



Customers Bank

Environmental, Social and Governance (ESG)



To our shareholders:

Since its inception, Customers Bancorp, Inc. and its subsidiary, Customers Bank, have been committed to the principles of:

- **diversity and inclusion**
- **strong support of the economic and community development efforts that improve the lives of our clients**
- **appropriate and transparent corporate governance**
- **environmental sustainability**

Throughout the global COVID-19 pandemic, our efforts were unwavering. Not only did Customers Bank sustain its Community Reinvestment Act investments and charitable contributions, we also made significant emergency contributions to combat food insecurity, loss of educational opportunity, and homelessness. Additionally, we also contributed to the purchase of personal protective equipment to front-line medical personnel.

Customers Bank was also proud to be among the nation's leaders in providing emergency CARES Act funding to small businesses across the nation. In 2020, Customers Bank provided more than 102,000 loans worth \$5.2 billion. And we're meeting that performance in 2021 with another 130,000 loans worth \$2.3 billion.*

Customers Bank delivered funds to the truly small bedrock businesses who needed them most. These loans sustained jobs and protected working-class families during the national emergency.

While doing all of this, we recognized the pain felt in our minority communities and within our own team. In 2019, we joined CEO Action for Diversity & Inclusion™, the largest CEO-driven business commitment to advance diversity and inclusion in the workplace, and will champion the organization's principles.

The bank's EDIFY (Equity Diversity & Inclusion For You) Council held a company-wide "family meeting" to listen to the thoughts and feelings of our Team Members as the nation came to grips with its racial divide.

We will continue to be a positive force in the communities in which we do business – especially Boston, Chicago, New York City, Philadelphia, Providence and Washington, DC. We will not sanction or abide intolerance and injustice through our actions or inactions. We stand together for change.

And we continue to be a great place to work. Nearly 90% of Glassdoor reviewers would recommend Customers Bank to a friend, 86% approve of the CEO, and many reviewers cite "great culture" among the pros of working for the bank.

The ESG Report provides more insight to our thoughts, our actions, and our commitment to be a positive force as well as a financial dynamo. Please read our report and offer us your thoughts.

Sincerely yours,



Jay Sidhu — Chairman & CEO, Customers Bancorp, Inc.

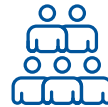
*As of 3/31/2021

Environmental, social and governance (ESG) considerations are integrated across our business units and incorporated into the policies and principles that govern how our company operates. We continuously seek to address some of the practical challenges in balancing short- and long-term business trade-offs in order to ensure that our stakeholders and shareholders prosper together. Customers Bank's approach to ESG management includes promoting sound corporate governance, risk management and controls, investing in our Team Members and cultivating a diverse and inclusive work environment, strengthening the communities in which our Team Members live and work, and operating our business in a way that demonstrates Customers' dedication to environmental sustainability.



Our Communities

Use of investment and philanthropic capital to expand access to economic opportunity in the communities where we do business has been core to Customers since its founding more than 10 years ago.



Our Team Members

Customers Bank is committed to developing high performing Team Members and fostering a richly diverse and inclusive workplace culture.



Our Environment

Customers Bank provides financing solutions that generate positive environmental and social impacts and actively manages the environmental impacts of the company's branches and office locations.



Our Risk Culture

Customers Bank's tone at the top and risk culture underpins our ability to function with integrity and accountability and to systematically and independently review risks and opportunities while building sustainable value for the company.



Our Corporate Governance & Ethics

Supported by unwavering management commitment and an engaged Board, Customers Bank is continually focused on enhancing the structures, processes and controls in place that support and promote accountability, transparency and ethical behavior.

2020 Milestones

Customers Bank contributed nearly **\$400,000** to help feed those most in need during the pandemic.

In addition to combating food insecurity, Customers Bank contributed an additional **\$250,000** to other pandemic-related programs including supplying PPE for hospitals and educational opportunities for inner-city children.

Customers has become an active lender for several land-based wind projects, providing **\$126 million** in financing.

*As of 3/31/2021

Just days after the death of George Floyd, the bank held a company-wide virtual **“Family Meeting”** to provide an outlet of support to our Team Members. Executive leaders addressed over 600 Team Members who were then invited to share their stories, feelings and concerns.

In 2020, Customers Bank was one of the nation’s leading lenders in the Paycheck Protection Program (PPP) and is a leader again in 2021. From passage of the CARES act on March 27, 2020 through March 31, 2021, Customers Bank participated in over **230,000 loans** with an aggregate value of **more than \$7.5 billion**. * These loans helped save hundreds of thousands of jobs.

Customers Bank joined the Federal Home Loan Bank of Pittsburgh in making **120 First Front Door home loans worth more than \$12 million**, providing affordable housing to families across the market.

In total, Customers Bank invested **more than \$2.6 million** in 2020 through CRA investments, charitable donations, and community sponsorships.

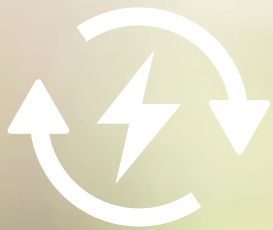
Customers Bank was the winner of the highly coveted **2020 Best Example of Making an Impact on Business Award** presented by Everbridge, an organization focused on life-saving efforts through its global Critical Event Management (CEM) platform. The bank stood out for its commitment to life safety, operational resilience and business continuity due to its efforts to communicate with Team Members, clients and the community during the onset of the pandemic.

Environmental Sustainability

Investing in the future of the planet



Commitment to the Environment



Since 2012, Customers Bank has been an active lender in the renewable energy industry adding significant value to customer relationships via the company's knowledge and expertise in the energy sector.



Sustainability Guidelines and Recycling

Customers' facilities adhere to universal Sustainability Guidelines and **recycling is encouraged** at all company facilities.

Environmental Stewardship in New Executive Offices

Over the past two years, the bank initiated a project to find and retrofit space suitable for about 160 Team Members who make-up the Executive Offices group. The bank chose a remediated industrial building originally built about 100 years ago as part of the regional textile industry. The upper floors serve as high-end loft apartments, while Customers Bank took 30,000 square feet at ground level. Design work took environmental issues into account:

- ✔ **Energy efficient lighting systems** throughout the space are controlled by movement sensors, shutting off when no one occupies the area.
- ✔ **The space is zoned for optimal HVAC operation** with 18 units independently controlled by state-of-the art sensors and software.
- ✔ Dozens of enormous 20th Century industry **windows were replaced with multi-pane, heat reflecting glass** that offers all of the advantages of natural lighting without the thermal impact and energy-intensive cooling. Opaque heat reflecting blinds were also installed.
- ✔ Rest room fixtures and toilets are low-flow and water-saving.



Occupancy of the space began in July 2020. Our daily activities are also a chance to practice good environmental stewardship:

- ✔ **We have reduced a large proportion of paper use**, storage and destruction by converting to digitization. Paper that is required is shredded and recycled.
- ✔ **We encourage recycling in the office** and provide Team Members with handy collection points for glass, plastic and office paper.
- ✔ Customers Bank has no need to store hazardous materials on-site but we go beyond the minimum ensuring that materials we do choose and use are protective of human health and the environment. **With COVID-19, we purchased larger amounts of cleaning products ensuring that all are EPA approved and hospital approved.**
- ✔ The individual who oversees our corporate space is credentialed by the International Facilities Management Association as a certified Sustainability Facility Professional.

And, with health in mind, Customers Bank installed UV Filter lights on all HVAC units to prevent the spread of harmful molds and viruses.

Financing Renewable Energy

Customers Bank has been an active lender to the Renewable Energy industry since 2012, adding value to customer relationships via the knowledge and expertise it has developed in this industry along with a high level of customer service and customized credit structures.



Wind Power

Customers Bank has provided \$126 million of direct or agented construction, term and letter of credit financing for several land-based wind projects. This equates to over 100 MW of nameplate power providing clean energy to nearly 50,000 residences and small businesses in New England.



Hydroelectric Power:

Customers Bank closed on its first hydroelectric power project financing in the amount of \$2.9 million in early 2021. Still in the construction phase, this is a low-impact project located in Rhode Island that will provide numerous economic, environmental, public safety and renewable energy benefits once it is operational.



Solar Power

Customers Bank entered the solar market in late 2017. We have provided a national solar developer with a commitment to finance projects throughout the Northeast. To date, the bank has financed 2 MW of solar projects in Rhode Island and a 5.2 MW community solar project in upstate New York for this sponsor. We are also a \$20 million participant in a \$100 million club deal that will assist in financing the development and construction of an estimated 250 MW of solar projects throughout the United States. The bank is currently underwriting an existing 1.4 MW plus 2 MWh solar plus storage project in Massachusetts. This project is the first operational solar plus storage project in Massachusetts. The bank also has a term sheet outstanding on a 6.9 MW community solar project in New Jersey with the majority of the power to be utilized by low- to moderate-income households.

Making Sustainability Part of Banking

Customers Bank will work continuously toward its own sustainability goals, but that's only a fraction of our power to save the planet.

Customers Bank is heartened to see America rejoin the Paris Climate Agreement and recognizes that American business must help the country to achieve its goals. It's imperative that Customers Bank take steps to facilitate its clients' transition to more sustainable operations.

- **Effective in 2021, the bank's credit assessment memos (CAMs) will include an area in which lenders will add commentary regarding the loan applicant's efforts to become more sustainable by using loan proceeds to reduce energy consumption, switch to sources of renewable energy, eliminate toxic emissions, implement closed-loop recycling, build LEED certified buildings, reduce waste generation, convert fleets to electric vehicles, encourage ride-sharing among Team Members, reduce corporate travel, adopt "green technologies," or take other steps toward becoming a more sustainable business.**
- **Effective in 2021, Customers Bank will actively market its commercial lending products to firms seeking financing to improve their sustainability.**
- **Effective in 2021, Customers Bank will actively market a new consumer lending product to individuals seeking financing to improve their home's energy efficiency or purchase a hybrid or electric vehicle.**
- **In 2021, Customers Bank is aggressively pushing consumer and commercial clients to "go paperless."**

Environmental Achievement is Aspirational



- OakNorth Bank in the United Kingdom was one of the first banks globally to achieve net carbon zero for scope 1 and 2 emissions and is focused on making a positive social impact. Its sister company, OakNorth, is the creator of the ON Credit Intelligence Suite, the industry's first ML-powered, data-driven technology that gives commercial lenders a forward looking, 360-degree view of their borrowers. OakNorth seeks opportunities to partner with lenders such as Customers Bank that share its commitment to sustainability.
- Customers Bank is proud to be the first lender to be deploying OakNorth's proprietary Climate Scenario Framework. The Framework will enable us to analyze climate-related risks and opportunities at a portfolio level, providing insights to individual borrowers so they can take steps to mitigate risk.
- Central banks and regulators globally recognize the importance of monitoring the physical and transition risks in the governance of global financial systems and are consequently, taking action to mandate financial services' disclosure of climate-related risks. OakNorth's Climate Scenarios Framework will support Customers Bank in being ahead of the requirements of scenario analysis to identify risk influence alignment of its credit policy per climate change related disruption and disclosure requirements set by regulators in this regard.

Insights like these, as they become possible, will make Customers Bank a stronger environmental steward.

Corporate Giving



Corporate Giving

● In total, Customers Bank invested more than
\$2.6 million
in 2020 through CRA investments, charitable donations, and community sponsorships.

● In 2020, Customers made nearly
\$1.4 million
in contributions to nonprofits addressing education and social needs. The bank's charitable giving priorities are:



Kids



Education



Veterans



Healthcare



Community
Development



We seek to achieve multiple goals, such as funding an education program for inner-city youth, or a job skills program for veterans, whenever possible. Customers Bank also works proactively with other community funders to ensure that our giving is collaborative and not competitive. We work with grantees to identify synergies with other organizations we fund so that efforts are not duplicative and end-goals are more fully achieved.

Notable 2020 Corporate Giving



Team Member Giving & Engagement

Customers Bank matches up to \$500 per Team Member for contributions made to 501(c)(3) charitable organizations with principles compatible to the bank's values. In 2020, **the bank matched nearly \$5,000 in contributions to more than 20 organizations** including universities, health research organizations, community food banks, education research organizations, natural resource preservationists, and public radio.

Twenty-two Customers Bank Team Members and leaders serve on community and statewide boards of non-profits, service organizations, and charitable organizations.

Customers' Team Members regularly volunteer their time and business expertise to help organizations that serve our communities. Our Team Members have supported reading readiness drives, health fairs, taught free courses on spending, saving and borrowing, and volunteered their time and knowledge to support community-focused causes.

Since Customers founding in 2009, the company has **partnered with the United Way of Berks County's workplace campaign** with an average participation rate of 62% and average gift per Team Member of more than \$950.

COVID-19: Fighting Food Insecurity

With the onset of the pandemic and increased job loss, food insecurity became an even greater threat to our communities. Customers Bank responded with contributions to organizations that had the capacity and infrastructure to deliver meaningful results.



Customers Bank donated \$200,000 to Feeding America coupled with a customer appreciation initiative celebrating Pay It Forward Day in April. Bank clients chose Feeding America as their pick to help fight the impact of the pandemic.



In June 2020, Customers Bank donated \$125,000 to Helping Harvest, the Feeding America designated food bank for Berks and Schuylkill counties. The bank was proud to support Helping Harvest as it addressed the growing food needs in the community amid the impact of COVID-19.



OLIVET BOYS & GIRLS CLUB
OF READING & BERKS COUNTY

Customers Bank donated \$25,000 to Olivet Boys & Girls Clubs to support nutritious dinners distributed to needy families through the summer of 2020.



Customers Bank donated \$25,000 to the Greater Reading Foodbank to support community programs that supplemented family needs.

Mitigating the Impacts of COVID-19

United Way
of Berks County



In April, Customers Bank joined forces with the United Way of Berks County and offered to match all individual giving gifts to the Berks COVID-19 Response Fund, up to \$100,000. The bank was proud to give back to those most in need during the pandemic. With help from the matches provided by Customers Bank and other generous community donors, the United Way of Berks County was able to raise over \$800,000 used to support the community through the crisis.



For several years, Customers Bank has been a strong supporter of the Read Alliance in New York City – a program that employs teenaged high school students to tutor and mentor elementary-aged learners. With the closing of public schools and the termination of many educational enrichment programs, the youth of Queens, the Bronx, Brooklyn, and Manhattan faced even greater education challenges. The Read Alliance created a virtual program to combat these challenges. Customers Bank donated \$100,000 to the emergency effort to pay high school mentors and supply technology needed for the program.



Customers Bank proudly donated \$25,000 to the Reading Hospital Foundation to help fund the hospital's clinical research and provide PPE for front line healthcare heroes.

Paycheck Protection Program Loans

– saving well over one million American jobs

- The Small Business Administration has recognized Customers Bank for its exceptional commitment to delivering financial assistance to America's small business community through the Paycheck Protection Program. At the start of the global pandemic, Customers Bank was a regional bank based in Pennsylvania with a Mid-Atlantic and New England footprint and just over \$12 billion in assets. Customers Bank was, however, an SBA lender on a national scale and leveraged that experience and its digital banking expertise to create fintech partnerships through which, in PPP Rounds 1 and 2, the bank participated in and funded more than 102,000 loans putting an aggregate \$5.2 billion into the US economy.

- In PP3 which began in January 2021, Customers Bank has again been a national leader. Through March 31, 2021 the bank has participated in another 130,000 loans with an aggregate value of another \$2.3 billion.



Among the major PPP lenders in 2020, Customers Bank's average PPP loan was the second lowest – under \$50,000 – typically a firm of four or six employees – proving the bank's commitment to putting money into the nation's smallest and neediest businesses. In 2021, the average Customers Bank PPP loan is just over \$20,000 – demonstrating our ability to serve independent contractors, sole proprietors, and "gig workers."

Nearly 25% of PPP loans funded by Customers Bank in 2020 went to businesses and individuals located in low- and moderate-income census tracts. This was an extraordinary achievement among PPP lenders and essential to helping inner cities and rural areas deal with the economic crisis spurred by the pandemic.

As part of PP3 in 2021, Customers Bank launched a partnership program with more than two dozen trusted Community Development Financial Institutions (CDFIs), Minority Financial Institutions (MFIs), and non-profits including African American and Hispanic chambers of commerce to reach businesses owned by Black, Indigenous and People of Color (BIPOC) who for decades had been denied access to capital from traditional financial institutions.

Understanding that more than 90% of woman-owned, minority owned, and veteran-owned businesses have fewer than 20 employees, Customers Bank has made a concerted effort to serve these enterprises in urban and rural America.

The Impact of our Contributions

A few vignettes



Read. Lead. Succeed!

As an advocate of education and community development, Customers Bank has witnessed firsthand the power of effective education and reading skills. The bank contributed \$100,000 to help Read Alliance achieve its mission. The organization provides early literacy intervention to K-2nd graders in public and charter schools and at community-based organizations throughout the school year and summer months. Students receive one-to-one support from trained Teen Leaders who provide foundational reading skills that enable the early learners to catch up to their peers and gain the confidence to thrive academically in their classrooms.

Richard and Angela Ehst were recognized during the organization's virtual 20th Anniversary Celebration for their continued generous support of the organization and the literacy programs it conducts throughout the year.



Books for Bikes

For five years, Customers Bank has partnered with the United Way of Berks County and its **Ready. Set. Read. Program** to combat the “summer slide” when children regress in their reading skills while not in school. The summer program provides books and daily reading activities that build vocabulary and comprehension. Prior to the pandemic, the bank brought new partners to the effort: the YMCA of Reading & Berks County and Alvernia University’s South Reading Youth Initiative.

As an incentive to participation, Customers Bank has been presenting students who complete 75% of the summer sessions with a brand-new bicycle and helmet.

With the closing of schools and playgrounds, the pandemic changed the nature of the program but not the outcomes.

The three organizations working in concert were able to reach more than double the children from previous years and 95 youngsters earned the bike.



Education Improvement Tax Credit Program

In 2020, Customers Bank participated in the Pennsylvania Educational Improvement Tax Credit Program (EITC) donating \$900,000 to qualifying institutions and programs.

The program provides tax credits to eligible businesses contributing to a scholarship organization, an educational improvement organization and/or a pre-kindergarten scholarship organization.

HIGHLIGHTS

Customers Bank contributed \$150,000 to Alvernia University to support the Reading Youth Initiative, which is a collaboration between Alvernia faculty, staff, students and the Reading School District. The program provides annual summer camps, after-school mentoring during the academic year and a variety of cultural activities, including museum visits, sporting events and educational field trips, all within the Greater Reading and Philadelphia area.

Customers Bank donated \$75,000 to Liguori Academy which creates individualized, flexible, technology-driven instructional programs for Philadelphia youth who struggle in traditional secondary education environments. Liguori supports and promotes academic achievement to ensure their futures are bright and boundless. The career and college readiness initiative offers students a pathway to life-long success.

Customers Bank also contributed \$20,000 to Reading Area Community College through the EITC program to support the school's dual enrollment program for high school students. The program enables enrolled high school students to save time and money by earning both high school and college credits simultaneously as they complete most of their general education courses.

Supporting Vulnerable Communities

Customers Bank was proud to originate and fund a PPP loan of more than \$57,000 to Orion Communities to support its mission. Orion offers hope for individuals and families experiencing hardships due to poverty, disability or illness by building bridges that lead to self-reliance. The organization provides shelter, food, clothing, transportation, access to healthcare and human interaction to the most vulnerable community members. The loan is eligible for forgiveness making it essentially a grant to Orion for these critical services.

“We are grateful for the opportunity to help our neighbors and friends. More than 150 Customers Bank Team Members, including senior leaders, live and work nearby. We have to help fight hunger. We’re all in this together.”

Richard Ehst

*President and Chief Executive Officer
of Customers Bank*

Supporting Minority Communities

- **Customers Bank was proud to donate \$30,000 in June to the Greater Philadelphia Hispanic Chamber of Commerce.** The funds were used to support the Chamber's Accelerate Latinx Program. The Chamber has an active alumni cohort that supports small business owners through coaching, technical assistance and education.



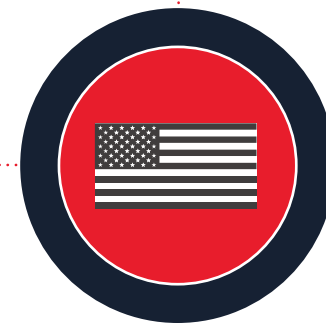
Supporting Our Veterans

- Due to the pandemic, Customers Bank and other event sponsors were unable to hold the annual Berks Veterans Celebration in 2020. While the luncheon could be postponed, the needs of veterans remained persistent and growing as a result of COVID-19. Over the past six years, the event has raised more than \$500,000 to assist local veterans in need.

Even without the annual event, the generosity of members of the community helped raise more than \$30,000 through charitable donations to the Military Assistance Fund, which supports the Paul R. Gordon Veterans Social Center and scholarships for veterans attending Reading Area Community College.



Supporting America's Economic Backbone



- Small businesses are the backbone of the American economy. **The bank was proud to partner with leading financial institutions, including Univest Financial, Bryn Mawr Trust, OceanFirst Bank and WSFS Bank to provide \$650,000 in loans to small businesses in Philadelphia.** The Micro-Loan Recovery Program partnership was limited to businesses operating within the City of Philadelphia. Businesses were able to apply for a 10-year, low-interest loan, with 0% interest in the first year and 1% interest in the remaining nine years. Loan amounts ranged from \$3,000 to \$25,000, with the primary objective of supporting the reopening of a business.
- A Providence Commercial Corridor Micro-Business Loan Fund was established in June to provide financing to micro-businesses to help address safety measures needed for reopening due to the COVID-19 pandemic. **Customers Bank provided the Micro-Business Loan Fund with a donation of \$5,000 to help small businesses in the region.**

Community Reinvestment Act

Focus on affordable housing



Community Reinvestment

- In 2020, Customers made nearly **\$1.5 million** in Community Reinvestment Act contributions. Many of these contributions are aimed at developing affordable housing options in our communities.
- In 2020, Customers Bank participated in **120 Federal Home Loan Bank of Pittsburgh First Front Door loans** to first-time home buyers. These loans were an aggregate **\$12,227,498**
- Customers Bank partnered with multiple organizations to provide affordable housing to deserving residents. Through programs with Habitat for Humanity Philadelphia and Gaudenzia Hutchinson Street, Customers Bank provided more than **\$1,168,000** in affordable housing funding.
- As part of the home dedication ceremonies, Richard Ehst, President and Chief Executive Officer of Customers Bank, participated in a Facebook video presentation with Corinne O'Connell, Chief Executive Officer of Habitat for Humanity Philadelphia, to congratulate a Philadelphia resident on becoming a new homeowner.



Other notable housing-related and community development contributions made by Customers Bank were:

- ✓ Bronx Neighborhood Housing Services
- ✓ Chinatown Manpower Project
- ✓ Community First Fund
- ✓ Grace Neighborhood Development
- ✓ Greater Jamaica Development Corporation
- ✓ Habitat for Humanity of Berks County
- ✓ Hispanic Association of Contractors and Enterprises
- ✓ The Fuller Center of Housing for Greater NYC

An Award-Winning Affordable Mortgage Team

The 2020 Affordable Mortgage production – including the bank's in-house initiatives, the Pennsylvania Housing Finance Agency programs, and the Federal Home Loan Bank of Pittsburgh's First Front Door program - was \$22 million.

In 2020, Customers Bank was recognized:

- ✓ by the Federal Home Loan Bank of Pittsburgh as one of the top First Front Door Lenders;
- ✓ by the Pennsylvania Housing Finance Agency as one of its Top 10 mortgage originators of 2019; and
- ✓ by Neighborhood Housing Services of Greater Berks, Inc. as its top lender partner.

Elsie Maduro Named PHFA's Top Individual Mortgage Originator for Third Consecutive Year



The Pennsylvania Housing Finance Agency (PHFA) named Elsie Maduro, Vice President and CRA Mortgage Officer at Customers Bank, as the

top individual mortgage originator for the third year in a row. At the same time, PHFA ranked Customers Bank in the top 10 out of the organization's approximately 93 lending partners across the state. The bank's ranking was based on the total volume of closings for PHFA home loans throughout the year. PHFA also recognized organizations and individuals in special categories, including naming Customers Bank the Top Minority Lender, an honor the bank also won in 2017 and 2018.

Human Capital

Our people are our most valuable asset



Investing in Our Team Members



- Customers CUBI University offers a variety of workplace learning and development opportunities empowering Team Members to gain new skills and grow professionally. Customers Bank fosters continuous learning through the adoption of a strong and effective internal coaching program that nurtures professional growth and development.
- Customers Bank announced a new program in June that provides scholarship funds to dependents of our Team Members. In 2020, the bank awarded 29 scholarships, with each person receiving \$1,700.
- 159 Team Members participated in Customers Wellness Program which included 224 biometric screenings and a variety of nutrition and exercise-focused challenges.
- The Customers Bank Employee Assistance Program provides professional assistance and resources helping Team Members lead a happier and more productive life at home and at work.
- Customers Bank enjoys a low 9% voluntary turnover rate – well below the financial industry average rate of about 25%.
- Any Team Member who encounters a COVID related emergency is eligible for an interest free, unsecured personal loan of up to \$2,500 with a 36-month term for repayment.

Diversity & Inclusion

The EDIFY (Equity, Diversity & Inclusion For You) Council, strives to create an organizational culture in which every Team Member feels valued, included, and empowered to do their best work. Our goal is to foster an environment that attracts and retains the best talent, values and prioritizes diversity, and ensures that equity and inclusion are business imperatives embedded in our company's culture. The Council recognizes that equity, diversity and inclusion are multi-faceted issues which need to be tackled holistically to better engage and support all underrepresented groups within our Team Member base, customer base and within the communities we serve. The Council's efforts to sustain an equitable, diverse, and inclusive culture at Customers Bank will not only fuel innovation, opportunity and fiscal success, but will also honor our company's core values of dignity, mutual trust, and respect.



2020 Accomplishments:

- ✓ In 2020 the EDIFY Council launched the EDIFY Resource Center housed on the company's intranet site. The Center is a vast repository of resources designed to educate, inform and engage Team Members.
- ✓ The EDIFY Newsletter also launched in 2020 and lands in the inboxes of Team Members regularly. The newsletter highlights current events, diversity-related celebrations and observations, and features educational topics, such as unconscious bias, etc. Additionally, the newsletter promotes Team Member engagement by soliciting their participation and commentary on specific topics.
- ✓ Just days after the death of George Floyd, the EDIFY Council hosted a company-wide virtual "Family Meeting" to provide an outlet of support to our Team Members. Jay Sidhu and Dick Ehst addressed over 600 Team Members who were then invited to share their stories, feelings and concerns. Our leaders' willingness and commitment to providing a safe place for our work family to express whatever they needed to during a very volatile time exemplifies the courage and level of empathy that is central to the Customers Bank culture.
- ✓ The EDIFY Council teamed up with Team Member Services to provide unconscious bias training sessions to company leaders.

Corporate Governance

People, policies and process



Critical Importance of ESG

ESG STRATEGY

Customers Bank is committed to continuous improvement striving not only to be a profitable business returning exceptional shareholder value, but ensuring that we are:

- Stalwart promoters of environmental sustainability; Strong advocates for social justice and community engagement; and Staunch adherents to best-in-class corporate governance.
- Fierce commitment to Environmental, Social and Governance (ESG) goals are critical to the success of any organization.
- The Board expanded the duties of its Nominating and Corporate Governance Committee charging the members to drive a positive impact within the communities we serve and through the people and organizations with whom we do business.



Corporate Governance

BOARD OVERSIGHT

Customers' Nominating and Corporate Governance Committee oversees the company's environmental, social and governance strategy. Committee charters and Governance policies can be found at:

www.customersbank.com/investor-relations/governance-documents/

BEST-PRACTICE CORPORATE GOVERNANCE AND BOARD LEADERSHIP

Majority Independent Directors

Annual CEO performance evaluation

A very experienced
and diverse Board

All standing Board committees,
except Directors' Risk, consist solely of
independent Directors

Strong Lead Independent Director

Majority voting standard in
uncontested election of Directors

Monthly Board and
Board Committee meetings

Annual Say-on-Pay vote

Annual Board performance
evaluation and self-assessment
promoting cognitive diversity

Stock ownership requirements and
prohibition on hedging

Corporate Governance Principles

The Board of Directors has adopted Corporate Governance Guidelines to provide the framework for effective governance of the Board and the company. These guidelines are available on the company's website at www.customersbank.com by selecting "Investor Relations," and then "Governance Documents."

The company's mission and corporate purpose is to create a strong, sound and profitable financial services company committed to long-term growth in shareholder value. To guide the company in achieving its mission, the company has adopted certain corporate values to provide the foundation for the company's corporate culture and to promote the highest ethical conduct among its Directors, Officers and Team Members.

The Board of Directors of the company is elected by its shareholders to oversee and advise management in the conduct of the company's affairs and business and to guide management in the accomplishment of its goal to create shareholder value through superior execution of its annual and long - term plans. In this regard, the Board continuously promotes an environment within the company that is conducive to sound corporate governance, including periodic review, refinement and approval of these Corporate Governance Guidelines and the Code of Ethics and Business Conduct, and development of Board committees that are designed to effectively accomplish the Board's oversight and advisory responsibilities.

Guiding Shareholder Value

Given the role of guiding the company in the creation of shareholder value, the Board recognizes that the long-term economic interests of shareholders can often be furthered by giving appropriate and responsible consideration to the interests and concerns of other constituencies, such as the company's customers, investors, Team Members and local communities, as well as government officials, regulatory agencies, and the general public.



Audit Committee

The Audit Committee is appointed by the Board of Directors of the company to assist the Board in overseeing:

- 1 the integrity of the financial statements of the company,
- 2 the qualifications and independence of the company's independent registered public accounting firm,
- 3 the performance of the company's internal audit function and independent auditors, and
- 4 the compliance by the company with legal and regulatory requirements.

The primary responsibility of the Audit Committee is to oversee the company's accounting and financial reporting process on behalf of the Board and report the results of their activities to the Board.

Management is responsible for preparing the company's financial statements and related disclosures and the company's independent auditors are responsible for auditing those financial statements. It is not the duty of the Committee to plan or conduct audits or to determine that the company's financial statements are complete and accurate and in accordance with GAAP. It is the Committee's duty to assist the Board in the oversight of the company's compliance with legal and regulatory requirements. The Committee is responsible to assist the Board in the oversight of the Internal Audit function, including review and approval of the Internal Audit plan.

Compensation Committee

The Compensation Committee is made up of at least two independent directors appointed by the Board of Directors to manage its responsibilities for approving and evaluating all compensation plans, policies and programs relating to compensation for the Chief Executive Officer and the other executive officers of Customers Bancorp, Inc. and Customers Bank.

The Committee's responsibility includes formulating and guiding the company's executive compensation philosophy for compensating the CEO and executive officers of the company at a level sufficient to attract, motivate, and retain the talent needed to achieve the short-term and long-term goals of the company. Among other tasks and responsibilities, the Committee:

- 1 reviews the most recent results of the company's "say on pay" vote as well as the results of other company stockholder votes with respect to compensation-related matters and will consider whether any changes should be made to the company's executive compensation policies in response to such votes;
- 2 reviews and approves the creation or revision of any recoupment or "clawback" policy allowing the company to recoup compensation paid to employees;
- 3 establishes and oversees stock ownership guidelines for executive officers and directors, and monitors adherence to the company's stock ownership guidelines for senior management;
- 4 periodically updates a peer group of companies against which it assesses the company's compensation programs and practices to ensure they are competitive and supportive of the company's strategy and objectives; and
- 5 establishes guidelines for a CEO and key executive officers and monitors adherence to the company's succession planning guidelines for executive officers.

Directors Consumer Compliance Committee



The Directors Consumer Compliance Committee consists of three or more Directors appointed by the Board to provide oversight of the bank's policies concerning all consumer compliance risk management activities and the bank's compliance with applicable consumer law and regulations. Among its responsibilities, the Committee:

- ✔ reviews and reassesses the adequacy and effectiveness of this Charter periodically (but not less than annually) and recommends changes to the Board of Directors or any appropriate Committee of the Board when necessary;
- ✔ reviews and approves the bank's overall policies and goals concerning consumer compliance including but not limited to CRA, BSA, and Fair Lending Responsible Banking programs except where review and approval of the full Board is required;
- ✔ ensures that there are adequate dedicated resources including consumer compliance staffing necessary to manage the consumer compliance risks of the bank;
- ✔ evaluates the adequacy and effectiveness of the bank's compliance programs;
- ✔ receives and reviews the reports of examination of the bank and mandates by regulatory authorities concerning consumer compliance, tracks the responses of management to these reports and mandates, and produces follow-up reports to the Board and the regulatory authorities;
- ✔ provides oversight of all consumer compliance training and monitoring programs;
- ✔ reviews all internal and external consumer compliance independent audits; and
- ✔ reviews the establishment, closure and relocation of branches and other offices.

Directors Risk Committee

The Directors Risk Committee of Customers Bancorp, Inc. is responsible for overseeing the company's overall risk framework, risk appetite as well as the Chief Executive Officer's, the Chief Risk Officer's and senior management's identification of, measurement of, monitoring of, and control of key risks. The risk management framework governs the management of strategic risk, credit risk, liquidity risk, market risk, operational/technology risk, compliance risk, and reputational risk, as well as other key risks faced by the company.

The Committee consists of no fewer than three "independent directors" of the Board along with executive officers of the bank. The Committee meets monthly and often more frequently to exercise its oversight role.

The Committee questions, challenges, and when necessary, opposes recommendations and decisions made by management that could cause the company's risk profile to exceed its risk appetite or jeopardize the safety and soundness of any of its bank subsidiaries. The Committee's purview includes, but is not limited to, the company's risk framework and appetite statement, stress testing policy, risk planning, credit review, lending and credit policies, CECL preparation and implementation, liquidity, capital management, and business continuity planning.

Risk Management

- ☑ Banks are in the business of taking risk, and we consider prudent risk management key to our success over time. The responsibility for risk management begins with the Board of Directors. The Board is responsible for setting an appropriate tone at the top for risk culture, ensuring the company employs a strong risk management program, providing effective challenge, and holding senior management accountable for the management of risk.



- ☑ Management is responsible for executing the company's risk management program, including updating the company's Risk Appetite Statement, approved annually by the Board, and incorporating the tools of the risk management framework to identify, assess, manage, and monitor key and emerging risks to the company. Management sets the tone for risk management throughout the organization as everyone's responsibility.

At each regular meeting of the Directors' Risk Committee and Board of Directors, management reports on the state of risk throughout the organization, and management's actions to mitigate those risks. The risk management program considers risk holistically, but ensures risks are evaluated across the primary risk categories of strategy, credit, liquidity, interest rate, market, operational (including IT, third party, and information security) and compliance risk.

Risk Roles & Workflow

BOARD OF DIRECTORS / BOARD COMMITTEE

- ✔ Sets an appropriate tone at the top for risk culture
- ✔ Ensures a size-appropriate Risk Management Program and Framework are in place
- ✔ Approves the Risk Appetite Statements, metrics and appropriate risk policies
- ✔ Holds senior management accountable for adhering to the Risk Management Program
- ✔ Provides effective challenge to management on risk assessments and risk-taking activities
- ✔ Oversees adherence with risk policies and limits
- ✔ Exercises independent judgment
- ✔ Reviews and approves talent management, including succession planning

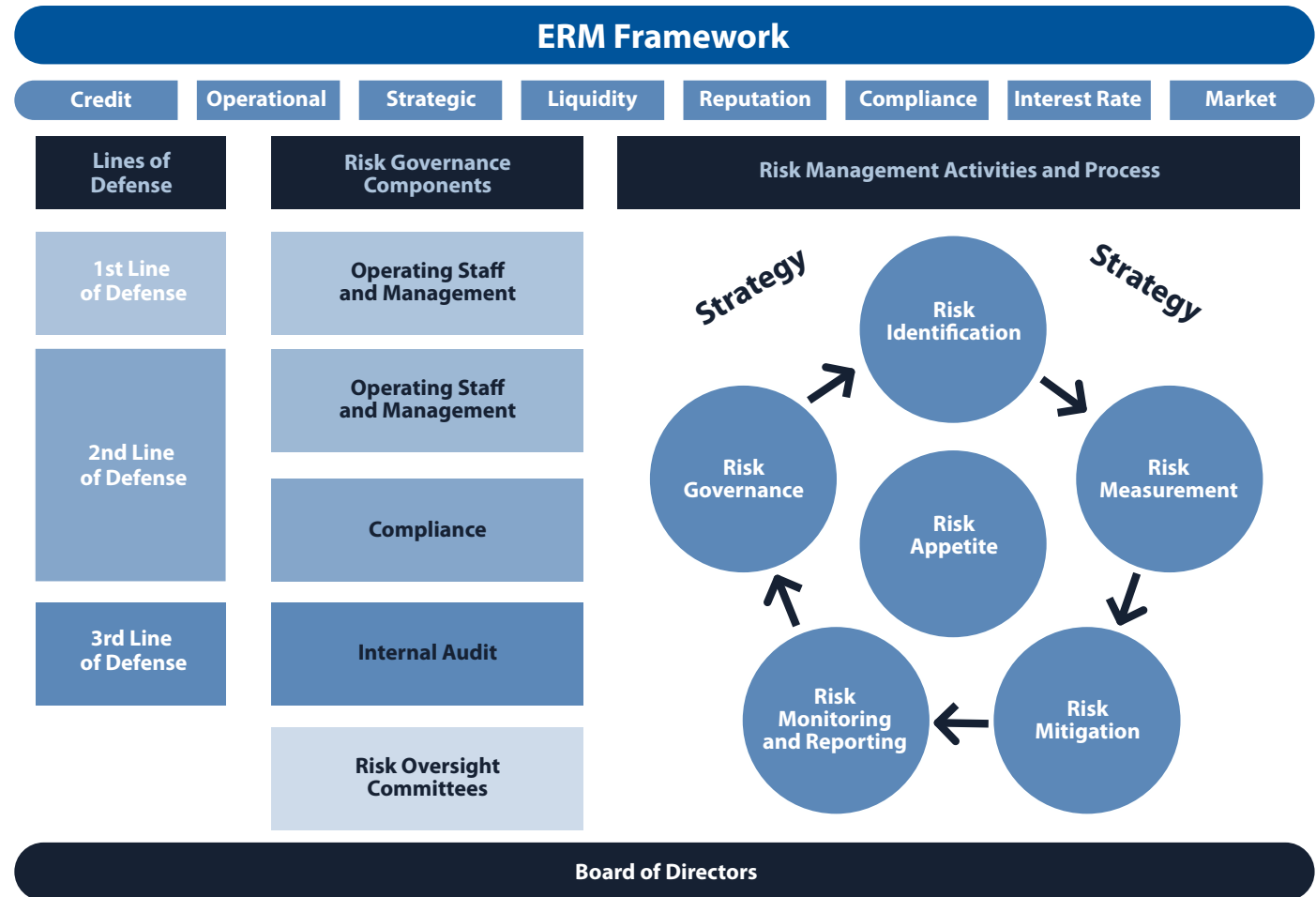


SENIOR MANAGEMENT/ MANAGEMENT COMMITTEES

- ✔ Owns and implements the company's Risk Management Program, incorporated into day-to-day activities
- ✔ Ensures alignment between the company's strategy and Risk Management Program
- ✔ Develops and maintains the framework, tools, policies and procedures to identify assessments, manage and monitor key and emerging risks
- ✔ Conducts the appropriate assessments of the existing business and all business changes
- ✔ Provides updates to the appropriate Board and management risk committees on risk activities
- ✔ Provides ongoing training to Directors, management and staff on risk management issues and practices

Enterprise Risk Management

Enterprise Risk Management (ERM) is a framework for ensuring that risk of all types is actively managed throughout every area of the company, and always in alignment with the company's strategy and risk appetite. A strong ERM program seeks to reinforce risk ownership and accountability, both with existing operations as well as when considering strategic changes. The diagram shown illustrates Customers' ERM Framework, built on a three lines of defense model, and within a lifecycle of risk identification, measurement, management, and monitoring. The ERM Framework is owned by management and overseen by the Board of Directors.



Nominating & Corporate Governance Committee

The Nominating and Corporate Governance Committee consists of at least four independent directors whose purpose and responsibility is to: (i) develop and recommend to the Board corporate governance policies and guidelines; (ii) assist the board in identifying and nominating director candidates for election to the Board and appointment to committee membership; and (iii) assist the Board with corporate governance matters.

THE COMMITTEE:

- ⊗ reviews and advises the Board with respect to policies or changes to the governance structure of the company to enhance the Board's effectiveness, including the size and composition of the Board, the frequency and structure of Board meetings, the frequency, structure and guidelines for calling executive sessions of independent directors, procedures for Board meetings including distribution of meeting materials, and the formation of new Board committees.
- ⊗ creates and reviews, at least annually, the corporate governance policies of the company to ensure that they are appropriate for the company and comply with applicable laws, regulations and stock exchange listing standards, and recommend changes to the Board as appropriate.
- ⊗ reviews and assesses the adequacy of the company's Code of Conduct and recommends proposed changes to the Board, including the terms of the enforcement and waiver mechanisms for the Code of Conduct, also reviewing and assessing the enforcement and waiver provisions of the company's other policies.
- ⊗ investigates and assesses the backgrounds and skills required of Board members and those of potential candidates for Board membership, including reviewing and assessing candidates recommended by shareholders.
- ⊗ recommends to the Board director nominees to be presented to the Shareholders for election or to the Board for appointment to fill vacancies, as applicable, considering the independence and other qualifications of each candidate and seeking an appropriately diversified Board.
- ⊗ assess the independence of directors, director nominees and director candidates under applicable laws, regulations and stock exchange listing standards, including heightened standards for committee membership, and recommend independence determinations to the Board.
- ⊗ subject to the provisions of the bylaws, makes recommendations to the Board for membership on the various Board committees (considering the qualifications for membership on each committee);
- ⊗ recommends to the Board such changes to the Board's committee structure and committee functions as it deems advisable; and
- ⊗ reviews and recommends to the Board compensation to be paid to the non-management directors.

Election of Board

The Customers Bancorp, Inc. Board of Directors currently consists of seven members and is divided into three classes, with one class of Directors elected each year. Each of the members of our Board of Directors also serves as a Director of Customers Bank. Directors are elected to serve a three-year term or until their respective successors shall have been elected and qualified.

Our Board of Directors consists of individuals with considerable and diverse business experiences, backgrounds, skills and qualifications. Collectively, they have a strong knowledge of our company's business and markets and are committed to enhancing long-term shareholder value. Our Nominating and Corporate Governance Committee is responsible for identifying and selecting director candidates who meet the evolving needs of our company. Director candidates must have the highest personal and professional ethics and integrity. Additional criteria considered by the Nominating and Corporate Governance Committee in the director selection process includes the relevance of a candidate's experience to our business, enhancement of the diversity of experience of our Board, the candidate's independence from conflict or direct economic relationship with our company, and the candidate's ability and willingness to devote the proper time to prepare for and attend meetings.

The Nominating and Corporate Governance Committee also takes into account whether a candidate satisfies the criteria for independence under the NYSE listing rules, and, if a nominee is sought for service on the Audit Committee, the financial and accounting expertise and literacy of a candidate, including whether the candidate qualifies as an Audit Committee financial expert pursuant to Rule 10A-3 promulgated under the Securities Exchange Act of 1934, as amended. Consideration is also given to nominating persons with different perspectives and experience to enhance the deliberation and strategic decision-making processes of our Board of Directors.



Director Qualifications

The Nominating and Corporate Governance Committee identifies or evaluates and recommends candidates for Board membership to the Board. The Board has approved the following minimum qualifications for first-time nominees for director: (i) individuals of the highest character and integrity, (ii) a demonstrated breadth and depth of management and/or leadership experience, preferably in a senior leadership role (e.g., chief executive officer, managing partner, president) in a large or recognized organization or governmental entity; (iii) financial literacy or other professional or business experience relevant to an understanding of the company and its business; and (iv) a demonstrated ability to think and act independently, as well as the ability to work constructively in a collegial environment. In identifying candidates, nominees for director, or evaluating individuals recommended by shareholders, the Nominating and Corporate Governance Committee shall determine, in its sole discretion, whether an individual meets the minimum qualifications approved by the Board and will consider the current composition of the Board in light of the diverse communities and geographies served by the company and the interplay of the candidate's or nominee's experience, education, skills, background, gender, race, ethnicity and other qualities and attributes with those of the other Board members, as well as such other factors as the Nominating and Corporate Governance Committee deems appropriate.

Director Nominations

● Our bylaws contain provisions that address the process by which a shareholder may nominate a candidate to stand for election to the Board of Directors at our Annual Meeting of Shareholders. In evaluating director nominees, the Nominating and Corporate Governance Committee considers the following factors:

- ☉ The appropriate size of our Board of Directors and its committees;
- ☉ The perceived needs of the Board for particular skills, background, and business experience;
- ☉ The skills, background, reputation, and business experience of nominees compared to the skills, background, reputation, and business experience already possessed by other members of the Board; and
- ☉ The nominees' independence.

There are no stated minimum criteria for director nominees, and the Nominating and Corporate Governance Committee may also consider such other factors as it may deem are in our best interests and the interests of our shareholders. The Nominating and Corporate Governance Committee does, however, believe it appropriate for at least one member of the Board to meet the criteria for an "Audit Committee financial expert," that a majority of the members of the Board meet the definition of "independent director" under NYSE rules, and that one or more key members of management participate as members of the Board.

While we have no formal policy with respect to diversity on the Board, in order to enhance the overall quality of the Board's deliberations and decisions, the Nominating and Corporate Governance Committee seeks candidates with diverse professional backgrounds and experiences, representing a mix of industries and professions, and with varied skill sets and expertise.

The Nominating and Corporate Governance Committee identifies nominees by first evaluating the current members of the expiring class of Directors willing to continue in service. Current members of the expiring class with skills and experience that are relevant to our business and who are willing to continue in service are considered for re-nomination, balancing the value of continuity of service, by members of the expiring class with that of obtaining a new perspective. If any member of the expiring class does not wish to continue in service or if the Nominating and Corporate Governance Committee or the Board decides not to re-nominate a member for reelection, the Nominating and Corporate Governance Committee identifies the desired skills and experience of a new nominee and discusses with the Board suggestions as to individuals that meet the criteria. The Nominating and Corporate Governance Committee has not in the past engaged third parties to identify, evaluate, or assist in identifying potential nominees, but relies on community and business contacts it has established through its Directors, Officers and professional advisors to help it identify potential director candidates when a specific need is identified.

Cyber-Security

The cyber-security discipline for Customers Bank is overseen by the Board of Director's Risk Committee and the Office of the Chairman for Customers Bank. Our award-winning program is overseen by the company's Chief Information Security Office and our Corporate Security Office as is designed around the National Institutes of Standards & Technology's (NIST) Cybersecurity Framework as well as the Federal Financial Institutions Examination Council (FFIEC) guidelines for cyber security. Using these frameworks helps our organization ensure the confidentiality, integrity, and availability of technology and services for both the bank's customers, employees, and partners. Our program consists of six key areas focused to physical security operations, governance, technology risk, cybersecurity operations, digital architecture, and compliance and standards management. The Corporate Security Group manages the company's incident response function and utilizes annual table-top exercises to test the organization's preparedness for anything from pandemics to cyber security events.

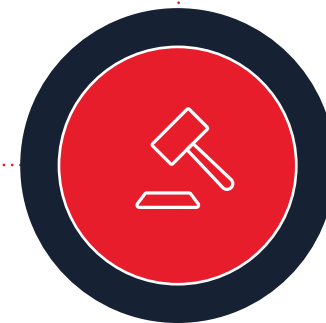
The Director's Risk Committee receives monthly security reports from the CISO sharing information on cyber risk, vulnerabilities, disaster recovery testing, employee security awareness training, and third-party cyber risk. An annual report is compiled and shared with the Board of Directors summarizing the previous year's activities along with a comprehensive view of trends and the risks they pose to the bank. The bank's security policies are reviewed and ratified on an annual basis by the Board of Directors who provide oversight of executive-level enforcement and compliance. The organization also utilizes several global third-party advisors to ensure the appropriateness of the Bank's security posture, adherence to established controls, proper assessment of risk, and efficient operation of the bank's cybersecurity discipline.



Code of Ethics and Business Conduct & ESG

CODE OF CONDUCT

- Each of our Directors, Officers and Team Members is required to comply with the Customers Bancorp, Inc. Code of Ethics and Business Conduct ("Code of Conduct") adopted by us. The Code of Conduct, which is acknowledged annually by the company's Directors, Officers, and Team Members, sets forth policies covering a broad range of subjects and requires compliance with laws and regulations applicable to our business.
- Consistent with the company's current policies and processes, the company and Board of Directors remain committed to a zero-tolerance policy regarding sexual harassment and behaviors that contribute to a hostile work environment. The company and Board of Directors remain focused on the prevention of workplace harassment through the application of enhanced education and training to support and encourage a climate of mutual respect among all Team Members. Further, the company and Board of Directors continue to nurture and celebrate a culture that embraces diverse points of views, background and experiences. We are committed to equity in how people are treated and the opportunities available to them. Each of our Directors, Officers and Team Members is required annually to review and provide acknowledgment of their understanding of the company's Code of Conduct. The Code of Conduct addresses the company's commitment to providing an inclusive, respectful, and non-discriminatory working environment, free from harassment or any other inappropriate conduct.



Whistleblower Policy & Hotline

It is important that Customers Bank maintains a culture where anyone feels they can speak up if they believe that something is not right. Customers is pleased that a significant majority of our Team Members feel comfortable raising concerns directly to their management, Team Member Services, Compliance or Legal. However, sometimes Team Members will not feel comfortable raising concerns using these avenues. At Customers, we have a policy regarding reporting of complaints via the company's dedicated Whistleblower Hotline about accounting, internal controls, employment practices, auditing matters, questionable financial practices, Code of Conduct violations or violation of laws, rules or regulations by others. The policy is designed to provide a channel of communication for Team Members and others who have

concerns about our conduct or any of our directors or Team Members. Complaints are treated seriously, handled expeditiously and fully investigated regardless of the nature. Complaints that are accounting or financial in nature or allege any immediate threat to the corporate security of the company are handled by the company's Audit Committee and Legal Team.

Team Members submitting a complaint need not provide their names or other personal information and reasonable efforts will be used to conduct the investigation that follows from such complaint from a Team Member in a manner that protects the confidentiality and anonymity of the Team Member submitting the complaint.

Team Members are reminded of the company's Whistleblower Hotline at least annually. We honor a culture of investigation, confidentiality and non-retaliation. Information regarding the company's Whistleblower Hotline and Contacts is located on pages 27 and 28 of the company's Code of Conduct.



Stock Ownership Requirements & Prohibition of Hedging

In 2016, the Board adopted a stock ownership policy for Directors and key members of the executive management team. There is a five-year implementation period for Directors and management to reach the targeted level of stock ownership, which means that covered persons have until at least January 2021 to reach targeted ownership levels.

Each non-management director is required to own shares of the company's common stock having a value equal to five times the annual cash retainer. Directors have five years from their appointment to the board to reach the targeted level, and then they must maintain at least that stock ownership level while serving as a member of the Board and for one year after service as a director terminates.

In addition, key members of the executive management team are required to own shares of the company's common stock. The share ownership requirement is intended to align the interests of the executive with the interests of the shareholders so that decisions are consistently made considering the shareholders' interests. The ownership requirement varies from six times the executive's (Chief Executive Officer's) base salary, to three times the executive's (Chief Operating and Chief Financial Officers') base salary, to one times the executive's (as determined by the Board of Directors, primarily Executive Vice Presidents') base salary.

Under our Code of Conduct, our Officers, Directors and Team Members are prohibited from short selling of or other hedging transactions involving company securities, or the purchase or sale of derivatives related to the company securities.



Insider Trading Policy

All Directors, Officers and Team Members of our company and its subsidiaries (together, the “Covered Persons” are required to abide by our Insider Trading Policy (the “Policy”). The company may also determine that other persons should be subject to this Policy, such as contractors or consultants who have access to material nonpublic information. This Policy also applies to family members, other members of a person’s household and entities controlled by a person covered by the Policy. The Policy provides guidelines with respect to transactions in the securities of the company and the handling of confidential information about the company and the companies with which the company does business. The company’s Board of Directors has adopted this Policy to promote compliance with federal, state and foreign securities laws that prohibit certain persons who are aware of material nonpublic information about a company from: (i) trading in securities of that company; or (ii) providing material nonpublic information to other persons who may trade on the basis of that information.

The company’s General Counsel is the Policy’s Compliance Officer. Directors, Officers and Team Members who, because of their position, are likely to possess material non-public information regarding the company are required to obtain approval from the Compliance Officer before trading in company securities.

The company requires Covered Persons to acknowledge at least annually that they have read and understood the Policy.



Zero-Tolerance Policy - Workplace Harassment

Consistent with the company's current policies and processes, the company and Board of Directors remain committed to a zero-tolerance policy regarding sexual harassment and behaviors that contribute to a hostile work environment. The company and Board of Directors remain focused on the prevention of workplace harassment through the application of enhanced education and training to support and encourage a climate of mutual respect among all Team Members. Further, the company and Board of Directors continue to nurture and celebrate a culture that embraces diverse points of views, background and experiences. We are committed to equity in how people are treated and the opportunities available to them. Each of our Directors, Officers and Team Members are required annually to review and provide acknowledgment of their understanding of the company's Code of Conduct. The Code of Conduct addresses the company's commitment to providing an inclusive, respectful, and non-discriminatory working environment, free from harassment or any other inappropriate conduct.

In support of our commitment to diversity and inclusion, the company's CEO joined Action for Diversity & Inclusion, the largest CEO-driven business commitment to advance diversity and inclusion in the workplace and in concert with the Board and members of senior management, will champion the organization's principles.

Customers Bank Wins Accolades

BEST ONLINE BANKS

Bankrate.com – a news service which provides consumer and commercial audiences with unbiased analysis of rate information, industry news and knowledge to make informed financial decisions – ranked Customers Bank as 6th amongst the Best Online Banks of 2021. The news service gave the heaviest weighting to savings interest rates and low-cost or free checking accounts to identify the best banks. Customers Bank also received acknowledgment for providing online deposit products to consumers living in most regions of the country.



SIX BEST FINANCIAL STOCKS TO BUY IN 2021

Kiplinger's included Customers Bancorp in its list of the Six Best Financial Stocks to Buy in 2021. The publication looked at the financial sector to identify the most promising investment opportunities following the Federal Reserve's move to give big banks the approval to resume share buybacks in the first quarter of 2021, after a six-month ban. While most Wall Street analysts in the article referenced the divestiture of BankMobile to determine investment value, Maxim Group's Michael Diana focused on the potential upside for Customers Bancorp.

Kiplinger

PRESTIGIOUS GLOBAL EVERBRIDGE CRITICAL EVENT MANAGEMENT IMPACT AWARD

Customers Bank was the winner of the highly coveted 2020 Best Example of Making an Impact on Business Award presented by Everbridge, an organization focused on life-saving efforts through its global Critical Event Management (CEM) platform. The bank stood out for its commitment to life safety, operational resilience and business continuity due to its efforts to communicate with Team Members, clients and the community during the onset of the pandemic. The judges reviewed hundreds of nominations from around the world and Customers Bank was selected as the winner due to the efforts of our Corporate Security Group and the organization's culture of preparedness that includes tabletop business continuity exercises, something many companies neglect.



AMERICA'S BEST BANKS OF 2021

Customers Bank was once again proud to be included in the annual Forbes list of America's Best Banks list, and to have moved up over 20 places to take the ranking of 72.

Forbes