

2020 Annual Report

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FROM OUR CEO: RECKONING & RESILIENCE

A year and a half ago, we were brimming with pride about our history and hopeful about the future ahead. In the fall of 2019, we celebrated our 25th anniversary. We honored the thousands of entrepreneurs who have trusted us to connect them with affordable, responsible capital, plus the partners, funders, supporters, volunteers, and staff who made that lending possible.



Luz Urrutia, Accion Opportunity Fund CEO

In the spring of 2020, Opportunity Fund and Accion U.S. Network combined* to form the first-of-its-kind financial support system offering loans, financial coaching, and networks to support thousands more entrepreneurs of color and women nationwide. We were on track to reach a major milestone: \$1 billion invested in communities and small businesses by 2024.

Little did we know that 2020 would soon take a devastating toll. COVID-19 threatened the lives and livelihoods of the small business owners, their families, employees and communities we work alongside.

> Small business owners wrestled with agonizing decisions: Should I make payroll, pay rent, or feed my family? Should I close up shop to protect the health of my employees and customers, or keep the doors open so my employees can support their families? Should I apply for federal relief? How? And where?

Then, over the summer, the Movement for Black Lives demanded a reckoning with America's racial injustice. Our mission—to create a more equitable financial system—took on an even stronger urgency.

Small business owners and communities rose to the challenges of

2020, and they inspired us to rise alongside them. Thanks to the incredible generosity of individual and institutional donors—whose donations ranged from \$5 to \$15,000,000—we pivoted to offer loan payment deferrals and forgiveness, new loans and grants, and business advising to small businesses that desperately needed our help.

As small business owners struggled, the neighborhood organizations we invested in through New Markets Tax Credit found themselves on the frontlines of the pandemic. Our partners—health care clinics and homeless shelters, Native American jobs projects, food banks and youth centers—served low-income communities disproportionately bearing the pain of COVID. These community facilities supported over 450,000 low-income individuals last year and will continue to grow for years to come.

As we look back on the difficult times and lessons learned over the past months, we are deeply grateful to our team members, donors, investors, partners, Board, Leadership Council, Southern California Regional Board, and the entrepreneurs who we are honored to serve. Thank you for inspiring us and joining us on our journey to build a more inclusive and just financial system.

With gratitude,

Luz Luntin

Luz Urrutia CEO, Accion Opportunity Fund

Note: Opportunity Fund Community Development is the lending arm of Accion

Opportunity Fund. While the majority of this annual report reflects our fiscal year—from July 1, 2019 through June 30, 2020—we included the latest COVID relief data from calendar year 2020.

MORE ABOUT THE COMBINATION BETWEEN ACCION US NETWORK AND OPPORTUNITY FUND



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Lending & Business Advising >>

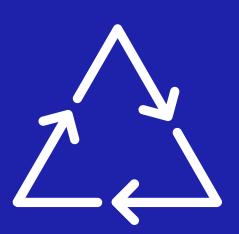


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LENDING TO DETERMINED SMALL BUSINESS OWNERS

We provide people of color, immigrants, women, and low-tomoderate income entrepreneurs with affordable capital, business advice, and support networks to drive economic mobility. These entrepreneurs face systemic barriers to accessing affordable, transparent financing; Accion Opportunity Fund's inclusive model serves those often excluded from the mainstream financial system.

We provide loans to the smallest businesses...



2,778 small business loans, including 979 Paycheck Protection Program (PPP) loans, totaling \$76M

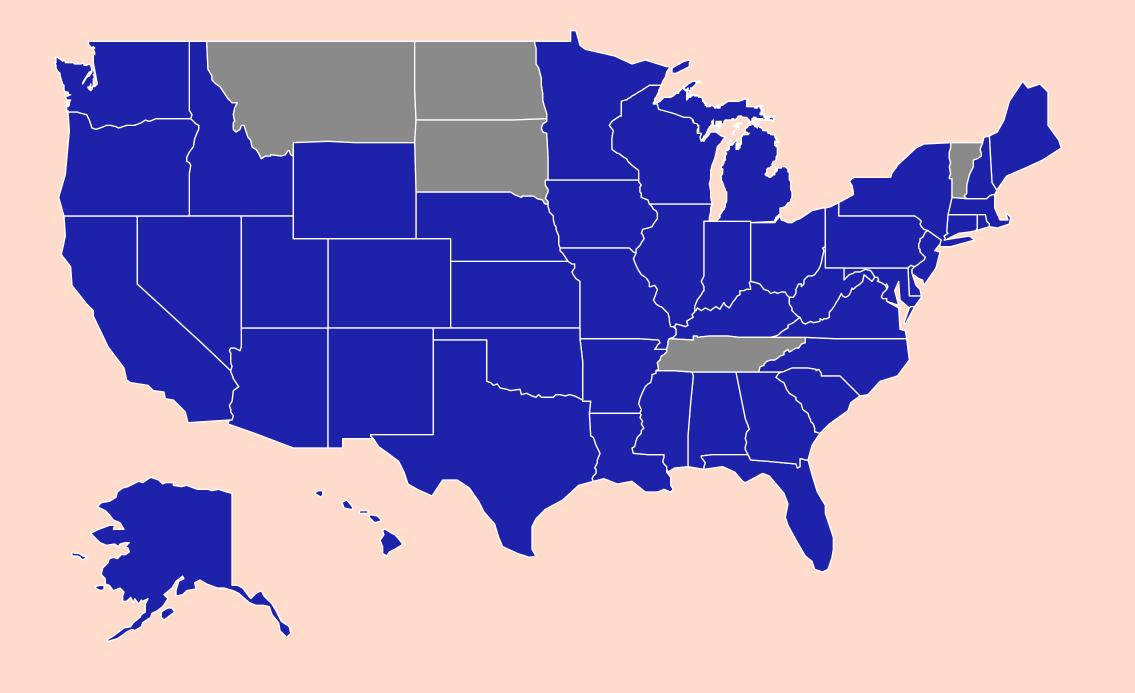


Median Ioan size: \$21,198

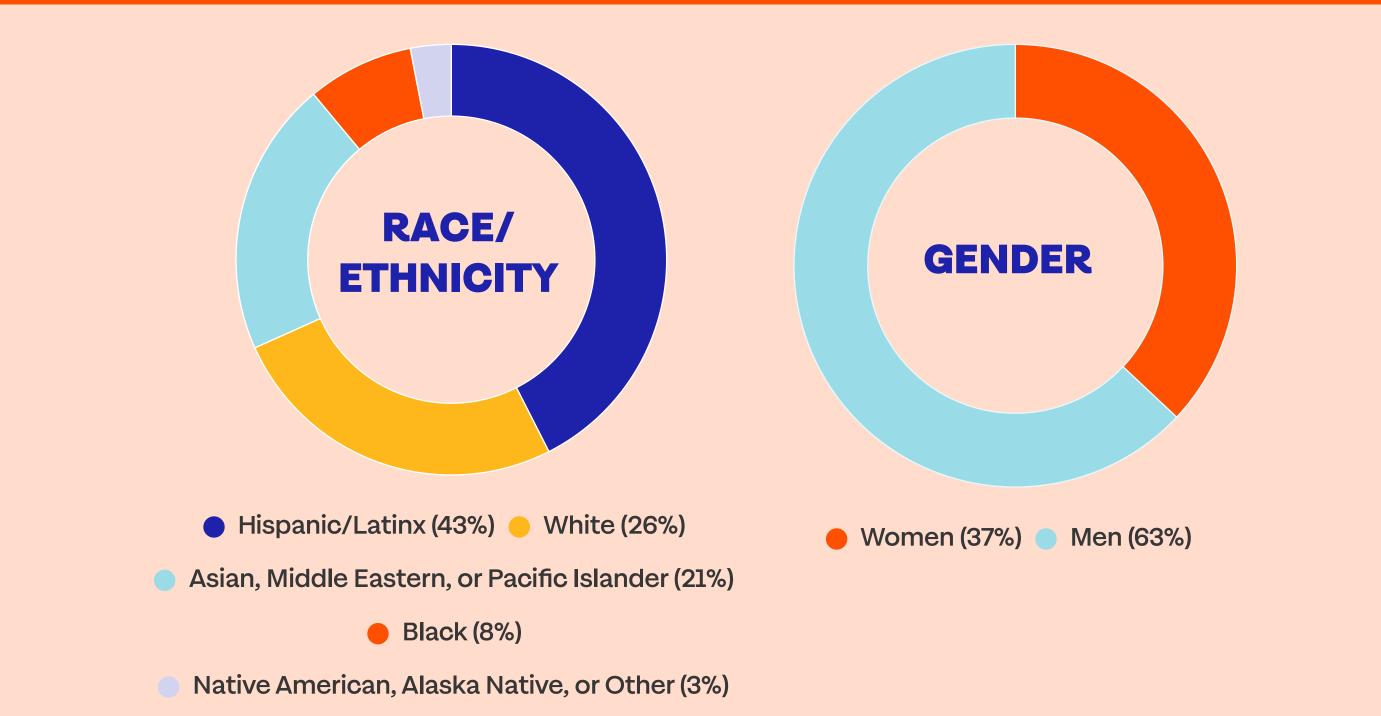
excluding Paycheck Proection Program (PPP) loans; median loan size including PPP loans: \$16,161

...and invest their interest in other small businesses

WHERE WE LEND (in blue)



OUR BORROWERS





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The other day, I was cleaning out some old files and found a brainstorm of all the things I wanted to accomplish with Natural Do, from years before I started the salon. If you stick to it, research it, believe it—an opportunity will arise, and it did.

"

- Valonne, Founder and CEO, <u>Natural Do</u>. Valonne received a \$5,000 working capital loan for her salon and a grant from Small Business Live, a COVID relief fundraiser benefiting Accion Opportunity Fund.

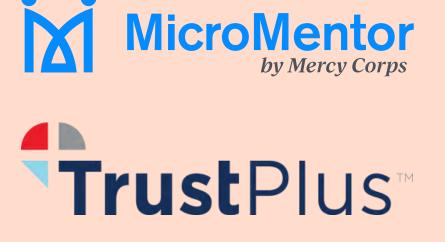
COMBINING FORCES TO BOLSTER SMALL BUSINESS SUCCESS

In March 2020, Opportunity Fund combined with Accion U.S. Network, forming Accion Opportunity Fund. As the economic fallout caused by the COVID-19 pandemic decimated small businesses throughout the country, our combined organization responded

swiftly with resources to sustain small businesses in a time of crisis. Small business owners can access hundreds of blog posts, tools, webinars, and mentorship opportunities through our partner MicroMentor, as well as free financial coaching through the TrustPlus program provided by our partner Neighborhood Trust Financial Partners at <u>https://aofund.org/resources/</u>

Business owners who had strong business plans before the COVID crisis likely based their plans on financial projections that are no longer realistic.

How should a business owner think about adjusting her expectations?



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FIFTH THIRD BANK

ACCION

I wanted to make sure to let you know just how helpful, important, and emotional the webinar you presented was this afternoon. My husband and I are in the early stages of planning a brewery and have been tuning in for Accion webinars for about 18 months now. We sat on our couch and watched the webinar together this afternoon—I'm working from home and he was recently laid off from his brewery job.

Neither of us expected this afternoon's webinar to include so much advice and so many resources focused on household money matters as well as small business. Thank you and your organization for sharing this information and these resources. It created a little feeling of relief that there are people out there with knowledge and the willingness to help.

- Sarah, entrepreneur

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NEW MARKETS TAX CREDIT PROGRAM

Accion Opportunity Fund is proud to participate in the New Markets Tax Credit Program, investing in vital community hubs in the Western United States. New Markets Tax Credit projects are typically located in low-income neighborhoods where the poverty rate is 20% or higher, or the median family income is below 80% of Area Median Income.

We finance nonprofit-sponsored community facilities providing education, medical care, healthy food, and temporary shelter, as well as job creation projects in Native American communities. In FY20, we invested in projects located in Washington, Oregon, and California.



Yakima Valley Farm Workers Clinic Financing closed in FY20



The Union Gospel Mission of Salem, Oregon Financing closed in FY20



Northwest Human Services Financing closed in FY20



RYSE Youth Center Groundbreaking in FY20

Rolland Curtis Gardens (St. John's Well Child & Family Center)

Grand opening in FY20, with NMTC financing provided in FY17



Click each circle to learn more about the project

Impact

In FY20, our New Markets Tax Credit projects and partners created or retained 982 jobs, including 697 living wage jobs for low-income individuals.



Opportunity Fund-backed New Markets Tax Credit projects served 840,555 clients in FY20, including:

- 451,962 low-income individuals
- 326,346 people of color
- 169,909 at-risk youth

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I recently had the opportunity to speak to a single mother of three kids while promoting St. John's Well Child and Family Center's partnership with The Coalition for Human Immigrant Rights – Los Angeles (CHIRLA) and their Disaster Relief Assistance for Immigrants program.

Unfortunately, the patient did not qualify for the program. Throughout the brief fifteen minutes I had with her, I could hear her cries for help. She did not know she could apply for government aid, and I took the liberty of helping her out. Situations like these show why contact tracing is an important lifeline for struggling families and our communities.



-COVID Contact Tracer, St. John's Well Child and Family Center

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CHAMPIONING DATA-DRIVEN, EQUITABLE STATE & FEDERAL POLICIES

In addition to lending and business advising, Accion Opportunity Fund conducts research and advances policy changes, amplifying the concerns of small business owners at a state and federal level. We advocate for transparent lending and increased financing for small businesses and the New Markets Tax Credit program.



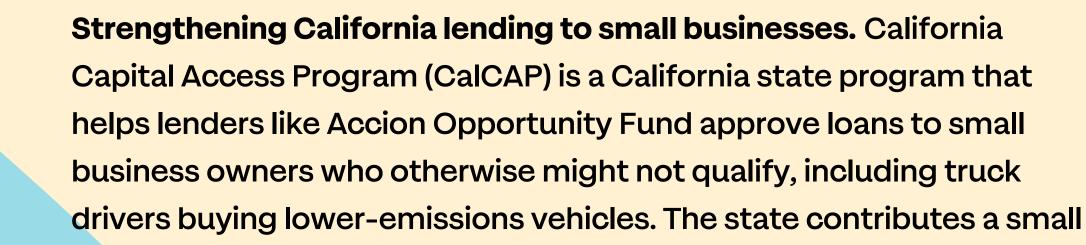
Luz Urrutia, CEO, meeting with Rep. Salud Carbajal (CA-24)

Small business owners have long lacked the protections that consumers have under the Truth in Lending Act. Accion Opportunity Fund, a founder of the Responsible Business Lending Coalition, has consistently championed truth-in-lending legislation. Such laws require lenders to disclose critical commercial financing details, like APR and estimated monthly payments, to borrowers up front so they can comparison shop and find the best financing for their needs.

A new report on the trucking industry

With seismic shifts ahead in the trucking industry, in November 2019, Accion Opportunity Fund published a report on the loans we've made to truckers who support jobs, improve air quality through emissions reduction, and deliver critical goods to our communities.

State policy victories



amount to a loss reserve for each loan made by a participating lender, which helps offset costs incurred by lenders in the event of losses. Accion Opportunity Fund advocated to strengthen the CalCAP program, resulting in additional funding and greater flexibility to help small businesses through these challenging times.

The New York State Small Business Truth in Lending Act. Signed into law in 2020, the legislation is expected to save New York entrepreneurs between \$369 million and \$1.75 billion annually.

National policy victories

In the works: National truth in lending legislation. In FY20, Accion Opportunity Fund met with legislators on both sides of the aisle to advocate for a nationwide truth-in-lending bill for small business, working with Congressional staffers to draft bill language. In July 2020, Representative Nydia Velazquez introduced this legislation. In September 2020, our CEO Luz Urrutia testified in front of the House Small Business Committee on the need for transparency in small business lending.

Expanding opportunities for New Markets Tax Credit financing. In FY20, Accion



Opportunity Fund lobbied for the oneyear extension of the New Markets Tax Credit (NMTC) allocation with \$5 billion in allocation authority. Chris Huang, Director of the New Markets Tax Credit program, met with elected representatives

Chris Huang (right), Director of the New Markets Tax Credit program, meeting with Representative Juan Carlos Vargas (CA-51)

elected representatives to advocate for the importance of the NMTC

program for investing in distressed, low-income communities.

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<u>COVID Response >></u>

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FUND

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RISING TO THE CHALLENGE: COVID RELIEF

Please note: While the rest of the Annual Report is for fiscal year 2020 (July 1, 2019 – June 30, 2020), this section encompasses the calendar year 2020 to reflect the most updated data on our COVID response.

When the first shelter-in-place orders took hold in March 2020, we knew the smallest businesses would face the greatest struggles. Unfortunately, COVID-19 reinforced racial and gender inequities: Between February and April of 2020, Black-owned businesses shuttered at double the rate of white-owned businesses and Latinxowned businesses declined by a third; women entrepreneurs report disproportionately worse impacts from COVID than their male counterparts (<u>New York Federal Reserve</u>; <u>US Chamber of Commerce</u>).

Thankfully, our donor community came together to help us meet this unprecedented need. In spring 2020, Accion Opportunity Fund, in partnership with the Silicon Valley Community Foundation, launched the Small Business Relief Fund. Individuals and corporate funders, who often donated through events like Small Business Live and Eat. Drink. Give, enabled Accion Opportunity Fund to defer and forgive small business owners' loan payments, administer federal Paycheck Protection Program (PPP) loans and community grants, and expand our partnerships and business advising offerings. Together, our community rallied to raise millions to provide COVID relief to struggling small business owners.

Reached

10,000+ small business owners through 30 webinars on pivoting during COVID

1 million website visitors, 33% of whom visited COVID relief pages

Equipped

677,073 entrepreneurs with digital educational resources, double the audience in 2019

Deferred

4,213 Ioan payments, totaling \$4.6M, to 2,606 borrowers

Forgave

4,047 payments, totaling \$2.9M, to 1,287 borrowers

Lent and Granted

\$120M, including \$23 million in PPP, in loans to over 2,900 small businesses

\$1.4M+ in grants from the Silicon Valley Strong Fund to 142 Bay Area small businesses

227 small business owners with financial counseling and mentorship, via partnerships with fellow small business support organizations

\$915,000 in grants to 61 lowincome businesses in San Jose, through a Community Development Block Grant with the city

Helped establish

The California Rebuilding Fund, joining 11 other Community Development Financial Institutions to lend to small businesses in underbanked regions

The California Relief Fund, distributing COVID relief grants to small businesses throughout the state

Resilient Together: Cesar Perez, Rumble City Boxing	
RUMBLE CITY BOXING	
San Jose, California	
04:58	



COVID definitely affected my trucking business. At first, a lot of businesses were closed and didn't need us to deliver anything. For two months, I had to pay my six employees out of my own pocket. To pay for my trucks, I have equipment financing from Opportunity Fund and with another lender. The other lender told me if I didn't have the money for the payments during COVID, they would take back the truck. This was very surprising, because I was never past due with my payments and my credit is excellent.

Opportunity Fund really helped me with my payments for my trucks. Because I had a good payment record, Opportunity Fund covered half of my truck loan payment and I paid the other half. I've been living here for 16 years and I'd never seen something like that—that really impressed me. Thanks to Opportunity Fund, I was able to make payments to the other lender that was less flexible with my loan. I didn't have to lay off any of my employees.



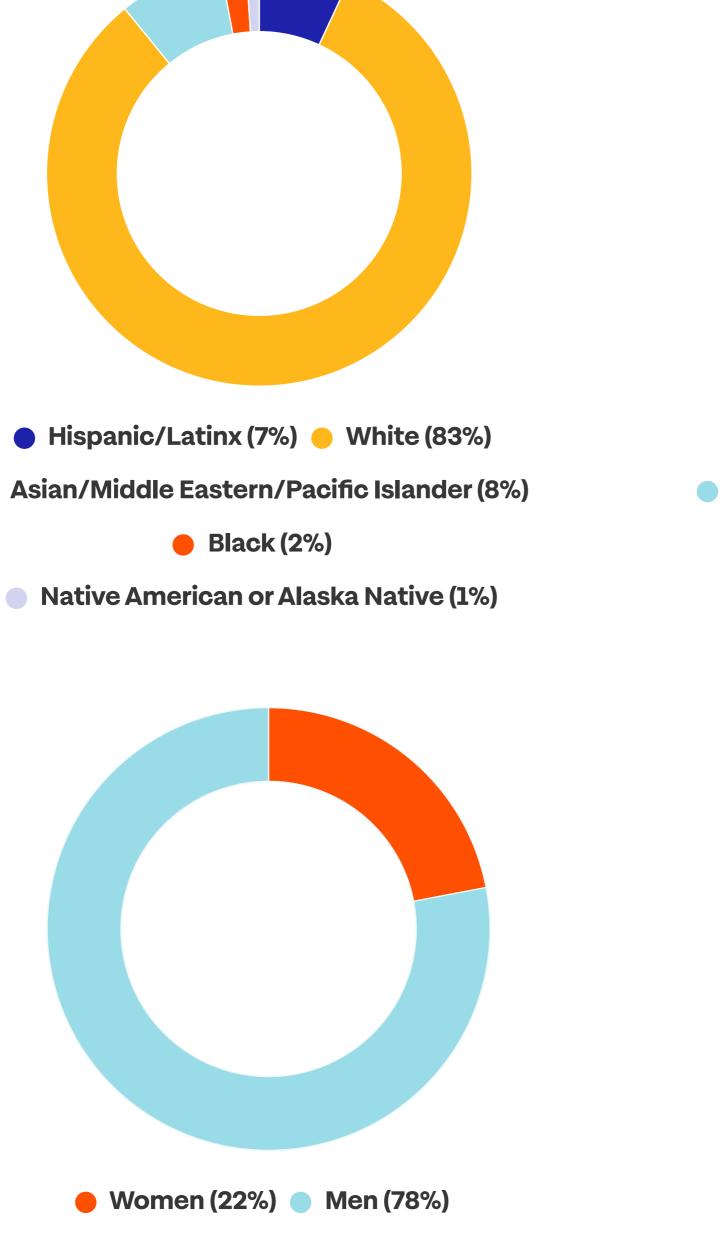
AN UNEVEN GOVERNMENT RESPONSE BENEFITS A PRIVILEGED FEW

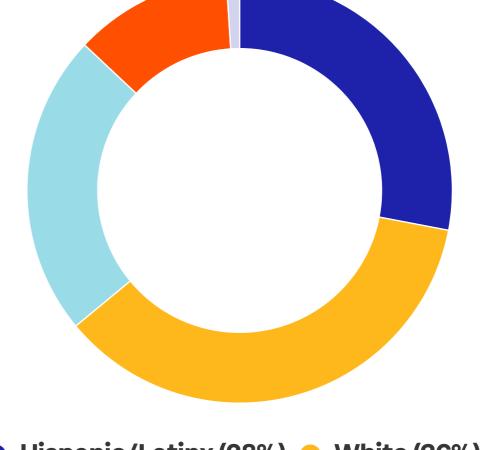
In March 2020, the federal government began offering COVID relief in the form of Paycheck Protection Program (PPP) loans, providing businesses with the cash flow to cover payroll. Yet the program's launch favored larger companies with longstanding relationships with banks. As of December 2020, a quarter of federal PPP funds went to only one percent of the borrowers (New York Times). The overwhelming majority of loans went to white and/or male business owners.

Community Development Financial Institutions (CDFIs), like Opportunity Fund, have a mandate to work with small businesses underserved by traditional banks, but many CDFIs were excluded as lenders in the first weeks of PPP. When the federal government eventually authorized Accion Opportunity Fund as a PPP lender, we reached a far more diverse cross-section of small business owners than the national average.



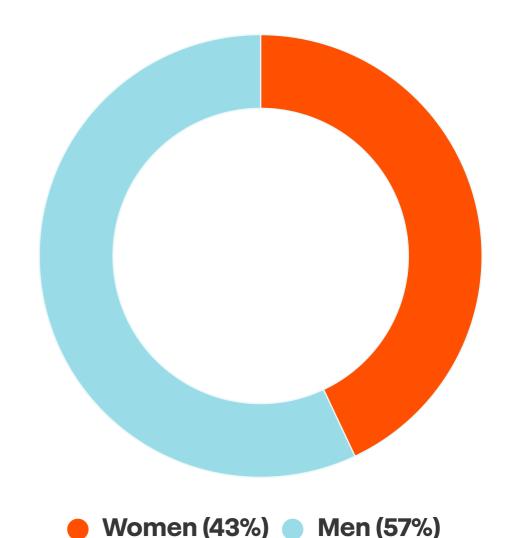
OUR PPP BORROWERS



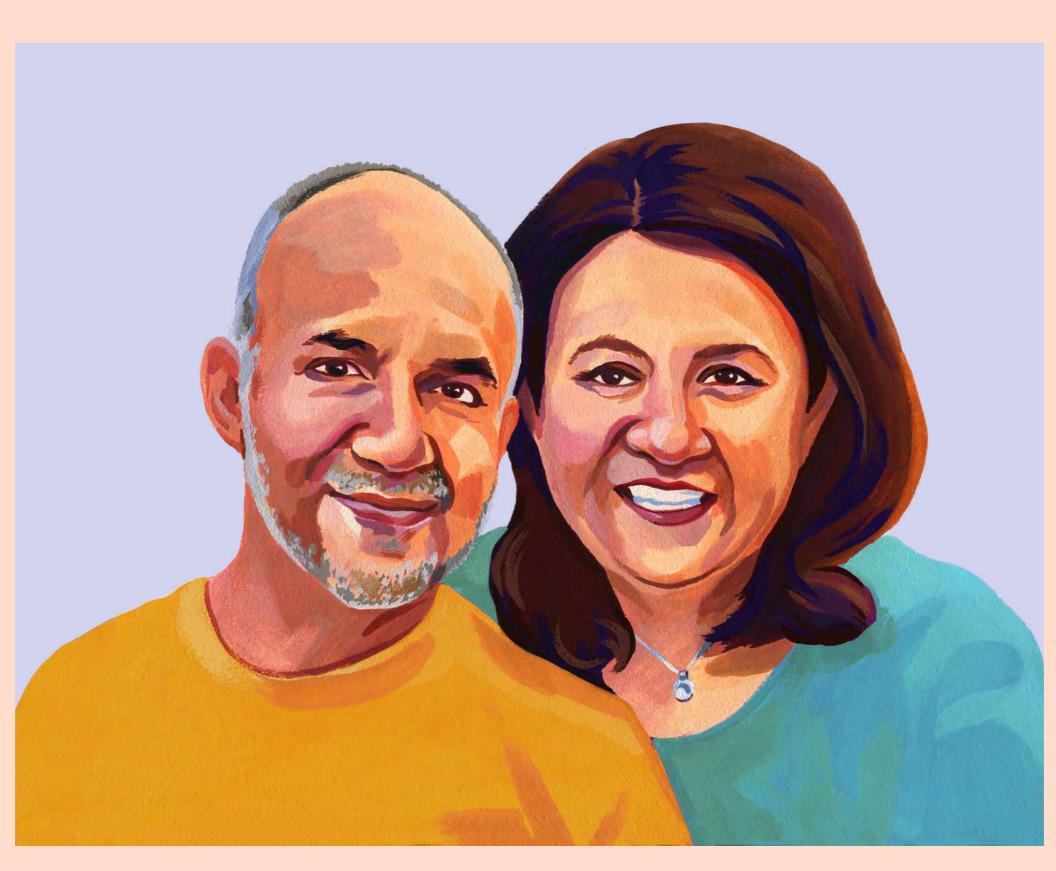


Hispanic/Latinx (28%)
 White (36%)
 Asian/Middle Eastern/Pacific Islander (23%)
 Black (12%)

Native American or Alaska Native (1%)



Average national PPP loan: as of July, 2020: \$107,000** **Source: Treasury Department data via CNBC Average Opportunity Fund PPP Ioan in 2020: \$14,221



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I believe that businesses are built with hope. We're in the right industry for this moment—we've been cleaning, disinfecting, sanitizing for 20 years. We've shifted into looking for more clients that are commercial, beyond working in individuals' homes.

My favorite thing about being a business owner is feeling that I'm helping the community. Every day is a new challenge, and every day we get to provide the best possible service for people.

"

-Gabriella, co-owner (with her husband Jose) of Pristine Fine Carpet and Cleaning. Gabriella used an Opportunity Fund loan to purchase a van for the cleaning business and received a PPP loan administered by Opportunity Fund in 2020.

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FINANCIALS

Opportunity Fu	nd FY20 Financials

Assets		FY 2020
	Cash	\$21,354,000
	Investments	\$741,000
	Cash for Programs	\$10,227,000
	Current Loans & Other Receivables	\$38,843,000
	Long Term Loans & Other Receivables	\$60,529,000
	Total Assets	\$131,694,000
Liabilities and Net Assets		
	Current Liabilities	\$14,404,000
	Long Term Liabilities	\$81,191,000
	Net Assets	\$36,099,000
	Total Liabilities and Net Assets	\$131,694,000
Revenues		
	Contributed Revenue	\$21,226,000
	Earned Revenue	\$25,046,000
	Interest on Cash and Investments	\$57,000
	Total Revenues	\$46,329,000
Expenses		
	Program Expenses	\$28,310,000
	Support Expenses	\$8,243,000
	Total Expenses	\$36,553,000
	Change in Net Assets	\$9,776,000

SUPPORTERS

We are grateful for our generous donors and funders, who contributed between July 1, 2019 and June 30, 2020.

\$750,000+

Anonymous **Community Development Financial** Institution (CDFI) Fund JPMorgan Chase

\$100,000 - \$749,999

Anonymous (2) **Greg and Anne Avis Bank of America BBVA Capital Impact Partners** Capital One **City National Bank** The Coca-Cola Foundation Crankstart eBay **Fifth Third Bank Foundation Stephen Finn Bill Gurley and Amy Gurley** Yun-Fang Juan Google

\$50,000 - \$99,999

Anonymous Bank of the West **Benhamou Family Foundation** Samuel Adams Brewing the American Dream **Wells Fargo**

Karsh Family Foundation

Los Altos Community Foundation MasterCard Center for Inclusive Growth **MetLife Foundation** Nasdaq **QBE North America** Silicon Valley Bank Sobrato Family Foundation **Travelers** Tripadvisor W. K. Kellogg Foundation **Christopher Wanstrath Wurwand Foundation** Y & H Soda Foundation

Discover **Klarich Family Fund Heising-Simons Foundation** Julia Burke Foundation Lisa and Douglas Goldman Fund Mark and Debra Leslie S&P Global Lata Krishnan Shah and Ajay Shah U.S. Bank Walter & Elise Haas Fund

Phil Black and Brigitte Sandquist **Bloomberg Philanthropies Charles Schwab Inc.** Citi **Community Foundation of San Carlos Council on Foundations**

\$10,000 - \$49,999

Anonymous (5) **Todd and Diane Baker Family Fund** The California Endowment **Benedict Canyon, LLC** Capital One **Cathay Bank CIT One West Bank Citizens Business Bank** Colligan Family Charitable Fund **David and Joni Cropper** Andrew Eckert and Dana Eckert Susan Ehrlich **Engel Family Fund** Federal Home Loan Bank First Republic Bank **David Friedman and Paulette Meyer Glikbarg Foundation Brian Graham and Torie Clarke Heising-Simons Fund** Mary Hynes and Marc Tessier-Lavigne **Douglas and Mary Koshland** Jim and Cathy Koshland

\$5,000 - \$9,999

Anonymous (3) **Emily Avis and Evan Redwood** Linda Ba **Beretta Family** Swati Bhatia **Brickyard Berridge Fund** Thom Bryant Charitable Fund **Dickson Chu Delores DiPietro Madeleine Fackler**

\$1,000 - \$4,999

Anonymous (9) **Steven Allocca** Arteen Arabshashi Alyssa Ba Ami Badani **Diptes Basu Kody Bartz Diana and Dan Bergeson** Patricia Berini and Robert Berini **Bordeaux Charitable Fund Roelof Frederik Botha and Huifen Chan** Peter Bratach **Bridgewood Fieldwater Foundation** The Broken Oak Fund Margaret "Bubbles" Chau and Bill "Milo" Cummings **Kevin Crane** Ken and Caretha Coleman Abraham and Suzanne Darwish Nicholas Egger-Bovet **Tom and Ellen Ehrlich Robert Forsythe** Patrick Fu **Sue Gellen** Judith Grant **Gray Family Charitable Fund Cathy Greenwold** The Goodstone Family Fund J.V. Guren Charitable Fund Harry and Carol Family Fund **Deidre Hegarty** Sarah Hinkfuss **Ronald and Dianne Hoge Jeff Hoopes Tom and Wende Hutton** Michael Jameson **Jack Kabak** Anuradha Karuppiah

Phlyssa Koshland **Michael and Michelle Kwatinetz Douglas Leone** Josh Leslie and Sara Gaviser Leslie George and Judy Marcus Family Foundation Makan Family Foundation Harrison Miller and Clare McCamy C. Ashton and Rebecca Newhall Sand Hill Foundation Scout Fund **Robert Sears** Silicon Valley Community Foundation Mark and Susan Stutzman **Gavin and Caitlin Turner Umpqua Bank** Luz Urrutia Western Alliance Bank **Rebecca** Westerfield

Cherie Fuzzell and Rick Miller Judy Heyboer and Brian Shally The Leopard Family Charitable Fund Wade and Chisato Loo Loretto Family Charitable Fund **David and Judith Shore Foundation** James and Maggi Van de Voorde **Eric Weaver and Sarah Jane Holcombe** Zeisler/Bailey Family Gift Fund

Laura and Peter Kvalheim Scott Lewis Lin Family Evergreen Charitable Fund Amy Kerdok and Corinne London **Alexander Lovell Connie and Bob Lurie Fund Orrin Mahoney and Carolyn Krizek-Mahoney** Lynda and John Marren **McCamy Family Fund** Ash McNeely and Elisa Odabashian Kathleen McShane and William Desmond Philip Meicler Lydia and Thomas Moran Fund **Michael Moreau** Ryan Murray Stephen and Jami Nachtsheim **Christopher Neiger Donna O'Connell Teri Olle and John Comerford Fund Pianim Family Fund** Laura and Mark Pitchford Nancy and Joe Ragey Fund **Michael Rapaport Pam and Peter Rosekrans Rosenthal Family Foundation Cindy and Will Rutter** Scatter-Gather Abundance Fund Sandie and David Schmaier **Glenn Solomon Michael Sullivan** Ben and Jocelyn Thompson Giving Fund Lynn Tolin **Megan Torrance Paul Watts**

Lawrence Yang and Jennifer Kuan Fund John Yee

Liao and Du Charity Fund

Douglas Keare Jr. and Jill Morgan **Rich and Gina Kelley Kimberly Klintworth**

\$250 - \$999

Anonymous (12) **Darren Abrahamson** losefa and Melissa Alofaituli **Esteban Altschul Jenny Arnold** Karen Askey **Brenda and Regan Avery Debbie and Stephen Baloff Dave and Karen Banducci** Annie Jean Baptiste **Christine Barnes Kimberly Bassett** Mary Ruth Batchelder Cynthia Bathgate Cyrus and Katie Behroozi Sarah Bennett **Barbara Benson Christopher Berini and Jeffrey Huang** Joshua and Cynthia Bloth Fund Jaime Bott **Cabot Brown Bill Cadmus Jon Carter** Matthew Casaccia Natasha Case and Freya Estreller William Chamis Anthony Chang and Wendy Wong Cynthia and Lanhee Chen **Tory Clarke** Haley Cropper **Dave and Mary Cocca** Hugh and Laura Cornish Elena Corradetti Megan Dai Ardy Daie Stephanie Dellari **Emma Dineen** Jane Donahue and Drago Rajkovic **Kenneth and Catherine Down Einhorn Giving Fund** Alma Elizondo and Hector Gutierrez **Judy Gaviser Fiona Gellatly Elizabeth and John Givens** Mary Glide Leo Golubovsky **Blake and Katie Griffin Richard Grow** Nick and Kelly Guy **Taylor Haas Debbie Hao** Gina Harman Kathryn and Robert Hayes Helfrey Charitable Fund **Roshanne Hemmat** John Hobson **Rick Holmstrom and Kate Ridgway** Joanna Holway Lillian Hua **Christopher Huang** Parker Hudnut **Ryan John** Yu Jurafsky Charitable Fund Jonathan Kaden **Jennifer Kang** Cynthia Kao Jeff Kimsey Pam and Bill Klaus Marie Klemchuk Danna Kozerski and Pete Ryan Patricia Krackov Ali Kriegsman **David Krimm and Peter Bradley Kuechler-Montes De Oca Family Fund** Jacqueline Kush **Gustavo Lasala and Caroline Cranwell** Levinson Family Charitable Fund

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Frederick Li

Impact Investors

Anne and Greg Avis* **Bud Colligan*** Debra Engel Gallo Amy and Bill Gurley* Jonathan and Connie Heller Barbara E. Kingsolver

Suzanne Lynne LaFetra

Nancy Lawton and S. Steven Fury Julia Maher Harrison Miller and Clare McCamy Karuna Trust **Sobrato Family Foundation** Grant T. Sunderland John and Patricia Winquist *Renewed investment in FY20

LEADERSHIP

Leadership as of June 30, 2020

Fiduciary Board of Directors

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Southern California Regional Board

Arteen Arabshahi, Vice President of Strategy, Route Linda Ba, Managing Director and Co-head of Credit Research, Kayne Anderson Capital Advisors, L.P. Amanda Byrd, SVP, Membership and Sustainability, Southern California Grantmakers Natasha Case, Founder and CEO, Coolhaus Laura Chooljian, Executive Director – Senior Wealth Strategist, UBS Ron Gonen, President, EGC Real Estate Kirsten Ludwig, President and Founder, In Good Company Shauna Nep, Executive Director, Yael and Scooter Braun Family Foundation Tara Roth, President, Goldhirsh Foundation