



**customers
bancorp**

Let's take on tomorrow.

"A Digital-Forward Super-Community Bank"
Investor Presentation: Q4 2021 / FY 2021

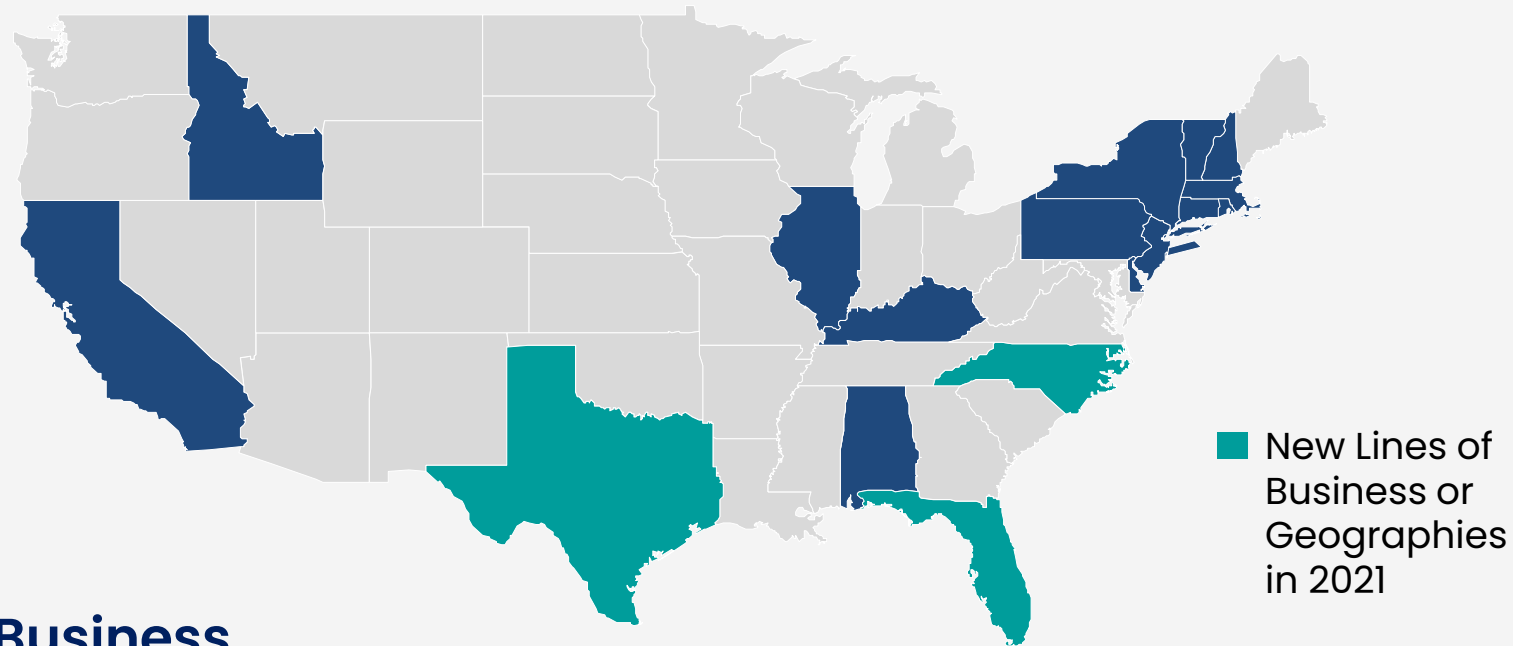
January 2022

Forward-Looking Statements



In addition to historical information, this presentation may contain “forward-looking statements” within the meaning of the “safe harbor” provisions of the Private Securities Litigation Reform Act of 1995. These forward-looking statements include statements with respect to Customers Bancorp, Inc.’s strategies, goals, beliefs, expectations, estimates, intentions, capital raising efforts, financial condition and results of operations, future performance and business. Statements preceded by, followed by, or that include the words “may,” “could,” “should,” “pro forma,” “looking forward,” “would,” “believe,” “expect,” “anticipate,” “estimate,” “intend,” “plan,” “project”, or similar expressions generally indicate a forward-looking statement. These forward-looking statements involve risks and uncertainties that are subject to change based on various important factors (some of which, in whole or in part, are beyond Customers Bancorp, Inc.’s control). Numerous competitive, economic, regulatory, legal and technological events and factors, among others, could cause Customers Bancorp, Inc.’s financial performance to differ materially from the goals, plans, objectives, intentions and expectations expressed in such forward-looking statements, including: The impact of the ongoing pandemic on the U.S. economy and customer behavior, the impact that changes in economy have on the performance of our loan and lease portfolio, the market value of our investment securities, the demand for our products and services and the availability of sources of funding, the continued success and acceptance of our blockchain payments system; the effects of actions by the federal government, including the Board of Governors of the Federal Reserve System and other government agencies, that effect market interest rates and the money supply; the actions that we and our customers take in response to these developments and the effects such actions have on our operations, products, services and customer relationships; and the effects of changes in accounting standards or policies. Customers Bancorp, Inc. cautions that the foregoing factors are not exclusive, and neither such factors nor any such forward-looking statement takes into account the impact of any future events. All forward-looking statements and information set forth herein are based on management’s current beliefs and assumptions as of the date hereof and speak only as of the date they are made. For a more complete discussion of the assumptions, risks and uncertainties related to our business, you are encouraged to review Customers Bancorp, Inc.’s filings with the Securities and Exchange Commission, including its most recent annual report on Form 10-K for the year ended December 31, 2020, subsequently filed quarterly reports on Form 10-Q and current reports on Form 8-K, including any amendments thereto, that update or provide information in addition to the information included in the Form 10-K and Form 10-Q filings, if any. Customers Bancorp, Inc. does not undertake to update any forward-looking statement whether written or oral, that may be made from time to time by Customers Bancorp, Inc. or by or on behalf of Customers Bank, except as may be required under applicable law. This does not constitute an offer to sell, or a solicitation of an offer to buy, any security in any state or jurisdiction in which such offer, solicitation or sale would be unlawful.

Customers Bancorp Snapshot



Lines of Business

Community Banking

- C&I
- Multi-Family
- CRE
- SMB Lending
- SBA
- Residential Mortgage

Specialty Banking

- Warehouse Lending
- Lender Finance
- **Fund Finance**
- Real Estate Specialty Finance
- Equipment Finance
- Healthcare Lending
- **Technology and Venture Capital Banking**
- **Financial Institutions Group**

Digital Banking

Consumer

- Checking & Savings
- Personal Installment
- Student Loan Refinancing
- Medical/Dental
- Credit Card

Commercial

- **Instant Payments**
- **Digital Asset Banking**
- **SMB Bundle**
- **Credit Card**

BaaS

- **MPL Program**

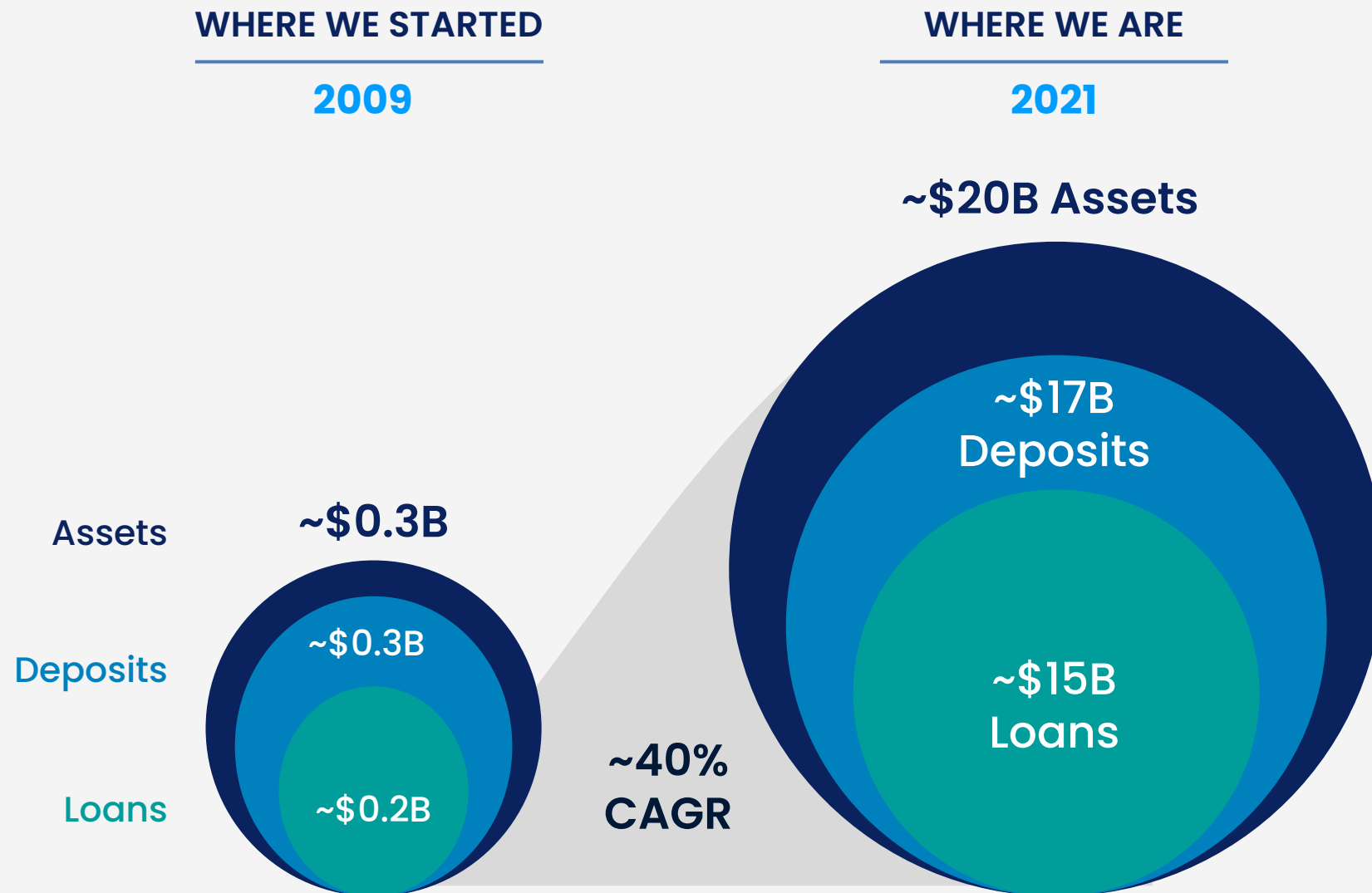
Customers Bancorp, Inc. NYSE: CUBI

Headquarters	West Reading, PA
Offices ¹	39
FTE Employees	641
Market Capitalization ² As of 01/21/22	\$2.0B
Total Assets	\$19.6B
Tangible Book Value ³	\$37.21

Data as of 12/31/2021, unless otherwise noted.

- (1) Offices includes branches, executive offices, Private Banking Offices and Loan Production Offices.
- (2) Calculated based on shares outstanding of 32.9M.
- (3) Non-GAAP Measure, refer to Appendix for reconciliation.

Our vision for growth has remained a part of our story since the beginning



- Growth story remains committed to maintaining best in class credit quality
- A Digital-Forward Super-Community Bank
- Unique specialty lending strategy customizable to client needs
- Technology enhanced products and processes enable scalable loan and deposit growth

Highlights - GAAP



Q4'21 | FY'21

Q4'21 Performance (vs. Q4'20)

Highlights	Profitability	Balance Sheet	Credit
<p>Diluted EPS</p> <p>\$2.87 \$8.91</p> <p>+87% +153%</p>	<p>4.14%</p> <p>vs. 2.78%</p> <p>NIM</p>	<p>\$19.6B</p> <p>+6%</p> <p>Total Assets</p>	<p>0.25%</p> <p>-14 bps</p> <p>NPA Ratio</p>
<p>Net Income¹</p> <p>\$98.6M \$300.1M</p>	<p>2.08%</p> <p>vs. 1.23%</p> <p>ROAA</p>	<p>\$14.6B</p> <p>-8%</p> <p>Total Loans and Leases</p>	<p>1.12%</p> <p>-7 bps</p> <p>Reserve Coverage</p>
<p>ROCE</p> <p>33.2% 28.8%</p>	<p>NA</p> <p>Adjusted PTPP ROAA²</p>	<p>\$16.8B</p> <p>+48%</p> <p>Total Deposits</p>	<p>277.7%</p> <p>+73 bps</p> <p>Reserves to NPLs</p>

1. Net income to common shareholders
2. GAAP measure not applicable

Highlights - Core



Q4'21 | FY'21

Highlights

Diluted EPS¹
\$2.92 | \$10.20
 +83% +187%

Net Income¹
\$100.1M | \$343.6M

ROCE¹
33.7% | 33.0%

Q4'21 Performance (vs. Q4'20)

Profitability

3.12%
 vs. 3.04%
NIM^{1,2}

2.11%
 vs. 1.26%
Core ROAA¹

2.67%
 vs. 1.70%
Adjusted PTPP ROAA¹

Balance Sheet

\$16.3B
 +18%
Core Assets^{1,2}

\$11.3B
 +0%
Total Loans and Leases^{1,2}

\$16.8B
 +48%
Total Deposits

Credit

0.25%
 -14 bps
NPA Ratio

1.53%
 -37 bps
Reserve Coverage^{1,2}

277.7%
 +73 bps
Reserves to NPLs

1. Non-GAAP Measure, refer to appendix slides for reconciliation. Core EPS ex PPP is \$1.04 for Q4'21 and \$4.41 for FY'21
 2. Ex PPP

Business Line Accomplishments and Strategic Priorities



Community

Specialty

Digital

2021 ACCOMPLISHMENTS

Geographic Expansion

- Added teams in Texas, Florida, Carolinas, and reboot of Chicago

Continued Growth of Existing Verticals

- Successful re-launch of program to grow multifamily portfolio to 15%+

SBA Growth

- Launched digital SBA lending
- Grew production in SBA lending by 160%
- Exceeded annual SBA gain on sale revenue target and booked \$6.2M

Specialty Lending Expansion

- Launched new verticals:
 - Fund Finance
 - Technology and Venture Capital Banking
 - Financial Institutions Group

Continued Growth of Existing Verticals

- Outperformed on mortgage warehouse target of \$2.0B in loans (ended at \$2.4B)
- Industry leading growth in existing verticals
 - Lender Finance (77%)
 - RE Specialty Finance (60%)
 - Equipment Finance (27%)

- Completed successful tech reorganization
- Completed corporate rebranding
- Crossed 500k digitally sourced customers

Consumer:

- Crossed over \$1.7B in direct personal loans originations with over 138k active customers
- Realized \$5.2M gain on sale revenue

Commercial:

- Funded 256k PPP loans for \$5.2B bringing total program to 358k for \$10.3B
- Successful soft launch of CBIT generating \$1.9 billion of low-to-no cost deposits

Banking-as-a-Service

- Launched BaaS MPL program

2022 PRIORITIES

Geographic expansion

- Continue to recruit regional C&I teams

Continued Growth of Existing Verticals

- Achieve double digit loan growth across most verticals

SBA Growth

- Grow originations by at least 50%

Specialty Lending Expansion

- Continue to recruit specialty lending teams to support future growth
- Evaluate new banking verticals including Digital Asset Lending
- New lending verticals are expected to surpass \$1B in outstanding in 2022

Continued Growth of Existing Verticals

- Achieve double digit loan growth across most verticals

- Expand digital marketing led cross-sell capabilities

Consumer:

- Continue to scale direct personal loan originations
- Expand products starting with credit card relaunch

Commercial:

- Continue to scale CBIT customers and significantly grow deposits
- Digital SMB bundle product pilot launch in 1H2022

Banking-as-a-Service

- Achieve \$5M+ of run rate revenue in 2H22



**customers
bank**

Let's take on tomorrow.

Recruiting top talent

**AMERICAN
EXPRESS**



Google

McKinsey
& Company

accenture

pwc

**Goldman
Sachs**

J.P.Morgan

HSBC

BANK OF AMERICA



UBS

Signature

SIGNATURE BANK®



Silvergate

Texas Capital Bank



LiveOak Bank.



OakNorth



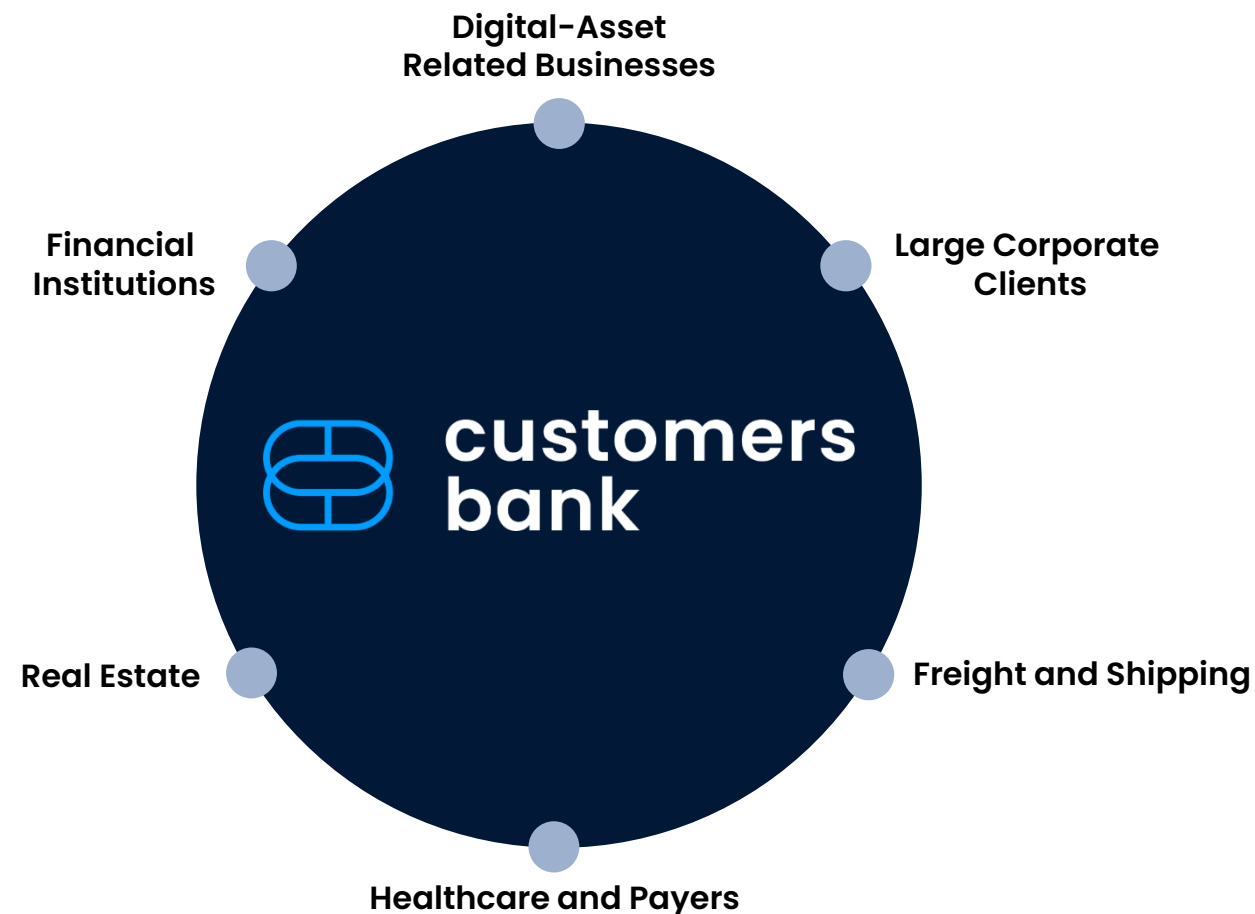
**Funding
Circle**

A Blockchain-based, instant payments platform generating \$1.9B in low to no-cost deposits



Introducing: Customers Bank Instant Token (CBIT™)

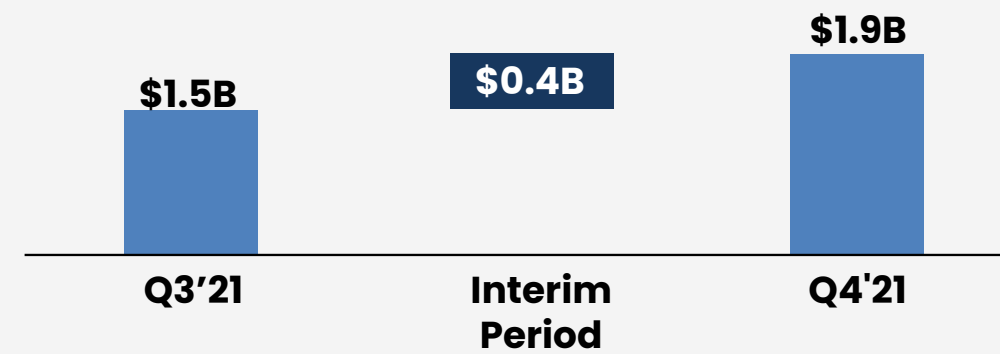
An Instant Payments Tool to Serve Diverse Potential Commercial Clients in 2022 and Beyond



Overview

- Limited to 25 client initial launch
- API connected platform with customers
- Compliance-first, best-in-class onboarding process
- Open to all CUBI commercial banking customers
- Attracted ~\$1.9 billion of total deposits in 2021
- Full launch in 2022

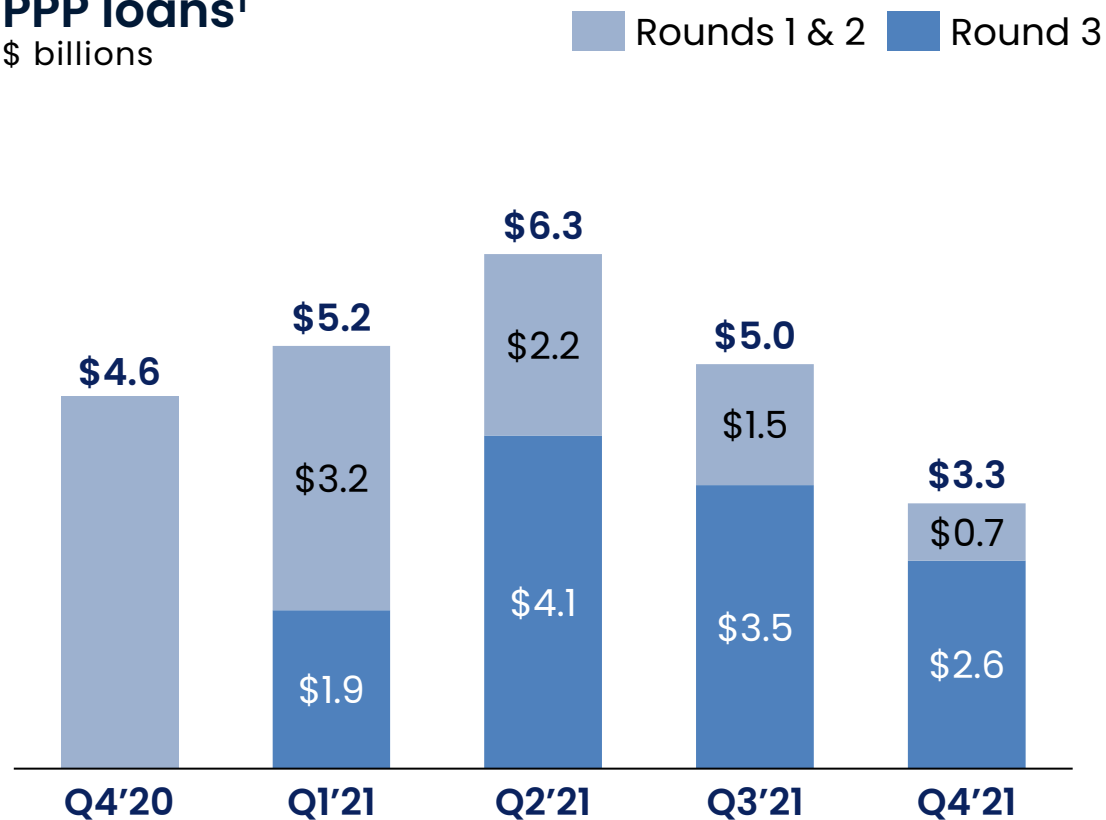
Deposit Inflow as a Result of CBIT Launch



Paycheck Protection Program: Loans and Fees

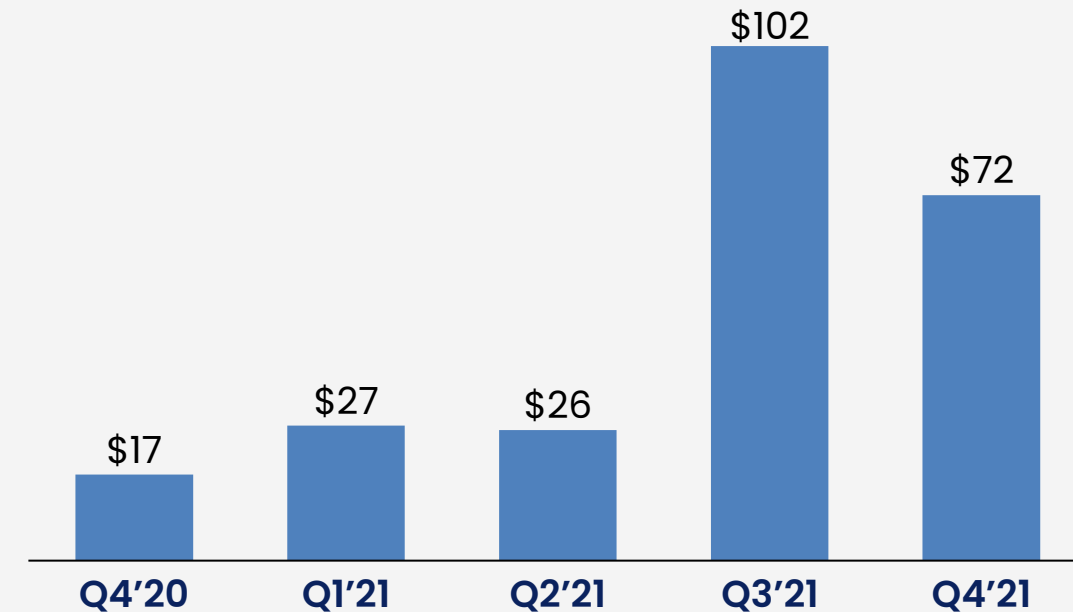


PPP loans¹
\$ billions



- Purchased \$529M of PPP loans in Q3'21 at a discount
- Additional purchase of \$313M PPP loans in Q4'21 at a discount

Fee income recognized from PPP¹
\$ millions



- \$347 million of origination fee income from the program
- \$89M of deferred origination fees to be recognized mostly in 2022-23
- Forgiveness rate remains above 99.6% of loans processed

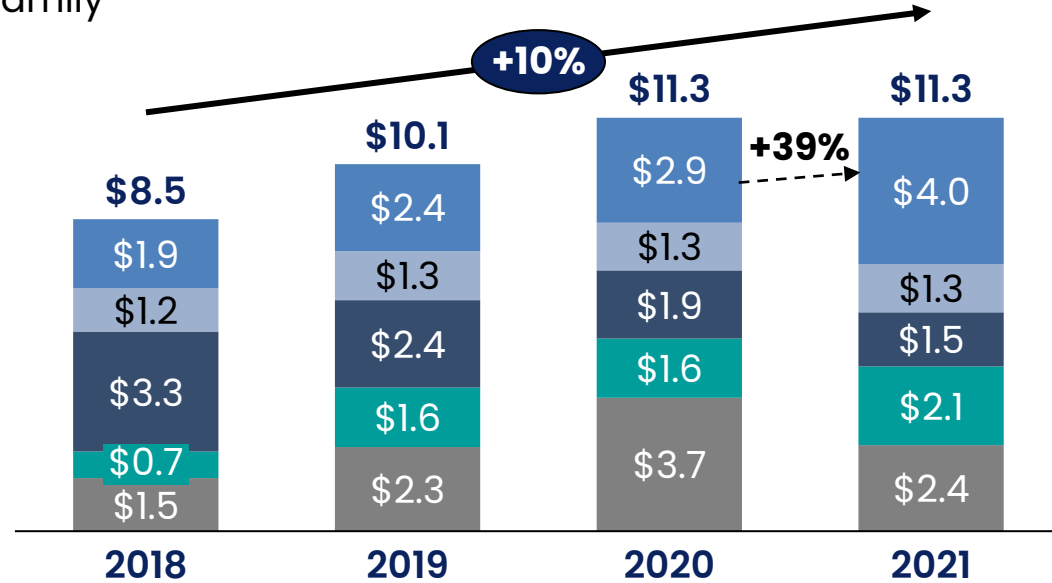
1. As of 12/31/2021 includes all PPP loans facilitated by Customers Bank (originated and purchased).

Balance Sheet: Loan Growth & Mix



Loans ex PPP¹

\$ billions



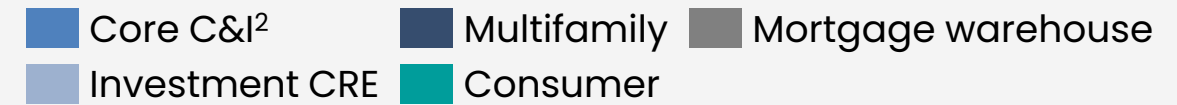
PPP loans

2018: - 2019: - 2020: \$4.6 2021: \$3.3

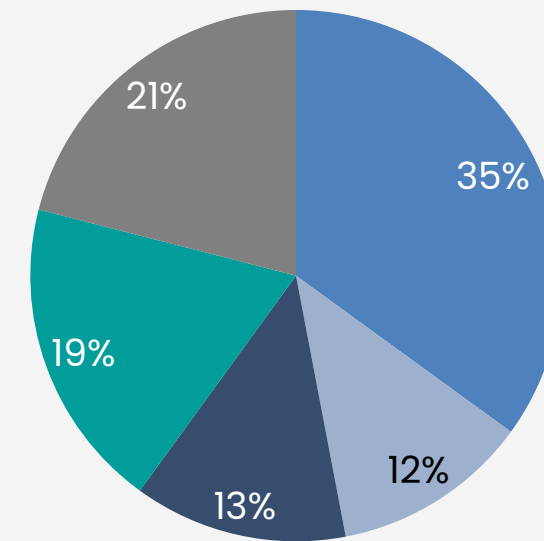
- Loans ex PPP ex Mortgage warehouse¹: 18% Y-o-Y, 13% Q-o-Q
- Core C&I: 39% Y-o-Y, 23% Q-o-Q
- Consumer: 33% Y-o-Y, 11% Q-o-Q

Loan mix ex PPP¹

percent



81% Commercial Loans



As of Dec 31, 2021

- Significant improvement in loan mix
- Pipeline remains extremely strong especially in Core C&I

1. Non-GAAP Measure, refer to appendix slides for reconciliation.
 2. Core C&I includes owner occupied CRE and certain specialty lending

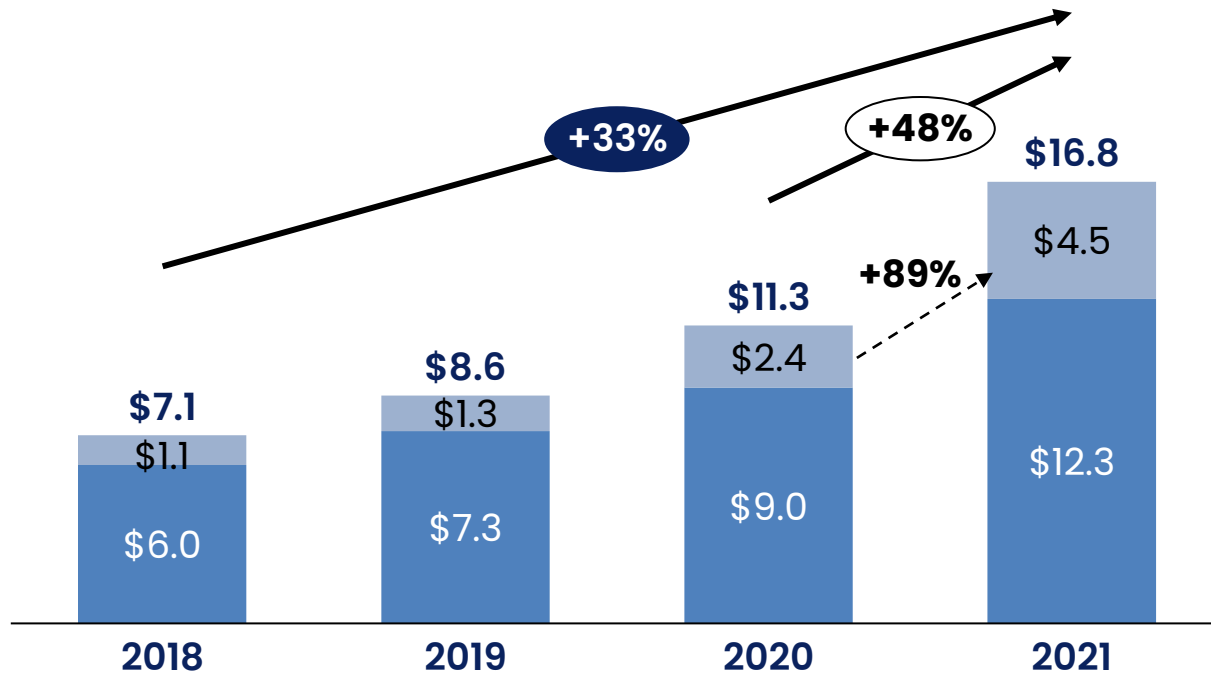
Balance Sheet: Deposit Growth & Mix



Deposits

\$ billions

■ Non interest bearing deposits
■ Interest bearing deposits

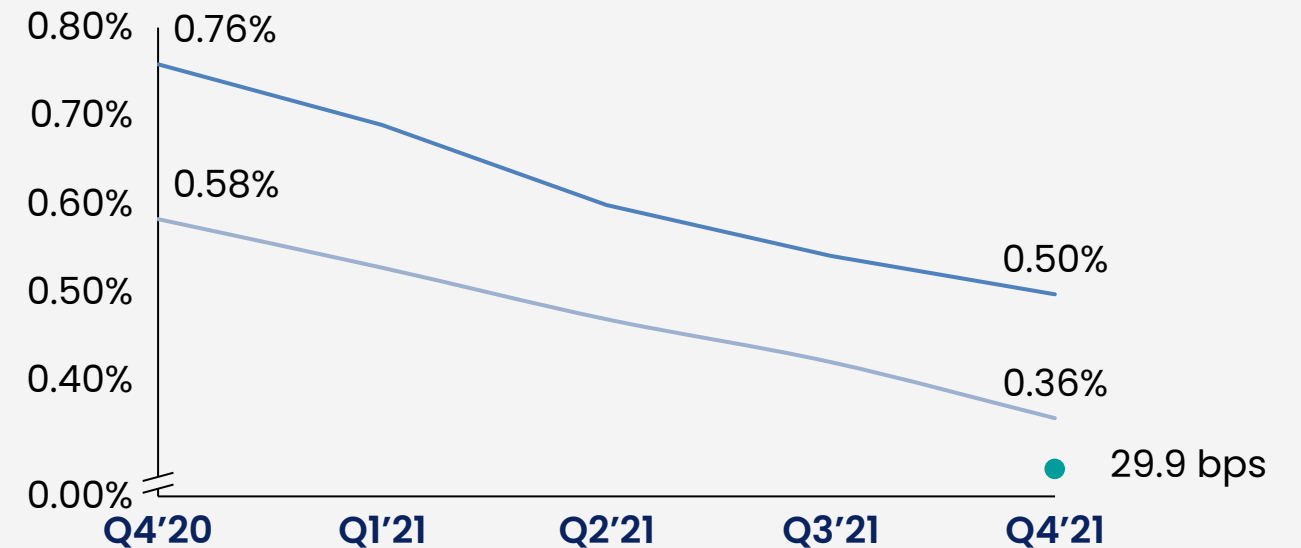


- Proportion of non-interest-bearing deposits has increased from 16% in 2020 to 27% in 2021

Funding cost

percent

— Cost of interest bearing deposits
— Total deposit costs
● Spot cost of deposits

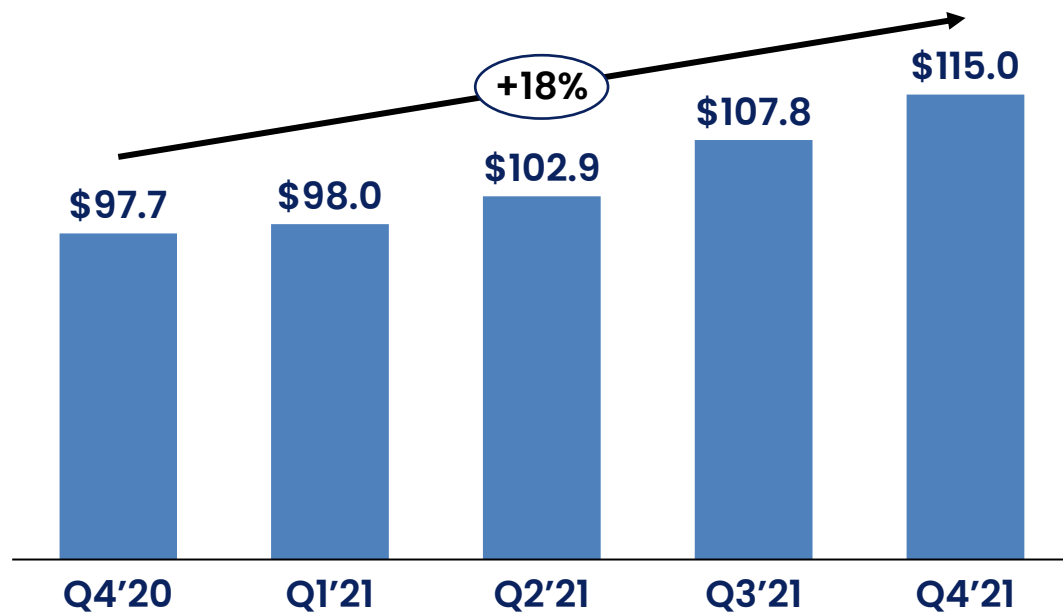


- Total cost of deposits has declined significantly due to decrease in funding cost of interest bearing deposits by 22 bps

Income Statement: Growth in Net Interest Income & Margin

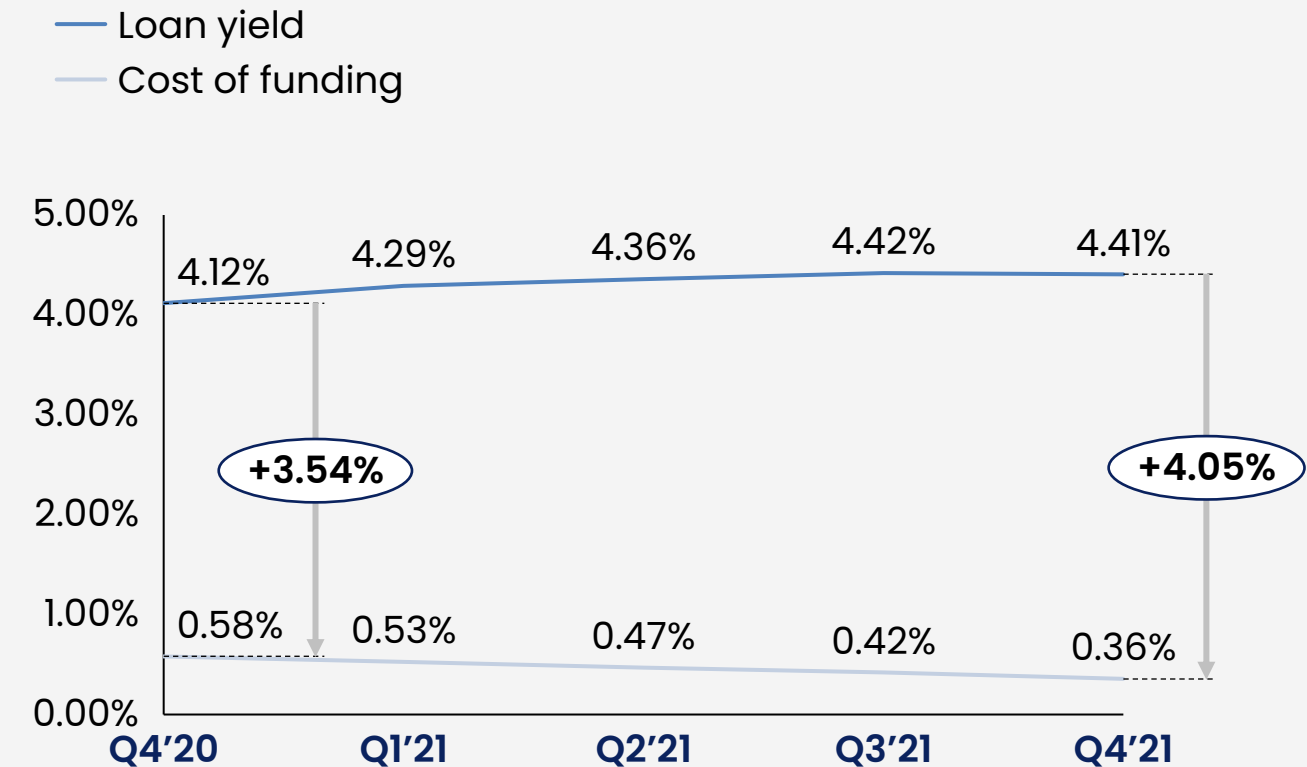


NII ex PPP¹ \$ millions



- Strong NII growth of 18% over Q4'20
- NII growth driven by strong loan growth in C&I and Consumer and increase in spread over Q4'20

Loan yield and cost of funding percent



- Loan yield maintained Q-o-Q
- Spread between loan yield and cost of funding increased from 3.54% to 4.05%
- Cost of funding decline driven by
 - non-interest-bearing deposits mix (Q4'20-16% to Q4'21-27%)
 - decrease in int. bearing liabilities (Q4'20-0.76% to Q4'21-0.50%)

1. Non-GAAP Measure, refer to appendix slides for reconciliation

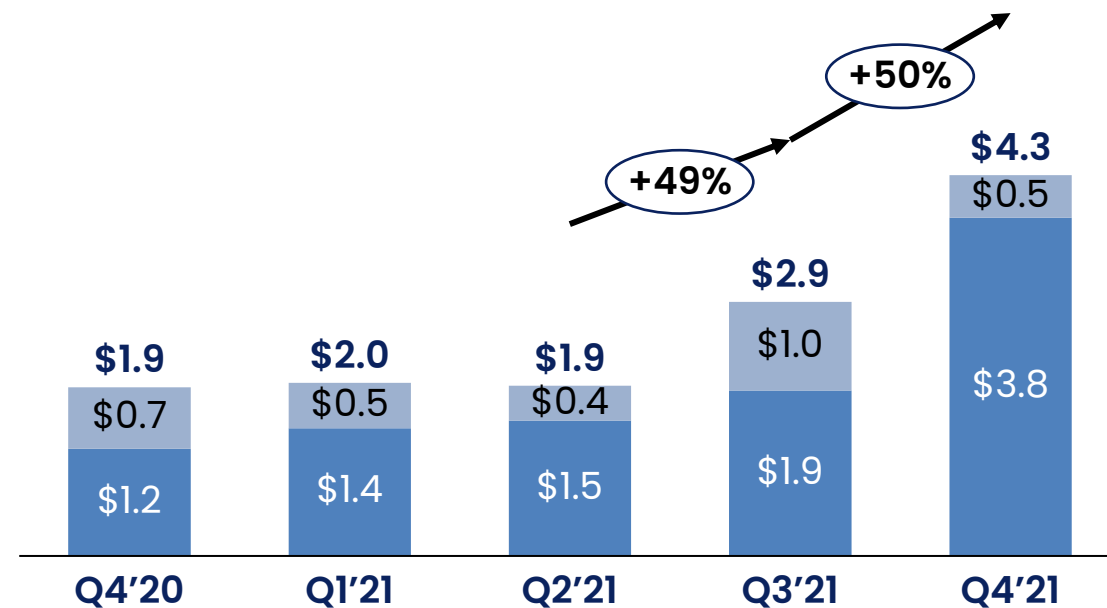
Liquidity and Investment Securities Mix



Liquidity

\$ billions

- Cash and Cash equivalents
- Investment securities portfolio

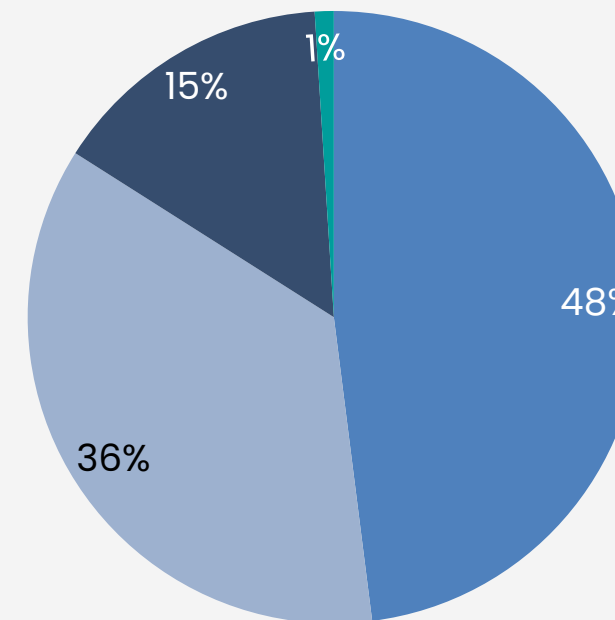


- Investment securities portfolio has more than tripled over the last year and doubled over the last quarter
- Overall liquidity has more than doubled over the last two quarters

Investment Securities mix

As of Dec 31, 2021, percent

- MBS & CMO
- ABS¹
- Corporates
- Other



- Majority of investment securities are deployed in ABS¹, MBS & CMO
- Ample liquidity to fund future loan growth

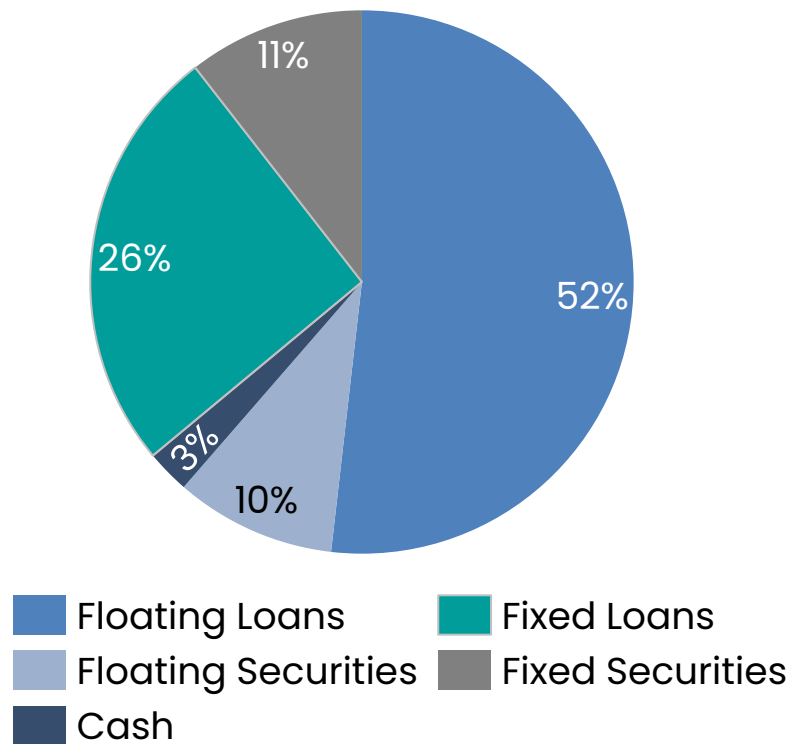
1. Includes CLOs

Interest Rate Sensitive Earning Asset Mix



Interest earning assets mix¹

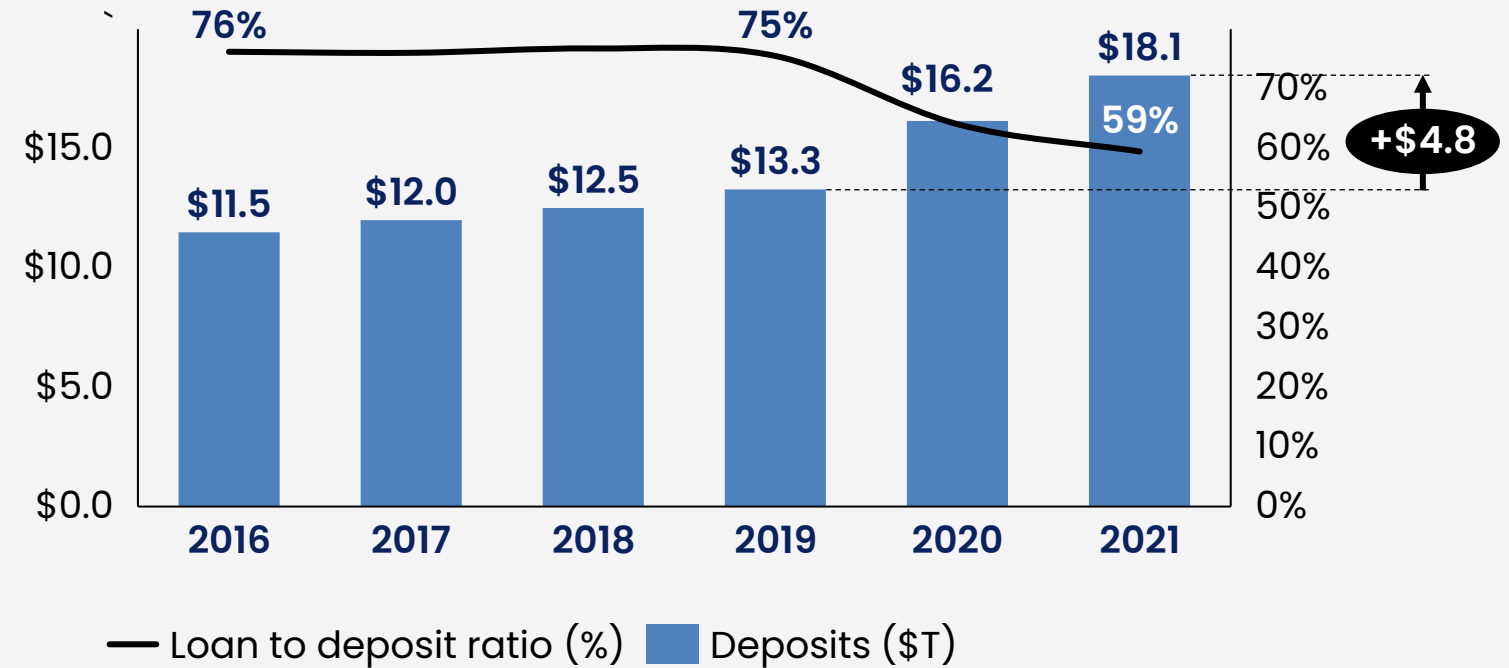
Q4'21, percent



- ~64% of interest earning assets are market sensitive
- Expected to benefit from rising rate environment

Loan and deposits for US Commercial Banks² and Industry deposits

2016-2021



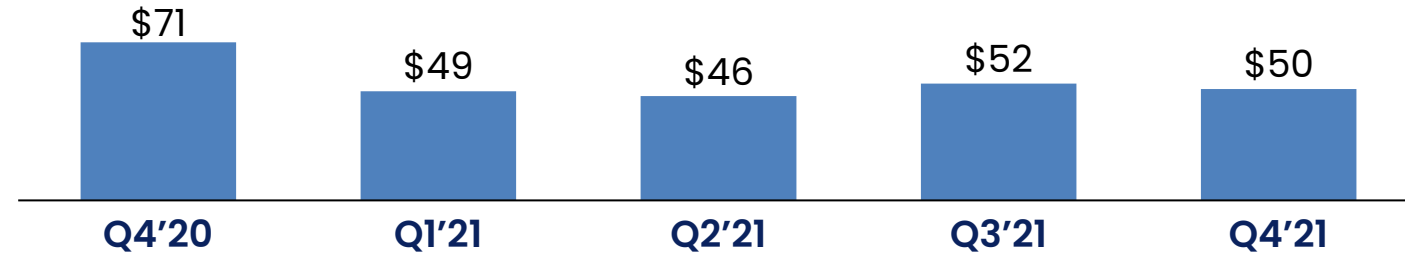
- Expect deposit beta of ~15-25% in 25-50 bps increase scenario and ~40-50% in 100 bps increase scenario
- Banking system wide deposits have increased by over \$4.8 trillion since 2019

1. Floating rate loans and securities are defined as assets with resets less than one year and include fixed loans maturing within one year (including PPP loans). ~31% of floating loans are floored warehouse loans currently in the money and are expected to be removed by Q2'2022
 2. As per FRED

Credit: Credit Quality and Reserves Remain Strong



NPL
\$ millions

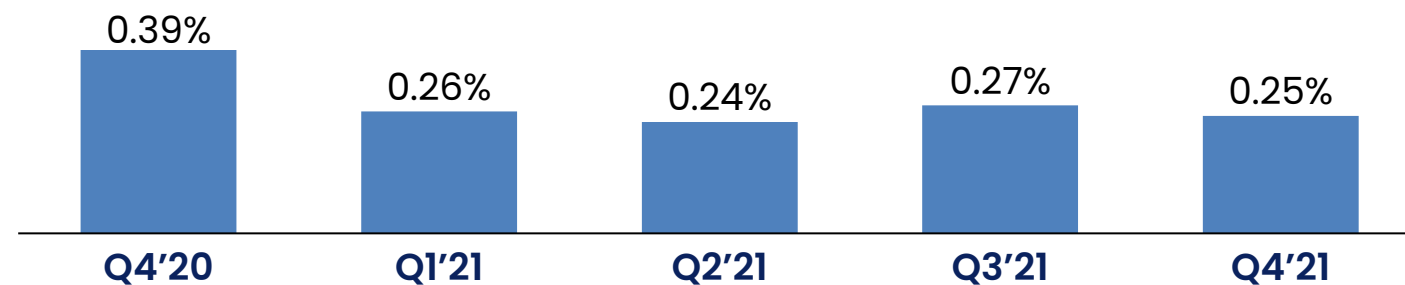


NCO
\$ millions

Commercial NCO Consumer NCO



NPA as percent of total assets
percent



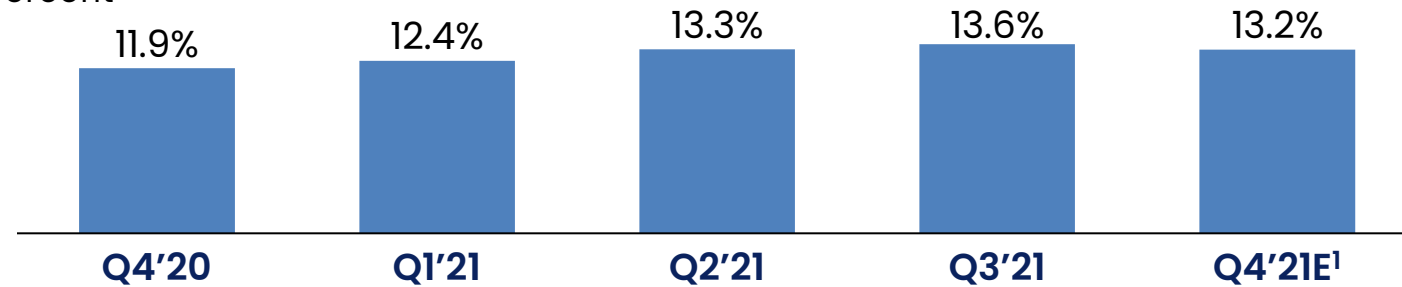
- Due to the Bank's history of focusing on lower credit risk businesses, we expect near-term credit outlook to remain stable
- Credit quality remains excellent as evidenced by NPAs/Total Assets of only 0.25% at Q4'21
- Total commercial NCO was less than ~\$3.0M for FY'21
- The coverage ratio, excluding PPP loans, was 1.53% at Q4'21

Capital: Strong Capital Position



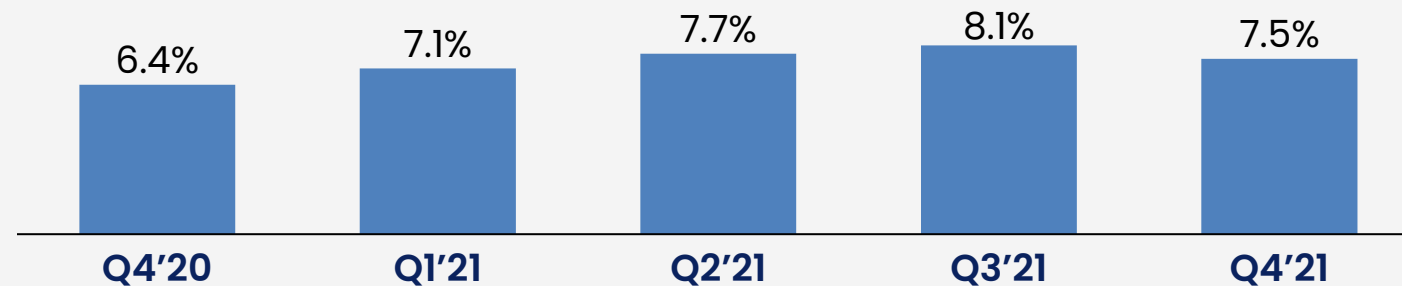
Total risk based capital

percent



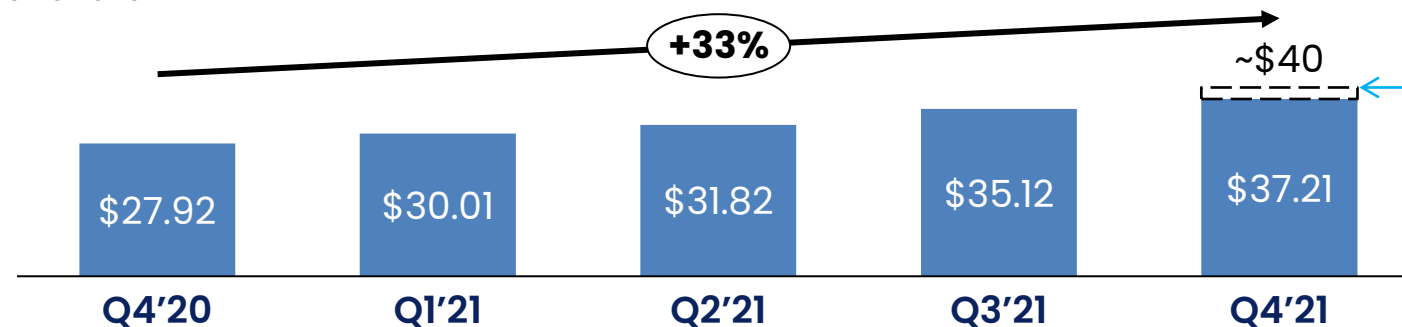
TCE/TA excl PPP²

percent



Tangible book value²

per share



- TRB capital ratio increased 139 bps over Q4'20, driven by PPP revenue and core bank earnings
- TCE/TA excl. PPP² increased 111 bps compared to 4Q20 due to increase in core bank earnings

1. Total capital ratio is estimated pending final Call report.
 2. Non-GAAP Measure, refer to Appendix for reconciliation.



**customers
bank**

Let's take on tomorrow.



Key Investment Highlights



Industry leading loan and core deposit **growth**



Exceptional **credit quality**



Well **positioned** for **higher interest rate environment**



Demonstrated technological capabilities as a high-tech, high-touch bank



Attractive valuation – Trading at ~1.5X¹ PPP adjusted tangible book value and less than 10X¹ our guidance of well over \$6 of core EPS for 2023

1. Based on share price as of January 21, 2022 (~\$62)



ANALYST COVERAGE

B. Riley Financial, Inc.

Steve Moss

D.A. Davidson Companies

Russell Gunther

Hovde Group

Will Curtiss

Jefferies Group LLC

Casey Haire

Keefe, Bruyette & Woods Inc.

Michael Perito

Maxim Group Inc.

Michael Diana

Piper Sandler Companies

Frank Schiraldi

Wedbush Securities Inc.

Peter Winter

Appendix



Environmental, Social & Governance Report



Environmental, Social & 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.

Credit: Allowance for Credit Losses for Loans and Leases



(\$ in thousands)	December 31, 2021			Q4 2021
	Amortized Cost	Allowance for Credit Losses	Lifetime Loss Rate	Annualized Net Charge Off Ratio
Loans and Leases Receivable:				
<u>Commercial:</u>				
Multi-Family	\$ 1,486,308	\$ 4,477	0.30%	0.00%
Commercial and Industrial	3,424,783	12,702	0.37%	-0.03%
Commercial Real Estate Owner Occupied	654,922	3,213	0.49%	-0.04%
Commercial Real Estate Non-Owner Occupied	1,121,238	6,210	0.55%	0.00%
Construction	198,981	692	0.35%	0.01%
Total Commercial Loans and Leases Receivable	\$ 6,886,232	\$ 27,294	0.40%	-0.02%
<u>Consumer:</u>				
Residential real estate	\$ 334,730	\$ 2,383	0.73%	0.01%
Manufactured housing	52,861	4,278	8.09%	0.00%
Installment	1,744,475	103,849	5.95%	-1.67%
Total Consumer Loans Receivable	\$ 2,132,066	\$ 110,510	5.18%	-1.37%
Total Loans and Leases	\$ 9,018,298	\$ 137,804	1.53%	-0.34%

(1) Utilized Moody's December 2021 Baseline forecast with qualitative adjustments for 4Q 2021 provision.
(2) Excludes Mortgage Warehouse loans reported at fair value, loans held for sale and PPP Loans.



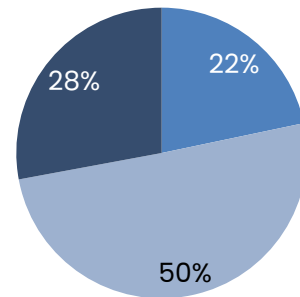
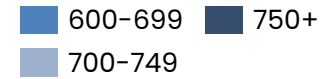
Liquidity Sources (\$000's)	4Q 20	1Q 21	2Q 21	3Q 21	4Q 21	YOY Change
Cash and Cash Equivalents	\$615,264	\$512,241	\$393,663	\$1,000,885	\$482,794	(\$132,471)
FHLB Available Borrowing Capacity	\$684,936	\$713,673	\$1,466,067	\$2,031,551	\$1,798,374	\$1,113,438
FRB Available Borrowing Capacity	\$220,000	\$180,000	\$197,000	\$186,000	\$191,000	(\$29,000)
Investments (MV)						
US Gov't & Agency	\$20,034	\$20,053	\$20,114	\$0	\$0	(\$20,034)
MBS & CMO	\$361,850	\$590,485	\$661,823	\$871,191	\$1,838,872	\$1,477,021
Municipals	\$18,291	\$18,527	\$8,554	\$8,655	\$8,430	(\$9,861)
Corporates	\$396,744	\$257,924	\$350,420	\$440,892	\$580,046	\$183,302
ABS	\$409,512	\$550,087	\$485,881	\$540,959	\$1,364,227 ¹	\$954,715
Other AFS	\$3,853	\$4,827	\$0	\$5,000	\$25,575	\$21,722
Less: Pledged Securities	(\$18,849)	(\$17,589)	(\$15,988)	(\$12,440)	(\$11,315)	\$7,534
Net Unpledged Securities	\$1,191,436	\$1,424,314	\$1,510,804	\$1,854,257	\$3,805,835	\$2,614,399
Total	\$2,711,636	\$2,830,229	\$3,567,534	\$5,072,693	\$6,278,003	\$3,566,367

(1) Includes CLOs

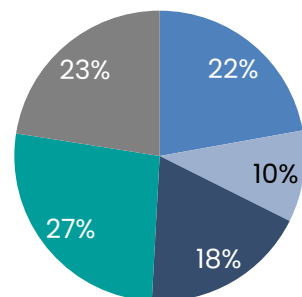
Consumer Installment loans



FICO Score¹

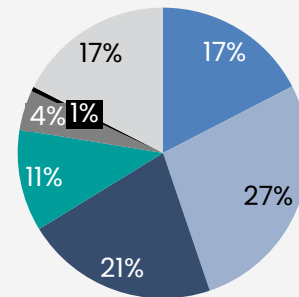
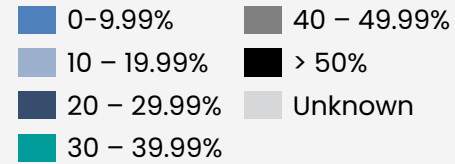


Geography

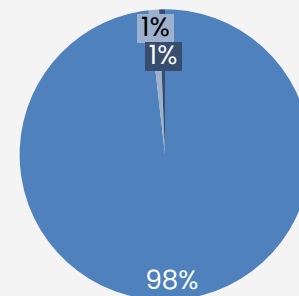
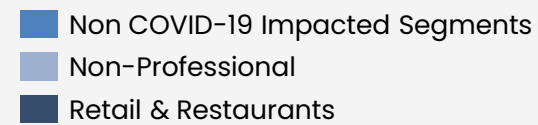


(1) FICO score at time of origination.
Note: Data as of December 31, 2021.

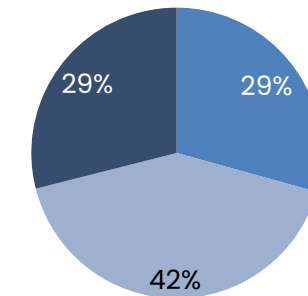
Debt to Income ratio



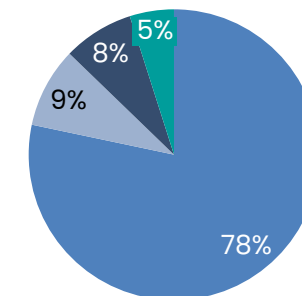
Profession



Borrower Income



Purpose



Reconciliation of Non-GAAP Measures – Unaudited



Customers believes that the non-GAAP measurements disclosed within this document are useful for investors, regulators, management and others to evaluate our core results of operations and financial condition relative to other financial institutions. These non-GAAP financial measures are frequently used by securities analysts, investors, and other interested parties in the evaluation of companies in Customers' industry. These non-GAAP financial measures exclude from corresponding GAAP measures the impact of certain elements that we do not believe are representative of our ongoing financial results, which we believe enhance an overall understanding of our performance and increases comparability of our period to period results. Investors should consider our performance and financial condition as reported under GAAP and all other relevant information when assessing our performance or financial condition. The non-GAAP measures presented are not necessarily comparable to non-GAAP measures that may be presented by other financial institutions. Although non-GAAP financial measures are frequently used in the evaluation of a company, they have limitations as analytical tools and should not be considered in isolation or as a substitute for analysis of our results of operations or financial condition as reported under GAAP.

The following tables present reconciliations of GAAP to non-GAAP measures disclosed within this document.

Reconciliation of Non-GAAP Measures – Unaudited (Contd.)



Core Earnings – Customers Bancorp

(\$ in thousands, not including per share amounts)

	Q4 2021		Q3 2021		Q2 2021		Q1 2021		Q4 2020	
	USD	Per Share	USD	Per Share	USD	Per Share	USD	Per Share	USD	Per Share
GAAP net income to common shareholders	\$ 98,647	\$ 2.87	\$ 110,241	\$ 3.25	\$ 58,042	\$ 1.72	\$ 33,204	\$ 1.01	\$ 52,831	\$ 1.65
Reconciling items (after tax):										
Net loss from discontinued operations	1,585	0.05	-	-	-	-	38,036	1.16	2,317	0.07
Severance expense	-	-	-	-	1,517	0.04	-	-	-	-
Merger and acquisition related expenses	-	-	-	-	-	-	320	0.01	508	0.02
Legal reserves	-	-	897	0.03	-	-	-	-	-	-
(Gains) losses on investment securities	43	0.00	(4,591)	(0.14)	(2,694)	(0.08)	(18,773)	(0.57)	(1,419)	(0.04)
(Gains) losses on sale of foreign subsidiaries	-	-	-	-	2,150	0.06	-	-	-	-
Loss on cash flow hedge derivative terminations	-	-	-	-	-	-	18,716	0.57	-	-
Derivative credit valuation adjustment	(180)	(0.01)	(198)	(0.01)	288	0.01	(1,195)	(0.04)	(448)	(0.01)
Deposit relationship adjustment fees	-	-	4,707	0.14	-	-	-	-	-	-
Loss on redemption of preferred stock	-	-	2,820	0.08	-	-	-	-	-	-
Unrealized losses on loans held for sale	-	-	-	-	-	-	-	-	799	0.03
Core earnings	\$ 100,095	\$ 2.92	\$ 113,876	\$ 3.36	\$ 59,303	\$ 1.76	\$ 70,308	\$ 2.14	\$ 54,588	\$ 1.71

Reconciliation of Non-GAAP Measures – Unaudited (Contd.)



Core Earnings, Excluding PPP – Customers Bancorp

(\$ in thousands, not including per share amounts)

	Q4 2021		Q3 2021		Q2 2021		Q1 2021		Q4 2020	
	USD	Per Share	USD	Per Share	USD	Per Share	USD	Per Share	USD	Per Share
GAAP net income available to shareholders	\$ 98,647	\$ 2.87	\$ 110,241	\$ 3.25	\$ 58,042	\$ 1.72	\$ 33,204	\$ 1.01	\$ 52,831	\$ 1.65
Less: PPP net income (after tax)	64,323	1.87	81,337	2.40	24,312	0.72	25,079	0.76	19,148	0.60
GAAP net income to common shareholders, excluding PPP	34,324	1.00	28,904	0.85	33,730	1.00	8,125	0.25	33,683	1.05
Reconciling items (after tax):										
Net loss from discontinued operations	1,585	0.05	-	-	-	-	38,036	1.16	2,317	0.07
Severance expense	-	-	-	-	1,517	0.04	-	-	-	-
Merger and acquisition related expenses	-	-	-	-	-	-	320	0.01	508	0.02
Legal reserves	-	-	897	0.03	-	-	-	-	-	-
(Gains) losses on investment securities	43	0.00	(4,591)	(0.14)	(2,694)	(0.08)	(18,773)	(0.57)	(1,419)	(0.04)
(Gain) losses on sale of foreign subsidiaries	-	-	-	-	2,150	0.06	-	-	-	-
Loss on cash flow hedge derivative terminations	-	-	-	-	-	-	18,716	0.57	-	-
Derivative credit valuation adjustment	(180)	(0.01)	(198)	(0.01)	288	0.01	(1,195)	(0.04)	(448)	(0.01)
Deposit relationship adjustment fees	-	-	4,707	0.14	-	-	-	-	-	-
Loss on redemption of preferred stock	-	-	2,820	0.08	-	-	-	-	-	-
Unrealized losses on loans held for sale	-	-	-	-	-	-	-	-	799	0.03
Core earnings, excluding PPP	\$ 35,772	\$ 1.04	\$ 32,539	\$ 0.96	\$ 34,991	\$ 1.04	\$ 45,229	\$ 1.38	\$ 35,440	\$ 1.10

Reconciliation of Non-GAAP Measures – Unaudited (Contd.)



Core Return on Average Asset – Customers Bancorp

(\$ in thousands)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
GAAP net income	\$ 100,669	\$ 116,042	\$ 61,341	\$ 36,595	\$ 56,245
Reconciling items (after tax):					
Net loss from discontinued operations	1,585	-	-	38,036	2,317
Severance expense	-	-	1,517	-	-
Merger and acquisition related expenses	-	-	-	320	508
Legal reserves	-	897	-	-	-
(Gains) losses on investment securities	43	(4,591)	(2,694)	(18,773)	(1,419)
Loss on sale of foreign subsidiaries	-	-	2,150	-	-
Loss on cash flow hedge derivative terminations	-	-	-	18,716	-
Derivative credit valuation adjustment	(180)	(198)	288	(1,195)	(448)
Deposit relationship adjustment fees	-	4,707	-	-	-
Unrealized losses on loans held for sale	-	-	-	-	799
Core net income	\$ 102,117	\$ 116,857	\$ 62,602	\$ 73,699	\$ 58,002
Average total assets	\$ 19,214,241	\$ 19,739,340	\$ 19,306,948	\$ 18,525,721	\$ 18,250,719
Core return on average assets	2.11%	2.35%	1.30%	1.61%	1.26%

Reconciliation of Non-GAAP Measures – Unaudited (Contd.)



Adjusted Net Income and Adjusted ROAA – Pre-Tax Pre-Provision – Customers Bancorp

(\$ in thousands)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
GAAP net income	\$ 100,669	\$ 116,042	\$ 61,341	\$ 36,595	\$ 56,245
Reconciling items:					
Income tax expense	12,993	36,263	20,124	17,560	23,447
Provision (benefit) for credit losses on loans and leases	13,890	13,164	3,291	(2,919)	(2,913)
Provision (benefit) for credit losses on unfunded commitments	352	669	45	(1,286)	(968)
Severance expense	-	-	2,004	-	-
Net loss from discontinued operations	1,585	-	-	38,036	2,317
Merger and acquisition related expenses	-	-	-	418	709
Legal reserves	-	1,185	-	-	-
(Gains) losses on investment securities	49	(6,063)	(3,558)	(24,540)	(1,431)
(Gain) losses on sale of foreign subsidiaries	-	-	2,840	-	-
(Gains) losses on hedge derivative terminations	-	-	-	24,467	-
Derivative credit valuation adjustment	(203)	(261)	380	(1,562)	(625)
Deposit relationship adjustment fees	-	6,216	-	-	-
Unrealized losses on loans held for sale	-	-	-	-	1,115
Adjusted net income – pre-tax pre-provision	\$ 129,335	\$ 167,215	\$ 86,467	\$ 86,769	\$ 77,896
Average total assets	\$ 19,214,241	\$ 19,739,340	\$ 19,306,948	\$ 18,525,721	\$ 18,250,719
Adjusted ROAA – pre-tax pre-provision	2.67%	3.36%	1.80%	1.90%	1.70%

Reconciliation of Non-GAAP Measures – Unaudited (Contd.)



Core Return on Average Common Equity

(\$ in thousands)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
GAAP net income to common shareholders	\$ 98,647	\$ 110,241	\$ 58,042	\$ 33,204	\$ 52,831
Reconciling items (after tax):					
Net loss from discontinued operations	1,585	-	-	38,036	2,317
Severance expense	-	-	1,517	-	-
Merger and acquisition related expenses	-	-	-	320	508
Legal reserves	-	897	-	-	-
(Gains) losses on investment securities	43	(4,591)	(2,694)	(18,773)	(1,419)
Loss on sale of foreign subsidiaries	-	-	2,150	-	-
Loss on cash flow hedge derivative terminations	-	-	-	18,716	-
Derivative credit valuation adjustment	(180)	(198)	288	(1,195)	(448)
Deposit relationship adjustment fees	-	4,707	-	-	-
Loss on redemption of preferred stock	-	2,820	-	-	-
Unrealized losses on loans held for sale	-	-	-	-	799
Core earnings	\$ 100,095	\$ 113,876	\$ 59,303	\$ 70,308	\$ 54,588
Average total common shareholders' equity	\$ 1,179,478	\$ 1,071,566	\$ 1,002,624	\$ 918,795	\$ 866,411
Core return on average common equity	33.67%	42.16%	23.72%	31.03%	25.06%

Reconciliation of Non-GAAP Measures – Unaudited (Contd.)



Tangible Equity

(\$ in thousands)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
GAAP - Total shareholders' equity	\$ 1,366,217	\$ 1,284,299	\$ 1,250,729	\$ 1,188,721	\$ 1,117,086
Reconciling items:					
Goodwill and other intangibles ⁽¹⁾	(3,736)	(3,794)	(3,853)	(3,911)	(14,298)
Tangible equity	\$ 1,362,481	\$ 1,280,505	\$ 1,246,876	\$ 1,184,810	\$ 1,102,788

⁽¹⁾ Includes goodwill and other intangibles reported in assets of discontinued operations

Tangible Book Value per Common Share - Customers Bancorp

(\$ in thousands, except per share data)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
GAAP - Total shareholders' equity	\$ 1,366,217	\$ 1,284,299	\$ 1,250,729	\$ 1,188,721	\$ 1,117,086
Reconciling items:					
Preferred stock	(137,794)	(137,794)	(217,471)	(217,471)	(217,471)
Goodwill and other intangibles ⁽¹⁾	(3,736)	(3,794)	(3,853)	(3,911)	(14,298)
Tangible common equity	\$ 1,224,687	\$ 1,142,711	\$ 1,029,405	\$ 967,339	\$ 885,317
Common shares outstanding	32,913,267	32,537,976	32,353,256	32,238,762	31,705,088
Tangible book value per common share	\$ 37.21	\$ 35.12	\$ 31.82	\$ 30.01	\$ 27.92

⁽¹⁾ Includes goodwill and other intangibles reported in assets of discontinued operations

Reconciliation of Non-GAAP Measures – Unaudited (Contd.)



Tangible Common Equity to Tangible Assets, Excluding PPP – Customers Bancorp

(\$ in thousands)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
GAAP – Total shareholders' equity	\$ 1,366,217	\$ 1,284,299	\$ 1,250,729	\$ 1,188,721	\$ 1,117,086
Reconciling items:					
Preferred stock	(137,794)	(137,794)	(217,471)	(217,471)	(217,471)
Goodwill and other intangibles ⁽¹⁾	(3,736)	(3,794)	(3,853)	(3,911)	(14,298)
Tangible common equity	\$ 1,224,687	\$ 1,142,711	\$ 1,029,405	\$ 967,339	\$ 885,317
GAAP – Total assets	\$ 19,575,028	\$ 19,108,922	\$ 19,635,108	\$ 18,817,660	\$ 18,439,248
Reconciling items:					
Goodwill and other intangibles ⁽¹⁾	(3,736)	(3,794)	(3,853)	(3,911)	(14,298)
PPP loans	(3,250,008)	(4,957,357)	(6,305,056)	(5,178,089)	(4,561,365)
Tangible assets	\$ 16,321,284	\$ 14,147,771	\$ 13,326,199	\$ 13,635,660	\$ 13,863,585
Tangible common equity to tangible assets, excluding PPP	7.50%	8.08%	7.72%	7.09%	6.39%

⁽¹⁾ Includes goodwill and other intangibles reported in assets of discontinued operations

Reconciliation of Non-GAAP Measures – Unaudited (Contd.)



Tangible Common Equity to Tangible Assets – Customers Bancorp

(\$ in thousands)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
GAAP – Total shareholders' equity	\$ 1,366,217	\$ 1,284,299	\$ 1,250,729	\$ 1,188,721	\$ 1,117,086
Reconciling items:					
Preferred stock	(137,794)	(137,794)	(217,471)	(217,471)	(217,471)
Goodwill and other intangibles ⁽¹⁾	(3,736)	(3,794)	(3,853)	(3,911)	(14,298)
Tangible common equity	\$ 1,224,687	\$ 1,142,711	\$ 1,029,405	\$ 967,339	\$ 885,317
GAAP – Total assets	\$ 19,575,028	\$ 19,108,922	\$ 19,635,108	\$ 18,817,660	\$18,439,248
Reconciling items:					
Goodwill and other intangibles ⁽¹⁾	(3,736)	(3,794)	(3,853)	(3,911)	(14,298)
Tangible assets	\$ 19,571,292	\$ 19,105,128	\$ 19,631,255	\$ 18,813,749	\$18,424,950
Tangible common equity to tangible assets	6.26%	5.98%	5.24%	5.14%	4.80%

⁽¹⁾ Includes goodwill and other intangibles reported in assets of discontinued operations

Reconciliation of Non-GAAP Measures – Unaudited (Contd.)



Core Assets

(\$ in thousands)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
GAAP - Total assets	\$ 19,575,028	\$ 19,108,922	\$ 19,635,108	\$ 18,817,660	\$ 18,439,248
Reconciling items:					
Loans receivable, PPP	(3,250,008)	(4,957,357)	(6,305,056)	(5,178,089)	(4,561,365)
Goodwill and other intangibles ⁽¹⁾	(3,736)	(3,794)	(3,853)	(3,911)	(14,298)
Core assets	\$ 16,321,284	\$ 14,147,771	\$ 13,326,199	\$ 13,635,660	\$ 13,863,585

⁽¹⁾ Includes goodwill and other intangibles reported in assets of discontinued operations

Coverage of credit loss reserves for loans and leases held for investment, excluding PPP

(\$ in thousands)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
Loans and leases receivable	\$ 12,268,306	\$ 12,927,956	\$ 14,077,198	\$ 12,714,578	\$ 12,136,733
Loans receivable, PPP	(3,250,008)	(4,957,357)	(6,305,056)	(5,178,089)	(4,561,365)
Loans and leases held for investment, excluding PPP	\$ 9,018,298	\$ 7,970,599	\$ 7,772,142	\$ 7,536,489	\$ 7,575,368
Allowance for credit losses on loans and leases	\$ 137,804	\$ 131,496	\$ 125,436	\$ 128,736	\$ 144,176
Coverage of credit loss reserves for loans and leases held for investment, excluding PPP	1.53%	1.65%	1.61%	1.71%	1.90%

Reconciliation of Non-GAAP Measures – Unaudited (Contd.)



Total loans and leases, excluding PPP

(\$ in thousands)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
Total loans and leases	\$ 14,568,885	\$ 15,515,537	\$ 16,967,022	\$ 16,168,306	\$ 15,832,251
PPP loans	(3,250,008)	(4,957,357)	(6,305,056)	(5,178,089)	(4,561,365)
Loans and leases, excluding PPP	\$ 11,318,877	\$ 10,558,180	\$ 10,661,966	\$ 10,990,217	\$ 11,270,886

Total loans and leases, excluding mortgage warehouse and PPP

(\$ in thousands)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
Total loans and leases	\$ 14,568,885	\$ 15,515,537	\$ 16,967,022	\$ 16,168,306	\$ 15,832,251
Mortgage warehouse	(2,362,438)	(2,626,483)	(2,922,217)	(3,463,490)	(3,657,350)
PPP loans	(3,250,008)	(4,957,357)	(6,305,056)	(5,178,089)	(4,561,365)
Loans and leases, excluding PPP excluding mortgage warehouse	\$ 8,956,439	\$ 7,931,697	\$ 7,739,749	\$ 7,526,727	\$ 7,613,536

Reconciliation of Non-GAAP Measures – Unaudited (Contd.)



Net Interest Income, Excluding PPP – Customers Bancorp

(\$ in thousands, except per share data)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
GAAP net interest income	\$ 193,694	\$ 219,892	\$ 138,757	\$ 132,731	\$ 122,946
PPP net interest income	(78,647)	(112,005)	(35,785)	(34,842)	(25,257)
Net interest income, excluding PPP	\$ 115,047	\$ 107,887	\$ 102,972	\$ 97,889	\$ 97,689

Net Interest Margin, Tax Equivalent, Excluding PPP – Customers Bancorp

(\$ in thousands, except per share data)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
GAAP net interest income	\$ 193,694	\$ 219,892	\$ 138,757	\$ 132,731	\$ 122,946
PPP net interest income	(78,647)	(112,005)	(35,785)	(34,842)	(25,257)
Tax-equivalent adjustment	276	290	289	292	219
Net interest income, tax equivalent, excluding PPP	\$ 115,323	\$ 108,177	\$ 103,261	\$ 98,181	\$ 97,908
GAAP average total interest earning assets	\$ 18,576,433	\$ 19,033,826	\$ 18,698,996	\$ 17,943,944	\$ 17,601,999
Average PPP loans	(3,898,607)	(5,778,367)	(6,133,184)	(4,623,213)	(4,782,606)
Adjusted average total interest earning assets	\$ 14,677,826	\$ 13,255,459	\$ 12,565,812	\$ 13,320,731	\$ 12,819,393
Net interest margin, tax equivalent, excluding PPP	3.12%	3.24%	3.30%	2.99%	3.04%

Loan Yield, excluding PPP

(\$ in thousands, except per share data)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
Total interest on loans and leases	\$ 198,000	\$ 233,097	\$ 153,608	\$ 152,117	\$ 145,414
Interest on PPP loans	(82,086)	(117,102)	(41,137)	(38,832)	(29,465)
Interest on loans and leases, excluding PPP	\$ 115,914	\$ 115,995	\$ 112,471	\$ 113,285	\$ 115,949
Average loans and leases	\$ 14,335,370	\$ 16,192,744	\$ 16,482,802	\$ 15,329,111	\$ 15,987,096
Average PPP loans	(3,898,607)	(5,778,367)	(6,133,184)	(4,623,213)	(4,782,606)
Adjusted average total interest earning assets	\$ 10,436,763	\$ 10,414,377	\$ 10,349,618	\$ 10,705,898	\$ 11,204,490
Loan yield, excluding PPP	4.41%	4.42%	4.36%	4.29%	4.12%

Reconciliation of Non-GAAP Measures – Unaudited (Contd.)



Deferments to Total loans and leases, excluding PPP

(\$ in thousands)

	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
Total loans and leases	\$ 14,568,885	\$ 15,515,537	\$ 16,967,022	\$ 16,168,306	\$ 15,832,251
PPP loans	(3,250,008)	(4,957,357)	(6,305,056)	(5,178,089)	(4,561,365)
Loans and leases, excluding PPP	\$ 11,318,877	\$ 10,558,180	\$ 10,661,966	\$ 10,990,217	\$ 11,270,886
Commercial deferments	\$ -	\$ 73,400	\$ 89,800	\$ 176,100	\$ 202,100
Consumer deferments	6,060	6,708	8,400	13,000	16,400
Total deferments	\$ 6,060	\$ 80,108	\$ 98,200	\$ 189,100	\$ 218,500
Commercial deferments to total loans and leases, excluding PPP	0.0%	0.7%	0.8%	1.6%	1.8%
Consumer deferments to total loans and leases, excluding PPP	0.1%	0.1%	0.1%	0.1%	0.1%
Total deferments to total loans and leases, excluding PPP	0.1%	0.8%	0.9%	1.7%	1.9%