



**Procedures for the Submission of  
Complaints or Concerns  
Relating to Accounting,  
Internal Accounting Controls  
or Auditing Matters**

The Audit and Risk Committee (the "**Audit Committee**") of the Board of Directors of Upbound Group, Inc. (the "**Company**") has established the following procedures for: (a) the receipt, retention, and treatment of complaints received by the Company regarding accounting, internal accounting controls or auditing matters, and (b) the submission by employees of the Company, on a confidential and anonymous basis, of concerns regarding questionable accounting or auditing matters.

1. Complaints and concerns regarding the Company's accounting, internal accounting controls or auditing matters shall be directed to the Company's General Counsel. Such complaints or concerns may be submitted in writing, by e-mail or telephone. If such complaints or concerns are submitted in writing, they should be directed to "General Counsel, Upbound Group, Inc., 5501 Headquarters Drive, Plano, Texas 75024." If such complaints or concerns are submitted by e-mail, they should be sent to [upbound.board@upbound.com](mailto:upbound.board@upbound.com). If such complaints or concerns are submitted by telephone, a person may call (972) 624-6210. The General Counsel shall report to the Chairman of the Audit Committee with respect to complaints or concerns received regarding the Company's accounting, internal accounting controls or auditing matters. Following the receipt of any complaints or concerns submitted hereunder, the General Counsel, or such other person directed by the Audit Committee, under the direction of the Audit Committee, will oversee the investigation of each matter so reported.

2. In lieu of reporting a concern directly to the General Counsel, any employee of the Company may submit, on a confidential and anonymous basis, any concerns regarding questionable accounting or auditing matters relating to the Company by telephone or online to the Company's third-party reporting hotline at 1-866-480-6135 or [rentacenter.ethicspoint.com](http://rentacenter.ethicspoint.com). A summary of any reported item regarding accounting and auditing concerns is prepared by EthicsPoint, the third party operating the hotline, and such summary is forwarded to the Chairman of the Audit Committee and the General Counsel for investigation. If an employee would like to discuss any matter submitted pursuant to these procedures with the Chairman of the Audit Committee or the General Counsel, the employee should so indicate this in the submission and include contact information so that he or she might be contacted if deemed appropriate.

3. To the extent that a complaint or concern raised by an employee would also require reporting under the Company's Code of Business Conduct and Ethics (the "**Code of Conduct**") (including, for example, the Financial Officer Code of Ethics), reporting a complaint or

concern as described in these procedures would also constitute reporting the complaint or concern pursuant to the Code of Conduct.

4. The Company does not permit, nor does the law allow, retaliation of any kind against employees for concerns submitted hereunder that are made in good faith.

5. The Audit Committee and the General Counsel, or such other person directed by the Audit Committee, may enlist employees of the Company and/or outside legal, accounting or other advisors, as appropriate, to conduct any investigation of complaints or concerns regarding accounting, internal accounting controls or auditing matters as they deem appropriate. Reasonable efforts will be used to protect the confidentiality and anonymity of the complainant.

**Approved by the Audit and Risk Committee of the Board of Directors on September 19, 2023.**