valuable offers to our customers, and for joint marketing with other financial companies (note that our customers may opt to limit such joint marketing).</p> <p>We comply with the Gramm-Leach-Bliley Act, as implemented by Regulation P, and other applicable federal and state laws and regulations.</p>
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	None in 2020 or in 2021 as of June 30, 2021.
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	None in 2020 or in 2021 as of June 30, 2021.
	Card-related fraud losses from (1) card-not-present fraud and (2) card-present and other fraud	<p>For the 2020 calendar year, consumer card-related fraud losses were \$277K. For the six months ending 6/30/21, consumer debit card-related fraud losses were \$202K.</p> <p>Our Bank does not separately track card-present and card-not-present fraud losses.</p>
	Description of approach to identifying and addressing data security risks	<p>We maintain programs, policies, procedures, processes and protocols (collectively "programs") led by our Information Technology and Information/Cyber Security teams to proactively prevent, monitor, detect, identify, remediate and address any risks to our systems and data. We engage independent third parties to test and audit such programs and such programs are also examined by federal and state regulators.</p> <p>For further information see: (i) our 10-K 2020 (Cybersecurity on pages 16 and 76); (ii) our Proxy Statement 2021 (Board Leadership Structure and Risk Oversight on pages 20-21); and (iii) our ESG Report 2020 (Information Security on page 7).</p>

Topic	Metric	Response
Selling Practices	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	<p>Zero percent of the remuneration for the Bank's employees involved in consumer loans (other than HELOCs) is linked to the amount of products and services sold; provided that if a department meets or exceeds its overall growth goal in a year, this may impact incentive compensation pay for all employees in the department.</p> <p>Bank employees involved in consumer loans are compensated pursuant to a Company approved compensation plan which is reviewed by a compensation consultant, the Bank's Compensation Committee (which consists of independent directors) and a senior risk officer to ensure compensation does not improperly incentivize unsafe and unsound practices.</p>
	Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660	Not disclosed.
	(1) Average fees from add-on products, (2) average APR, (3) average age of accounts, (4) average number of trade lines, and (5) average annual fees for pre-paid products, for customers with FICO scores above and below 660	We do not currently maintain such information.
	(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or nonmonetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB	<p>The Bank does not receive complaints directly from the CFPB. They are routed to the FDIC which then forwards the complaint to us.</p> <p><u>Calendar year 2020:</u></p> <p>(1) 4 complaints filed with the CFPB (2) 25% monetary relief (3) 25% disputed by consumer (4) 0% resulted in investigation by the CFPB</p> <p><u>1/1/21 to 6/30/21:</u></p> <p>(1) 1 complaint filed with the CFPB (2) 0% monetary relief (3) 0% disputed by consumer (4) 0% resulted in investigation by the CFPB</p>

Topic	Metric	Response
Selling Practices (cont.)	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	None in 2020 or in 2021 as of June 30, 2021.
Activity Metrics	Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account	The Bank does not issue any consumer credit cards or pre-paid debit cards. The Bank's branded credit cards are issued by Elan Financial Services, a division of U.S. Bancorp. As of 6/30/21, there were 7,320 unique consumers with active credit card accounts.
	Number of (1) credit card accounts and (2) pre-paid debit card accounts	The Bank does not issue any consumer credit cards or pre-paid debit cards. The Bank's branded credit cards are issued by Elan Financial Services, a division of U.S. Bancorp. As of 6/30/21, there were 11,077 open consumer credit card accounts.