

Customers Bancorp, Inc.

“High Tech Forward-Thinking Bank Supported by High Touch”

Second Quarter 2021 | Earnings Conference Call
July 29, 2021
NYSE: CUBI

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,” 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 adverse impact on the U.S. economy, including the markets in which we operate, of the coronavirus outbreak, and the impact of a slowing U.S. economy and increased unemployment 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; 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 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, 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.

I. Overview



Customers Bancorp

NYSE: CUBI

Headquarters	West Reading, PA
Branches	12
FTE Employees	594
Market Capitalization ⁽¹⁾ (as of 7/27/21)	\$1.2B
Bank Total Capital Ratio ⁽²⁾	13.7%
Tangible Book Value ⁽³⁾	\$31.82

Lines of Business

Community Banking:

- C&I
- Multi-Family
- CRE
- SMB Lending
- SBA (7(a), Express)
- Residential

Specialty Lending:

- Warehouse Lending
- Lender Finance
- Fund Finance
- Real Estate Specialty Finance
- Healthcare Lending
- Equipment Finance

Digital Banking:

Consumer

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

Commercial

- Real Time Payments
- SMB Bundle
- Credit Card

Data as of 6/30/2021, unless otherwise noted.

(1) Calculated based on shares outstanding of 32.4M.

(2) The Bank's Total Capital Ratio is estimated pending final Call Report.

(3) Non-GAAP Measure, refer to Appendix for reconciliation.

Core EPS⁽¹⁾:
\$1.76

Core Earnings⁽¹⁾:
\$59.3M

Core ROCE⁽¹⁾:
23.7%

2Q 2021 Performance (vs. 2Q 2020)

Profitability

1.30%
vs. 0.68% in 2Q 2020
Core ROAA⁽¹⁾

1.80%
vs. 1.48% in 2Q 2020
Adjusted PTPP ROAA⁽¹⁾

Balance Sheet

\$13.3B
+1.5%
Core Assets⁽¹⁾⁽²⁾

\$10.7B
+1.3%
Total Loans and Leases⁽¹⁾⁽²⁾

\$13.9B
+26.5%
Total Deposits

Credit

0.24%
-24 bps
NPA Ratio

1.61%
-59 bps
Reserve Coverage⁽¹⁾⁽²⁾

(1) Non-GAAP Measure, refer to Appendix for reconciliation.

(2) Excluding PPP.

Customers Bancorp: – Overview

Start up - to >\$13Bn in assets in ~11 years

- The Bank was effectively launched in 2010 to clean up a \$250 million-in-assets failing bank
- Growth was paused for two years to build capital, take advantage of the Durbin exemption
- BankMobile Technologies, Inc. (“BMT”) divestiture closed on January 4, 2021.

Tech focused, Relationship driven

- Single point of contact model: “Private Banking for Privately Held Businesses”
- Industry leading in-house digital bank supported by a digital lending platform
- Continuously improving the quality of the balance sheet and franchise
- Continuing to invest in people and technology to focus on future customer needs

Asset quality & Deposit Growth

- Keen focus on asset quality
 - NPA ratio of 0.24%
 - Reserve coverage ratio of 1.61%⁽¹⁾
- Core deposit growth at 46% year over year
- Noninterest bearing DDAs are 19.5% and CDs are 4.5% of total deposits

Experienced Management Team

- Management team averages 30+ years in banking and financial services
- Significant technology experience
- Sam Sidhu appointed Customers Bank CEO effective July 1, 2021
- Continue to recruit new teams
 - In 2021 added key hires across teams including C&I teams, Fund Finance, RTP, Technology and Digital

(1) Non-GAAP Measure, refer to Appendix for reconciliation.

II. Business Highlights

Strong Earnings

- Diluted EPS of \$1.72 in 2Q 2021 versus \$0.61 in 2Q 2020
- Core EPS⁽²⁾ of \$1.76 in 2Q 2021 versus \$0.68 in 2Q 2020
- GAAP Net income of \$58.0M
- Core Earnings⁽²⁾ of \$59.3M in 2Q 2021

PPP Revenue

- Expect to earn over \$400+ million in total pre-tax net revenue
- \$118 million of pre-tax net revenue recognized to date

High Asset Quality

- The NPAs ratio was 0.24% and coverage ratio excluding PPP was 1.61%⁽²⁾.
- Provision expense of \$3.3M in 2Q 2021 compared to a provision benefit of (\$2.9)M in the prior quarter
- Total P&I deferrals were only 0.91% of total loans and leases, excluding PPP balances⁽²⁾

Growing Loan Portfolio

- Total loans and leases increased \$1.7B or 11% over 2Q 2020
- Core C&I growth at 13.1% over 2Q 2020
- Consumer installment growth at 25.4% over 2Q 2020

Deposit Growth

- Total deposit growth of \$2.9B up 27% over 2Q 2020
- Demand deposits up 52% over 2Q 2020
- Total average cost of deposits down 44 bps YOY to 0.47%

Profitability

- NIM of 3.0%⁽²⁾ in 2Q 2021, up 33 bps over 2Q 2020
- NIM excl. PPP of 3.3%⁽²⁾ in 2Q 2021 up 33 bps over 2Q 2020
- Core efficiency ratio of 44.3%⁽²⁾ in 2Q 2021 versus 47.8% in 2Q 2020

Bank Capital Ratios⁽¹⁾

- CET 1: 12.4%
- Tier 1 Risk Based Capital: 12.4%
- Total Risk Based Capital: 13.7%
- Tier 1 Leverage: 9.07%
- CUBI TCE: 5.2%⁽²⁾
- CUBI TCE (excl. PPP): 7.7%⁽²⁾

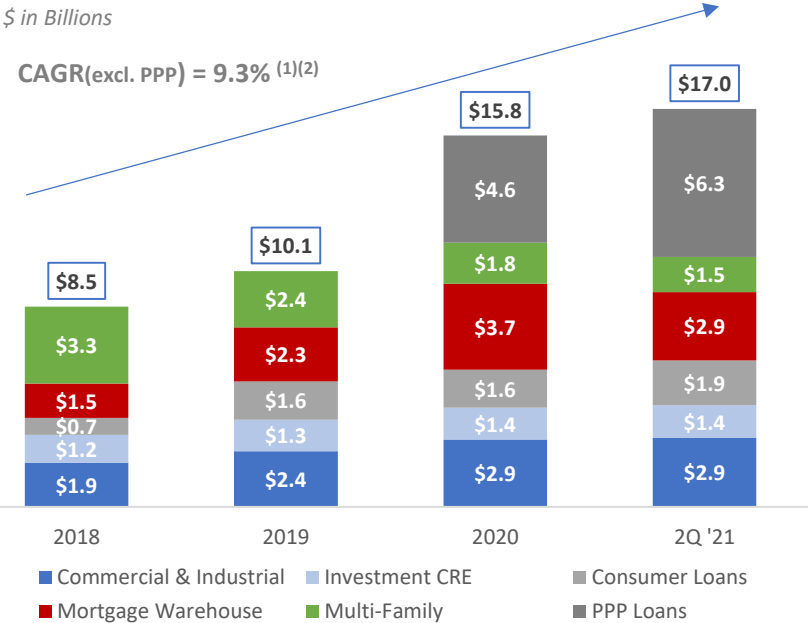
Tangible Book Value

- Tangible Book Value⁽²⁾ at \$31.82 up 29% over 2Q 2020
- Tangible Equity of \$1.2 billion⁽²⁾
 - \$1.0 billion Common Equity
 - \$217 million Preferred Equity

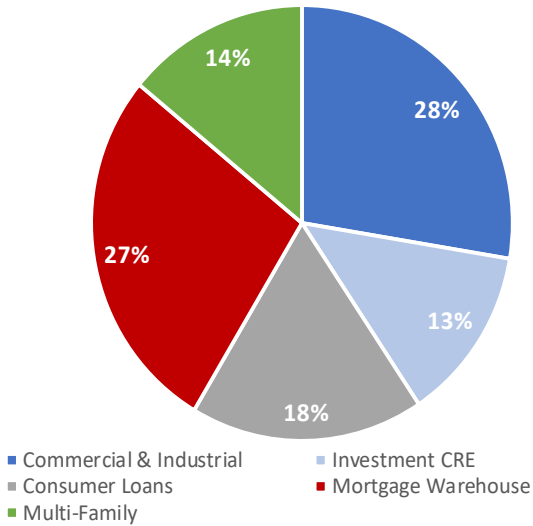
(1) The Bank's Regulatory Capital Ratios are estimated pending final Call Report.

(2) Non-GAAP Measure, refer to Appendix for reconciliation.

Loan Growth



2Q 2021 Loan Mix⁽¹⁾

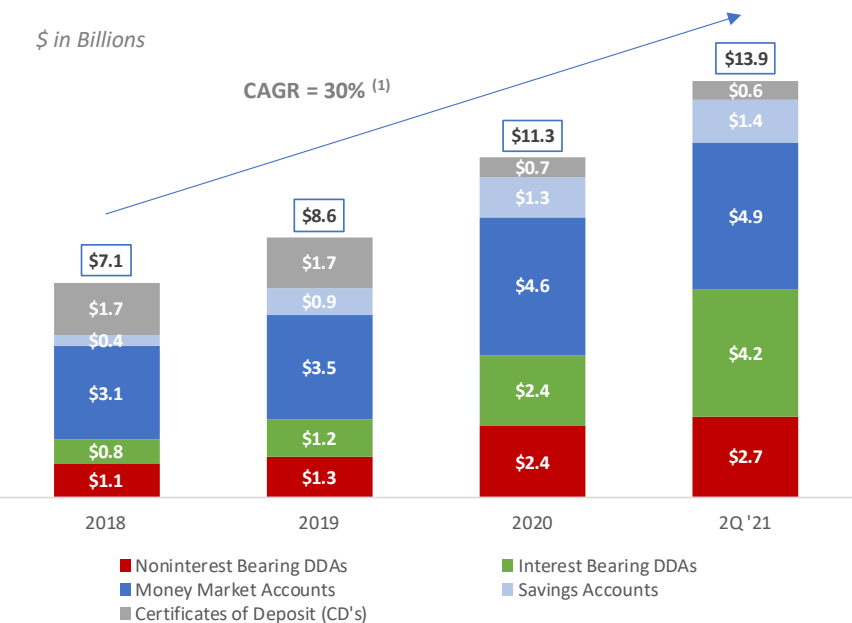


Highly Diversified Portfolio with Core C&I and Consumer Installment Loan Growth YoY of 17% - Strong and Growing Pipeline

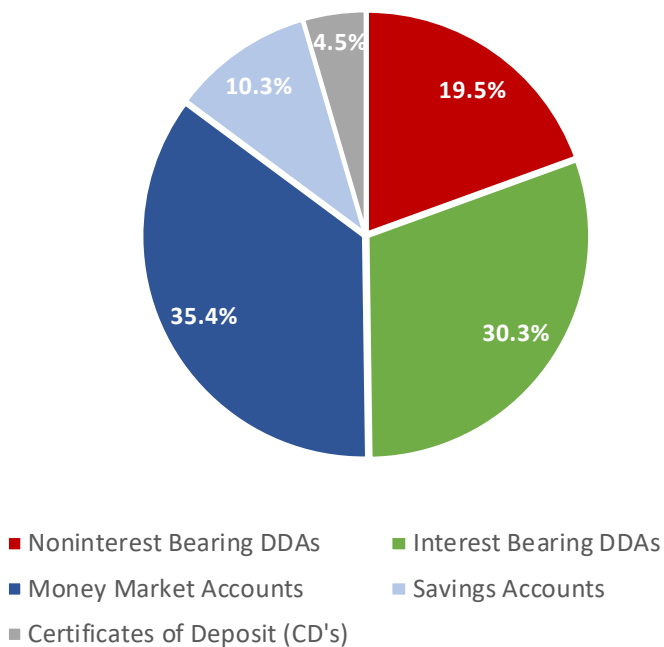
- Management re-affirms loan growth expectations in the mid to high single digit growth rate for 2021
- Strong core C&I growth of \$342 million or 13.1% over 2Q 2020
- Strong consumer installment growth of \$320 million or 25.4% over 2Q 2020
- Targeting total consumer loans of 15-20% of loan portfolio
- Pipelines remain strong; on track to hit 2021 growth targets

(1) Excludes PPP loan balances, Non-GAAP Measure, refer to Appendix for reconciliation.
(2) CAGR calculated based on 2.5 years.

Deposit Growth



2Q 2021 Deposit Mix

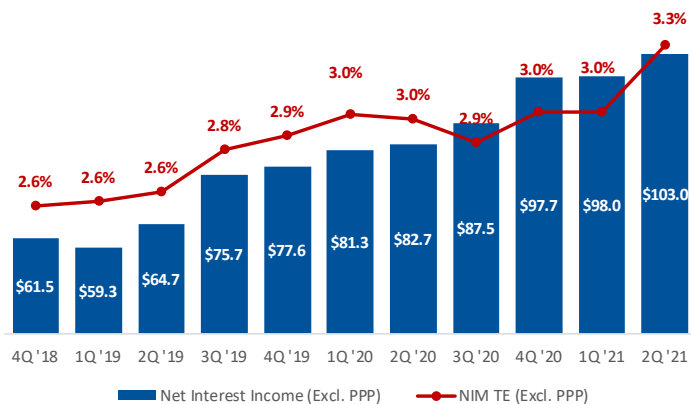


Continued Significant Funding Mix Improvement Achieved

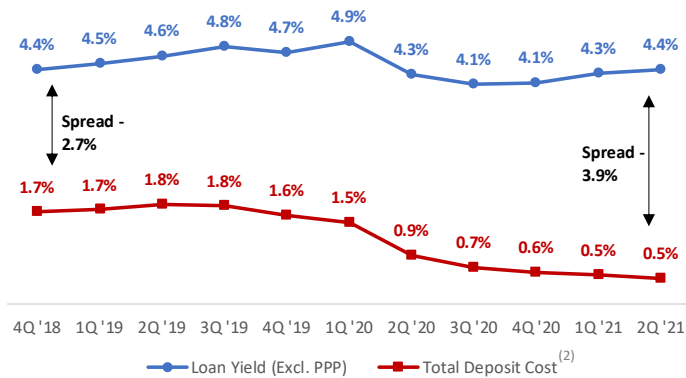
- Total deposit growth of \$2.9B (27%) YoY, which included \$2.4B (52%) increase in demand deposits
- CD's declined \$1.2B (66%) YoY, making up only 4.5% of total deposits at 6/30/2021
- Average cost of deposits dropped to 0.47% for 2Q 2021 from 0.91% in the year-ago quarter
- Spot cost of deposits as of July 15, 2021 of 0.44%
- Took action to extend and lock in \$200 million of core deposits for 7 years; expected to provide future margin benefit

(1) CAGR calculated based on 2.5 years.

Net Interest Margin Growth (Excl. PPP)⁽¹⁾



Loan Yield (Excl. PPP)⁽¹⁾ & Deposit Cost



Significant Improvement Achieved Due to Maintaining Loan Yields While Reducing Funding Costs

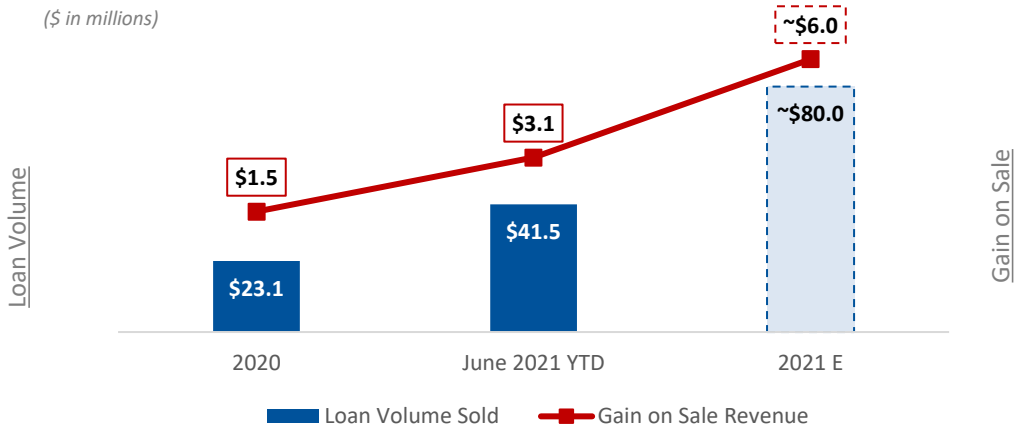
- Net interest income (excl. PPP) was \$103.0M⁽¹⁾ and increased 25% over 2Q20
- Net interest margin (excl. PPP)⁽¹⁾ improved to 3.3%
 - Overall loan yields increased by 8 basis points over 2Q 2020 due to efforts to improve the loan mix and maintaining credit quality during the pandemic rate environment
 - Total deposit cost declined by 44 basis points over 2Q 2020 as a result of on-going efforts to reduce deposit cost

(1) Excludes PPP loan balances, Non-GAAP Measure, refer to Appendix for reconciliation

(2) Total Deposit Cost includes non-interest bearing deposits

Commercial	Geographic Expansion	<ul style="list-style-type: none">Added new teams in Florida, Texas and Pennsylvania and a reboot of ChicagoConversations to add additional teams within next 6-12 months
	SBA Growth	<ul style="list-style-type: none">Planned launch of digital 7(a) program in 3Q 2021Capitalize on increase to 90% guaranty on traditional 7(a)2021 GOS revenue expected to be 4x 2020 levels
	Deepen Specialty Lending	<ul style="list-style-type: none">Added Fund Finance TeamPipelines building across nearly all specialty lending verticalsTarget ~10% growth across most verticals
Consumer	Gain on Sale Revenue	<ul style="list-style-type: none">First sale in 2Q 2021 resulted in \$475K GOS revenueContinued sales to occur quarterly in 2021
	Fintech Banking	<ul style="list-style-type: none">Seek to become partner bank with existing MPL partners in 2022Potential to add several million dollars in annual fee income
	New Products	<ul style="list-style-type: none">Enhanced credit card launch in next 6 monthsEvaluating additional loan verticals to be launched in 4Q 2021/1Q 2022
Digital	Tech Reorg. and Talent Acquisition	<ul style="list-style-type: none">Flattened technology organization increasing agility: turning cost center into profit centerIntroduced product ownership and delivery groups commonly used in technology industryKey hires include Head of Digital Marketing, Head of RTP Platform, CDO, CTO, engineers
	Digital SMB	<ul style="list-style-type: none">New products to include digital 7(a), term loan, credit card as part of digital SMB bundleExpect to begin launching products in 3Q 2021
	Realtime Payments (RTP)	<ul style="list-style-type: none">Expected soft launch within the next 60 daysFull launch expected in 4Q 2021
	Branding and Website Re-Launch	<ul style="list-style-type: none">Engaged leading digital consultancy to rebrand and relaunch omnichannel online presenceExpect to implement by year end

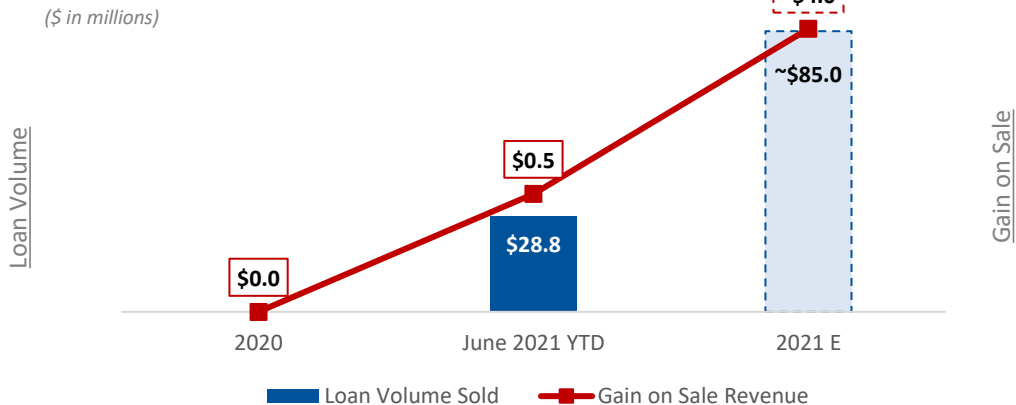
SBA Revenue Summary



Significant fee revenue growth opportunities across SBA 7(a) and consumer installment loan portfolios enabled by Tech team

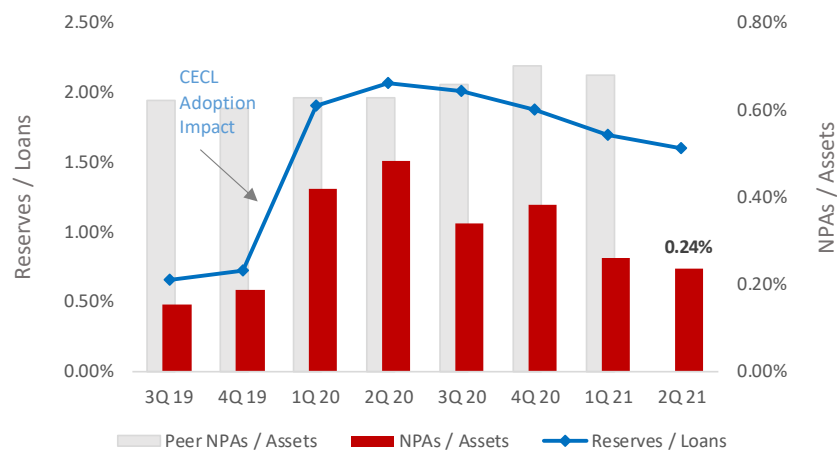
- YTD gain on sale revenue from these products has already far surpassed 2020 levels
- Expected to earn up to \$10 million in combined gain on sale revenue in 2021
- Both products are expected to continue to grow in the coming years

Consumer Installment Fee Revenue Initiative



2020 volume excludes PPP

Recent Credit Quality Metrics



Highlights:

- Credit quality remains strong as evidenced by NPAs/Total Assets of only 0.24% at 6/30/21.
- Bolstered by the adoption of CECL on January 1, 2020, the coverage ratio, excluding PPP loans⁽¹⁾, was 1.61% at 6/30/21.
- Due to the Bank’s history of focusing on lower credit risk businesses, we expect near-term credit outlook to remain stable.

Note: The coverage of credit losses reserves for loans and leases held for investment, excludes PPP loans, mortgage warehouse loans reported at fair value, and loans held for sale.

(1) Non-GAAP Measure, refer to Appendix for reconciliation.

(\$'s in millions)	Total Loan & Lease Deferments			
	3/31/21		6/30/21 ⁽¹⁾	
	Principal Deferred	% of Portfolio ⁽²⁾	Principal Deferred	% of Portfolio ⁽²⁾
C&I and Investment CRE:				
Commercial & Industrial	\$5.4	0.2%	\$0.0	0.0%
SBA	\$7.3	7.6%	\$3.4	3.5%
Investment CRE & Multi-Family	\$13.7	0.6%	\$4.4	0.2%
Hotels	\$125.9	31.4%	\$59.2	14.8%
Equipment Finance:				
Motor Coach	\$22.7	63.1%	\$21.7	61.4%
Transportation	\$1.1	1.0%	\$1.1	1.0%
Franchise	\$0.0	0.0%	\$0.0	0.0%
Equipment Finance - Other	\$0.0	0.0%	\$0.0	0.0%
Mortgage Warehouse:				
Mortgage Warehouse	\$0.0	0.0%	\$0.0	0.0%
Consumer:				
Consumer Installment	\$6.7	0.5%	\$4.9	0.3%
Residential Mortgage	\$5.7	1.9%	\$3.4	1.2%
Manufactured Housing	\$0.6	1.0%	\$0.1	0.2%
Total Deferred	\$189.1	1.7%	\$98.2	0.9%

- Principal deferments were only 0.9% of total portfolio (excluding PPP)
- Loans in COVID-19 At Risk Industries represent only 10% of total loans and deferrals in these industries totaled only 0.6% of total loans

(1) The 6/30/2021 figures are all actual deferrals with none pending.

(2) "% of Portfolio" ratio excludes PPP loans.

	CECL Method ⁽¹⁾			
	June 30, 2021			
<i>(\$ in thousands)</i>	Amortized Cost	Allowance for Credit Losses	Lifetime Loss Rate	Annualized Net Charge Off Ratio
Loans and Leases Receivable:				
<u>Commercial</u>				
Multi-Family	\$1,497,485	\$5,028	0.34%	0.00%
Commercial & Industrial	\$2,360,656	\$8,127	0.35%	-0.05%
Commercial Real Estate Owner Occupied	\$653,649	\$4,464	0.68%	0.00%
Commercial Real Estate Non-Owner Occupied	\$1,206,646	\$7,374	0.61%	-0.02%
Construction	\$179,198	\$2,643	1.47%	-0.25%
Total Commercial Loans and Leases Receivable	\$5,897,634	\$27,636	0.64%	-0.03%
<u>Consumer</u>				
Consumer Installment	\$1,549,693	\$91,129	5.90%	1.82%
Residential Mortgage	\$266,911	\$2,299	0.84%	-0.02%
Manufactured Housing	\$57,904	\$4,372	7.55%	0.00%
Total Consumer Loans Receivable	\$1,874,508	\$97,800	5.26%	1.50%
Total Loans and Leases HFI⁽²⁾	\$7,772,142	\$125,436	1.61%	0.34%

(1) Utilized Moody's June 2021 Baseline forecast with qualitative adjustments for 2Q 2021 provision.

(2) Excludes Mortgage Warehouse loans reported at fair value, loans held for sale and PPP Loans.

IV. Technology Driven Business Model

Branch light / Private Banking Teams

- Among the least branch-reliant banks in the U.S. Private Banking Teams work out of Private Banking Offices.
- The Bank maintains 12 branches, yielding an average of \$1.2 billion in deposits per branch at June 30, 2021
- Customers Bank ranked among the top 10 best digital banks of 2021 according to Bankrate.com

Digital Lending & Deposits

- Digitally originate consumer installment loans directly
- Implemented a gain on sale strategy in 2Q 2021
- Launching small business and SBA lending digital programs in 2021
- Online deposit product (CB Max Savings) targeted at High-Net-Worth clients
- Proprietary online deposit products

Superior Digital Capabilities

- Among top tech focused PPP lenders in the United States
- Fully automated commercial deposit onboarding platform
- Utilize top-tier technology platforms to digitize processes from the front office to the back office

Embedded Finance / Banking-as-a- Service

- Deposit offerings for Fintechs and non-banking organizations
- Full banking partnership with selected market-place lenders ("MPL's")

Paycheck Protection Program

\$400M+ in Anticipated Pre-Tax Revenue

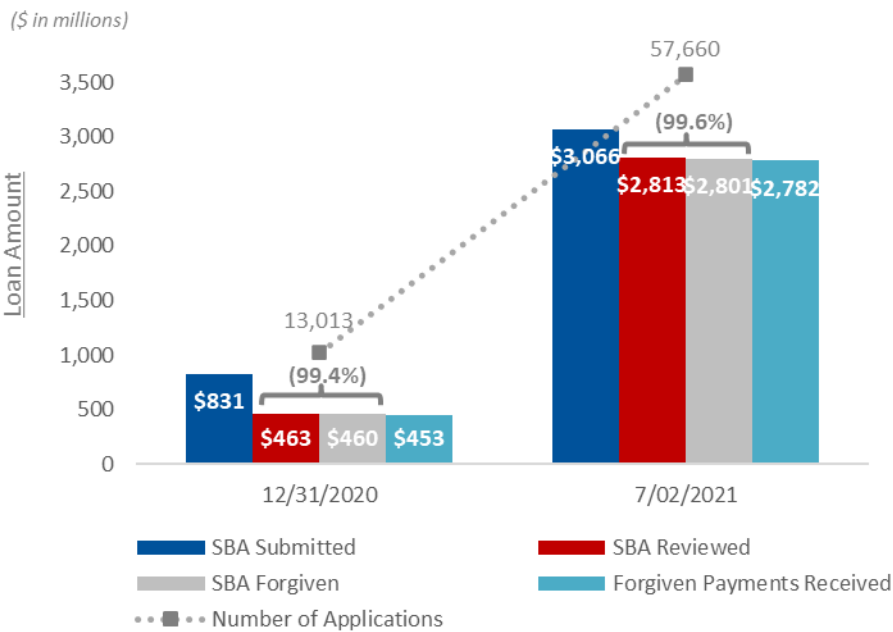
Industry-Leading PPP Program

- Completed approximately 325,000 PPP loan applications totaling about \$9.5 billion⁽¹⁾
- Focused on providing access to the smallest and most underserved businesses with an average loan size of ~\$30,000
- Top 5 bank by number of loans
- Forgiveness efforts are well underway, have processed 55% of PPP1/2 and have achieved 99.6% forgiveness
- To date, industry analysis suggests the SBA has forgiven approximately 50% of PPP loans

Program Overview⁽¹⁾

	Loan Volume (\$B)	Loan Count	Avg. Loan Size
PPP 1/2	\$5.11	102,799	\$49,732
PPP 3	\$4.37	222,057	\$19,692
Total PPP	\$9.49	324,856	\$29,198

PPP Portfolio Forgiveness Status

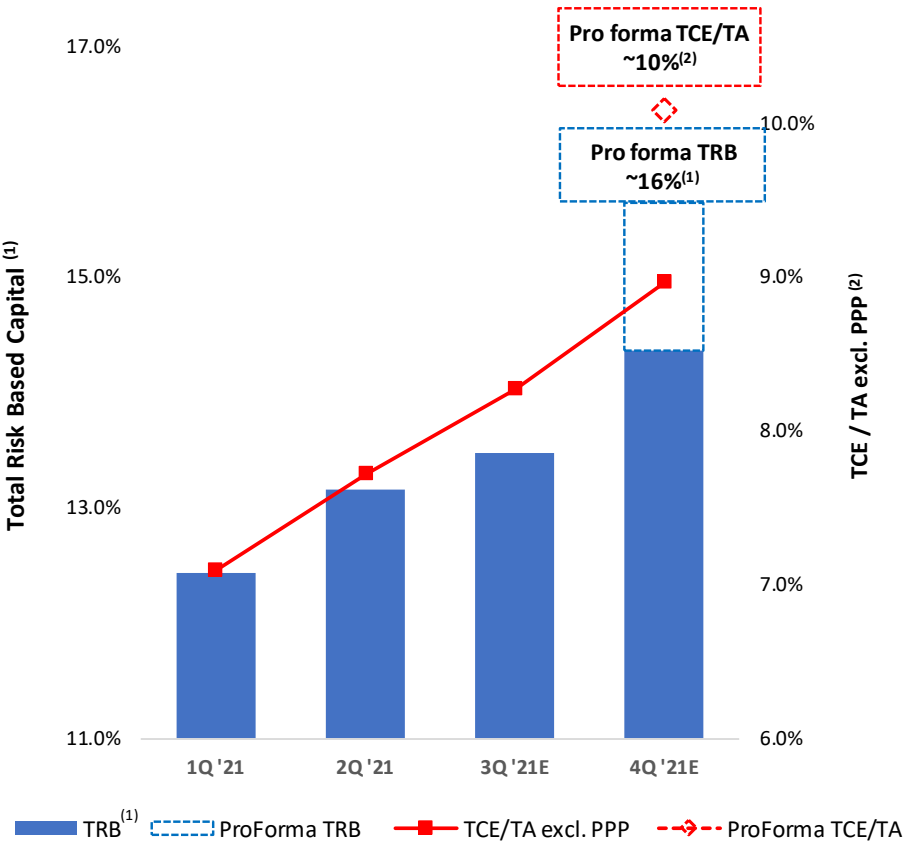


(1) As of 07/19/2021 Includes all PPP loans facilitated by Customers Bank (originated and purchased)

V. Outlook

Sling Shot – Increase in Tangible Common Equity & Total Risk Based Capital

Customers Bancorp: Actual & Projected Capital Metrics



Highlights:

- Our participation in the Paycheck Protection Program, as well as strong core earnings, will have a “sling shot” effect on tangible common equity⁽²⁾.
- TCE/TA Ratio⁽²⁾ excluding PPP loans is expected to be ~9% and Total Risk Based Capital Ratio is expected to be ~14% by year-end 2021.
- Pro forma for full expected PPP net revenue, year-end 2021 TCE/TA Ratio⁽²⁾ excluding PPP loans would be ~10%

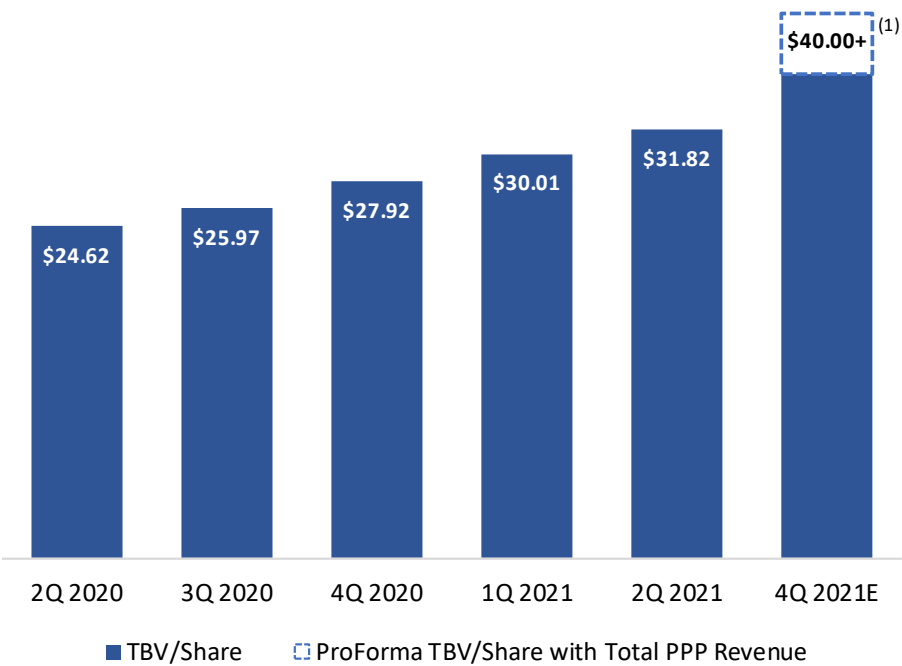
(1) 2Q 21 Total Capital Ratio estimated pending Final Call Report & FRY9C.
(2) Refers to tangible common equity-to-tangible assets excluding PPP loans. This is a non-GAAP measure; refer to the Appendix for reconciliation.

Note: The “Actual & Projected Capital Metrics” chart includes our estimates of future performance and does not consider any stock buyback or redemptions. Please refer to the Forward-Looking Statements slide for more information.

21

Tangible Book Value Per Share⁽¹⁾

29.0% YoY Growth



TBV/Share⁽¹⁾

\$31.82

Stock Price⁽²⁾

\$37.73

Value Proposition

Trading at 119% of TBV

Highlights:

- Significant potential upside based on peer trading levels

(1) Non-GAAP Measure, refer to Appendix for reconciliation.
(2) As of July 27, 2021.

- The balance of commercial loans to mortgage companies is expected to decline to \$1.6-\$2.4 billion at December 31, 2021.
- Continued NIM expansion driven by combination of increased yield and lower funding costs
- Increasing 2021 and 2022 Core EPS guidance to \$6.00
- Meaningful capital accretion continuing through core earnings and PPP revenue recognition

Metric	YE 2020	2021 YE Outlook
Loans excl. PPP & Mortgage Warehouse ⁽¹⁾	\$7.6B	Mid to High Single Digit Growth
Net Interest Margin excl. PPP ⁽²⁾	2.96%	3.25% - 3.50%
Core EPS ⁽²⁾	\$3.49	\$6.00
Core EPS excl. PPP ⁽²⁾	\$2.20	\$4.00
Total Risk Based Capital ⁽³⁾ / TCE excl. PPP ⁽²⁾	11.9% / 6.4%	14.0% / 9.0%
Effective Tax Rate	24.7%	23% - 25%

(1) Excludes PPP & Mortgage warehouse loan balances, Non-GAAP Measure, refer to Appendix for reconciliation.

(2) Non-GAAP Measure, refer to Appendix for reconciliation.

(3) 2Q 21 Total Capital Ratio estimated pending Final Call Report & FRY9C.

Path to Core EPS of \$6.00 in 2025

Position at 6/30/21

- \$13.3 billion in core assets⁽¹⁾
- 33.7 million average diluted shares outstanding

Growth Assumptions

- Asset growth of 7.0%-10.0% per year on average in the 2021-2025 period
- Diluted shares outstanding growth of 1.0% per annum

Expectations in 2025

- \$18-\$20 billion in assets with about \$1.9 billion in common equity
- ~35.2 million average diluted shares outstanding
- At a Return on Assets of ~1.10%
- ~\$210 million in core net income
- ~\$6.00 in Core EPS annualized

Note: The “Path to Core EPS of \$6.00 by 2025” includes our estimates of future performance. Please refer to the Forward-Looking Statements slide for more information.

(1) Excludes PPP loan balances, a non-GAAP measure. Please refer to the Appendix for reconciliation.



(1) As of June 30, 2021. Consolidated Bancorp, Inc. Total Capital Ratio estimated pending Final Call Report & FRY9C.

(2) As of June 30, 2021. Refers to Consolidated Bancorp, Inc. tangible common equity to tangible assets excluding PPP loans. This is a non-GAAP measure; refer to the Appendix for reconciliation.

VI. Appendix

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



Our Communities

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



Our Team Members

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



Our Environment

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



Our Risk Culture

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



Our Corporate Governance & Ethics

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

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

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

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

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

Customers Bank was one of the nation’s leading lenders in the Paycheck Protection Program (PPP). From passage of the CARES act on March 27, 2020 to date, the Bank funded approximately 325 thousand loans totaling \$9.5 billion⁽¹⁾. These loans helped save hundreds of thousands of jobs.

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

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

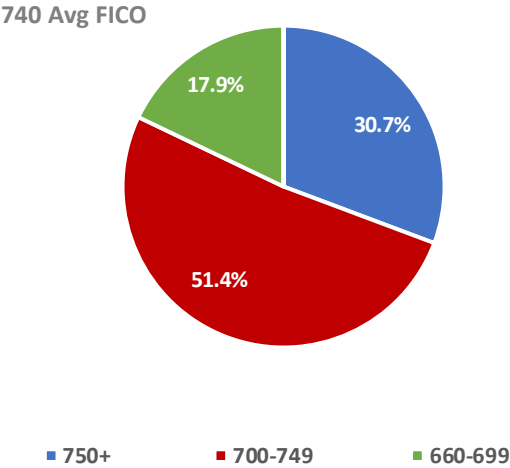
Customers Bank was the winner of the highly coveted **2020 Best Example of Making an Impact on Business Award** presented by Everbridge, an organization focused on lifesaving efforts through its global Critical Event Management (CEM) platform. The bank stood out for its commitment to life safety, operational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

* As of 6/30/2021

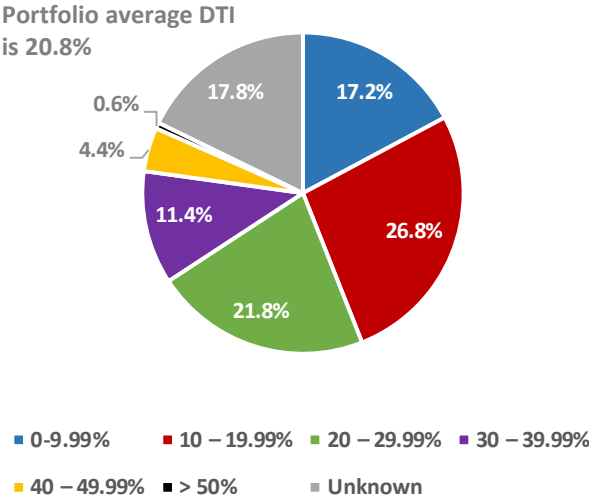
(1) As of 07/19/2021 Includes all PPP loans facilitated by Customers Bank (originated and purchased)

Liquidity Sources (\$000's)	2Q 20	3Q 20	4Q 20	1Q 21	2Q 21	YOY Change
Cash and Cash Equivalents	\$1,022,753	\$325,594	\$615,264	\$512,241	\$393,663	(\$629,090)
FHLB Available Borrowing Capacity	\$1,078,520	\$929,508	\$684,936	\$713,673	\$1,466,067	\$387,547
FRB Available Borrowing Capacity	\$152,410	\$215,000	\$220,000	\$180,000	\$197,000	\$44,590
Investments (MV)						
US Gov't & Agency	\$0	\$40,008	\$20,034	\$20,053	\$20,114	\$20,114
MBS & CMO	\$290,137	\$333,845	\$361,850	\$590,485	\$661,823	\$371,686
Municipals	\$18,389	\$18,260	\$18,291	\$18,527	\$8,554	(\$9,836)
Corporates	\$356,232	\$363,872	\$396,744	\$257,924	\$350,420	(\$5,812)
ABS	\$0	\$375,381	\$409,512	\$550,087	\$485,881	\$485,881
Other AFS	\$16,623	\$2,466	\$3,853	\$4,827	\$0	(\$16,623)
Less: Pledged Securities	(\$16,924)	(\$20,053)	(\$18,849)	(\$17,589)	(\$15,988)	\$936
Net Unpledged Securities	\$664,458	\$1,113,778	\$1,191,436	\$1,424,314	\$1,510,804	\$846,346
	\$2,918,141	\$2,583,881	\$2,711,636	\$2,830,229	\$3,567,534	\$649,393

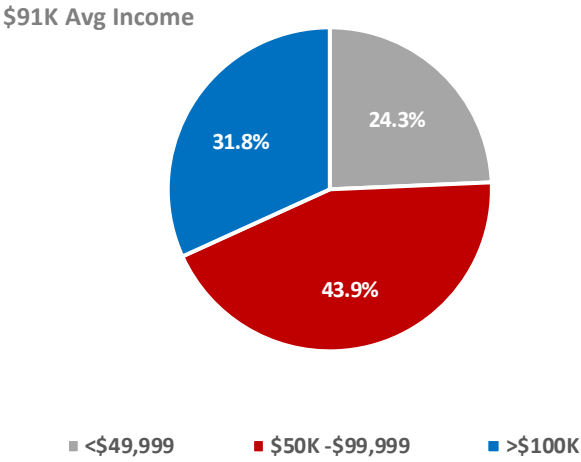
FICO Score ⁽¹⁾



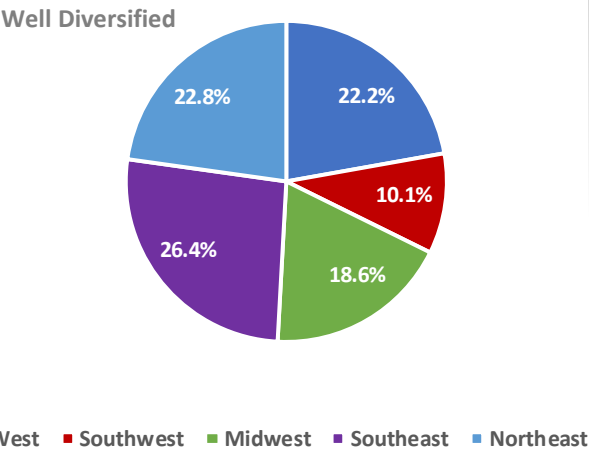
Debt to Income Ratio



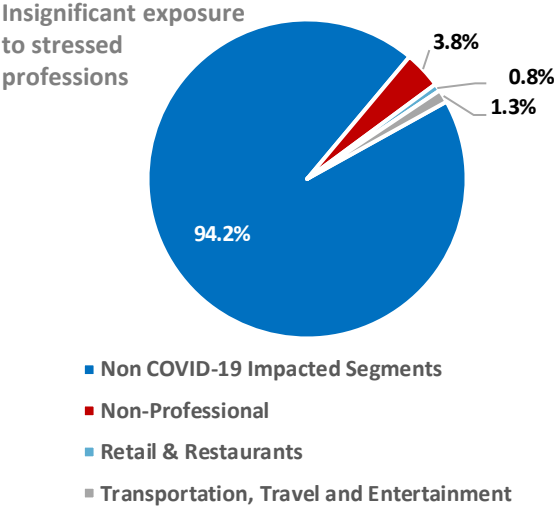
Borrower Income



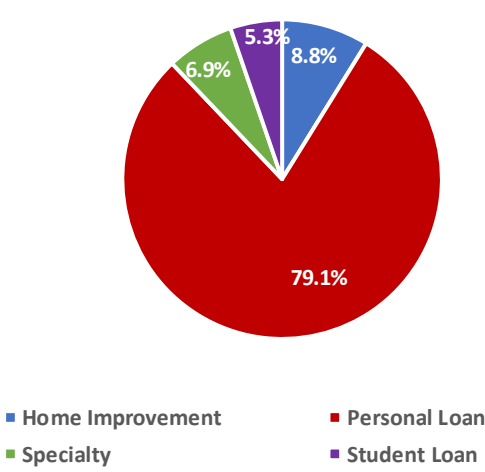
Geography



Profession

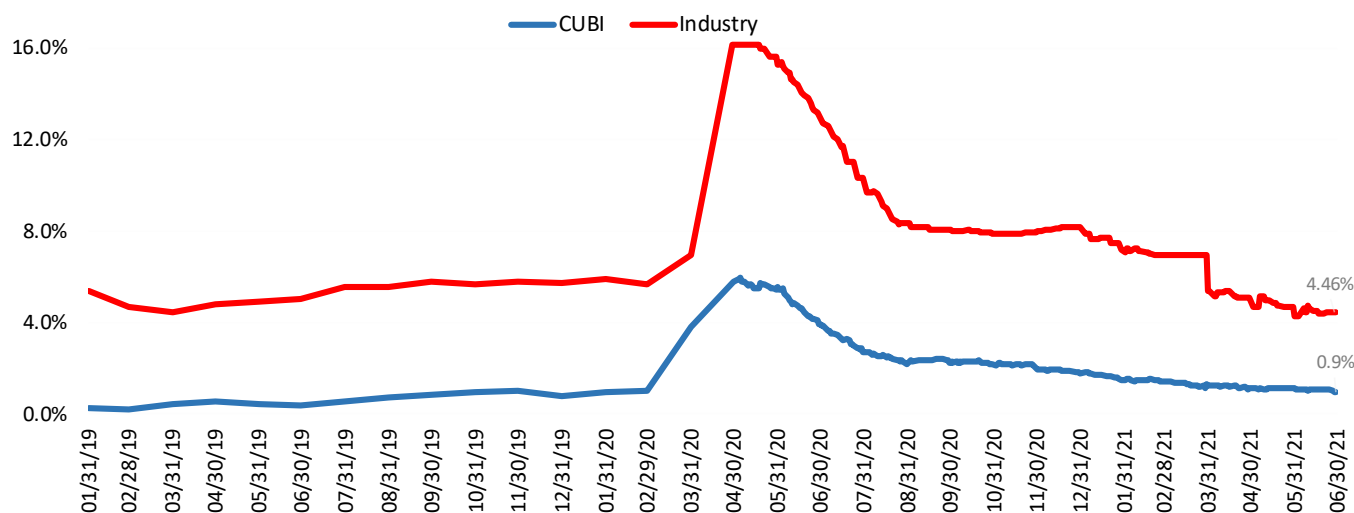


Purpose



(1) FICO score at time of origination.
Note: Data as of June 30, 2021.

Consumer Installment Payment Impairments



Continued Outperformance

- At industry peak for consumer forbearance, CB overall remained less than half the industry average
- Further, CB Direct was approximately 70% below industry average

Note: Customers Bancorp's impairment percentages are considered 1 day+ delinquent or in forbearance. Industry chart is from DV01 Insights COVID-19 Performance Report dated June 30, 2021.

Q2 2021 Overview

The following table presents a summary of key earnings and performance metrics for the quarter ended June 30, 2021 and the preceding four quarters:

CUSTOMERS BANCORP, INC. AND SUBSIDIARIES

EARNINGS SUMMARY - UNAUDITED

(Dollars in thousands, except per share data and stock price data)

(Dollars in thousands, except per share data and stock price data)	Q2	Q1	Q4	Q3	Q2	Six Months Ended June 30,	
	2021	2021	2020	2020	2020	2021	2020
GAAP Profitability Metrics:							
Net income available to common shareholders (from continuing and discontinued operations)	\$ 58,042	\$ 33,204	\$ 52,831	\$ 47,085	\$ 19,137	\$ 91,246	\$ 18,621
Per share amounts:							
Earnings per share - basic	\$ 1.80	\$ 1.04	\$ 1.67	\$ 1.49	\$ 0.61	\$ 2.84	\$ 0.59
Earnings per share - diluted	\$ 1.72	\$ 1.01	\$ 1.65	\$ 1.48	\$ 0.61	\$ 2.74	\$ 0.59
Book value per common share ⁽¹⁾	\$ 31.94	\$ 30.13	\$ 28.37	\$ 26.43	\$ 25.08	\$ 31.94	\$ 25.08
CUBI stock price ⁽¹⁾	\$ 38.99	\$ 31.82	\$ 18.18	\$ 11.20	\$ 12.02	\$ 38.99	\$ 12.02
CUBI stock price as % of book value ⁽¹⁾	122 %	106 %	64 %	42 %	48 %	122 %	48 %
Average shares outstanding - basic	32,279,625	31,883,946	31,638,447	31,517,504	31,477,591	32,082,878	31,434,371
Average shares outstanding - diluted	33,741,468	32,841,711	31,959,100	31,736,311	31,625,771	33,294,075	31,625,669
Shares outstanding ⁽¹⁾	32,353,256	32,238,762	31,705,088	31,555,124	31,510,287	32,353,256	31,510,287
Return on average assets ("ROAA")	1.27 %	0.80 %	1.23 %	1.12 %	0.62 %	1.04 %	0.40 %
Return on average common equity ("ROCE")	23.22 %	14.66 %	24.26 %	23.05 %	9.97 %	19.15 %	4.74 %
Efficiency ratio	46.59 %	48.89 %	43.56 %	46.76 %	50.73 %	47.64 %	52.52 %
Non-GAAP Profitability Metrics ⁽²⁾:							
Core earnings	\$ 59,303	\$ 70,308	\$ 54,588	\$ 38,439	\$ 21,413	\$ 129,611	\$ 26,499
Adjusted pre-tax pre-provision net income	\$ 86,467	\$ 86,769	\$ 77,896	\$ 64,146	\$ 53,931	\$ 173,236	\$ 98,154
Per share amounts:							
Core earnings per share - diluted	\$ 1.76	\$ 2.14	\$ 1.71	\$ 1.21	\$ 0.68	\$ 3.89	\$ 0.84
Tangible book value per common share ⁽¹⁾	\$ 31.82	\$ 30.01	\$ 27.92	\$ 25.97	\$ 24.62	\$ 31.82	\$ 24.62
CUBI stock price as % of tangible book value ⁽¹⁾	123 %	106 %	65 %	43 %	49 %	123 %	49 %
Core ROAA	1.30 %	1.61 %	1.26 %	0.93 %	0.68 %	1.45 %	0.52 %
Core ROCE	23.72 %	31.03 %	25.06 %	18.82 %	11.16 %	27.20 %	6.75 %
Adjusted ROAA - pre-tax and pre-provision	1.80 %	1.90 %	1.70 %	1.43 %	1.48 %	1.85 %	1.50 %
Adjusted ROCE - pre-tax and pre-provision	33.27 %	36.80 %	34.20 %	29.73 %	26.24 %	34.95 %	23.16 %
Net interest margin, tax equivalent	2.98 %	3.00 %	2.78 %	2.50 %	2.65 %	2.99 %	2.80 %
Net interest margin, tax equivalent, excluding PPP loans	3.30 %	2.99 %	3.04 %	2.86 %	2.97 %	3.14 %	2.98 %
Core efficiency ratio	44.33 %	41.13 %	42.89 %	46.10 %	47.84 %	42.76 %	50.25 %
Asset Quality:							
Net charge-offs	\$ 6,591	\$ 12,521	\$ 8,472	\$ 17,299	\$ 10,325	\$ 19,112	\$ 29,035
Annualized net charge-offs to average total loans and leases	0.16 %	0.33 %	0.21 %	0.45 %	0.32 %	0.24 %	0.52 %
Non-performing loans ("NPLs") to total loans and leases ⁽¹⁾	0.27 %	0.30 %	0.45 %	0.38 %	0.56 %	0.27 %	0.56 %
Reserves to NPLs ⁽¹⁾	269.96 %	264.21 %	204.48 %	244.70 %	185.36 %	269.96 %	185.36 %
Non-performing assets ("NPAs") to total assets	0.24 %	0.26 %	0.39 %	0.34 %	0.48 %	0.24 %	0.48 %
Customers Bank Capital Ratios ⁽³⁾:							
Common equity Tier 1 capital to risk-weighted assets	12.35 %	11.75 %	10.62 %	10.12 %	10.64 %	12.35 %	10.64 %
Tier 1 capital to risk-weighted assets	12.35 %	11.75 %	10.62 %	10.12 %	10.64 %	12.35 %	10.64 %
Total capital to risk-weighted assets	13.72 %	13.11 %	12.06 %	11.62 %	12.30 %	13.72 %	12.30 %
Tier 1 capital to average assets (leverage ratio)	9.07 %	9.35 %	9.21 %	9.29 %	9.59 %	9.07 %	9.59 %

(1) Metric is a spot balance for the last day of each quarter presented.

(2) Non-GAAP measures exclude net loss from discontinued operations, unrealized gains (losses) on loans held for sale, investment securities gains and losses, loss on cash flow hedge derivative terminations, severance expense, merger and acquisition-related expenses, losses realized from the sale of non-QM residential mortgage loans, loss upon acquisition of interest-only GNMA securities, legal reserves, credit valuation adjustments on derivatives, risk participation agreement mark-to-market adjustments, and goodwill and intangible assets. These notable items are not included in Customers' disclosures of core earnings and other core profitability metrics. Please note that not each of the aforementioned adjustments affected the reported amount in each of the periods presented. Customers' reasons for the use of these non-GAAP measures and a detailed reconciliation between the non-GAAP measures and the comparable GAAP amounts are included at the end of this document.

(3) Regulatory capital ratios are estimated for Q2 2021 and actual for the remaining periods. In accordance with regulatory capital rules, Customers elected an option to delay the estimated impact of CECL on its regulatory capital over a five-year transition period ending January 1, 2025. As a result, capital ratios and amounts as of Q2 2021 exclude the impact of the increased allowance for credit losses on loans and leases and unfunded loan commitments attributed to the adoption of CECL and 25% of the quarterly provision for credit losses for subsequent quarters through Q4 2021.

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 (Cont.)

Core Earnings - Customers Bancorp

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

	Q2 2021		Q1 2021		Q4 2020		Q3 2020		Q2 2020	
	USD	Per Share	USD	Per Share	USD	Per Share	USD	Per Share	USD	Per Share
GAAP net income to common shareholders	\$58,042	\$ 1.72	\$33,204	\$ 1.01	\$52,831	\$ 1.65	\$47,085	\$ 1.48	\$19,137	\$ 0.61
Reconciling items (after tax):										
Net loss from discontinued operations	-	-	38,036	1.16	2,317	0.07	532	0.02	2,258	0.07
Severance expense	1,517	0.04	-	-	-	-	-	-	-	-
Merger and acquisition related expenses	-	-	320	0.01	508	0.02	530	0.02	-	-
Legal reserves	-	-	-	-	-	-	258	0.01	-	-
(Gains) losses on investment securities	(2,694)	(0.08)	(18,773)	(0.57)	(1,419)	(0.04)	(9,662)	(0.30)	(4,543)	(0.14)
(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	288	0.01	(1,195)	(0.04)	(448)	(0.01)	(304)	(0.01)	4,527	0.14
Risk participation agreement mark-to-market adjustment	-	-	-	-	-	-	-	-	(1,080)	(0.03)
Unrealized losses on loans held for sale	-	-	-	-	799	0.03	-	-	1,114	0.04
Core earnings	<u>\$59,303</u>	<u>\$ 1.76</u>	<u>\$70,308</u>	<u>\$ 2.14</u>	<u>\$54,588</u>	<u>\$ 1.71</u>	<u>\$38,439</u>	<u>\$ 1.21</u>	<u>\$21,413</u>	<u>\$ 0.68</u>

Core Return on Average Asset

(\$ in thousands)

	Q2 2021	Q1 2021	Q4 2020	Q3 2020	Q2 2020
GAAP net income	\$ 61,341	\$ 36,595	\$ 56,245	\$ 50,515	\$ 22,718
Reconciling items (after tax):					
Net loss from discontinued operations	-	38,036	2,317	532	2,258
Severance expense	1,517	-	-	-	-
Merger and acquisition related expenses	-	320	508	530	-
Legal reserves	-	-	-	258	-
(Gains) losses on investment securities	(2,694)	(18,773)	(1,419)	(9,662)	(4,543)
Loss on sale of foreign subsidiaries	2,150	-	-	-	-
Loss on cash flow hedge derivative terminations	-	18,716	-	-	-
Derivative credit valuation adjustment	288	(1,195)	(448)	(304)	4,527
Risk participation agreement mark-to-market adjustment	-	-	-	-	(1,080)
Unrealized losses on loans held for sale	-	-	799	-	1,114
Core net income	<u>\$ 62,602</u>	<u>\$ 73,699</u>	<u>\$ 58,002</u>	<u>\$ 41,869</u>	<u>\$ 24,994</u>
Average total assets	\$ 19,306,948	\$ 18,525,721	\$ 18,250,719	\$ 17,865,574	\$ 14,675,584
Core return on average assets	1.30%	1.61%	1.26%	0.93%	0.68%

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

**Adjusted Net Income and Adjusted ROAA -
Pre-Tax Pre-Provision - Customers Bancorp**
(\$ in thousands)

	<u>Q2 2021</u>	<u>Q1 2021</u>	<u>Q4 2020</u>	<u>Q3 2020</u>	<u>Q2 2020</u>
GAAP net income	\$ 61,341	\$ 36,595	\$ 56,245	\$ 50,515	\$ 22,718
Reconciling items (after tax):					
Income tax expense	20,124	17,560	23,447	12,016	7,980
Provision (benefit) for credit losses on loans and leases	3,291	(2,919)	(2,913)	12,955	20,946
Provision (benefit) for credit losses on unfunded commitments	45	(1,286)	(968)	(527)	(356)
Severance expense	2,004	-	-	-	-
Net loss from discontinued operations	-	38,036	2,317	532	2,258
Merger and acquisition related expenses	-	418	709	658	-
Legal reserves	-	-	-	320	-
(Gains) losses on investment securities	(3,558)	(24,540)	(1,431)	(11,945)	(5,553)
(Gain) losses on sale of foreign subsidiaries	2,840	-	-	-	-
(Gains) losses on hedge derivative terminations	-	24,467	-	-	-
Derivative credit valuation adjustment	380	(1,562)	(625)	(378)	5,895
Risk participation agreement mark-to-market adjustment	-	-	-	-	(1,407)
Unrealized losses on loans held for sale	-	-	1,115	-	1,450
Adjusted net income - pre-tax pre-provision	<u>\$ 86,467</u>	<u>\$ 86,769</u>	<u>\$ 77,896</u>	<u>\$ 64,146</u>	<u>\$ 53,931</u>
Average total assets	\$19,306,948	\$18,525,721	\$18,250,719	\$17,865,574	\$14,675,584
Adjusted ROAA - pre-tax pre-provision	1.80%	1.90%	1.70%	1.43%	1.48%

Core Return on Average Common Equity
(\$ in thousands)

	<u>Q2 2021</u>	<u>Q1 2021</u>	<u>Q4 2020</u>	<u>Q3 2020</u>	<u>Q2 2020</u>
GAAP net income to common shareholders	\$ 58,042	\$ 33,204	\$ 52,831	\$ 47,085	\$ 19,137
Reconciling items (after tax):					
Net loss from discontinued operations	-	38,036	2,317	532	2,258
Severance expense	1,517	-	-	-	-
Merger and acquisition related expenses	-	320	508	530	-
Legal reserves	-	-	-	258	-
(Gains) losses on investment securities	(2,694)	(18,773)	(1,419)	(9,662)	(4,543)
Loss on sale of foreign subsidiaries	2,150	-	-	-	-
Loss on cash flow hedge derivative terminations	0	18,716	-	-	-
Derivative credit valuation adjustment	288	(1,195)	(448)	(304)	4,527
Risk participation agreement mark-to-market adjustment	-	-	-	-	(1,080)
Unrealized losses on loans held for sale	-	-	799	-	1,114
Core earnings	<u>\$ 59,303</u>	<u>\$ 70,308</u>	<u>\$ 54,588</u>	<u>\$ 38,439</u>	<u>\$ 21,413</u>
Average total common shareholders' equity	\$ 1,002,624	\$ 918,795	\$ 866,411	\$ 812,577	\$ 771,663
Core return on average common equity	23.72%	31.03%	25.06%	18.82%	11.16%

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

Core Efficiency Ratio

(\$ in thousands)

	<u>Q2 2021</u>	<u>Q1 2021</u>	<u>Q4 2020</u>	<u>Q3 2020</u>	<u>Q2 2020</u>
GAAP net interest income	\$138,757	\$132,731	\$122,946	\$107,439	\$ 91,982
GAAP non-interest income	\$ 16,822	\$ 18,468	\$ 16,083	\$ 24,864	\$ 11,711
(Gains) losses on investment securities	(3,558)	(24,540)	(1,431)	(11,945)	(5,553)
Derivative credit valuation adjustment	380	(1,562)	(625)	(378)	5,895
Risk participation agreement mark-to-market adjustment	-	-	-	-	(1,407)
Unrealized losses on loans held for sale	-	-	1,115	-	1,450
Loss on cash flow hedge derivative terminations	-	24,467	-	-	-
Loss on sale of foreign subsidiaries	2840	-	-	-	-
Core non-interest income	<u>16,484</u>	<u>16,833</u>	<u>15,142</u>	<u>12,541</u>	<u>12,096</u>
Core revenue	<u>\$155,241</u>	<u>\$149,564</u>	<u>\$138,088</u>	<u>\$119,980</u>	<u>\$104,078</u>
GAAP non-interest expense	\$ 70,823	\$ 61,927	\$ 59,933	\$ 56,285	\$ 49,791
Severance expense	\$ (2,004)	-	-	-	-
Legal reserves	-	-	-	(320)	-
Merger and acquisition related expenses	-	(418)	(709)	(658)	-
Core non-interest expense	<u>\$ 68,819</u>	<u>\$ 61,509</u>	<u>\$ 59,224</u>	<u>\$ 55,307</u>	<u>\$ 49,791</u>
Core efficiency ratio ⁽¹⁾	44.33%	41.13%	42.89%	46.10%	47.84%

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

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

Tangible Equity

(\$ in thousands)

	Q2 2021	Q1 2021	Q4 2020	Q3 2020	Q2 2020
GAAP - Total shareholders' equity	\$ 1,250,729	\$ 1,188,721	\$ 1,117,086	\$ 1,051,491	\$ 1,007,847
Reconciling items:					
Goodwill and other intangibles ⁽¹⁾	(3,853)	(3,911)	(14,298)	(14,437)	(14,575)
Tangible equity	<u>\$ 1,246,876</u>	<u>\$ 1,184,810</u>	<u>\$ 1,102,788</u>	<u>\$ 1,037,054</u>	<u>\$ 993,272</u>

Tangible Book Value per Common Share - Customers Bancorp

(\$ in thousands, except per share data)

	Q2 2021	Q1 2021	Q4 2020	Q3 2020	Q2 2020
GAAP -Total shareholders' equity	\$ 1,250,729	\$ 1,188,721	\$ 1,117,086	\$ 1,051,491	\$ 1,007,847
Reconciling items:					
Preferred stock	(217,471)	(217,471)	(217,471)	(217,471)	(217,471)
Goodwill and other intangibles ⁽¹⁾	(3,853)	(3,911)	(14,298)	(14,437)	(14,575)
Tangible common equity	<u>\$ 1,029,405</u>	<u>\$ 967,339</u>	<u>\$ 885,317</u>	<u>\$ 819,583</u>	<u>\$ 775,801</u>
Common shares outstanding	32,353,256	32,238,762	31,705,088	31,555,124	31,510,287
Tangible book value per common share	\$ 31.82	\$ 30.01	\$ 27.92	\$ 25.97	\$ 24.62

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

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

Tangible Common Equity to Tangible Assets -

Customers Bancorp

(\$ in thousands)

	Q2 2021	Q1 2021	Q4 2020	Q3 2020	Q2 2020
GAAP - Total shareholders' equity	\$ 1,250,729	\$ 1,188,721	\$ 1,117,086	\$ 1,051,491	\$ 1,007,847
Reconciling items:					
Preferred stock	(217,471)	(217,471)	(217,471)	(217,471)	(217,471)
Goodwill and other intangibles ⁽¹⁾	(3,853)	(3,911)	(14,298)	(14,437)	(14,575)
Tangible common equity	<u>\$ 1,029,405</u>	<u>\$ 967,339</u>	<u>\$ 885,317</u>	<u>\$ 819,583</u>	<u>\$ 775,801</u>
GAAP - Total assets	\$ 19,635,108	\$ 18,817,660	\$ 18,439,248	\$ 18,778,727	\$ 17,903,118
Reconciling items:					
Goodwill and other intangibles	(3,853)	(3,911)	(14,298)	(14,437)	(14,575)
Tangible assets	<u>\$ 19,631,255</u>	<u>\$ 18,813,749</u>	<u>\$ 18,424,950</u>	<u>\$ 18,764,290</u>	<u>\$ 17,888,543</u>
Tangible common equity to tangible assets	5.24%	5.14%	4.80%	4.37%	4.34%

Tangible Common Equity to Tangible Assets,

Excluding PPP - Customers Bancorp

(\$ in thousands)

	Q2 2021	Q1 2021	Q4 2020	Q3 2020	Q2 2020
GAAP - Total shareholders' equity	\$ 1,250,729	\$ 1,188,721	\$ 1,117,086	\$ 1,051,491	\$ 1,007,847
Reconciling items:					
Preferred stock	(217,471)	(217,471)	(217,471)	(217,471)	(217,471)
Goodwill and other intangibles ⁽¹⁾	(3,853)	(3,911)	(14,298)	(14,437)	(14,575)
Tangible common equity	<u>\$ 1,029,405</u>	<u>\$ 967,339</u>	<u>\$ 885,317</u>	<u>\$ 819,583</u>	<u>\$ 775,801</u>
GAAP - Total assets	\$ 19,635,108	\$ 18,817,660	\$ 18,439,248	\$ 18,778,727	\$ 17,903,118
Reconciling items:					
Goodwill and other intangibles ⁽¹⁾	(3,853)	(3,911)	(3,911)	(14,298)	(14,437)
PPP loans	(6,305,056)	(5,178,089)	(4,561,365)	(4,964,105)	(4,760,427)
Tangible assets	<u>\$ 13,326,199</u>	<u>\$ 13,635,660</u>	<u>\$ 13,873,972</u>	<u>\$ 13,800,324</u>	<u>\$ 13,128,254</u>
Tangible common equity to tangible assets	7.72%	7.09%	6.39%	5.94%	5.91%

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

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

Core Assets

(\$ in thousands)

	Q2 2021	Q1 2021	Q4 2020	Q3 2020	Q2 2020
GAAP - Total assets	\$ 19,635,108	\$ 18,817,660	\$ 18,439,248	\$ 18,778,727	\$ 17,903,118
Reconciling items:					
Loans receivable, PPP	(6,305,056)	(5,178,089)	(4,561,365)	(4,964,105)	(4,760,427)
Core assets	<u>\$ 13,330,052</u>	<u>\$ 13,639,571</u>	<u>\$ 13,877,883</u>	<u>\$ 13,814,622</u>	<u>\$ 13,142,691</u>

Total loans and leases, excluding PPP

(\$ in thousands)

	Q2 2021	Q1 2021	Q4 2020	Q3 2020	Q2 2020
Total loans and leases	\$ 16,967,022	\$ 16,168,306	\$ 15,832,251	\$ 16,605,279	\$ 15,290,202
PPP loans	(6,305,056)	(5,178,089)	(4,561,365)	(4,964,105)	(4,760,427)
Loans and leases, excluding PPP	<u>\$ 10,661,966</u>	<u>\$ 10,990,217</u>	<u>\$ 11,270,886</u>	<u>\$ 11,641,174</u>	<u>\$ 10,529,775</u>

Total loans and leases, excluding PPP & mortgage warehouse

Mortgage warehouse loans	\$ 2,922,217	\$ 3,463,490	\$ 3,657,350	\$ 3,947,828	\$ 2,832,112
Loans and leases, excluding PPP & mortgage warehouse	<u>\$ 7,739,749</u>	<u>\$ 7,526,727</u>	<u>\$ 7,613,536</u>	<u>\$ 7,693,346</u>	<u>\$ 7,697,663</u>

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

(\$ in thousands)

	Q2 2021	Q1 2021	Q4 2020	Q3 2020	Q2 2020
Loans and leases receivable	\$ 14,077,198	\$ 12,714,578	\$ 12,136,733	\$ 12,664,997	\$ 12,032,874
Loans receivable, PPP	(6,305,056)	(5,178,089)	(4,561,365)	(4,964,105)	(4,760,427)
Loans and leases held for investment, excluding PPP	<u>\$ 7,772,142</u>	<u>\$ 7,536,489</u>	<u>\$ 7,575,368</u>	<u>\$ 7,700,892</u>	<u>\$ 7,272,447</u>
Allowance for credit losses on loans and leases	\$ 125,436	\$ 128,736	\$ 144,176	\$ 155,561	\$ 159,905

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

1.61% 1.71% 1.90% 2.02% 2.20%

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

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

(\$ in thousands, except per share data)

	Q2 2021	Q1 2021	Q4 2020	Q3 2020	Q2 2020
GAAP net interest income	\$ 138,757	\$ 132,731	\$ 122,946	\$ 107,439	\$ 91,982
PPP net interest income	(35,785)	(34,842)	(25,257)	(20,018)	(9,308)
Tax-equivalent adjustment	289	292	219	225	225
Net interest income, tax equivalent, excluding PPP	<u>\$ 103,261</u>	<u>\$ 98,181</u>	<u>\$ 97,908</u>	<u>\$ 87,646</u>	<u>\$ 82,899</u>
GAAP average total interest earning assets	\$ 18,698,996	\$ 17,943,944	\$ 17,601,999	\$ 17,121,145	\$ 13,980,021
Average PPP loans	(6,133,184)	(4,623,213)	(4,782,606)	(4,909,197)	(2,754,920)
Adjusted average total interest earning assets	<u>\$ 12,565,812</u>	<u>\$ 13,320,731</u>	<u>\$ 12,819,393</u>	<u>\$ 12,211,948</u>	<u>\$ 11,225,101</u>
Net interest margin, tax equivalent, excluding PPP	3.30%	2.99%	3.04%	2.86%	2.97%

Loan Yield, excluding PPP

(\$ in thousands, except per share data)

	Q2 2021	Q1 2021	Q4 2020	Q3 2020	Q2 2020
Total interest on loans and lease	\$ 153,608	\$ 152,117	\$ 145,414	\$ 132,107	\$ 118,447
Interest on PPP loans	(41,137)	(38,832)	(29,465)	(24,337)	(11,706)
Interest on loans and leases, excluding PPP	<u>\$ 112,471</u>	<u>\$ 113,285</u>	<u>\$ 115,949</u>	<u>\$ 107,770</u>	<u>\$ 106,741</u>
Average loans and leases	\$ 16,482,802	\$ 15,329,111	\$ 15,987,095	\$ 15,403,838	\$ 12,791,633
Average PPP loans	(6,133,184)	(4,623,213)	(4,782,606)	(4,909,197)	(2,754,920)
Adjusted average total interest earning assets	<u>\$ 10,349,618</u>	<u>\$ 10,705,898</u>	<u>\$ 11,204,489</u>	<u>\$ 10,494,641</u>	<u>\$ 10,036,713</u>
Loan yield, excluding PPP	4.36%	4.29%	4.12%	4.09%	4.28%

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

Deferments to Total loans and leases, excluding PPP

(\$ in thousands)

	Q2 2021	Q1 2021
Total loans and leases	\$ 16,967,022	\$ 16,168,306
PPP loans	(6,305,056)	(5,178,089)
Loans and leases, excluding PPP	<u>\$ 10,661,966</u>	<u>\$ 10,990,217</u>
Commercial deferments	\$ 89,800	\$ 176,100
Consumer deferments	8,400	13,000
Total deferments	<u>\$ 98,200</u>	<u>\$ 189,100</u>
Commercial deferments to total loans and leases, excluding PPP	0.8%	1.7%
Consumer deferments to total loans and leases, excluding PPP	<u>0.1%</u>	<u>0.1%</u>
Total deferments to total loans and leases, excluding PPP	<u>0.9%</u>	<u>1.7%</u>

Leadership:

Carla Leibold
CFO of Customers Bancorp, Inc and Customers Bank

Jay Sidhu
Chairman & CEO of Customers Bancorp, Inc and Executive Chairman of Customers Bank

Sam Sidhu
President of Customers Bancorp, Inc and President & CEO of Customers Bank

Andrew Bowman
EVP & Chief Credit Officer

Analysts:

B. Riley Financial
Steve Moss

D.A. Davidson Company
Russell Gunther

Hovde Group
Will Curtiss

Jefferies LLC
Casey Haire

Keefe, Bruyette & Woods
Michael Perito

Maxim Group
Michael Diana

Piper Sandler Companies
Frank Schiraldi

Wedbush
Peter Winter