

## **TFS FINANCIAL CORPORATION**

### **POLICY REGARDING COMMUNICATIONS WITH THE BOARD OF DIRECTORS**

#### **A. Introduction**

The Board of Directors of TFS Financial Corporation (the “Company”) welcomes communications from its stockholders. The purpose of this policy is to establish written procedures and guidelines governing such communications.

#### **B. Method of Communicating with the Board of Directors**

Any stockholder who wishes to contact the Company’s Board of Directors or an individual director may do so by writing to the Company’s Board of Directors or an individual director, c/o TFS Financial Corporation, 7007 Broadway Avenue, Cleveland, Ohio 44105. The letter should indicate that the author is a stockholder of the Company, and, if shares are not held of record, should include appropriate evidence of stock ownership.

#### **C. Review of and Distribution of Communications**

The Corporate Secretary shall review any stockholder communication directed to the Board of Directors or to any individual director. Depending on the subject matter, the Corporate Secretary will:

- Forward the communication to the director or directors to whom it is addressed;
- Attempt to handle the inquiry directly or forward the communication for response by another employee of the Company. For example, a request for information about the Company or a stock-related matter may be forwarded to the Company’s stockholder relations officer; or
- Not forward the communication if it is primarily commercial in nature, relates to an improper or irrelevant topic, or is unduly hostile, threatening, illegal or otherwise inappropriate.

The Corporate Secretary shall make those communications that were not forwarded known to the directors and available to the directors on request.

#### **D. Amendment of Policy**

This Policy may be modified or amended by the Board of Directors of the Company at any time without notice.