



**Customers Bancorp, Inc.
Regulatory Affairs Committee
Charter As of 09/30/2026**

I. Purpose

The Regulatory Affairs Committee (the "RAC") of Customers Bancorp, Inc., and all of its subsidiaries (the "Company") is a subcommittee of the Company's Directors Risk & Compliance Committee (the "DRCC"). The RAC is responsible for overseeing the Company's overall regulatory compliance, strategy, and remediation efforts and ensuring that all regulatory endeavors associated with the Company's strategy, environment, risk profile, and operations are suitably identified, measured, managed, and monitored to ensure compliance with the Company's requirements under applicable laws, rules and regulations and the objective expectations of the Company's regulators consistent therewith.

The DRCC shall have all the powers that the RAC has to act between RAC meetings.

II. Membership

The RAC shall consist of no fewer than three members, as determined by the DRCC, each of whom shall be a director of the Company. All members of the RAC will have an understanding of relevant regulatory matters relevant to the Company. In addition, in the judgment of the Board, at least one member of the RAC will have experience with regulatory matters commensurate with the size, complexity, and risk profile of the Company.

The Chair of the RAC will be an independent director who (1) is not an officer or employee of the Company and has not been an officer or employee of the Company during the previous three years, (2) is not a member of the immediate family (as defined in 12 C.F.R. §225.41(b)) of a person who is, or has been within the last three years, an executive officer of the Company (as defined in 12 C.F.R. §215.2(e)), and (3) is an independent director under Item 407 of the Securities and Exchange Commission's Regulation S-K. The Chair of the RAC will be appointed from among its members by the DRCC or, if the DRCC does not appoint one, by the RAC.

III. Meetings

- A. The RAC shall meet at least semi-annually, at such times as the Chair of the RAC, or the DRCC, shall determine. The Chair of the RAC, in consultation with its other members, will determine the frequency and length of meetings and will set meeting agendas consistent with this Charter. A majority of the members of the RAC shall constitute a quorum. Meetings may be called by the Chair of the RAC or the Chief Risk Officer. Except as otherwise provided here, all meetings of or other actions by the RAC will be held or taken according to the provisions of the Company's By-Laws that govern meetings of or other actions by the Board of Directors of the Company (the "Board").

- B. The RAC shall keep minutes of its meetings. The minutes shall be circulated in draft form to all RAC members and shall be considered for approval by the RAC at a subsequent meeting. The Chair of the RAC shall report the RAC's actions, recommendations, or findings to the DRCC at the next regularly scheduled meeting following a RAC meeting.
- C. All determinations of the RAC shall be made by a majority of its members present at a duly convened meeting. In lieu of a meeting, the RAC may act by unanimous written consent.
- D. In the normal course of business, the Chief Risk Officer and the Managing Director of the REO, or equivalent, shall be invited to attend all regular RAC meetings. The Chair of the RAC shall have the ability to call an executive session with the non-management members of the RAC. The Chair of the RAC shall have the ability to call other executive sessions, as necessary.

IV. Committee Authority, Duties, and Responsibilities

The DRCC shall be responsible for understanding regulatory regulations, requirements, and expectations, which have an impact on the Bank and for providing oversight and strategic direction. By establishing the RAC, the DRCC empowers the RAC to oversee the Company's activities in support of the Company's regulatory affairs efforts. The DRCC and the RAC delegate the responsibility for the development and implementation of the regulatory excellence program to the Regulatory Excellence Office in coordination with senior management.

In exercising its oversight role, the RAC is entitled to rely on management to assume the primary regulatory compliance and remediation responsibilities and efforts, including the responsibility to establish appropriate policies and procedures. The RAC will also rely on periodic reports from management to address these regulatory responsibilities. Each member of the RAC will be entitled to rely, to the fullest extent permitted by law, upon the integrity of those persons within and outside the Company from whom it receives information, and the accuracy of the information.

In exercising its oversight responsibilities, the RAC is empowered to question, challenge, and when necessary in the opinion of the RAC, oppose recommendations and decisions made by management that are deemed by the RAC to be likely to cause the Company unreasonable harm or jeopardize the safety and soundness of the Company. Identified regulatory-related issues or concerns that may have a significant impact on the Company's financial statements will also be reported to the Company's Audit Committee.

- A. With respect to its oversight of the Regulatory Excellence Office and its framework, in such a manner as the RAC deems appropriate to fulfill its purposes, the RAC shall:
 - 1. Oversee the establishment and operations of the Regulatory Excellence Office, commensurate with the Company's size and complexity, to effectively manage and monitor the Company's relationship and standing with its regulators.
 - 2. Receive and review reports from senior management regarding the status of open and upcoming regulatory examinations.

3. Receive and review reports from senior management regarding remediation progress against any regulatory-related actions (i.e., open MRAs, MRIAs, or enforcement actions) to ensure the Company is meeting its commitments to regulators.
 4. Receive and review reports from senior management regarding remediation progress against non-binding supervisory observations to ensure the Company is proactively addressing regulatory observations.
 5. Receive and review reports on selected regulatory topics such as management or the RAC deems appropriate from time to time.
 6. Carry out other duties that may be delegated to it by the DRCC.
- B. The RAC shall also:
1. When directed by the DRCC, review significant capital expenditures and potential significant merger and acquisition activity with consideration for regulatory implications.
 2. Consult with other Board committees on regulatory matters, in any way the RAC or the Chair of the RAC deems appropriate.
 3. Annually review its own performance, based on criteria or in accordance with procedures agreed upon with the Company's Nominating and Corporate Governance Committee.
 4. Provide reports of its activities to the DRCC.

V. Access to Records and Advisors

The RAC shall have full access to any relevant records of the Company and have the power and authority to obtain, at its discretion, advice, and assistance from internal or external financial, legal, accounting or other advisors, and to hire and compensate external advisors at the Company's expense. The RAC may request that any officer or other employee of the Company, the Company's outside counsel or any other person meet with any members of, or consultants to, the RAC.

VI. Amendments

The RAC shall review and reassess this charter annually. The DRCC may amend this charter, from time to time, upon recommendation of the RAC or the Company's Nominating and Corporate Governance Committee, by action at any meeting or by unanimous written consent.

Organizational Area: Risk & Compliance

Charter for: Regulatory Affairs Committee

Individuals Responsible for Updates: Chief Risk Officer and Chair of the RAC

DRCC & Board of Directors Approval Date: September 30, 2026