eMoney

MAY 2023 TOWN HALL

Q&A Summary

- **Given that many of our enterprise clients are banks, can you comment on how, if at all, you see the recent banking crisis impacting our business model in both the short-and-long-term?**
    - Given the market, we believe this works to our advantage. These Enterprise clients are rationalizing how their spending their money when it comes to software and tech and are thinking more long-term than short-term. Because of that, we have an opportunity to differentiate ourselves and are positioned to succeed with all of the great work we're doing with our product and technology strategy (presented on during Town Hall).

- **What is churn?**
    - Churn is a lessening in value of an ongoing contract with our subscribers. This could be in the form of a full cancellation, a contraction in the number of licensed users, a downgrade from a more expensive to a less expensive product or a consolidation of our customers that might open more favorable volume-based price points (LPL acquires Waddell and Reed, for example).

- **Since Brandywine is taking all of our desks, chairs, etc. for "free", are any of the employees allowed to take it before it's given away?**
    - We are not giving away the furniture/equipment to Brandywine for "free." Employees are not permitted to take equipment or furniture from the office.

- **Thoughts on the new FedNow? Will eMoney be providing any coaching around this?**
    - For eMoney, FedNow could potentially offer us faster and smoother operations – allowing us to increase the speed of payments received from our clients. However, at this time, we don't anticipate this impacting how we do business or our clients.

- **Is First Republic Bank the same First Republic Bank that has been having issues? What does this mean for us? Are they still paying us for contract?**
    - Yes, it is the same First Republic Bank that has been in the news recently. For us, this means business as usual until we hear from the client as to how they want to proceed. Legally, First Republic Bank is required to pay us for the contract that was signed/executed with eMoney.

- **Do we have statistics around participation in the virtual social events we hosted, CLT Office Hours, and Peer-to-Peer Coffee Talks?**
    - For **CLT Office Hours and Peer-to-Peer Coffee Talks**, we've had 4 meetings with 40 attendees (total) so far in 2023 – which is consistent with previous years as these gatherings are intended to be smaller groups.

- **Virtual Paint Night and Holiday Baking/Cocktails**: 500 attendees total
- **Cooking Experience (May 23)**: 194 registered (Deadline to sign up is May12!)
- **Town Hall (Jan. & May 2023)**: 1,248 attendees total (~620 each)
- **PX Webinars (Jesse Israel, Identifying What You Want in a Role):** 302 attendees
- **2023 FPG Financial Wellness Workshops:** 305 attendees

- **What are the biggest obstacles to career growth in the fintech industry?**
  - Fintech is a rapidly evolving field that is continually seeking the latest technologies and tools. There are more opportunities vs. obstacles. Regardless of the industry, companies are always seeking top talent. It's important to understand your interests and career goals by working closely with your manager to develop a comprehensive development plan. You can also take advantage of training offered through DIG; **we have over 5,000 training assets! The PX team can assist with building out learning journeys that are relevant to your career goals.** And don't forget, we also **offer $1,000 for outside/external training** opportunities. Staying abreast of the trends in your field is key.

- **Is there a legal reason as to why employees can't buy old/surplus IT equipment?**
  - Selling company assets, such as laptops, directly to employees adds a significant amount of overhead and complicates eMoney's asset tracking process – making it difficult for us to maintain accurate records of our equipment. Additionally, we are legally responsible for protecting sensitive company information and ensuring data security. Selling a used laptop to an employee without thorough data sanitization could pose a risk of data breaches or unauthorized access to confidential information. The CorpOps team is here to support eMoney's business operations and cannot be responsible for the data sanitization of laptops for personal use.

- **As a company that has successfully implemented a remote culture with employees spread across the country, is there any plan to become more time-zone friendly towards our folks in the Pacific and Mountain regions? The development/product departments facilitate several meetings that start as early as 5:30 a.m. which makes it difficult to keep a consistent work schedule every week**.
  - Please keep in mind that with employees in 40 states across the U.S. and team members offshore (i.e. FMR India) finding a time that accommodates everyone's time zone can prove to be challenging. However, each leader should be taking into consideration the demographics of their teams and schedule meetings accordingly. If you are consistently receiving meeting invites for 5:30 a.m. in your respective time zone, we would encourage you to talk with your manager to have a conversation with the meeting organizer(s).