



Here For Good

FIRST HORIZON NATIONAL CORPORATION

Corporate Social Responsibility Report
2018





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About This Report

The March 2019 Here For Good Report principally covers our commitments, activities and programs regarding environmental, social responsibility, and governance matters. This Report is intended to provide a high-level overview with selected examples; it is not a comprehensive description, financial report or a comprehensive financial presentation or legal summary of those programs and involvements. The company, at its discretion, may update the information in the report.

This Report contains forward-looking statements that will be identified by words such as “believe,” “expect,” “anticipate,” “intend,” “estimate,” “should,” “is likely,” “will,” “going forward” and other expressions that indicate our current views of future events, trends, and aspirations. These may or may not be followed by or reference cautionary statements. A number of factors could cause actual results to differ materially from those in our forward-looking statements. These factors are outlined in our most recent quarterly and annual financial reports on Forms 10-Q and 10-K, available at www.sec.gov.



A Welcome Message from Our Chairman and CEO

At First Horizon National Corporation, we are committed to our communities, employees, and customers.

Corporate social responsibility is ingrained in our DNA, and providing better opportunities for our stakeholders has been our guiding principle since the company was founded.

For more than 150 years, First Horizon has prospered because of the business, trust and loyalty we have earned from our customers and shareholders. Supporting our communities is a business imperative. After all, our business model is to provide financial capital and services, which people and businesses need to make their lives better and help our communities prosper. Through our corporate initiatives and the volunteerism of our employees, we do much more.

Addressing today's challenges, from providing access to financial services to striving to adhere to the highest standards of business ethics and practices, we create value and drive sustainable growth.

We never lose sight of why we are here or what we must do to make a difference as a good corporate citizen.

Our organization has proven that we can successfully deliver on our targeted business goals by transforming First Horizon into an organization that is *Here for Good*. We have shifted our business mix and focus, de-risked our balance sheet, upgraded our infrastructure and achieved significant organic growth.

We have a focused strategy to increase profitability and continue to positively change the company over the next five years and beyond.

I have never been more confident that our organization is working to be even better. A better partner for our customers, a better partner to the communities we serve, resulting in better growth opportunities for our company and driving better returns for our shareholders.

Our people and culture are the foundation of our strength. We rank nationally as a top workplace, and are focused on continuing to attract and retain the best people. Employees are engaged in their work and committed to delivering differentiated service and being easy to do business with. In recognition of the pivotal role our employees play in our company's success, we announced increased minimum wages for employees to \$15 an hour across our entire footprint earlier this year.

Volunteerism is widely adopted at our company. Our employees devote their time and resources to serve in leadership positions with charitable and civic organizations – recording nearly 20,500 volunteer hours annually. We are a vital part of the life of our communities – through the financial services we provide, the economic impact we make and the investments we undertake.

Our corporate citizenship sets us apart. This past April, we announced a five-year, \$3.95 billion community benefits plan to increase access to financial resources within low- to moderate-income communities.

First Horizon Foundation, our charitable foundation, which operates as the Capital Bank Foundation and the First Tennessee Foundation, has contributed more than \$90 million to our communities since its inception in 1993.

While our commitment to our communities, employees and customers hasn't changed, we continue to strengthen our efforts to be a company that is *Here for Good*.

I invite you to learn more about how we are fulfilling our long-term pledge to the people we serve across the Southeast.

D. Bryan Jordan
Chairman and CEO, First Horizon National Corporation





FIRSTPOWER CULTURE

At First Horizon, our culture is what makes us unique. It's our "secret weapon" to proven success. It is a combination of our vision and our philosophy of putting "employees first." Here, we call our culture Firstpower. Firstpower is how we do business. Our Firstpower culture is one of our competitive advantages.

Introduced in 1991, our Firstpower culture has evolved with our company. In the beginning, our research showed that being able to balance work and family responsibilities, feeling empowered and having a sense that the company and the workplace were always improving, were keys to retaining top talent. Thus our Firstpower culture was born, a "three-legged stool" supported by family matters, empowerment and continuous improvement.



The Firstpower Council is composed of employees from all areas of our company and serves in an advisory capacity to our executive management committee. The council makes recommendations to advance our culture and foster an environment of accountability, adaptability, integrity and relationships.

Since then, our Firstpower culture has evolved to meet changing business needs and drivers of employee engagement. Those values – accountability, adaptability, integrity and relationships – are the pillars that define Firstpower today.

We remain committed to ensuring employees are equipped to take care of what matters most to them so they can take the best care of our customers.

COMMUNITY INVESTMENT BY THE NUMBERS



900+ GRANTS



\$500,000+
VOLUNTEER IMPACT



~20,500
EMPLOYEE VOLUNTEER HOURS



~\$10 MILLION
TOTAL GRANTS AWARDED

NEARLY
\$198,000
AMOUNT OF EMPLOYEE GIVING



1.6 MILLION+
POUNDS OF PAPER RECYCLED



46,500+
KILOWATT HOURS OF CLEAN
ELECTRICITY PRODUCED PER YEAR



21 OPERATION HOPE
HOPE INSIDE OFFICES
AS OF 2018

17,000+

CLIENTS SERVED
THROUGH
OPERATION HOPE
SINCE 2014



12,000+
HOPE INSIDE WORKSHOP
PARTICIPANTS SINCE 2014



550+
HOPE INSIDE WORKSHOPS
HOSTED IN 2018



2,500+
CREDIT AND MONEY MANAGEMENT
WORKSHOP PARTICIPANTS



FINANCIALLY EMPOWERING COMMUNITIES



Through our partnership with Operation HOPE and Church of God in Christ, a HOPE Inside location was opened at the historic Mason Temple in Memphis, Tennessee. The ribbon cutting and grand opening took place in January 2017.

Financial literacy is a powerful tool at any stage in life; however, for some, this goal was unattainable. That's why First Horizon partnered with Operation HOPE, a nonprofit organization that provides community-based financial literacy resources. Through our partnership, we host HOPE Inside locations in our financial centers and have committed to having financial counselors in 10% of our branch network. We are well on our way to achieving this goal with 21 HOPE Inside locations.*

At First Horizon, we have been intentional in providing resources that empower people to help themselves, achieve economic dignity and secure their financial future. And the best part? This program is free and available to all members of our communities.

HOPE Inside provides counselors who host workshops each month that focus on building healthy credit and managing finances. Our counselors serve as private bankers for individuals in the program. They look for ways to improve credit scores, correct inaccuracies on credit reports, negotiate terms to wipe out negative information, and celebrate the successes of individuals who begin to see positive changes occurring with their credit scores.

We know that achieving a credit score of 700 opens doors. Potential employment, access to credit and even better insurance rates are all within the realm of possibility when a score of 700 is achieved. But it's more than that. Many completing the HOPE Inside program become first-time homeowners. They are investing in the most important purchase of their lives and building wealth.

We know the impact of credit scores and how dreams can be achieved through the empowerment of homeownership. This then leads to better neighborhoods and stronger communities, which is what compels us to ensure our communities have the resources to thrive. After all, when our communities succeed we succeed. And that's nothing short of powerful.

*As of December 31, 2018



OUR COMMITMENT TO COMMUNITIES, EMPLOYEES AND CUSTOMERS

First Horizon is committed to our communities, employees and customers. As a company that was founded more than 150 years ago, our success hinges on the hard work of our employees, the trust of our customers and the support of our communities. As a result, we are *Here for Good* for our employees, customers and communities.

HERE FOR OUR COMMUNITIES

For more than 150 years, First Horizon has worked to strengthen communities through philanthropy by collaborating with nonprofit, community development and civic partners to meet community needs, encourage growth and support sustainability.

Community Benefits Plan

In April 2018, First Horizon announced a five-year, \$3.95 billion community benefit plan to increase access to financial resources within low- to moderate-income (LMI) and under-served communities in Florida, Georgia, Mississippi, North Carolina, South Carolina, Tennessee, Texas, and Virginia.

The plan is consistent with First Horizon's goal to drive community, economic and small business development within our footprint and increase access to financial resources within these communities.

Our current community benefits plan runs from 2018 to 2022. The plan includes mortgage and small business lending, community development lending and investments, philanthropy, and spending with minority-owned suppliers and marketing firms. It also includes innovative methods to increase the convenience and physical access to financial services in low- to moderate-income communities.



Through our Foundation's support and partnership with Rock the Street, Wall Street, young women are introduced to career paths in finance and empowered to become future leaders. Participants also received the opportunity to visit and tour our office to hear directly from our leaders.



The plan includes the following priorities, targets, and results for 2018. Our performance in the first year of this five year plan was strong and demonstrates our commitment to our communities.

- » **Increasing home ownership:** Fund \$515 million in home purchase and rehabilitation mortgage lending. This will translate into approximately 1,500 homes owned by low- or moderate-income people.
 - » **2018 Results:** The bank originated \$218 million in home purchase and rehabilitation loans.
- » **Building small business:** Fund \$1.9 billion in small business lending to businesses in low-to-moderate income areas and businesses with less than \$1 million in annual revenue.
 - » **2018 Results:** The bank originated \$311 million in small business loans.
- » **Fostering community development:** Fund \$1.5 billion in community development and multi-family lending and investments.
 - » **2018 Results:** Community development and affordable multi-family loans and investments totaled \$368 million.
- » **Strengthening communities:** Fund \$40 million in grants and philanthropy, including supporting workforce development, small business, housing counseling, Community Development Corporations (CDCs), Community Development Financial Institutions (CDFI), and funding financial literacy and education programs for children, young adults, adults and small business entrepreneurs.
 - » **2018 Results:** The bank awarded \$11 million in grants for a wide range of worthy causes throughout our footprint. This comprised 2.3% of the bank's adjusted net income.
- » **Supporting supplier diversity:** Devote 3-6% of the bank's supplier spending to minority-owned businesses.
 - » **2018 Results:** The bank devoted 4.5% of its supplier spending to minority-owned businesses.
- » **Partnering with minority-owned marketing firms:** Earmark a portion of the bank's marketing budget to minority-owned firms.
 - » **2018 Results:** The bank continued its relationships with several minority-owned marketing and public relations firms.

FIRST HORIZON FOUNDATION

Founded in 1993, First Horizon Foundation is the foundation of First Horizon National Corporation, the parent company of First Tennessee Bank National Association (operating as Capital Bank and First Tennessee Bank).

First Tennessee Foundation supports organizations in our Tennessee and Texas service areas and Capital Bank Foundation supports our community investment efforts in our Florida, North Carolina, South Carolina and Virginia communities.

To date, more than \$90 million in grants has been distributed as part of our investment in the communities that we serve.

In 2018 we marked the First Horizon Foundation's 25th anniversary of partnering with nonprofit organizations to uplift our communities. To commemorate this milestone, we introduced our 25 Years of Giving Video Contest in June. Nonprofit organizations were asked to share 60-second video stories of how our Foundation has partnered, or could partner, with their organizations to strengthen our communities. More than 500 submissions were received, and through the help of public voting and a panel of judges, 35 organizations were selected to receive anniversary tribute grants totaling \$275,000. To watch the videos, visit www.FirstTennesseeFoundation.com or www.CapitalBankFoundation.com.



The Foundation makes investments towards these vital aspects of building a strong community:

- » **Arts & Culture:** Emphasizing excellence and enrichment in the arts;
- » **Education & Leadership:** Educating and developing the next generation of leaders;
- » **Environment:** Promoting a more sustainable future;
- » **Financial Literacy:** Investing in the financial future; and
- » **Health & Human Services:** Improving the well-being of our communities.

CELEBRATING **25 YEARS OF GIVING**

In June 2018, we commemorated the First Horizon Foundation's 25th anniversary by introducing the 25 Years of Giving Video Contest. Nonprofit organizations across our footprint were invited to share video stories of how our partnership or potential partnership could strengthen our communities. Through public voting and a panel of judges, 35 winners were selected and a total of \$275,000 was awarded.

25 YEARS OF GIVING VIDEO CONTEST WINNERS

Abilities Unlimited of the Carolinas of Charlotte, NC	InterFaith Health Clinic of Knoxville, TN
Appalachian Bear Rescue of Townsend, TN	Kids on Point of Charleston, SC
Appalachian Theatre of the High Country of Boone, NC	La Paz of Chattanooga, TN
Asian Culture Center of Knoxville, TN	New Ballet Ensemble & School of Memphis, TN
Brother's Keeper of Johnson City, TN	Pink Palace Family of Museums of Memphis, TN
Central Piedmont Community College of Charlotte, NC	Redemption Road Rescue of Jackson, TN
Chattanooga Zoo of Chattanooga, TN	Remote Area Medical of Rockford, TN
Children's Theatre of Charlotte of Charlotte, NC	Rock the Street, Wall Street of Nashville, TN
Emancipation Park Conservancy of Houston, TX	Ronald McDonald House of Charlotte of Charlotte, NC
Forrest Spence Fund of Memphis, TN	Science Museum of Virginia Foundation of Richmond, VA
Friends of the Smokies of Kodak, TN	Second Harvest Food Bank of Northeast TN, Kingsport, TN
Harwood Center of Memphis, TN	Southern Reins of Memphis, TN
High Hopes Development Center of Franklin, TN	The ARC Williamson County of Franklin, TN
Homeward Bound of Western North Carolina of Asheville, NC	The Performers Academy of Jacksonville, FL
Hope House of Memphis, TN	WKNO of Memphis, TN
HopeWorks of Memphis, TN	Young-Williams Animal Center of Knoxville, TN
Humane Educational Society of Chattanooga, TN	Youth Villages of Memphis, TN
Institute for Child and Family Health of Miami, FL	



COMMUNITY INVESTMENT PARTNERSHIP SPOTLIGHT: VOLUNTEERS IN MEDICINE

Volunteers in Medicine provides vital medical services to Northeast Florida's working uninsured families to keep them healthy, employed, and out of hospital emergency rooms. But what would happen if the organization's only EKG machine stopped working?

To help ensure vital services could continue in the face of such an event, Volunteers in Medicine reached out to longstanding supporter and community partner First Tennessee Bank to secure funding to help purchase a new EKG machine.



(from L to R) Cory Myers, Volunteer in Medicine board member; Cheryl Barnett, First Tennessee; Victoria Findley, M.D. and Medical Director of Volunteers in Medicine; John Schmidt, First Tennessee; Mary Pat Corrigan, Volunteers in Medicine

First Tennessee's support helped Volunteers in Medicine secure funds to purchase a new EKG machine to continue its life-saving work.

"First Tennessee donation was truly a lifesaver. The EKG machine plays a critical role in the treatment and diagnosis of our patients because every new patient we see over the age of 50 is given an EKG test to establish a baseline and to screen for cardiac disease," said Victoria Findley, M.D. and Medical Director of Volunteers in Medicine.

"The EKG machine is also used to detect problems in patients suffering from high blood pressure. In cases where patients complain of chest pains, we are able to administer an EKG that provides our doctors, nurse practitioners and specialists with the information they need to make an accurate diagnosis."

First Tennessee executives emphasized the bank's commitment to helping improve life for Jacksonville residents.

**To learn more about our grants process visit
www.FirstTennesseeFoundation.com or www.CapitalBankFoundation.com.**



COMMUNITY DEVELOPMENT FUND

In addition to our Community Benefits Plan and First Horizon Foundation, the First Tennessee Community Development Fund, LLC was established in 2016 and is dedicated to investing in our low- to moderate-income communities. Contributions are targeted to improve health, affordable housing, small business development and revitalization and stabilization of inner city areas. Separate from First Horizon Foundation, this Fund has distributed more than \$7 million since its inception and continues to fund critical needs in our low- to moderate-income communities throughout the First Horizon footprint.

The Community Development Fund's contributions are targeted towards:

- » **Affordable Housing** – *Helping People Achieve Dreams of Homeownership*
- » **Community Revitalization and Stabilization** – *Revitalizing Neighborhoods*
- » **Community Services targeted to Low-Moderate Income Communities and Families** – *Improving the Quality of Lives of the Communities We Serve; and*
- » **Economic and Small Business Development** – *Building Up Small Businesses*

In 2018, Community Development Fund grants were strategically focused on causes in support of adult financial literacy, small business education and strategy, affordable housing, and workforce development.

Helping People Achieve Dreams of Homeownership

Our company is continuing our commitment to building better communities by supporting affordable housing and homeownership initiatives. To help individuals achieve the dream of homeownership, we've distributed approximately \$800,000 in grants in support of affordable housing across our communities. These grants have supported IDAs (individual development accounts), homebuyer education, down payment assistance, shelters, and financing single family housing and multi-family units.

In North Carolina, one of the grants was to DHIC, Inc. in support of its efforts to create more affordable housing opportunities for seniors, families and individuals, particularly those earning less than 60% of the area median income.

Revitalizing Neighborhoods

Revitalization is one of the key elements to building better communities. The First Horizon Community Development Fund has contributed to revitalization projects along with other community development investments such as the Mason Village Housing Development in Memphis, Tennessee.

This 77-unit affordable housing project consists of 30 buildings on approximately 6.3 acres. Amenities include a community building that will accommodate a lounge, kitchen, flex room with a computer and classrooms. Units will serve family households whose annual incomes are at or below 60% of the area's median household income.



Capital Bank awarded DHIC a \$100,000 contribution in 2018 to support its homebuyer down payment assistance program in Raleigh, North Carolina.

Improving the Quality of Lives of the Communities We Serve

Since the Community Development Fund was created, a large majority of contributions have been targeted to organizations that provide services to low- to moderate-income families and communities. These vary from financial education, youth programs, job training, social services, food, shelter and emergency assistance.

Essential investments such as these have helped to build capacity and support programs that meet the needs of the underserved. These partnerships along with our company support of organizations such as the United Way, and other local organizations, help fill the gap of resources needed by many families to improve their quality of life.

One partner, SEEED Inc. of Knoxville, Tenn., received a grant to support its job readiness program, through stipends for a training program. This partner organization leads the way in creating pathways out of poverty in the heart of Knoxville by focusing on development and training of at-risk young adults for sustainable careers.



SEEED Inc. focuses on development and training of at-risk young adults for sustainable careers in clean and efficient energy, while raising resident awareness of, and engagement with, sustainability programs that benefit these low income communities.

Building Up Small Businesses

As a financial institution, we recognize that small businesses are the drivers of our nation's economy and critical to our communities. Beyond millions of dollars in small business lending, First Horizon invests in small business development through grants focused on small business education, job training, and micro-lending through our community partners.

One partner, Women's Business Center (WBC) in Nashville, Tenn., provides a forum for training, education, and peer learning that supports and accelerates the growth of women-owned businesses in order to strengthen their impact in the economy. Additional services include in-depth business counseling, classroom training, and peer-to-peer learning to help entrepreneurs start, expand and successfully manage their businesses.

The Community Reinvestment Act requires financial institutions to meet the credit needs of their local communities, including assistance in low- to moderate-income neighborhoods. To understand how our involvement with community reinvestment impacts our communities and helps improve our CRA rating, all employees participate in mandatory CRA training.



In partnership with the Mid-South Food Bank in Memphis, Tennessee, our employee volunteers lent hands-on service to assist a local, mobile pantry that services more than 300 families with food insecurities.

VOLUNTEERISM

At First Horizon, our employees are volunteer champions who go above and beyond for the communities we serve - tackling challenges and changing lives every day.

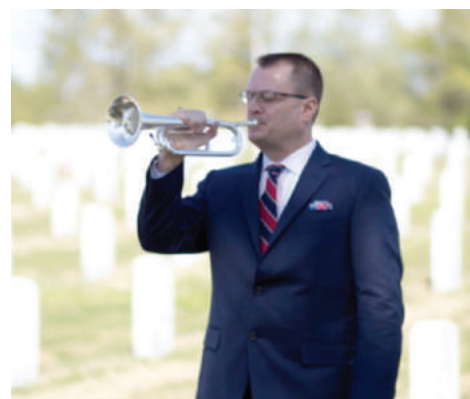
Our company succeeds only if our communities do, and our volunteer leadership has helped our company succeed for more than 150 years.

Our corporate volunteer program provides opportunities for our employees to reinvest in and contribute to building healthier and more sustainable communities. These programs also foster leadership, communication and collaboration skills and serve as a strong source of company pride.

In 2018, our volunteer champions have given nearly 20,500 hours of service and donated more than \$198,000 to organizations.

Annually, we have approximately 23% employee participation in community service and have historically logged at least 20,000 service hours.

In addition to volunteering in their communities, employees are encouraged to serve on nonprofit boards. In support of their service, nonprofit organizations receive leadership grants from our company's Foundation for their board service.



"I believe it is not only meaningful to the employee that First Tennessee Bank allows us to contribute on company time toward our passionate volunteer cause but it also builds stronger communities in which we all serve and live within."

David D., First Tennessee employee and Bugles Across America volunteer



AFFINITY: DIVERSITY & INCLUSION

First Horizon recognizes the significant role diversity and inclusion play in our organization's workforce, workplace and marketplace, and as a result, we develop strategies with the support of data, insights and regular leadership review of outcomes.

Our formula for success is Diversity + Affinity = Inclusion. This strategy is focused on three distinct elements of diversity and inclusion: the workforce, the workplace and the marketplace. By leveraging each of these, the company is focused on building a culture that develops and promotes people of all types, fosters innovation and maximizes business results.

Our strategy is led by our Director of Affinity Strategy who reports directly to the company's President of Banking with a dotted line to our Chief Human Resources Officer. The strategic organizational structure of our Director of Affinity Strategy's role provides both accountability and transparency throughout the organization by reporting directly to the executive who leads the teams with direct customer contact. This ensures that our organization is focused on diversifying not only our talent but also customers, vendors and related market partnerships.

We believe that the best way to be truly inclusive is to ensure not only having diverse talent and customers but to also make sure that we teach our teams to find commonalities and build great relationships with people who are different from them.

Advancing Female Talent

First Horizon takes great pride in its long history of supporting and promoting the success of women. As of this year, females represent 32% of our Executive Management Committee and 37% of the top three direct report levels in the organization. We also work on strategies to ensure we have a strong pipeline of women coming along in the management level that will help us achieve even greater representation at the top levels of the company.

As a company where women make up more than 60% of our workforce, we received our first honor as an employer of choice for women more than two decades ago. Since then, we have earned recognition from *Working Mother* magazine, National Association for Female Executives and *Fortune* magazine. Our commitment to supporting women at our company has only strengthened.

The Women's Initiative was our first employee resource group and remains our largest and most geographically diverse Employee Resource Group (ERG). Founded in 1999, the Women's Initiative ERG has promoted the success of women in our company and our communities. Today, the Women's Initiative ERG has expanded to five chapters across the organization with more than 500 members. The Women's Initiative ERG set the stage for how employee groups celebrate and encourage diversity and how they can help their members develop skills, demonstrate leadership, take on challenges and develop direct relationships with executives.

First Horizon has long supported the success of women and other underrepresented employee segments and continues to seek opportunities to further our commitment to diversity and inclusion. With the work of our Director of Affinity Strategy, whose role reports directly to the President of Banking with a dotted line to the Chief Human Resources Officer, our organization will continue to make progress for all of our employees.

AT FIRST HORIZON, WOMEN REPRESENT:

32% of the Executive Management Committee

37% in the top three direct report levels in the organization

75% of manager roles

63% of the overall workforce



Workforce

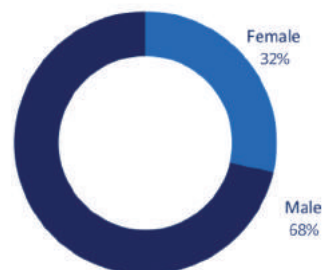
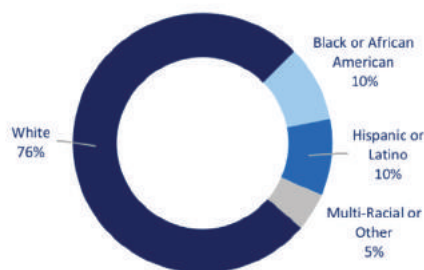
First Horizon is committed to continuous improvement in creating and sustaining a diverse and inclusive workforce. We are dedicated to the goal of meaningful diversity and inclusion at every level of the organization.

Throughout the year, leaders receive diversity staffing maps and review talent pipeline reports to examine team diversity by various categories and levels.

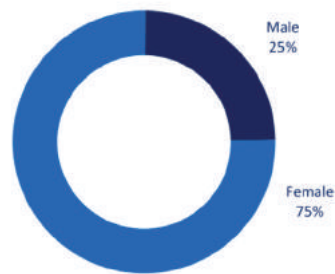
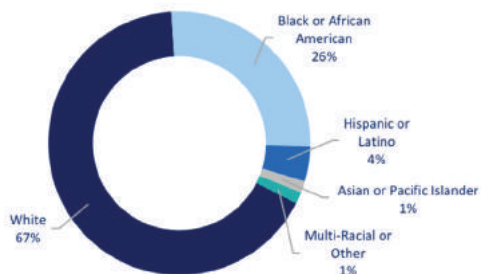
These color-coded maps provide fact-based data and insights to help leaders prioritize staffing decisions for their teams. Leaders discuss and review these maps with their direct reports to ensure understanding and determine if any gaps are present.

These staffing maps have helped identify our diversity gaps and, as a result, we achieved a nearly 8% increase of women and people of color in our top three direct report levels of the company from 2015 to 2018. We also strategically hire to help close gaps and increase percentages of underrepresented talent in customer facing and P&L leadership roles.

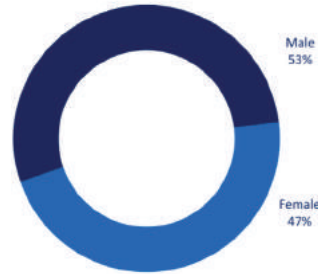
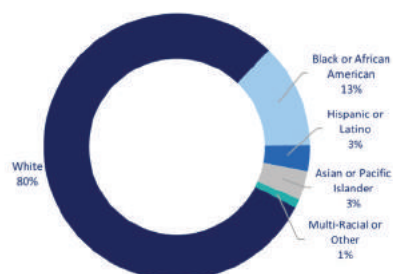
Executives



Managers



Professionals & Other



Updated charts as of 4Q18.

Note: Percentages in graphs may sum to 99% or 101% due to rounding.

Workplace

We recognize that the success of diversity and inclusion hinges on the way it is embedded into the fabric of our culture.

Our corporate culture promotes, maintains and sustains a diverse and inclusive work environment where every employee is valued, respected, empowered and enabled to use their skills and abilities for the betterment of our employees, our company, our customers and our communities.

As part of this strategy, First Horizon has established Employee Resource Groups (ERGs) to drive leader and employee engagement in our diversity and inclusion strategies and provide a support system that fosters awareness, respect and inclusion in the workplace and act as sounding boards for First Horizon's diversity and inclusion objectives. The ERGs also provide opportunities for networking, education, community outreach, professional development and training forums about relative topics.

Employees can join one of the 12 chapters of these seven ERGs:

- » Alliance and Allies ERG: Dedicated to the support of diversity and inclusion for lesbian, gay, bisexual and transgender employees and their parents, families, friends and straight allies.
- » Bankers en Motion ERG: Provides a support system for inclusion, community outreach and professional development.
- » Diversity Networking Association ERG: Provides a collaborative and diverse networking experience to provide members with access to career and community-focused opportunities.
- » Gen Now ERG: Fosters professional development and engagement among employees to become future leaders and encourages innovation and inclusion in a multigenerational workforce.
- » Veterans Support Association ERG: Supports our employee veterans, their families and veteran groups in our communities.
- » Women's Initiative ERG: Promotes the success of women within the community.
- » Working Parents ERG: Provides support, encouragement and guidance to employees who serve as caregivers. This includes, but is not limited to, caregivers for children, aging parents, siblings and individuals with health issues.



Employees at our operations center in Memphis, Tennessee, joined the Diversity Networking Association ERG for a Diwali celebration, the Hindu celebration of lights. The event provided employees with a chance to learn more Indian history and culture.

In addition to our ERGs, employees can further engage by becoming a member of the company's Inclusion and Diversity Council. The council, guided by the President of Banking and Chief Human Resources Officer, comprises a group of employees representing a wide range of business lines, levels and backgrounds to recommend initiatives that promote inclusion across our organization.

Marketplace

First Horizon is committed to growing our business by meeting the diverse needs of all of our customers. We are dedicated to assisting our customers across backgrounds and lifestyles in attaining greater economic self-reliance by helping them select the best products and services to meet their financial needs.

In the marketplace, we identify customers who want more support and advice from financial services companies and we customize our approach to meet their needs. For instance, through our Women and Wealth strategy, we engage, empower and enrich our female clients so they achieve financial independence. Since inception two years ago, we have closed over \$100MM in business with women and continue to expand the strategy across all of our markets to ensure women with growing wealth have a unique experience with our bank.

Additionally, through our supplier diversity initiative, we are promoting business opportunities at our organization for Minority, Women or Disabled Veteran-Owned Business Enterprises. Tracking is used to help guide and continue to build the strategy, and we are meeting the goals outlined in our Community Benefits Plan.



ENVIRONMENTAL SUSTAINABILITY

First Horizon is committed to being good stewards to not only the corporation, but also the environment. With respect to the environment, we are constantly seeking ways we can be better, more efficient stewards of our resources.

We are mindful of our carbon footprint and use energy management systems in the majority of our buildings to monitor, control, conserve and reduce our energy consumption. Some of our sustainability initiatives include recycling, alternative and renewable energy and energy efficiency efforts.

Recycling:

This year alone, our company's recycling program has helped recycle nearly 1.6 million pounds of paper, which has saved:

- » Nearly 14,000 trees
- » More than 3.2 million kilowatts of energy
- » More than 308,000 gallons of oil, which is the equivalence of 6,692,411 miles driven by an average passenger vehicle
- » Nearly 6 million gallons of water

In addition, furniture from our offices and financial centers is recycled and donated to local nonprofits in our communities. If an item cannot be salvaged or repaired, its components are repurposed for manufacturing new furniture.

Clean Energy:

Another way we're working to reduce our company's carbon footprint is by embracing clean energy sources. We installed a state-of-the-art solar photovoltaic system at our company's operations center with four rows of 156 panels. The system currently produces 46,500 kilowatt hours of clean electricity per year – enough to power four homes' electricity use for one year.**

"Smart" Buildings:

All First Horizon buildings are designed and renovated with the goals of enhancing energy efficiency and sustainability in mind. The 25-story corporate headquarters building's large windows feature energy-saving film, and shades to reduce heat gain on air conditioned spaces. Its HVAC system uses Building Automation Systems, which are calibrated to save energy during non-business hours, and each floor features motion-sensor lighting so energy is not wasted. Recently renovated floors have been upgraded from incandescent and fluorescent bulbs and fixtures to LED bulbs. Additionally, all bathrooms feature low-volume flush valves and autosensor faucets.

By 2021, we will have upgraded all parking lot lights at all of our 300 banking centers to energy efficient, long-lasting LED bulbs. These new bulbs are not only more sustainable, they also help the bottom line by reducing maintenance costs. As other First Horizon facilities are remodeled, all incandescent and fluorescent bulbs and fixtures are updated with LED bulbs.

Our new banking centers will be built to Leadership in Energy and Environmental Design (LEED) standards. LEED is an internationally recognized green building certification system aimed at improving performance across key sustainability metrics.

In remodeled space, we recycle all metal products and carpet and ensure that all new products are from vendors that use recycled materials in the products they provide.

Additionally, we have ongoing efforts to maintain all of our equipment that has not yet reached end-of-life service. For instance, each year internal or contracted maintenance staff clean and verify that each of our rooftop HVAC systems are fully functioning at peak performance and not using excess energy. This is completed on a regular basis to ensure our systems are not causing harm to our environment.

* Shred-it, independent recycling vendor

** <https://www.epa.gov/greenpower/green-power-equivalency-calculator>

COMMUNITY SERVICE SPOTLIGHT: 250K TREE DAY



This year, our Foundation and employees partnered with the Tennessee Environmental Council for 250K Tree Day. This annual tree planting day provided saplings to be planted across our communities in Tennessee.

As a result of our support of this initiative, we were part of a total movement that is expected to:

- » Deliver an estimated \$7.8 billion in value: that's the economic value of these trees over the next 50 years in contributions to air quality, water quality and flood control.***
- » Remove approximately 109,000 tons of CO₂ from the atmosphere.***
- » Provide up to 200+ years of economic and environmental benefits to our communities as trees mature.

*** urbanforestrynetwork.org/benefits



HERE FOR OUR EMPLOYEES

We know that a company is only as strong as its people. We seek to attract, develop and retain the best people and empower them to serve our customers and communities in exceptional ways.

Attracting Talent

At First Horizon, we seek to attract the best people and empower them to build enduring relationships with the people they serve.

Our company's employment process supports our commitment to equal opportunity and affirmative action.

Our talent acquisition team works to identify talent from employee referrals, our company's network of alumni and through our College and Summer Internship Program.

Our College and Summer Internship Program is designed to build relationships and recruit diverse individuals from colleges and universities within our footprint for employment opportunities. Our nine-week internship program provides participants with a broader perspective on how First Horizon serves the community and region as a whole while gaining real-world experience and applying their knowledge from their classrooms. The hands-on work experience has also built a talent pool with former interns hired to join the company following graduation.

Additionally, our strategic hire initiative identifies and hires candidates with diverse talent and transferable skills who are then partnered with a mentor and training plan to help develop these individuals for success in their roles.

Retaining Talent

First Horizon's competitive benefits are designed with our people in mind. Finding the best people is nothing more than a noble – and unattainable – goal if our company is not committed to rewarding employees with a competitive compensation package.

Benefits for all of our employees are taken very seriously, which is why our total compensation package was created to touch every aspect of an employee's life – from finances to family life and from career development to healthcare.

Developing Talent

In addition to benefits, we are committed to providing employees with the tools and resources needed to excel in their jobs, as well as in their careers.

Employees receive personal and professional development opportunities to take charge of their career and continue growing and learning.

OVERVIEW OF BENEFITS

Health

- » Health, Dental and Vision Coverage
- » Wellness Program

Financial

- » First Horizon 401(k) Savings Plan
- » Flexible Dollars (for benefits)
- » Flexible Spending Accounts
- » Health Savings Accounts
- » Short- and Long-Term Disability Coverage
- » Employee Relief Fund

Family

- » Adoption Reimbursement Program
- » Company-provided Group Life Insurance
- » Employee Assistance Program
- » Paid holidays/vacations
- » Voluntary Group Life Insurance
- » Workplace Flexibility
- » Parental Leave
- » Vacation Donation

Career

- » Career Learning Center
- » Computer-based Training
- » Employee Mentoring Program
- » Informational Interviewing
- » Internal Application Program
- » Performance Management
- » Education Assistance Program



The company has a dedicated Center for Learning and Performance (CLP) that facilitates these opportunities, including:

- » **Formal Mentoring Program** - To support the development of employees who desire leadership, coaching and career progression, employees are matched with mentors within the company based on application similarities, primarily those related to career paths and goals.
- » **Firstpower on the Move** - This one-day workshop focuses on emphasizing key concepts of our company's Firstpower culture for the overall success of our teams and the organization.
- » **Cornerstones of Leadership** - This two-day workshop provides leaders with tools and information to manage their teams, drive high performance, conduct crucial conversations and embrace change. The workshop consists of skill building exercises along with discussions focused on addressing current challenges.
- » **Emerging Leaders Program** - The Emerging Leaders Program was created to enhance our talent management and succession planning efforts. Through this program, diverse groups of high achieving, high-potential employees become prepared to embrace leadership roles at the next level.

First Horizon also encourages personal and career development through additional education. The Education Assistance Program provides employees with up to \$3,500 annually in financial assistance for degrees, licenses, and certifications.

First Horizon's commitment to employees extends beyond these programs. To ensure employees' voices are heard, their opinions and feedback are consistently sought. Once a year, employees are asked to complete an Employee Value Survey, with probing questions on our culture, operations, leadership and future. Each year, this feedback is collected, reported, and – most importantly – used for meaningful change.

Employees can share their feedback beyond the annual Employee Value Survey. Our Intranet page also features a "Feedback" button to allow employees to share feedback. Whether it is about our culture, or a system/process that needs improvement or more, this feedback channel is regularly monitored and shared with company councils to deliver solutions and results.



Employees at our Corporate Headquarters united in red to support the American Heart Association's Go Red for Women Day in February 2018.

SPOTLIGHT: SUPPORTING OUR EMPLOYEES



Commercial Portfolio Manager Kim E. with his wife and daughter

Kim E., commercial portfolio manager in North Carolina, knows first-hand how beneficial it is to have adoption support provided through a workplace. Within three months of starting the adoption process, Kim and his wife were matched.

Through First Horizon's benefits and commitment to employees, Kim had the company's full support behind his decision to grow his family.

With four weeks of paid parental leave, Kim also received \$15,000 in financial assistance through the company's Adoption Reimbursement Program to help shoulder the burden of adoption costs.

“Ultimately, the highest praise I can give is that First Horizon has treated me the same throughout the adoption process as they would have if my wife had given birth. I’ve worked at several banks and believe that our adoption benefits and support are second to none in the industry,” said Kim.



HERE FOR OUR CUSTOMERS

With a tradition of financial excellence more than 150 years in the making, First Horizon offers regional banking, wealth management, and capital market services through our First Horizon family of companies. By providing services to meet all of our customers' needs, our goal is to be the best at serving our customers, one opportunity at a time.

Through our three segments, millions of consumers and small businesses across the Southeast are served by our products and services.

- » **Regional Banking** – First Tennessee has the largest deposit market share in Tennessee and one of the highest customer retention rates of any bank in the country. Capital Bank offers the same superior banking services outside of Tennessee in Florida, North Carolina, South Carolina and Virginia. In addition, First Tennessee also has specialty lines of business that include Asset-Based Lending, Commercial Real Estate, Corporate Banking, Correspondent Banking, Energy, Franchise Finance, Healthcare, and Loans to Mortgage Companies.

As members of the First Horizon family of companies, Capital Bank customers can receive assistance and conduct business in any First Tennessee location, and vice versa.

We take great pride in external recognition of the personal service, commitment to our communities, advanced technology and helpful employees that set our regional banking services apart.

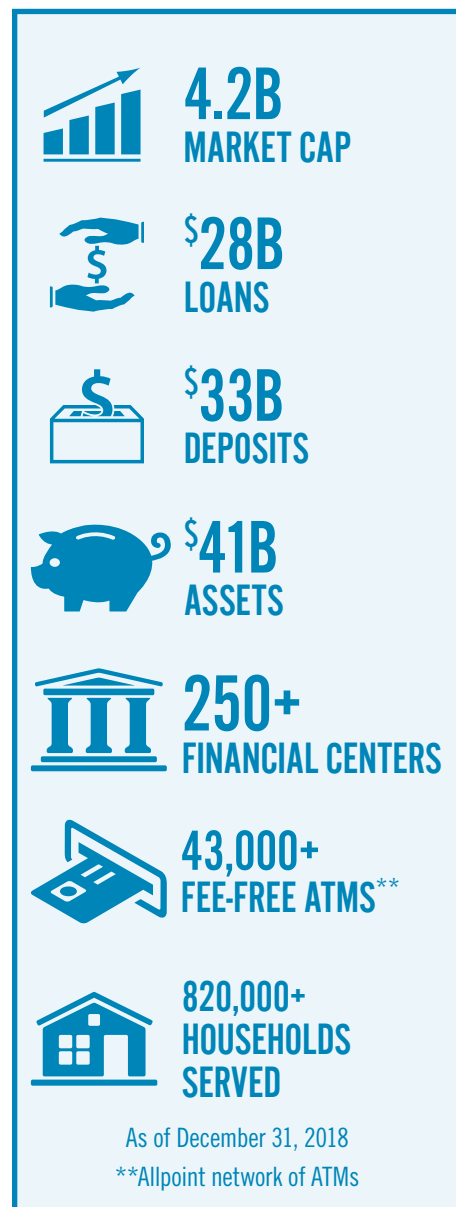
- » **Wealth Management** – FTB Advisors brings together a full range of financial resources to help our clients build their financial futures. Whether customers need assistance with investments, trusts, financial planning, or more, we have relevant expertise that can be valuable in helping customers make important decisions about their unique financial situation. Every product, every service, and every person in our organization is dedicated to helping our customers reach their financial goals.
- » **Fixed Income** – FTN Financial is an industry leader in fixed income sales, trading, and strategies for institutional customers in the United States and abroad. FTN Financial also provides investment services and balance sheet management solutions. With an average daily trading volume of over \$5 billion, FTN transacts business with approximately one-half of all domestic depository institutions with portfolios larger than \$100 million.

Financial Inclusion

Through our partnership with Operation HOPE, First Tennessee and Capital Bank offer free financial literacy education. We are well on our way to fulfill our commitment of hosting Hope Inside offices within approximately 10% of our branch network in Tennessee, Mississippi, North Carolina and Florida.

First Horizon aims to provide financial education in low- to moderate-income communities, and empower them by offering a suite of products and services for underbanked individuals and small businesses

We're also investing in future generations through our initiative called "Banking on Our Future." In addition to providing financial literacy education through our HOPE Inside locations, our employees are trained to teach financial wellness to our youth in classrooms and schools.





PROTECTION FOR OUR CUSTOMERS

At First Horizon, we recognize the role we play and responsibility we hold for protecting the sensitive information of our employees and customers. To maintain vigilance, all employees are required to complete annual training.

Training for all employees includes:

- » Company Ethics & Policies
- » Privacy & Identity Theft Training
- » Corporate Records Management (biennial)
- » Fraud & Security Awareness Training
- » Bank Secrecy Act/Anti-Money Laundering Training, including Know Your Customer Training
- » Fair Lending and Equal Treatment Training

In addition to required annual training for all employees, targeted and job specific training for employees includes:

- » Bank Secrecy Act/Anti Money Laundering (In-Depth)
- » Commercial Loan Fraud
- » Consumer Lending
- » Cybersecurity Awareness
- » Electronic Marketing Using Phone, Fax and E-Mail
- » Financial Officer/Advisor Code of Ethics
- » HIPAA Privacy & Security Training
- » Regulatory Foundations for Lenders



CORPORATE GOVERNANCE AND POLICIES

Board of Directors

Under our bylaws, First Horizon is managed under the direction of and all corporate powers are exercised by or under the authority of our Board of Directors.

Information about the members of our Board of Directors and the committees on which they serve is available below.

<i>First Horizon Board of Directors at a Glance</i>				
11 have experience as a CEO/President*	5 have finance or accounting experience**	4 have experience in the banking industry	12 have served as a director or officer of another public company	6 have experience in information technology matters
1 has served in government	14 have strategic planning/leadership experience	5 are diverse in terms of race, gender or ethnicity	10 have marketing and retail distribution experience	7 joined the Board within the last seven years

As of 3/1/19

* CEO or president of a firm or major operating division

** Audit committee financial expert, CFO, or background in accounting or financial planning and analysis

*** Includes experience managing a business in which information technology plays a significant role

D. BRYAN JORDAN, Chairman, was elected President and Chief Executive Officer and a director of First Horizon National Corporation (“First Horizon”) and First Tennessee Bank National Association (“First Tennessee Bank”) in 2008. In 2012, he was elected Chairman of the Board of First Horizon and First Tennessee Bank as well. Prior to September 1, 2008, Mr. Jordan was Chief Financial Officer of First Horizon and First Tennessee Bank. From 2000 to 2007, he was Senior Executive Vice President and Chief Financial Officer of Regions Financial Corporation and its subsidiary Regions Bank. He is a director of one other public company, AutoZone, Inc.

R. EUGENE TAYLOR, Vice Chairman, is the Vice Chairman of the Board of Directors of First Horizon, a position he assumed upon the closing of First Horizon’s acquisition of Capital Bank Financial Corp. (“Capital Bank”) on November 30, 2017. He served as Chairman of the Board of Directors and Chief Executive Officer of Capital Bank from 2009 until 2017. Prior to 2009, Mr. Taylor spent 38 years at Bank of America Corporation, most recently as the Vice Chairman of the firm and President of Global Corporate & Investment Banking. He is a director of one other public company, Sonic Automotive, Inc.

COLIN V. REED, Lead Director, is the Chairman of the Board and Chief Executive Officer of Ryman Hospitality Properties, Inc., Nashville, Tennessee, a real estate investment trust. Mr. Reed was elected Chairman of the Board of Ryman’s predecessor, Gaylord Entertainment Company (“Gaylord”), in 2005 and Chief Executive Officer of Gaylord in 2001. Mr. Reed is a director of one other public company, Ryman. He has been a director of First Horizon since 2006.

KENNETH A. BURDICK is the Chief Executive Officer at WellCare Health Plans, Inc., Tampa, Florida, a managed care company focusing exclusively on providing government-sponsored managed care services, since 2015. He joined WellCare in 2014, serving initially as president, national health plans, and then as president and chief operating officer. Mr. Burdick served as the President and



Chief Executive Officer of Blue Cross and Blue Shield of Minnesota from February 2012 to July 2012. From August 2010 to February 2012, he served as Chief Executive Officer of the Medicaid and Behavioral Health businesses of Coventry Health Care, Inc., and from October 1995 to May 2009, Mr. Burdick held a variety of positions with UnitedHealth Group, Inc. He has been a director of First Horizon since January 2019.

JOHN C. COMPTON is a Partner at Clayton, Dubilier and Rice, a New York-based private equity firm. He served as CEO of Pilot Flying J, a national operator of travel centers, until February 2013. Prior to September 2012, he served for twenty-nine years in various senior leadership positions with PepsiCo Inc., a global food, snack and beverage company, including Chief Executive Officer of PepsiCo Americas Foods, President and CEO of Quaker, Tropicana, Gatorade and CEO of PepsiCo North America, culminating in his service as President of PepsiCo. Mr. Compton was elected as a director of First Horizon in 2011.

WENDY P. DAVIDSON has been the President of U.S. Specialty Channels of Kellogg Company, Elmhurst, Illinois, a global food, cereal and snack company, since 2013. She serves as a member of the company's Global Leadership Team, North American Leadership Team, eighteen94 Venture Capital Fund and Global Strategy Councils. From 2010 to 2013, she served in various senior roles at McCormick & Company, Inc., including as Vice President, Custom Flavor Solutions, U.S. & Latin America, and from 1993 to 2009 she held a variety of executive positions at Tyson Foods, Inc., including Senior Vice President and General Manager – Global Customer and Group Vice President – Foodservice Group, culminating in her service as Senior Vice President and General Manager – Prepared Foods. She has been a director of First Horizon since January 2019.

MARK A. EMKES retired on May 31, 2013, as the Commissioner of Finance and Administration of the State of Tennessee, a position he had served in since 2011. Prior to his service as Commissioner, he was the Chairman, Chief Executive Officer and President of Bridgestone Americas, Inc. and a director of its parent company, Tokyo-based Bridgestone Corporation, a worldwide tire and rubber manufacturer, retiring from that position in 2010. Mr. Emkes is a director of two other public companies, CoreCivic, Inc. and Greif, Inc., and has been a director of First Horizon since 2008.

PETER N. FOSS is currently the general manager of the GE/NFL Head Health Program. Prior to his retirement in 2013, he served for 35 years in various leadership positions with General Electric Company, a global digital industrial company, including most recently as General Manager for Enterprise Selling and as President of the General Electric Company's Olympic Sponsorship and Corporate Accounts. Mr. Foss is a director of one other public company, Healthcare Trust of America, Inc., and became a director of First Horizon upon the closing of First Horizon's acquisition of Capital Bank Financial Corp. on November 30, 2017.

CORY DON J. GILCHRIST is a private investor and a Chartered Financial Analyst. From 2000 to 2011 he was a portfolio manager and partner at Marsico Capital Management. While at Marsico, Mr. Gilchrist was the sole portfolio manager for Marsico's 21st Century Fund and the lead portfolio manager for Marsico's Global Fund. Before joining Marsico, he was a senior analyst and portfolio manager covering emerging markets at The Principal Financial Group. Mr. Gilchrist has been a director of First Horizon since 2012.

SCOTT M. NISWONGER retired as Chairman of Landair Transport, Inc., a time-definite trucking, warehousing, and supply-chain management company, in 2018. He previously served as Chief Executive Officer (until 2003) of Landair and as Chairman of the Board (until 2005) and Chief Executive Officer (until 2003) of Forward Air, Inc., which operated as one company with Landair until the two were separated into two companies in 1998. He has been a director of First Horizon since 2011.

VICKI R. PALMER is President of The Palmer Group, LLC, a general consulting firm. Until 2009, she was Executive Vice President, Financial Services and Administration, Coca-Cola Enterprises Inc. ("CCE"), Atlanta, Georgia, a bottler of soft drink products. Ms. Palmer is a director of one other public company, Haverty Furniture Companies, Inc. She has been a director of First Horizon since 1993.



CECELIAD. STEWART retired as the President of U.S. Consumer and Commercial Banking of Citigroup, Inc., a global diversified financial services holding company, in April 2014. She had held that position since January 2011. From 2009 to 2011, she was President of the retail banking group and CEO of Morgan Stanley Private Bank N.A. Ms. Stewart is a director of one other public company, United States Cellular Corporation. She was elected as a director of First Horizon by the Board of Directors in 2014.

RAJESH SUBRAMANIAM is President and Chief Operating Officer of FedEx Corporation (“FedEx”), Memphis, Tennessee, a provider of transportation, e-commerce and business services. He is also President and CEO of FedEx Express, Co-President and Co-CEO of FedEx Services, Inc. and a member of FedEx’s Strategic Management Committee. Prior to March 1, 2019, he served as President and CEO of FedEx Express, and prior to January 1, 2019, he served as Executive Vice President and Chief Marketing and Communications Officer of FedEx as well as Chairman of FedEx Trade Networks and Chairman of FedEx Office and Print Services, Inc. He served as Senior Vice President (2006 to 2013) and Executive Vice President (2013 to 2016) of Marketing and Communications, FedEx Services, Inc. From 2003 to 2006, Mr. Subramaniam was the President of FedEx Canada, and from 1999 to 2003, he served as Vice President of Marketing for FedEx’s Asia Pacific business. He has been a director of First Horizon since 2016.

LUKE YANCY III is the President and Chief Executive Officer of Yancy Financial Group, Inc., a professional consulting firm in the area of diversity and inclusion. He is the retired President and Chief Executive Officer of the MMBC Continuum, Memphis, Tennessee, a nonprofit organization that promotes minority and women business enterprises. Prior to 2000, Mr. Yancy was President, West Region, of AmSouth Bank and, prior to its acquisition by AmSouth in 1999, First American Bank. Mr. Yancy has been a director since 2001.



FIRST HORIZON BOARD OF DIRECTORS OVERVIEW

Name	Joined Board	Independent under NYSE Listing Standards	Committee Affiliations*
Ken Burdick	2019	Yes	<ul style="list-style-type: none"> • Audit • Compensation • Bank Trust Audit
John Compton	2011	Yes	<ul style="list-style-type: none"> • Compensation • Executive & Risk • Nominating and Corporate Governance (Chair)
Wendy Davidson	2019	Yes	<ul style="list-style-type: none"> • Audit • Information Technology • Bank Trust Audit
Mark Emkes	2008	Yes	<ul style="list-style-type: none"> • Audit (Chair) • Compensation • Information Technology • Bank Trust Audit (Chair)
Peter Foss	2017	Yes	<ul style="list-style-type: none"> • Audit and Trust Audit • Nominating and Corporate Governance • Bank Trust Audit
Cory Gilchrist	2012	Yes	<ul style="list-style-type: none"> • Executive & Risk • Information Technology • Nominating and Corporate Governance
Bryan Jordan	2008	No	<ul style="list-style-type: none"> • Executive & Risk
Scott Niswonger	2011	Yes	<ul style="list-style-type: none"> • Executive & Risk • Nominating & Corporate Governance • Bank Trust
Vicki Palmer	1993	Yes	<ul style="list-style-type: none"> • Compensation (Chair) • Executive & Risk
Colin Reed	2006	Yes	<ul style="list-style-type: none"> • Compensation • Executive & Risk (Chair)
Cecelia Stewart	2014	Yes	<ul style="list-style-type: none"> • Audit and Trust Audit • Information Technology (Chair) • Bank Trust • Bank Trust Audit
Rajesh Subramaniam	2016	Yes	<ul style="list-style-type: none"> • Audit and Trust Audit • Information Technology • Nominating & Corporate Governance • Bank Trust Audit
Eugene Taylor	2017	No	<ul style="list-style-type: none"> • Executive & Risk
Luke Yancy	2001	Yes	<ul style="list-style-type: none"> • Audit • Bank Trust (Chair) • Bank Trust Audit

As of March 1, 2019

* The Trust and Trust Audit Committees are committees of First Tennessee Bank National Association only.



First Horizon is dedicated to operating in accordance with sound corporate governance principles. We believe that these principles form the basis for our reputation of integrity in the marketplace and are essential to our efficiency and overall success.

We are committed to “doing the right thing” and have procedures and policies to help all employees to comply with company principles, as well as applicable laws and regulations. Some of our corporate governance principles, policies and practices are highlighted below.

CORPORATE GOVERNANCE HIGHLIGHTS

Annual director elections. All our directors are elected by our shareholders every year.

Majority voting and director resignation policy. Our directors are elected by a majority of the votes cast in uncontested elections (plurality vote in contested elections), and we have adopted a director resignation policy for directors who do not receive the affirmative vote of a majority of the votes cast.

Independence. All current non-employee director nominees are independent under the NYSE listing standards.

Proxy access. We adopted a proxy access bylaw that allows a shareholder or group of up to 20 shareholders that has held at least 3% of our common stock for at least three years to nominate up to the greater of two directors or 20% of the Board and have those nominees appear in our proxy statement, subject to notice and other specific requirements in our Bylaws.

Board refreshment. Our Board values fresh perspectives. Over the past seven years, we have added seven new directors to our Board. Average tenure on our Board is 8.14 years,

Shareholder engagement. Dialogue with our shareholders is a critical part of our company's success. In 2018 we reached out to the holders of over 50% of our outstanding common shares; two directors, Compensation Committee Chair Vicki Palmer and Lead Director Colin Reed, spoke with representatives of fifty of our largest shareholders as well as with proxy advisory firms. We also held an Investor day event for shareholders and analysts late in 2018. Our Investor Relations area regularly conducts ongoing dialogue with our shareholders via one-on-one conversations, conferences, road shows, on-site visits and the like and communicates financial and strategic matters through public disclosures such as quarterly earnings presentations, analyst packets and SEC filings.

Lead Director. Independent director Colin V. Reed serves as the Lead Director. The principal duties of the Lead Director are specified in the Corporate Governance Guidelines.

Other directorships. None of our current directors serves on more than two public company boards other than First Horizon; thirteen of our fourteen current directors serve on one or no other public company boards.

Clawback. Our Compensation Recovery Policy (commonly known as a “clawback” policy) makes performance compensation paid based on erroneous financial data recoverable if the recipient caused the error or is responsible for the data's accuracy. Additional clawback provisions apply to most types of stock awards if certain other misconduct occurs, such as fraud or certain competitive activities, or (starting in 2014) if grant or payment of an award was based on erroneous financial data or if a termination for cause occurs.

Stock ownership guidelines. Our guidelines set forth our expectation that non-employee directors own five times their annual cash base retainer in First Horizon stock and executive officers own between two and six times their salary in First Horizon stock, depending on their position.

Individual director evaluations. Each year, the Nominating & Corporate Governance Committee evaluates the performance of each non-employee director prior to determining whether to recommend him or her to the Board for re-nomination. At least every three years, in lieu of the evaluation by the Nominating & Corporate Governance Committee, the company engages a third party to conduct individual director assessments and to provide advice and reports on how individual directors and the Board can improve.

Hedging. Company policy prohibits directors and executive officers from hedging with respect to First Horizon stock.



CYBERSECURITY STATEMENT

First Horizon National Corporation is steadfast in its commitment to safeguard our customer and financial data. Our business practices, processes, and controls regarding the protection and privacy of customer data are subject to numerous federal regulations, including the Gramm Leach Bliley Act and the Health Insurance Portability and Accountability Act. Additionally, the Bank is routinely subject to regulatory scrutiny and examination from entities such as the Office of the Comptroller of the Currency and the Federal Reserve Board.

First Horizon is continually making investments in new technologies and cybersecurity professionals to strengthen our defenses, mitigate cybersecurity threats, and adhere to regulatory requirements. We dedicate substantial resources to cybersecurity to protect the confidentiality, integrity and availability of financial and personal data. Our employees receive fraud and information security training annually while dedicated personnel monitor FHNC systems and networks.

Our cybersecurity strategy includes:

- » Top down focus on cybersecurity from our Board of Directors, executive management, and senior leadership
- » Robust governance and oversight to enforce adherence to cybersecurity policies and standards and meet compliance initiatives
- » Implementation of cybersecurity through highly skilled talent, leveraging proven technologies to identify and mitigate threats
- » Deployment of multilayered defenses to identify, protect, detect, respond and recover
- » Promotion of cybersecurity through employee awareness and job specific training
- » Communication of data protection requirements to affiliates and guidance to customers
- » Collaboration with threat intelligence organizations, law enforcement agencies and partners to keep abreast of cybersecurity threats

RISK MANAGEMENT

At First Horizon, appropriate risk management governance practices are employed to maintain a strong focus on all major risks, including emerging risks, inherent to our businesses and operations.

Our risk structure begins with our Board of Directors. Oversight of risk management is central to the role of the Board. Our risk management processes are reflected in a Board policy on risk management governance and in a Board statement of strategic objectives and risk appetite. The policy delegates primary responsibility for enterprise risk management oversight to the Executive & Risk Committee. The role of that Committee, as well as that of the Audit, Compensation, Information Technology and Trust Committees, is outlined below. Each of these committees and the full Board receive regular reports from management regarding the company's risks, and each committee reports regularly to the full Board concerning risk.

The First Horizon board has five major, chartered committees:

- » Audit Committee
- » Compensation Committee
- » Executive & Risk Committee
- » Information Technology Committee
- » Nominating and Corporate Governance Committee

Board Committee Functions and Risk Management:

- » **Executive & Risk Committee.** The Executive & Risk Committee's charter authorizes and directs the Committee to assist the Board in its oversight of (i) the establishment and operation of our enterprise risk management framework, including policies and procedures establishing risk management governance, risk management procedures, risk control



infrastructure, and processes and systems for implementing and monitoring compliance with the framework with respect to the management of credit, market, operational, liquidity, interest rate sensitivity, capital and equity investment risks, including emerging risks, (ii) the adoption, implementation and periodic review of significant risk management and compliance policies and (iii) our risk appetite statement. In connection with its credit risk responsibilities, the Committee oversees First Horizon's independent Credit Assurance Services department. The Executive & Risk Committee meets the requirements of Federal Reserve regulations on risk committees regarding the independence of the committee chair and the presence of at least one member with experience in identifying, assessing and managing risk exposures of large, complex firms.

- » **Audit and Trust Audit Committees.** In accordance with the NYSE listing standards and its charter, the Audit Committee fills an oversight role in risk management, including receiving reports from the Chief Audit Executive regarding risk governance, risk assessment and risk management, the adequacy of the company's policies and compliance with legal and regulatory requirements. The Bank's Trust Audit Committee carries out a risk oversight role with respect to the fiduciary activities of the Bank. The Committee is charged with ensuring that suitable audits (by internal or external auditors) of all significant Bank fiduciary activities are made either annually or on a continuous basis for the purpose of ascertaining whether the Trust Division is being administered in accordance with applicable law, regulation and sound fiduciary principles.
- » **Compensation Committee.** The Compensation Committee is chiefly responsible for compensation-related risks. The charter of the Committee requires the Committee to oversee our compliance with all applicable laws and regulations relating to (i) appropriate management of the risks associated with incentive compensation programs or arrangements or (ii) public, regulatory, or other reporting associated with such risks, programs or arrangements.
- » **Trust Committee.** The Trust Committee is responsible for overseeing the fiduciary activities of the Bank, including risks arising in connection with such activities. The Trust Committee receives reports from management of the Trust Division and any other units operating pursuant to the fiduciary powers of the Bank regarding fiduciary account records and the investment and distribution of fiduciary account funds.

The charter of each of these committees, except for the Trust Committee, is available on our website at www.FirstHorizon.com (click on "Investor Relations," then "Corporate Governance," and then "Governance Documents").

For additional information, please visit www.FirstHorizon.com



ETHICS CODES AND POLICIES

First Horizon's first formal code of ethics was adopted in the early 1980s. As the years passed, our business continued to evolve, and our concentration on ethics evolved as well. First Horizon adopted our Code of Business Conduct and Ethics to set forth the overarching principles that guide the conduct of every aspect of our business. Among other topics, the code covers conflicts of interest, confidentiality, insider trading, political activities and employee matters. Our Code of Business Conduct and Ethics applies to all employees, officers and directors of First Horizon and its subsidiaries and, in certain cases, to its agents and representatives as well. First Horizon has also adopted a Code of Ethics for Senior Financial Officers, a Compliance and Ethics Program Policy, and many other policies with specific guidance on ethical matters. Our Human Resources, Legal, Compliance and Corporate Security teams work together to oversee the handling of hotline submissions, Electronic Incident Reports and annual training on matters relating to these ethics codes and policies. Our Code of Business Conduct and Ethics is available on our website at www.FirstHorizon.com (click on "Investor Relations," then "Corporate Governance" and then "Governance Documents").

A MATTER OF PRINCIPLES

At First Horizon, it's our culture of ownership and teamwork that sets us apart from our competitors. The foundation of ownership is a commitment to integrity – demonstrating ethical business practices, even when times are tough and it may seem difficult to do so. The commitment of our employees to do the right thing is our number one competitive advantage and the basis of our core values. Employees are required to participate in annual training to review and understand our company's principles and policies. Additionally, employees receive an annually updated guidebook, called *A Matter of Principles*, to ensure that our employees understand and practice these principles.

This training and guidebook cover the following topics:

- » Code of Ethics and Values
- » Whistleblower Protection
- » Reporting Unethical Behavior
- » Confidential Information
- » Corporate Records Management
- » Conflict of Interest
- » Suspicious Activity Reporting
- » Marketing Guidelines
- » Electronic Usage Guidelines
- » Fair Treatment
 - Equal Opportunity
 - Pay Transparency Policy
 - Affirmative Action
 - Anti-Harassment
 - Sexual Harassment
- » Political Activity
- » Stock Investing
- » Health and Safety
- » Where to Turn for Help or Support



CORPORATE SOCIAL RESPONSIBILITY COMMITTEE

At First Horizon, we believe in doing our part to strengthen our communities and to operate our company by using sound business practices.

To formalize our commitment to do right by our customers, people, communities and shareholders, we established a Corporate Social Responsibility (CSR) Committee to promote our values of accountability, adaptability, integrity and relationships.

The CSR Committee will direct and guide relevant CSR and Environmental, Social and Governance (ESG) activities with the mandate to advance First Horizon corporate citizenship efforts in two areas of strategic focus: building stronger communities and ensuring responsible business practices.

The members of this committee are appointed by the CEO and composed of executive and senior leaders from the following functional areas:

- » Banking
- » Business Continuity Management
- » Corporate Communications
- » Community Reinvestment
- » Compliance
- » Corporate Properties
- » Credit
- » Diversity & Inclusion
- » Fixed Income
- » Foundation
- » Human Resources
- » Investor Relations
- » Legal
- » Marketing
- » Procurement
- » Strategy
- » Wealth Management

This committee will meet quarterly to review, recommend and report on First Horizon's CSR and ESG topics to ensure accountability and progress towards our goals of being *Here For Good*.



CAPITAL BANK
FIRST TENNESSEE BANK
FTB ADVISORS
FTN FINANCIAL



KEY ENVIRONMENTAL, SOCIAL AND GOVERNANCE HIGHLIGHTS

At First Horizon, we view the consideration of Environmental, Social and Governance factors as important drivers for how we conduct our business.

Governance:

- » Board of Directors
 - 12 Independent Directors
 - More than 20% female representation
 - More than 35% diverse representation
- » Executive Management Committee
 - More than 30% female
 - More than 20% are diverse

*Customers:**

- » More than 820,000 households
- » Nearly 300 branches
- » More than 43,000 ATMs
- » More than 290,000 customers served via Digital Banking
- » More than 67,000 Small Businesses served

Sustainability:

- » More than 1.6 million pounds of paper recycled in 2018
- » 46,500 kilowatt hours of clean electricity produced this year

Employees:

- » Approximately 5,500 employees
 - 60% of employees are female
 - 28% ethnically diverse employees
- » We conduct an annual employee engagement survey
- » Employees average 33 training hours annually
- » Comprehensive succession planning and development programs
- » Tuition Assistance programs

Community:

- » \$3.95 billion, five-year, community benefit plan to increase access to financial resources within low- to moderate-income (LMI) communities.
- » \$10 million in philanthropic dollars distributed in 2018
- » \$90 million distributed by the First Horizon Foundation since 1993
- » Approximately 1,200 organizations reached/supported
- » 21 HOPE Inside financial empowerment centers locations**
 - More than 114 workshops hosted in 2018
 - More than 500 Credit and Money Management Workshop participants
- » More than 20,500 employee volunteer hours

As of December 31, 2018

* Part of the Allpoint ATM Network; source was from internal database

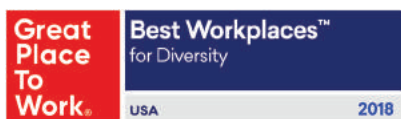
** Commitment to host Hope Inside locations in 10% of branch network



FEATURED AWARDS & RECOGNITION

Each year, First Horizon and its family of companies receive awards and honors for its outstanding workplace culture, employee initiatives and excellence in the financial service industry.

Selected awards are shown below. For a complete list, visit [FirstHorizon.com/Awards](https://www.firsthorizon.com/Awards).



Employer of Choice

Dave Thomas Foundation for Adoption

100 Best Adoption-Friendly Workplaces in America

Bloomberg Gender-Equality Index

Bloomberg

Forbes

America's Best Midsize Employers

Fortune Magazine

Best Workplaces for Women, Diversity

National Association for Female Executives

Top 50 Companies for Executive Women

Diversity Best Practices

Inclusion List



Industry

Greenwich Excellence Awards

CX Leader Award – U.S. Commercial Middle Market Banking and Small Business Banking

Phoenix-Hecht Quality Index

Excellence in Middle Market Banking

American Banker

Best Bank to Work For

Reputation Institute

Most Reputable Companies



Regional Awards

The Commercial Appeal

Top Workplaces

Memphis Business Journal

Best Places to Work

The Tennessean

Top Workplaces

Knoxville News Sentinel

Top Workplaces