

2024 IMPACT REPORT



MESSAGE FROM THE CEO

For 157 years, Busey has been steadfast in our commitment to our four **Pillars**—associates, customers, communities and shareholders.

Guided by the **Busey Promise**, we empower associates to provide exceptional service, deliver tailored solutions to customers, invest in the success of our communities and create value for our shareholders.

This report reflects those efforts—highlighting our dedication and progress in these key areas.

While we celebrate what we have achieved together, we recognize the importance of continuing to evolve and enhance our initiatives. Whether forging transformative business partnerships, recruiting and keeping top talent, fostering strong customer partnerships or providing essential community support, we prioritize doing what is right. Our approach to sound governance, ethics and consistent quality growth is a cornerstone of our strategy.

Our commitment to making a difference—from helping communities thrive and supporting the well-being of our associates to ensuring a positive impact for future generations—will guide us as we continue to build on the momentum of past successes and write the next chapter in the Busey story.

At Busey, we are proud of the work we do and look forward to the transformative changes that lie ahead.

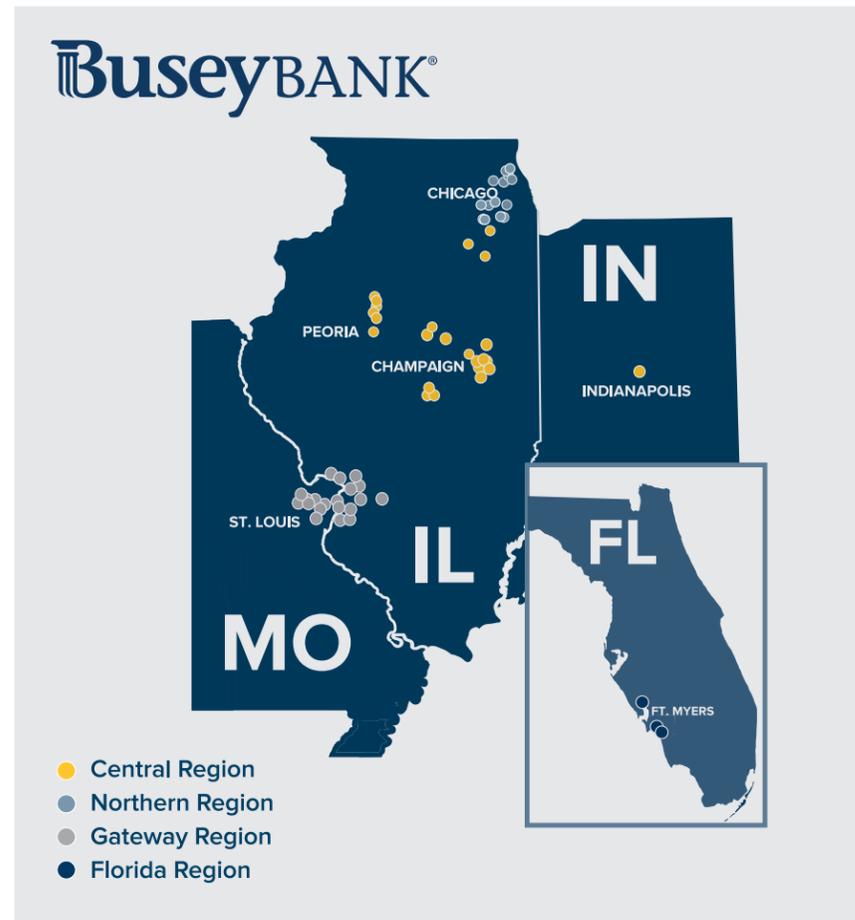


Van A. Dukeman, CFA
Chairman & CEO

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ABOUT BUSEY



\$12.05 BILLION
IN TOTAL ASSETS
FIRST BUSEY CORPORATION

\$13.83 BILLION
IN WEALTH MANAGEMENT
ASSETS UNDER CARE

\$7.69 BILLION
IN PORTFOLIO LOANS

as of 12/31/24

CORPORATE OVERVIEW

BuseyBANK

Busey Bank, a wholly-owned bank subsidiary of First Busey Corporation, had total assets of \$12.01 billion as of December 31, 2024, and is headquartered in Champaign, Illinois. Busey Bank currently has 62 banking centers, with 21 in Central Illinois markets, 17 in suburban Chicago markets, 20 in the St. Louis metropolitan area, three in Southwest Florida and one in Indianapolis, Indiana.

More information about Busey Bank can be found at busey.com

Busey WEALTH MANAGEMENT

Through Busey's Wealth Management division, the Company provides a full range of asset management, investment, brokerage, fiduciary, philanthropic advisory, tax preparation and farm management services to individuals, businesses and foundations. Assets under care totaled \$13.83 billion as of December 31, 2024.

More information about Busey's Wealth Management services can be found at busey.com/wealthmanagement.

firstech

Busey Bank's wholly-owned subsidiary, FirsTech, specializes in the evolving financial technology needs of small and medium-sized businesses, highly regulated enterprise industries and financial institutions. FirsTech provides comprehensive and innovative payment technology solutions including online, mobile and voice-recognition bill payments; money and data movement; merchant services; direct debit services; lockbox remittance processing for payments made by mail; and walk-in payments at retail agents.

More information about FirsTech can be found at firstechpayments.com.

2024 Forbes BEST BANKS

For the first time, Busey was named among the *World's Best Banks* for 2024 by *Forbes*, earning a spot on the list among 68 U.S. banks and 403 banks worldwide. Additionally, Busey Bank was honored to be named among *America's Best Banks* by *Forbes* magazine for the third consecutive year. Ranked 40th overall in 2024, Busey was the second-ranked bank headquartered in Illinois of the six that made the 2024 list and the highest-ranked bank of those with more than \$10 billion in assets. We are honored to be consistently recognized globally, nationally and locally for our engaged culture of integrity and commitment to community development.

PROMISE, VISION & VALUES

We're proud to give back to our communities by supporting the arts, advocating for our youth, helping those in need, doing the right thing for our customers and building trusted relationships that span generations.

OUR VISION Service Excellence in Everything We Do for Our Pillars

To achieve our vision, we consistently fulfill promises made to our **Pillars**—*associates, customers, communities and shareholders*. By investing in our associates, empowering them to exceed the needs of our customers and working together to strengthen our communities, our shareholders are rewarded with a vibrant, thriving company.

Since we first opened our doors, our core values have remained the same, creating a strong foundation and shaping our culture.



KNOWLEDGEABLE We give customers correct information rather than guesses. We find answers rather than say "I don't know." We understand Busey services and the technical aspects of our jobs.



TRUSTWORTHY We handle customer accounts with care and confidentiality. Integrity is our guiding principle as we work with customers and their financial affairs. We demonstrate good judgment and common sense when making decisions.



FRIENDLY We remember that every customer is our guest. We greet each customer immediately with a warm and sincere welcome. We use the customer's name, smile, shake hands and introduce ourselves as though the customer were a guest in our home.



RESPONSIVE We acknowledge our customers immediately. We put aside what we are working on and give that individual our full attention. We follow up to ensure customers' needs are met within 24 hours.



COMMUNITY-MINDED We build strong communities through leadership and volunteerism. We work in the community to ensure stable foundations for our families and our organization.



CUSTOMER-CENTRIC We operate our company from a customer's point of view. We develop long-term, trusting relationships by continually listening to and solving key customer needs.

HISTORY



Our promise began when we first opened our doors in 1868.

Our founders were leaders that understood the significance of economic prosperity and improving our communities. They offered more than a bank—they empowered community members to grow businesses, build homes and start families.

That was 157 years ago. Since then, we have built on a tradition of outstanding service through close relationships and broad financial capabilities. Today, Busey is a leading financial institution serving Illinois, Missouri, Florida and Indiana. We are large enough to provide innovative products and services while also making local decisions and knowing our customers by name. We've come a long way, yet the core values instilled years ago—dedicated associates, strong customer partnerships and thriving communities—are still the cornerstones of Busey.

AWARDS AND RECOGNITION

NATIONAL

2024 World's Best Banks
Forbes

2022-2024 America's Best Banks
Forbes

2016-2024 Best Banks to Work For
American Banker and Best Companies Group

2017-2024 BEST Award
Association for Talent Development

2018-2024 Best Places to Work in Money Management
Busey Associates, Pensions & Investments and Workforce Research Group

REGIONAL

2016-2024 Best Places to Work in Illinois
Busey Associates, Daily Herald and Workforce Research Group

2017-2024 Best Companies to Work For in Florida
Busey Associates, Florida Trend and Workforce Research Group

2019-2022, 2024 Best Places to Work in Indiana
Busey Associates, Indiana Chamber of Commerce and Workforce Research Group

2017-2024 Healthiest Employers
St. Louis Business Journal

2018-2024 Illinois' Healthiest Employers Finalist
Crain's Content Studio and Cigna



HUMAN RIGHTS STATEMENT

At Busey, we are committed to improving the quality of life of those we serve by supporting the communities in which they live. We strive to fulfill this responsibility through our interactions and relationships with our associates, customers, vendors and communities.

Busey does not tolerate unethical behavior, corruption, harassment, forced or child labor, modern slavery or human trafficking. We are committed to fair, ethical and responsible business practices as we engage with our **Pillars**.

OUR APPROACH

COMMITMENT

Busey is dedicated to advancing consistent and enduring value for our **Pillars**—*associates, customers, communities and shareholders*. Our framework consists of frequent inter-departmental collaboration and meaningful leadership communication, ensuring Busey's actions are intentional, impactful and aligned with our values.

Our commitment supports this mission, building upon Busey's legacy of purposeful action, civic responsibility and positive impact by promoting sound governance, investing in our associates, strengthening our communities and operating in a way that promotes sustainability.

OUR FRAMEWORK

Strong governance is the foundation of Busey's impact commitment, along with a robust risk culture, an emphasis on purpose-driven performance, stakeholder engagement and ethical policies and procedures. We attract, develop and retain the best and brightest talent who have built a thriving company with a positive workplace culture. Together, associates at all levels strengthen the communities in which we live and work through community development investments, associate volunteerism and philanthropic impact. Finally, Busey actively strives to improve the environmental footprint of our company while also serving as a resource for all clients and customers to generate positive environmental and social impacts in our communities.



- Strong corporate governance and risk culture
- Ethical conduct
- Data security and privacy



- Talent recruitment and retention
- Associate development and wellness
- Positive workplace culture



- Customer support and service excellence
- Community development and investment
- Philanthropic giving and volunteering



Busey Bank Gateway Region Team

LISTENING TO OUR PILLARS

Busey incorporates multiple channels of communication that allow us to connect with our stakeholders, solicit feedback and engage on issues that are important to their lives and communities.

PILLARS	HOW WE ENGAGE
 <p>ASSOCIATES</p>	<p>Regional and enterprise-wide surveys</p> <p>Training, recognition and professional development</p> <p>Intranet, e-newsletter</p> <p>B Well wellness program</p> <p>State of Busey quarterly Executive Team updates</p> <p>Regular feedback opportunities</p>
 <p>CUSTOMERS</p>	<p>Direct connections <i>(meetings, phone calls, emails)</i></p> <p>Corporate website at busey.com</p> <p>Loyalty and satisfaction surveys</p> <p>Social media</p> <p>Community Banking & Busey Bank Bridge</p>
 <p>COMMUNITIES</p>	<p>Direct connections <i>(meetings, phone calls, emails)</i></p> <p>Corporate website at busey.com</p> <p>Charitable giving</p> <p>Volunteering</p> <p>Busey Bank Bridge</p>
 <p>SHAREHOLDERS</p>	<p>Direct connections <i>(meetings, phone calls, emails)</i></p> <p>Corporate website at busey.com</p> <p>Annual shareholder meeting</p> <p>Earnings reports</p> <p>Investor outreach</p> <p>Investor conferences</p>



Busey's Indiana Team



Randi Potter, EVP, President of Technology; Caitlin Drake, SVP, Director of Consumer Experience & Support; Joe Sheils, EVP, President of Consumer & Digital Banking; Farah Huber, SVP, Regional Manager



Rob Schwartz, SVP, Market President; Jeff Burgess, EVP, President of Busey Wealth Management; Pat Buehring, EVP, Regional President; Farris Hughes, SVP, Market President



40 Under 40 Award Ceremony celebrating Jeremy Thorpe, Officer, Client & Community Relations Manager, for winning Central Illinois Business magazine's Man of the Year



Busey's Decatur, IL, Team

OUR ASSOCIATES

Busey is committed to fostering a welcoming and supportive environment within its organization, the banking profession and the communities in which it operates. We have always been dedicated to attracting and retaining talent across a variety of backgrounds and experiences.

Teams with varying opinions and viewpoints promote productivity, creativity and innovation, while better meeting and exceeding the needs of our customer base. Recruiting, supporting and retaining a workforce with varying perspectives and ideas, while maintaining a welcoming culture, is the foundation of our core values.

Busey engages with various technological recruiting platforms, as well as an array of local recruiting efforts, to reach an expanded talent pool. These platforms include:

- **Circa** | A network of 600 employment sites with access to over 18,000 organizations serving various state workforce agencies and professional/technical groups.
- **BankTalentHQ** | A partnership with the Illinois Bankers Association that connects us with interested candidates.
- **Chamberlain Advisors, LLC** | A direct hire firm that places military leaders into finance positions.
- **SLATE** | A firm that leverages a unique and tailored approach to executive and C-suite recruiting.
- **University of Illinois' Disability Resources & Educational Services** | Serving those with visible and invisible disabilities.



Peggy Vallandingham, VP, Market Manager II, winner of the Ed Scharlau Spirit Award



IBA Women in Banking Award Ceremony celebrating Lyndsay Howell, SVP, Director of HR Operations and Compensation, Amy Randolph, EVP, Chief Operating Officer, & Hope McAllister, EVP, Human Resources

ASSOCIATE IMPACT

BILINGUALS AT BUSEY

We believe hiring multilingual associates is critical for service excellence and community impact. As part of our Community Banking program, Busey has launched a Busey Bilingual Directory to connect associates and customers across our footprint with multilingual associates. This initiative builds partnerships with our neighbors, ensures customers fully understand pertinent details of the services we provide and enables all our Pillars to fully engage with Busey.



FROM ARABIC TO VIETNAMESE WORLD LANGUAGES SPOKEN AT BUSEY

Arabic | Armenian (western) | ASL | Assyrian | Bosnian | Bulgarian | Croatian | Dutch | English | Filipino | French | German | Greek | Hindi | Japanese | Korean | Lingala | Mandarin Chinese | Montenegrin | Polish | Portuguese | Punjabi | Romanian | Russian | Serbian | Spanish | Swedish | Telugu | Ukrainian | Urdu | Vietnamese



AWARENESS AND EDUCATION

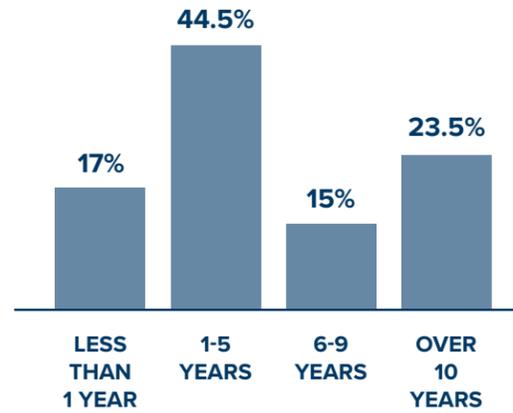
Busey celebrates the remarkable diversity within our organization. Busey celebrates these opportunities for education, inviting associates to share their stories and experiences with one another through internal campaigns.

FAIR COMPENSATION

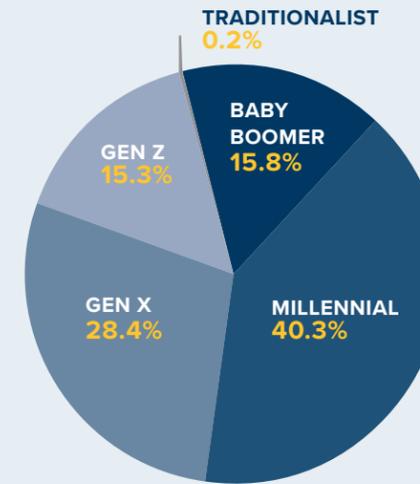
Busey is committed to compensating all associates fairly, free of any discrimination. Associate pay is determined using a balanced approach, taking into consideration a wide variety of key internal and external factors aligned with our culture, values and business strategies while rewarding high quality performance and encouraging growth and development.

Contributing factors include internal pay equity for positions based on similar skills, knowledge, training, experience, responsibility and accountability, external market competitiveness, relevant associate experience and individual and organizational performance.

ASSOCIATES BY TENURE

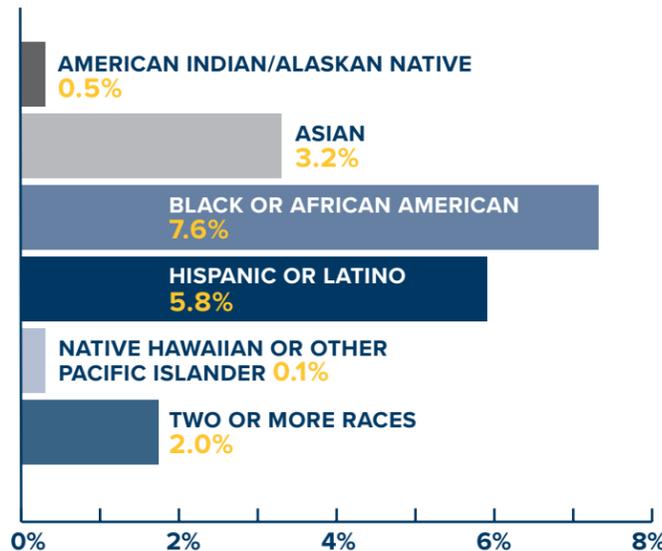


ASSOCIATES BY GENERATION



As of December 31, 2024 | Traditionalist: 1928-1945 | Baby Boomer: 1946-1964 | Gen X: 1965-1980 | Millennial: 1981-2000 | Gen Z: 2001-2012

ASSOCIATES OF COLOR PERCENTAGE OF BUSEY WORKFORCE



ASSOCIATE ENGAGEMENT

We recruit and retain the best and brightest associates—associates who are positive, determined, thoughtful, resilient and humble.

We provide them with the knowledge and resources needed to succeed at Busey, empower them to take ownership of their tasks and recognize them accordingly.

- Over 1,500 associates with an average tenure of 7.13 years.
- Nearly 300 internal promotions in 2024, based on personal/team performance and achievements.
- 17% of hires in 2024 were referred by a Busey associate.

Through the annual Associate Engagement Survey, each department identifies strengths and areas for improvement.

TRAINING, DEVELOPMENT AND RECOGNITION

Busey is committed to providing opportunities that equip associates with the knowledge, skills and behaviors necessary to support and embody the **Busey Promise** by delivering on our vision of **service excellence in everything we do for our Pillars**.

Our corporate development programs focus on optimizing our greatest asset—our people—no matter where they are in their careers.

- Since 2017, Busey has been an annual recipient of the **BEST Award from the Association for Talent Development**.
- In 2024, associates completed over 77,000 hours of personal and professional development training, including all program participation, leadership development, required material and voluntary e-learning.
- 59% of Busey associates are actively participating in programming designed to further develop their capabilities.
- Nearly \$9 million invested in associate training and development, educational assistance and related systems since 2014.

Busey partners with Gallup™ to administer the survey, which focuses on 12 elements that exist in every high-performing work environment. In 2024:

- 91% of associates completed the **Associate Engagement Survey, which has been an annual effort since 2015**.
- Busey scored 4.32 out of 5.0—an increase from 2023's score of 4.31.

Additionally, through independent, third-party award programs, Busey routinely offers opportunities for associates to provide confidential feedback through surveys.

These feedback channels have identified associate needs, providing Busey with the opportunity to continually enhance the associate experience.

BUSEY'S AWARD-WINNING, MULTI-TIERED TRAINING & DEVELOPMENT PROGRAMS INCLUDE:



TAKING FLIGHT

A robust, multi-phased onboarding program for new team members. Includes lessons on Busey's history and heritage, community engagement and core values.



SERVICE ACADEMY

A program aimed at further enhancing the internal and external customer experience.



DEVELOP

Open to all associates interested in growing individually and professionally with a strengths-based approach.



EVOLVE

Highly competitive program for emerging leaders including mentorship by senior leaders.



CULTIVATE

A comprehensive development program for high-potential associates focused on career growth and enhanced knowledge for key roles.



TRANSFORM

High-level program geared towards the continual refinement of influential leaders responsible for transforming our organization.



CAREER EXCURSIONS & DEVELOPMENT

Career services, support, tools and resources to help associates navigate and achieve their career goals.



BUSEY LEADERSHIP INSTITUTE

This program allows managers to hone leadership abilities for high-performing and highly engaged workplace teams.



BUSEY LEADERSHIP DEVELOPMENT INSTITUTE | COMMERCIAL & WEALTH

A formal two-year program designed to recruit and train high level talent, providing participants a solid foundation for future roles in Commercial Banking or Wealth Management.

BUSEY LEADERSHIP DEVELOPMENT INSTITUTE | IT & INNOVATION

Formal training program providing hands-on experience to support aspiring IT professionals with tailored career paths.



TAKE 5

This program provides associates with the opportunity to step away from the daily routine and learn something new in just a few minutes.



CERTIFIED FINANCIAL PATHWAYS FACILITATOR PROGRAM

A program designed to identify, recognize and train Busey associates who are interested in facilitating financial literacy workshops or acting as support partners during live and virtual training events.



THRIVE

This program is designed to support continuous learning no matter where associates are on their career path. It is offered on an ongoing basis to expand knowledge, foster a continued growth mindset and support personal well-being.



ELEVATE

A mentoring program available to all associates to support individualized needs for professional development through collaboration. It connects people with varied experiences to achieve their goals at Busey.



BLDI 2024 Graduates

BUSEY LEADERSHIP DEVELOPMENT INSTITUTE

Busey’s Leadership Development Institute (BLDI) was created in 2017 and redesigned in 2021 to immerse emerging leaders in a robust two-year curriculum comprised of hands-on commercial, credit and wealth management training, leadership development opportunities and thorough exposure to all facets of Busey and banking.

The innovative curriculum provides candidates with foundational skills and specialized insight into our relationship-focused culture—ultimately developing a strong team that understands customer needs and can deliver unique strategies through personalized, comprehensive solutions.

SERVICE RECOGNITION

Busey believes the most effective way to recognize an associate is through individualized and specific feedback. We have established more than 25 opportunities that encourage both peer-to-peer and leadership-to-associate recognition and appreciation. These unique opportunities include:

Associate Appreciation Month

Busey dedicates the entirety of September to our outstanding associates. With a new surprise each day throughout the month, we recognize Team Busey with personalized gifts and prizes, positive experiences and opportunities to engage with their colleagues.

Random Acts of Kindness Week

Each February, Busey spends one week making the world a kinder place. Associates are encouraged to initiate random acts of kindness and help spread a culture of appreciation to our associates, customers and communities.

Giving Gratitude Week

Each November, Busey spends one week reminding associates of the power of gratitude and encouraging specific practices that make a difference for themselves and others.

Fulfilling Dreams

Each month, Busey gifts a few associates with a little extra help for themselves and their families. Associates nominate themselves or their coworkers, and gifts have included wedding rings, a garden to support mental wellness, a safe playground at home for children on the autism spectrum, travel assistance to reunite families and other meaningful occasions.

Mission Moments

Busey encourages associates to celebrate Mission Moments—moments when associates showcase Busey’s core values through interactions with colleagues and customers. Our intranet platform allows this recognition to be organic and intimate between members of Team Busey. Quarterly awards from submissions further support a culture of gratitude and excellence.

Individual Recognition Campaigns

Through campaigns such as *Volunteer of the Month* and *Volunteer of the Year*, associates’ stories, achievements and philanthropy are shared with our large digital audience.

B Well Workplace and B Well Impactful Leader Awards

Teams and individuals who exemplify Busey’s wellness culture are nominated for special wellness-related rewards.

TOTAL REWARDS

Total Rewards is what Busey provides our associates in honor of their time, talents, efforts and results. Our associates’ personal and professional well-being—now and in years to come—are important to us.

Work-Life

- Full-time & part-time employment
- Employee Assistance Program (EAP)
- Wellness credit for fitness club memberships
- **B Well** initiatives/incentives
- Dependent care Flexible Spending Account (FSA)
- In-house financial planning services & education
- Legal advisory services
- Community volunteer opportunities
- Bank and Wealth Management service discounts
- Dress for Success
- Wellness coaches
- Fitness, mindfulness and nutrition streaming service
- PerkSpot discount program

Performance and recognition

- 1:1 meetings
- Performance reviews
- Performance planning/goal setting
- Service milestones
- Retirement recognition
- Associate Appreciation Month
- Customer service recognition
- Fulfilling Dreams
- Peer-to-Peer service recognition
- Team and leader wellness recognition

Development and career opportunities

- Tuition reimbursement/educational assistance
- On-the-job learning
- Attendance at outside seminars and conferences
- Access to virtual learning and webinars
- In-house training programs
- Self-development tools
- Career excursions and coaching services
- Internal job postings
- Job advancement program
- Career discovery internship program

Compensation

- Competitive pay
- Holiday pay
- Sales & performance incentives
- Performance bonus awards

Benefits

- Medical/prescription drug plan
- Dental and vision plan
- Worksite benefits
- Flexible Spending Accounts (FSA)
- Health Savings Account (HSA)
- Life insurance
- Spouse/dependent life insurance
- AD&D insurance
- Short-term/long-term disability insurance
- Pet insurance
- Cost Transparency & financial advocate tool
- ID theft protection
- Profit sharing plan
- 401(k) / Roth 401(k)
- 401(k) safe harbor match
- Unemployment insurance
- Workers’ compensation insurance
- Social Security insurance
- Medicare
- Paid time off
- Paid parental leave
- Bereavement leave
- Employee Stock Purchase Plan
- Insurance decision support tool
- Medicare consulting services
- Virtual physical therapy for joint and muscle pain

CRISIS SUPPORT: HURRICANE RESPONSE



In October 2024, the powerful and destructive Hurricane Milton made landfall off the west coast of Florida just two weeks after Hurricane Helene caused widespread damage across the southeast. To support our associates and their families affected by the storms, Busey offered an Associate Assistance Fund.

Through this fund, Busey provided over \$25,000 in financial assistance to support the associates and families affected by the storm. The grants helped associates cover tree removal services, purchase power tools for repairs, replace food lost to power outages and more.

Associates and their families also had access to Busey’s complimentary Employee Assistance Program, ComPsych. The program provides confidential emotional support, access to work-life solution specialists for qualified referrals, resources such as finding child and elder care or home repair contractors as well as financial experts to discuss budgeting, relocation, insurance and more.

HEALTH & WELLNESS

Busey’s award-winning wellness program, **B Well**, offers challenges, educational opportunities, fitness classes, on-site biometric screenings, clinics and flu shots—all while putting money back in associates’ pockets.

85% participation rate in wellness program.

Nearly \$7 million paid out in cash incentives and HSA contributions since program inception.

Provide daily content covering wellness topics, practical exercises and insights to support healthy habits, social connection and community.

Offer webinars to support mental and financial wellbeing.

Nearly 45 Busey associates serve as “Wellbeings” in a champion network to support a culture of wellness and inclusion.

Access to Busey’s 24/7 associates-only fitness center and gym reimbursement.

Free access to our Employee Assistance Program, ComPsych—a 24/7 online mental health resource and support system.

2018-2024 Illinois’ Healthiest Employers, *Crain’s Content Studio* and *Cigna*.

2017-2024 Healthiest Employers St. Louis, *St. Louis Business Journal*.



Wellness means something different to everyone, and Busey offers a holistic approach by looking at a person as a whole-being with **B Well**—a personalized and comprehensive health and wellness program available exclusively to Busey associates. This award-winning program

offers encouragement while focusing on the eight interconnected dimensions of wellness—emotional, environmental, financial, intellectual, occupational, physical, social and spiritual.

In 2024, Busey introduced a new wellness platform and partnership, designed to provide an engaging experience tailored to the needs of our associates and their families. Based on associate feedback, Busey chose Personify Health—a highly personalized and uniquely-designed program built to promote mental, physical and emotional wellbeing.

Key features of **B Well** by Personify Health include:

BENEFITS AND PROGRAMS | intuitive and user-friendly access to Busey benefits information, supportive programs and wellness partners including new partners for nutrition, resiliency and stress management.

DAILY CONTENT | robust, quick, easy-to-digest micro-learning content proven to support wellness literacy and inspire new patterns of behavior.

DATA-DRIVEN PERSONALIZATION | advanced customizations proven to deliver personal health and wellness support resulting in optimal outcomes.

EXPANDED COMPANY-WIDE CHALLENGES | engaging group challenges designed to create positive social dynamics through a fun, competitive format. Challenges can also be personal for those who don’t feel like competing!

JOURNEYS | digital coaching covering lifestyle topics and health conditions including nutrition, physical activity, sleep, stress, financial wellbeing, diabetes and more.

B Well offers privacy and support to adopt and maintain a healthier lifestyle, one habit at a time. By taking advantage of the possibilities offered through the platform, **B Well** can help associates enhance their health and wellbeing while putting money back in their pockets.

Associates can earn up to \$1,000 in cash, health- or flexible savings account deposits by tracking healthy habits, competing in friendly challenges and engaging with wellness-related resources.



I have not had any problems with Busey Bank in the many years that Busey has been my bank. Interactions with employees have always been friendly and helpful. Online banking makes monitoring my accounts easy. Hours for drive-up services are convenient. Banking with Busey has been a good experience for me for over 15 years.

- Christa L.

The Busey Team is always available, reaches out to check on us. Talks to us about our future and growth opportunities and how they can support us. We see them out in the community at events. They seem to be having fun and enjoying their job. Great people!

- Justin M.

Busey is a bank that knows their customer. When you walk in, you feel welcome and that you are important. They know you and your family. It is more than banking, it is about the community, the people, caring, friendliness, service and more.

- Timothy R.

CUSTOMER EXPERIENCE AND RESPONSE

Busey operates multiple business lines to bring a suite of impact opportunities to each customer. Since we opened our doors in 1868, our core values have remained, creating a strong foundation and shaping our culture.



Over 250,000 individuals served through five lines of business—business, wealth management, personal, treasury management and FirsTech.



Over 60 banking centers in Illinois, Missouri, Florida and Indiana.



Busey offers a full suite of innovative remote banking capabilities, nationwide ATM coverage, drive-up banking, Busey eBank and contactless payments, allowing customers to access our services anytime, anywhere.



Everyone at Busey Bank is wonderful. They are friendly and courteous. I have been with Busey Bank for more years than I can remember, and haven't had a bad experience. I would recommend Busey Bank to everyone.

- St. Louis Business Client

CUSTOMER IMPACT

VALUED FEEDBACK

Net Promoter Score (NPS®) is a customer experience metric and the global standard used across industries and organizations to gauge customers' satisfaction and loyalty. The score is based on customers' indication of how likely they are to recommend the company's products or services to others, typically on a scale from 0 to 10. Final overall scores for the company range from -100 to 100.

A high NPS indicates stronger customer relationships, more referrals and oftentimes greater growth. Using NPS feedback, companies can get to the heart of why customers would or wouldn't recommend their organization to others and can use that information to make improvements to current operations or guide decision-making on new products and services. In 2024, nearly every one of Busey's business segments and regions saw record-high scores and significant year-over-year NPS growth.

"These scores are a direct reflection on the outstanding service provided by associates across our organization," said Van Dukeman, Chairman & CEO. "Personalized service, proactive communication and quick response times ensure customers feel supported and valued and help us create deeper and more meaningful relationships that last. That's what we strive for in every interaction we have."

PERSONALIZED & STANDARDIZED APPROACH TO SERVICE EXCELLENCE

In 2023, Busey created and launched the Client Experience & Survey Playbook, a guide for all associates to understand their impact and role in delivering personalized service excellence to Busey clients, customers and fellow associates. The Playbook further outlines how customer surveys inform our service standards and improvement opportunities. The Playbook has been integrated into onboarding and training plans for all associates, regardless of role or tenure, to standardize expectations and outcomes of service excellence.

- From over 30,000 survey responses, Busey associates followed up with more than 23,000 customers in 2024. Associates conducted 100% of the required outreach to these survey respondents.
- In August 2024, survey ticket number 100,000 was logged, meaning Busey associates have followed up with 100,000 survey responses in six years—demonstrating our commitment to addressing feedback, quickly resolving outstanding issues and affirming our customer relationships.
- Busey's 2024 Customer Satisfaction score (CSAT) was 9.3 out of 10, highlighting the exceptional customer service provided by associates every day.

FIRST BUSEY CORPORATION



RECORD-HIGH
NPS RESULT OF

62.4

5.9 POINT
improvement from 2023

WELL ABOVE
industry average of 18.0*

BUSEY WEALTH MANAGEMENT



RECORD-HIGH
NPS RESULT OF

82.3

2.5 POINT
improvement from 2023

WELL ABOVE
industry average of 23.7*

FIRST SCORE ABOVE 80
for a calendar year

50 POINTS HIGHER THAN
the next investment firm's score

*per Forrester's 2024 Net Promoter Rankings report



RECORD-HIGH SCORES IN 2024

Busey's Corporate and Wealth Management NPS results outperformed some of the largest banks and investment firms in the country, per Forrester's 2024 Net Promoter Rankings report.

M&A ACTIVITY

In 2024, Busey achieved significant milestones through merger & acquisition activity. The integration of Merchants and Manufacturers (M&M) Bank was finalized in June, following the initial acquisition announcement in late 2023 and the receipt of regulatory approvals in early 2024. This strategic move expanded Busey's footprint, particularly in the Chicago metropolitan area, with M&M's locations becoming fully integrated into Busey's operational framework.

This merger allowed both Busey and M&M to expand the impact of our community banking values, while also allowing M&M customers to maintain relationships with their familiar banking teams and benefit from Busey's broader suite of financial products and services. By consolidating these operations, Busey bolstered our market position in Illinois, particularly in DuPage and Will Counties, and enhanced our deposit and lending capabilities.

On August 27, 2024, Busey announced another major development—our transformative partnership with CrossFirst Bank. This transaction, which closed on March 1, 2025, builds on a shared tradition of extraordinary service, strong leadership and community focus.

The combination extends Busey's regional operating model into high-growth metro markets in Kansas, Texas, Arizona, Colorado, Oklahoma and New Mexico—bolstering its commercial banking relationships and offering additional opportunities to grow its wealth management business and payment technology solutions subsidiary, FirsTech, Inc.

Busey will operate CrossFirst Bank as a separate banking subsidiary until it is merged with Busey Bank, which is expected to occur in June 2025.



CrossFirst Bank, Dallas, TX



Busey's Oakbrook Terrace, IL, location – formerly M&M Bank.

REGIONAL BANK. LOCAL LEADERSHIP.

Busey utilizes a unique regional banking model to bring the entire Busey experience to each community through local leadership and autonomy.

Through this model, Busey is able to “out-big the smalls and out-small the bigs,” meaning we can deliver the customer experience of a smaller community bank with all the efficiencies, products, technology and resources of the nation’s largest banks—uniquely consolidating our strengths to the benefit of our clients.

This unique ability allows Busey to weather the turmoil of the banking industry. We proactively address clients’ needs while identifying opportunities to communicate and engage with reassurances of our sound and stable balance sheet. This approach resonates with clients and allows Busey to experience minimal to no disruption during industry upheaval, as evidenced by our record-high NPS performance.

Busey is proud to offer dynamic capabilities across all business segments. Through the regional banking model, we are unified in our efforts to further enhance our clients’ experiences through additional products, tools and resources while continuing to grow the business.

HOW CUSTOMERS CONNECT WITH BUSEY

-  **Social Media**
Engages customers in giveaways and charitable initiatives while keeping them informed about upcoming promotions, new services, opportunities to give back and more.
-  **Pillar**
Busey’s tri-annual magazine explores issues that matter most to Busey’s customers, their families and their financial futures.
-  **Money Matters**
A financial blog designed to provide insights, resources and tips from experts at Busey.
-  **Financial Pathways**
A money-wise educational platform designed for adults and 7th through 12th grade students that provides an engaging learning experience through a series of interactive modules designed to deliver actionable financial education.
-  **Valued Feedback**
Through resources such as NPS and customer satisfaction surveys (CSAT), Busey invites, responds to and integrates feedback from thousands of customers.

TECHNOLOGY FOCUS AND INITIATIVES

Busey remains committed to delivering on our promise of service excellence by providing the very best in innovative technology.

As an organization, we continue to rigorously pursue digital transformation and optimization in all aspects of our business, from front-line revenue generation to back-office automation.

DIGITAL RELATIONSHIP BANKING INITIATIVES

At Busey, we’re proud to offer convenient digital banking platforms that enhance our customers’ user experience, ensuring service excellence from any location.

-  **eBank and Busey – Mobile App**
A full suite of digital banking services that allow our customers to view balances, transfer funds, pay bills, deposit checks and monitor finances remotely.
-  **Enhanced Online Account Opening**
In 2024, Busey launched our enhanced online account opening tool for consumer and small business deposit accounts. Built on customer feedback, our optimized systems allow customers to open accounts quickly and easily, whenever and wherever they choose.
-  **Consumer Loan Applications**
Apply for personal, RV or boat loans any time of day.
-  **Busey Chat Tool**
In 2024, Busey launched a new auto-response and live chat agent that provides quick answers to frequently asked questions regarding hours and locations, product information, common account management questions and more.
-  **Anytime Line**
Customers can call our 1-800 number at any time and leave a message or connect with a Customer Care associate during regular operating hours.

VALUES-ALIGNED INVESTING

Busey Wealth Management experts have unparalleled experience in devising custom, comprehensive solutions for individuals, families and organizations with complex financial needs.

Some clients desire to structure their investments based on their values or impact goals. Busey Wealth Management is committed to delivering a comprehensive approach to meet each of our client’s needs, reflecting their values, vision and legacy for future generations, including:



SOCIALLY RESPONSIBLE INVESTING

Also known as environmental, social & governance investing, investments are screened based on client requirements.



IMPACT INVESTING

Companies with an intentional positive impact are actively incorporated into the portfolio.



MISSION-RELATED INVESTING

Not-for-profit organizations invest their portfolio in ways that align with their charitable mission.



FINANCIAL CALCULATORS

Busey’s Financial Calculators help customers plan for their financial futures, no matter where their paths may take them.

Whether our customers are planning to buy their first home, help their children pay for college or plan for their retirement, Busey has the resources to support their goals.



COMMUNITY BANKING

For 157 years, Busey has helped identify and bridge the needs of our neighbors, working hand-in-hand with the communities we serve to revitalize low- and moderate-income (LMI) neighborhoods. Through our team of 10 Community Banking Officers—four of whom are bilingual—Busey is committed to the fair treatment of all customers and maintains a high standard of corporate responsibility by providing consistent, objective and unbiased treatment to all. One family, one street, one city at a time—we are making banking relationships and homeownership happen for those who have historically been underbanked and unbanked.

In addition to promoting community development across the entire footprint of Busey and leading the Busey Bank Bridge effort, the Community Banking Team offers over 150 proactive, focused events annually. These include homeowner education workshops, financial literacy seminars, credit education classes and first-time homeowner events. All workshops are geared toward the communities Busey strives to reach.



FINANCIAL PATHWAYS

Busey’s commitment to bettering the communities we serve includes providing expansive access to financial education tools. Busey’s promise to our **Pillars**—associates, customers, communities and shareholders—includes Financial Pathways, a financial education platform that provides an engaging learning experience through a series of targeted modules.

The complimentary program is an interactive financial education solution delivering unique learning opportunities to customers and communities throughout our footprint and beyond. With over 250 educational experiences available, these programs were designed with both adult community members and 7th through 12th grade learners in mind.

The personalized experience is centered around a robust content library to support each learner’s goals and needs. Programs cover a wide variety of topics—from building financial capability and owning a home to preparing for retirement and investing in the future—and each lesson ranges in length from 5-10 minutes. Each playlist builds on existing knowledge, providing deeper insights to help users make the best decisions for their long-term financial wellness.

To learn more or access the program, visit Busey’s financial wellness center at busey.com/financialpathways.

CERTIFIED FINANCIAL PATHWAYS PROGRAM

Busey’s *Certified Financial Pathways Facilitator Program (CFPF)* seeks to identify, train and recognize Busey associates who facilitate workshops or support live and virtual Financial Pathways events.

As of December 2024, the program has 78 certified facilitators who have helped Busey conduct over 300 financial literacy workshops, seminars and presentations across all markets since the program’s launch in July 2022. This amounts to over 2,000 hours of training delivered to fellow associates, customers and community members.

WORKSHOPS

Through the Financial Pathways Engage program, Busey’s Community Banking program offers workshops covering:

-  HOMEOWNERSHIP
-  MORTGAGE
-  SMALL BUSINESS MANAGEMENT
-  PREPARING FOR FINANCIAL EMERGENCIES
-  BANKING BASICS
-  BUDGETING
-  INVESTING
-  BUYING A CAR
-  CREDIT SCORES AND REPORTS
-  DEBT MANAGEMENT
-  IDENTITY THEFT
-  RETIREMENT

COMMITTED TO THE DREAM OF HOMEOWNERSHIP

Busey offers a suite of products that benefit low- and moderate- income (LMI) borrowers and works with various community partners to promote options including conventional and down-payment assistance programs. Often, our Community Banking Team will utilize more than one program, ensuring that each family is getting the best assistance available.

Busey Bank delivers on its goal of helping LMI families realize their dreams of homeownership through strategic partnerships, financial education and innovative products such as the Bank’s own MyCOMMUNITY Home Loan, FHA/VA/USDA lending, and Fannie/Freddie Home Ready and Home Possible programs. In 2024, Busey funded over \$142 million dollars in mortgage loans to low-to-moderate income families and/or communities.

Just a few of these programs include:

Federal Housing Administration (FHA), Veterans Affairs (VA) and United States Department of Agriculture (USDA).

In 2024, Busey originated nearly 50 FHA, VA and USDA loans totaling over \$8 million.

Down Payment Plus (DPP) Assistance Grant

In 2024, the DPP grant via the Federal Home Loan Bank of Chicago (FHLBank Chicago) has allowed Busey to deploy over 100 grants for a total of \$1 million, helping customers with down payments on their homes.

MyCOMMUNITY Home Loan (MCHL) Program

In 2024, the Community Banking Team closed on 174 units for over \$37 million. As part of the program, 81 loans were supported by FHLBank Chicago through Community Impact Advances.

The **MyCOMMUNITY Home Loan Program** was developed in 2014 to assist individuals who may not qualify for traditional banking products, but still dream of owning a home. It offers special loan terms and qualifications to help prospective homebuyers build and establish a record of payment, as well as other benefits to help them through the mortgage process.

Since inception, the MCHL Program has provided over \$150 million in home loan funding for nearly 1,100 families. The continued impact of this program is a testament to Busey’s steadfast commitment to holistic community development.





BLDI Participant volunteering with kids at the Busey Bank Bridge Center

INVESTING IN SMALL BUSINESS

Small businesses are vital to the communities we serve, and Busey is committed to supporting small business development through specialized lending programs and proactive small business outreach. In 2024, Busey originated over 1,000 Community Reinvestment Act (CRA)-qualified small business and small farm loans, totaling over \$322 million.

Busey Bank is a Preferred Lender with the Small Business Administration (SBA) and originated over \$55 million in SBA loans in 2024. The organization focuses on SBA 7(a) loan, SBA Express loan and SBA CAPLine loan products.

SPIRIT OF ST. LOUIS FUND

Busey is proud to once again partner with Cultivation Capital by investing in its latest Spirit of St Louis fund, a Small Business Investment Company (SBIC). This fund provides much-needed seed and early-stage venture capital to small companies active in St. Louis.

Busey has committed over \$1 million through the Spirit of St. Louis SBIC fund partnership, which is already benefitting a broad spectrum of predominately women-, minority- and veteran-owned businesses. The initiative supports job growth and retention in business-to-business, financial technology (FinTech), healthcare, agricultural technology (AgTech) and other technology sectors. One such company is Spirit of St Louis's very first investment, Summersalt Inc., a women-founded and owned e-commerce apparel and lifestyle brand based in St. Louis.

COMMUNITY PARTNERSHIPS & INVESTMENTS

In addition to conventional financing and loans, Busey offers unique economic solutions by engaging in innovative partnerships to support customers while revitalizing and developing communities across our footprint. Examples include:

Bridge Checking & Savings

Busey's **Bridge Checking & Savings** program is an affordable option with digital banking designed to give access and peace of mind to our communities.

Busey's Bridge Checking is BankOn certified and available to customers who are unbanked, underbanked or who have encountered financial troubles in the past, providing them with the opportunity to establish a healthy banking relationship. In 2024, Busey grew Bridge Checking & Savings to more than 2,437 accounts.

The BankOn Program ensures every resident has access to affordable financial products and services, and Busey is proud to support this effort.



DEVELOPING OUR LOCAL COMMUNITIES

With a Community Reinvestment Act (CRA) commitment that stretches beyond the minimum legislative requirements, Busey's goal is to maintain high standards of performance in meeting the needs of our communities.

In the last year, the organization has contributed over \$1.3 million in CRA-eligible monetary donations and over 3,800 volunteer hours through CRA efforts across our footprint. Busey associates donate their time and talent to worthy organizations such as:

Unleashing Potential

A nonprofit organization based in St. Louis, MO, that provides programming for youth enrichment and development. They partner with parents and engage children as they work to close the opportunity gap faced by children in LMI communities.

Guardian Angel Settlement

A not-for-profit organization in St. Louis, MO, that provides daycare services, all-ages educational and enrichment programming, emergency rental, utility, and food assistance, a food pantry and resale shop to LMI families.

Salt and Light

A not-for-profit food and clothing bank that provides for the LMI community in and around Champaign, IL. They offer personal development, financial literacy and job preparedness training, as well as volunteering and educational opportunities.

Family Community Resource

A not-for-profit agency that has assisted troubled families in the McLean County, IL, area since 2004. All of their services are free and available to the public.

In 2024, Busey invested over \$40 million in CRA qualified commitments, including but not limited to:

- Six Low-Income & Affordable Housing Tax Credit Investments that primarily support the new construction of affordable housing for low-to-moderate income households being built by emerging minority-owned or not-for-profit developers.
- Ten investments supporting the financing of mortgage loans generally made to first-time homebuyers that are low-and-moderate income persons and families.
- Six investments in minority-owned and/or directed depository institutions in LMI areas.
- Three investments supporting schools educating in LMI areas.

Busey is proud to report \$389 million in community development loans as a part of our CRA efforts in 2024.



BUSEY + GIES: PARTNERSHIP WITH PURPOSE

Through a unique, student-centered partnership, Busey Bank and the University of Illinois' Gies College of Business are working in tandem to prepare tomorrow's purpose-driven business leaders with the tools and practical skills needed to succeed.

Together, the collaboration between Busey and Gies' Investment Management Academy (IMA) provides select students with institutional investment experience and the opportunity to manage more than \$1 million of University of Illinois Foundation assets for a truly real-world experience.

As part of the program, students take on all the responsibilities expected of analysts in a fund management environment. Members of the Academy conduct industry research, prepare qualitative and quantitative assessments of investment candidates, present investment recommendations, conduct due diligence on investments, oversee trading, manage industry concentrations and report on fund performance.

Participation in the Academy results in practical feedback from fellow senior members and alumni of the program, who—through internships and experience—sharpen students' skills in industry analyses, company valuation, modeling and forecasting techniques and the practical use of multiple equity research and multiple information databases.

"The Investment Management Academy reached out to Busey to ask if we wanted to be a part of the program and be a resource for the students, showing them real-world investment reporting and investment management efforts—basically how managing investments works in practice. We jumped at the opportunity to help," says Bob Ballsrud, Executive Vice President - Executive Managing Director, Wealth Management for Busey Wealth Management, who is a Gies Business alumnus with a degree in finance. "As part of this relationship, we also value the opportunity to come in periodically to be a resource for the students and get to know them so that when they graduate and are looking for internships or full-time positions, we're an option for them as a robust investment management team, not just the local bank."

OUR COMMUNITIES

BUSEY BANK BRIDGE CENTER

Upon expanding into the tri-county area surrounding Peoria, IL, in 2015 with the Herget Bank partnership, Busey leadership was thrilled about the prospect of contributing to the growth of such historic and vibrant communities. In less than a decade, one of our most impactful resources for community development has found a home in Peoria—empowering partnerships with various area organizations for purpose and progress.

In 2022, Busey introduced the Busey Bank Bridge, designed to promote financial security and opportunity. This unique community collective provides access to economic opportunity through various means, such as hosting meetings and events, conducting in-person and virtual workshops and providing community members with access to various financial education tools. Notably, each of the resources and services provided by the Bridge is free of charge.

The Bridge has been able to develop and implement strategies that enhance the overall economic goals of the Peoria community by

partnering with key community stakeholders—such as private, non-profit and government organizations—to expand access to economic opportunity for individuals, families and small businesses in the area.

Andy Cave, Executive Vice President – Market President, recognizes how vital such community partners have been toward fulfilling our promise of building a better Peoria.

“We have been so fortunate to work with community members and local organizations who share our commitment to investing in the greater Peoria community,” says Andy. “We have improved the financial health of the community by showcasing our exceptional financial education resources and engaging our neighbors for the betterment of the Peoria community.”

To learn more about the Bridge, inquire about the use of meeting space or view a calendar of upcoming events, visit busey.com/thebridge.



VOLUNTEERISM

We're proud to give back to our communities by doing the right thing for our customers and building trusted relationships that span generations. In 2024, Busey associates generously gave nearly 21,000 hours of their time to hundreds of community organization—5,000 hours more than the time dedicated in 2023. Over 170 associates actively commit to board service in their communities.

Our associates are encouraged and recognized for being actively involved community members who enrich the quality of life for our Pillars. With two hours of paid volunteer time offered monthly to full-time associates, our team is inspired to find causes that resonate with them and get involved.

While associates regularly volunteer throughout the year, Busey dedicates the month of April to service through Community Promise Month. In April 2024, Busey associates volunteered over 3,000 hours of time and talent to worthy causes across our footprint.



A group of Central Illinois Region associates participate in a volunteer event at Scoville Zoo in Decatur, IL.

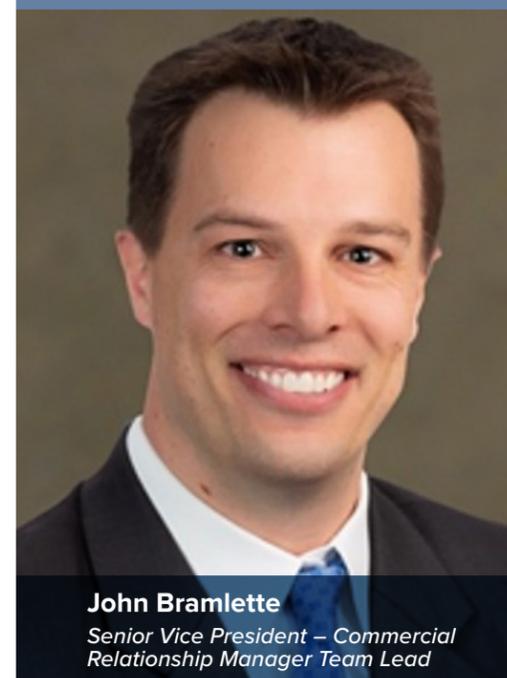
Volunteer OF THE YEAR

Busey is proud to recognize John Bramlette, Senior Vice President – Commercial Relationship Manager Team Lead, as the 2024 Volunteer of the Year. Living the Busey Promise in his community, John completed over 361 hours of service in 2024.

Demonstrating a deep commitment to supporting local organizations and causes, he actively coaches a wide range of youth sports in Naperville, IL, including softball, baseball, soccer and basketball. He also serves on the board and finance committee with the Naperville Education Foundation for District 203 and has served on the board and finance committee with HOME DuPage.

HOME DuPage empowers homeowners by offering financial education to help build equity and prepare families for homeownership. John is passionate about the positive impact this organization has on creating a stable future for local families. Additionally, the Naperville Education Foundation supports a variety of initiatives that benefit children in the district, including robotics programs, mental health services, scholarships, teacher grants and programs that foster entrepreneurship. Thanks to John and his generous giving, these essential services continue to thrive and positively affect the community.

As the Volunteer of the Year, John received a \$1,000 donation on behalf of Busey to present to an organization of his choosing.



John Bramlette
Senior Vice President – Commercial Relationship Manager Team Lead



Additionally, Lexi Lagle, Commercial & Wealth Analyst, is recognized as this year's Volunteer of the Year runner-up. For her service and dedication, Lexi received a \$250 donation to a charity of her choice.

Lexie Lagle
Commercial & Wealth Analyst

COMMUNITY ENGAGEMENT

Working with our communities to support the arts, advocate for our youth and help neighbors in need, we promise to bridge needs by providing financial capital through monetary contributions and guidance, human capital through energetic and committed volunteers and social capital through leaders who advocate for business and sustainability practices within our communities.

Busey’s charitable donations totaled over \$1.9 million in 2024—supporting the critical needs of each community through scholarships, youth programs, food security, shelter and more.



Busey associates volunteering at the Barrington Giving Day

PAY IT FORWARD FRIDAYS

Busey associates have raised more than \$660,000 through the Pay It Forward Fridays initiative since its inception in 2015, and over \$103,000 in 2024 alone. Through a voluntary \$5 payroll deduction, associates can go “Casual for a Cause” and wear jeans every Friday. Each quarter throughout the year, associates select the charitable organizations that will benefit from **Pay It Forward Fridays**. These organizations have included:

- Habitat for Humanity
- CASA (Court Appointed Special Advocates)
- Boys & Girls Club
- Feeding America chapters
- American Heart Association
- American Cancer Society
- Humane Society



Busey associates volunteering at a build for Habitat for Humanity

BUSEY DRIVES GENEROSITY

Busey Drives Generosity is a campaign encouraging associates and customers to give generously, benefiting their neighbors and communities through donation drives and charitable initiatives. Campaigns include:

- January Sock Drive
- June Book Drive
- September Associate Choice Drive
- November Food Drive

In 2024, our associates and customers generously donated over 1,650 pairs of socks, 2,000 school supplies and 1,200 non-perishable food items to our communities through the Busey Drives Generosity Campaign.



SCHOLARSHIPS

Available in select counties across our footprint, the Busey Bank Bridge Scholarship supports the academic endeavors of low- to moderate-income students with a desire to pursue higher education. The \$2,500 scholarship is earmarked for tuition, fees, books and supplies. After meeting eligibility requirements and submitting required documentation, applications are carefully considered and reviewed by a Busey-appointed committee.

FINANCIAL COMMITMENTS & LOCAL INVESTMENTS

CHARITABLE ANCHORS

First Busey Corporation is proud to support charitable organizations working to strengthen the communities we serve. Busey’s philanthropic community commitment centers around bridging the needs of our communities and the passions of our associates, especially supporting vulnerable populations.



Gateway Region associates volunteering at the Edwardsville Rotary Criterium

BUSEY’S CHARITABLE GIVING ANCHORS OF 2024



Education for all:

- Financial literacy education for all ages
- Scholarships for academic futures
- Professional and educational development through mentorship and training



Health & Wellness advocacy:

- Local health research foundations
- Hospitals and other health centers
- Mental health awareness



Improving the quality of life in communities affected by tragedy, trauma or natural disasters:

- Relief efforts
- Organizations that focus on food insecurity solutions and helping the unhoused
- Access to basic physical and mental health resources



Youth Development initiatives that support educational and life skills

- After school resources and services
- Programs that foster skills and hobbies
- Sports and recreation programs that promote coaching, teamwork, practice and skills

“We understand that the local youth in our communities truly are our future,” says Sandy DeMond, Senior Vice President - Director of Community Banking. “We are a community bank, and we want our communities to thrive. The Busey Bank Bridge Scholarship supports academic endeavors for low- and moderate-income students who want to continue into higher education. It’s a great program for the communities, and students, who need it most. I’m so thankful that these funds are available for our students.”

In 2024, the Busey Bank Bridge Scholarship received over 70 applications—a record number of eligible applications—resulting in \$25,000 in scholarship funds distributed to students throughout Busey’s footprint. The average GPA of each recipient was a 4.16, demonstrating impressive academic achievements.

Since the inception of Busey’s scholarship programs and partnerships with local universities, Busey has contributed \$365,000 in scholarships throughout our footprint.

To learn more visit busey.com/scholarship.



Curt Anderson, Executive Success Coach, grills hamburgers at the United Way Grill & Give in Champaign, IL.



PARTNERSHIP WITH UNITED WAY

Each year, Busey partners with the United Way to host a two-week Corporate Campaign across our footprint—educating associates about the issues that impact our communities and learning how Team Busey can support the United Way in raising hope and awareness. In the last three years, Busey has donated nearly \$1 million to local United Way chapters through our annual Corporate Campaign, with 54% of Busey’s workforce participating in 2024.

“Busey is a true leader in our community by taking purposeful action that creates better tomorrows for our neighbors in need,” says Sue Grey, President and CEO of the United Way of Champaign County. “The pledges of support from Busey associates, in addition to the corporate donation, directly support United Way’s fight to improve health, education and financial stability. Busey’s conscious and strategic efforts are exceptionally generous. Their crucial partnership directly impacts our ability to create meaningful change that makes a difference for so many in our communities.”

In 2024 alone, Busey’s United Way Workplace Campaign raised over \$350,000 to support local United Way organizations across our footprint—nearly \$232,000 of which was raised by associates through campaign activities such as donations and e-pledges. Through the continued generosity of our associates, we’re creating lasting impact in our communities.



Busey associates in Joliet participating in a volunteer diaper repack for United Way.



LITTLE FREE LIBRARIES

Since the inception of Busey’s Little Free Library partnership in 2020, Busey associates have sponsored, built and installed 22 Little Free Libraries across our footprint. In 2024, two more libraries were built at two of our newest Busey locations, Cass/Joliet and Channahon, to support and promote literacy in our communities.



KINDNESS KID

Busey’s Kindness Kid campaign recognizes a child from the communities we serve who showed extraordinary compassion and went above and beyond to help others. The goal of this initiative is to promote goodwill and inspire youth in our communities to become involved. Busey named two Kindness Kids in 2024: Maggie Klein and Nitya Jayasankar.



Maggie Klein



Nitya Jayasankar

Maggie displays kindness by playing games with residents at her local nursing home and sorting food with her grandmother at a local food bank.

Nitya was selected due to her commitment to mental health and community-building at her school. She helped create an app and organization where students can come together to talk about their moods, open up about mental health and build confidence with friends.

Both winners received a gift certificate to their favorite restaurants, as well as a kindness coin to recognize their good work and compassion!

SUPPORTING PURPOSE AND PROGRESS IN OUR COMMUNITIES

Small businesses are crucial to fostering innovation and creating jobs in our local communities, yet limited access to funding and resources often stifle their growth. Busey is proud to support small business owners throughout our footprint as they navigate these challenges in order to benefit both the communities we serve and the broader economy.

COMMUNITY FIRST ACCELERATE GRANT

The Community First Accelerate Grants for Small Business offered by the Federal Home Loan Bank of Chicago (FHLBank Chicago) provides grant funds, up to \$30,000 per business, to support the growth and development of small businesses in members' communities in Illinois and Wisconsin.

As a member bank of the FHLBank Chicago, Busey's Community Banking team worked closely with Debra T. Thomas—Director/Owner of Debra T. Thomas Learning Center—and Matt and Christina Grana—Owner/President and Owner/Vice President, respectively, of Grand Frame, Inc.—to successfully apply for a grant during the recent round of submissions.

"I'm so excited about the opportunities the Accelerate Grant will unlock for the Debra T. Thomas Learning Center and Grand Frame, Inc.," says Sandy DeMond, Senior Vice President - Director of Community Banking for Busey. "This grant is designed to provide essential resources that empower small businesses to expand or improve their current operations, which not only helps them create a strong foundation to build upon as they move toward the future, but also puts them in a better position to contribute to the economic vitality of the communities they serve."

Busey is proud to help our clients access this opportunity in order to improve both their business and the places they call home."

The Debra T. Thomas Learning Center is a day care facility in Bloomington, IL, that serves children between six weeks and 12 years old. Grand Frame, Inc., operates out of Arlington Heights, IL, and offers several services for both corporate and residential clients, including but not limited to custom picture framing, photo restoration and digital printing.

Katie Naftzger, Senior Vice President, Community Investment Officer with FHLBank Chicago, notes that "small businesses play an integral role in local communities in driving economic growth, from creating jobs to fostering community development."

"As a leader in the housing and community development space, FHLBank Chicago recognizes that affordable housing isn't just about the homes themselves—it's about ensuring entire communities have what they need to thrive, including economic opportunities for the residents and small businesses who call them home," she says.



The Debra T. Thomas Learning Center plans to utilize the grant by purchasing new furniture and playground equipment for the children in their facility, while Grand Frame, Inc., used their funds to purchase a new company van.

"Ninety percent of the tuition we receive is subsidized by the State of Illinois, which limits our revenue," says Debra. "Being a recipient of this grant will allow us to replace worn and outdated furniture in our classrooms, and also purchase new playground equipment for the children we serve. Ideally, this will increase the quality of the day care center in the eyes of prospective clients, helping us bring in new clients and increase revenue."

Matt Grana calls the grant "a game changer" for his business.

"2024 marks our 50th year in business, and we have been fortunate to experience major growth over the last eight years—including adding a second store location," he says. "Along with that growth comes major expenses, and we've had to invest so much capital into our business to remain relevant. This grant will allow us to purchase a new cargo van that is more consistent with the high-quality product we strive to produce."

For 157 years, Busey has been honored to partner with small businesses throughout our footprint to help ensure their success and growth.



"I am so happy that Busey has a bilingual staff because there is a vast community that needs the Spanish language to communicate, and I applaud them."
- Petra, Busey customer, translated from Spanish

FAIRMONT CITY LOCATION

Just east of St. Louis, MO, sits Busey's Fairmont City, IL, location—offering unique support and services specifically designed for the Spanish-speaking community in the Metro East area of St. Louis.

With the service center located just five minutes from the Gateway Arch, St. Louis community organizations who serve the Hispanic population are thrilled to have a bank that can meet their clients' needs. Since its inception, the Fairmont City branch has filled a significant gap for the area's growing Spanish-speaking

population. Sandy DeMond, Senior Vice President - Director of Community Banking, was instrumental in the establishment of the Fairmont City service center.

"As the daughter of Guatemalan immigrants, I remember being the child who translated for my parents at the bank. That experience shaped my understanding of the challenges many families face when navigating financial services. The creation of the Fairmont City branch will always hold a special place in my heart because it was designed to break down those barriers," says Sandy. "When you walk in, you won't see a traditional teller line—there's no separation,

just an open, welcoming space that fosters genuine connections and trust."

The impact of the branch on the Fairmont City community has been evident. Prior to its opening, residents relied on grocery stores and check cashing establishments for their financial needs. Now, residents in the town of 2,500 people have a full-service bank—a place to cash checks, open checking accounts, save money, receive loans for cars and realize the dream of home ownership.



BREAKING THE CYCLE: HOW THE MARVETTA AND ANTHONY GRIMES FAMILY CENTER IS EMPOWERING GENERATIONS

Seeds of Hope, co-founded by the late Rev. Glenn O'Connor in 1999, is a nonprofit transitional housing facility for women recovering from chemical addiction. Located in a former convent in West Indianapolis, IN, it offers job training and counseling to help women reintegrate into society.

Following their 2021 addition to the Seeds of Hope campus—the Father Glenn O'Connor Home, a 22-room “three-quarters house” for women who need more support before fully reintegrating into society—then-executive director and 2000 Seeds of Hope graduate Marvetta Grimes identified a need to serve not just women, but their children as well.

Marvetta had six children, all of whom were taken from her during her struggle with addiction. Her 4-year-old, Anthony, died of neglect while in foster care. Inspired by her story, the Marvetta and Anthony Grimes Family Center, set to open in September 2025, will provide safe, affordable housing for women in recovery and their children. Initially named the Anthony Grimes Family Center, it was renamed after Marvetta’s passing in 2023 to honor both mother and son.

Frederick Yeakey, Principal & Founder of 2 Thirty-Eight Properties, is leading the development of the center, which will feature two buildings: one for women in recovery that provides supportive services such as counseling, daycare and healthcare volunteers, and

another for program graduates, housing up to 75 women and 36 children.

“I’m thrilled to be a part of a housing development that’s changing the lives of current and future generations,” says Frederick. “With this being my first development, it was important to address a need that can impact housing and other factors that can greatly affect the cycle of poverty. My development team was incredible, and our partners on this project will provide the expertise and counsel needed for years to come.”

A high school teacher by trade, Frederick saw how a lack of affordable housing impacted students. His vision includes creating a safe, home-like environment to help residents transition from addiction recovery to independent living.

As part of our mission to support our communities, Busey is proud to allocate \$8 million to the Marvetta and Anthony Grimes Family Center through the Merchants Capital Tax Credit Equity Fund 20.

Work on the facility began in 2023 under the Indiana Housing & Community Development Authority’s Emerging Developer program. The project, expected to be completed by mid-2025, will offer temporary housing for two to three years, after which tenants can move on to more permanent housing.

CREATING HOMES, BUILDING COMMUNITY: THE NORTH BEND SENIOR RESIDENCES FOR INDEPENDENT SENIORS

When Bishop Geoffrey V. Dudley Sr. moved to the Metro East area of Illinois over 20 years ago as an Air Force chaplain, he had a vision not only for the creation of the New Life in Christ Church, which he founded in the early 2000s, but also to develop more affordable housing. Growing up in public housing, Dudley felt a deep connection to the need for affordable living spaces. This vision is now becoming a reality through the New Life Community Development Corporation, which, under his leadership, has broken ground on a \$21 million affordable housing project in Fairview Heights, IL.

The North Bend Senior Residences, developed for independent-living seniors, will consist of 60 units across duplex and triplex homes, with 15 two-bedroom units and 45 one-bedroom units. Located on an 11-plus acre property north of Interstate 64, the development will also include amenities such as a clubhouse, exercise room, media center, outdoor community area with fire pits and grills and walking paths. The project is designed to be a “community of choice,” offering long-term, sustainable affordable housing, particularly for seniors on fixed incomes.

A selection of homes will be set aside for residents with special needs, and the community will offer a social service network developed in collaboration with local agencies.

Financed through a combination of state and federal grants, \$1.5 million in low-income housing tax credits administered by the Illinois Housing Development Authority, the development will serve a range of income levels. Nine units will be reserved for households earning below 60% of the median income, 39 units for those at or below 50%, and 12 units for households earning below 30%. Additionally, 40 units will be supported by project-based vouchers from the St. Clair County Housing Authority.

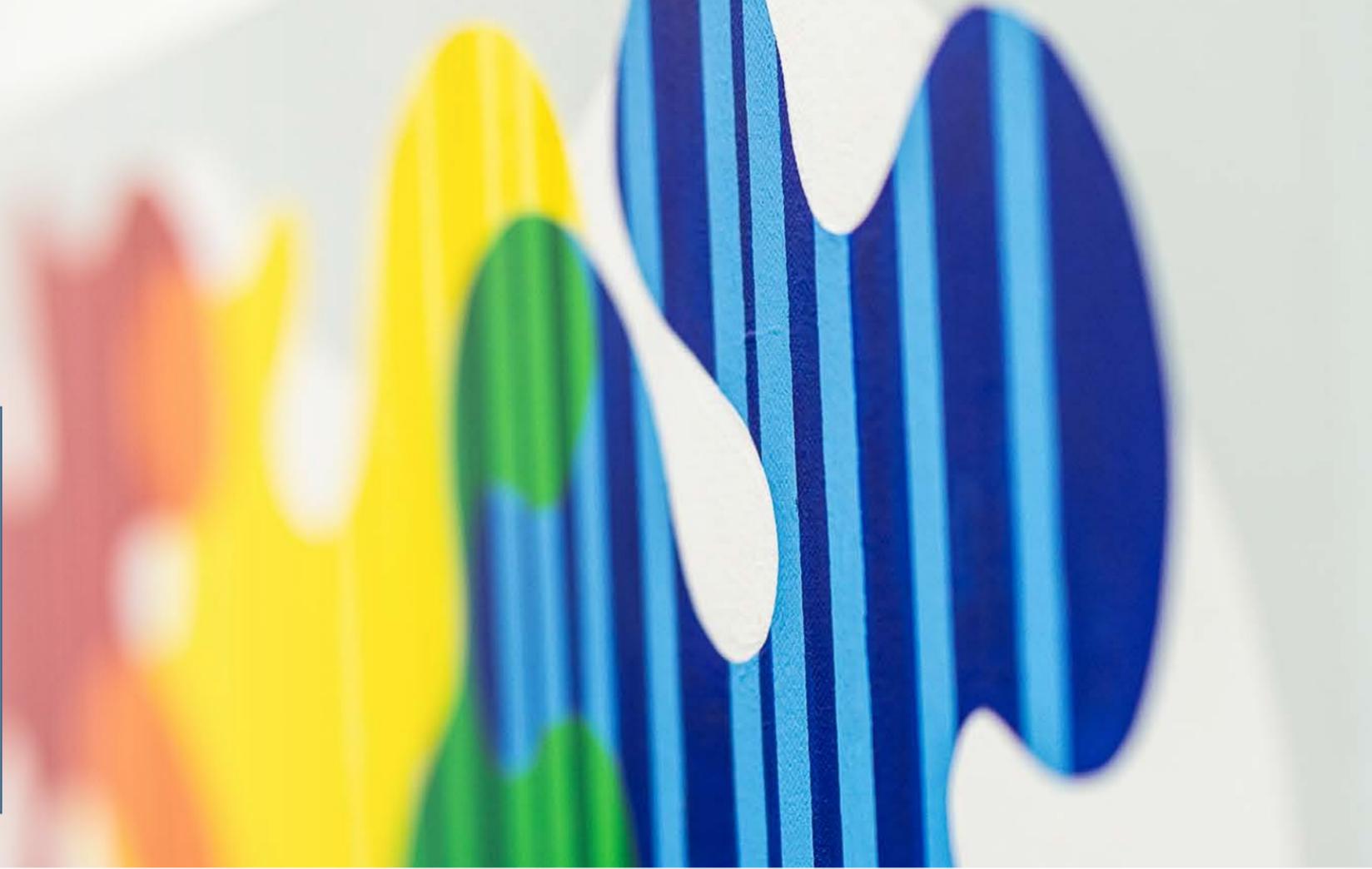
Busey Bank is dedicated to supporting the communities we serve and has committed a \$5 million investment in the North Bend Senior Residences project via U.S. Bank Impact Finance (USB) Low-Income Housing Tax Credit (LIHTC) Fund 87.

The development has received strong backing from local officials, with the Illinois Housing Development Authority recognizing the complex process of securing housing tax credits and praising New Life for its efforts. Bishop Dudley and Vivian Moore, New Life’s executive director, highlighted the importance of community partnerships in bringing such projects to fruition. Construction is expected to take 14 months, with leasing for independent-living seniors set to begin in March 2025.



1868

THE EXHIBITION



1868 THE EXHIBITION: SUPPORTING THE ARTS IN COMMUNITIES WE SERVE

In the fall of 2018, Busey partnered with the Champaign County Arts Council to introduce the 1868 Collection—an exhibition of artwork from the communities Busey serves. Well-received by customers, associates and the community, the inaugural show was on display for six months at the Busey Wealth Management headquarters in Urbana, IL. The initial exhibition included the work of local artists and school children.

After Busey remodeled its building in downtown Urbana, IL, the Wealth Management Team relocated to what would be its new headquarters.

“Busey gave us a budget to put art on the walls of our offices in the new building,” says Bryan Snodgrass, Vice President - Director of Wealth Management Training and Programs. “That led us to question if we could do more.”

Once the decision to feature local artists was made, many hours were spent researching and learning how best to exhibit art. Professional tracks were installed on the second- and third-floors of the wealth headquarters, taking full advantage of the natural light that filters in through the three-story atrium.

“We knew if we were going to do it, we needed to do it right, or we were going to be a disservice to the community,” says Bryan. The artists and their works were promoted, and the public was invited to visit the building as an art gallery as well as a wealth management firm.

Since then, the community art initiative—renamed 1868 The Exhibition to better reflect the fact that it is not a permanent, private collection but a unique opportunity to promote and support living artists—has grown exponentially.

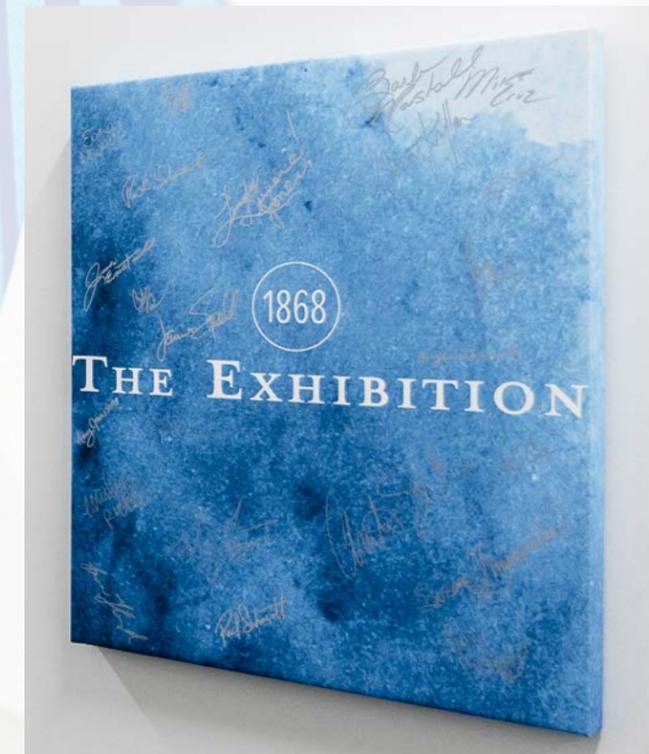
“We’ve seen several of the same artists submit over the years, but we’ve also seen growth in the number of new artists showing interest in participating,” says Kristen Bosch, Senior Vice President - Director of Marketing and Communications. “This growth could be attributed to various factors, not the least of which is Busey’s approach and commitment to a polished and professional experience.”

Nearly every piece exhibited is for sale, and Busey associates connect prospective buyers with artists.

“We’ve developed a reputation for supporting the local art community. We’re proud to help them promote and sell their artwork—the ultimate support,” says Kristen. “We connect the purchaser and the artist, receiving no portion of the sales, commissions or fees.”

The exhibit has featured artists of all experience levels in a variety of mediums and styles. In 2024, we launched our newest 1868 collection in the Northern Illinois Region with the Glenview Art League. For each exhibit, Busey partners with a local nonprofit to showcase their client and member’s talent, while expressing the diversity and creativity of the regions. The partnerships include:

- **University Kids Collection** | DREAAAM, Cunningham Children’s Home, and Don Moyer Boys & Girls Club
- **Busey Bank Bridge Center** | Boys & Girls Club of Peoria
- **Clayton 1868 The Exhibition** | Saint Louis Art Fair
- **Urbana 1868 The Exhibition** | 40 North 88 West
- **Glenview 1868 The Exhibition** | Glenview Art League



2024 CORPORATE SUSTAINABILITY



RECYCLED OVER
700,000 POUNDS
SAVING NEARLY
600 TREES



CONSERVED NEARLY
2,500,000 GALLONS OF WATER
ENOUGH TO FILL
20 MILLION
16 oz. WATER BOTTLES



MORE THAN 1.5 MILLION KILOWATT HOURS

OF **ENERGY** GENERATED FROM **SOLAR** SINCE 2019



REDUCED USAGE OF BUILDING **ELECTRICITY BY 4%**

AVOIDING OVER **315 TONS** OF CARBON DIOXIDE





ENERGY EFFICIENCY AND CONSERVATION

In 2024, Busey continued to update to energy-efficient solutions across our footprint, such as converting T8 lighting from fluorescent to LED in our Peoria, IL, market.

In-depth reviews of all properties are part of a proactive property management program that practices smart energy consumption and conservation.

Practices include:

- Insulating water heaters to reduce operating cost and reviewing heaters for proper water temperature setting.
- Working with contractors during any roof repair/ replacement projects to install appropriate light-colored roofing material.
- Utilizing a thermostat setback program which defines the winter (68°F) and summer (74°F) set points for the HVAC control system with nighttime temperatures set.
- Encouraging associates to turn off computers and monitors when they leave at night and to turn off monitors when they will be away from their work area for an hour or more.
- Activating energy-saving features on copiers and printers to allow the machines to go into sleep mode until they are needed for production.
- Continuing to utilize a proactive approach to sustainable lighting fixture selection and installation, such as utilizing LEDs on all appropriate replacement bulbs.



RENEWABLE ENERGY

Busey is committed to increasing renewable energy usage wherever feasible across our footprint to reduce reliance on fossil fuels.

Busey has installed solar panel systems at 11 Busey facilities, including the Champaign, IL, bank headquarters.

Buildings are evaluated regularly to determine the feasibility of adding solar panels based on roof conditions and adequate sun exposure.



TRANSPORTATION

Transportation offers opportunities to improve our carbon impact, whether through the use of fuel-efficient vehicles for our fleet or reducing the need for associate travel altogether. Solutions to increase sustainability include the following:

- Implementing fuel-efficient options and a no-idling policy for courier and maintenance vehicles.
- Providing bike racks for customer and associate use.
- Encouraging the facilities management team to plan the most efficient route to accomplish their daily functions—including walking, if possible, to obtain needed supplies.
- Encouraging the use of video and voice conferencing systems that allow close collaboration without travel.



WASTE REDUCTION

Busey works across our footprint to offer ample recycling opportunities to associates and reduce waste bound for landfills.

Our commitment to sustainable waste reduction includes the following practices and goals:

- Ensuring 100% of our paper is recycled annually, which is part of our commitment to a shred-all/recycle-all policy. This approach ensures confidentiality while recycling all paper waste.
- Encouraging customers to receive statements and other bank-generated information via electronic delivery.
- Transitioning to digital-first publishing for publications traditionally offered as hard copies, such as the Annual Report and our magazine, *Pillar*.
- Recycling cardboard boxes and other packing material.
- Encouraging associates to “print to PDF” whenever possible—and default to double-sided, black-and-white printing when not.



WATER CONSERVATION

Although business practices do not require significant water consumption, Busey understands the need to responsibly manage water resources.

The organization reduces water consumption and prevents runoff from our properties with the following practices and goals:

- Retrofitting faucets with aerators to help reduce water usage in restrooms and break areas.
- Running dishwashers only when fully loaded, whenever possible.
- Using low- or no-water methods to remove debris and dirt from parking lots, sidewalks or outdoor venues.



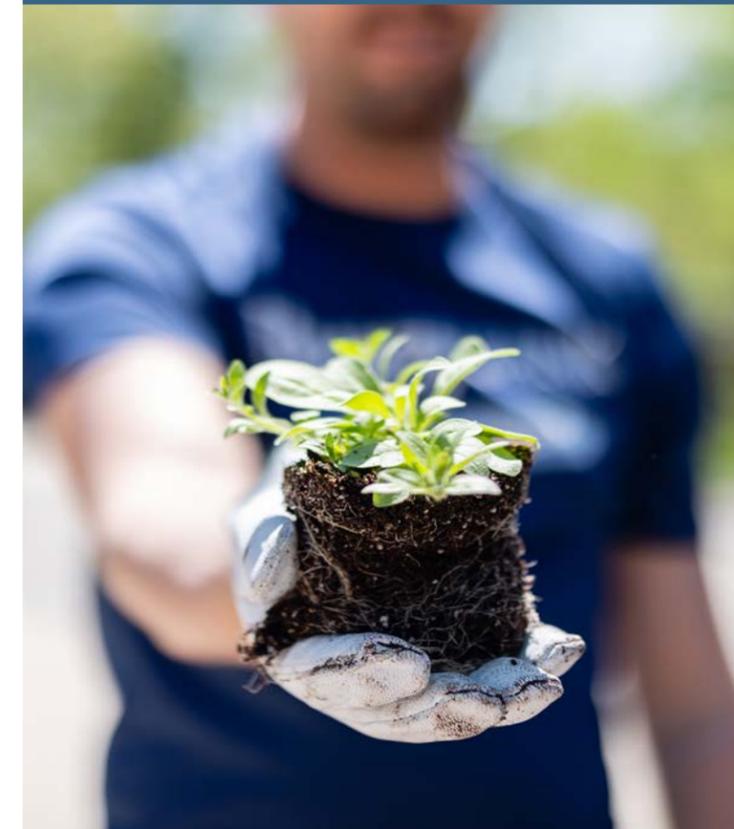
GREEN TEAM

In January 2023, Busey launched the Green Team to empower associates to get involved in areas of sustainability. With over 45 associates, the Green Team is dedicated to improving

our recycling rates and waste reduction, water conservation and energy efficiency.

The Green Team helps to identify opportunities for increased sustainability practices across our footprint while also promoting associate education through:

- Green Tips posted on the associate intranet.
- Sustainability “how-to” guides for around the office.
- Impactful ways to Go Green on Earth Day.
- Self-guided courses to help build healthy and sustainable habits.
- Encouraging associates to complete the Go Green with Busey wellness challenges, which help associates reach their *B Well* points for wellness incentive payouts.



GROWING A GREENER WORLD: BUSEY'S PARTNERSHIP WITH THE PRICELESS PLANET COALITION

In the fall of 2022, Busey proudly partnered with a community nonprofit in central Illinois to plant 1,500 trees. Many of these trees were planted along the Constitution Trail in the twin cities of Bloomington and Normal, IL. The trail, dedicated and named in 1986 in celebration of the U.S. Constitution bicentennial, is one of the most treasured and utilized recreational amenities in the area.

In honor of Earth Day in 2024, Busey sponsored a campaign in collaboration with Mastercard to support forest restoration on a global scale.

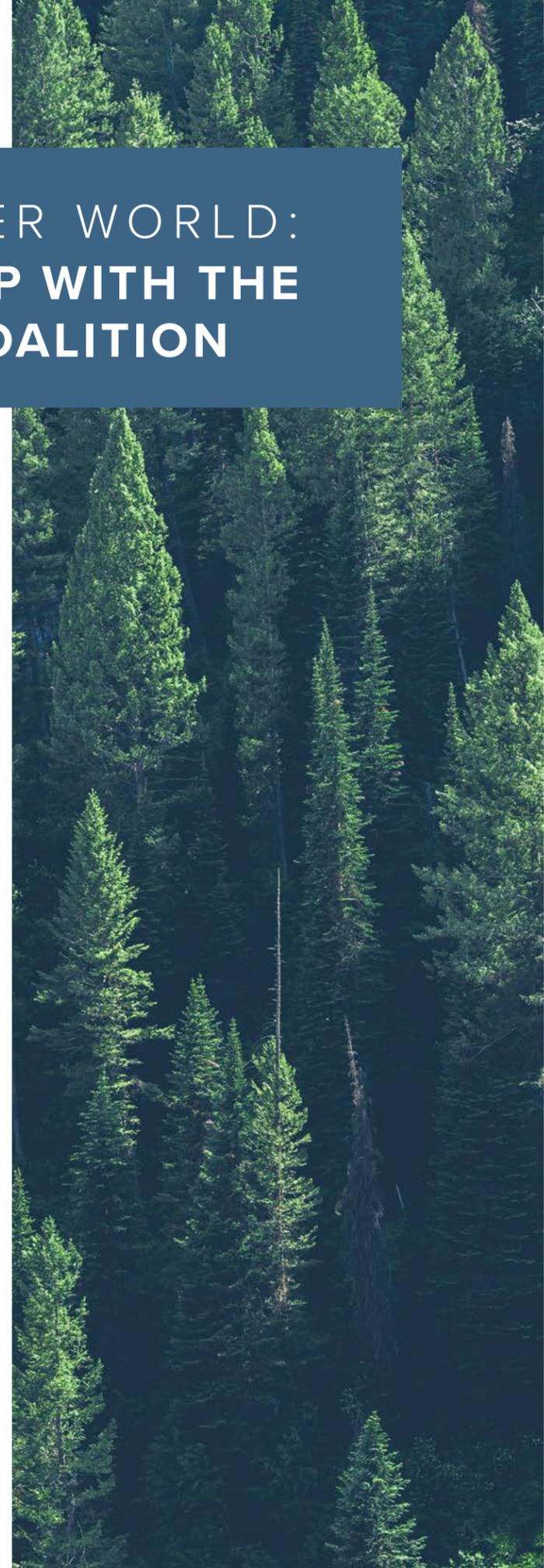
For every customer that opened a new Foundation or Pillar checking account and ordered a Mastercard Debit Card between April 15 and May 15 in 2024, Busey helped plant five trees through the Priceless Planet Coalition.

The Priceless Planet Coalition is a valuable international program that helps promote tree restoration across six continents with diverse reforestation projects to create maximum impact. Together with the effort of citizen, business and corporate partners, the Priceless Planet Coalition has a goal of restoring 100 million trees. They have selected their global locations by focusing on maximum impact on climate, community and biodiversity.

Projects in North America include Martin County, an area bordering Kentucky and West Virginia. The goal is to plant 100,000 trees and sequester 2,000 tons of carbon dioxide, restoring degraded mine sites with an aim to create jobs and revitalize the environment and economy in areas impacted by the decline of the coal industry.

By planting a declining forest type, specifically shortleaf pine-upland oak forests typical of eastern Kentucky and the Cumberland Plateau, the initiative will help to improve air and water quality, enhance forest resiliency, mitigate climate change through increased carbon accumulation, provide multi-seasonal pollen and nectar sources for pollinators and make sites more productive for wildlife.

Through our campaign, Busey was proud to help plant 4,065 trees and contribute to the incredibly worthy cause of global reforestation.



A VISION FOR SUSTAINABLE LIVING: HABITAT GREEN FREEDOM, A NICOR GAS SMART NEIGHBORHOOD™

Busey has supported Habitat for Humanity chapters across our footprint for many years and we are thrilled to contribute to Habitat Green Freedom, a Nicor Gas Smart Neighborhood™, the first of its kind in the country.

In Aurora, IL, a groundbreaking development has been planned that promises to reshape how affordable housing and sustainability intersect. Habitat Green Freedom, a collaborative project between Fox Valley Habitat for Humanity and Nicor Gas, aims to build a subdivision of 17 energy-efficient homes on the city's far west side. This innovative community will offer a modern and sustainable living experience for low-income families, all while minimizing environmental impact and reducing long-term energy costs.

A Step Toward Sustainable, Affordable Housing

Habitat Green Freedom represents a significant departure from traditional Habitat for Humanity projects. Instead of building individual homes one at a time, this initiative seeks to create an entire subdivision designed with energy efficiency and accessibility in mind. The homes will range from 1,500 to 1,700 square feet, offering spacious, modern living for families in need of affordable housing.

These homes will be made accessible to individuals who may need special accommodations for disabilities, as well as families who wish to age in place. This emphasis on accessibility ensures that residents can enjoy long-term stability in their homes without worrying about the need to move due to physical limitations.

Achieving Net-Zero Energy Efficiency

At the core of Habitat Green Freedom is the ambitious goal of creating an affordable, net-zero neighborhood. Net-zero homes are designed to generate as much energy as they consume, achieving a balance between energy usage and energy generation. This is accomplished through a combination of advanced construction techniques, energy-efficient appliances and the integration of renewable energy sources, such as solar panels.

Each home in the new subdivision will feature solar panels on the roof, allowing residents to generate their own electricity, and a battery storage system that can store that energy for later use, further reducing reliance on external power sources and increasing the homes' resiliency. The homes will be built using insulated concrete forms, creating an airtight barrier that reduces energy costs by 30-60%. The homes will also include smart thermostats that allow residents to monitor and control their energy consumption through their phones, ensuring that heating, cooling and ventilation systems are running efficiently.



Smart Technology for Improved Living

The homes in Habitat Green Freedom will be equipped with a variety of smart technologies designed to enhance residents' quality of life, while helping them save on energy costs.

These technologies are part of a larger vision to create a "smart neighborhood" that fosters both environmental sustainability and a higher standard of living.

In addition to a smart thermostat, the homes will feature smart, energy-efficient appliances and smart electrical panels that allow homeowners to monitor and control aspects of their homes using their smartphones or tablets. This integration of smart technology allows for real-time tracking of energy usage and ensures that the homes are always operating at maximum efficiency.

The community will also feature accessible entrances and energy-efficient windows and doors, all designed to reduce energy loss and improve indoor comfort. With the combination of these features, the homes will not only be energy-efficient, but also comfortable and convenient for their residents.

A Collaborative Effort for a Greener Future

The project has received substantial support from a variety of sources. Busey is pleased to provide over \$500,000 in funding to this project.

The collaboration between utilities, nonprofit organizations and local governments represents a promising model for future sustainable housing initiatives. While the project currently includes just 17 homes, it is a powerful reminder that every effort toward energy efficiency contributes to the larger goal of reducing carbon emissions and mitigating climate change. Construction of this project is expected to start in 2025.

Busey's commitment to strong governance is not only a top priority, but also provides a foundation for consistent quality growth and service excellence to our Pillars.

This commitment is fulfilled through continual strengthening and advancement of corporate governance tools, risk management strategies, business ethics, data privacy, security and policy development.

KEY GOVERNANCE METRICS

- Majority of Directors are independent, with varying experiences and backgrounds
- Committees related to audit, compensation and succession, enterprise risk, nominating and corporate governance
- Performance-based incentives
- Strong compliance culture and compliance management system
- Strong internal audit structure, reporting directly to the Board of Directors Audit Committee
- Annual organizational business continuity and cybersecurity programs and planning
- Enterprise risk metrics correspond with conservative business strategy and risk profile
- Robust risk monitoring, reporting and regular risk assessments
- Confidential and independent whistleblower hotline



CORPORATE LEADERSHIP



Van A. Dukeman
Chairman & CEO of First Busey Corporation and Busey Bank
DIRECTOR SINCE 2007



Gregory B. Lykins
Vice Chairman of First Busey Corporation
DIRECTOR SINCE 2007



Samuel P. Banks
DIRECTOR SINCE 2020



George Barr
DIRECTOR SINCE 2017



Stanley J. Bradshaw
DIRECTOR SINCE 2016



Michael D. Cassens
DIRECTOR SINCE 2019



Karen M. Jensen
DIRECTOR SINCE 2019



Frederic L. Kenney
DIRECTOR SINCE 2018



Stephen V. King
DIRECTOR SINCE 2013



Cassandra R. Sanford
DIRECTOR SINCE 2022

FIRST BUSEY CORPORATION BOARD OF DIRECTORS



First Busey Corporation's Board of Directors is charged with business oversight and monitoring the performance of the management team in executing business strategies and risk oversight.

The Boards—First Busey Corporation, Busey Bank and FirsTech—include industry leaders from diverse backgrounds and areas of expertise. This structure provides strong leadership to all lines of business.

Busey's approach to governance enables both the Executive Team and the Boards of Directors to succeed in building strong, sustainable financial performance—benefiting associates, customers, communities and shareholders.

As of the March 1, 2025 merger of CrossFirst Bankshares, Inc. with and into First Busey Corporation, a new Busey board structure was established with eight legacy directors from the First Busey and Busey Bank boards and five legacy directors from CrossFirst. The composition of the First Busey board and Busey Bank board is now identical.

For more information on the new Busey Board of Directors, visit our Investor Relations website at ir.busey.com.

FIRSTTECH BOARD OF DIRECTORS

Amy L. Randolph, Chairperson
Humair Ghauri
W. Christopher "Chris" Behnke
Michael D. Cassens
Van A. Dukeman
Joshua D. Hale
Mark S. Shashek
David W. Tyrolt

Following the March 1, 2025 merger of CrossFirst Bankshares, Inc. with and into First Busey Corporation, CrossFirst's Michael J. Maddox was appointed to the FirsTech Board of Directors as its chairman.

BUSEY BANK BOARD OF DIRECTORS



Van A. Dukeman
Chairman & CEO of First Busey Corporation and Busey Bank
DIRECTOR SINCE 2007



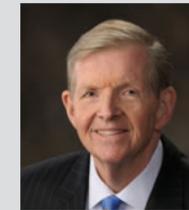
Patrick T. Fitzgerald
DIRECTOR SINCE 2004



Gregory B. Lykins
DIRECTOR SINCE 2007



Eric J. Minor
DIRECTOR SINCE 2021



Robert L. Plummer
DIRECTOR SINCE 2019



Mark S. Shashek
DIRECTOR SINCE 2019



David W. Tyrolt
DIRECTOR SINCE 2018



Scott A. Wehrli
DIRECTOR SINCE 2017



Tiffany B. White
DIRECTOR SINCE 2021

EXECUTIVE MANAGEMENT TEAM



Van A. Dukeman
Chairman & CEO of First Busey Corporation and Busey Bank



Monica L. Bowe
Executive Vice President, Chief Risk Officer of First Busey Corporation



Amy L. Randolph
Executive Vice President, Chief Operating Officer of First Busey Corporation



Scott A. Phillips
Executive Vice President, Interim Chief Financial Officer and Chief Accounting Officer of First Busey Corporation



John J. Powers
Executive Vice President, General Counsel of First Busey Corporation

As of the March 1, 2025 merger of CrossFirst Bankshares, Inc. with and into First Busey Corporation, CrossFirst's Michael J. Maddox and Amy Fauss, and Busey's Chip Jorstad, have joined the Busey Executive Management Team.

For more information, visit our Investor Relations website at ir.busey.com.

GOVERNANCE PRACTICES & POLICIES

FIRST BUSEY BOARD GOVERNANCE

The Company’s board has established a set of Corporate Governance Guidelines that address board composition, the selection of directors, board meetings, committee meetings and other matters. The Corporate Governance Guidelines are available on our website at busey.com/governance.

Busey’s Board also employs the following practices:

- Lead outside director
- Annual director elections
- Strong director attendance
- Executive sessions of independent directors
- Majority voting for director elections
- All members of the Nominating and Corporate Governance, Enterprise Risk, Compensation and Succession and Audit Committees are “independent,” as defined by Nasdaq listing standards

Each committee is comprised of different directors based on their respective experience and skill sets. The following committees have been established by the Board:

Audit Committee

Oversees our outside auditing firm and reviews compliance with legal and regulatory requirements, internal controls and treatments of complaints or concerns regarding accounting and financial statements.

Compensation and Succession Committee

Approves the compensation of our Chief Executive Officer and other senior executive officers, and reviews management succession.

Enterprise Risk Committee

Provides oversight of the Company’s risk management policies related to the identification, assessment and monitoring of the Company’s risks.

Nominating and Corporate Governance Committee

Reviews qualified candidates for directors, especially valuing those who present complementary backgrounds to existing board members in terms of business experience, community standing, areas of expertise, background and other significant factors that may contribute to the vitality of the Board.

RISK MANAGEMENT

First Busey Corporation advances a robust risk management framework that includes general economic, credit, regulatory, cybersecurity, audit, reputational risks and others, such as the impact of competition or risk-related behavior that may be affected by our compensation plans.

Management is responsible for day-to-day risk management, while the board—as a whole and through its committees—is responsible for risk management oversight. The Chief Risk Officer is responsible for the coordination and oversight of the organization’s risk management processes.

First Busey believes that providing full and open communication between management and the Board of Directors is essential for effective risk management and oversight. In addition to regular meetings between executive management and senior officers to address strategy and threats, each board-level committee provides regular reports to the full board and apprises them of our comprehensive risk profile and any areas of concern.

STRESS TESTING

Busey uses a variety of stress tests to assess its ability to withstand adverse economic and market conditions. Stress testing also enables the organization to identify top and emerging risks across all its material risk categories, including capital, liquidity, credit. From the stress tests, the organization prioritizes and employs risk mitigation strategies to ensure strong capital, liquidity and asset quality metrics are maintained and align with the organization’s risk appetite. Conducting these tests regularly is critical for the organization to assess its resilience against risks and uncertainties, promote financial stability and confirm its commitment to effective risk management.

VENDOR RELATIONSHIPS

Busey selects the most qualified vendors, considering price and performance. Additionally, we offer all supplier relationship managers access to lists of certified businesses in their geographic area.

INTERNAL AUDIT

Busey prides itself on having a strong, independent internal audit team leading the way in monitoring, assessing and improving First Busey’s corporate governance key performance indicators.

Internal Audit is led by the Chief Auditor who reports directly to the Board of Directors Audit Committee. The Audit Committee reviews audit plans, scope and identification of risk areas with internal and external audit.

THREE LINES OF RISK

1 Ownership and management of risks by the front-line businesses

2 Strong risk management department evaluates efficacy of controls along with board audit and risk committees

3 Internal Audit continuously reviews all areas and committees to ensure responsible risk management



Deanna Capel, EVP, Director of Busey Experience; Van Dukeman, Chairman & CEO; Hope McAllister, EVP, Human Resources; Jennifer Pedersen, VP, Director of HR Compliance



Amy Randolph, Executive Vice President, Chief Operating Officer, speaking at Transform 2024

DATA PRIVACY AND INFORMATION SECURITY

Busey maintains a comprehensive Information Security Policy that leverages best practices from standards organizations including the National Institute of Standards and Technology (NIST) and the Center for Internet Security (CIS). This program governs critical functions including, but not limited to, security awareness and training, user access and authentication management, change management, endpoint protection, logging and monitoring, vulnerability management, data security, remote access, cryptography and incident response. External audits and penetration tests are completed annually, with regular auditing performed by Busey’s Internal Audit Department, which includes audits of policies, standards, guidelines, risk assessment and control testing.

DATA SECURITY OVERSIGHT

Busey’s Information Security Policy and associated practices are overseen by the Board of Directors and administered by the Chief Information Security Officer. The Chief Information Security Officer is a member of the Technology Executive Steering Committee, which provides accountability, safeguards and controls for the private information of customers, consumers and associates. This Committee makes regular reports to the Board and is comprised of representatives from all areas of the organization. Additional oversight is provided by the Enterprise Risk Committee, comprised of independent Board members. All oversight responsibility rolls up to the Board level and includes annual Board reporting.

ASSOCIATE TRAINING

All new associates are trained on Busey’s policies and procedures for security and customer information, and every associate receives annual cybersecurity/information security training. Supplemental training related to social engineering threats is provided on a monthly basis. Associates are notified of policy or procedure modifications and then tested on their retention and understanding of data security information. Individuals responsible for information security attend specific training programs to stay up-to-date on new threats, best practices to protect data and incident response procedures.

PRIVACY & SECURITY

Keeping our customers’ data safe and secure is a top priority for Busey. Busey does not provide any personal or account information to unauthorized third parties and only shares information with parties that assist us in servicing accounts to facilitate our banking relationships or as otherwise required by law. We retain personal information only as required by laws, regulations and necessary business purposes.

Busey’s Privacy & Security Statement is available publicly on our website at busey.com/privacy-and-security. This statement is a standard for how associates collect, use, retain and secure any nonpublic personal information, and also tells customers how they can limit the use of their information.

COMPENSATION

First Busey is committed to providing a total compensation program that supports our long-term business strategy, promotes performance culture and creates a commonality of interest with our stockholders. We believe that the most effective compensation program is one designed to attract, retain and motivate talented associates and leaders who drive our company’s success, along with rewarding the achievement of annual, strategic goals, with the ultimate objective of improving stockholder value.

First Busey is dedicated to following the principles of fiscal responsibility, paying associates equitably and fairly and recruiting and retaining the best and brightest associates from a diverse candidate pool.

Busey employs the following practices for executive compensation:

WHAT WE DO

- Heavy emphasis on variable (“at-risk”) compensation
- Annual incentives based on objective measures
- Clawback policy
- Independent compensation consultant
- Equity awards with performance objectives
- Equity awards with objectives based on relative performance
- Stock ownership guidelines, including stock ownership policy and insider trading policy

WHAT WE DON’T DO

- No significant perquisites
- No cash dividends on unvested shares
- No option backdating or repricing
- No hedging of shares
- No guaranteed annual bonuses for NEOs

RELEVANT POLICIES

CODE OF ETHICS

Ethical conduct is at the heart of all Busey’s governance practices. All Busey associates, officers and directors must annually review and agree to adhere to Busey’s Code of Ethics in addition to attesting their adherence to the code within their first week of employment.

The Code of Ethics sets forth the standards of ethics that all directors, officers and associates are expected to follow, including our Chief Executive Officer and Chief Financial Officer. It covers subjects such as insider trading and conflicts of interest. The Code of Ethics is reviewed and approved annually by the Nominating and Corporate Governance Committee and Board of Directors. For more information, visit Investor Relations on busey.com.

WHISTLEBLOWER POLICY

The Whistleblower Hotline is available 24/7 to all individuals who wish to report an allegation of unethical behavior as outlined in the Code of Ethics and in a Whistleblower Policy reviewed and approved annually by the Audit Committee and Board of Directors. Whistleblowers are protected in accordance with all FDIC-insured banks and public companies’ protections. The ethics hotline is posted in public locations and service centers. To report any concerns, call 844.769.5096 or link to the corporate ethics hotline at busey.ethicspoint.com.

POLITICAL ACTIVITIES & CONTRIBUTIONS

First Busey’s policy regarding political contributions is included in our Code of Ethics. While Busey in no way disallows or discourages associates from being politically involved in their own individual capacities, Busey prohibits the contributions of corporate funds, assets or services to any political candidate, campaign

committee, political action committee or political party. This includes direct or indirect payments, distributions, loans (except a loan made in the ordinary course of business), advances, deposits, gifts, services or anything of value.

INFORMATION SECURITY POLICY

First Busey complies with all federal and state regulations for data protection and has crafted a comprehensive Information Security Policy to guide all activities governed by the program elements described in the Data Privacy in Information Security section of this report, including those related to data classification, information security and employee awareness. The Information Security Policy is reviewed and approved annually by the Technology Executive Steering Committee and the Board of Directors.

THIRD PARTY RELATIONSHIP MANAGEMENT POLICY

First Busey recognizes the importance of assessing and managing risks associated with third-party relationships and employs a Third-Party Relationship Management Policy to guide the selection, negotiation and monitoring of third-party relationships in compliance with regulatory guidance.

ADDITIONAL KEY POLICIES

- Capital Policy
- CRA Policy
- Fair Lending Program
- Financial Crimes Risk Management Policy
- Risk Management Policy
- Personnel Policy
- Unfair, Deceptive or Abusive Acts or Practices Policy



FIRST BUSEY CORPORATION

11440 Tomahawk Creek Parkway, Leawood, KS 66211
NASDAQ: BUSE

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Are Not Insured By The FDIC	Are Not Deposits	May Lose Value	No Bank Guarantee
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