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Customers Bank

Environmental, Social and Governance (ESG)

To our clients, shareholders and friends:

That the world has been forever changed by the COVID-19 global pandemic is indisputable and self-evident. And arguably, at the summit of the many impacts and changes is the new shared concept of the “social contract.” Across the world, we have re-examined and re-defined the concept of a moral obligation between citizens, business, and government. We renewed commitments to one another and a shared purpose. And we agreed to the fundamental principles of integrity, truth, and transparency.

In this spirit, I am proud to present the 2021 Customers Bancorp, Inc. Environmental, Social, and Governance (ESG) Report.

We acknowledge our obligation to share with clients, investors, analysts, policymakers, regulators, community members and our own team the goals, challenges, accomplishments, and work still to be done as our company strives to uphold the social contract.

This is not a complete story, but a chapter in a story that began in 2009 and will continue for many, many years to come.

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

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

This is our report for calendar year 2021. We value our relationship with you, and we value your questions and comments on this report.

Sincerely yours,

Jay Sidhu

Chairman & CEO, Customers Bancorp, Inc.

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 Bank's 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 Bank since its founding nearly 13 years ago.

Our Team Members

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

2021 Milestones

In total, **Customers Bank contributed over \$4.0 million in 2021** through CRA-eligible donations, charitable donations, community sponsorships, and tax credit programs.

In addition to these contributions, **Customers Bank made \$50.2 million of CRA-qualified investments** (mutual funds and small business investment companies) to support affordable housing and economic development within the bank's footprint.

Customers Bank ultimately participated in **over 350,000 Paycheck Protection Program (PPP) loans worth more than \$10 billion** as an originator, funder, servicer, or lending partner. It is estimated that this work may have saved as many as **1 million jobs and tens of thousands of business establishments.**

Pennsylvania Housing Finance Agency (PHFA) recognized Customers Bank as a **top-10 producing lending partner across the state in 2021 for completing 241 mortgages totaling \$35,197,654.**

Customers Bank in 2021 financed **over \$40 million of hydroelectric, solar and low emission domestic natural gas energy projects.**

Customers Bank's SBA/Government Guaranteed Lending team **ranked 36th in the nation in 2021 with \$56,203,300 in loans** to qualifying small businesses.

The **Board created the Environmental Social & 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.

Customers Bank was ranked as #1 "medium sized" employer in the Philadelphia region on the basis of its wellness program, culture and leadership commitment, foundational components, strategic planning, communication and marketing, programming and interventions, and reporting and analysis.



Environmental Sustainability

Investing in the future of the planet



Financing Renewable & Low Carbon 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



Hydroelectric Power

\$2,885,000 Construction to Term Loan and Letter of Credit Financing Closing

Closing Date: January 2021

Type: Hydroelectric Project

Project Location: Rhode Island



Low Emission US Natural Gas

\$3,200,000 Term Loan

Closing Date: December 2021

Type: Combined Heat and Power/Co-Generation Project

Project Location: Massachusetts

\$35,000,000 Term Loan

Closing Date: October 2021

Type: Multiple Renewable Natural Gas Production Facilities

Project Location: PA, OH, AZ, MN



Solar Power

\$1,500,000 Term Loan

Closing Date: September 2021

Type: SREC II Solar Project

Project Location: Massachusetts



Wind Power

While no new projects were closed in 2021, 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. Customers Bank continues to offer wind power financing throughout the Northeast and Midwest.

Environmental Education & Stewardship

Berks Nature is a cornerstone of excellence in the stewardship of the environment. The organization provides environmental leadership, direct action, expertise, land use planning, advocacy, research, and education programs in accordance with the natural, historic, social, economic, and technical needs of the Southeastern Pennsylvania region and its many local communities. Customers Bank was proud to reduce a significant portion of the capital debt incurred to build the LEED Gold certified The Nature Place at Angelica Creek Park, allowing the organization to leverage the building and the park as a gathering place for school students, events, educational programs, and community needs. The Nature Place is known locally and regionally as a demonstration campus for environmental best management practices and a demonstration center for education and connection to nature. Berks Nature is steward of 425 acres of leased land, owns 424 acres of preserves, and manages nearly 27 miles of trails.





Social Responsibility

Investing in our communities



In total, Customers Bank contributed more than

\$4.0 million

in 2021 through CRA-eligible donations, charitable donations, community sponsorships, and tax credit programs.

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.

Focus on Kids & Education

Customers Bank serves many needs of children in our community -- fighting poverty with investments in safe houses; tackling hunger with contributions to food pantries and healthy meals programs; and attacking childhood diseases.

The Olivet Boys & Girls Club of Reading and Berks serves over 3,000 youth with programs that develop good character and citizenship, contribute to academic success, and promote physical fitness, sports, and recreation. Customers Bank in 2021 was a major benefactor of Olivet.

In New York City, Customers Bank has donated generously to support Chinese language education through the Chinatown Manpower Project Inc., helping local youth to maintain their culture while becoming a vibrant part of the city's economy.

It's hard to separate the bank's aim of helping kids from its strong focus on education. From quality pre-K to post secondary opportunities, Customers Bank believes the way we can help kids is to ensure access to quality education opportunities. Many of Customers Bank's most visible social investments and activities are related to educational improvement.

For five years, a hallmark has been the Customers Bank "books for bikes" program that tries to fight "the summer slide" by encouraging playground-based reading and language arts program with the incentive of a new bicycle and helmet for all successful participants.

Understanding that COVID and online learning had made reading programs an even greater necessity, Customers Bank doubled its efforts partnering with United Way Berks, Greater Reading YMCA, and Alvernia University's South Reading Youth Initiative to reach hundreds of area students. There were 180 smiling faces when bikes and helmets were awarded in August.

Customers Bank in 2021 also continued its partnership with the New York City-based READ Alliance to deliver early literacy intervention tutoring provided to K-2nd graders in public and charter schools and community-based organizations in all five boroughs in NYC.

READ Alliance uses a unique "dual impact model" through which high school students are trained in the curriculum, and then meaningfully employed – paid at least minimum wage – to provide individual literacy tutoring to their younger peers, thereby preparing these two populations for academic and life success. Research has found that participation in a single cycle (about a semester) of the program elevates reading achievement the equivalent of one full grade level.

Always looking for synergies, Customers Bank in 2021 introduced its Books for Bikes partners to READ Alliance with the result being the first export of the "dual impact model" outside of NYC in more than a decade with a pilot program now beginning in Reading, PA.

Even more synergies are being realized as the new program is leveraging the services of another Customers Bank beneficiary -- VoiceUp Berks, an experiential learning program for teens which is part of the national Youth Volunteer Corps.



Focus on Education Investment

In 2021, Customers Bank again leveraged Pennsylvania's unique Educational Improvement Tax Credit Program (EITC) donating \$1,100,000 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.

In all, 61 different organizations benefit from these tax credit-eligible contributions.



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 \$125,000 to the John Paul II Center for Special Learning providing scholarships for children and youth, age 3 through 21, with intellectual and developmental disabilities so they can take advantage of the Center's diversified programming.

Customers Bank contributed \$80,000 to the Camphill School for scholarships so that children and youth with developmental disabilities can attend this Waldorf school accredited by AWSNA and the Middle States Association of Colleges and Schools Commissions on Elementary and Secondary Schools. The school is part of the worldwide Camphill movement and the only Camphill community in North America for children.

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.

Focus on Veterans



For seven years, Customers Bank has led a community-wide effort to raise funds for veterans' programs in Berks County.

After a forced hiatus for COVID, an annual luncheon celebrating veterans and their service was renewed in November 2021 with special guest Marine Corps Lt. Colonel (ret) Oliver North.

The 2021 event was one of the most successful to date bringing the seven-year total net proceeds to \$450,000 used to support programming and veterans' opportunities at the Veterans Social Center in Berks County and through Keystone Warriors, Veterans Healing Through Connection, Veterans Making A Difference and Veterans Coalition of Pennsylvania.

Customers Bank and other key sponsors also created scholarships for active and retired members of all branches of the armed services at Reading Area Community College.

Major General (Ret) and former Pennsylvania Adjutant General Wesley E. Craig presented to Customers Bank the Seven Seals Award for employer support of the National Guard and Reserve.



Focus on Healthcare



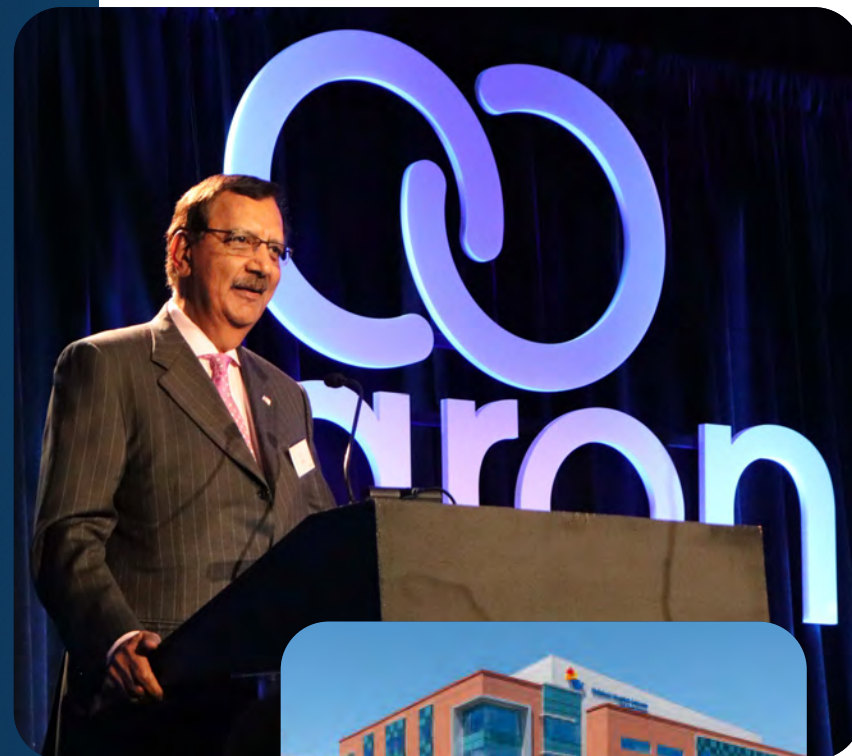
The Children's Hospital Colorado (CHC) believes every child's life should be filled with limitless possibilities and Customers Bank couldn't agree more.

In 2021, the bank donated \$200,000 to CHC to fund groundbreaking research aimed at eliminating inherited metabolic diseases that can devastate young lives.

CHC is recognized by US News & World Report as one of the top children's hospitals in the nation. Customers Bank is proud to support this important work.

Closer to home, Customers Bank donated \$150,000 to help fund the Reading Hospital's new Mobile Mammography Coach, which makes getting a mammogram easy, quick, and convenient - with the same state-of-the-art technology and expert staff found at any of our breast imaging centers. About 1 in 8 women will get breast cancer during her life. The purpose of the Mobile Mammography Coach is to increase access to breast screenings and to raise patient awareness on the importance of early detection when it comes to breast cancer. This service will be provided regardless of insurance.

Customers Bank is also a strong supporter of the Caron Treatment Centers, one of America's preeminent addiction treatment and research organizations. Founded in Berks County in 1957, today Caron's centers and work span the country. Caron's patients have a 94.4% rate of recovery at 90-days post treatment. Customers Bank is proud to contribute \$50,000 annually to this important work.



Focus on Community, Economic & Workforce Development



Entrepreneurship and new business start-ups are key to revitalizing low and moderate income neighborhoods.

Customers Bank was among the leaders in Paycheck Protection Program (PPP) loans directed to minority-owned and women-owned businesses.

To help existing firms flourish and new firms take root, Customers Bank is a primary sponsor of the staffing of the state office of the Pennsylvania Small Business Development Network (SBDC) based at Kutztown University. The bank provides \$52,500 for stipends to seven graduate students who help to staff the office and support the fulltime professionals.

Customers Bank is also a major funder at \$50,000/year to the Business Incubator located at the Collegetowne campus of Alvernia University. The Incubator team -- in collaboration with the PA SBDC and other partners -- foster business startups with access to capital, technical expertise, and free consultations.

Customers Bank, like many employers, knows the difficulties in finding well prepared individuals to take the job opportunities available in a digital forward financial institution. But even in less tech-oriented workplaces, the need for trained employees is critical.

Education and workforce investments are also an investment in community and economic development.

Customers Bank has invested \$50,000/year for a three-year period in workforce development and training programs with the Pennsylvania Chamber of Business & Industry Educational Foundation.



More Investment in Economic Development

Separate from the charitable donations and contributions, Customers Bank invested millions of dollars into funds that will underwrite economic development projects in specific communities. Those investments in 2021 were:

RBC SBA Mutual Fund for economic development in Berks County, PA
– \$2 million

RBC SBA Mutual Fund for economic development in Philadelphia, PA
– \$1 million

Enterprise Center Innovative Capital Small Business Investment Company for economic development in Philadelphia, PA
– \$1 million

Pine Street Capital Small Business Investment Company for economic development in Philadelphia, PA
– \$2 million

Pharos Capital Small Business Investment Company for economic development in Philadelphia, PA
– \$9 million

RBC SBA Mutual Fund for economic development in Mercer County, NJ
– \$1 million

RBC SBA Mutual Fund for economic development in New York, NY
– \$1 million

Hamilton Lane NY Small Business Investment Company for economic development in New York, NY
– \$1 million

Hamilton Lane NY Small Business Investment Company for economic development in New York, NY
– \$4 million

SBA/Government Guaranteed Lending team

Customers Bank's SBA/Government Guaranteed Lending team ranked 36th in the nation in 2021* with \$56,203,300 in loans to qualifying small businesses. The national team of lenders, underwriters, and closing specialists worked with small businesses to restart and grow their ventures coming out of the COVID pandemic. Loans were made to hospitality owners, medical and professional practices, franchisees, light manufacturers, warehouse and distribution firms, retailers and more. The team closed 86 loans throughout the year with an average loan size of \$653,527 – just enough to jump start the economy again.

* Federal data run April 1, 2021 thru March 31, 2022.



Focus on Locales in Which We Operate

Police in West Reading, Pennsylvania are now patrolling the streets with a bit of a high-tech upgrade. Customers Bank provided a \$32,000 donation to the department to provide officers with state-of-the-art body cameras.

"We are delighted to support the local police of the borough in which our executive offices are located," said Tim Romig, market president of Customers Bank. "The body cameras are an important tool for increasing safety, and public confidence and trust in the work our brave police officers do."



Since Customers Bank's founding in 2009, the company has partnered with the United Way chapters across its footprint. In 2021, 146 Customers Bank team members (nearly 23% of the workforce) donated a combined \$153,895 to United Way which was matched by \$118,782.55 from the bank. (The bank matches dollar-for-dollar excluding Tocqueville Society contributions.) Team members who contributed at a "leadership" level were eligible for additional paid time off.

Additionally in 2021, Customers Bank donated another \$500,000, including a large matching grant, to the United Way of Berks County saluting the leadership of retired CEO Richard A. Ehst.

Paycheck Protection Program Loans

Customers Bank ultimately participated in over 350,000 Paycheck Protection Program (PPP) loans worth more than \$10 billion as an originator, funder, servicer, or lending partner. It is estimated that this work may have saved as many as 1 million jobs and tens of thousands of business establishments.

Among the major PPP lenders, Customers Bank's average PPP loan was among the lowest. The vast majority of 2021 loans were under \$20,000 and went to sole proprietors, partnerships, or firms with just a few employees – proving the bank's commitment to putting money into the nation's smallest and neediest businesses.

As part of PPP 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 made a concerted effort to serve these enterprises in urban and rural America.



Focus on Housing



One of the great challenges for American public policy in the late 20th and early 21st centuries has been providing affordable housing for our families.

The concentration of large populations in metro areas drove housing prices higher and higher until the bubble burst in 2008/2009. But in the past 10 years, housing prices rose again, this time spurred on by shortages of building materials.

Loss of income, caused by the COVID-19 pandemic, intensified the challenges for many Americans.

To help provide affordable housing solutions, Customers Bank donated \$75,000 to Habitat for Humanity of Berks County through the NAP-NPP tax credit program.

And, Customers Bank made a \$25,000 donation to the Fuller Center for Housing of Greater New York City.

Customers Bank was the channel for further investment in housing by the Federal Home Loan Bank of Pittsburgh. With the bank's sponsorship and encouragement, the FHLB Pittsburgh awarded three grants to bank-sponsored projects:

- The Buttonwood Gateway Project is a phased development project through Habitat for Humanity Berks County that will revitalize the neighborhood through the creation of new and renovated affordable homes for families in Reading, Pennsylvania. The FHLB provided \$600,000 toward the project.
- Color Lab Rehab, in Allentown, Pennsylvania, is the physical rehabilitation, preservation and restructuring of a five-story, mixed-use building with 12 apartments for families at risk of homelessness. The FHLB provided \$523,000 toward the project.
- The Lighthouse Project at the Hope Rescue Mission in Reading will provide the first low-barrier shelter for women and children in the area. It includes the conversion of an existing structure into transitional housing and a crisis intake center, as well as space for case management services, job training and other empowerment services. The project will include 49 units. The FHLB provided \$750,000.

More Investment in Housing

Separate from the charitable donations and contributions, or funds leveraged from FHLB Pittsburgh, Customers Bank invested millions of dollars into funds that will underwrite affordable housing projects in specific communities.



Those investments in 2021 were:

Raymond James NEOF
(Low-Income Housing Tax Credit)
for affordable housing in New York, NY –

\$10 million

Raymond James Fund 49
(Low-Income Housing Tax Credit)
for affordable housing in Philadelphia, PA –

\$10 million

Cinnare (Low-Income Housing Tax Credit)
for affordable housing in Philadelphia, PA –

\$8.2 million

Accolades for Customers Bank's Affordable Mortgage Program

Pennsylvania Housing Finance Agency (PHFA) recognized Customers Bank as a top-10 producing lending partner across the state in 2021 for completing 241 mortgages totaling \$35,197,654. PHFA's 2021 program drew in more lenders than previous years due to its new forgivable grant program. All three of the bank's CRA loan officers, Elsie Maduro, Crystal Weston and Rosa Hernandez, were recognized as top producing originators during PHFA's Virtual Lender Awards program.

In 2021, Customers Bank funded 48 low income/affordable housing mortgages totaling \$6,537,581. In addition to the bank-sponsored projects with FHLB, Customers Bank also participates in FHLB's First Front Door (FFD) initiative which resulted in 117 mortgages totaling \$16,764,811 that received \$565,759 in FFD grants. The bank also participated in the Philadelphia City Lift Program and funded 14 mortgages totaling \$1,725,699 with \$210,000 of grant assistance. The bank also provided 49 loans through the Neighborhood Housing Services (NHS) program totaling \$6,499,458 with \$667,072 of NHS assistance.





Human Capital

Investing in our people





Customers Bank's vision is to be recognized as an outstanding financial services company creating distinct experiences for its clients, team members, shareholders, and communities. Attracting, retaining and developing qualified team members and providing them with a distinct team member experience is a key to providing a distinct client experience and is an important contributor to Customers Bank's success.

Talent Acquisition

Customers Bank's demand for qualified candidates grows as Customers Bank's business grows. We recruit nationally and are currently located across 24 states. We are building a talent pool that manages our business strategies that includes digitization and technology advancement that differentiates Customers Bank from its competitors. Customers Bank attracts talented individuals with a combination of competitive pay and benefits.

	2021	2020
Full-Time Team Members	636	567
Part-Time Team Members	5	6
Total Team Members	641	573
Women	54%	54%
Minority	19%	17%

Diversity, Equity & Inclusion

As part of Customers Bank's commitment to advance diversity and inclusion in the workplace, the EDIFY (Equity Diversity & Inclusion For You) team provides spotlights on diverse cultures, communities, and perspectives in their EDIFY Newsletters. Our EDIFY team holds companywide meetings to listen to the thoughts and feelings of our team members, as well as focus groups and forums.

In addition, Customers Bank is a proud signatory of CEO Action for Diversity & Inclusion, the largest CEO-driven business commitment to advance diversity and inclusion in the workplace. We believe team member engagement plays a vital role in creating a culture in which diversity and inclusion can thrive by promoting a sense of belonging.

The Freedom Scholarship Program was created in 2020 in tribute to Juneteenth, the annual celebration of the emancipation of African-American slaves in the United States. We recognize that the promise of freedom is vitally linked to the power of, and access to, quality education. The Customers Bank Freedom Scholarship Program is our way of providing financial support to dependents of eligible team members towards their educational pursuits. In 2021 a total of \$100,000 was distributed among 16 of our team member's children.



Learning and Professional Development

Customers Bank's performance management program is an interactive practice that engages team members through performance reviews, goal setting and managers providing on-going feedback to their team members. Customers offers a variety of programs to help team members learn new skills, establish and meet personalized development goals, take on new roles and become better leaders. In addition, we developed a career mapping process for several business areas that identified the Leadership Competencies and KSAs needed to advance and support an increasingly digital strategy with an emphasis on EQ (Emotional intelligence) and AQ (Adaptability).

To support team member learning, Customers Bank's CUBI University allows all team members to participate in this self-paced educational platform that ties our culture to our values on EQ, AQ, and IQ. Customers Bank focuses on continuous improvement by empowering team members to upskill, reskill, and grow professionally through online learning courses, TED talks, podcasts and digital learning events and recommended articles. In 2021, a year-long digital campaign on Leadership Competency was launched, offering accessible and relevant monthly learning opportunities, centered around our core principles and behaviors that match to our culture and strategy. In addition, in support of our team members educational goals, Customers Bank provides tuition assistance to team members pursuing higher education.

With regard to financial knowledge and development, Customers Bank offered workshops with Fidelity to all team members to not only enhance financial knowledge but to better prepare our team members to meet their savings goals and achieve financial wellness. Topics covered included budgeting, managing for unexpected expenses, maximizing social security, saving for retirement, preserving your savings, preparing for healthcare in retirement and more.

Throughout 2021, all team members were also invited to attend an interactive development and training program facilitated by Luther Wright, Jr. titled "Leading Inclusively in Divisive Times." This training was designed for all team members, regardless of title or position, to become better leaders and to help the teams they lead, maximize their potential. The focus was on the team member's role in fostering a workplace culture where everyone, regardless of who they are, feel like they belong and can be successful. In addition, participants learned the importance of inclusive leadership traits and principles, how to become aware of unconscious bias and how to overcome unconscious bias.

Team Member Engagement

Customers Bank recognizes that team members who are involved in, enthusiastic about and committed to their work and workplace, contribute meaningfully to the success of the company. Early in 2021, Customers solicited team member feedback through a confidential, company-wide survey on working remotely, technology resources availability and feedback on preparation for the return to the workplace initiative launched Fall 2021.

Over 78% of our team members participated in the survey, with the majority of team members reporting feeling they were prepared to support their customers during COVID.

Customers Bank has a number of other engagement initiatives, including quarterly town hall meetings with Customers' Chief Executive Officer and other senior leaders. In addition, we revamped our onboarding program in response to the newly remote workforce and better aligned onboarding with our business strategy and culture.

For the third year in a row, Customers Bank was named as one of the Healthiest Employers in 2021 by the Philadelphia Business Journal and received first place for medium size companies. Customers Bank strives to create a culture of wellness by engaging and positively impacting each team member. Our robust wellness program offers a variety of challenges, workshops, webinars, and health coaching sessions. The program focuses on team member overall well-being: physical, mental, emotional, and financial.

The wellness program has a multi-tiered reward system where wellness points are awarded to team members for their participation. We also utilize software, Officevibe, to survey our team members on a periodic basis on subject matters relating to their work environment, managers, work life balance, and overall engagement.

Additionally, in order to further team member engagement and increase knowledge of our benefit offerings, we added a user-friendly educational tool to support our annual benefits enrollment.

Other team member initiatives include:

- Day of Learning in which team members are granted up to 8 hours paid time off to participate in a course, seminar, or class in education.
- Team Member Referral Program is a strategy and initiative that monetarily rewards team members for successfully referring highly qualified candidates for open positions.
- Customers sponsors an "Adopt a Day Blood Drive" through Miller-Keystone blood center several times a year. This allows more flexibility for team members to sign up and donate the "Gift of Life." In addition, for participating, team members are awarded with two hours of additional community service PTO and earn wellness points toward the wellness program.
- Financial First Responders Day, which was an additional floating holiday provided to team members for going above and beyond in support of the PPP Program. Team members were also issued a gift card to utilize during their time off.

Team Member Philanthropy & Volunteerism

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 2021, the bank provided total matches of \$5,701 to team member contributions benefiting 29 organizations including universities, community food banks, education research organizations, St Jude's Children's Hospital, UN refugee relief, Doctors Without Borders, and Big Brothers/Big Sisters.

Customers Bank's team members regularly volunteer their time and business expertise to help organizations that serve our communities. Our team members have supported reading readiness programs and health fairs, taught free courses on spending, saving and borrowing, and volunteered their time and knowledge to support community-focused causes. Team members can earn up to 8 hours paid time off for participating in a qualifying event of community service. In 2021, 22 Customers Bank executives served on the governance boards of universities, colleges, foundations, and non-profit organizations. Several serve on multiple boards. The Bank contributes financially to these important institutions supporting the volunteer work of our team.



Corporate Governance

Investing in best practices for business



Critical Importance of ESG

Customers Bank published its first ESG report in 2020 for the previous year. Since that inaugural effort, the Board and Executive Leaders have been learning, studying, and benchmarking to ingrain ESG within the culture and fabric of the organization.

Recent steps include:

- The Board created the Environmental Social & Governance (ESG) 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.
- The Board aims to establish best-in-class corporate governance.
- The Human Resources Department has been strengthened with a Chief People Officer (CPO) and increased resources for Diversity, Equity & Inclusion (DE&I) programming.



Board Oversight: Customers' Nominating and Corporate Governance Committee oversees the company's 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
- A very experienced and diverse Board
- Strong Lead Independent Director
- Monthly Board and Board Committee meetings
- Annual Board performance evaluation and self-assessment promoting cognitive diversity
- Annual CEO performance evaluation
- All standing Board committees, except Directors' Risk, consist solely of independent Directors
- Majority voting standard in uncontested election of Directors
- Annual Say-on-Pay vote
- 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:

- the integrity of the financial statements of the company,
- the qualifications and independence of the company's independent registered public accounting firm,
- the performance of the company's internal audit function and independent auditors, and
- 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 responsibilities 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:

- 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;
- reviews and approves the creation or revision of any recoupment or "clawback" policy allowing the company to recoup compensation paid to employees;
- establishes and oversees stock ownership guidelines for executive officers and directors, and monitors adherence to the company's stock ownership guidelines for senior management;
- 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
- 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 its 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

Delegated by the Board of Directors, the Directors' Risk Committee is responsible for overseeing the company's overall risk framework, and 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 Policy and framework governs the management of strategic, credit, liquidity, market, operational (including IT, third-party, and information security), compliance, and reputational risk.

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 reviews and provides effective challenge with regard to decisions made by management relative to strategy, major initiatives, and other activities 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 statements, stress testing policy, risk planning, credit review, lending and credit policies, asset and liability management, 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, approving the company's Risk Appetite Statement, ensuring the company employs a strong risk management program, providing effective challenge, and holding senior management accountable for identification, measurement, and management of risk.

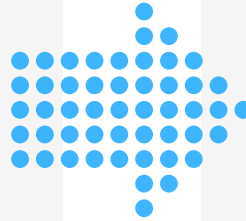
Management is responsible for executing the company's risk management program, including updating the company's Risk Appetite Statements, approved annually by the Board, and incorporating the tools of the risk management framework to identify, assess, manage, and monitor key and emerging risks to the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

At regular meetings of the Board of Directors and other board-level committees, management reports on the state of risk throughout the organization, and management's actions to mitigate those risks to within acceptable risk tolerances. The risk management program considers risk holistically, but ensures risks are evaluated across the primary risk categories of strategic, credit, liquidity, interest rate, price/market, operational (including IT, third party, and information security), compliance, and reputation 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

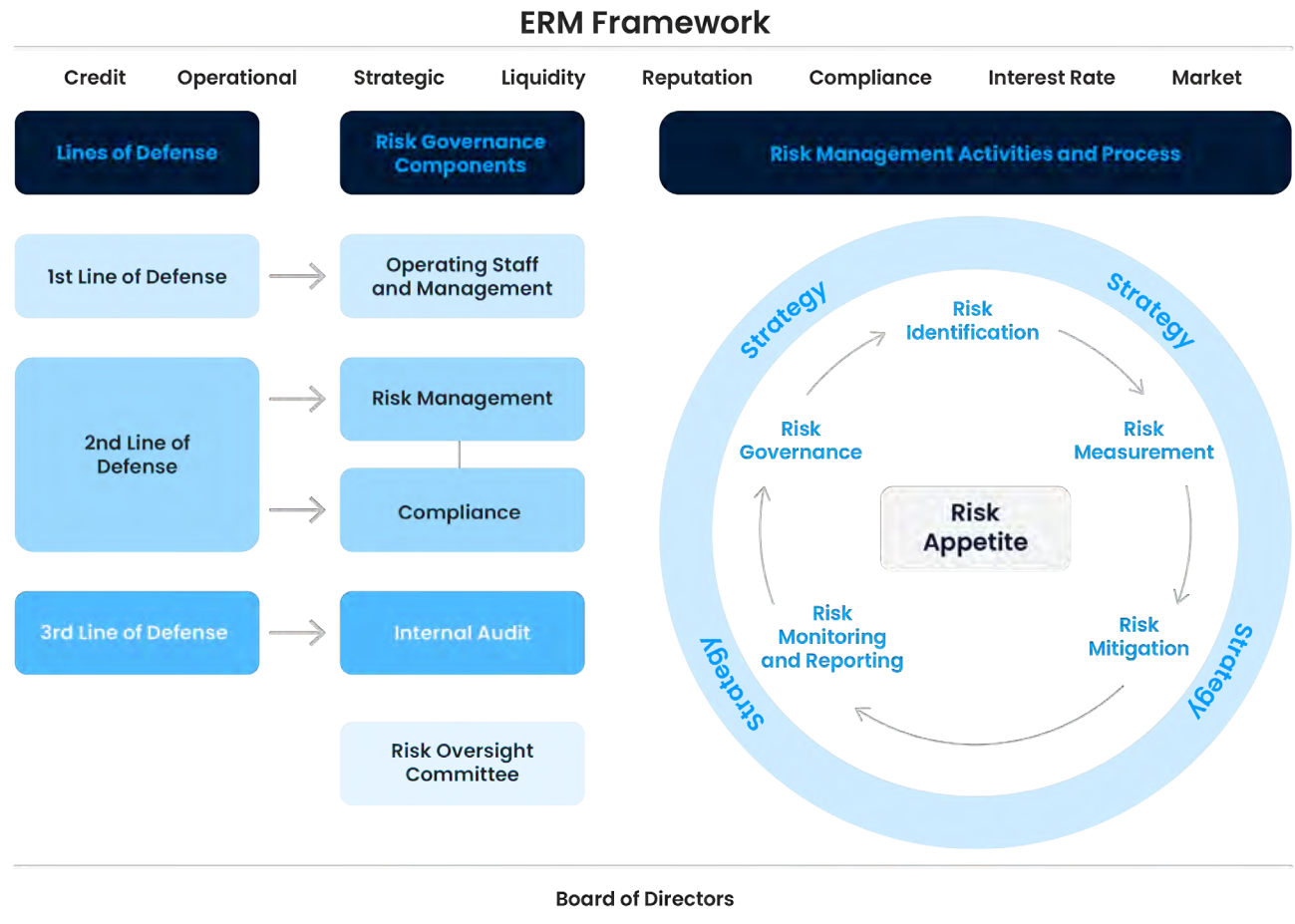


Senior Management / Management Committees

- Own and implement the company's Risk Management Program, incorporated into day-to-day activities
- Ensure alignment between the company's strategy and Risk Management Program
- Develop and maintain the framework, tools, policies and procedures to identify assessments, manage and monitor key and emerging risks
- Conduct the appropriate assessments of the existing business and all business changes
- Provide updates to the appropriate Board and management risk committees on risk activities
- Provide 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 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 nine 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

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.

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 nominee’s independence.

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

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, Human Resources, Compliance or Legal. However, sometimes team members will not feel comfortable raising concerns using these avenues. At Customers Bank, 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.

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.

Governance Statement on Government Affairs and Political Action

Customers Bancorp monitors public policy at the local, state, and federal levels for potential impacts on the business and its operations. The company does not have a political action committee (PAC). Some executives and team members make voluntary personal contributions to political candidates and campaigns. The company employs one individual whose duties include government affairs and who is a registered lobbyist in Pennsylvania. The activities at the Federal level do not reach the threshold requiring Federal lobbyist registration. All lobbyist registration and reporting requirements are followed strictly. The company is a member of the Mid-size Bank Coalition of America, and several state and local chambers of commerce and banking associations. These professional trade associations undertake lobbying activities on behalf of the collective interests of their members.



PHOTO: Andrew Selman

Customers Bank Wins Accolades



Best Companies of 2021

Investor's Business Daily listed Customers Bancorp, Inc. 9th on its list of best companies by virtue of the tremendous 259.57% change in common stock price of CUBI in 2021.



S&P Global Market Intelligence Best Performing Publicly-Traded U.S. Banks w/ Assets > \$10 billion

Customers Bancorp, Inc. ranked 3rd in performance in S&P Global Market Intelligence's newly created list. S&P Global Market Intelligence assesses the performance of community banks, credit unions and larger public-traded banks based on returns, growth and efficiency but places a premium on the strength and risk profile of balance sheets.



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 an amazing 51 places to take the ranking of 21.



Healthiest Places to Work-Philadelphia Business Journal

Customers Bank was ranked as 1st among "medium sized" (500-1,499 employees) employers in the Philadelphia region on the basis of its wellness program's culture and leadership commitment, foundational components, strategic planning, communication and marketing, programming and interventions, and reporting and analysis.



Let's Take On Tomorrow.