

Investor Presentation

Q1'26
April 2026

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: a continuation of the recent turmoil in the banking industry, responsive measures taken by us and regulatory authorities to mitigate and manage related risks, regulatory actions taken that address related issues and the costs and obligations associated therewith, such as the FDIC special assessments; the potential for negative consequences resulting from regulatory violations, investigations and examinations, including potential supervisory actions, the assessment of fines and penalties, the imposition of sanctions, the need to undertake remedial actions and possible damage to our reputation; effects of competition on deposit rates and growth, loan rates and growth and net interest margin; failure to identify and adequately and promptly address cybersecurity risks, including data breaches and cyberattacks; public health crises and pandemics and their effects on the economic and business environments in which we operate; geopolitical conditions, including acts or threats of terrorism, actions taken by the United States or other governments in response to acts or threats of terrorism and military conflicts, including the war between Russia and Ukraine and ongoing conflict in the Middle East, which could impact economic conditions in the United States; the impact that changes in the 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 effects of actions by the federal government, including the Board of Governors of the Federal Reserve System and other government agencies, that affect market interest rates and the money supply; 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; higher inflation and its impacts; the effects of changes in U.S. trade policies, including the imposition of tariffs and retaliatory tariffs on its trading partners; and the effects of any 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, 2025, 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.



Customers Bancorp Franchise



Commercially oriented bank with **industry-leading service** combining **a high touch, single point of contact model** with innovative technology solutions

Customers Bancorp, Inc.

NYSE: CUBI | FTE Employees ~900 | Total Assets \$25.9B

Data as of 3/31/2026

Key Balance Sheet Stats

Delivering exceptional growth across the Bank

	Q1'26 (\$)	YoY Growth (%)
Total Assets	25.9B	15
Total Gross Loans	17.4B	15
Total Deposits	21.6B	14
TBVPS¹	63.54	16

Net Promoter Score

Measuring business customer satisfaction and loyalty

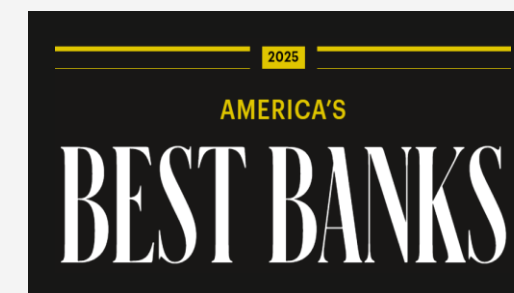
Customers Bank² 81

Banking Industry Benchmark³ 41

AMERICAN BANKER.

2025
**Top-Performing
Banks**

Named a Top 10 Performing Bank by American Banker for five consecutive years (2021–2025), **including the #1 spot in 2024 among midsize banks (\$10B to \$50B in assets)**



1. Non-GAAP measure, refer to appendix for reconciliation

2. As of December 2025

3. The Qualtrics U.S. Banking Relational Net Promoter® Score (NPS®) benchmark is derived from Qualtrics' vast Customer Experience dataset. The dataset includes 2022–2023 anonymized results from 50+ U.S. banking organizations, covering 80+ separate relationship surveys, and encompassing 400,000 individual survey respondents

Q1'26 Key Accomplishments



Accretive Deposit Performance

Over \$800 million net growth in deposits QoQ

Over \$230 million of non-interest bearing deposit growth QoQ outside of digital assets channel

Added over 1,100 net commercial deposit accounts in the quarter with over 50% coming from the 2025 Teams

Positive Operating Leverage

Core Revenue¹ growth outpaced core non-interest expense¹ growth by nearly 2x YoY

Core efficiency ratio¹ declined 3 p.p. YoY

Core non-interest expense as percent of average assets¹ of 1.82% is among the lowest of regional bank peers²

Solid Loan Growth

4% loan growth QoQ

15% loan growth YoY

Diversified across the franchise with multiple verticals contributing to growth

Tangible Book Value Growth

Tangible book value approached \$64 per share¹

YoY growth of 16%

15%+ CAGR over approximately six years³

Net Interest Income (NII) & Net Interest Margin (NIM)

NII increased 14% YoY

NIM expansion of 9 bps YoY

Average deposit costs continued to decline with 8 bps reduction in quarter to 2.46%

Strong Capital & Liquidity

CET1 ratio at 12.8%⁴

TCE/TA¹ increased 60 bps YoY to 8.3%

Approximately 620k shares repurchased at wtd. avg. price of ~\$68

1. Non-GAAP measure, refer to appendix for reconciliation
2. 2026 proxy peers most recent quarter ("MRQ"); MRQ represents Q1'26 for proxy peer banks that have reported earnings data before April 23, 2026. Otherwise represents Q4'25 data
3. Q4'2019 to Q1'2026
4. CET1 is estimated pending final regulatory report

2026 Priorities



1

AI: Operationalize AI at Scale and deploy AI across the organization, targeting full workflow orchestration and operating leverage

2

Payments: Expand the cubiX ecosystem, broaden existing network to serve additional industries and develop sophisticated product offerings and embedded payments solutions

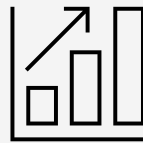
3

Organic Growth: Accelerate Franchise Growth and deliver top-tier, high-quality organic loan and deposit growth by recruiting high-performing executives and deposit-rich teams to expand our commercial banking franchise

4

Risk Management Excellence: Sustain and operate with the highest standards of regulatory and risk management excellence — turning discipline into a competitive advantage and an enabler of growth

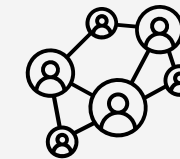
AI: Operationalizing Across Customers Bank



Increase Revenue



Reduce Risk

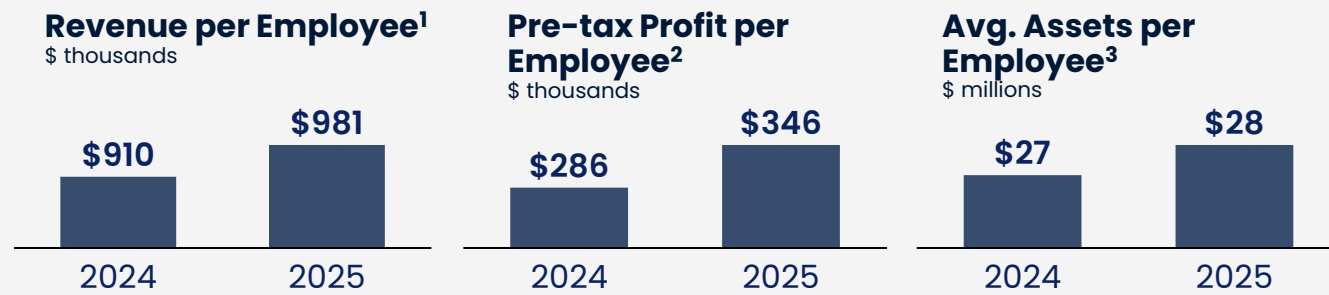


Improve Productivity



Efficiency Augmented by AI

Early Results



75%
Of team members AI licensed

500+
Agents⁴ built by team members

28,000+
Hours saved⁵

AI in Production

Strategic Vision



- ✓ **Goal: be a leader** in AI adoption among regional banks
- ✓ **Measured in outcomes:** cycle time, cost per transaction, error rates
- ✓ **Small enough to move fast, large enough to invest with intent**
- ✓ AI is the **most significant opportunity in a generation** for a bank of our size

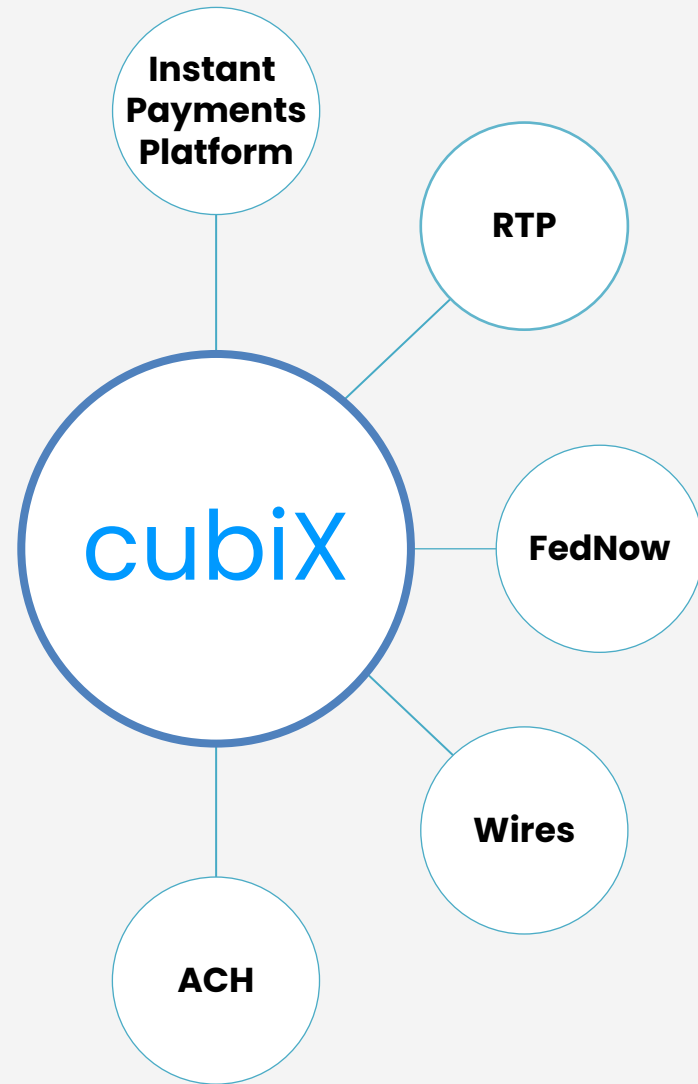
1. Revenue / employee = (Net Interest Income + Non-Interest Income) ÷ Average FTE. Average FTE is the simple average of the four quarter-end FTE counts
 2. Pre-Tax Income / employee = GAAP Income Before Income Tax Expense ÷ Average FTE. Average FTE is the simple average of four quarter-end FTE counts
 3. Average Assets / employee = Average Total Assets ÷ Average FTE. Average FTE is the simple average of four quarter-end FTE counts
 4. Includes custom GPTs and other similar AI agent products across major platforms used in the last 6 months
 5. Hours saved reflect self-reported estimates from survey of employees using AI tools

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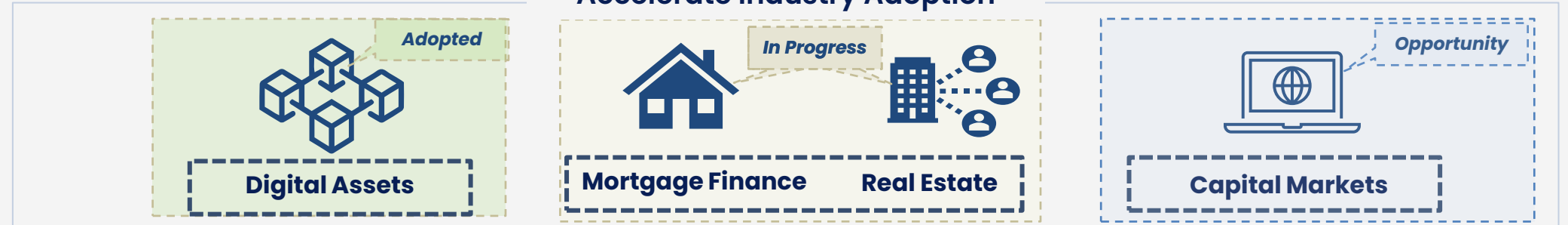
Payments: Customers Bank is at the forefront of the industry



We believe payments functionality is the future of banking and are extending our payments footprint

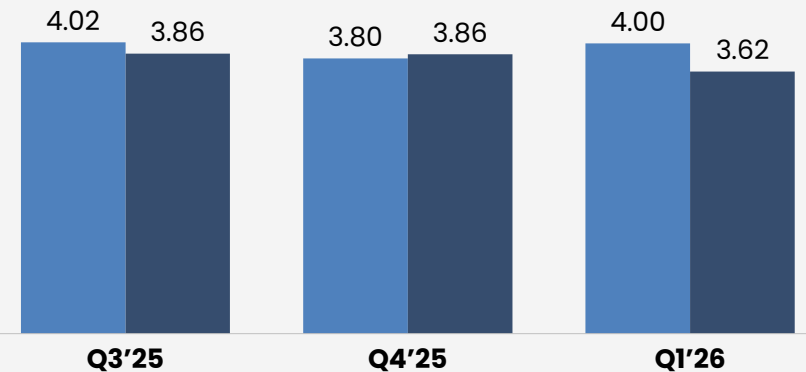


Accelerate Industry Adoption



Stable Digital Asset Client Deposit Balances Despite Sector Volatility

\$ billions



BTC PRICE
-33%^{1,2}
Market-wide price compression

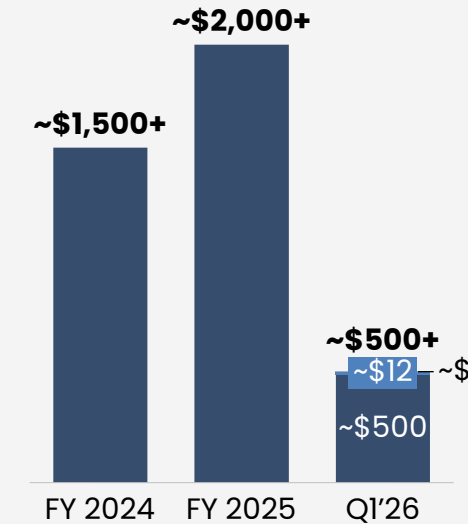
TRANSACTION VOL.
-24%^{1,3}
Sector-wide reduction in trading activity

DEPOSITS
-6%¹
Within operating range despite digital asset volatility
STABLE

cubiX by the Numbers⁴

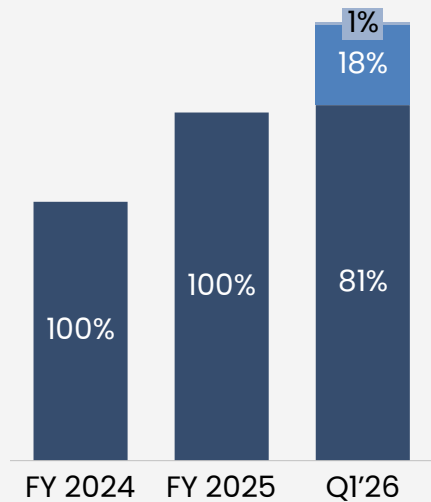
cubiX network activity⁵

\$ billions



cubiX deposit balances

Average balance composition



Legend: Digital Assets (Dark Blue), Mortgage Finance (Medium Blue), Real Estate (Light Blue)

1. Indexed to Q3'25 = 0
 2. Source: FRED St. Louis
 3. Average Transaction Volume represents basket of cryptocurrencies across multiple exchanges. Source: CoinGecko
 4. Includes Digital Assets vertical and select client verticals utilizing advanced payment capabilities
 5. Daily cubiX volume available beginning 10/16/24. The network was previously referred to as CBIT before cubiX launch in Q4'24. Includes Internal Transfer Activity and Wire Transfers from cubiX/CBIT Client Base

Organic Growth: Culture, Strategy & Performance

Organic growth driven by putting the customer at the center of everything we do



Culture & Business Model

CULTURE



Customer Centric Focus



Entrepreneurial Culture Banking Entrepreneurs



Consistent Recruiter of Top Talent

FOCUS



Superior Technology Capabilities



Target Top 3-5 National Competitors in Focused Set of Verticals



Sophisticated Product Offerings

STRATEGY



Single Point of Contact



Sufficient Scale, Yet Nimble

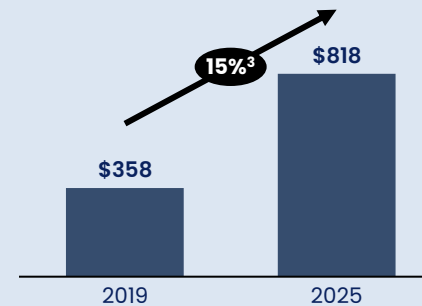


High-Touch and Branch-Lite Model

Key Financial Performance

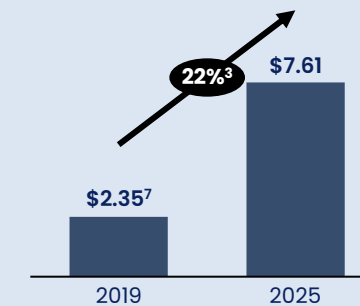
Revenue¹
\$ millions

Top 5 Revenue Compounder^{4,5,6}



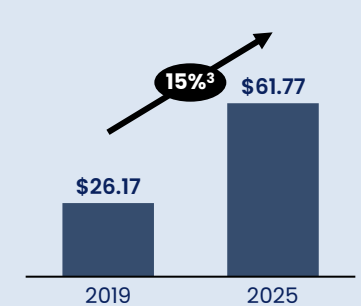
Core EPS²
\$

#1 Core EPS Compounder^{4,5}



TBVPS²
\$

#2 TBVPS Compounder^{4,5}



Strategic Direction

- 1) Deliver personal, **high-touch** service through a **single point of contact**
- 2) Client-centric and **entrepreneurial culture** drives franchise value
- 3) Differentiated platform **attracts top talent** consistently
- 4) Forward thinking **technology capabilities** designed for the **future state of banking**

2026 Organic Growth Strategy

- ✓ Continue team recruitment
- ✓ Deepen market share in existing geographies
- ✓ Bolster specialized deposit-focused verticals

1. Revenue is calculated as the sum of net interest income and noninterest income
 2. Non-GAAP measure, refer to appendix for reconciliation
 3. CAGR from FY2019 to FY2025
 4. U.S. Banks with total assets between \$20 billion and \$100 billion. Source S&P Cap IQ
 5. Represents 6 year (2019-2025) CAGR for banks with available data throughout the time period horizon
 6. Peer banks that completed M&A transactions amounting to >80% the size of the acquiring institution between 2019 and 2025 have been omitted from the peer set
 7. Originally reported 2019 Core EPS of \$2.28 which was recast to \$2.35 to reflect the results of discontinued operations

Financial Highlights - GAAP

Q1'26	Q1'26 (vs. Q4'25)		
Highlights	Profitability	Balance Sheet	Credit
DILUTED EPS \$1.97	3.22% vs. 3.40% NIM	\$25.9B +4% Total Assets	0.14% -2 bps Commercial NCOs Ratio¹
NET INCOME \$69.7M	1.13% vs. 1.20% ROAA	\$17.4B +4% Total Loans and Leases	0.27% +1 bps NPLs to Total Loans
ROCE 13.2%		\$21.6B +4% Total Deposits	337% vs. 356% Reserves to NPLs

1. Q1'26 annualized NCOs as percentage of average total loans and leases for Q1'26 was 0.32%, down 1 bps compared to Q4'25

Financial Highlights - Core

Q1'26	Q1'26 (vs. Q4'25)		
Highlights	Profitability	Balance Sheet	Credit
<p>CORE EPS^{1,2}</p> <p>\$1.97</p>	<p>3.22%</p> <p>vs. 3.40%</p> <p>NIM</p>	<p>\$25.9B</p> <p>+4%</p> <p>Total Assets</p>	<p>0.14%</p> <p>-2 bps</p> <p>Commercial NCOs Ratio³</p>
<p>CORE EARNINGS^{1,2}</p> <p>\$69.4M</p>	<p>1.13%</p> <p>vs. 1.19%</p> <p>Core ROAA^{1,2}</p>	<p>\$17.4B</p> <p>+4%</p> <p>Total Loans and Leases</p>	<p>0.27%</p> <p>+1 bps</p> <p>NPLs to Total Loans</p>
<p>CORE ROCE^{1,2}</p> <p>13.1%</p>		<p>\$21.6B</p> <p>+4%</p> <p>Total Deposits</p>	<p>337%</p> <p>vs. 356%</p> <p>Reserves to NPLs</p>

1. Q1'26 excludes pre-tax gains on investment securities of \$0.3 million
2. Non-GAAP measure, refer to appendix for reconciliation
3. Q1'26 annualized NCOs as percentage of average total loans and leases for Q1'26 was 0.32%, down 1 bps compared to Q4'25

Steady Deposit Growth and Mix Improvement

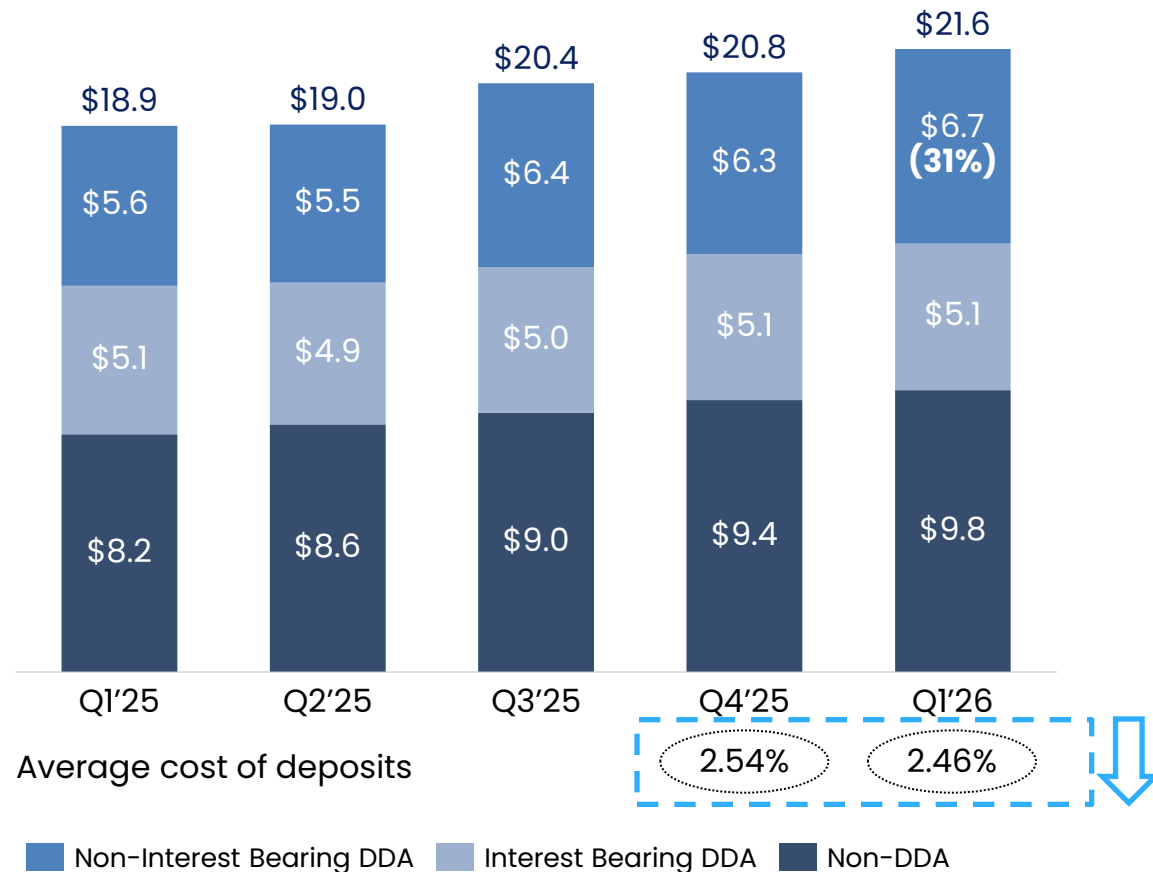
Approaching \$22 billion in deposits with over 31% non-interest bearing balances



Total Deposits

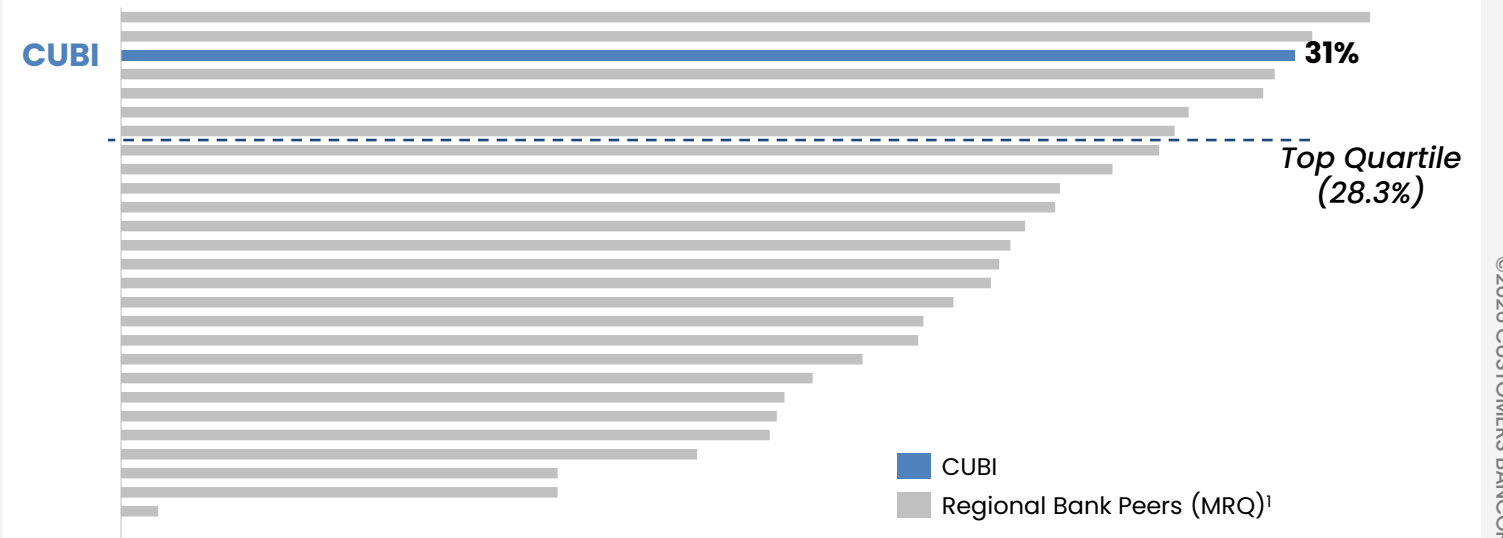
\$ billions

- Total deposits increased over \$800 million in the quarter and \$2.7 billion year-over-year
- Non-interest bearing balances excluding digital assets vertical increased approximately \$230 million in the quarter²



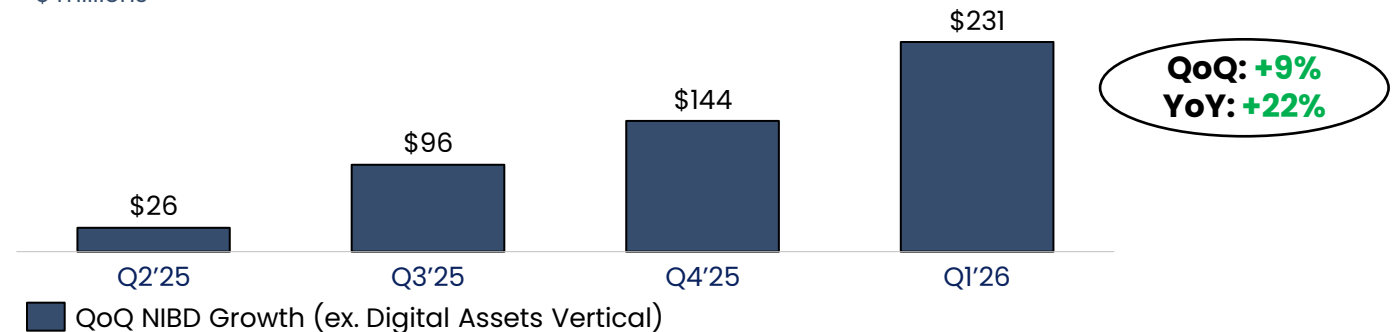
Non-interest Bearing Deposit Composition

- Non-interest bearing deposits increased by over \$400 million in the quarter to a period end record \$6.7 billion, or over 31% of total deposits, representing top quartile of peer banks¹



Quarterly Non-interest Bearing Deposit Growth ex. Digital Assets Vertical²

\$ millions



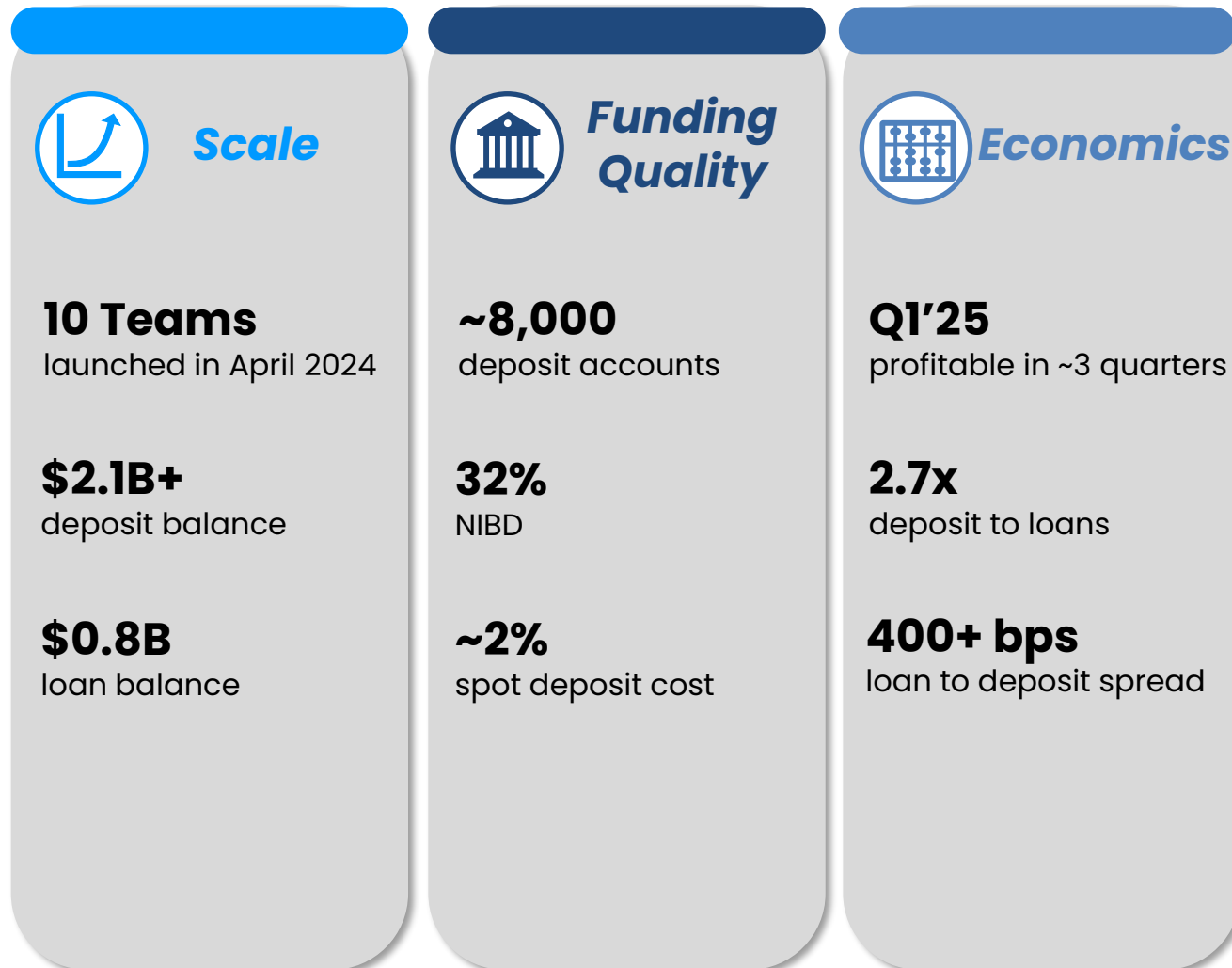
1. 2026 proxy peers most recent quarter ("MRQ")
 2. Digital Assets Vertical spot balances were \$4.0B and \$3.8B in Q1'26 and Q4'25 respectively

Successful Execution of Deposit Franchise Transformation led by Team Recruitment Strategy

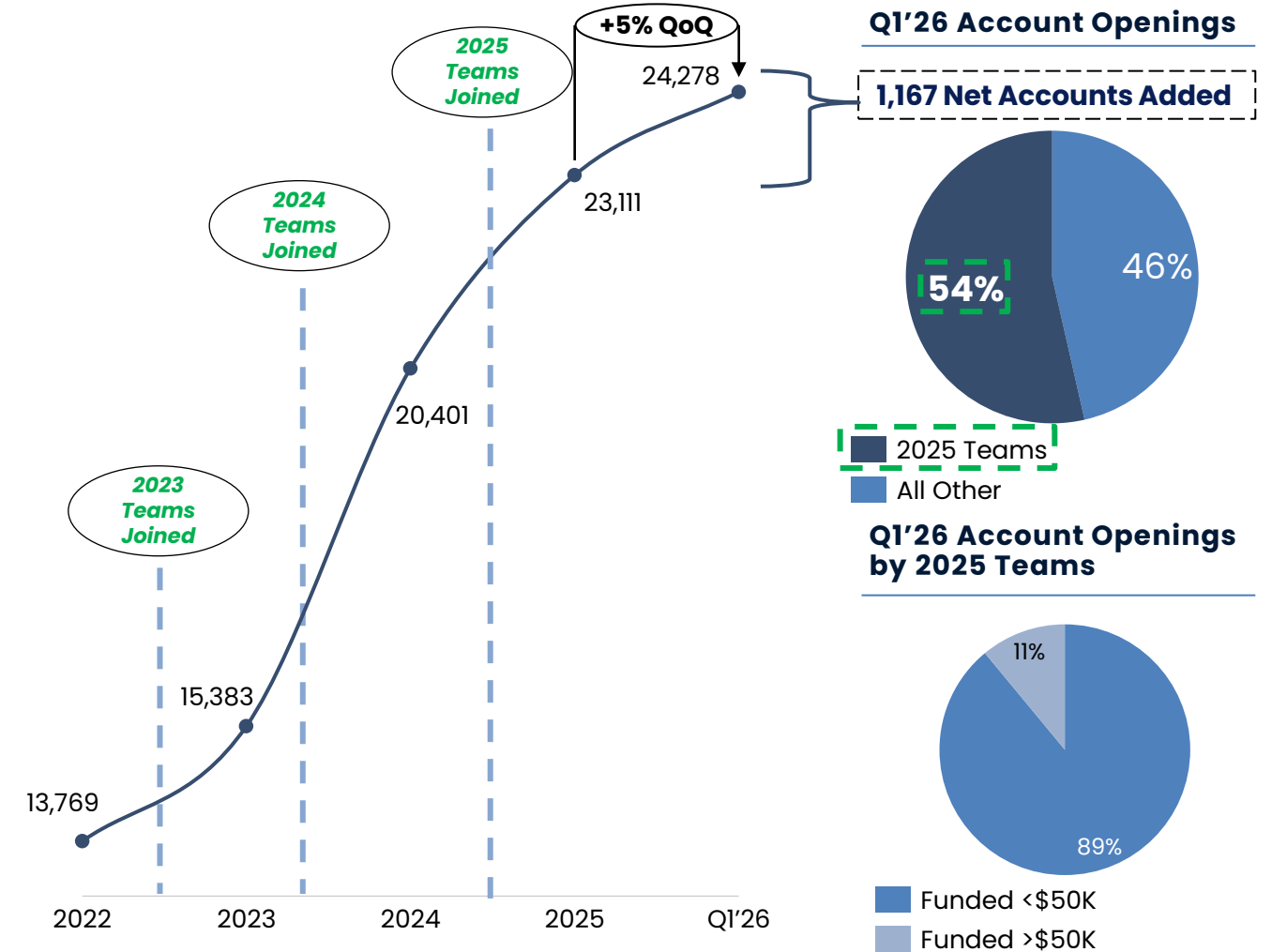


Spotlight: 2024 Vintage Teams | 2-Year Anniversary Update¹

Three Ways the 2024 Teams Delivered



Commercial Client Deposit Accounts



2025 teams achieved **low 9 figure deposit balances** at a **spot cost of ~50bps¹**

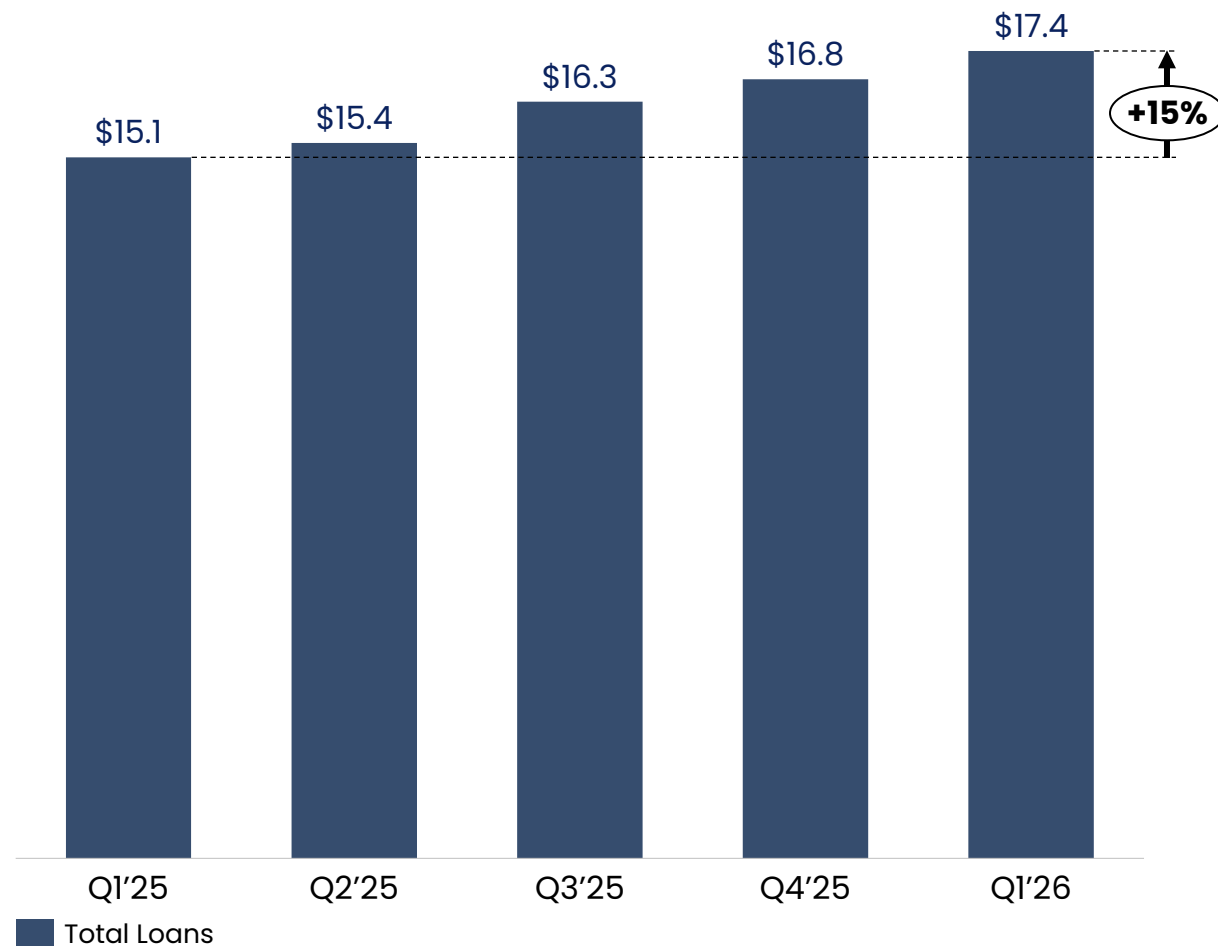
1. All data as of 3/31/2026

Strong Loan Growth With Diversified Contributions Across The Franchise

Q1'26 Loan Portfolio

\$ billions

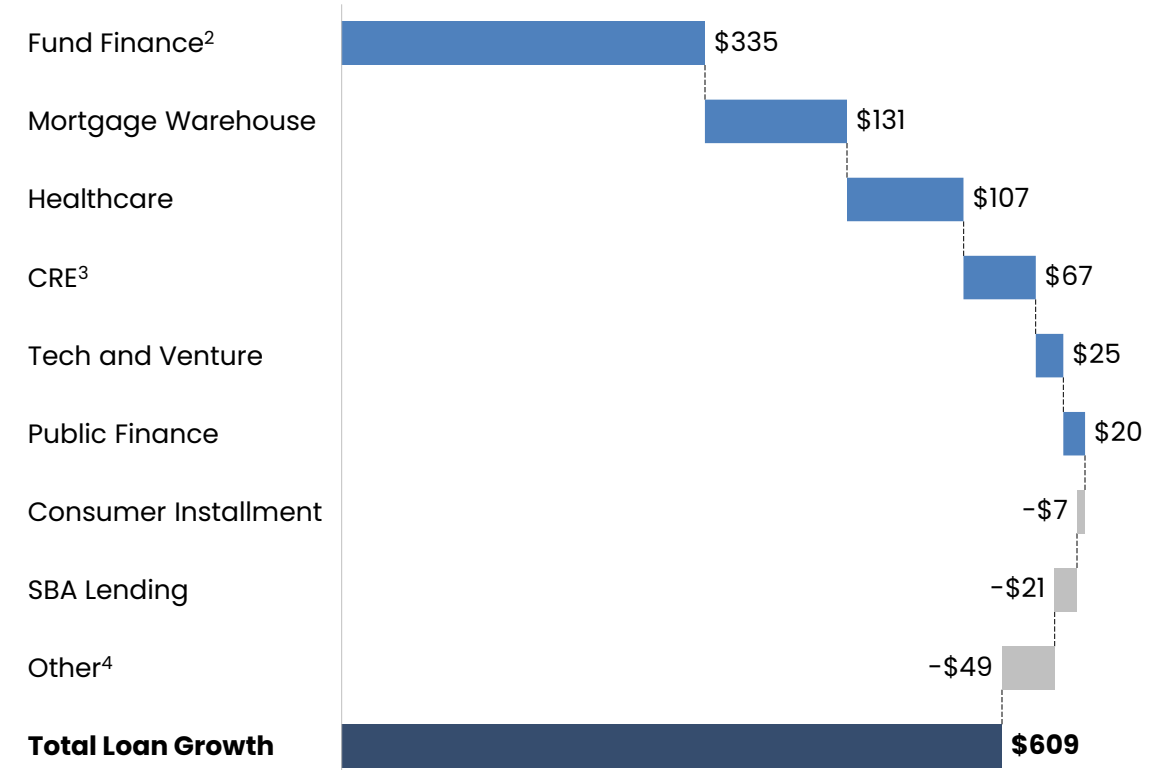
- Loan growth of over \$600 million, or 4% QoQ, compared to 1% for the industry¹



Q1'26 Loan Growth by Verticals

\$ millions

- Top growth verticals included Fund Finance, Mortgage Finance, Healthcare, and CRE²
- Diversified loan growth focused on adding franchise value

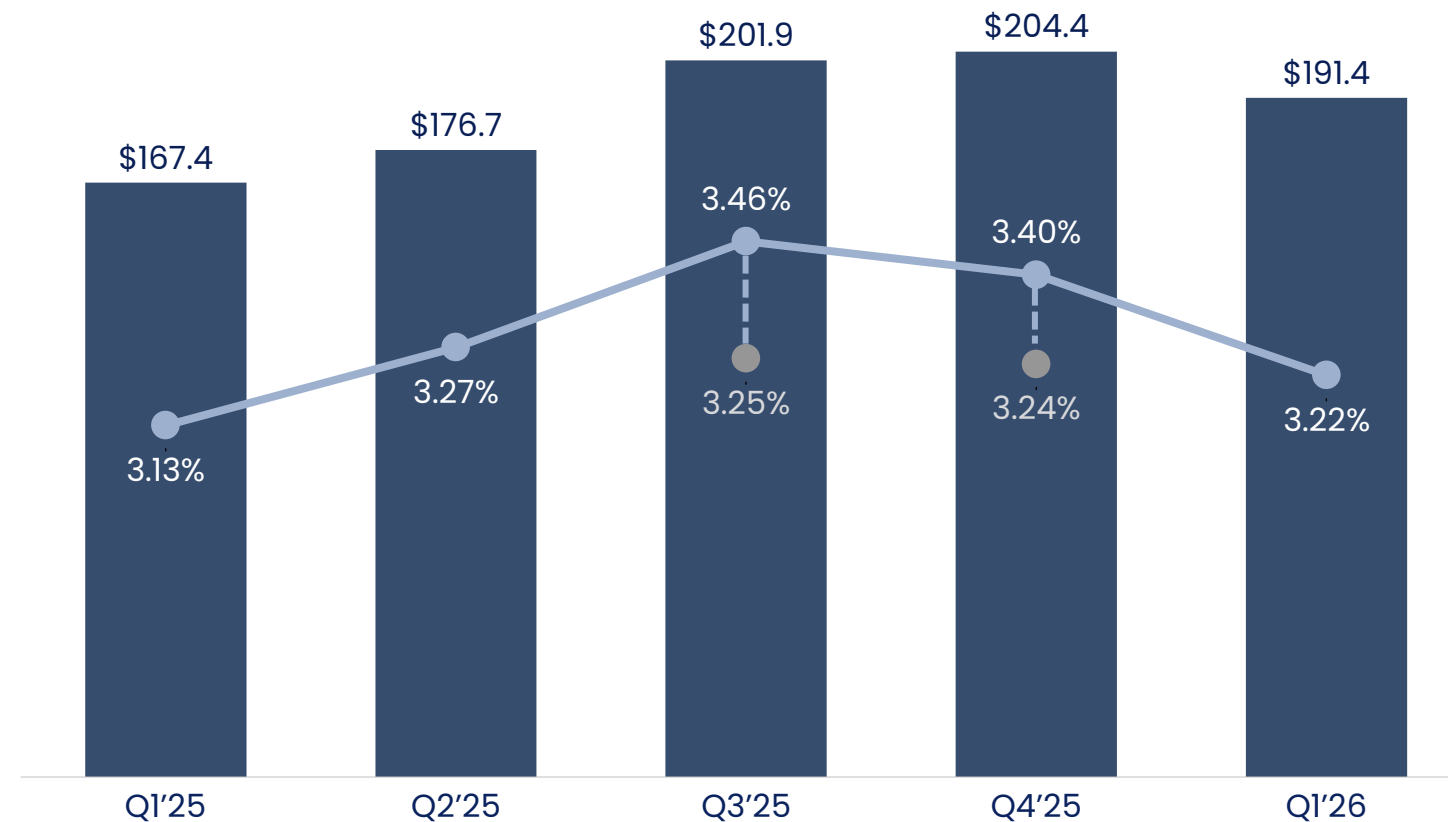


1. US Banks with \$10-\$100 billion in assets that have reported earnings data before April 23, 2026. Source S&P Cap IQ
 2. Includes Investment CRE, Construction, and Multifamily
 3. Fund Finance includes Lender Finance and Capital Call Lines
 4. Includes RESF, FIG, Commercial Banking Teams, Community C&I, Mortgages, PPP, and Other

Net Interest Income Growth of 14% Year-over-Year

Net Interest Income & Net Interest Margin

\$ millions, percent



Q1'26: Reflects accretion income sunset + lower day count QoQ.

■ Net Interest Income ● NIM ● Illustrative NIM excl. Accretion Income Impact¹

Key Highlights

- \$24 million NII growth and 9 basis points margin expansion YoY driven by higher average loan balances and reduced funding costs
- Highlights margin resilience despite effective federal funds rate being 69bps higher in Q1'25
- Cumulative IB and total deposit beta of 65% and 59%, respectively

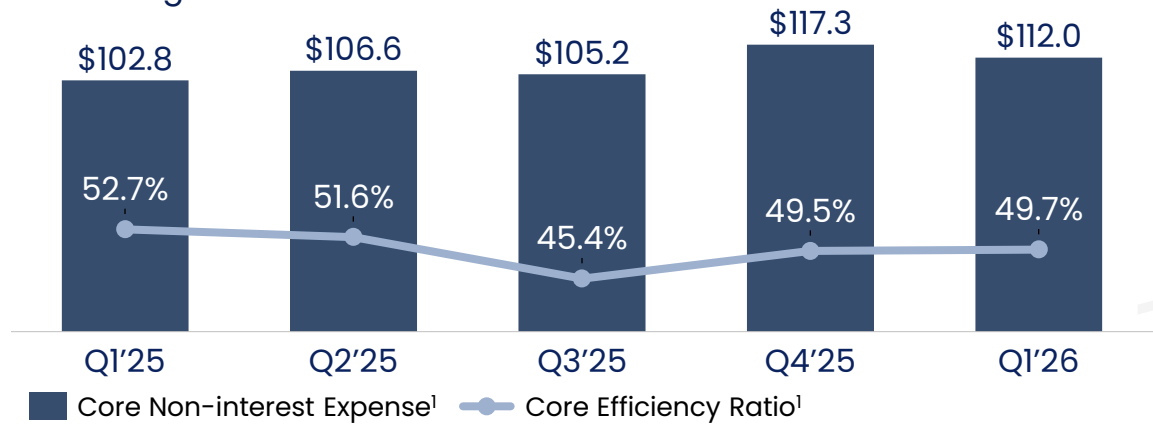
1. Q3'25 and Q4'25 contained large accretion benefit from a purchase of a loan portfolio at a discount from a participation partner

Peer Leading Efficiency While Investing In Our Business

Core Non-Interest Expense¹

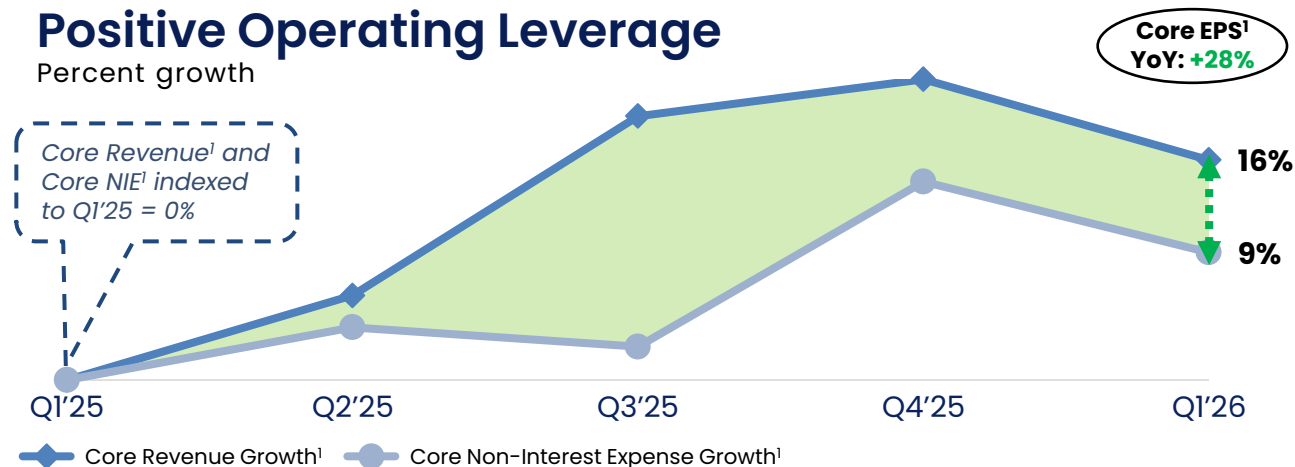
\$ millions

- Significant positive operating leverage with core revenue¹ up 16% and core expenses¹ up only 9%
- As a result, core efficiency ratio¹ has declined by over 300bps YoY while investing in the franchise



Positive Operating Leverage

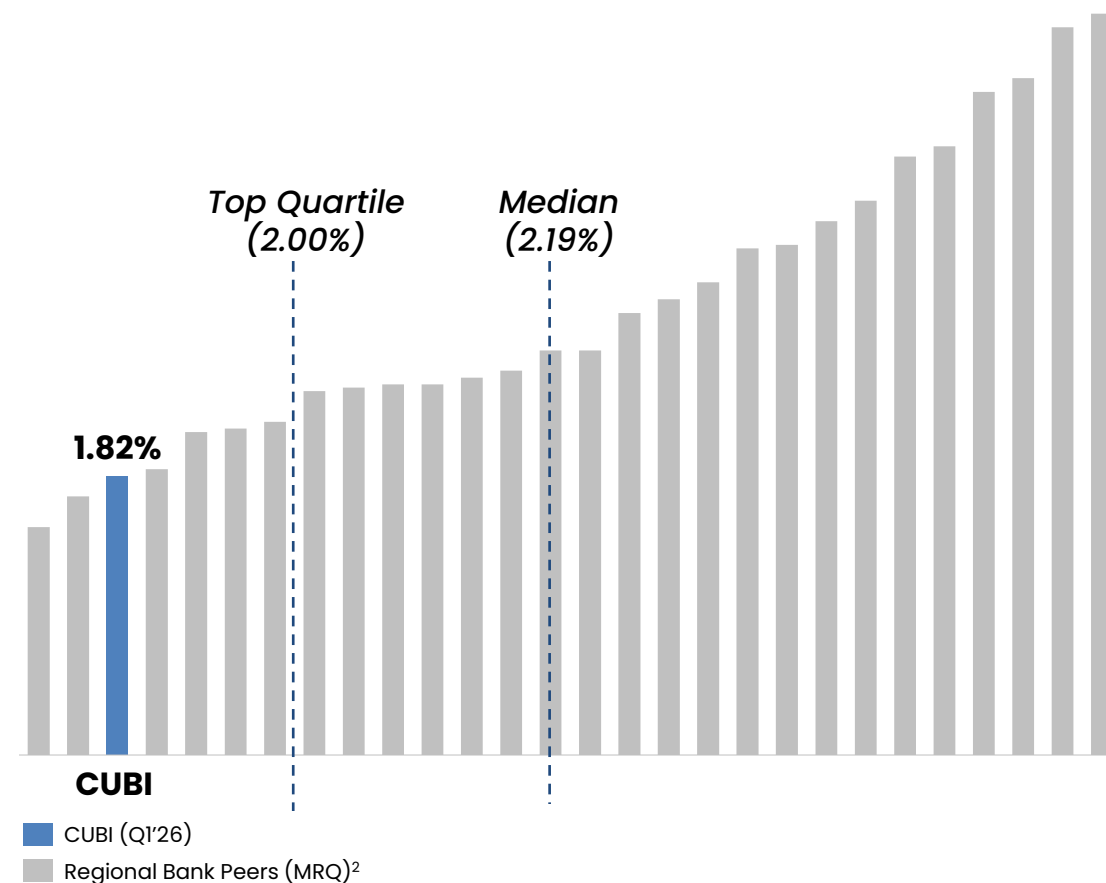
Percent growth



Core Non-Interest Expense / Average Assets¹

percent

- CUBI's core non-interest expense as percent of average assets¹ is among the lowest regional bank peers²



1. Non-GAAP measure, refer to appendix for reconciliation
 2. 2026 proxy peers most recent quarter ("MRQ")

OE2: 2026 Operational Excellence Initiative – Q1'26 Update

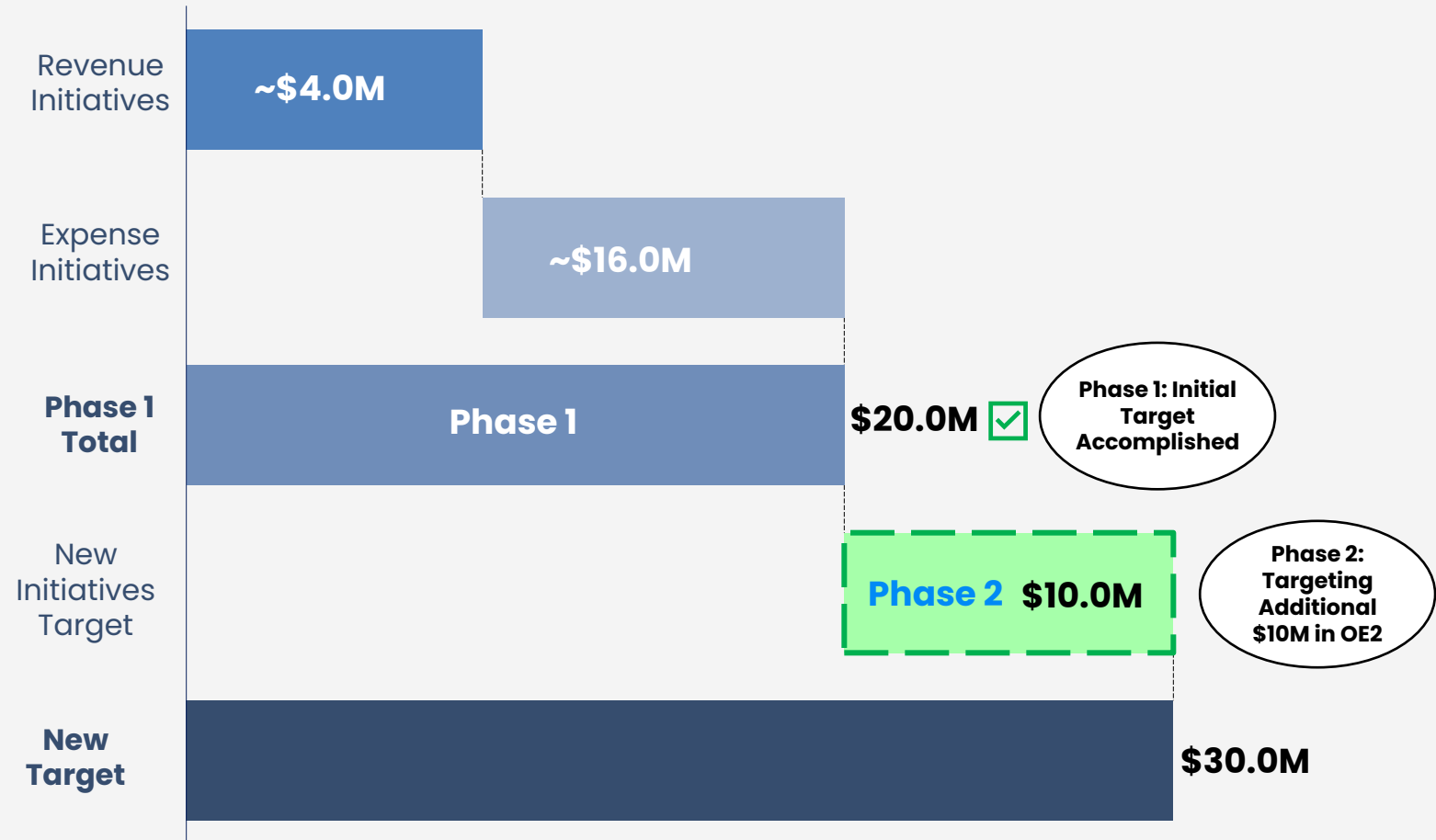
Initial Target of \$20 Million Annual Run-Rate Achieved; Increasing Target by \$10 Million

Revenue Initiatives

- Increase treasury management fees from commercial clients
- Capital markets and fee-based businesses

Expense Initiatives

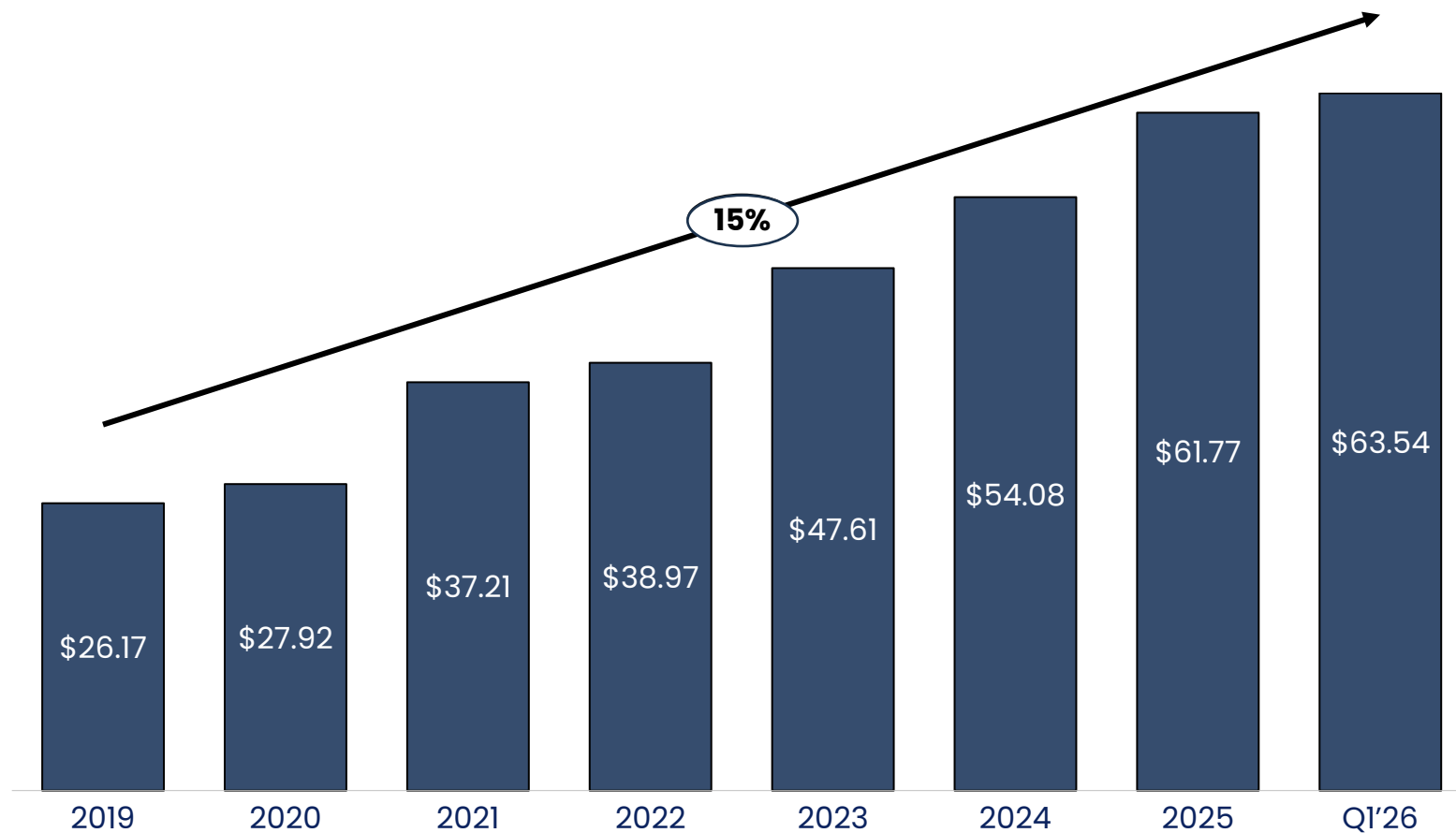
- Process automation for AI
- Technology platform consolidation
- Realization of benefits from risk management enhancements
- Strategic realignment



Savings Used to Invest in the Franchise

Tangible Book Value Up 16% Year-over-Year

Tangible Book Value¹ per share

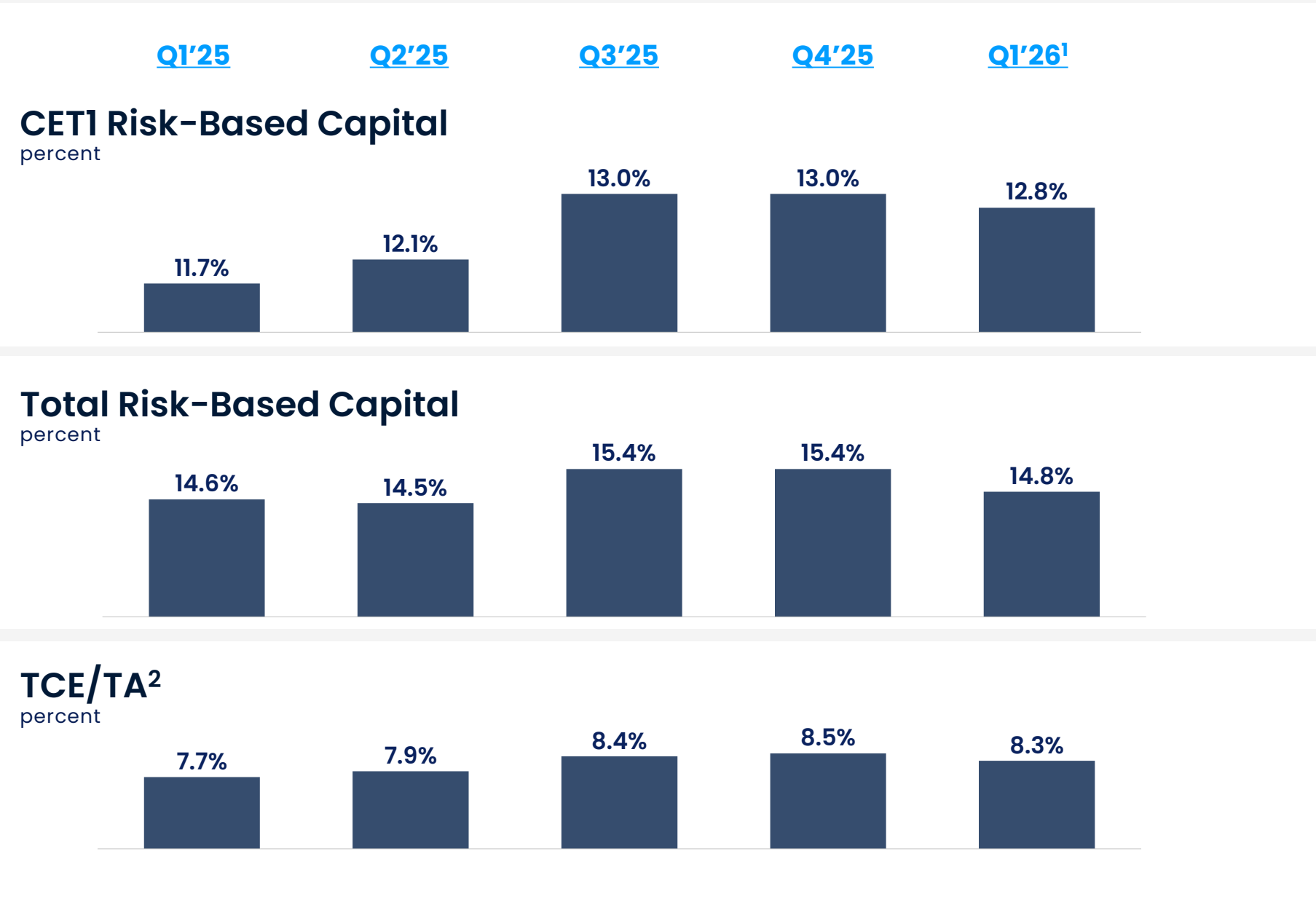


Key Highlights

- TBVPS¹ increased 3% QoQ and 16% YoY to \$63.54
- Tangible book value¹ per share increased **2.4x+** since Q4'19²
- 15+²% CAGR in TBVPS¹ since Q4'19² compared to 5% for regional bank peers³

1. Non-GAAP measure, refer to appendix for reconciliation
 2. CAGR from Q4'19 to Q1'26 inclusive of impact of AOCI mark-to-market; Q4'19 and Q1'26 AOCI impact of \$(0.04) and \$(1.62) per share, respectively
 3. 2026 proxy peers most recent quarter ("MRQ")

Strong Capital Levels Provide Significant Flexibility

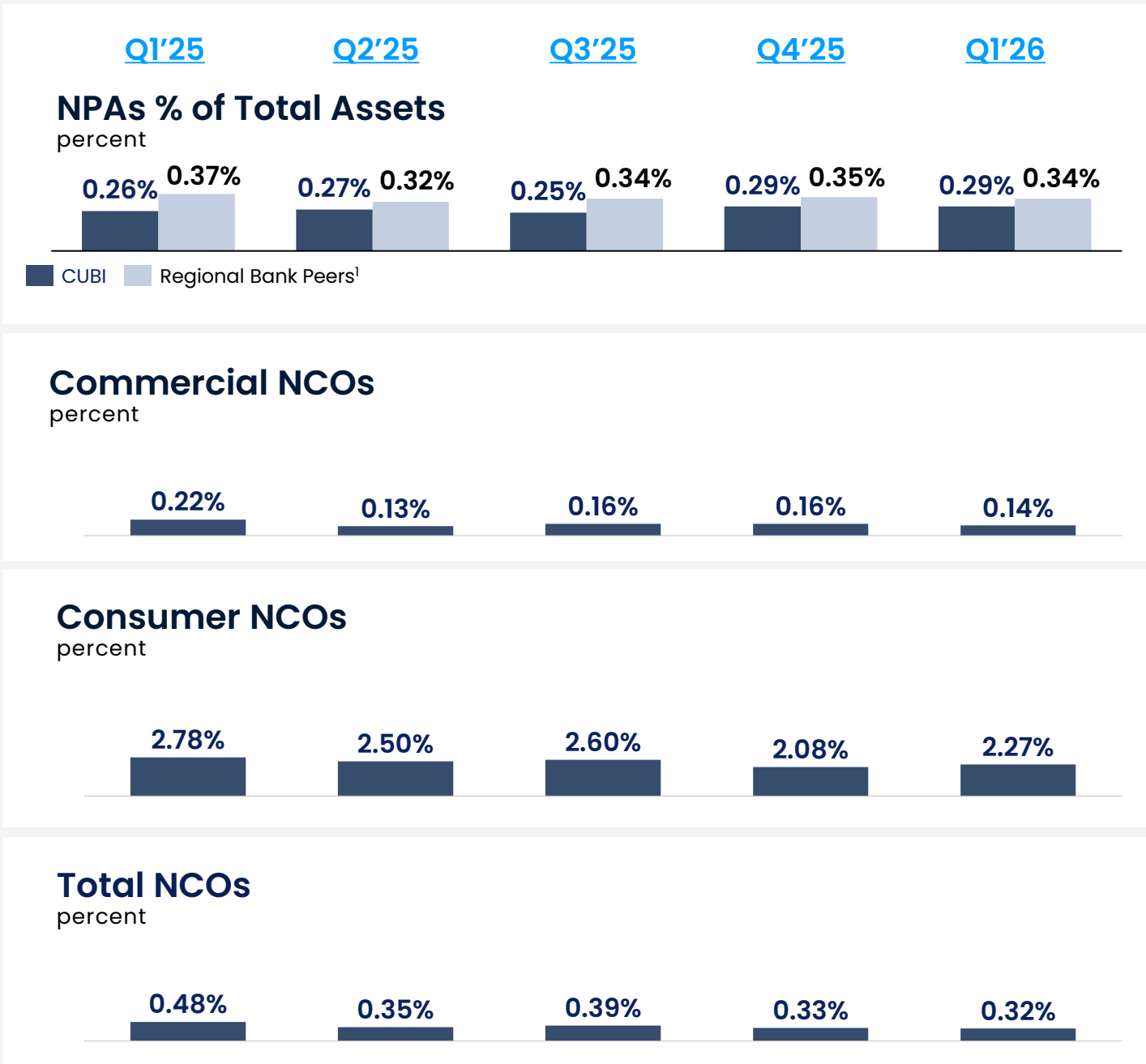


Key Highlights

- Redeemed \$110 million subordinated debt in Q1'26
- Strong capital ratios provide flexibility
- TCE/TA² Ratio up 60 basis points YoY with 15% increase in tangible assets² over same period

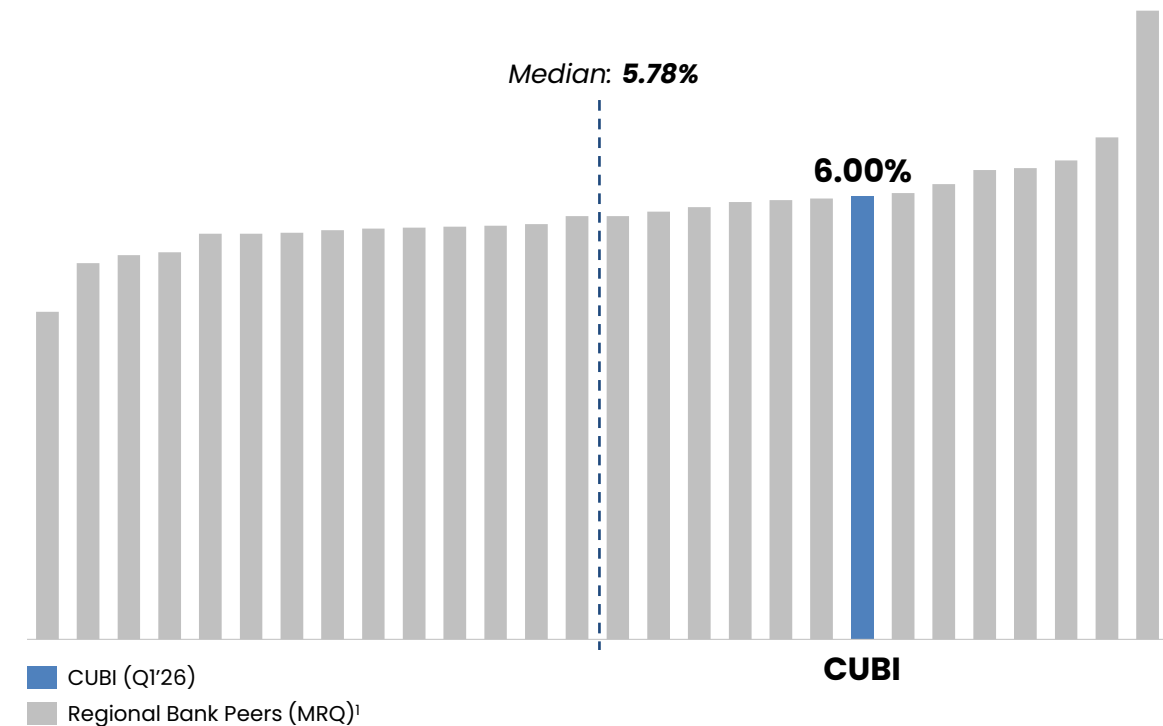
1. Capital ratios are estimated pending final regulatory report
 2. Non-GAAP measure, refer to appendix for reconciliation

Credit Metrics Remain Stable



Loan Yield less NCOs

- CUBI generates an above peer median¹ yield when accounting for costs associated with net charge-offs



- Reserves to NPLs strong at 337%
- NPAs to total assets remain low at 29 bps and below regional bank peer median¹ of 34 bps
- Total NCOs declined 4% QoQ

1. 2026 proxy peers most recent quarter ("MRQ")

2026 Management Outlook

Metrics	FY 2025	Current Outlook FY 2026	Notes
Deposit Growth	\$20.8B	8 – 12%	✓
Loan Growth	\$16.8B	8 – 12%	✓
Net Interest Income	\$750M	\$800M – \$830M	✓
Non-Interest Expense	\$432M	\$440M – \$460M	✓
CET1 (%)	13.0%	11.5 – 12.5%	✓
Tax Rate	22.3%	23 – 25%	✓



Analyst Coverage

B. Riley Securities, Inc.

Hal Goetsch

D.A. Davidson Companies

Peter Winter

Hovde Group

David Bishop

JPMorgan

Anthony Elian

Keefe, Bruyette & Woods Inc.

Kelly Motta

Maxim Group LLC

Michael Diana

Morgan Stanley

Brian Wilczynski

Piper Sandler

Manuel Navas

Raymond James

Steve Moss

Stephens Inc.

Matt Breese

TD Cowen

Janet Lee



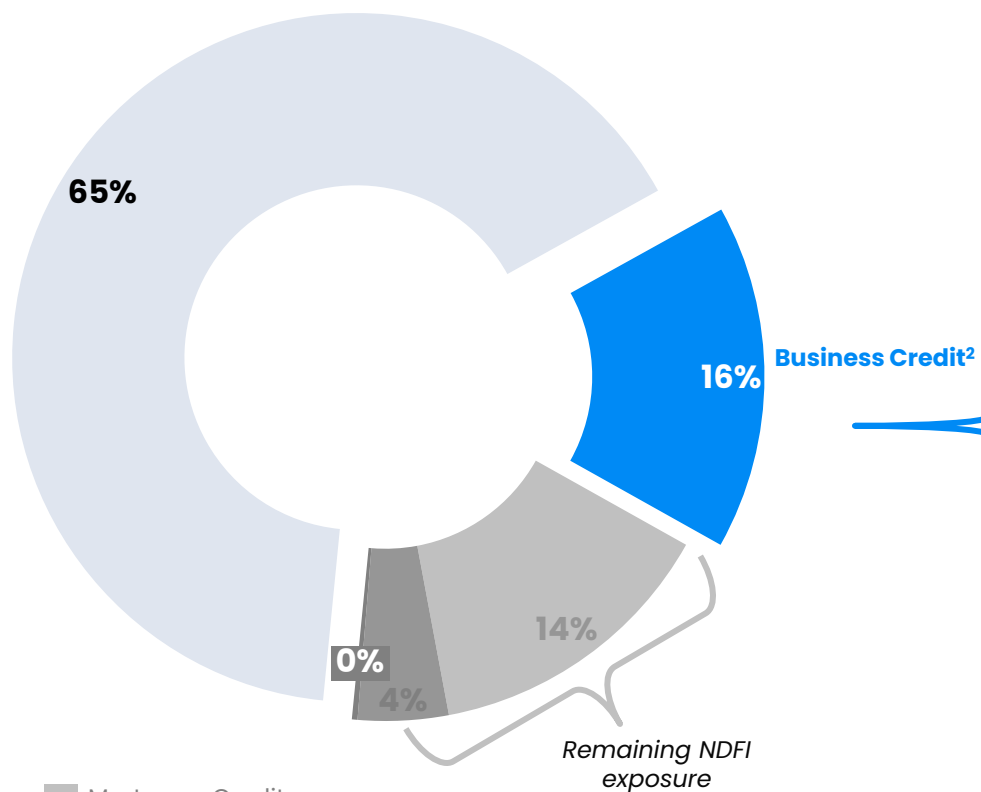


customers
bancorp

Appendix

NDFI Portfolio Overview and Highlights

Loan Portfolio¹



- Mortgage Credit
- Private Equity
- Other NDFIs
- Remaining Loan Portfolio

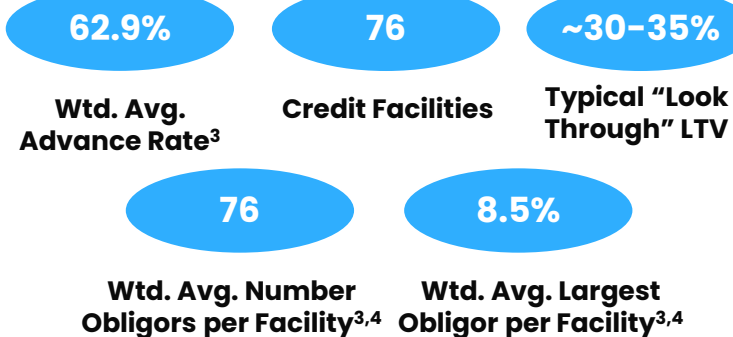
✗ No Exposure to Consumer Credit Intermediaries

✗ No Material Exposure to Energy Sector

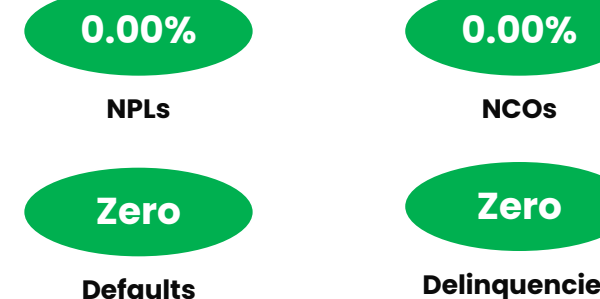
✗ No Material Exposure to Receivables and Inventory Financing

Deep Dive: Customers Bank Lender Finance

Portfolio Metrics

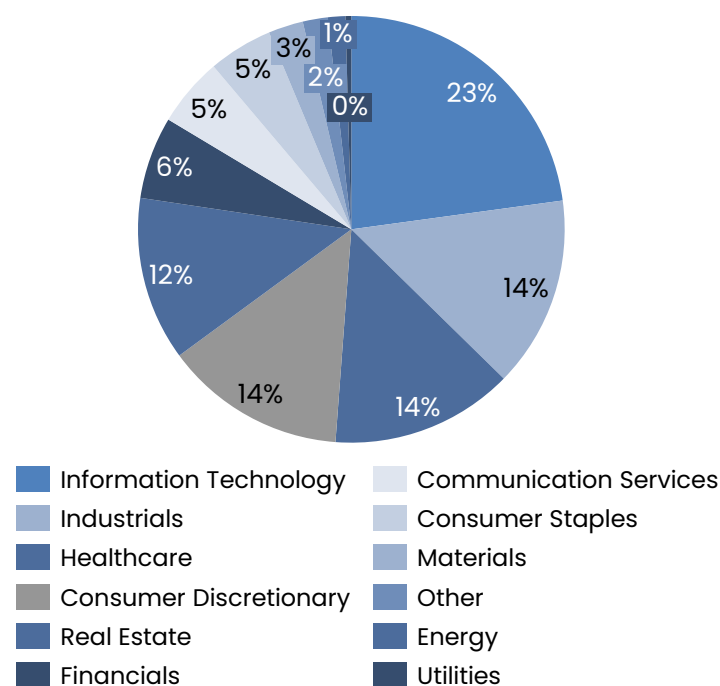


Credit Performance



>10-year performance history

Industry Diversification⁵



Diversified with Controls

- Single obligor exposure
- Industry exposure
- Geography concentration

Portfolio Management and Monitoring

- Dynamic collateral activity
- Minimum monthly review of borrowing bases with more frequent reviews triggered by any material change to the borrowing base
- Operational field exams paired with review of audited financials

Conservative Underwriting Approach

- 75%+ of the portfolio qualifies for 20% risk-weighting
- Default rates would have to exceed **4x observed default rates from the Great Financial Crisis to impair the Bank's facility**

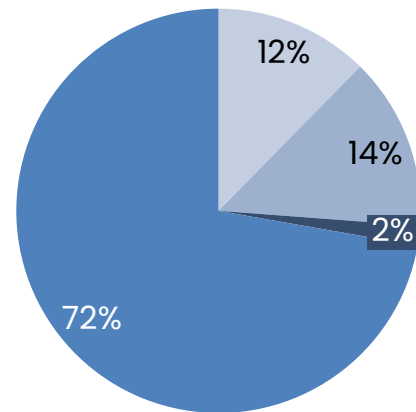
1. Estimates pending final regulatory report
 2. Business credit exposures are comprised of 99% lender finance balances
 3. Weighted average determined by outstanding balances
 4. As of 2/28/2026
 5. As of 12/31/2025

Securities Portfolio Characteristics

Investment Securities – AFS

percent, Q1'26

- Spot yield: 5.43%
- Effective duration: 2.6 years
- Floating rate securities: ~28%
- Credit rating: 74% AAA with only 4% at BB



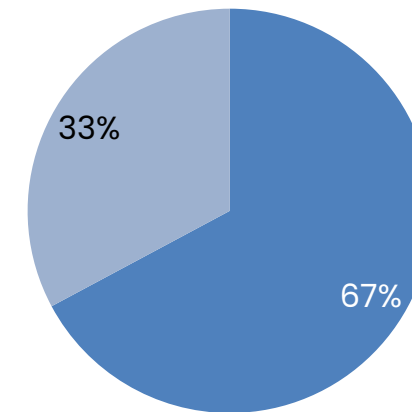
Total: \$2.0 billion

Corporate ABS Other MBS & CMO

Investment Securities – HTM

percent, Q1'26

- Spot yield: 3.31%
- Effective duration: 3.9 years
- Floating rate securities: ~30%
- Credit rating: 63% AAA with no rated securities non-investment grade
- ABS: \$0.2 billion of credit enhanced asset backed securities



Total: \$0.7 billion

MBS & CMO Credit Enhanced ABS

Allowance for Credit Losses for Loans and Leases



	March 31, 2026			December 31, 2025		
	Amortized Cost ¹	Allowance for Credit Losses	Lifetime Loss Rate ²	Amortized Cost ¹	Allowance for Credit Losses	Lifetime Loss Rate ³
(\$ in thousands)						
Loans and Leases Receivable:						
Commercial:						
Commercial and Industrial, including Specialized Lending	\$ 8,474,678	\$ 41,214	0.49 %	\$ 8,211,174	\$ 37,683	0.46 %
Multifamily	2,510,697	19,441	0.77 %	2,490,336	19,333	0.78 %
Commercial Real Estate Owner Occupied	1,279,501	10,556	0.83 %	1,135,119	10,431	0.92 %
Commercial Real Estate Non-Owner Occupied	1,742,989	18,470	1.06 %	1,738,821	18,928	1.09 %
Construction	204,999	2,672	1.30 %	162,966	2,225	1.37 %
Total Commercial Loans and Leases Receivable	\$ 14,212,864	\$ 92,353	0.65 %	\$ 13,738,416	\$ 88,600	0.64 %
Consumer:						
Residential Real Estate	\$ 495,458	\$ 5,713	1.15 %	\$ 497,567	\$ 6,499	1.31 %
Manufacturing Housing	26,065	3,338	12.81 %	27,452	3,391	12.35 %
Installment	785,106	59,558	7.59 %	777,905	57,166	7.35 %
Total Consumer Loans Receivable	\$ 1,306,629	\$ 68,609	5.25 %	\$ 1,302,924	\$ 67,056	5.15 %
Total Loans and Leases Receivable	\$ 15,519,493	\$ 160,962	1.04 %	\$ 15,041,340	\$ 155,656	1.03 %

1. Excludes mortgage finance and installment reported at fair value, loans held for sale
2. Utilized Moody's March 2026 baseline and adverse forecast scenario with qualitative adjustments for Q1'26 provision for credit losses
3. Utilized Moody's December 2025 baseline and adverse forecast scenario with qualitative adjustments for Q4'25 provision for credit losses

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. Starting in Q3 2025, certain adjustments to GAAP measures were no longer included as our intention going forward is to limit these adjustments to those items of greatest significance.

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

	Q1 2026		Q4 2025		Q3 2025		Q2 2025		Q1 2025	
	USD	Per share	USD	Per share	USD	Per share	USD	Per share	USD	Per share
<i>(dollars in thousands, except per share data)</i>										
GAAP net income to common shareholders	\$ 69,653	\$ 1.97	\$ 70,088	\$ 1.98	\$ 73,726	\$ 2.20	\$ 55,846	\$ 1.73	\$ 9,523	\$ 0.29
Reconciling items (after tax):										
Impairment loss on debt securities	–	–	–	–	–	–	–	–	39,875	1.23
(Gains) losses on investment securities	(208)	(0.01)	(36)	0.00	(253)	(0.01)	1,388	0.04	(124)	0.00
Derivative credit valuation adjustment	–	–	–	–	–	–	–	–	210	0.01
Loss on redemption of preferred stock	–	–	2,799	0.08	–	–	1,908	0.06	–	–
Unrealized (gain) loss on loans held for sale	–	–	–	–	–	–	(223)	(0.01)	518	0.02
Loan program termination fees	–	–	–	–	–	–	(772)	(0.02)	–	–
Core earnings	\$ 69,445	\$ 1.97	\$ 72,851	\$ 2.06	\$ 73,473	\$ 2.20	\$ 58,147	\$ 1.80	\$ 50,002	\$ 1.54

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



Core Earnings - Customers Bancorp

(dollars in thousands, except per share data)

	2025		2024		2023		2022		2021		2020		2019	
	USD	Per share	USD	Per share	USD	Per share	USD	Per share	USD	Per share	USD	Per share	USD	Per share
GAAP net income to common shareholders	\$ 209,183	\$ 6.26	\$ 166,429	\$ 5.09	\$ 235,448	\$ 7.32	\$ 218,402	\$ 6.51	\$ 300,134	8.91	\$ 118,537	\$ 3.74	\$ 64,868	\$ 2.05
Reconciling items (after tax):														
(Income) loss from discontinued operations	—	—	—	—	—	—	—	—	39,621	1.18	10,461	0.33	2,060	0.07
Severance expense	—	—	3,666	0.11	1,251	0.04	1,058	0.03	1,517	0.05	—	—	373	0.01
Impairment loss on debt securities	39,875	1.19	—	—	—	—	—	—	—	—	—	—	—	—
Impairments on fixed assets and leases	—	—	—	—	98	0.00	1,051	0.03	1,118	0.03	—	—	—	—
Merger and acquisition related expenses	—	—	—	—	—	—	—	—	320	0.01	1,038	0.03	76	0.00
Loss on sale of consumer installment loans	—	—	—	—	—	—	18,221	0.54	—	—	—	—	—	—
Loss on sale of capital call lines of credit	—	—	—	—	3,914	0.12	—	—	—	—	—	—	—	—
(Gains) losses on investment securities	975	0.03	20,331	0.62	407	0.01	18,926	0.56	(26,015)	(0.77)	(17,412)	(0.55)	(1,912)	(0.06)
Loss on sale of foreign subsidiaries	—	—	—	—	—	—	—	—	2,150	0.06	—	—	—	—
Loss on cash flow hedge derivative terminations	—	—	—	—	—	—	—	—	18,716	0.56	—	—	—	—
Derivative credit valuation adjustment	210	0.01	4	0.00	219	0.01	(1,243)	(0.04)	(1,285)	(0.04)	5,811	0.18	811	0.03
Risk participation agreement mark-to-market adjustment	—	—	—	—	—	—	—	—	—	—	(1,080)	(0.03)	—	—
Legal settlement	—	—	158	0.02	—	—	—	—	897	0.03	258	0.01	1,520	0.05
Unrealized (gain) loss on loans held for sale	295	0.01	608	0.02	—	—	—	—	—	—	1,913	0.06	—	—
Deposit relationship adjustment fees	—	—	—	—	—	—	—	—	4,707	0.14	—	—	—	—
Loss on redemption of preferred stock	4,707	0.14	—	—	—	—	—	—	2,820	0.08	—	—	—	—
Tax on surrender of bank-owned life insurance policies	—	—	—	—	4,141	0.13	—	—	—	—	—	—	—	—
FDIC special assessment	—	—	518	0.02	2,755	0.09	—	—	—	—	—	—	—	—
Unrealized (gain) on equity method investments	—	—	(8,608)	(0.26)	—	—	—	—	—	—	—	—	—	—
Loss upon acquisition of interest-only GNMA securities	—	—	—	—	—	—	—	—	—	—	—	—	5,682	0.18
Losses on sale of non-QM residential mortgage loans	—	—	—	—	—	—	—	—	—	—	—	—	595	0.02
Loan program termination fees	(772)	(0.02)	—	—	—	—	—	—	—	—	—	—	—	—
Core earnings	\$ 254,473	\$ 7.61	\$ 183,105	\$ 5.60	\$ 248,233	\$ 7.72	\$ 256,415	\$ 7.63	\$ 344,700	10.23	\$ 119,526	\$ 3.77	\$ 74,073	\$ 2.35

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



Core Return on Average Assets – Customers Bancorp

(dollars in thousands except per share data)

	Q1 2026	Q4 2025	Q3 2025	Q2 2025	Q1 2025
GAAP net income	\$ 69,653	\$ 74,492	\$ 75,745	\$ 60,939	\$ 12,912
Reconciling items (after tax):					
Severance expense	—	—	—	—	—
Impairment loss on debt securities	—	—	—	—	39,875
Legal settlement	—	—	—	—	—
(Gains) losses on investment securities	(208)	(36)	(253)	1,388	(124)
Derivative credit valuation adjustment	—	—	—	—	210
FDIC special assessment	—	—	—	—	—
Unrealized (gain) on equity method investments	—	—	—	—	—
Unrealized (gain) loss on loans held for sale	—	—	—	(223)	518
Loan program termination fees	—	—	—	(772)	—
Core net income	\$ 69,445	\$ 74,456	\$ 75,492	\$ 61,332	\$ 53,391
Average total assets	\$ 24,920,977	\$ 24,721,373	\$ 23,930,723	\$ 22,362,989	\$ 22,314,963
Core return on average assets	1.13 %	1.19 %	1.25 %	1.10 %	0.97 %

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



Core Return on Average Common Equity – Customers Bancorp

(dollars in thousands except per share data)

	Q1 2026	Q4 2025	Q3 2025	Q2 2025	Q1 2025
GAAP net income to common shareholders	\$ 69,653	\$ 70,088	\$ 73,726	\$ 55,846	\$ 9,523
Reconciling items (after tax):					
Impairment loss on debt securities	—	—	—	—	39,875
Legal settlement	—	—	—	—	—
(Gains) losses on investment securities	(208)	(36)	(253)	1,388	(124)
Derivative credit valuation adjustment	—	—	—	—	210
Loss on redemption of preferred stock	—	2,799	—	1,908	—
Unrealized (gain) loss on loans held for sale	—	—	—	(223)	518
Loan program termination fees	—	—	—	(772)	—
Core earnings	\$ 69,445	\$ 72,851	\$ 73,473	\$ 58,147	\$ 50,002
Average total common shareholders' equity	\$ 2,146,518	\$ 2,093,510	\$ 1,878,115	\$ 1,751,037	\$ 1,730,910
Core return on average common equity	13.12 %	13.81 %	15.52 %	13.32 %	11.72 %

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



Core Efficiency Ratio – Customers Bancorp

(dollars in thousands except per share data)

	Q1 2026	Q4 2025	Q3 2025	Q2 2025	Q1 2025
GAAP net interest income	\$ 191,351	\$ 204,428	\$ 201,912	\$ 176,703	\$ 167,446
GAAP non-interest income (loss)	\$ 34,316	\$ 32,516	\$ 30,191	\$ 29,606	\$ (24,490)
(Gains) losses on investment securities	(269)	(47)	(334)	1,797	(160)
Derivative credit valuation adjustment	—	—	—	—	270
Unrealized (gain) loss on loans held for sale	—	—	—	(289)	667
Impairment loss on debt securities	—	—	—	—	51,319
Loan program termination fees	—	—	—	(1,000)	—
Core non-interest income	34,047	32,469	29,857	30,114	27,606
Core revenue	\$ 225,398	\$ 236,897	\$ 231,769	\$ 206,817	\$ 195,052
GAAP non-interest expense	\$ 111,988	\$ 117,309	\$ 105,217	\$ 106,626	\$ 102,771
Core non-interest expense	\$ 111,988	\$ 117,309	\$ 105,217	\$ 106,626	\$ 102,771
Core efficiency ratio ⁽¹⁾	49.68 %	49.52 %	45.40 %	51.56 %	52.69 %

1. Core efficiency ratio calculated as non-interest expense divided by core revenue

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



Core Non-Interest Expense to Average Total Assets – Customers Bancorp

(dollars in thousands except per share data)

	<u>Q1 2026</u>	<u>Q4 2025</u>	<u>Q3 2025</u>	<u>Q2 2025</u>	<u>Q1 2025</u>
GAAP non-interest expense	\$ 111,988	\$ 117,309	\$ 105,217	\$ 106,626	\$ 102,771
Severance expense	—	—	—	—	—
FDIC special assessment	—	—	—	—	—
Legal settlement	—	—	—	—	—
Core non-interest expense	\$ 111,988	\$ 117,309	\$ 105,217	\$ 106,626	\$ 102,771
Average total assets	\$ 24,920,977	\$ 24,721,373	\$ 23,930,723	\$ 22,362,989	\$ 22,314,963
Core Non-interest Expense to average assets	1.82 %	1.88 %	1.74 %	1.91 %	1.87 %

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



Tangible Common Equity to Tangible Assets – Customers Bancorp

(dollars in thousands except per share data)

	Q1 2026	Q4 2025	Q3 2025	Q2 2025	Q1 2025
GAAP total shareholders' equity	\$ 2,144,300	\$ 2,115,517	\$ 2,126,059	\$ 1,863,558	\$ 1,864,560
Reconciling items:					
Preferred stock	—	—	(82,201)	(82,201)	(137,794)
Goodwill and other intangibles	(3,629)	(3,629)	(3,629)	(3,629)	(3,629)
Tangible common equity	\$ 2,140,671	\$ 2,111,888	\$ 2,040,229	\$ 1,777,728	\$ 1,723,137
GAAP Total assets	\$ 25,880,767	\$ 24,895,868	\$ 24,260,163	\$ 22,550,800	\$ 22,423,044
Reconciling items:					
Goodwill and other intangibles	(3,629)	(3,629)	(3,629)	(3,629)	(3,629)
Tangible assets	\$ 25,877,138	\$ 24,892,239	\$ 24,256,534	\$ 22,547,171	\$ 22,419,415
Tangible common equity to tangible assets	8.3 %	8.5 %	8.4 %	7.9 %	7.7 %

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



Tangible Book Value per Common Share – Customers Bancorp

(dollars in thousands except per share data)

	<u>Q1 2026</u>	<u>Q4 2025</u>	<u>Q3 2025</u>	<u>Q2 2025</u>	<u>Q1 2025</u>
GAAP total shareholders' equity	\$ 2,144,300	\$ 2,115,517	\$ 2,126,059	\$ 1,863,558	\$ 1,864,560
Reconciling Items:					
Preferred stock	—	—	(82,201)	(82,201)	(137,794)
Goodwill and other intangibles	(3,629)	(3,629)	(3,629)	(3,629)	(3,629)
Tangible common equity	<u>\$ 2,140,671</u>	<u>\$ 2,111,888</u>	<u>\$ 2,040,229</u>	<u>\$ 1,777,728</u>	<u>\$ 1,723,137</u>
Common shares outstanding	33,692,632	34,191,223	34,163,506	31,606,934	31,479,132
Tangible book value per common share	\$ 63.54	\$ 61.77	\$ 59.72	\$ 56.24	\$ 54.74

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



Tangible Book Value per Common Share - Customers Bancorp

(dollars in thousands except per share data)

	<u>Q4 2025</u>	<u>Q4 2024</u>	<u>Q4 2023</u>	<u>Q4 2022</u>	<u>Q4 2021</u>	<u>Q4 2020</u>	<u>Q4 2019</u>
GAAP total shareholders' equity	\$ 2,115,517	\$ 1,836,683	\$ 1,638,394	\$ 1,402,961	\$ 1,366,217	\$ 1,117,086	\$ 1,052,795
Reconciling Items:							
Preferred stock	—	(137,794)	(137,794)	(137,794)	(137,794)	(217,471)	(217,471)
Goodwill and other intangibles	(3,629)	(3,629)	(3,629)	(3,629)	(3,736)	(14,298)	(15,195)
Tangible common equity	\$ 2,111,888	\$ 1,695,260	\$ 1,496,971	\$ 1,261,538	\$ 1,224,687	\$ 885,317	\$ 820,129
Common shares outstanding	34,191,223	31,346,507	31,440,906	32,373,697	32,913,267	31,705,088	31,336,791
Tangible book value per common share	\$ 61.77	\$ 54.08	\$ 47.61	\$ 38.97	\$ 37.21	\$ 27.92	\$ 26.17