

Stockholder Communications with the Board of Directors

The board of directors of Arbor Realty Trust, Inc. has established a process to receive communications from stockholders. Stockholders may contact any member (or all members) of the board of directors by mail. To communicate with the board of directors, any individual directors or any group or committee of directors, correspondence should be addressed to the board of directors or any such individual directors or group or committee of directors by either name or title. All such correspondence should be sent in care of General Counsel and Corporate Secretary at Arbor Realty Trust, Inc., 333 Earle Ovington Boulevard, Suite 900, Uniondale, New York, 11553.

Interested Party Communications with Independent Directors

Anyone, including but not limited to stockholders of Arbor Realty Trust, Inc., wishing to make their concerns known to Arbor Realty Trust, Inc.'s independent directors may contact the member of the board of directors who currently chairs the executive session of the independent directors or the independent directors as a group by writing to the Presiding Independent Director or the Board of Directors in care of General Counsel and Corporate Secretary at Arbor Realty Trust, Inc., 333 Earle Ovington Boulevard, Suite 900, Uniondale, New York, 11553.

Interested third party communications regarding accounting matters

Individuals not employed by Arbor Realty Trust, Inc. or Arbor Commercial Mortgage, LLC may communicate concerns and complaints regarding accounting, internal accounting controls and auditing matters by regular mail sent to Arbor Realty Trust, Inc., 333 Earle Ovington Boulevard, Suite 900, Uniondale, New York 11553, Attention: General Counsel. Upon receipt of a concern or complaint purportedly relating to such a matter, from whatever source, the General Counsel of Arbor Realty Trust, Inc. will notify the Chairperson of the Audit Committee, and will provide reports to the Audit Committee regarding such concerns or complaints on a periodic basis. Individuals may also communicate concerns and complaints to the Audit Committee by contacting our Corporate Governance Hotline at: 800-597-0695. These calls will be transcribed and submitted on a confidential, anonymous basis.

Treatment of Stockholder Communications with Directors & Interested Party Communications with Independent Directors

All communications received as set forth in the preceding paragraphs will be opened by the office of our General Counsel and Corporate Secretary for the sole purpose of determining whether the contents represent a message to our directors. Any contents that are not in the nature of advertising, promotions of a product or service or patently offensive material will be forwarded promptly to the addressee. In the case of communications to the board or any group or committee of directors, the office of the General Counsel and Corporate Secretary will make sufficient copies of the contents to send to each director who is a member of the group or committee to which the envelope is addressed.