



**customers
bancorp**

Let's take on tomorrow.

Investor Presentation: Q3 2024

October 2024

Forward-Looking Statements



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In addition to historical information, this press release 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 escalating 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; 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, 2023, 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.

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Key Highlights

Accretive Deposit Remix

\$1.1 billion of deposit inflows from commercial clients used to paydown \$0.7 billion of less strategic deposits

Strong momentum continuing into phase II of deposit transformation strategy

Robust Loan Growth

Bucking the industry trend with 16% annualized loan growth

Robust growth from diversified products across the franchise

Net Interest Income & Net Interest Margin (NIM)

Net interest income and net interest margin impacted by accretion & prepayments and proactive asset remix

Positive business drivers for expansion in the medium-term

Operational Excellence & Strategic Investments

Core non-interest expense as percent of average assets is top quartile among regional bank peers²

Strategic investments made to enhance talent, technology and risk management

Tangible Book Value Growth

Tangible book value per share¹ approaching \$53 with increase of \$2.26 in the quarter

15% CAGR over last five years³

Strong Capital & Liquidity

CET1 and TCE/TA remain in excess of our targets of ~11.5% and ~7.5% respectively

Repurchased 374k shares in the quarter below tangible book value

Immediately available liquidity of approximately 183% of uninsured deposits⁴

Maintaining Superior Credit Quality

NPA ratio remains at low level of 22 bps

Net charge-off and special mention and substandard levels declined

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

2. Selected 2024 proxy peers as disclosed in appendix

3. FY 2018 to FY 2023

4. Uninsured deposits (estimate) of \$6.1 billion to be reported on the Bank's call report, less deposits of \$1.4 billion collateralized by standby letters of credit from the FHLB and from our affiliates of \$136.5 million.

Our Priorities Remain Unchanged



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Selectively pursue disciplined growth by focusing on holistic and strategic relationships that create franchise value

Focus on further strengthening our balance sheet, improving liquidity, capital ratios and margins

Not deviate from strong risk management principles:

- ✓ Superior credit quality
- ✓ Sound interest rate risk management
- ✓ Maintain robust liquidity
- ✓ Strong capital ratios
- ✓ Positive operating leverage

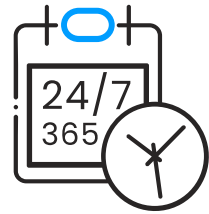
What Makes Customers Bank Unique?

AMERICAN BANKER

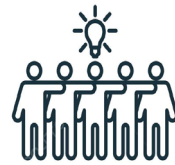
2024
Top-Performing
Banks

Ranked #1 among banks with \$10 billion to \$50 billion in assets

CULTURE



Client Centric
Focus

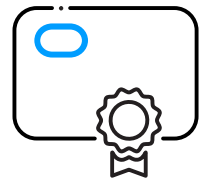


Entrepreneurial
Culture Banking
Entrepreneurs

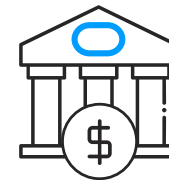


Consistent
Recruiter of Top
Talent

FOCUS

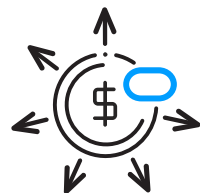


Target Top 3-5 National Competitor
in Focused Set of Verticals

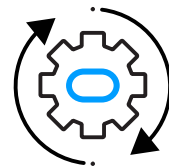


Sophisticated
Product Offerings

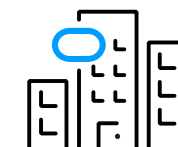
STRATEGY



Single Point
of Contact



Sufficient Scale,
Yet Nimble



High-Touch and
Branch-Lite Model

Financial Highlights



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| Q3'24 | | Q3'24 (vs. Q2'24) | | |
|-------------------------------|---|---|--|---|
| Highlights | | Profitability | Balance Sheet | Credit |
| Diluted EPS \$1.31 | Core EPS ^{1,2} \$1.34 | 3.06% vs. 3.29% NIM | \$21.5B +2% Total Assets | 0.22% -01 bps NPA Ratio |
| Net Income \$42.9 M | Core Earnings ^{1,2} \$43.8 M | 0.88% vs. 1.11% ROAA | 0.89% vs. 1.00% Core ROAA^{1,2} | \$14.1B +3% Total Loans and Leases |
| ROCE 10.4% | Core ROCE ^{1,2} 10.7% | 1.21% vs. 1.71% Core PTPP ROAA^{1,2} | \$18.1B +2% Total Deposits | 281% vs. 280% Reserves to NPLs |

1. Excludes pre-tax severance expense of \$0.7 million, unrealized losses on loans held for sale of \$0.6 million, gain on investment securities of \$0.4 million and derivative credit valuation adjustment of \$0.2 million.
 2. Non-GAAP measure, refer to appendix for reconciliation

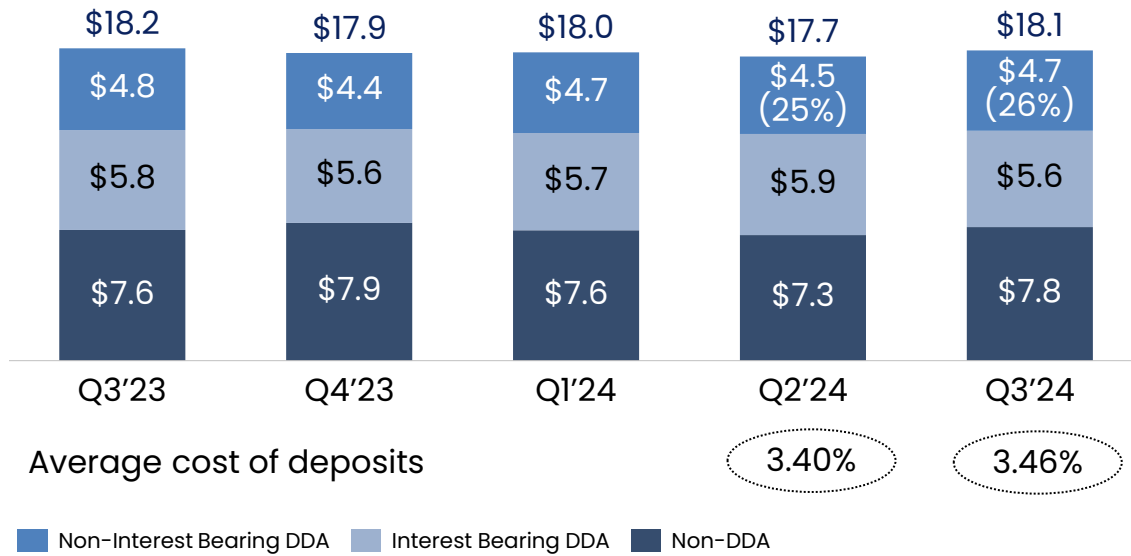
Continued Execution of Deposit Franchise Transformation



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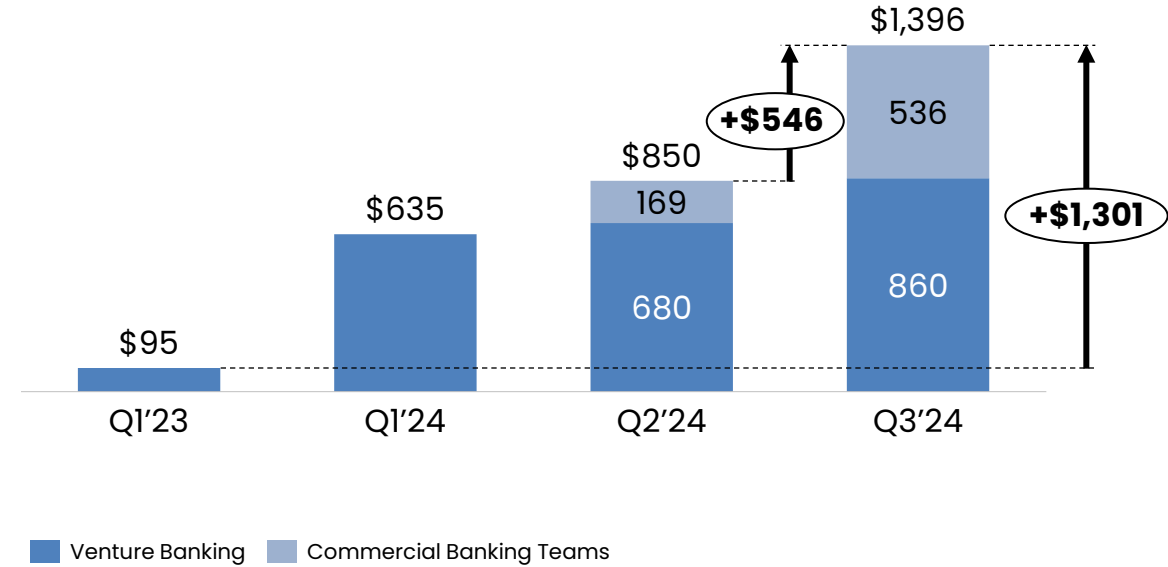
Total Deposits

\$ billions

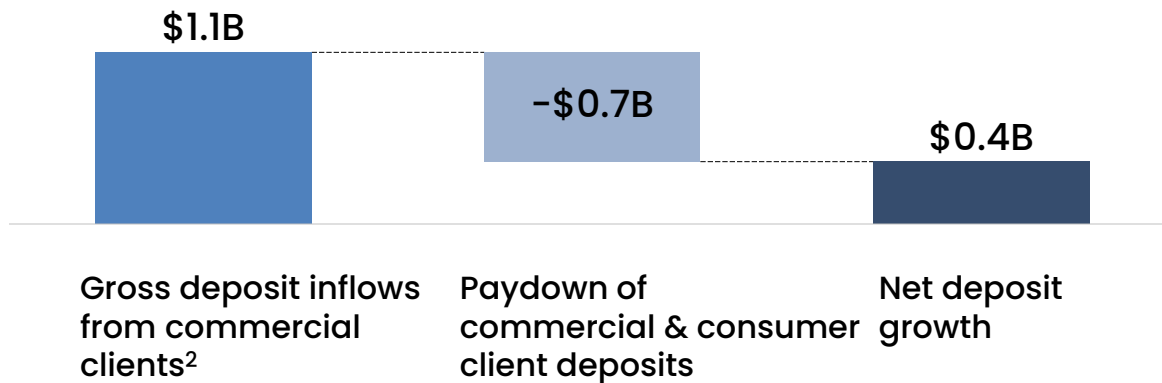


New Banking Team Deposits¹

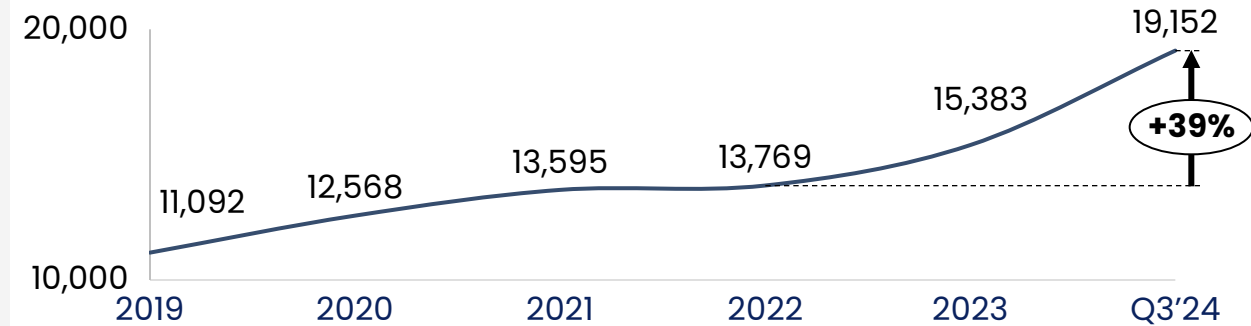
\$ millions



Q3'24 Deposit Flows

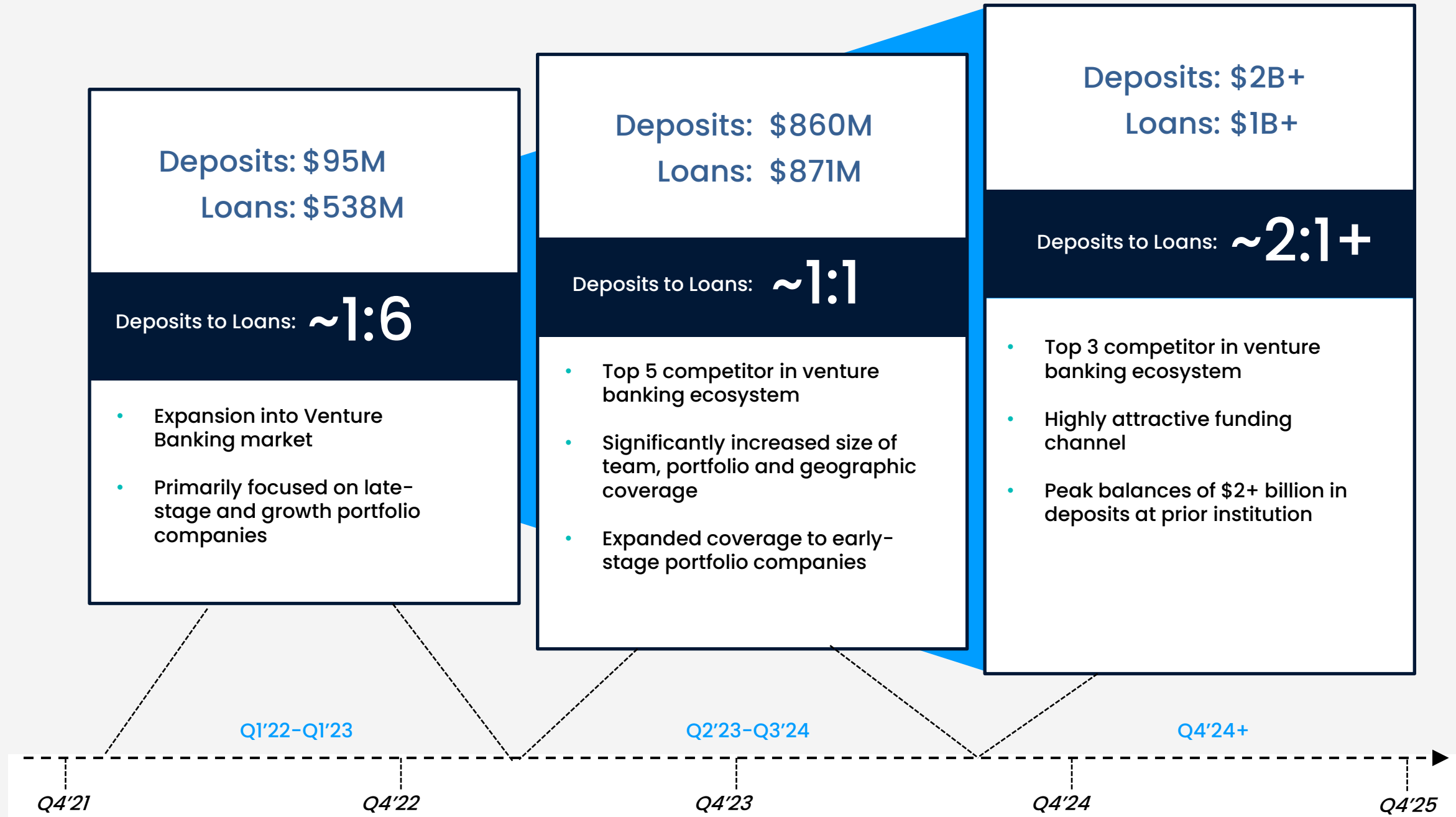


Commercial Client Deposit Accounts



1. Includes venture banking team hired in Q2'23 and commercial banking teams hired in Q2'24
 2. Deposit inflows in Q3'24 less strategic remix

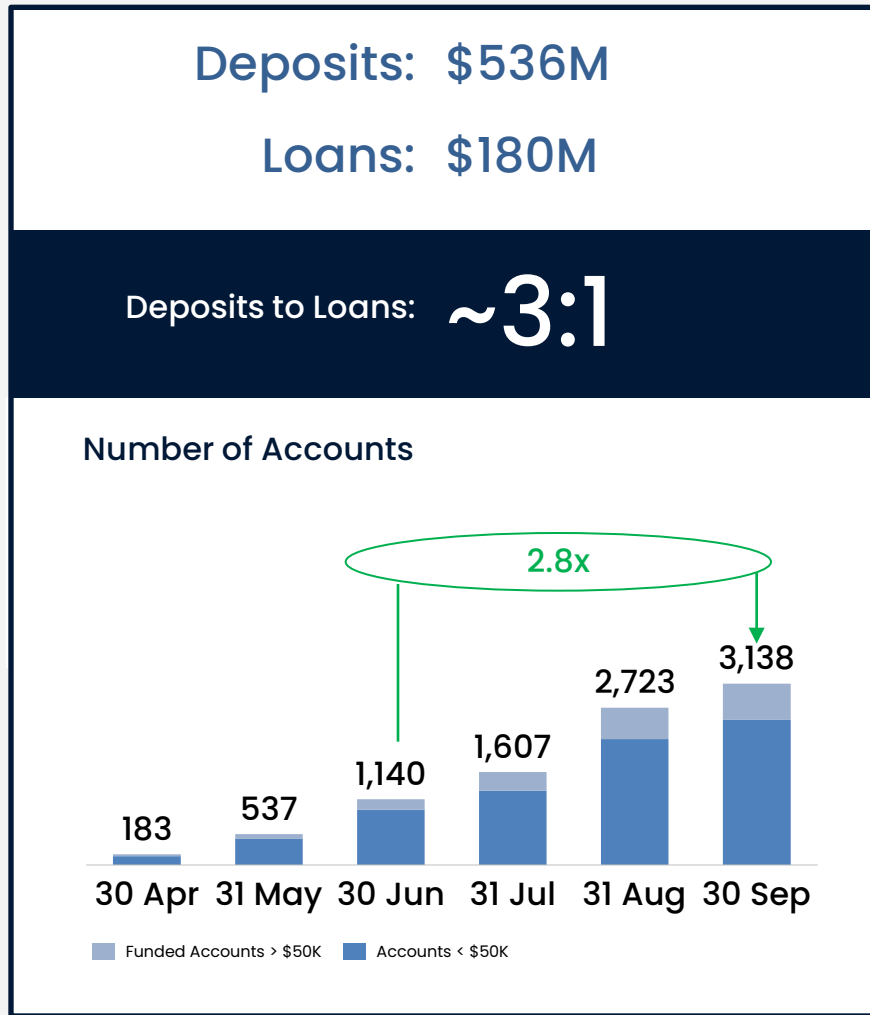
Venture Banking: Team Lift-Out Strategy Driving Franchise Value



Commercial Banking: Team Hires On-Track for Continued Success



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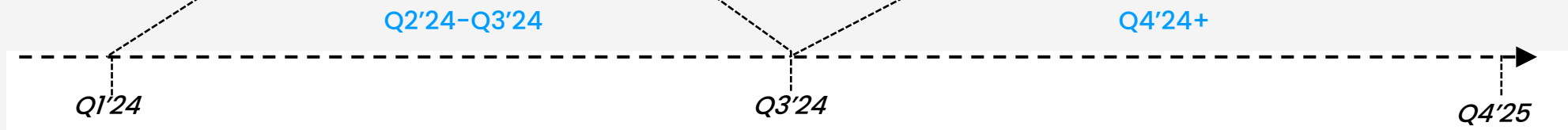


Deposits: \$2B+
Loans: \$500M+

Deposits to Loans: **~4:1**

- 10 highly experienced commercial banking teams
- Granular and holistic banking relationships
- Peak balances of \$10+ billion in deposits at prior institution

- Key Highlights
- \$2.0+ billion deposit pipeline
 - Deposit growth of ~\$370 million in Q3'24
 - Overall cost of deposits of ~2.9% with ~30% non-interest bearing
 - On track to breakeven by Q1'25



Industry Leading Loan Growth of 16% With Contributions Across The Franchise

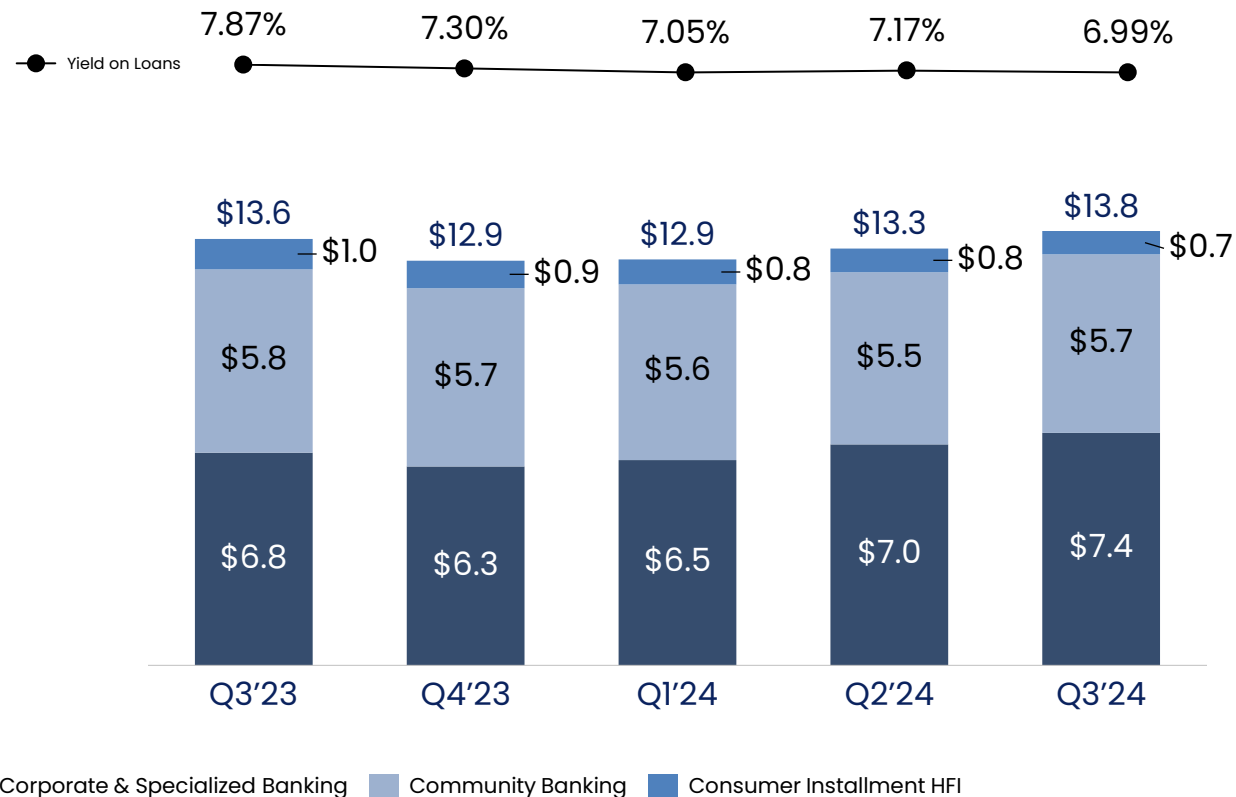


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Loans – HFI

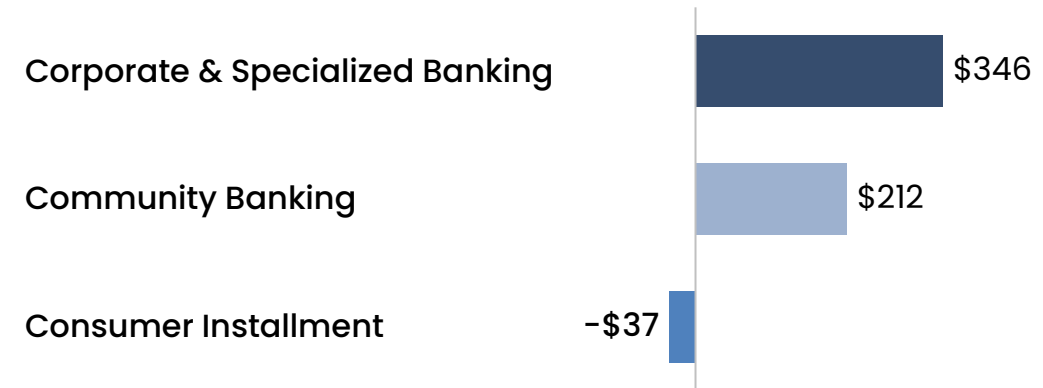
\$ billions

- Added 175+ new lending relationships
- Strong pipelines creating continued opportunity for growth with holistic relationships



Loans – HFI Growth QoQ

\$ billions



- Total HFI loan growth of \$521 million
- Top growth verticals included mortgage finance, commercial banking team C&I, CRE¹ and equipment finance
- Mortgage finance business well-positioned to capitalize on opportunity from lower rates
- Market disruption creating unique opportunity to selectively acquire new CRE¹ customers with significant deposit balances
 - CRE¹ loans increased by \$184 million in Q3
 - Growth fully funded by CRE¹ vertical-related deposits

1. Includes multifamily, NOO CRE and construction loans

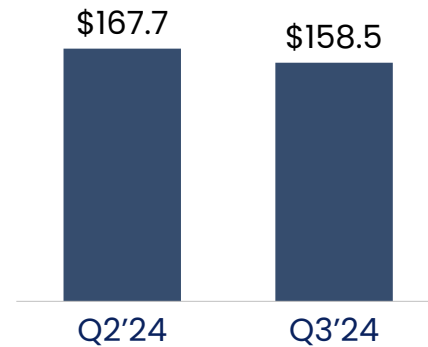
Net Interest Margin in Q3'24 Impacted by Several Items from Q2'24



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Net Interest Income

\$ millions

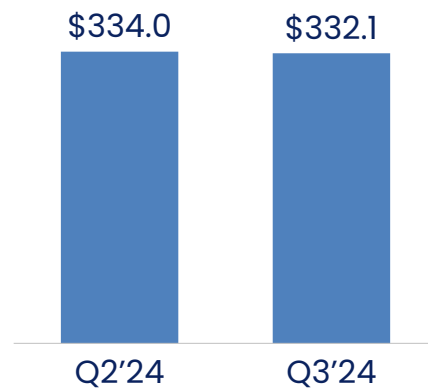


Net Interest Margin (%)



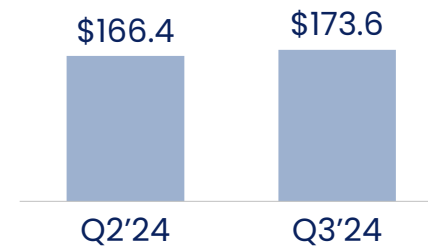
Interest Income

\$ millions



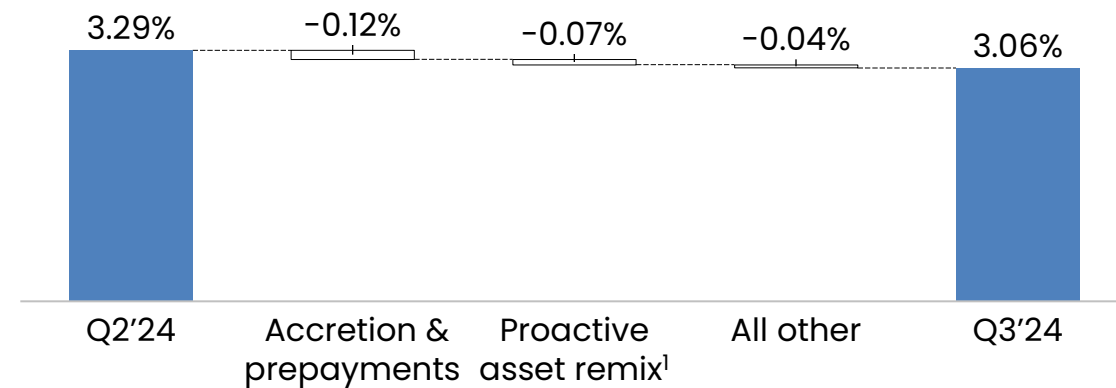
Interest Expense

\$ millions



Net Interest Margin

percent



- Over 80% of the reduction in net interest margin in the quarter driven by:
 - Lower discount accretion and prepayment income
 - Lower average consumer installment balances and securities repositioning
- \$2.0+ billion high quality deposit pipeline driving opportunity to remix higher cost deposits and reduce interest expense
- Strategic hedging executed in Q2'24 expected to positively impact NII and NIM in 2025

1. Lower average consumer installment balances and securities repositioning

Meaningful Positive NII and NIM Drivers Going Forward



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Estimated Net Interest Income Drivers¹

\$ millions

\$1.5-2.5 billion deposit remix repriced lower by 200-250 bps

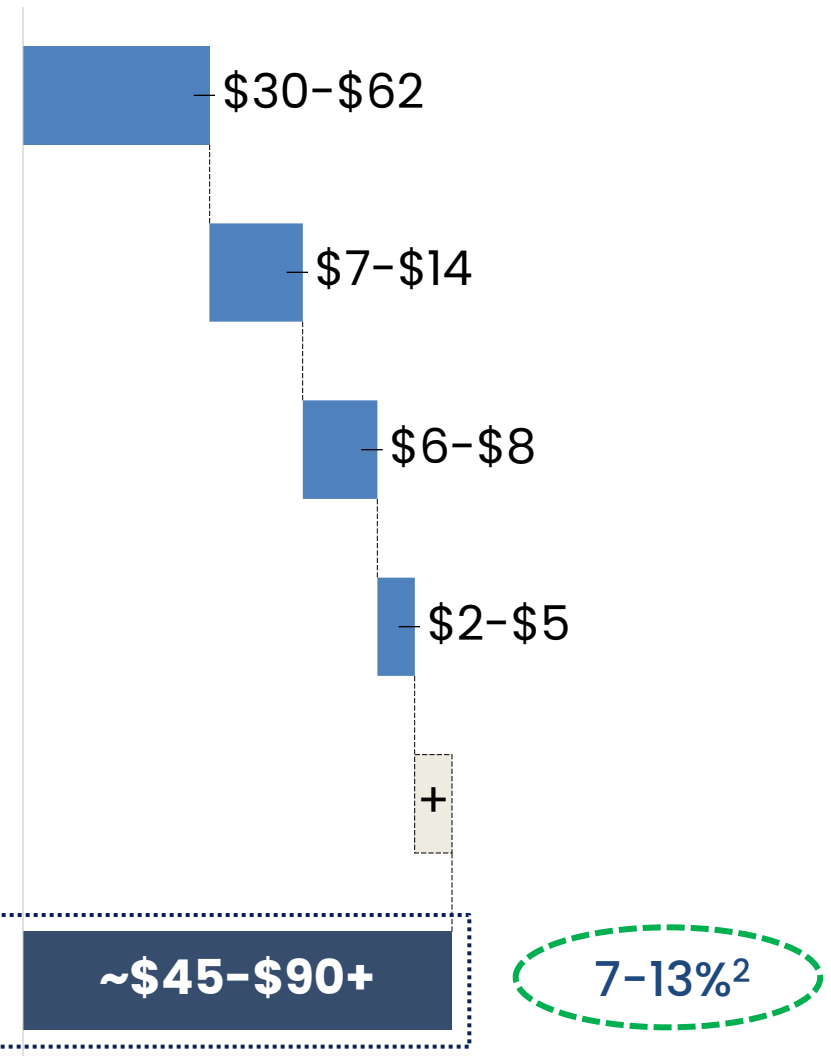
Time deposit maturities of \$680 million repriced lower by 100-200 bps

Hedging benefit

Back book fixed rate loan repricing of \$240 million by 100-200 bps

Franchise enhancing loan originations

Net interest income upside



Strategic Reduction in Asset Sensitivity in 2024

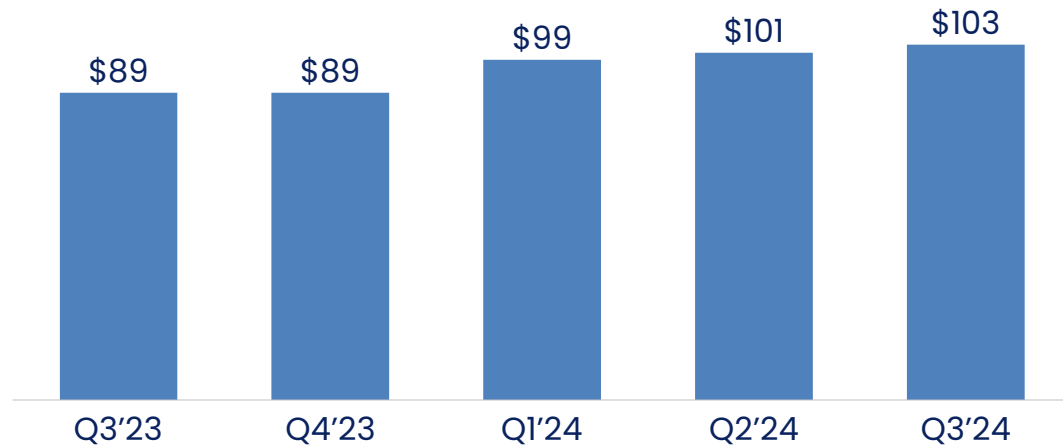
1. FY'25
2. Compared to annualized Q3'24 net interest income

Industry-Leading Efficiency

Core Non-Interest Expense¹

\$ millions

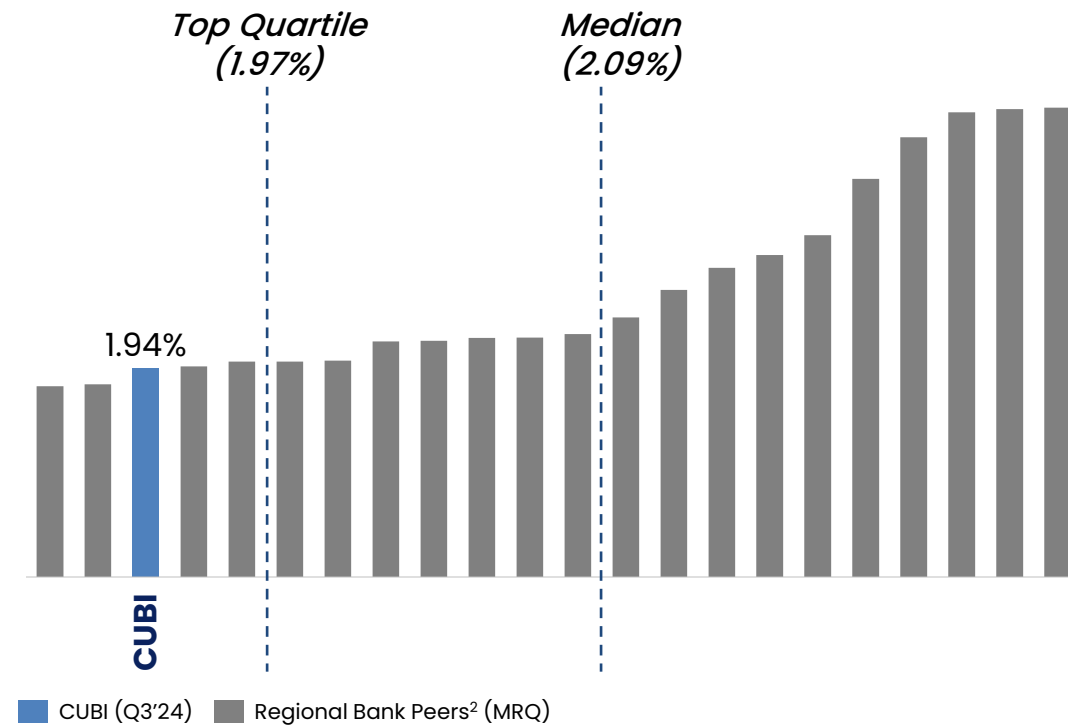
- ~\$3 million increase² in core non-interest expense incurred in Q3'24 from higher compensation and outside services
- Outside services expected to be elevated over the next two quarters
- Revenues from new banking teams expected to exceed expenses within 12 months of onboarding



Core Non-Interest Expense¹ / Average Assets

percent

- CUBI's core non-interest expense¹ as percent of average assets is top quartile among regional bank peers³



1. Non-GAAP measure, refer to appendix for reconciliation
 2. Compared to Q2 2024 core non-interest expense; non-GAAP measure, refer to appendix for reconciliation
 3. Selected 2024 proxy peers as disclosed in appendix

2025 Operational Excellence Initiative

Target of \$20+ Million Annually

Fees

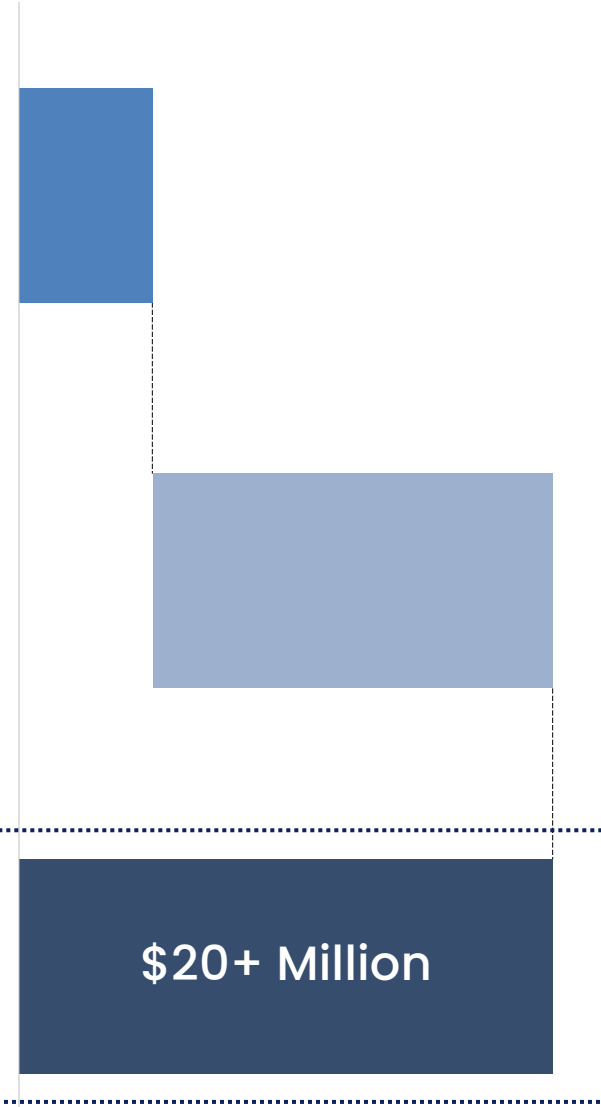
Treasury management fee income from clients using instant payments and other products

Expenses

Expense initiatives

- *Technology platform consolidation*
- *IT application rationalization*
- *Strategic realignment*
- *Sign-on guarantee sunset*

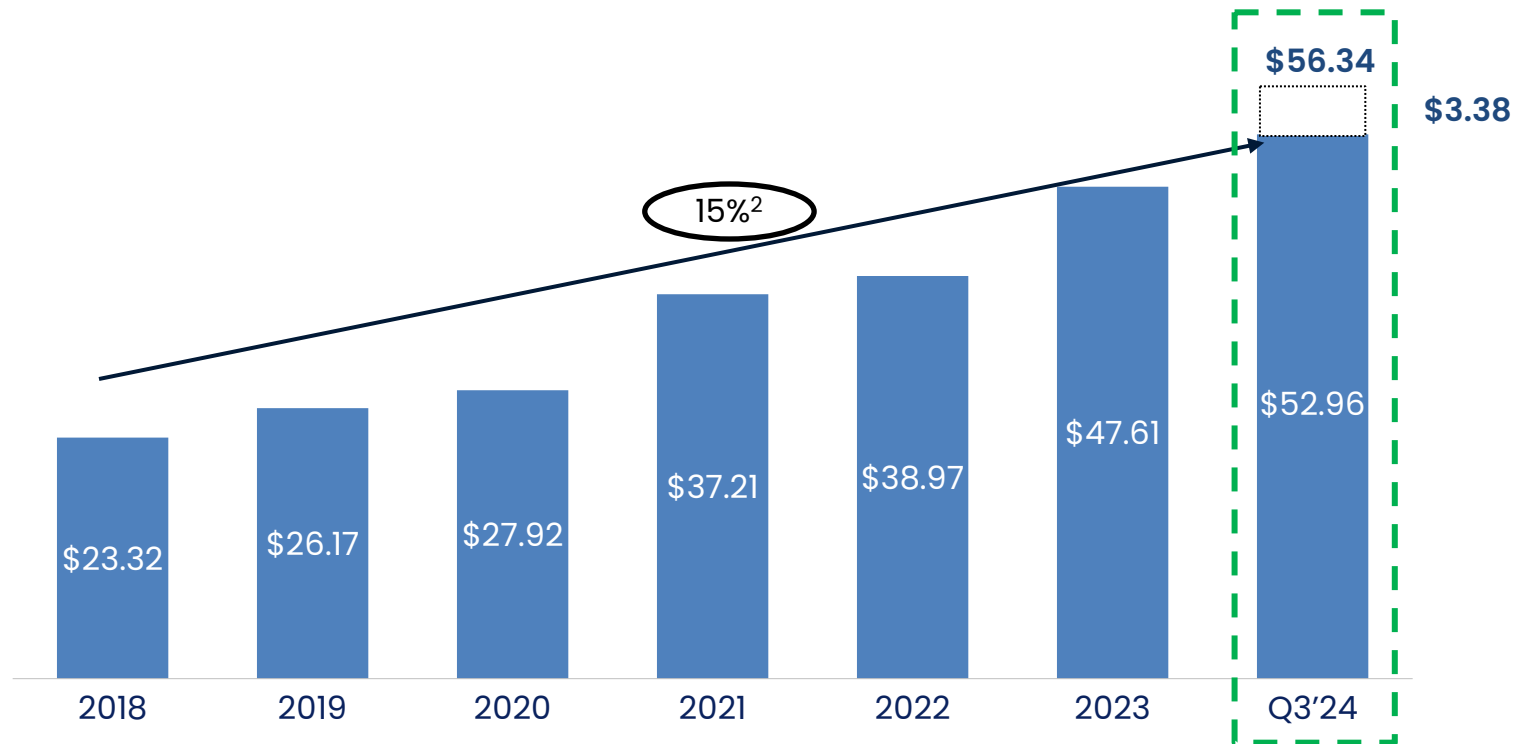
Total Annual Opportunity



Savings Used to Invest in the Franchise

Tangible Book Value Approaching \$53 Per Share

Tangible Book Value¹ per share



AOCI

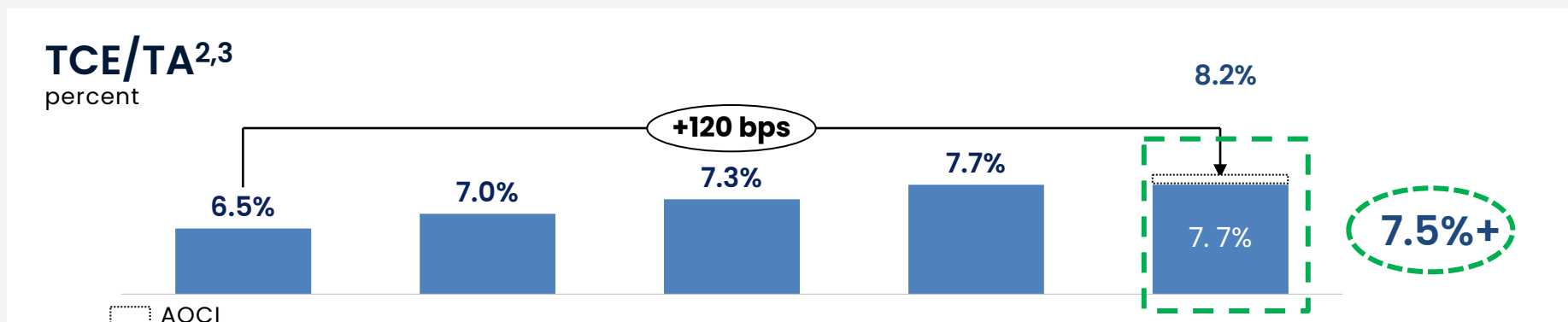
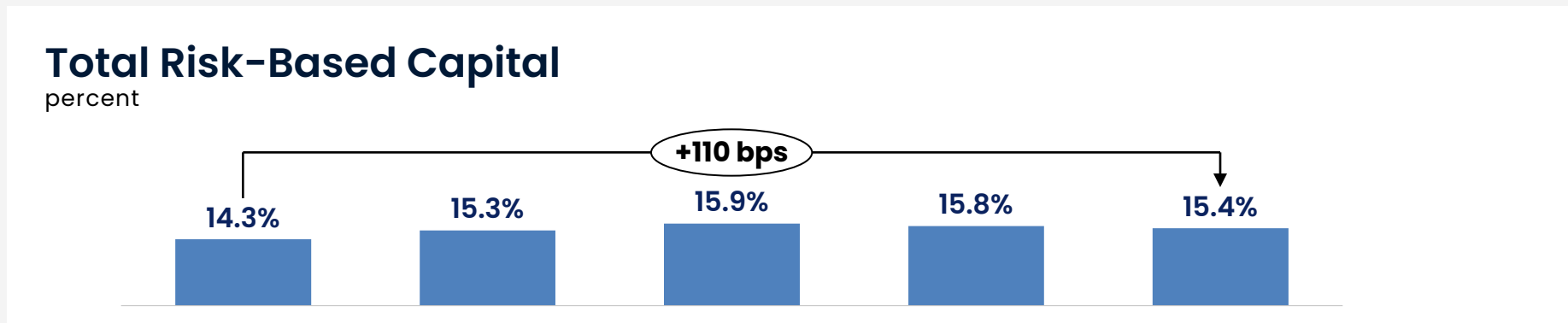
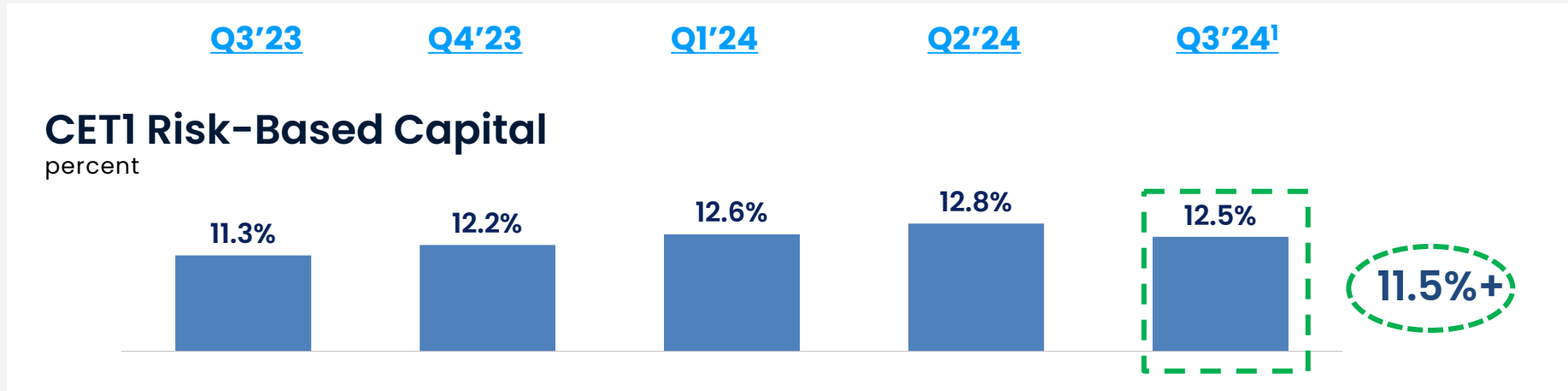
- Tangible book value¹ increased by \$2.26 in Q3'24 (18% annualized)
- Tangible book value¹ has more than doubled over the last five years³
- 5-year+ CAGR in TBV¹ of 15%² despite AOCI headwinds compared to 5% for regional bank peers⁴

1. Non-GAAP measure, refer to appendix for reconciliation
 2. CAGR from Q4'18 to Q3'24 inclusive of impact of AOCI mark-to-market
 3. CAGR from FY'18 to FY'23
 4. Selected 2024 proxy peers as disclosed in appendix

Strong Capital Levels Provide Significant Flexibility



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- TCE/TA³ up over 120 bps YoY and stable QoQ inclusive of share repurchase and balance sheet growth
- Share repurchase of 374k shares at an average price below tangible book value^{3,4}
- After growing CET1 for five quarters, utilized approximately 30 bps of capital for attractive strategic loan growth

1. Capital ratios are estimated pending final regulatory report
 2. TCE/TA negatively impacted by 49 bps in Q3'24 due to AOCI
 3. Non-GAAP measure, refer to appendix for reconciliation
 4. Tangible book value as of Q3'24

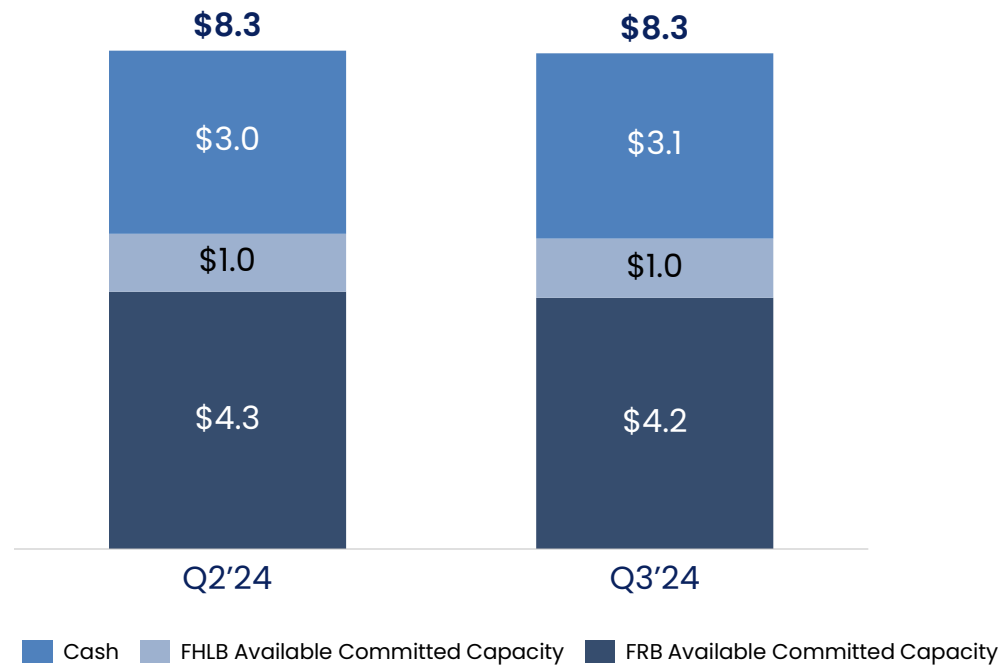
Robust Liquidity Position with Approximately 183% Coverage of Uninsured Deposits



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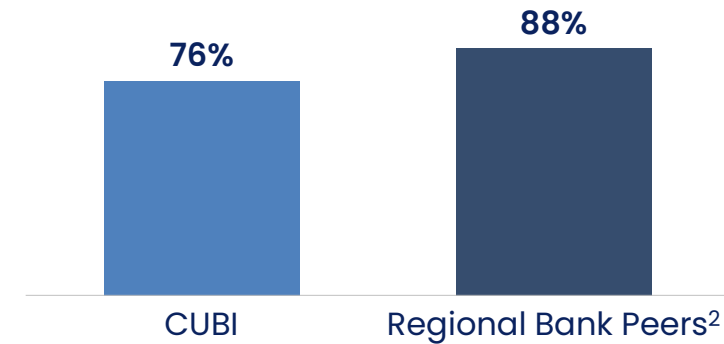
Immediately Available Liquidity

\$ billions



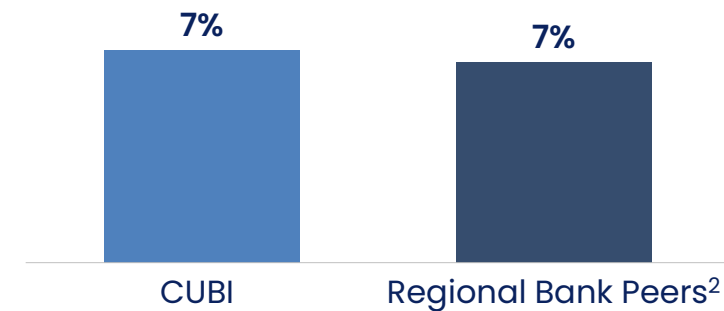
Loans-HFI to Deposits

Q3'24, percent



Borrowings % of Total Liabilities

Q3'24, percent



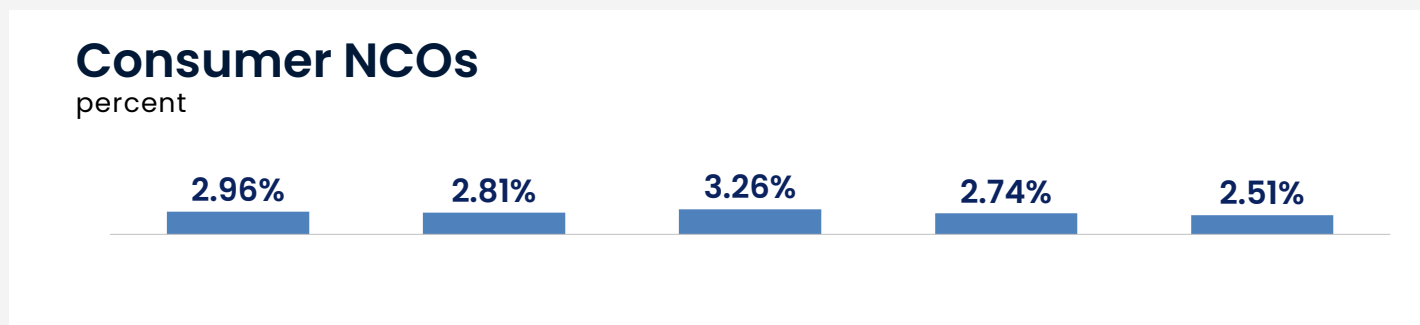
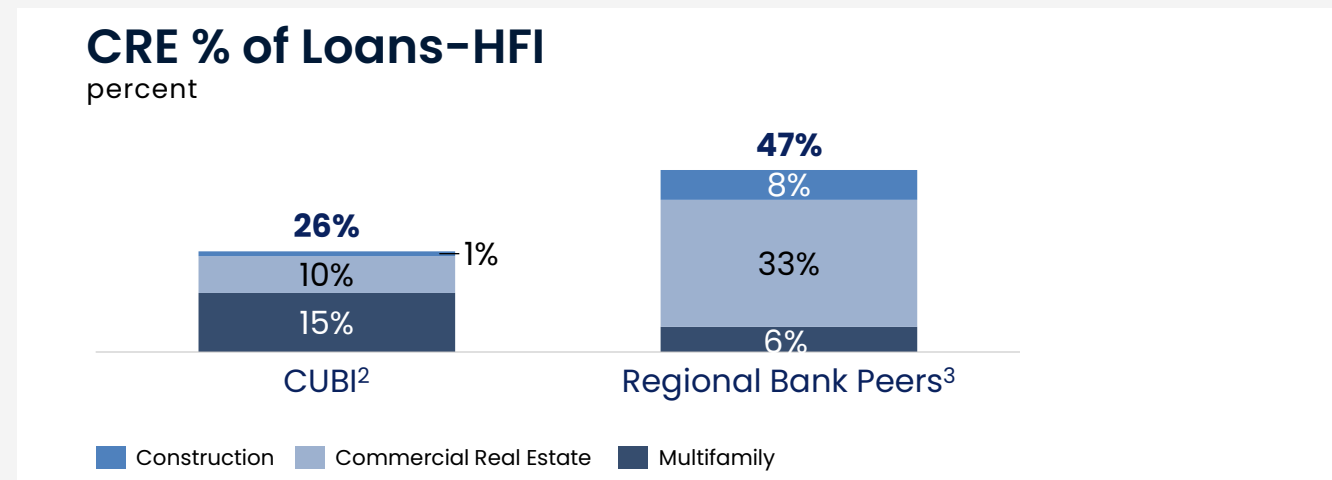
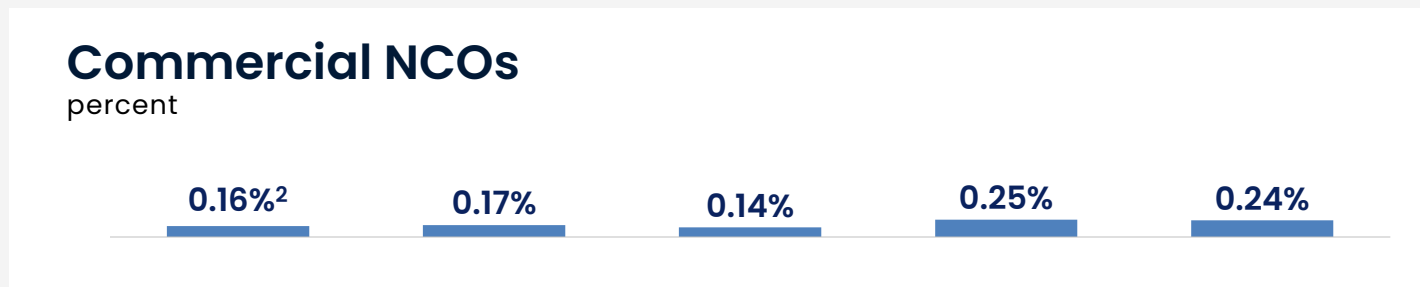
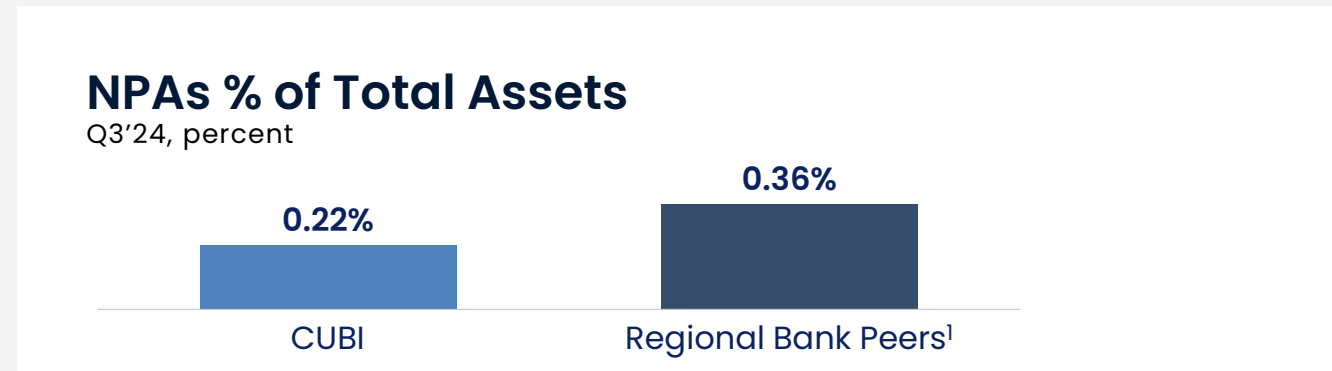
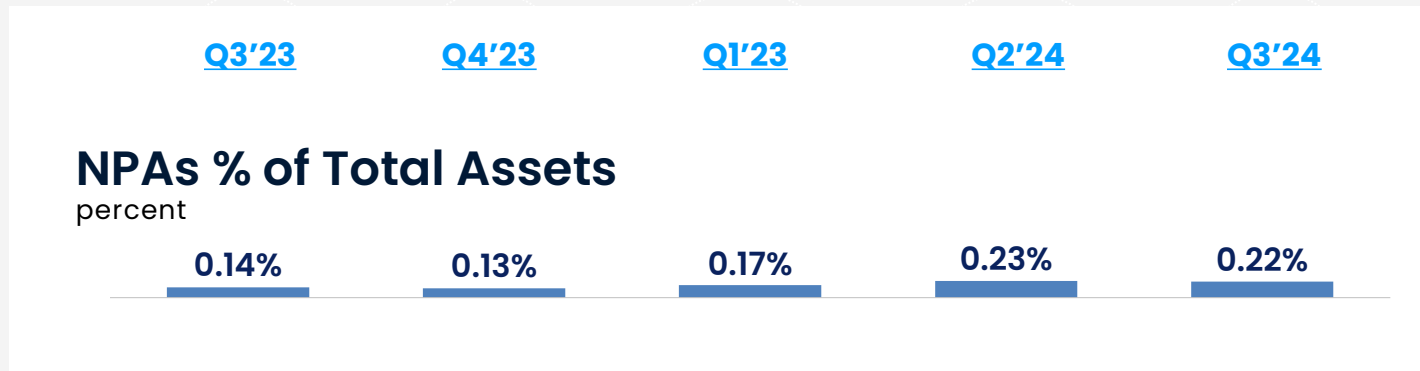
- Immediately available liquidity to uninsured deposits¹ of 183%
- Total overall liquidity of ~\$10.0 billion as of Q3'24

1. Uninsured deposits (estimate) of \$6.1 billion to be reported on the Bank's call report, less deposits of \$1.4 billion collateralized by standby letters of credit from the FHLB and from our affiliates of \$136.5 million
 2. Selected 2024 proxy peers as disclosed in appendix

Credit Metrics Remain Stable



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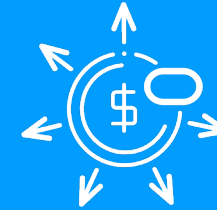
- NPA ratio down 1 bp QoQ
- Special mention and substandard loans declined by 10% QoQ and 30-89 delinquency loans declined 17% QoQ
- Total NCOs declined by 9% QoQ

1. Selected 2024 proxy peers as disclosed in appendix
 2. As of Q3'24; Excludes owner occupied CRE; 33% total CRE including owner occupied CRE
 3. As of Q2'24; Selected 2024 proxy peers as disclosed in appendix



Deposit Franchise Transformation

New banking teams¹ have remixed nearly 10% of deposit franchise
\$536 million of deposits and more than 3,000 accounts from commercial
banking teams in less than two quarters
Transforming the deposit franchise by improving the cost and quality of
deposits



Robust Loan Growth

16% annualized loan growth contrasting with industry trends
Robust pipeline to continue to originate franchise enhancing
loan growth



Net Interest Income / Net Interest Margin

Net interest margin expected to increase in medium-term
Net interest income expansion opportunities on both sides of the
balance sheet



Tangible Book Value Growth

Tangible book value per share¹ grew 18% annualized and approaching
\$53 in the quarter
15% CAGR over last five years – 2x the performance of top quartile banks²
and sustainable going forward

1. Includes venture banking team hired in Q2'23 and commercial banking teams hired in Q2'24
2. US banks with \$10 billion to \$100 billion in assets. CAGR from FY'18-FY'23



ANALYST COVERAGE

B. Riley Securities, Inc.

Hal Goetsch

D.A. Davidson Companies

Peter Winter

Hovde Group

David Bishop

Keefe, Bruyette & Woods Inc.

Kelly Motta

Maxim Group LLC

Michael Diana

Piper Sandler Companies

Frank Schiraldi

Raymond James

Steve Moss

Stephens Inc.

Matt Breese

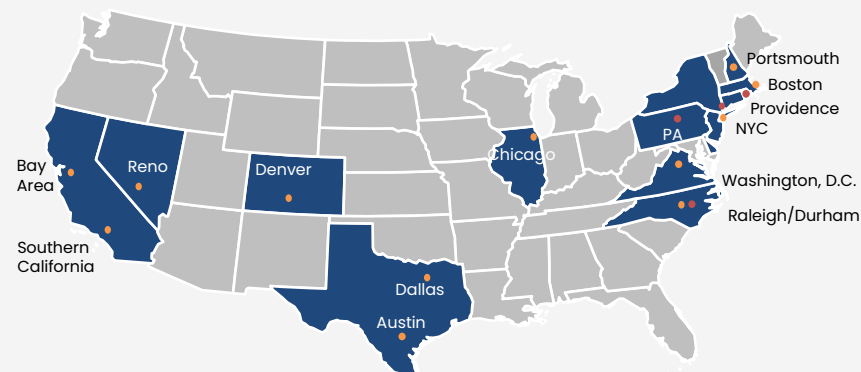
Wedbush Securities Inc.

David Chiaverini

APPENDIX



Customers Bancorp Company Overview



Corporate & Specialized Banking ●
Community Banking ●

Customers Bancorp, Inc.

NYSE: CUBI

Headquarters West Reading, PA

Offices¹ 41

FTE Employees 812

Market Capitalization
As of October 25, 2024 \$1.4B

Total Assets \$21.5B

Tangible Book Value² \$52.96

Share price
As of October 25, 2024 \$44.47

Data as of September 30, 2024, unless otherwise noted

(1) Offices includes branches, executive offices, Private Banking Offices and Loan Production Offices

(2) Non-GAAP measure, refer to appendix for reconciliation

Corporate & Specialized Banking

National corporate niche businesses where Customers has differentiated capabilities, often enhanced through technology, to create value for clients

Serving **sophisticated corporate businesses** above the complexity level of most community banks but with a **higher level of service** and attention than large regionals provide

Community Banking

Deep **relationship-based community banking** predominantly in the Northeast with selected presence in expansion markets

Serving small and medium-sized businesses, and individuals, with a **comprehensive suite of loan and deposit products**

Digital Banking

Consumer
Suite of loan and deposit products delivered digitally to clients; increasingly generating fee and “fee-like” revenue with limited credit risk through our HFS strategy

Commercial
Transaction banking (treasury and payment services) with associated deposits

Description

Products

Lender finance, capital call lines, venture banking, mortgage finance, equipment finance, healthcare, real estate specialty finance

Operating deposit accounts and treasury services

Regional C&I, owner-occupied CRE, SBA, multifamily, non-owner-occupied CRE, mortgage

Operating deposit accounts and treasury services (commercial and consumer)

Consumer installment lending

Payments

Online savings

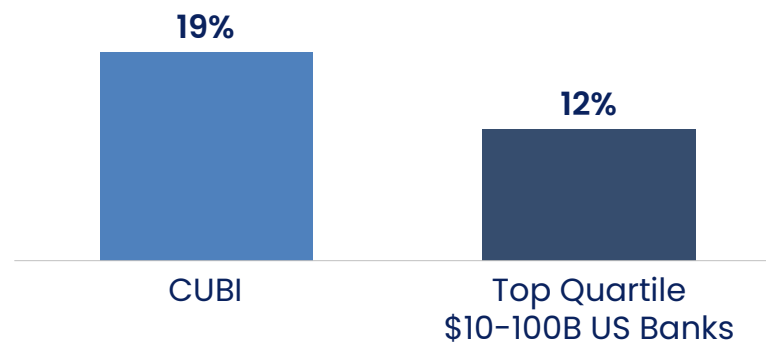
Demonstrated Sustainable Organic Growth Increasing Revenue, EPS and TBVPS at 15%+ CAGR Over the Last Five Years



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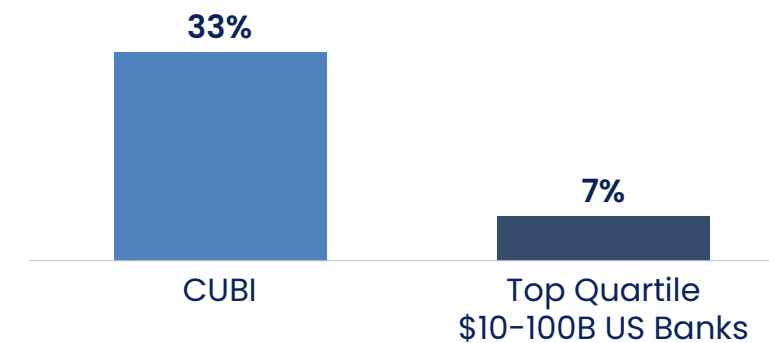
Total Revenue CAGR

FY'18-FY'23, percent



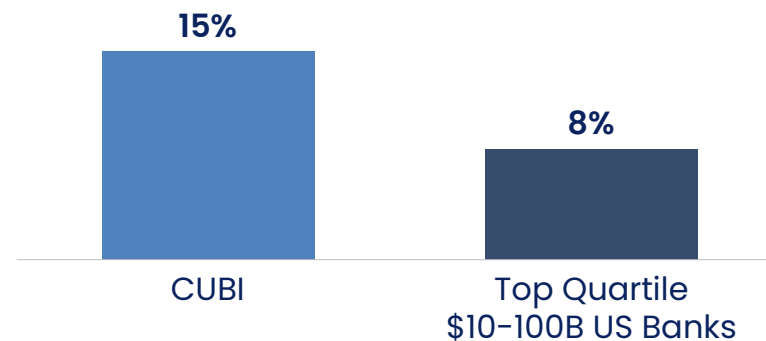
Diluted EPS CAGR

FY'18-FY'23, percent



Tangible Book Value¹ CAGR

Q4'18-Q4'23, percent



Differentiated Performance Relative to Industry

- CUBI 5-year CAGR growth in Revenue, EPS and TBVPS¹ greater than top quartile of \$10-100 billion US banks
- #1 EPS compounder among \$10-100 billion US banks

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

Consumer Installment Loans – Portfolio Credit Metrics

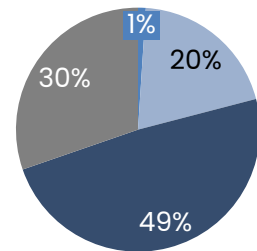
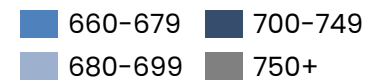


Let's take on tomorrow.

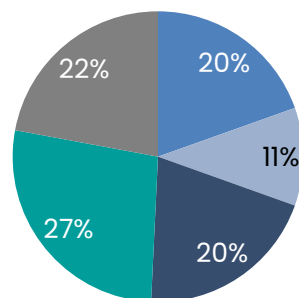
Weighted average life of ~2.3 years

FICO Score¹

Average FICO Score¹ ~746

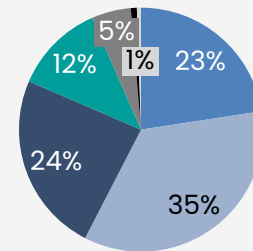
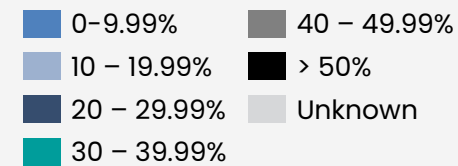


Geography

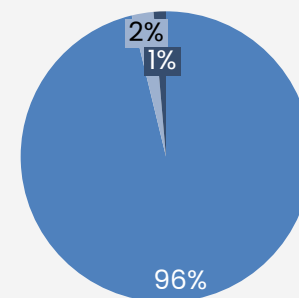
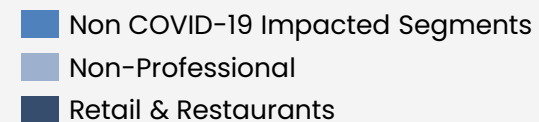


Debt to Income Ratio¹

Average DTI¹ ~20%

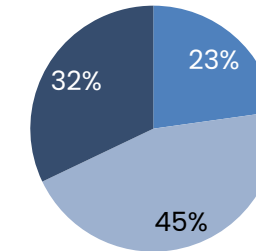


Profession

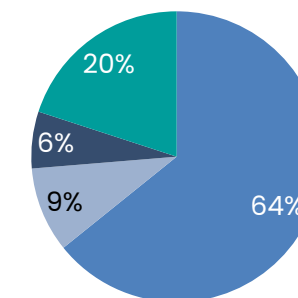


Borrower Income

Average Borrower Income ~\$101k



Purpose



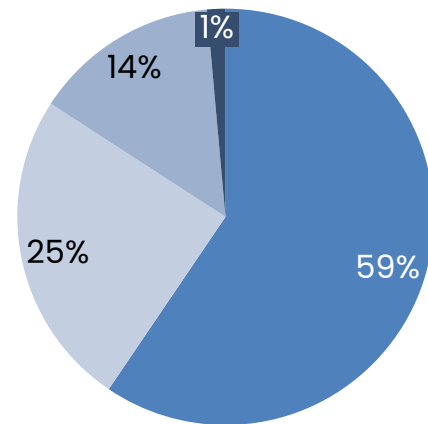
Note: Data as of September 30, 2024; includes consumer installment HFS loans
 1. DTI and FICO scores as of time of origination

Securities Portfolio Generating Attractive Returns with Minimal Credit and Duration Risk

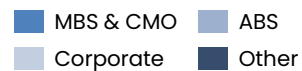
Investment Securities – AFS

percent, Q3'24

- Spot yield: 5.23%
- Effective duration: 2.0 years
- Floating rate securities: 30%
- Credit rating: 63% AAA with only 3% at BB and below



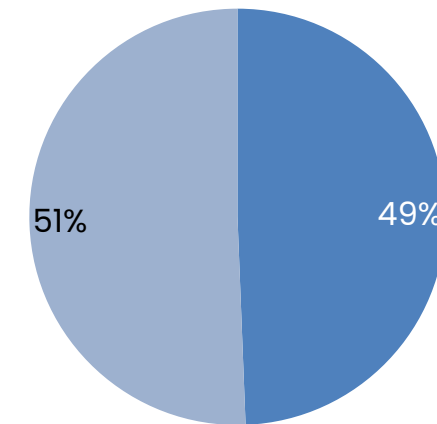
Total: \$2.4 billion



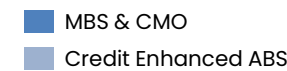
Investment Securities – HTM

percent, Q3'24

- Spot yield: 4.31%
- Effective duration: 3.5 years
- Floating rate securities: 28%
- Credit rating: 43% AAA with no rated securities non-investment grade
- ABS: \$0.5 billion of credit enhanced asset backed securities from sale of consumer installment loan portfolio in Q3'22, Q2'23 and Q3'24



Total: \$1.1 billion



Selected 2024 Proxy Peers



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- Ameris
- Associated
- Atlantic Union
- BankUnited
- Commerce
- Community Bank System
- FB Financial
- First Busey
- First Financial (OH)
- First Merchants
- F.N.B.
- Fulton
- Independent
- Old National
- Pinnacle
- Sandy Spring
- TowneBank
- United
- United Community
- WesBanco
- WSFS

Robust Sources of Liquidity



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| Liquidity Sources (\$000's) | 3Q 24 | 2Q 24 | QoQ Change |
|------------------------------------|---------------------|---------------------|------------------|
| Cash and Cash Equivalents | \$3,088,620 | \$3,048,586 | \$40,034 |
| FHLB Available Borrowing Capacity | \$986,770 | \$966,409 | \$20,361 |
| FRB Available Borrowing Capacity | \$4,180,824 | \$4,283,486 | (\$102,662) |
| Investments (MV AFS + HTM) | | | \$0 |
| Agency & Non-Agency MBS & CMO | \$1,960,267 | \$1,953,596 | \$6,671 |
| Corporates | \$594,972 | \$587,746 | \$7,226 |
| ABS ⁽¹⁾ | \$886,265 | \$899,215 | (\$12,950) |
| Other AFS | \$34,336 | \$33,892 | \$443 |
| Less: Pledged Securities HTM & AFS | (\$1,698,140) | (\$1,733,875) | \$35,735 |
| Net Unpledged Securities | \$1,777,699 | \$1,740,574 | \$37,125 |
| Total | \$10,033,914 | \$10,039,056 | (\$5,142) |

1. Includes CLOs

Allowance for Credit Losses for Loans and Leases



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(\$ in thousands)

| | September 30, 2024 | | | June 30, 2024 | | |
|--|-----------------------------|-----------------------------|---------------------------------|-----------------------------|-----------------------------|---------------------------------|
| | Amortized Cost ¹ | Allowance for Credit Losses | Lifetime Loss Rate ² | Amortized Cost ¹ | Allowance for Credit Losses | Lifetime Loss Rate ³ |
| Loans and Leases Receivable: | | | | | | |
| Commercial: | | | | | | |
| Commercial and Industrial, including Specialty Lending | \$ 6,672,933 | \$ 25,191 | 0.38 % | \$ 6,740,992 | \$ 23,721 | 0.35 % |
| Multifamily | 2,115,978 | 18,090 | 0.85 % | 2,067,332 | 20,652 | 1.00 % |
| Commercial Real Estate Owner Occupied | 981,804 | 10,913 | 1.11 % | 805,779 | 8,431 | 1.05 % |
| Commercial Real Estate Non-Owner Occupied | 1,326,591 | 17,303 | 1.30 % | 1,202,606 | 17,966 | 1.49 % |
| Construction | 174,509 | 1,606 | 0.92 % | 163,409 | 1,856 | 1.14 % |
| Total Commercial Loans and Leases Receivable | \$ 11,271,915 | \$ 73,103 | 0.65 % | \$ 10,980,118 | \$ 72,626 | 0.66 % |
| Consumer: | | | | | | |
| Residential Real Estate | \$ 500,786 | \$ 5,838 | 1.17 % | \$ 481,503 | \$ 5,884 | 1.22 % |
| Manufacturing Housing | 34,481 | 4,080 | 11.83 % | 35,901 | 4,094 | 11.40 % |
| Installment | 720,101 | 50,137 | 6.96 % | 756,682 | 49,832 | 6.59 % |
| Total Consumer Loans Receivable | \$ 1,255,368 | \$ 60,055 | 4.78 % | \$ 1,274,086 | \$ 59,810 | 4.69 % |
| Total Loans and Leases Receivable | \$ 12,527,783 | \$ 133,158 | 1.06 %⁴ | \$ 12,254,204 | \$ 132,436 | 1.08 %⁴ |

1. Excludes mortgage finance reported at fair value, loans held for sale
2. Utilized Moody's September 2024 baseline and adverse forecast scenario with qualitative adjustments for Q3'24 provision
3. Utilized Moody's June 2024 baseline and adverse forecast scenario with qualitative adjustments for Q2'24 provision
4. Non-GAAP measure, refer to appendix for reconciliation

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Reconciliation of Non-GAAP Measures – Unaudited



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

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

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



Let's take on tomorrow.

Core Earnings and Adjusted Core Earnings – Customers Bancorp

| | Q3 2024 | | Q2 2024 | | Q1 2024 | | Q4 2023 | | Q3 2023 | |
|--|------------------|----------------|------------------|----------------|------------------|----------------|------------------|----------------|------------------|----------------|
| | USD | Per share | USD | Per share | USD | Per share | USD | Per share | USD | Per share |
| (dollars in thousands, except per share data) | | | | | | | | | | |
| GAAP net income to common shareholders | \$ 42,937 | \$ 1.31 | \$ 54,300 | \$ 1.66 | \$ 45,926 | \$ 1.40 | \$ 58,223 | \$ 1.79 | \$ 82,953 | \$ 2.58 |
| Reconciling items (after tax): | | | | | | | | | | |
| Severance expense | 540 | 0.02 | 1,928 | 0.06 | – | – | 473 | 0.01 | – | – |
| (Gains) losses on investment securities | (322) | (0.01) | 561 | 0.02 | 57 | 0.00 | (85) | (0.00) | 492 | 0.02 |
| Derivative credit valuation adjustment | 185 | 0.01 | (44) | (0.00) | 169 | 0.01 | 267 | 0.01 | (151) | (0.00) |
| Unrealized losses on loans held for sale | 498 | 0.02 | – | – | – | – | – | – | – | – |
| FDIC special assessment | – | 0.00 | 138 | 0.00 | 380 | 0.01 | 2,755 | 0.08 | – | – |
| Unrealized (gain) on equity method investments | – | – | (8,316) | (0.25) | – | – | – | – | – | – |
| Core earnings | \$ 43,838 | \$ 1.34 | \$ 48,567 | \$ 1.49 | \$ 46,532 | \$ 1.42 | \$ 61,633 | \$ 1.90 | \$ 83,294 | \$ 2.59 |
| One-time non-interest expense items recorded in 2024 (after-tax): | | | | | | | | | | |
| Deposit servicing fees prior to 2024 | – | – | – | – | 5,405 | 0.16 | – | – | – | – |
| FDIC premiums prior to 2024 | – | – | – | – | 3,200 | 0.10 | – | – | – | – |
| Non-income taxes prior to 2024 | (2,457) | (0.07) | – | – | – | – | – | – | – | – |
| Total one-time non-interest expense items | (2,457) | (0.07) | – | – | 8,605 | 0.26 | – | – | – | – |
| Adjusted core earnings (adjusted for one-time non-interest expense items) | \$ 41,381 | \$ 1.26 | \$ 48,567 | \$ 1.49 | \$ 55,137 | \$ 1.68 | \$ 61,633 | \$ 1.90 | \$ 83,294 | \$ 2.59 |

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



Let's take on tomorrow.

Core Return on Average Assets and Adjusted Core Return on Average Assets – Customers Bancorp

(dollars in thousands except per share data)

| | Q3 2024 | Q2 2024 | Q1 2024 | Q4 2023 | Q3 2023 |
|--|------------------|------------------|------------------|------------------|------------------|
| GAAP net income | \$ 46,743 | \$ 58,085 | \$ 49,726 | \$ 62,092 | \$ 86,756 |
| Reconciling items (after tax): | | | | | |
| Severance expense | 540 | 1,928 | — | 473 | — |
| (Gains) losses on investment securities | (322) | 561 | 57 | (85) | 492 |
| Derivative credit valuation adjustment | 185 | (44) | 169 | 267 | (151) |
| Unrealized losses on loans held for sale | \$ 498 | — | — | — | — |
| FDIC special assessment | — | 138 | 380 | 2,755 | — |
| Unrealized (gain) on equity method investments | \$ — | (8,316) | — | — | — |
| Core net income | \$ 47,644 | \$ 52,352 | \$ 50,332 | \$ 65,502 | \$ 87,097 |
| One-time non-interest expense items recorded in 2024 (after-tax): | | | | | |
| Deposit servicing fees prior to 2024 | — | — | 5,405 | — | — |
| FDIC premiums prior to 2024 | — | — | 3,200 | — | — |
| Non-income taxes prior to 2024 | (2,457) | — | — | — | — |
| Total one-time non-interest expense items | (2,457) | — | 8,605 | — | — |
| Core net income adjusted for one-time non-interest expense items | \$ 45,187 | \$ 52,352 | \$ 58,937 | \$ 65,502 | \$ 87,097 |
| Average total assets | \$ 21,230,404 | \$ 20,985,203 | \$ 21,335,229 | \$ 21,252,273 | \$ 21,978,010 |
| Core return on average assets | 0.89 % | 1.00 % | 0.95 % | 1.22 % | 1.57 % |
| Adjusted core return on average assets (adjusted for one-time non-interest expense items) | 0.85 % | 1.00 % | 1.11 % | 1.22 % | 1.57 % |

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



Let's take on tomorrow.

Core Return on Average Common Equity and Adjusted Core Return on Average Common Equity – Customers Bancorp

(dollars in thousands except per share data)

| | Q3 2024 | Q2 2024 | Q1 2024 | Q4 2023 | Q3 2023 |
|---|------------------|------------------|------------------|------------------|------------------|
| GAAP net income to common shareholders | \$ 42,937 | \$ 54,300 | \$ 45,926 | \$ 58,223 | \$ 82,953 |
| Reconciling items (after tax): | | | | | |
| Severance expense | 540 | 1,928 | — | 473 | — |
| (Gains) losses on investment securities | (322) | 561 | 57 | (85) | 492 |
| Derivative credit valuation adjustment | 185 | (44) | 169 | 267 | (151) |
| Unrealized losses on loans held for sale | 498 | — | — | — | — |
| Tax on surrender of bank-owned life insurance policies | — | — | — | — | — |
| FDIC special assessment | — | 138 | 380 | 2,755 | — |
| Unrealized (gain) on equity method investments | — | (8,316) | — | — | — |
| Core earnings | \$ 43,838 | \$ 48,567 | \$ 46,532 | \$ 61,633 | \$ 83,294 |
| One-time non-interest expense items recorded in 2024 (after-tax): | | | | | |
| Deposit servicing fees prior to 2024 | — | — | 5,405 | — | — |
| FDIC premiums prior to 2024 | — | — | 3,200 | — | — |
| Non-income taxes prior to 2024 | (2,457) | — | — | — | — |
| Total one-time non-interest expense items | (2,457) | — | 8,605 | — | — |
| Adjusted core earnings (adjusted for one-time non-interest expense items) | \$ 41,381 | \$ 48,567 | \$ 55,137 | \$ 61,633 | \$ 83,294 |
| Average total common shareholders' equity | \$ 1,636,242 | \$ 1,576,595 | \$ 1,529,211 | \$ 1,449,728 | \$ 1,373,244 |
| Core return on average common equity | 10.7 % | 12.4 % | 12.2 % | 16.9 % | 24.1 % |
| Adjusted core return on average common equity (adjusted for one-time non-interest expense items) | 10.1 % | 12.4 % | 14.5 % | 16.9 % | 24.1 % |

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



Let's take on tomorrow.

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

(dollars in thousands except per share data)

| | Q3 2024 | Q2 2024 | Q1 2024 | Q4 2023 | Q3 2023 |
|--|------------------|------------------|------------------|-------------------|-------------------|
| GAAP net income | \$ 46,743 | \$ 58,085 | \$ 49,726 | \$ 62,092 | \$ 86,756 |
| Reconciling items: | | | | | |
| Income tax expense | (725) | 19,032 | 15,651 | 21,796 | 23,470 |
| Provision (benefit) for credit losses | 17,066 | 18,121 | 17,070 | 13,523 | 17,856 |
| Provision (benefit) for credit losses on unfunded commitments | 642 | 1,594 | 430 | (136) | 48 |
| Severance expense | 659 | 2,560 | — | 639 | — |
| (Gains) losses on investment securities | (394) | 744 | 75 | (114) | 626 |
| Derivative credit valuation adjustment | 226 | (58) | 222 | 361 | (192) |
| FDIC special assessment | — | 183 | 500 | 3,723 | — |
| Unrealized (gain) on equity method investments | — | (11,041) | — | — | — |
| Unrealized losses on loans held for sale | 607 | — | — | — | — |
| Net income – pre-tax pre-provision | \$ 64,824 | \$ 89,220 | \$ 83,674 | \$ 101,884 | \$ 128,564 |
| One-time non-interest expense items recorded in 2024 (after-tax): | | | | | |
| Deposit servicing fees prior to 2024 | — | — | 7,106 | — | — |
| FDIC premiums prior to 2024 | — | — | 4,208 | — | — |
| Non-income taxes prior to 2024 | (2,997) | — | — | — | — |
| Total one-time non-interest expense items | (2,997) | — | 11,314 | — | — |
| Adjusted core pre-tax pre-provision net income (adjusted for one-time non-interest expense items) | \$ 61,827 | \$ 89,220 | \$ 94,988 | \$ 101,884 | \$ 128,564 |
| Average total assets | \$ 21,230,404 | \$ 20,985,203 | \$ 21,335,229 | \$ 21,252,273 | \$ 21,978,010 |
| Core pre-tax pre-provision ROAA | 1.21 % | 1.71 % | 1.58 % | 1.90 % | 2.32 % |
| Adjusted core pre-tax pre-provision ROAA (adjusted for one-time non-interest expense items) | 1.16 % | 1.71 % | 1.79 % | 1.90 % | 2.32 % |

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



Let's take on tomorrow.

Core Efficiency Ratio and Adjusted Core Efficiency Ratio – Customers Bancorp

(dollars in thousands except per share data)

| | Q3 2024 | Q2 2024 | Q1 2024 | Q4 2023 | Q3 2023 |
|---|-------------------|-------------------|------------------|------------------|------------------|
| GAAP net interest income | \$ 158,545 | \$ 167,653 | \$ 160,385 | \$ 172,506 | \$ 199,773 |
| GAAP non-interest income | \$ 8,557 | \$ 31,037 | \$ 21,231 | \$ 18,672 | \$ 17,775 |
| (Gains) losses on investment securities | (394) | 744 | 75 | (114) | 626 |
| Derivative credit valuation adjustment | 226 | (58) | 222 | 361 | (192) |
| Unrealized (gain) on equity method investments | – | (11,041) | – | – | – |
| Unrealized losses on loans held for sale | 607 | – | – | – | – |
| Core non-interest income | 8,996 | 20,682 | 21,528 | 18,919 | 18,209 |
| Core revenue | \$ 167,541 | \$ 188,335 | \$ 181,913 | \$ 191,425 | \$ 217,982 |
| GAAP non-interest expense | \$ 104,018 | \$ 103,452 | \$ 99,169 | \$ 93,767 | \$ 89,466 |
| Severance expense | (659) | (2,560) | – | (639) | – |
| FDIC special assessment | – | (183) | (500) | (3,723) | – |
| Core non-interest expense | \$ 103,359 | \$ 100,709 | \$ 98,669 | \$ 89,405 | \$ 89,466 |
| One-time non-interest expense items recorded in 2024: | | | | | |
| Deposit servicing fees prior to 2024 | – | – | (7,106) | – | – |
| FDIC premiums prior to 2024 | – | – | (4,208) | – | – |
| Non-income taxes prior to 2024 | 2,997 | – | – | – | – |
| Total one-time non-interest expense items | 2,997 | – | (11,314) | – | – |
| Adjusted core non-interest expense | \$ 106,356 | \$ 100,709 | \$ 87,355 | \$ 89,405 | \$ 89,466 |
| Core efficiency ratio ⁽¹⁾ | 61.7 % | 53.5 % | 54.2 % | 46.7 % | 41.0 % |
| Adjusted core efficiency ratio (adjusted for one-time non-interest expense items) ⁽²⁾ | 63.5 % | 53.5 % | 48.0 % | 46.7 % | 41.0 % |

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

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



Let's take on tomorrow.

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

(dollars in thousands except per share data)

| | Q3 2024 | Q2 2024 | Q1 2024 | Q4 2023 | Q3 2023 |
|--|-------------------|-------------------|------------------|------------------|------------------|
| GAAP non-interest expense | \$ 104,018 | \$ 103,452 | \$ 99,169 | \$ 93,767 | \$ 89,466 |
| Severance expense | (659) | (2,560) | — | (639) | — |
| FDIC special assessment | — | (183) | (500) | (3,723) | — |
| Core non-interest expense | \$ 103,359 | \$ 100,709 | \$ 98,669 | \$ 89,405 | \$ 89,466 |
| One-time non-interest expense items recorded in 2024: | | | | | |
| Deposit servicing fees prior to 2024 | — | — | (7,106) | — | — |
| FDIC premiums prior to 2024 | — | — | (4,208) | — | — |
| FDIC premiums prior to 2024 | 2,997 | — | — | — | — |
| Total one-time non-interest expense items | 2,997 | — | (11,314) | — | — |
| Adjusted core non-interest expense | \$ 106,356 | \$ 100,709 | \$ 87,355 | \$ 89,405 | \$ 89,466 |
| Average total assets | \$ 21,230,404 | \$ 20,985,203 | \$ 21,335,229 | \$ 21,252,273 | \$ 21,978,010 |
| Core non-interest expense to average assets | 1.94 % | 1.93 % | 1.86 % | 1.67 % | 1.62 % |
| Adjusted core non-interest expense to average total assets (adjusted for one-time non-interest expense items) | 1.99 % | 1.93 % | 1.65 % | 1.67 % | 1.62 % |

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



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Tangible Common Equity to Tangible Assets – Customers Bancorp

(dollars in thousands except per share data)

| | Q3 2024 | Q2 2024 | Q1 2024 | Q4 2023 | Q3 2023 |
|--|----------------------|----------------------|----------------------|----------------------|----------------------|
| GAAP total shareholders' equity | \$ 1,801,180 | \$ 1,746,865 | \$ 1,691,617 | \$ 1,638,394 | \$ 1,561,607 |
| Reconciling items: | | | | | |
| Preferred stock | (137,794) | (137,794) | (137,794) | (137,794) | (137,794) |
| Goodwill and other intangibles | (3,629) | (3,629) | (3,629) | (3,629) | (3,629) |
| Tangible common equity | \$ 1,659,757 | \$ 1,605,442 | \$ 1,550,194 | \$ 1,496,971 | \$ 1,420,184 |
| GAAP Total assets | \$ 21,456,082 | \$ 20,942,975 | \$ 21,347,367 | \$ 21,316,265 | \$ 21,857,152 |
| Reconciling items: | | | | | |
| Goodwill and other intangibles | (3,629) | (3,629) | (3,629) | (3,629) | (3,629) |
| Tangible assets | \$ 21,452,453 | \$ 20,939,346 | \$ 21,343,738 | \$ 21,312,636 | \$ 21,853,523 |
| Tangible common equity to tangible assets | 7.7 % | 7.7 % | 7.3 % | 7.0 % | 6.5 % |

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



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Tangible Book Value per Common Share - Customers Bancorp

(dollars in thousands except per share data)

| | Q3 2024 | Q4 2023 | Q4 2022 | Q4 2021 | Q4 2020 | Q4 2019 | Q4 2018 |
|---|---------------------|---------------------|---------------------|---------------------|-------------------|-------------------|-------------------|
| GAAP total shareholders' equity | \$ 1,801,180 | \$ 1,638,394 | \$ 1,402,961 | \$ 1,366,217 | \$ 1,117,086 | \$ 1,052,795 | \$ 956,816 |
| Reconciling Items: | | | | | | | |
| Preferred stock | (137,794) | (137,794) | (137,794) | (137,794) | (217,471) | (217,471) | (217,471) |
| Goodwill and other intangibles | (3,629) | (3,629) | (3,629) | (3,736) | (14,298) | (15,195) | (16,499) |
| Tangible common equity | \$ 1,659,757 | \$ 1,496,971 | \$ 1,261,538 | \$ 1,224,687 | \$ 885,317 | \$ 820,129 | \$ 722,846 |
| Common shares outstanding | 31,342,107 | 31,440,906 | 32,373,697 | 32,913,267 | 31,705,088 | 31,336,791 | 31,003,028 |
| Tangible book value per common share | \$ 52.96 | \$ 47.61 | \$ 38.97 | \$ 37.21 | \$ 27.92 | \$ 26.17 | \$ 23.32 |