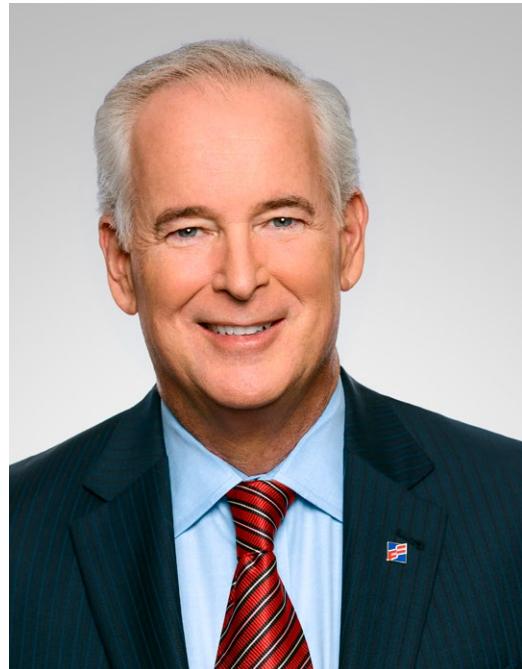




2024 COMMUNITY IMPACT REPORT

Published January 2026

A Letter from our Chairman and CEO



Frank B. Holding, Jr.
Chairman and Chief Executive Officer

First Citizens' commitment has always been to deliver for the long-term success of our clients and the communities we serve.

Our legacy of strength and stability over the long term enables us to contribute to the social and economic well-being of our neighbors and communities. We have a long history of proudly collaborating with community organizations that uplift people through our work in affordable housing, financial education, economic development and health and human services.

At First Citizens, corporate citizenship is our responsibility and our privilege. Our efforts come to life through our associates, who have helped create a culture of giving back. Their passion to volunteer, coupled with our philanthropic giving and diversified business lines that offer banking services for individuals, businesses and not-for-profit organizations, are a few of the many ways

First Citizens is positively impacting people and organizations in our communities.

When we think of the positive impact we want to have, we start with our business strategy that has been designed to support our clients' ambitions – big or small. We build on that strategy to reach deeper into our communities with our expertise, philanthropic support and helping hands. The immense devastation caused by Hurricanes Helene and Milton, and the Southern California wildfires, created an immediate need to serve our clients and support their recovery. We quickly mobilized to provide critical supplies to these communities and our neighbors and pledged ongoing financial support for longer-term rebuilding efforts.

Our individual and collective efforts throughout 2024 strengthened and enriched our communities, and we are better positioned than ever to continue advancing our citizenship programs to drive lasting change in the communities we serve.



First Citizens associates support Teen Cancer America at the L.A. Marathon and 5K event in 2025.

About this Report

This report is an overview that shares highlights and examples of individual and collective efforts throughout 2024 that have strengthened and enriched our communities.

Fit for Ambition at Every Stage

At First Citizens we're uniquely fit for our clients' ambition at every stage of their personal, business or entrepreneurial journeys.

A legacy of strength and stability over the long term

For more than 125 years, we have been serving the financial needs of our clients and communities, with a strong balance sheet position, solid capital and liquidity profile and prudent risk management.

Our relationship-based, client-centered approach remains unchanged, even as we've grown to a top 20 U.S. financial institution with more than \$200 billion in assets and joined the Fortune 500™.

We are dedicated to delivering for our clients, serving:

- Businesses of all sizes
- Individuals and families
- Not-for-profit organizations
- Founders and entrepreneurs
- Venture Capital and Private Equity investors

Values-driven approach helps our clients reach their financial goals

#1 top
performing bank with more than \$50 billion in assets
- American Banker, 2025

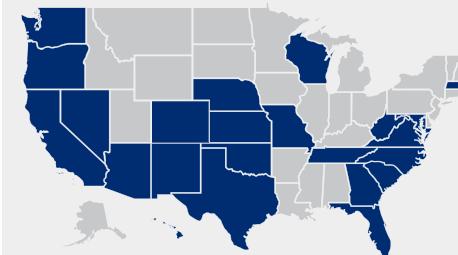
Forbes MOST TRUSTED COMPANIES IN AMERICA 2025

500

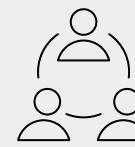
AMERICA'S BEST BANKS | **Forbes 2024**

The list of top performing banks, which is based on year-end data for 2024, is compiled by the consulting firm Capital Performance Group. Rankings are based on banks' three-year average returns on average equity.

Top 20 U.S. financial institution with locations nationwide



Founded in
1898



17,000+
colleagues

Programs Supporting our Communities



Small business banking



Volunteerism



Philanthropy programs and foundations



Community Development Finance



Not-for-profit and community partnerships



Crisis relief

Community Facts at a Glance

We have a long history of giving back to the communities we serve by partnering with organizations that enrich the lives of those in our communities.



Information is for calendar year 2024.

Working Together for Impact

In our line of work, people come first.

That's why we're proud to lend our support to causes that help people in need. In every region we serve, First Citizens and our associates support not-for-profits, cultural events and local causes that keep our communities strong.

United Way



First Citizens has maintained a steady partnership with local United Ways throughout our geographic footprint.



As a company, we work with organizations in the areas we serve to help them make our communities resilient. A few examples include Teen Cancer America and the United Way.

"The people that have been affected by the devastation of Hurricanes Helene and Milton are our neighbors, our friends, our colleagues and our family," said Eric Guckian, president and CEO of the United Way of the Greater Triangle. "First Citizens Bank and United Way have been partners for decades. We share the same values. We understand that neighbors help neighbors. We are committed to getting these resources out quickly and efficiently to our neighbors so that we can continue the process of healing together."

Teen Cancer America

Since 2015, we've helped California-based national not-for-profit Teen Cancer America raise awareness and funding for TCA hospitals in our markets. Our work is helping improve the experience and outcomes of teens and young adults with cancer by creating facilities and programs especially for them.

We're proud that we've helped establish TCA partnerships with major medical centers to help transform the lives of young people with cancer.



Responding to Crises in our Communities

When crises hit,
First Citizens associates
spring into action.

Supporting the well-being of our communities is fundamental to First Citizens' vision and approach. The devastating impacts of Hurricanes Helene and Milton to the Southeast in the fall of 2024 and the Southern California wildfires in early 2025 affected many of our customers, communities and colleagues.

To support these communities and the longer-term revitalization and stabilization of these regions, First Citizens deployed programs and services on behalf of the individuals, families and towns affected by these natural disasters.

Relief Funding

\$2.85M Southeastern U.S.

\$2.0M* Southern California

Donations and financial support provided by First Citizens to aid in critical humanitarian and small business relief efforts, which bolstered the mobilization of resources to impacted areas through a variety of organizations

*This figure is for 2025.



Community Development Finance in Action

Finding Solutions to the Housing Shortage

First Citizens' Community Development Finance (CDF) team works to invest in and provide lending services for affordable housing projects, small businesses and small business funds to help local communities grow and thrive.

"These projects that CDF brings to fruition will directly help real people, real communities. This is how the good intentions behind the Community Reinvestment Act really come to life."



Fiona Hsu
CDF Executive Director

"The CDF team is dedicated to building sustainable, long-term, thriving projects in the towns and cities that we serve, including rural communities."



David Kautter
Director, Relationship Management-CDF



Deployed more than **\$726M** in investments and nearly **\$650M** in loans to help build or rehabilitate affordable housing units nationwide

Chrystal Kornegay, CEO of MassHousing in Boston, described the impact of financing by First Citizens Bank:

"This new housing community in the heart of Chelsea will provide its future residents access to public transportation and economic opportunity," said Kornegay. "By providing high-quality new housing to residents across a broad range of incomes, 375 Broadway will meet the

housing needs of all Chelsea's residents, as well as contribute to the further revitalization of a Gateway community."

In addition to MassHousing and other financing, the project is supported by \$23.9 million in equity generated from state and federal Low Income Housing Tax Credits and \$29 million in construction financing from First Citizens Bank.

Promoting Financial Education

For more than 125 years, First Citizens has been helping clients build lasting financial security.

We remain committed to bringing economic empowerment and financial inclusion to every region we serve.

Our partnership with organizations like Junior Achievement helps us meet this commitment and achieve a shared goal: to put people first and to help young people discover what's possible in their lives.

First Citizens Bank Named “2025 Outstanding Business Partner” by Junior Achievement of Eastern North Carolina

In 2024, **more than 125 First Citizens volunteers** – from across the country and from various parts of the bank – **dedicated more than 450 total volunteer hours** to teaching Junior Achievement programs. This programming included elementary and middle school grade level curriculum.



About First Citizens

First Citizens helps personal, business, commercial and wealth clients build financial strength that lasts. Headquartered in Raleigh, N.C., First Citizens has built a unique legacy of strength, stability and long-term thinking that has spanned generations. First Citizens offers an array of general banking services including a network of branches and offices nationwide; commercial banking expertise delivering best-in-class lending, leasing and other financial services coast to coast; innovation banking serving businesses at every stage; and a nationwide direct bank. First Citizens BancShares, Inc. (NASDAQ: FCNCA) is a top 20 U.S. financial institution with more than \$200 billion in assets and a member of the Fortune 500™. Discover more at firstcitizens.com.



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