

Customers

“As a relationship bank, putting our customers first is engrained in our culture. Our unwavering commitment to exceptional customer experiences is embodied by our Core Value — The Customer Comes First. We strive to support all of our customers in the communities we serve with an elevated customer experience because when our customers thrive, Comerica thrives.”

Peter Sefzik

Senior Executive Vice President,
Chief Banking Officer

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Customers

The Customer Comes First — a Core Value that embodies our unwavering commitment to exceptional customer experience. By working to understand our customers and provide them with exceptional experiences, we are committed to attaining their lifelong satisfaction as Comerica customers.

This commitment includes safeguarding customers’ information and protecting them from fraud. It also includes providing secure, innovative technology to enable us to meet their financial needs. By understanding our customers, we are able to leverage our relationship-based approach to deliver the right products and services to meet their evolving needs. Financial education and inclusion also support our current and future Comerica customers.

As evidence of our customer commitment, Comerica was recently recognized by Coalition Greenwich with 17 Greenwich Excellence and Greenwich Best Brand Awards in 2022 for Middle Market and Small Business Banking. These recognitions speak to our strong focus on creating deep, long-lasting relationships and our commitment to listening and understanding our customers.

Across our three strategically aligned business segments, The Commercial Bank, The Retail Bank and Wealth Management, we work to support the financial success of businesses and individuals. By unifying product management, operations, technology and sales, we strive to provide consistent “One Comerica” delivery across our organization. Initiatives to provide enhanced digital capabilities have improved our customer experience while helping mitigate risks for both our customers and Comerica.

Comerica’s Promise

The Comerica Promise guides our interactions as we work to provide the knowledge and expertise to meet the needs of both current and potential customers. Our promise, quite simply, is “to raise the expectations of what a bank can be.” By raising expectations, we deliver a higher level of service, a higher level of knowledge and a higher level of experience that customers want and deserve.

Raising expectations also aligns with corporate responsibility. Protecting against fraud, responsible marketing, financial inclusion and products that support environmental and social needs all work to support our unwavering commitment to excellence defined by the Comerica Promise.

Example 2022 Customer Initiatives:

Commercial Bank:	Retail Bank:	Wealth:
Treasury Management (TM) 24	Retail Reimagined	Client Discovery
Our TM24 initiative transformed how customers enroll in new or modify existing Treasury products. A partnership between the Commercial Bank and Technology, our goal was to provide customers with access to Treasury Management products as quickly as possible, some within less than 24 hours. We also allow customers to explore Comerica Treasury products before committing and helped improve efficiency and the user experience.	Comerica’s Retail leadership rolled out “Retail Reimagined,” Comerica’s roadmap for competing, thriving and leading in a new era of hyper competitive banking and elevated consumer and business expectations. The initiative included clarifying colleague roles and improving processes, investing in marketing and technology and building capabilities to positively impact our customers and deepen our customer relationships.	Comerica launched the “Client Discovery” initiative, which focused on understanding our customers’ needs at a very deep level. This enables us to provide them with more relevant products and services with a focus on increasing overall client satisfaction.

Responsible Marketing and Sales

The life-long customer relationships we seek requires presenting our products to customers in an honest and transparent way. We review our marketing materials before release to ensure compliance with relevant laws, rules and regulations, including the Equal Credit Opportunity Act; the Truth in Lending Act; the Truth in Savings Act; Unfair, Deceptive and Abusive Acts and Practices; and the CAN-SPAM Act, among others. The Financial Industry Regulatory Authority (FINRA) and the U.S. Securities and Exchange Commission (SEC) regulate certain types of marketing materials, and we carefully review such materials through our legal, risk and compliance processes.

We follow the applicable regulatory requirements for customer contacts and interactions and maintain internal policies and procedures to ensure proper disclosure of interest rates and other important terms and conditions. We also require that colleagues with relevant job responsibilities complete annual, comprehensive fair lending and anti-discrimination training. In 2022, 99.8% of applicable colleagues completed this training.

We listen to our customers and take the time to understand their individual business and personal needs. Our Corporate Quality Process Department reviews customer complaints and tracks them using our complaint management system. Comerica analyzes data for key trends across business units and customers to identify challenges that might have broad impacts. This allows us to proactively address areas of concern and continually improve our services. Complaint data is regularly provided to Comerica's senior management and the Board's Enterprise Risk Committee.

Prioritizing Customer Satisfaction

Grounded in our proud heritage as a relationship bank, we strive to earn lifelong customers by making their satisfaction our highest priority. This unwavering commitment drives us to exceed customer expectations for the value we deliver and the exceptional service we provide.

We work to better serve our customers by deeply understanding their financial goals and banking attitudes — whether serving customers directly with personalized solutions or developing the product, technology and service experiences we offer. As bankers and advisors, we lead conversations with customers that uncover their needs and establish emotional connections. We also regularly conduct focus groups and field research studies to ensure that we bring customer-centric insights into our strategic decisions and initiatives as well as our improvement efforts.

Every single colleague makes daily choices to deliver exceptional experiences to our customers. Our VOICES program solicits our customers for feedback each week to help us monitor their satisfaction with Comerica interactions in nearly all of our delivery channels. Findings from the program help us surface actionable opportunities to continually improve performance in our banking centers, Customer Contact Center and digital products and to coach our customer-facing bankers, advisors and associates.

We prioritize resolution if customers tell us that we fell short of meeting their expectations. When dissatisfaction is detected in our VOICES program, an alert is sent to the customer relationship owner who is accountable for addressing the customer pain point; the process is supported with automated escalation to management. For customers who contact us to raise a complaint, we work to resolve the issue at the first point of contact; if further assistance is needed, the matter is escalated to the appropriate area of the bank such as our Corporate Quality Office, a function that is part of our Corporate Responsibility Division.



Consumer and Fraud Protection

Our customer relationships are built on trust, including trust in us to safeguard privacy and financial information. While we work diligently to protect our customers' information and privacy, we also provide resources to assist our customers in better protecting themselves. Comerica.com includes a Fraud Center tab with links to summaries of common fraud scams, special alerts to advise customers of known fraud activity and methods for reporting suspected fraud.

Our engagements with external stakeholders reveal that customer privacy and protection — defined as securing customer data, confidentiality and physical safety — are among their most important priorities. Along with cybersecurity, these topics are recognized as critical to our business success. To learn more, see the [Privacy and Data Protection](#) portion of this report.

Small Business Support

At Comerica, relationship-based banking involves a long-term value-creation approach that leverages our long-tenured, experienced team to facilitate impacts that extend well beyond our company. In particular, we are committed to helping small businesses grow and prosper. Comerica banking centers and business banking teams are located in areas where small business customers are concentrated, serving those customers with under \$30 million in annual revenues with our relationship-based approach. We seek to engage with our customers and respond to their needs in not only economic terms but in ways that address environmental and social issues as well.

CUSTOMER VIDEO: How Relationship Banking Helps Small Businesses Succeed



[CLICK HERE TO WATCH VIDEO](#)

Loans

Comerica committed \$5 billion to small business lending from 2021 to 2023, and at year end 2022, we have committed \$4.3 billion towards that goal, serving roughly 12,000 businesses. Our team of 17 Business Banking Community Relationship Managers leads our business lending efforts.

In addition to direct loans to small businesses, Comerica also provides loan capital through consortium and third-party loans.

Our Small Business Administration (SBA) lending, including government-guaranteed 7a and 504 loans, totaled \$186 million in 2022. The U.S. Small Business Administration (SBA) named Comerica Bank as the Michigan District Office Lender of the Year for the 2022 fiscal year (Oct. 1, 2021 through Sept. 30, 2022). Comerica, a National SBA Preferred Lender, was also honored among the Top 10 Lenders.

The U.S. SBA awards the Lender of the Year for the best overall performance by a 7(a) lender in Michigan. Criteria considered for the honor includes volume, year-over-year increase and area coverage. For Top 10 Lender, the criteria to determine the top 10 best performing 7(a) lenders in Michigan was based on number of loans approved. The 7(a) Loan Program, SBA's most common loan program, includes lending that ranges from \$10,000 to \$5 million and is the SBA's primary program providing financial assistance to small businesses.

“Assisting our small business customers with a wide variety of tools helps them succeed and providing access to capital for small businesses remains vital in supporting our communities. SBA loan programs are among those valuable resources. We are humbly honored to be recognized by the Michigan District Office for our results in meeting customers’ needs.”

Steve Davis

Executive Vice President,
Michigan Market President

Comerica Bank Creates BusinessHQ, a Collaborative Community Space to Support Small Businesses in the Southern Sector of Dallas, Texas

Comerica has transformed idle real estate into a unique community resource with an ecosystem of assistance for small businesses to connect, develop, grow and endure. Comerica BusinessHQ is a collaborative space that provides integral services and value to small businesses in South Dallas, supporting the economic revitalization through high-need, high-opportunity growth.

By engaging with our community-based focus groups and meetings with local leaders, stakeholders and small business owners, Comerica heard we should focus on technology and connectivity, access and security and membership and exclusivity. These priority areas will allow BusinessHQ to deliver the most impact as we continue to contribute to the Southern sector's economic revitalization efforts.

Comerica has secured a growing roster of partners to provide effective and impactful small business incubation and technical assistance at BusinessHQ, including the Veteran Women's Enterprise Center (VWEC), a Community Incubation Partner, as well as BCL of Texas, the City of Dallas, Dallas Black Chamber of Commerce, DreamSpring, Impact Ventures, National Youth Chamber of Commerce powered by Project Still I Rise, Philippine-American Chamber of Commerce of Texas DFW, State Fair of Texas and the United Way of Metropolitan Dallas.

“Comerica has long been invested in the South Dallas community, and we are taking our commitment a step further with the creation of Comerica BusinessHQ. To ensure this initiative is truly community-driven, we’ve empowered Comerica’s broad network of strategic community partners to facilitate programming and assist in identifying small businesses for BusinessHQ opportunities.”

Brandon Q. Jones

Vice President,
Regional External Affairs Manager



Special Resources and Programs

At Comerica, we offer a variety of resources and programs to further assist our small business customers. Beginning in the Dallas-Fort Worth, Texas area, we created Comerica SmallBizCo-op™, Comerica CoWorkSpaces™ and Comerica ShredSite™ for our small business customers.

Comerica SmallBizCo-Op™:

In 2022, we created Comerica SmallBizCo-Op, a new pilot program with a range of no-cost benefits available exclusively to Comerica small business customers. Comerica is sharing assets and clout to provide its small business customers with a competitive advantage in a challenging business environment, including:

- SizeUp by Comerica, which allows Comerica small business customers to access competitive market research and data, better understand how their business compares to the competition and make more informed business decisions.
- Sports Ticket Program, which provides small business customers with the opportunity to entertain a client or share a perk with their employees through free sports tickets.
- Small Business Advertising Program, which gives small business customers the opportunity to advertise their businesses through Comerica's sports media inventory, banking center marketing TVs, sponsored events and more. Comerica will advertise small businesses for free during sports broadcasts.
- Comerica SmallBizCo-op also offers customers the opportunity to save on everyday business expenses such as computer equipment, office supplies and more through multiple savings, rewards and discount programs. Comerica is passing on its buying clout and big company pricing discount with a major office supply retailer to its small business customers, allowing them to purchase office supplies for up to 40% less. Similarly, small business customers will get access to discounted pricing on software, hardware, computers and other small business technology solutions.
- Comerica CoReward\$™, which allows small business customers access to a one-stop, online shop with thousands of discounts in more than 25 categories, such as travel, home goods, cars, health and more, that are updated frequently.



Free marketing



Free research & data



Free tickets to sporting events



Office supply discounts



Perks & rewards

Comerica CoWorkSpaces™:

Comerica has created **Comerica CoWorkSpaces**, free space in select Comerica buildings for customers to work, meet and collaborate. We provide free shared space to work and network with others, free short-term office space and/or free conference room space to host meetings. Additionally, our Community Space location allows local nonprofit organizations to hold events and larger meetings, even if they are not Comerica customers. Spaces come with monitors, printers, high speed Wi-Fi and complimentary coffee and water.

Comerica ShredSite™:

Comerica currently provides a free shredding service, **Comerica ShredSite** to customers and non-customers. This service offers a convenient way to safely and securely destroy confidential documents for free while also reducing paper in landfills.

Education and Skills Training

Comerica colleagues continued to provide their time and expertise to small businesses through partnerships with local community-based organizations and nonprofits, including through Comerica's Business \$ense Boot Camps. In 2022, Comerica conducted more than 2,000 in-person, virtual and hybrid Business \$ense workshops, helping more than 20,000 small businesses in ethnically diverse communities.

Our Comerica Financial Education Brigade (CFEB) is a collection of colleague volunteers dedicated to improving communities through financial empowerment. CFEB members are trained to teach financial education and also provide assistance to small businesses through SCORE, Pacific Community Ventures, Revive Dallas Small Business Relief Fund—Fast Start Mentoring Program, Young Entrepreneurz Solutions, Network for Teaching Entrepreneurship, Inner City Capital Connections, Dallas Small Business Relief Fund and Business Community Lenders (Community Development Advisory Committee member).

Programs such as Comerica Works, Money \$ense and the Comerica Small Business Resource Centers similarly provide financial and business skills training to enhance technical knowledge and support entrepreneurship.

Innovation and Technology

Our use of innovation and technology is critical to delivering customer experiences and enhancing the productivity of our colleagues. Comerica’s culture of innovation gives life to ideas so that we can meet our customers’ evolving needs and desires, improve our colleagues’ work experiences and strengthen our relationship-based approach to banking.

We listen to customer and colleague feedback to ensure that we are meeting their needs. Our teams use a streamlined innovation process to ideate, test, pilot and roll out technology solutions for our colleagues and customers.

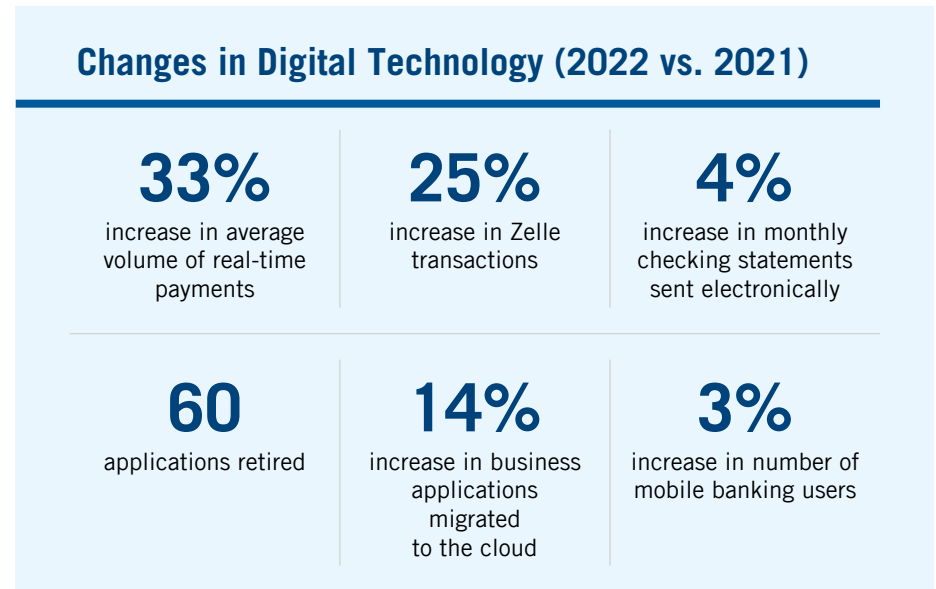
For Our Customers

In 2022, we focused on the transformation of our customers’ mobile application experience by creating modernized user interfaces and enhanced multifaceted features. We also implemented our TM24 project, a robust payment solutions approach that combines our technology, operations, product management, sales and service personnel into one team to provide consistent delivery on our customers’ payment needs.

We have also been rapidly adopting cloud computing to help us become more scalable, resilient and agile in the development and deployment of solutions. This transition has improved our speed to market with enhancements to our call center and fraud detection solutions.



Our customers continue to increase their use of the digital and technological opportunities that we provide.



Cybersecurity is also an essential component of our technology strategy and is focused on prevention and protecting us from cybersecurity issues that threaten customer privacy and/or security as described in the [Privacy and Data Protection](#) portion of this report.

In 2022, we also developed new products and services to help mitigate both our and our customers’ risks. Additionally, the applications migrated to the cloud have enhanced resiliency and scalability of the business applications. These enhancements allow us to respond to the needs of our customers quicker, provide greater availability and remain competitive in the solutions we offer.

For Our Colleagues

We are continually looking for ways to make our colleagues' jobs more efficient so that they can dedicate their time to serving our customers. Our vision is to leverage tools such as artificial intelligence (AI), to provide modern solutions to enhance operations that will ultimately result in an improved customer experience. In 2022, we rolled out a conversational AI tool that allows our colleagues to use natural language processing to chat with an automated system to troubleshoot and support their daily computing activities.

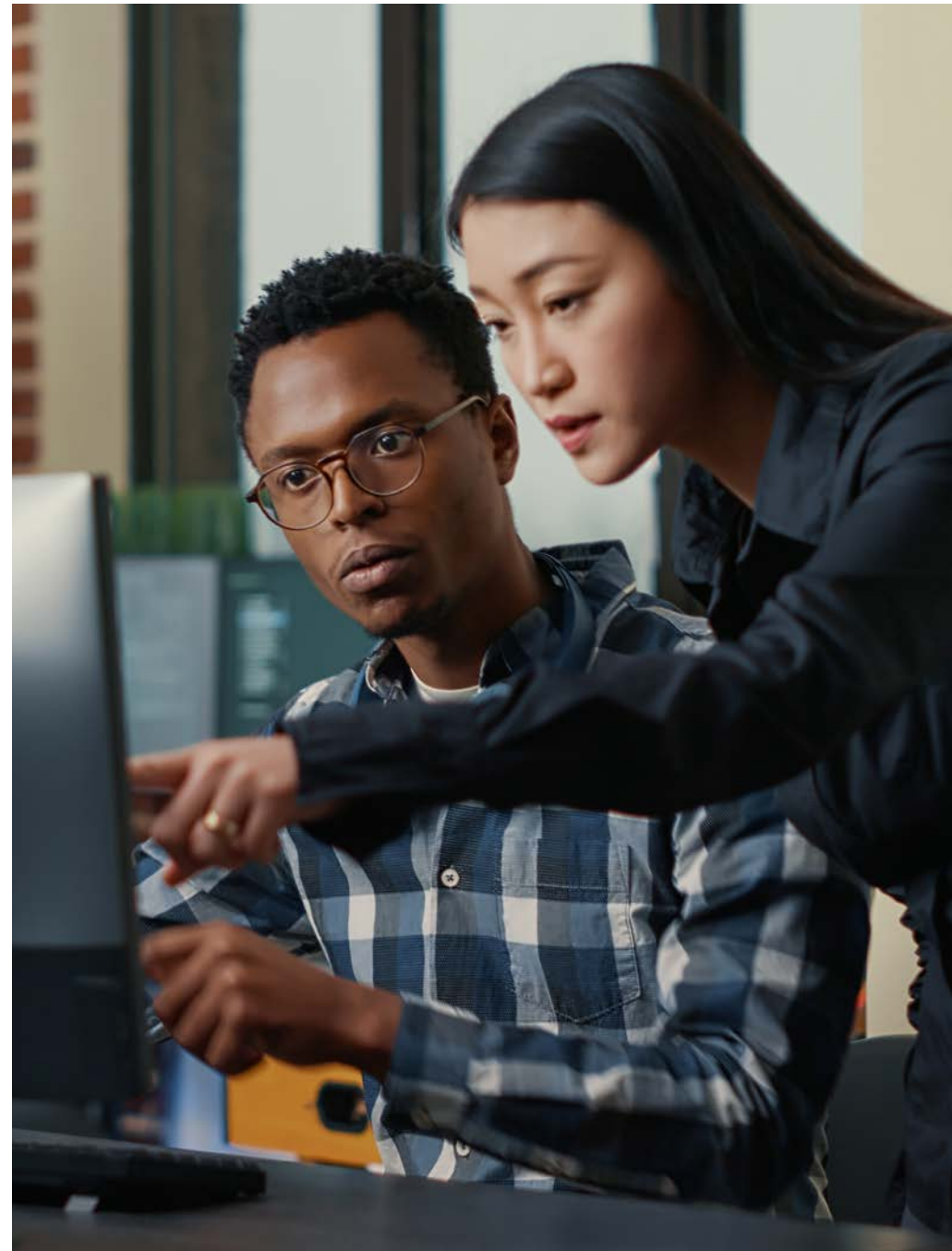
Crowdsourcing Innovation for Our Digital Future

To further our commitment to innovate and grow a culture of curiosity, in 2022, we launched an idea and crowdsourcing platform that exceeded our expectations of adoption. Nearly 25% of our workforce engaged within the first few months by suggesting ideas, providing feedback and voting for ideas that will drive business value.

Looking to the Future

We continue to make strong progress in the adoption of a cloud computing strategy, with most of our banking applications now migrated. Moving to the cloud has also allowed us to move away from on-premises data centers, enabling more agility in the alignment of resources to higher-value initiatives to advance our digital journey. It has also reduced our direct consumption of electricity, lowering our associated greenhouse gas emissions (Scope 2).

Our ambition is to institutionalize our innovation processes, execute with agility, empower future-ready talent, scale design thinking and celebrate successes. Many of the innovations we launched in 2022 used foundational technology and methodologies that we developed in-house, which allows the rapid development of new products and enhancements. We are also confident in the depth of our future-ready talent to help us continue to grow internal capabilities.



Financial Inclusion

At Comerica, we support financial inclusion through our commitment to providing access to capital to underserved communities, women, minorities and small businesses, as highlighted as an element of our Corporate Responsibility Platform. When our customers are successful and our communities prosper, Comerica thrives as well.

Our financial inclusion efforts include:

- Improving the accessibility of our banking centers
- Providing appropriate products to help meet the needs of the underbanked
- Providing remote banking channels, such as web and mobile banking
- Supporting relevant partners in low- and moderate-income (LMI) communities through funding and service

Living Our Financial Inclusion Commitment

To meet the needs of the underbanked, we have tailored products such as the Comerica Secured Credit Card, an entry-level, cash-secured credit card that helps those who do not qualify for a traditional card build credit history. In addition to helping expand our customers' access to credit, we offer the Access Checking account with a flat monthly fee or no fee with \$250 direct deposit. We also offer a Statement Savings account, which has no monthly maintenance fee if the customer maintains any Comerica personal checking account and encourages good saving habits.

To improve the accessibility of our banking centers, we relocate or consolidate banking centers to more convenient and visible locations, refurbish older banking centers to improve environmental performance and invest in broadening our digital offerings with the goal of enhancing and expanding the customer experience.

Direct Express

Comerica Bank is the exclusive issuer of the U.S. Treasury's Direct Express® Debit MasterCard® Program to deliver government benefits electronically to approximately 4.5 million active federal benefit recipients monthly. This prepaid card program delivers benefits cost-effectively and securely and is an on-ramp to financial inclusion for millions of unbanked Americans.

gomerica

Comerica's mobile banking service bus, **gomerica**, is based at the Boys & Girls Club of Collier County in East Naples, Florida, and helps bring our business directly to local communities, filling a void in underserved neighborhoods that often struggle to obtain easy access to banking services. During National Small Business Week in May 2022, Comerica took gomerica on the road to host a luncheon and roundtable with partners of the Florida Gulf Coast University Small Business Development Center (SBDC) to celebrate local Floridian entrepreneurs. In June 2022, Comerica launched a five-month giving program called *gomerica Gratitude* to honor and celebrate charitable organizations in southwest Florida. Through *gomerica Gratitude*, Comerica presented donations to 20 nonprofits aligned with the company's three giving priorities: education, economic and community development, and human services. Nearly every week from June through October, Comerica representatives surprised nonprofits, toured buildings and met with employees, volunteers and the individuals being impacted by each organization. Also, in September 2022, gomerica helped provide banking services to the Naples community when Comerica's full-service banking center in the region was temporarily closed following Hurricane Ian.



Business Resource Groups

Our Business Resource Groups (BRGs) operate across our primary markets to pursue strategies that meet the banking needs of our diverse communities. Each team has a budget to support business development and community outreach with relevant associations and nonprofit partners serving underserved communities to increase financial inclusion. Comerica's BRG teams contributed \$525 million in BRG-related closed business in 2022. Our BRGs are discussed in more detail in the [Business Resource Groups](#) portion of the Community section.

Financial Education Brigade

Comerica's Financial Education Brigade (CFEB) also helps promote financial inclusion through education. For example, the CFEB provides assistance with home ownership through our partnership with the Dallas Area Habitat for Humanity. CFEB members offer financial education to many individuals looking to own homes in LMI communities. For further information on how our financial education efforts support financial inclusion, see the [Financial Education](#) portion of the Community section.



Targeted Programs for Military and Veterans

Comerica's Military and Veterans Business Resource Group (BRG) in Michigan strives to build strong community and business relationships in support of current and former military service members in the communities we serve.

Our Michigan Military and Veterans BRG focuses on honoring those men and women who have made the ultimate sacrifice through various service activities, including Wreaths Across America, whose mission is to Remember, Honor and Teach by coordinating wreath-laying ceremonies at veterans' cemeteries. This BRG also supports veterans in need by organizing food and supply drives for local Veterans Affairs hospitals and providing avenues for military members, veterans and their families to thrive in their post-service lives by partnering with local nonprofit organizations with a military focus.

ADA Accessibility and Spanish-Language Options

To best serve our Spanish-speaking customers, we offer Spanish language options at our ATMs and on Comerica.com. In addition, both English- and Spanish-speaking agents are available in our Customer Contact Centers, and we offer translator services to assist customers in other languages as needed. Comerica also abides by the Americans with Disabilities Act (ADA) and provides services for visual- and/or hearing-impaired customers.

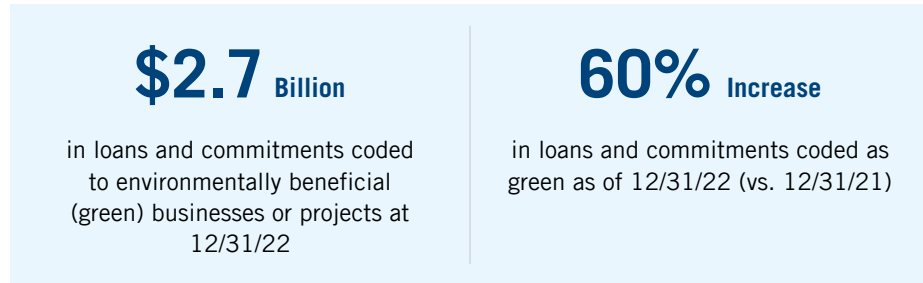
ESG-Related Lending and Investment

Enhancing ESG-related product and service solutions is part of Comerica's Corporate Responsibility Platform. This translates into lending to environmentally beneficial companies, community investment and development (with a focus on low- and moderate-income (LMI) households and other underserved communities) and other innovative investments. For more information on how some of our community-based programs further support our corporate responsibility objectives, see the [Empowering and Strengthening Our Communities](#) and [Business Resource Groups](#) portions of the Community section.

Environmentally Beneficial (Green) Loans

By working with companies involved in environmentally beneficial industries and projects, we extend our impact well beyond our own footprint and advance issues such as recycling, sustainable energy, green buildings and pollution reduction.

Since 2012, Comerica has tracked environmentally beneficial or (green) loans within our loan systems using 14 green loan categories.



Green Business Is Good Business



[CLICK HERE TO WATCH VIDEO](#)

Supporting Our Green Customers: ERI



[CLICK HERE TO WATCH VIDEO](#)

New Dedicated Renewable Energy Solutions Group

In 2022, Comerica formed a new group dedicated to growing and supporting its renewable energy business. An expansion of Comerica's Environmental Services Group, this team grew from Comerica's experience in financing landfill gas and biomass projects to financing independent renewable energy generators and those involved in the solar, wind and anaerobic digestion industries.

By consolidating related efforts from across the organization under one umbrella, the Renewable Energy Solutions group also allows Comerica to better align credit resources, including underwriting and approval, drive greater organizational consistency and benefit its broader sustainability objectives.

14 Green Loan Categories



GREEN BUILDING
(NEW OR RETROFIT)



BIO-FUELS



RECYCLING



BIO-GAS



ENERGY EFFICIENCY



VEHICLE
ELECTRIFICATION/ADV
BATTERY/FUEL CELL



BROWNFIELD
REDEVELOPMENT



SMART GRID
TECHNOLOGIES



WIND ENERGY



POLLUTION CONTROL



SOLAR ENERGY



GREEN ENGINEERING/
CONSULTING/
EVALUATION/DESIGN
SERVICES



GEOHERMAL, WAVE OR TIDAL
ENERGY



OTHER GREEN PRODUCTS AND
SERVICES

To be counted as a green loan, a loan must be either for inherently green companies or companies that use a majority of loan proceeds for green purposes. We provide resources and guidance to help colleagues accurately code environmentally beneficial loans in Comerica’s systems through an on-demand, narrated training on our Comerica Sustainability intranet site.

Determining Green Loans

Inherently Green Company

More than **50%** of revenues attributed to green products or services

Use of Proceeds for Green Purposes

More than **50%** of loan proceeds dedicated to green purposes

The recycling, green building, solar energy, bio-gas and brownfield redevelopment categories accounted for 77% of the loans and commitments we made to environmentally beneficial businesses and projects at 2022 year end.

Comerica also supports the purchase of green bonds as part of the overall capital we hold. In 2022, Comerica purchased more than \$534 million in green bonds, an increase of over four times the amount purchased in 2021.

Customers Investing Their Values

With sustainable investing experiencing rapid growth, there is growing recognition that companies that manage sustainability issues may be better positioned for the long term. Beginning in 2021, Comerica partnered with notable ESG leader BlackRock to offer our customers dedicated ESG investment options, and we continue to offer these options. Access to ESG-focused analysis underlying these options helps provide insights on emerging risks and opportunities while allowing our customers the choice to invest in line with their values.

Small Business Diversity Fund

In 2022, we entered into a collaborative partnership with the nonprofit Business & Community Lenders (BCL) of Texas to create a \$1 million small business diversity fund for minority-owned businesses in Dallas County, Texas. We invested an additional \$1 million and made a \$50,000 philanthropic donation to BCL to further support its mission.



Community Development Programs

To help serve the needs of our communities, we provide lending and a vital component of financing to community development projects through investments in qualified tax credit-financed real estate. We have a dedicated lending team to provide loans to community development projects that support quality housing, nearby employment opportunities and social/educational services for LMI communities, residents with special needs, military service veterans and seniors.

Our 2022 low-income housing tax credit equity investments totaled \$95 million, up 27% over 2021. These investments create critically needed affordable housing for low-income individuals and households in our primary markets. We also seek to invest in projects that support sustainability, the arts and other social benefits.

Comerica Bank Supports Affordable Housing Developments in Detroit



[CLICK HERE TO WATCH VIDEO](#)

\$317 million

in lending and investment to support affordable housing in 2022

“Assisting the underserved aids in uplifting the well-being, health and vibrance of our communities. Helping secure affordable and accessible housing remains critical to ensuring basic needs are met and resources delivered, which ultimately serve to strengthen our communities.”

Beatrice Kelly

Senior Vice President,
Director of Community Development

DREAMTROI - DETROIT, MICHIGAN

A legacy of the motor city blended with art and recycling led to Dreamtroit, a former auto plant, community recycling center and artist space transformed into a vibrant mixed-use development. Comerica invested \$5 million in the 3.8-acre site, which will be home to a diverse community with 81 affordable live/work spaces. Seventeen of the units are reserved for those below 50% of Area Median Income (AMI) and 41 units reserved for those at 80% AMI. Dreamtroit will serve as a test site for the City of Detroit's 24-hour Economy Initiative, ensuring that Detroit remains a supportive and welcoming place for creatives by bringing together city government, nighttime business and the public. The development also preserves the community-led Lincoln Street Art Park as it seeks to inspire additional development, security and vibrancy.



GROVE AT VERIDIAN - ANN ARBOR, MICHIGAN

Designed at the nexus of environmental and social responsibility, Comerica invested \$3 million in Grove at Veridian, which is targeted to be one of the nation's first mixed-income, net zero emissions communities. Recognized as a leader in supportive housing, developer Avalon Housing will be constructing 50 new apartment units serving families, special needs populations and the chronically homeless. Ten of the apartments will be reserved for young people experiencing homelessness or housing instability. The development will feature all-electric appliances, a farm-stop grocery store and food grown on-site.



LA VISTA DE LOPEZ - EAST AUSTIN, TEXAS

Recognizing the growing need for affordable senior housing, Comerica invested \$5 million in the new construction of a 27-unit apartment building to serve seniors. The project is being developed by Guadalupe Neighborhood Development Corporation, which is served by a board of at least 50% LatinX members. Units will be restricted to 30% and 50% of AMI and is expected to be completed in 2024.



MY ANGEL - LOS ANGELES, CALIFORNIA

To help address California's housing crisis, Comerica provided \$16.9 million in financing through the Affordable Housing Lending Group to support the My Angel project. The project will create 53 housing units for homeless special needs and at-risk households in Los Angeles. Additionally, wrap-around on-site supportive services will be provided by LA Family Housing, providing comprehensive care and support to residents. The newly constructed units will be restricted to below 30% of AMI.



CUSTOMERS**2020****2021****2022****Small Business Support**

SBA lending, including 7a and 504 loans (millions \$) ¹⁶	123	204	186
Percentage of \$5 billion commitment to small business lending reached ¹⁷	N/A	N/A	85
Corresponding number of small businesses supported ¹⁸	N/A	N/A	3,798

Innovation & Technology

Real-time payments average monthly volume (% change)	252	64	33
ACH average monthly volume (% change)	9	(5)	(7)
Wire transfers average monthly volume (% change)	17	11	(20)
Number of mobile banking Users (% change)	14	7	3
Click & capture mobile deposits (% change)	39	13	(1)
Zelle transactions (% change)	96	47	25
Web bill payment sent electronically (% change)	1	(7)	5
Checking statements sent electronically/month (% change)	7	21	4
Banker Connect (video teller) machines deployed (total number of)	93	117	133

ESG-Related Lending and InvestmentSee [Environmentally Beneficial Lending Metrics](#)See [Community and Economic Development Loans](#) and [Tax Credit Investment Metrics](#)See [Total in New Account Openings from Business Resource Group \(BRG\) Business Referrals Metric](#)¹⁶ Includes 7a, 504 and Express loans.¹⁷ New metric as of 2022. Covers the current commitment period of 2021-2023.¹⁸ Number of borrowers for 2022 only.

COMMUNITY	2020	2021	2022
Financial Inclusion & Financial Education			
Number of ATMs	584	647	630
Number of U.S. banking centers (total)	432	432	409
Comerica Secured Credit Cards (number of) for low- and moderate-income customers ³³	823	957	445
Number of Access Checking Customers (low- and moderate-income) ³⁴	6,822	8,780	7,591
Access Checking Balances (low- and moderate-income customers) (millions \$)	23	44	37
Number of low- and moderate-income individuals reached through Comerica-sponsored financial education events with nonprofit partners	35,765	50,000	79,932
Ranking of prepaid card issuer in the U.S.	4	3	4
Number of state/local government benefit card programs	57	48	35
Number of Community Development Loans - Consortium/Third-Party Loans Originated	N/A	N/A	4,646
Community Development Loans - Consortium/Third-Party Loans - Comerica's pro rata share (millions \$)	N/A	N/A	2,026
Number of Minority Depository Institutions (MDI)	N/A	N/A	6
MDI investments (millions \$)	N/A	N/A	5
Number of Community Development Financial Institutions (CDFI)	N/A	N/A	11
CDFI Investments (millions \$)	N/A	N/A	8
Community Investment & Development			
Community and economic development loans (millions \$)	1,233	2,537	2,023
Low-income housing tax credit (LIHTC) investment deals (millions \$) ³⁵	75	75	95
New market tax credit (NMTC) investment deals (millions \$) ³⁶	10	10	14
Percentage of projects that benefited from Comerica's tax credit investments that were LEED-certified housing projects (percent) ³⁷	5	5	4
Volunteerism & Philanthropy			
Charitable gifts and corporate contributions (millions \$)	13.2	8.3	8.4
Colleague United Way commitments pledged during campaigns (millions \$)	1.6	1.7	1.7
Colleague time volunteered (hours)	39,368	64,813	66,270
Corporate-wide colleague volunteer goal (hours) ³⁸	64,000	N/A	61,000
Number of colleague volunteers	1,892	2,834	3,356
Approximate worth of colleague volunteer time (millions \$)	1.0	1.8	2.0

³³ Tailored retail banking products within our CRA Assessment areas in Arizona, California, Florida, Michigan and Texas

³⁴ Access Checking account has no monthly fee with \$250 direct deposit.

³⁵ The bank increased its annual LIHTC authority from \$75MM to \$95MM in FY 2022.

³⁶ The bank increased its annual NMTC authority from \$10MM to \$15MM in FY 2022.

³⁷ % of Capital disbursed in 2022 that went to LEED CRA properties.

³⁸ In-person volunteering was limited for most of 2021 due to the COVID-19 pandemic, so we chose to not set a 2021 volunteerism goal.