

MoneyGram

Social Impact Report

2023

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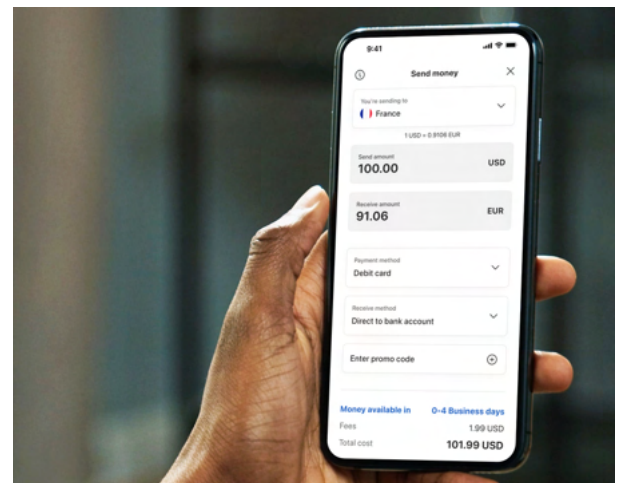
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ABOUT MONEYGRAM

MONEYGRAM IS A GLOBAL FINTECH ENABLING CONSUMERS AND BUSINESSES TO MOVE AND MANAGE MONEY IN NEARLY EVERY COUNTRY AND TERRITORY AROUND THE WORLD.

MoneyGram is committed to delivering innovative financial solutions that connect the world's communities.

The Company's cross-border platform enables its customers to send funds directly into bank accounts and mobile wallets or cash-in and cash-out more than 135 currencies and numerous cryptocurrencies through one of the largest cash distribution networks in the world.



Modern, mobile and API-driven, MoneyGram's white-labeled remittance service also provides some of the world's top brands and organizations the ability to disburse funds directly to their consumer clients.

By prioritizing a customer-centric approach, MoneyGram develops solutions tailored to the diverse needs of our consumers who often use our services to pay for life's daily essentials, such as, housing, education, and healthcare.



PILLARS OF PURPOSE



MONEYGRAM'S SOCIAL IMPACT PROGRAM IS STRUCTURED AROUND FOUR PILLARS OF PURPOSE, AND INTEGRATES ENVIRONMENTAL, SOCIAL, AND GOVERNANCE (ESG) CONSIDERATIONS INTO ALL ASPECTS OF ITS OPERATIONS.



Corporate Citizenship

We maintain a commitment to applicable environmental, social and governance standards, and seek opportunities to leverage our systems and networks to create positive societal change.



Inclusion & Belonging

We work to develop and promote strategies and practices which support and engage all stakeholders regardless of gender, race, ethnicity, sexual orientation, national origin, background, or ability.



Philanthropy

We support global crisis relief through our ongoing partnership with Save the Children, and fund targeted, hyperlocal projects around the world through GlobalGiving.



Volunteerism

We encourage and support our global network of employees who are making their own impact in the community.



CORPORATE CITIZENSHIP

INVESTING IN INNOVATION



Each year, the Techstars Payments hybrid accelerator program focuses on innovative fintech solutions addressing gaps across payments infrastructure throughout Latin America. MoneyGram has worked in partnership with the Stellar Development Foundation since 2022 to support innovators who recognize opportunities across emerging markets and are already using, or are interested in using, blockchain to scale their technology.

2023 Impact: **12** startups selected **75+** mentors

900+ meetings to get closer to market rollout & develop products

ADDRESSING INEQUALITY: SDG 10



MoneyGram upholds its commitment to deliver value to our customers through an **average remittance cost of 2.85%** in 2023, well below the **industry average (6.3%)***, and aligned with the United Nations Sustainable Development Goal of reducing transaction costs of remittances to less than 3% by 2030. By leveraging our robust digital model, we optimize efficiency and cost-effectiveness, ensuring our solutions remain **accessible and affordable** for our diverse global customer base.

**Industry average as reported by the World Bank and in line with the UN's target.*

CRISIS AID DISBURSEMENT



Non-profit and non-governmental organizations (NGOs) often face challenges in distributing aid during crises due to the limited access to established cash disbursement networks. In 2022, MoneyGram, [Stellar Development Foundation](#), [Circle](#) and [Vibrant](#) collaborated to launch [Stellar Aid Assist](#), a first-of-its-kind blockchain solution to deliver instant and transparent digital aid at scale. MoneyGram plays a critical role by offering its global network and infrastructure to humanitarian organizations around the world removing barriers facing crisis-stricken and underbanked communities.



By the end of 2023, MoneyGram had facilitated **over 955,000 transactions** for our partners Red Rose and the United Nations High Commission for Refugees (UNHCR), resulting in the disbursement of approximately **\$307 million in vital aid** across seven European countries: Ukraine, Poland, Romania, Moldova, Bulgaria, Slovakia, and Hungary.

PROTECTING OUR STAKEHOLDERS: SDG 16



Through a partnership with the [International Centre for Missing & Exploited Children](#) (ICMEC) and our participation in the Financial Coalition Against Child Sexual Exploitation (FCACSE) Initiative, MoneyGram collaborates with leading U.S. financial institutions, and law enforcement agencies to combat child sexual exploitation. In addition to providing financial support, MoneyGram holds a seat on the FCACSE Steering Committee, contributing time and pro-bono expertise. These meetings convened and facilitated by ICMEC bring together key stakeholders to address this critical issue.



Mina Kaneda

Mina Kaneda, MoneyGram's Head of Financial Intelligence Unit - Strategic and Digital Investigations, attends FCACSE Monthly Steering Committee Meetings, further reinforcing the Company's commitment. The FCACSE's efforts have yielded meaningful results, including the recovery of 13 missing children since its 2020 inception.

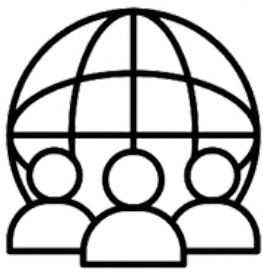


Craig Bernier

Craig Bernier, MoneyGram's Chief Compliance Officer, furthers these child protection efforts by serving on the Board of Directors for the Money Transfer Alliance (MTA). MoneyGram facilitated collaboration between ICMEC and MTA to enhance child protection measures within the financial services industry. This collaborative approach emphasizes MoneyGram's dedication to combatting child exploitation and promoting a safer environment for children worldwide.



INCLUSION & BELONGING



We know that a company is no better than the employees who represent it. MoneyGram works to develop and promote strategies and practices which support and engage all stakeholders regardless of gender, race, ethnicity, sexual orientation, national origin, background, or ability.



Prisma Garcia

"Diversity is how we are different, and it addresses a variety of forms of representation that positively shape our company. By acknowledging and embracing our diversity, we are moving to inclusion and providing employees a sense of belonging."

–Prisma Garcia, *Social Impact Strategist*

FOSTERING BELONGING

We are dedicated to cultivating a culture of inclusion and celebrating the rich diversity of our employees. We celebrate several major cultural observances with engaging activities, presentations, and opportunities for learning and reflection. The Company intranet also serves as a comprehensive resource, providing employees with access to information and educational materials about diverse cultures and traditions throughout the year. **Below are a few highlights from 2023...**



Black History Month

To honor Black business achievements during Black History Month, MoneyGram spoke to Dallas-based Cynthia Nevels, chef and founder of Soulgood. From this rich conversation, employees learned more about Black entrepreneurship and its impact on local communities.



Women's History Month

Employees worldwide participated in a webinar led by executive coach Marsha Clark, titled "Embracing Your Power." Chief Operating Officer Anna Greenwald led a mentorship panel discussion, fostering connections and guidance for women at MoneyGram. We also launched a video series "Women of MoneyGram" featuring inspiring women within the Company - Bahar Sahajwalla, Chief Regulatory & Public Affairs Officer and Veronica Larson, Chief Information Officer.



Pride Month

In recognition of Pride Month, we showcased a timeline on our intranet highlighting key milestones in the US LGBTQ+ equality movement. Additionally, we sponsored the second annual Pride in Bloom Celebration at the Dallas Arboretum and Botanical Gardens.

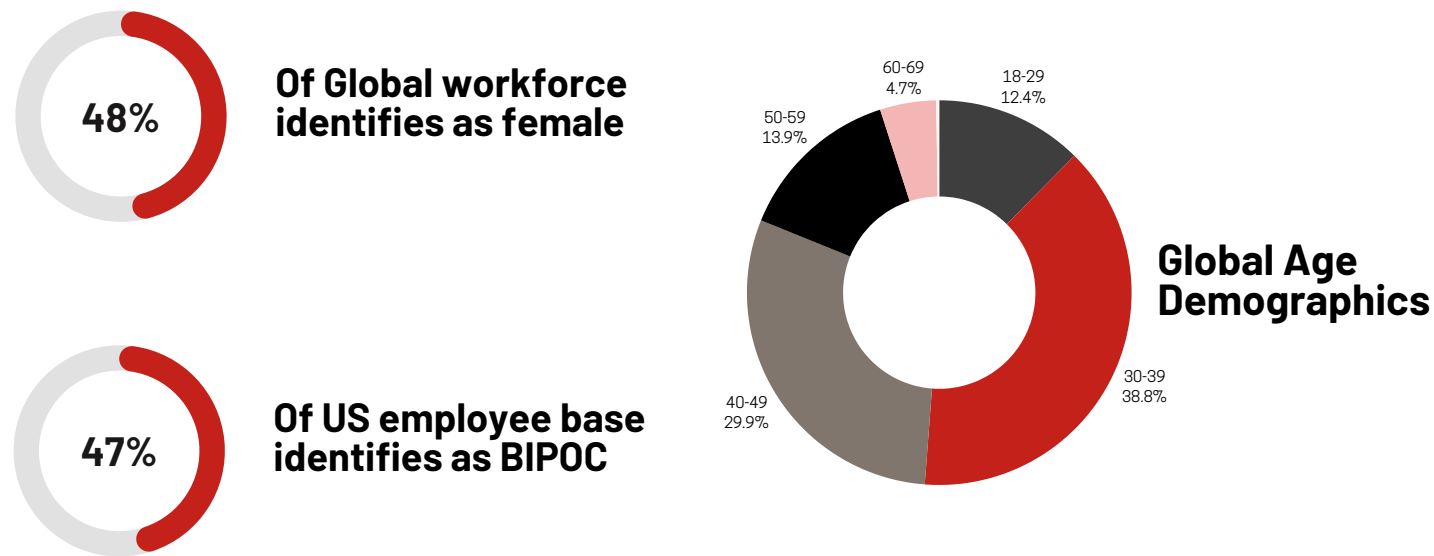


Disability Awareness Month

Employees tuned into a global presentation by the National Down Syndrome Society (NDSS). NDSS representatives provided insight on the importance of creating a safe and inclusive work environment for individuals with disabilities.

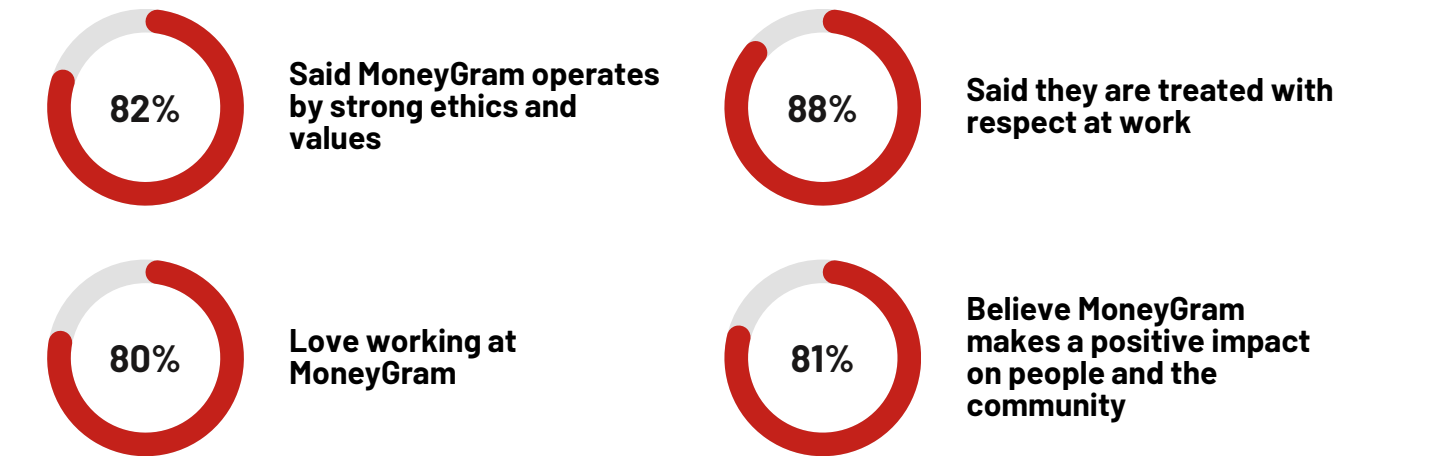
2023 DIVERSITY BY THE NUMBERS

We believe a diverse workforce fuels innovation and strengthens our ability to serve our global community. This section offers a glimpse into MoneyGram's diversity landscape through key data points from 2023.



A CULTURE OF BELONGING: EMPLOYEE ENGAGEMENT SURVEY

MoneyGram fosters a workplace to celebrate the unique qualities of every individual. This commitment to inclusion & belonging is reflected in the positive results of our Employee Engagement Survey, where **90% of employees consider MoneyGram to be diverse, inclusive, and respectful of people from different backgrounds.**





PHILANTHROPY



GlobalGiving



Save the
Children

GLOBALGIVING

In 2023, MoneyGram launched a partnership with [GlobalGiving](#), enabling us to support targeted projects around the world aligned with United Nations Sustainable Development Goal 8, and our focus areas of financial literacy, financial inclusion, and workforce readiness. **We directed over \$600,000 of funding to 15 projects in 12 countries** – Democratic Republic of the Congo, England, Ghana, Honduras, India, Indonesia, Mexico, Morocco, Philippines, Poland, Senegal, and the United States – as well as special relief campaigns in Morocco and Libya.

SAVE THE CHILDREN

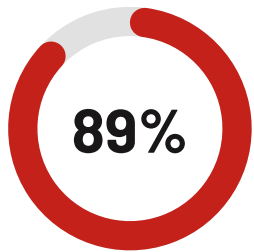
MoneyGram proudly celebrates six years of partnership with [Save the Children](#) for global crisis relief. In 2023, our collaboration reached a significant milestone, surpassing \$1 million in support. This vital funding empowers Save the Children to provide critical support to children and families affected by disasters worldwide.

All employee donations to Save the Children are matched dollar-for-dollar. In February 2023, following the devastating earthquakes in Türkiye and Syria, employees rallied, and over \$18,000 was immediately raised to fund aid efforts.



In December 2023, all employees were given the opportunity to direct MoneyGram's charitable contributions during the holiday season with a \$50 GlobalGiving "gift card" – empowering employees to directly contribute to causes of their choosing.

COMMUNITY INVESTMENT



Of employees are proud and appreciate the Company's involvement in the community

We are committed to fostering a positive impact in the communities where our employees live and work. Throughout 2023, we proudly invested over \$85,000 in local sponsorships and community events across our global office locations. From cultural celebrations and educational programs, to neighborhood clean-up projects and volunteer events, these activations are an investment in our local communities and provide opportunities for employee engagement and team building.



With assistance from the Cobb Community Foundation, MoneyGram was able to donate 200 new computers to 13 Atlanta-area nonprofits. *"I'm so proud of the teams for finding a home for these computers and getting them in the hands of children who need them,"* said Anna Greenwald, Chief Operating Officer. *"It was one of the bright spots in our year to receive these thank you notes from the children."*





VOLUNTEERISM



Empowering Employee Engagement Through Volunteerism

MoneyGram fosters a culture of social responsibility by empowering employees to give back to their communities. We offer two dedicated Personal Time Off (PTO) days as well as flexible work schedules to encourage employees to participate in local volunteer initiatives.

Local Impact, Global Reach: The RED Teams Network

Beyond company-wide programs, our employees have established RED Teams in regional offices across the globe. These volunteer-led groups champion involvement within their communities by organizing events and initiatives and drive local inclusion efforts.

Measurable Growth: 2023 Highlights

RED teams organized a total of **66 events across 18 cities**, demonstrating a remarkable 32% increase in activity compared to 2022 (16 additional events). This expansion reflects the dedication of our employees and the growing reach of our local volunteer network.



BUILDING ON SUCCESS: EXPANDING THE GLOBAL MONTH OF SERVICE

After an overwhelming response to prior years' Global Week of Service, we transitioned our annual service initiative from a one-week program to a dedicated **Global Month of Service**. Kicking off on International Volunteer Day, and continuing throughout December 2023, employees worldwide were encouraged to participate in team or individual volunteer activities, creating a unified force for positive change.



Minneapolis RED Team volunteered for the 11th year at Second Harvest Heartland foodbank.



In the UAE, employees donated pre-loved clothes, shoes, and books to "Thrift for Good," who sell items to raise money for children around the world.



In Dallas, employees donated their time to five different nonprofit organizations throughout the Dallas-Fort Worth metroplex.



In Poland, 110 colleagues gathered to participate in the Gwiazdor Charity Drive and, together, they collected gifts for 187 children.



Colleagues in the Madrid office visited and donated baby food to "Mensajeros de La Paz," an organization based in Spain.



In Italy, employees gathered donations for Community of Sant'Egidio.

ACCOLADES

MoneyGram celebrates its achievements across various categories. This selection of awards reflects our commitment to fostering a positive work environment and driving innovation in FinTech.



[Top Workplaces USA 2023](#)



[Top Workplaces D-FW 2023](#)



[Most Trustworthy Companies in America 2023](#)



[Best Places to Work AMEAP Region](#)



[Friendly Workplace Poland Award 2023](#)



[FinTech Breakthrough Awards](#)

THANK YOU

Throughout this report, we've demonstrated our commitment to social impact through the pillars of corporate citizenship, inclusion & belonging, philanthropy, and volunteerism. These initiatives illustrate MoneyGram's dedication to creating a positive global influence, fostering an inclusive workplace, and empowering communities. As we move forward, we remain committed to leveraging our resources and expertise to build a brighter future for all.



CONNECT WITH US



corporate.moneygram.com/social-impact/

PHOTO CREDITS



The descriptions follow a left-to-right, top-to-bottom order on the page

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Poland RED Team volunteering with the Foundation for Good Initiatives preparing aid packages with food and cosmetic items for seniors.

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Poland RED Team volunteering at the second annual Clean Up the World event. Photo by Joanna Sniezko

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Cynthia Nevels headshot

Marsha Clark headshot

Dallas RED Team participating in the Pride in Bloom Celebration at the Dallas Arboretum and Botanical Gardens.

2023 National Disability Employment Awareness Month (NDEAM) Poster.

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Miami RED Team joined Children's Services Council and HandsOn Broward along with many other community partners to support low-income students at a Back-to-School Extravaganza event.

India RED Team cleaning up a beach in Mumbai.

Germany RED Team celebrating Oktoberfest together in Frankfurt.

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London RED Team volunteering at The Felix Project to sort and deliver food to schools.

South Africa RED Team volunteering with the Rosebank Catholic Church to distribute over 100 gloves and blankets to people experiencing homelessness.

Miami RED Team volunteering at the local Animal Services & Protection Shelter.

Poland RED Team volunteering at the Powis Community Foundation to clean up their community center.

Minnesota RED Team volunteering with High Tech Kids building LEGO models for the LEGO League Challenge.

Miami RED Team participating in the Waterford 5K race that benefited the Holtz Children's Hospital.