

Approved by the Governance and Nomination Committee on 3/19/2026

Approved by the Board of Directors on 4/24/2026

1.0 Purpose

The Board of Directors (the “Board”) of Citizens Community Bancorp. Inc. (the “Corporation”) values the input and insights of its stockholders and believes that effective communication strengthens the role of the Board as an active, informed and engaged body. To facilitate communication, this Policy outlines the procedures for communicating with the Board and its members.

This policy has been approved by the Board and the Governance and Nomination Committee. The Governance and Nomination Committee will oversee this Policy and will review it and may recommend any changes to the Board from time to time. The Board can modify this Policy unilaterally at any time without notice.

2.0 Stockholder Communications to the Board

Stockholders may communicate with the Board, any committee of the Board, or any individual director by directing such communication to the Corporation’s Secretary at 2174 EastRidge Center, Eau Claire, Wisconsin 54701 or via email to jbroucek@ccf.us. Each such communication should indicate that (a) the sender is a stockholder of the Corporation, (b) a statement of the type and amount of the securities of the Corporation that the person holds, (c) any special interest, meaning an interest not in the capacity as a stockholder of the company, of the person in the subject matter of the communication, (d) the address, telephone number and e-mail address, if any, of the person submitting the communication, and (e) that the sender is directing the communication to one or more individual directors, or to a committee, or to the Board as a whole.

The Board has designated the Secretary as its agent to receive and review written communications addressed to the Board or any individual director. Communications will be periodically compiled by the Secretary and submitted to the Board or the individual directors. Any such communications that are considered, in the reasonable judgment of the Secretary, to be improper for submission to the intended recipient(s) will not be submitted to the Board. Examples of stockholder communications that would be considered improper for submission include, without limitation, customer complaints, solicitations, communications that do not relate directly or indirectly to the Corporation or its business, or communications that relate to improper topics. The Secretary may communicate with the sender for any clarification. The Secretary may also attempt to handle a communication directly where appropriate, such as where the communication is a request for information about the Corporation or where it is a specific stockholder matter.

3.0 Accounting and Auditing Concerns and Code of Business Conduct and Ethics

Concerns regarding accounting, internal accounting controls, auditing and other related matters or possible violations of our Code of Business Conduct and Ethics should be reported under the procedures outlined in the Corporation’s Code of Business Conduct and Ethics Policy, which is available on the Corporation’s website at <https://www.ccf.us/about-us/investor-relations.html>.