

Customers Bancorp, Inc.
Form 10-Q
November 04, 2015
Table of Contents

UNITED STATES
SECURITIES AND EXCHANGE COMMISSION
Washington, D.C. 20549

Form 10-Q

Quarterly report pursuant Section 13 or 15(d) of the Securities Exchange Act of 1934
For the quarterly period ended September 30, 2015

Transition report pursuant Section 13 or 15(d) of the Securities Exchange Act of 1934
For the transition period from _____ to _____
001-35542
(Commission File number)

(Exact name of registrant as specified in its charter)

Pennsylvania	27-2290659
(State or other jurisdiction of incorporation or organization)	(IRS Employer Identification No.)
1015 Penn Avenue Suite 103 Wyomissing PA 19610	
(Address of principal executive offices)	
(610) 933-2000	
(Registrant's telephone number, including area code)	
N/A	
(Former name, former address and former fiscal year, if changed since last report)	

Indicate by check mark whether the registrant (1) has filed all reports required to be filed by Section 13 or 15(d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days. Yes No

Indicate by check mark whether the registrant has submitted electronically and posted on its corporate Website, if any, every Interactive Data File required to be submitted and posted pursuant to Rule 405 of Regulation S-T during the preceding 12 months (or for such shorter period that the registrant was required to submit and post such files). Yes No

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer, or a smaller reporting company. See the definitions of "large accelerated filer," "accelerated filer" and "smaller reporting

Edgar Filing: Customers Bancorp, Inc. - Form 10-Q

company” in Rule 12b-2 of the Exchange Act. (Check one):

Large accelerated filer Accelerated filer

Non-accelerated filer (Do not check if a smaller reporting company) Smaller Reporting Company

Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Exchange

Act) Yes No

On October 30, 2015, 26,882,383 shares of Voting Common Stock were issued and outstanding.

Table of Contents

CUSTOMERS BANCORP, INC. AND SUBSIDIARIES

Table of Contents

Part I

Item 1.	<u>Customers Bancorp, Inc. Consolidated Financial Statements as of September 30, 2015 and for the three and nine month periods ended September 30, 2015 and 2014 (unaudited)</u>	<u>3</u>
Item 2.	<u>Management's Discussion and Analysis of Financial Condition and Results of Operations</u>	<u>45</u>
Item 3.	<u>Quantitative and Qualitative Disclosures about Market Risk</u>	<u>69</u>
Item 4.	<u>Controls and Procedures</u>	<u>69</u>

PART II

Item 1.	<u>Legal Proceedings</u>	<u>71</u>
Item 1A.	<u>Risk Factors</u>	<u>71</u>
Item 2.	<u>Unregistered Sales of Equity Securities and Use of Proceeds</u>	<u>71</u>
Item 3.	<u>Defaults Upon Senior Securities</u>	<u>71</u>
Item 4.	<u>Mine Safety Disclosures</u>	<u>71</u>
Item 5.	<u>Other Information</u>	<u>71</u>
Item 6.	<u>Exhibits</u>	<u>72</u>

<u>SIGNATURES</u>	<u>73</u>
-------------------	-----------

Ex-31.1

Ex-31.2

Ex-32.1

Ex-32.2

Ex-101

Table of Contents

CUSTOMERS BANCORP, INC. AND SUBSIDIARIES
CONSOLIDATED BALANCE SHEET — UNAUDITED
(amounts in thousands, except share and per share data)

	September 30, 2015	December 31, 2014	
ASSETS			
Cash and due from banks	\$ 80,475	\$ 62,746	
Interest-earning deposits	302,924	308,277	
Cash and cash equivalents	383,399	371,023	
Investment securities available for sale, at fair value	418,945	416,685	
Loans held for sale (includes \$1,680,010 and \$1,335,668, respectively, at fair value)	1,730,002	1,435,459	
Loans receivable	4,769,102	4,312,173	
Allowance for loan losses	(33,823) (30,932)
Total loans receivable, net of allowance for loan losses	4,735,279	4,281,241	
FHLB, Federal Reserve Bank, and other restricted stock	63,514	82,002	
Accrued interest receivable	16,512	15,205	
FDIC loss sharing receivable	202	2,320	
Bank premises and equipment, net	11,567	10,810	
Bank-owned life insurance	156,909	138,676	
Other real estate owned	8,433	15,371	
Goodwill and other intangibles	3,654	3,664	
Other assets	71,055	52,914	
Total assets	\$ 7,599,471	\$ 6,825,370	
LIABILITIES AND SHAREHOLDERS' EQUITY			
Liabilities:			
Deposits:			
Demand, non-interest bearing	\$ 777,478	\$ 546,436	
Interest-bearing	5,007,716	3,986,102	
Total deposits	5,785,194	4,532,538	
Federal funds purchased	50,000	—	
FHLB advances	985,900	1,618,000	
Other borrowings	88,250	88,250	
Subordinated debt	110,000	110,000	
Accrued interest payable and other liabilities	42,149	33,437	
Total liabilities	7,061,493	6,382,225	
Shareholders' equity:			
Preferred stock, par value \$1.00 per share; liquidation preference \$25.00 per share; 100,000,000 shares authorized, 2,300,000 and 0 shares issued and outstanding as of September 30, 2015 and December 31, 2014	55,569	—	
Common stock, par value \$1.00 per share; 200,000,000 shares authorized; 27,412,643 and 27,277,789 shares issued as of September 30, 2015 and December 31, 2014; 26,882,383 and 26,745,529 shares outstanding as of September 30, 2015 and December 31, 2014	27,413	27,278	
Additional paid in capital	360,903	355,822	
Retained earnings	107,731	68,421	
Accumulated other comprehensive loss, net	(5,405) (122)
	(8,233) (8,254)

Edgar Filing: Customers Bancorp, Inc. - Form 10-Q

Treasury stock, at cost (530,260 shares as of September 30, 2015 and 532,260 shares as of December 31, 2014)

Total shareholders' equity	537,978	443,145
Total liabilities and shareholders' equity	\$7,599,471	\$6,825,370

See accompanying notes to the unaudited consolidated financial statements.

3

Table of Contents

CUSTOMERS BANCORP, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF INCOME — UNAUDITED
(amounts in thousands, except per share data)

	Three Months Ended September 30,		Nine Months Ended September 30,	
	2015	2014	2015	2014
Interest income:				
Loans receivable	\$46,291	\$39,640	\$132,185	\$103,216
Loans held for sale	14,006	8,503	38,428	20,301
Investment securities	2,283	2,361	6,899	7,944
Other	1,156	794	4,625	1,805
Total interest income	63,736	51,298	182,137	133,266
Interest expense:				
Deposits	9,022	6,179	24,693	17,321
Other borrowings	1,539	1,494	4,523	3,834
FHLB advances	1,556	1,711	5,044	3,348
Subordinated debt	1,685	1,700	5,055	1,826
Total interest expense	13,802	11,084	39,315	26,329
Net interest income	49,934	40,214	142,822	106,937
Provision for loan losses	2,094	5,035	14,393	12,288
Net interest income after provision for loan losses	47,840	35,179	128,429	94,649
Non-interest income:				
Mortgage warehouse transactional fees	2,792	2,154	7,864	6,128
Bank-owned life insurance	1,177	976	3,407	2,646
Gain on sale of loans	1,131	695	3,189	1,266
Deposit fees	265	192	691	618
Mortgage loans and banking income	167	212	605	2,175
Gain (loss) on sale of investment securities	(16) —	(85) 3,191
Other	655	873	2,626	3,298
Total non-interest income	6,171	5,102	18,297	19,322
Non-interest expense:				
Salaries and employee benefits	14,981	12,070	43,381	33,012
FDIC assessments, taxes, and regulatory fees	3,222	3,320	7,495	8,529
Professional services	2,673	1,671	7,378	5,834
Technology, communication and bank operations	2,422	2,297	7,791	6,767
Occupancy	2,169	2,119	6,469	6,061
Other real estate owned	1,722	603	2,026	1,845
Advertising and promotion	330	261	1,106	1,104
Loan workout	285	388	541	1,306
Other	2,503	1,950	7,245	6,592
Total non-interest expense	30,307	24,679	83,432	71,050
Income before income tax expense	23,704	15,602	63,294	42,921
Income tax expense	8,415	3,940	22,497	12,885
Net income	15,289	11,662	40,797	30,036
Preferred stock dividend	980	—	1,487	—
Net income available to common shareholders	\$14,309	\$11,662	\$39,310	\$30,036
Basic earnings per common share	\$0.53	\$0.44	\$1.47	\$1.12

Edgar Filing: Customers Bancorp, Inc. - Form 10-Q

Diluted earnings per common share	0.50	0.42	1.37	1.08
-----------------------------------	------	------	------	------

See accompanying notes to the unaudited consolidated financial statements.

4

Table of Contents

CUSTOMERS BANCORP, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME — UNAUDITED
(amounts in thousands)

	Three Months Ended September 30,		Nine Months Ended September 30,	
	2015	2014	2015	2014
Net income	\$ 15,289	\$ 11,662	\$ 40,797	\$ 30,036
Unrealized gains (losses) on securities:				
Unrealized holding gains (losses) on securities arising during the period	261	(1,886) (4,703) 11,335
Income tax effect	(98) 660	1,720	(3,967
Less: reclassification adjustment for (gains) losses on securities included in net income	16	—	85	(3,191
Income tax effect	(6) —	(32) 1,117
Net unrealized gains (losses)	173	(1,226) (2,930) 5,294
Unrealized gains (losses) on cash flow hedges:				
Unrealized gains (losses) on cash flow hedges arising during the period	(2,341) 661	(3,841) (296
Income tax effect	877	(235) 1,488	100
Net unrealized gains (losses)	(1,464) 426	(2,353) (196
Other comprehensive income (loss), net of tax	(1,291) (800) (5,283) 5,098
Comprehensive income	\$ 13,998	\$ 10,862	\$ 35,514	\$ 35,134

See accompanying notes to the unaudited consolidated financial statements.

Table of Contents

CUSTOMERS BANCORP, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CHANGES IN SHAREHOLDERS' EQUITY — UNAUDITED
(amounts in thousands, except shares outstanding data)

	Nine Months Ended September 30, 2015								
	Preferred Stock		Common Stock		Additional Paid in Capital	Retained Earnings	Accumulated Other Comprehens Loss	Treasury Stock	Total
Shares of Preferred Stock Outstanding	Preferred Stock	Shares of Common Stock Outstanding	Common Stock						
Balance, January 1, 2015	—	\$—	26,745,529	\$27,278	\$355,822	\$68,421	\$(122)	\$(8,254)	\$443,145
Net income	—	—	—	—	—	40,797	—	—	40,797
Other comprehensive loss	—	—	—	—	—	—	(5,283)	—	(5,283)
Issuance of preferred stock, net of offering costs	2,300,000	55,569	—	—	—	—	—	—	55,569
Preferred stock dividend	—	—	—	—	—	(1,487)	—	—	(1,487)
Share-based compensation expense	—	—	—	—	3,541	—	—	—	3,541
Issuance of common stock under share-based compensation arrangements	—	—	136,854	135	1,540	—	—	21	1,696
Balance, September 30, 2015	2,300,000	\$55,569	26,882,383	\$27,413	\$360,903	\$107,731	\$(5,405)	\$(8,233)	\$537,978

	Nine Months Ended September 30, 2014								
	Preferred Stock		Common Stock		Additional Paid in Capital	Retained Earnings	Accumulated Other Comprehens Income/(Loss)	Treasury Stock	Total
Shares of Preferred Stock Outstanding	Preferred Stock	Shares of Common Stock Outstanding	Common Stock						
Balance, January 1, 2014	—	\$—	24,224,151	\$24,756	\$307,231	\$71,008	\$(8,118)	\$(8,254)	\$386,623
Net income	—	—	—	—	—	30,036	—	—	30,036
Other comprehensive income	—	—	—	—	—	—	5,098	—	5,098
Stock dividend	—	—	2,429,375	2,429	43,364	(45,799)	—	—	(6)
	—	—	—	—	3,124	—	—	—	3,124

Share-based compensation expense									
Issuance of common stock under share-based compensation arrangements	—	—	81,509	82	842	—	—	—	924
Balance, September 30, 2014	—	\$—	26,735,035	\$27,267	\$354,561	\$55,245	\$(3,020)	\$(8,254)	\$425,799

See accompanying notes to the unaudited consolidated financial statements.

Table of Contents

CUSTOMERS BANCORP, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CASH FLOWS — UNAUDITED
(amounts in thousands)

	Nine Months Ended September 30,	
	2015	2014
Cash Flows from Operating Activities		
Net income	\$40,797	\$30,036
Adjustments to reconcile net income to net cash used in operating activities:		
Provision for loan losses, net of change to FDIC receivable and clawback liability	14,393	12,288
Provision for depreciation and amortization	3,034	2,782
Share-based compensation	4,112	4,048
Deferred taxes	(7,580)) 117
Net amortization of investment securities premiums and discounts	623	574
Loss (gain) on sale of investment securities	85	(3,191)
Gain on sale of mortgages and other loans	(3,135)) (3,401)
Origination of loans held for sale	(23,148,641)) (12,298,823)
Proceeds from the sale of loans held for sale	22,804,119	11,817,512
Increase in FDIC loss sharing receivable net of clawback liability	(530)) (2,713)
Amortization (accretion) of fair value discounts	(794)) (231)
Net loss on sales of other real estate owned	509	728
Valuation and other adjustments to other real estate owned, net of FDIC receivable	917	641
Earnings on investment in bank-owned life insurance	(3,407)) (2,646)
Increase in accrued interest receivable and other assets	(9,860)) (8,874)
Increase in accrued interest payable and other liabilities	5,087	5,550
Net Cash Used In Operating Activities	(300,271)) (445,603)
Cash Flows from Investing Activities		
Proceeds from maturities, calls and principal repayments of securities available for sale	60,966	35,716
Proceeds from sales of investment securities available for sale	806	213,249
Purchases of investment securities available for sale	(69,358)) (149,940)
Net increase in loans	(606,168)) (1,625,024)
Purchase of loan portfolios	—	(308,242)
Proceeds from sales of loans	192,275	109,913
Purchases of bank-owned life insurance	(15,000)) (30,465)
Net proceeds from (purchases of) FHLB, Federal Reserve Bank, and other restricted stock	18,488	(42,218)
Reimbursements from the FDIC on loss sharing agreements	1,940	3,329
Purchases of bank premises and equipment	(2,439)) (1,321)
Proceeds from sales of other real estate owned	5,572	6,509
Net Cash Used In Investing Activities	(412,918)) (1,788,494)
Cash Flows from Financing Activities		
Net increase in deposits	1,252,674	1,324,193
Net (decrease) increase in short-term borrowed funds from the FHLB	(657,100)) 610,000
Net increase in federal funds purchased	50,000	—
Proceeds from long-term FHLB borrowings	25,000	265,000
Net proceeds from issuance of long-term debt	—	133,142
Net proceeds from issuance of preferred stock	55,569	—
Preferred stock dividends paid	(1,308)) —

Edgar Filing: Customers Bancorp, Inc. - Form 10-Q

Proceeds from issuance of common stock	730	—
Net Cash Provided by Financing Activities	725,565	2,332,335
Net Increase in Cash and Cash Equivalents	12,376	98,238
Cash and Cash Equivalents – Beginning	371,023	233,068
Cash and Cash Equivalents – Ending	\$383,399	\$331,306

(continued)

Supplementary Cash Flows Information

Interest paid	\$36,128	\$23,840
Income taxes paid	30,159	18,375
Non-cash items:		
Transfer of loans to other real estate owned	\$3,198	\$13,368
Transfer of loans held for investment to held for sale	—	164,681
Transfer of loans held for sale to held for investment	30,365	—
See accompanying notes to the unaudited consolidated financial statements.		

7

Table of Contents

CUSTOMERS BANCORP, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED UNAUDITED FINANCIAL STATEMENTS

NOTE 1 — DESCRIPTION OF THE BUSINESS

Customers Bancorp, Inc. (the “Bancorp” or “Customers Bancorp”) is a bank holding company engaged in banking activities through its wholly owned subsidiary, Customers Bank (the “Bank”), collectively referred to as “Customers” herein. Customers Bancorp also has made certain equity investments through its wholly owned subsidiaries CB Green Ventures Pte Ltd. and CUBI India Ventures Pte Ltd.

The consolidated financial statements have been prepared in conformity with accounting principles generally accepted in the United States (“U.S. GAAP”) and pursuant to the rules and regulations of the Securities and Exchange Commission (“SEC”).

Customers Bancorp, Inc. and its wholly owned subsidiaries, Customers Bank and non-bank subsidiaries, serve residents and businesses in Southeastern Pennsylvania (Bucks, Berks, Chester, Philadelphia and Delaware Counties), Rye, New York (Westchester County), Hamilton, New Jersey (Mercer County), Boston, Massachusetts, Providence, Rhode Island, Portsmouth, New Hampshire, and Manhattan, New York. The Bank has 14 branches and provides commercial banking products, primarily loans and deposits. Customers Bank provides loan products to customers through its loan production offices in Boston, Massachusetts, Providence, Rhode Island, Portsmouth, New Hampshire, Manhattan and Melville, New York and Philadelphia, Pennsylvania. The Bank also provides liquidity to residential mortgage originators nationwide through commercial loans to mortgage companies. Customers Bank is subject to regulation of the Pennsylvania Department of Banking and Securities and the Federal Reserve Bank and is periodically examined by those regulatory authorities.

NOTE 2 — SIGNIFICANT ACCOUNTING POLICIES AND BASIS OF PRESENTATION

Basis of Presentation

The interim unaudited consolidated financial statements of Customers Bancorp, Inc. and subsidiaries have been prepared pursuant to the rules and regulations of the SEC. These interim unaudited consolidated financial statements reflect all normal and recurring adjustments that are, in the opinion of management, necessary to present a fair statement of the financial position and the results of operations and cash flows of Customers Bancorp and subsidiaries for the interim periods presented. Certain information and footnote disclosures normally included in the annual consolidated financial statements have been omitted from these interim unaudited consolidated financial statements as permitted by SEC rules and regulations. The December 31, 2014 consolidated balance sheet presented in this report has been derived from Customers Bancorp’s audited 2014 consolidated financial statements. Management believes that the disclosures are adequate to present fairly the consolidated financial statements as of the dates and for the periods presented. These interim unaudited consolidated financial statements should be read in conjunction with the 2014 consolidated financial statements of Customers Bancorp and subsidiaries included in the Company’s Annual Report on Form 10-K for the year ended December 31, 2014 filed with the SEC on February 27, 2015. That Form 10-K describes Customers Bancorp’s significant accounting policies, which include its policies on Principles of Consolidation; Cash and Cash Equivalents; Restrictions on Cash and Amounts Due from Banks; Investment Securities; Loan Accounting Framework; Allowance for Loan Losses; Goodwill; Investments in FHLB, Federal Reserve Bank, and other restricted stock; Other Real Estate Owned; FDIC Loss Sharing Receivable; Bank Owned Life Insurance; Bank Premises and Equipment; Treasury Stock; Income Taxes; Share-Based Compensation; Derivative Instruments and Hedging; Comprehensive Income; Earnings per Share; Segment Information; and Accounting Changes. Certain prior period amounts have been reclassified to conform to current period presentation. Results for interim periods are not necessarily indicative of those that may be expected for the fiscal year.

Recently Issued Accounting Standards

In September 2015, the Financial Accounting Standards Board (“FASB”) issued Accounting Standard Update (“ASU”) 2015-16, Simplifying the Accounting for Measurement-Period Adjustments. To simplify the accounting for adjustments made to provisional amounts recognized in a business combination, the guidance in this ASU eliminates the requirement to retrospectively account for those adjustments and requires an entity to present separately on the face of the income statement or disclose in the notes the portion of the amount recorded in current-period earnings by line item that would have been recorded in previous reporting periods if the adjustment to the provisional amounts had

been recognized as of the acquisition date. The guidance in this ASU is effective for fiscal years beginning after December 15, 2015, including interim periods within those fiscal years and should be applied prospectively to adjustment to provisional amounts that occur after the effective date of this ASU. Customers does not expect this ASU to have a significant impact on its financial condition or results of operations.

In April 2015 and August 2015, the FASB issued ASU 2015-03, Simplifying the Presentation of Debt Issuance Costs and ASU 2015-15, Presentation and Subsequent Measurement of Debt Issuance Costs Associated with Line-of-Credit Arrangements-

Table of Contents

Amendments to SEC Paragraphs Pursuant to Staff Announcement at June 18, 2015 EITF Meeting, respectively. The guidance in these ASUs is intended to simplify presentation of debt issuance costs, and requires that debt issuance costs related to a recognized debt liability be presented in the balance sheet as a direct deduction from the carrying amount of the debt liability, consistent with debt discounts. The guidance in these ASUs is effective for interim and annual periods beginning after December 15, 2015. Customers does not expect these ASUs to have a significant impact on its financial condition or results of operations.

In February 2015, the FASB issued ASU 2015-02, Amendments to the Consolidation Analysis. The guidance in this ASU is intended to amend the update, which changes the analysis that a reporting entity must perform to determine whether it should consolidate certain types of legal entities. The amendments in this update affect the following areas:

1. Limited partnerships and similar legal entities.
2. Evaluating fees paid to a decision maker or a service provider as a variable interest.
3. The effect of fee arrangements on the primary beneficiary determination.
4. The effect of related parties on the primary beneficiary determination.
5. Certain investment funds.

The guidance in this ASU is effective for annual and interim periods beginning after December 15, 2015. Customers does not expect this ASU to have a significant impact on its financial condition or results of operations.

In January 2015, the FASB issued ASU 2015-01, Income Statement - Extraordinary and Unusual Items (Subtopic 225-20) Simplifying Income Statement Presentation by Eliminating the Concept of Extraordinary Items. The guidance in this ASU was issued as part of the FASB's initiative to reduce complexity in accounting standards and eliminates from GAAP the concept of extraordinary items. The guidance in this update is effective for fiscal years and interim periods within those fiscal years beginning after December 15, 2015. Customers does not expect this ASU to have a significant impact on its financial condition or results of operations.

In November 2014, the FASB issued ASU 2014-16, Determining Whether the Host contract in a Hybrid Financial Instrument in the Form of a Share is More Akin to Debt or to Equity. The guidance in this ASU requires entities that issue or invest in a hybrid financial instrument to separate an embedded derivative feature from a host contract and account for the feature as a derivative. In the case of derivatives embedded in a hybrid financial instrument that is issued in the form of a share, that criterion requires evaluating whether the nature of the host contract is more akin to debt or to equity and whether the economic characteristics and risks of the embedded derivative feature are clearly and closely related to the host contract. If the host contract is akin to equity, then equity-like features (for example, a conversion option) are considered clearly and closely related to the host contract and, thus, would not be separated from the host contract. If the host contract is akin to debt, then equity-like features are not considered clearly and closely related to the host contract. In the latter case, an entity may be required to separate the equity-like embedded derivative feature from the debt host contract if certain other criteria in Subtopic 815-15 are met. Similarly, debt-like embedded derivative features may require separate accounting from an equity-like host contract. The guidance in this ASU is effective for fiscal years, and interim periods within those fiscal years, beginning after December 15, 2015. Customers does not expect this ASU to have a significant impact on its financial condition or results of operations.

In August 2014, the FASB issued ASU 2014-14, Classification of Certain Government-Guaranteed Mortgage Loans upon Foreclosure. The guidance in this ASU affects creditors that hold government-guaranteed mortgage loans, including those guaranteed by the FHA and the VA. It requires that a mortgage loan be derecognized and a separate other receivable be recognized upon foreclosure if the following conditions are met:

1. The loan has a government guarantee that is not separable from the loan before foreclosure.
2. At the time of foreclosure, the creditor has the intent to convey the real estate property to the guarantor and make a claim on the guarantee, and the creditor has the ability to recover under that claim.
3. At the time of foreclosure, any amount of the claim that is determined on the basis of the fair value of the real estate is fixed.

Upon foreclosure, the separate other receivable should be measured based on the amount of the loan balance (principal and interest) expected to be recovered from the guarantor. The guidance in this ASU was effective for public business entities for annual periods, and interim periods within those annual periods, beginning after December 15, 2014. The guidance may be applied using a prospective transition method in which a reporting entity applies the guidance to foreclosures that occur after the date of adoption, or a modified retrospective transition using a cumulative-effect adjustment (through a reclassification to a separate other receivable) as of the beginning of the annual period of adoption. Prior periods should not be adjusted. A

Table of Contents

reporting entity must apply the same method of transition as elected under ASU 2014-04. The adoption of this ASU in first quarter 2015 did not have a significant impact on Customers' financial condition or results of operations.

In August 2014, the FASB issued ASU 2014-13, Measuring the Financial Assets and the Financial Liabilities of a Consolidated Collateralized Financing Entity. The guidance in this ASU applies to a reporting entity that is required to consolidate a collateralized financing entity under the Variable Interest Entities guidance when: (1) the reporting entity measures all of the financial assets and the financial liabilities of that consolidated collateralized financing entity at fair value in the consolidated financial statements based on other Codification Topics; and (2) the changes in the fair values of those financial assets and financial liabilities are reflected in earnings. The guidance in this ASU is effective for public business entities for annual periods, and interim periods within those annual periods, beginning after December 15, 2015. Early adoption is permitted as of the beginning of an annual period. Customers does not expect this ASU to have a significant impact on its financial condition or results of operations.

In June 2014, the FASB issued ASU 2014-12, Compensation-Stock Compensation. The guidance in this ASU requires that a performance target that affects vesting and that could be achieved after the requisite service period is treated as a performance condition. As such, the performance target should not be reflected in estimating the grant-date fair value of the award. Compensation cost should be recognized in the period in which it becomes probable that the performance target will be achieved and should represent the compensation cost attributable to the period(s) for which the requisite has already been rendered. If the performance target becomes probable of being achieved before the end of the requisite period, the remaining unrecognized cost should be recognized prospectively over the remaining requisite service period. The total amount of compensation cost recognized during and after the requisite service period should reflect the number of awards that are expected to vest and should be adjusted to reflect those awards that ultimately vest. The requisite service period ends when the employee can cease rendering service and still be eligible to vest in the award if the performance target is achieved. As indicated in the definition of vest, the stated vesting period (which includes the period in which the performance target could be achieved) may differ from the requisite service period. The guidance in this ASU is effective for annual and interim periods beginning after December 15, 2015. Customers does not expect this ASU to have a significant impact on its financial condition or results of operations.

In June 2014, the FASB issued ASU 2014-11, Transfers and Servicing. The amendments in this update require that repurchase-to-maturity transactions be accounted for as secured borrowings consistent with the accounting for other repurchase agreements. In addition, the amendments require separate accounting for a transfer of a financial asset executed contemporaneously with a repurchase agreement with the same counterparty (a repurchase financing), which will result in secured borrowing accounting for the repurchase agreement. The amendments require an entity to disclose information about transfers accounted for as sales in transactions that are economically similar to repurchase agreements, in which the transferor retains substantially all of the exposure to the economic return on the transferred financial asset throughout the term of the transaction. In addition the amendments require disclosure of the types of collateral pledged in repurchase agreements, securities lending transactions, and repurchase-to-maturity transactions and the tenor of those transactions. The guidance in this ASU was effective in the second quarter 2015. The adoption of this ASU did not have a significant impact on Customers financial condition or results of operations.

In May 2014, the FASB issued ASU 2014-09, Revenue from Contracts with Customers. This ASU establishes a comprehensive revenue recognition standard for virtually all industries in U.S. GAAP, including those that previously followed industry-specific guidance such as the real estate and construction industries. The revenue standard's core principal is built on the contract between a vendor and a customer for the provision of goods and services. It attempts to depict the exchange of rights and obligations between the parties in the pattern of revenue recognition based on the consideration to which the vendor is entitled. To accomplish this, the standard requires five basic steps: (i) identify the contract with the customer, (ii) identify the performance obligations in the contract, (iii) identify the transaction price, (iv) allocate the transaction price to the performance obligations in the contract, (v) recognize revenue when (or as) the entity satisfies the performance obligation. Three basic transition methods are available - full retrospective, retrospective with certain practical expedients, and a cumulative effect approach. Under the cumulative effect alternative, an entity would apply the new revenue standard only to contracts that are incomplete under legacy U.S.

GAAP at the date of initial application and recognize the cumulative effect of the new standard as an adjustment to the opening balance of retained earnings. In August 2015, the FASB issued ASU 2015-14, Revenue from Contracts with Customers (Topic 606): Deferral of the Effective Date. The guidance in this ASU is now effective for annual reporting periods beginning after December 15, 2017, including interim reporting periods within that reporting period.

Customers does not expect this ASU to have a significant impact on its financial condition or results of operations.

In January 2014, the FASB issued ASU 2014-04, Reclassification of Residential Real Estate Collateralized Consumer Mortgage Loans upon Foreclosure, a consensus of the FASB Emerging Issues Task Force. The guidance in this ASU clarifies that an in substance repossession or foreclosure occurs, and a creditor is considered to have received physical possession of

Table of Contents

residential real estate property collateralizing a consumer mortgage loan, upon either (1) the creditor obtaining legal title to the residential real estate property upon completion of a foreclosure or (2) the borrower conveying all interest in the residential real estate property to the creditor to satisfy that loan through completion of a deed in lieu of foreclosure or through a similar legal agreement. The ASU also requires additional related interim and annual disclosures. The guidance in this ASU was effective in first quarter 2015. The adoption of this ASU did not have a significant impact on Customers' financial condition or results of operations.

In January 2014, the FASB issued ASU 2014-01, Accounting for Investments in Qualified Affordable Housing Projects, a consensus of the FASB Emerging Issues Task Force. This ASU provides guidance on accounting for investments by a reporting entity in flow-through limited liability entities that manage or invest in affordable housing projects that qualify for the low-income housing tax credit. The guidance in this ASU was effective for annual periods and interim reporting periods beginning after December 15, 2014. The adoption of this ASU in first quarter 2015 did not have a significant impact on Customers' financial condition or results of operations.

NOTE 3 — CHANGES IN ACCUMULATED OTHER COMPREHENSIVE INCOME (LOSS) BY COMPONENT (1)

The following tables present the changes in accumulated other comprehensive income (loss) by component for the three and nine months ended September 30, 2015 and 2014.

(amounts in thousands)	Three Months Ended September 30, 2015				
	Available-for-sale Securities				
	Unrealized Gains (Losses)	Foreign Currency Items	Total Unrealized Gains (Losses)	Unrealized Loss on Cash Flow Hedge	Total
Beginning balance - July 1, 2015	\$ (1,825) \$ (136) \$ (1,961) \$ (2,153) \$ (4,114)
Other comprehensive income (loss) before reclassifications	598	(435) 163	(1,464) (1,301)
Amounts reclassified from accumulated other comprehensive loss to net income (3)	10	—	10	—	10
Net current-period other comprehensive income (loss)	608	(435) 173	(1,464) (1,291)
Ending balance - September 30, 2015	\$ (1,217) \$ (571) \$ (1,788) \$ (3,617) \$ (5,405)
(amounts in thousands)	Nine Months Ended September 30, 2015				
	Available-for-sale Securities				
	Unrealized Gains (Losses)	Foreign Currency Items	Total Unrealized Gains (Losses)	Unrealized Loss on Cash Flow Hedge	Total
Beginning balance - January 1, 2015	\$ 1,156	\$ (14) \$ 1,142	\$ (1,264) \$ (122)
Other comprehensive (loss) before reclassifications	(2,426) (557) (2,983) (2,353) (5,336)
Amounts reclassified from accumulated other comprehensive loss to net income (3)	53	—	53	—	53
Net current-period other comprehensive (loss)	(2,373) (557) (2,930) (2,353) (5,283)
Ending balance - September 30, 2015	\$ (1,217) \$ (571) \$ (1,788) \$ (3,617) \$ (5,405)

Table of Contents

(amounts in thousands)	Three Months Ended September 30, 2014		
	Unrealized Losses on Available-for-sale Securities (2)	Unrealized Gain (Loss) on Cash Flow Hedge	Total
Beginning balance - July 1, 2014	\$(1,598) \$(622) \$(2,220)
Other comprehensive income (loss) before reclassifications	(1,226) 426	(800)
Amounts reclassified from accumulated other comprehensive loss to net income (3)	—	—	—
Net current-period other comprehensive income (loss)	(1,226) 426	(800)
Ending balance - September 30, 2014	\$(2,824) \$(196) \$(3,020)
(amounts in thousands)	Nine Months Ended September 30, 2014		
	Unrealized Gains (Losses) on Available-for-sale Securities (2)	Unrealized Loss on Cash Flow Hedge	Total
Beginning balance - January 1, 2014	\$(8,118) \$—	\$(8,118)
Other comprehensive income (loss) before reclassifications	7,368	(196) 7,172
Amounts reclassified from accumulated other comprehensive loss to net income (3)	(2,074) —	(2,074)
Net current-period other comprehensive income (loss)	5,294	(196) 5,098
Ending balance - September 30, 2014	\$(2,824) \$(196) \$(3,020)

(1) All amounts are net of tax. Amounts in parentheses indicate reductions to accumulated other comprehensive income.

(2) Includes immaterial gains or losses on foreign currency items for the three and nine months ended September 30, 2014.

(3) Reclassification amounts are reported as gain or loss on sale of investment securities on the Consolidated Statements of Income.

NOTE 4 — EARNINGS PER SHARE

The following are the components and results of Customers' earnings per common share calculation for the periods presented.

(amounts in thousands, except share and per share data)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2015	2014	2015	2014
Net income available to common shareholders	\$ 14,309	\$ 11,662	\$ 39,310	\$ 30,036
Weighted-average number of common shares outstanding - basic	26,872,787	26,730,347	26,830,341	26,713,953
Share-based compensation plans	1,538,436	1,001,966	1,453,378	949,584
Warrants	329,906	252,527	315,276	252,043
Weighted-average number of common shares - diluted	28,741,129	27,984,840	28,598,995	27,915,580
Basic earnings per common share	\$0.53	\$0.44	\$1.47	\$1.12
Diluted earnings per common share	\$0.50	\$0.42	\$1.37	\$1.08

The following is a summary of securities that could potentially dilute basic earnings per common share in future periods that were not included in the computation of diluted earnings per common share because to do so would have

been anti-dilutive for the periods presented.

12

Table of Contents

	Three Months Ended		Nine Months Ended	
	September 30, 2015	2014	September 30, 2015	2014
Anti-dilutive securities:				
Share-based compensation awards	607,678	116,370	608,778	116,420
Warrants	52,242	118,745	52,242	118,745
Total anti-dilutive securities	659,920	235,115	661,020	235,165

NOTE 5 — INVESTMENT SECURITIES

The amortized cost and approximate fair value of investment securities as of September 30, 2015 and December 31, 2014 are summarized in the tables below:

	September 30, 2015			
	Amortized Cost	Gross Unrealized Gains	Gross Unrealized Losses	Fair Value
(amounts in thousands)				
Available for Sale:				
Mortgage-backed securities (1)	\$364,292	\$3,327	\$(1,859)) \$365,760
Corporate notes	35,000	451	(129)) 35,322
Equity securities (2)	22,514	—	(4,651)) 17,863
	\$421,806	\$3,778	\$(6,639)) \$418,945

(1) Comprised of mortgage-backed securities issued by government-sponsored agencies, including FHLMC, FNMA, and GNMA.

(2) Comprised primarily of equity securities in a foreign entity.

	December 31, 2014			
	Amortized Cost	Gross Unrealized Gains	Gross Unrealized Losses	Fair Value
(amounts in thousands)				
Available for Sale:				
Mortgage-backed securities (1)	\$376,854	\$2,805	\$(2,348)) \$377,311
Corporate notes	15,000	104	—) 15,104
Equity securities (2)	23,074	1,197	(1)) 24,270
	\$414,928	\$4,106	\$(2,349)) \$416,685

(1) Comprised primarily of mortgage-backed securities issued by government-sponsored agencies, including FHLMC, FNMA, and GNMA.

(2) Comprised primarily of equity securities in a foreign entity.

The following table presents proceeds from the sale of available-for-sale investment securities and gross gains and gross losses realized on those sales for the three and nine months ended September 30, 2015 and 2014:

	Three Months Ended September		Nine Months Ended September	
	30, 2015	2014	30, 2015	2014
(amounts in thousands)				
Proceeds from sale of available-for-sale securities	\$314	\$—	\$806	\$213,249
Gross gains	\$—	—	\$—	\$3,191
Gross losses	(16)) —	(85)) —
Net gains (losses)	\$(16)) \$—	\$(85)) \$3,191

These gains and losses were determined using the specific identification method and were reported as gains/(losses) on sale of investment securities included in non-interest income.

Table of Contents

The following table presents available-for-sale debt securities by stated maturity. Debt securities backed by mortgages have expected maturities that differ from contractual maturities because borrowers have the right to call or prepay and, therefore, these debt securities are classified separately with no specific maturity date:

	September 30, 2015	
	Amortized Cost	Fair Value
(amounts in thousands)		
Due in one year or less	\$—	\$—
Due after one year through five years	—	—
Due after five years through ten years	28,000	28,403
Due after ten years	7,000	6,919
Mortgage-backed securities	364,292	365,760
Total debt securities	\$399,292	\$401,082

Customers' investments' gross unrealized losses and fair value, aggregated by investment category and length of time that individual securities have been in a continuous unrealized loss position, at September 30, 2015 and December 31, 2014 were as follows:

	September 30, 2015				Total	
	Fair Value	Unrealized Losses	Fair Value	Unrealized Losses	Fair Value	Unrealized Losses
(amounts in thousands)						
Available for Sale:						
Mortgage-backed securities (1)	\$—	\$—	\$67,264	\$(1,859)	\$67,264	\$(1,859)
Corporate notes	8,871	(129)	—	—	8,871	(129)
Equity securities (2)	17,857	(4,650)	6	(1)	17,863	(4,651)
Total	\$26,728	\$(4,779)	\$67,270	\$(1,860)	\$93,998	\$(6,639)

	December 31, 2014				Total	
	Fair Value	Unrealized Losses	Fair Value	Unrealized Losses	Fair Value	Unrealized Losses
(amounts in thousands)						
Available for Sale:						
Mortgage-backed securities (3)	\$60,388	\$(81)	\$80,426	\$(2,267)	140,814	\$(2,348)
Equity securities (2)	—	—	5	(1)	5	(1)
Total	\$60,388	\$(81)	\$80,431	\$(2,268)	\$140,819	\$(2,349)

(1) Comprised of mortgage-backed securities issued by government-sponsored agencies, including FHLMC, FNMA, and GNMA at September 30, 2015.

(2) Comprised primarily of equity securities in a foreign entity.

(3) Comprised primarily of mortgage-backed securities issued by government-sponsored agencies, including FHLMC, FNMA, and GNMA at December 31, 2014.

At September 30, 2015, there were four available-for-sale investment securities in the less-than-twelve-month category and sixteen available-for-sale investment securities in the twelve-month-or-more category. The unrealized losses on the mortgage-backed securities are guaranteed by government-sponsored entities and primarily relate to changes in market interest rates. All amounts are expected to be recovered when market prices recover or at maturity. The unrealized losses on the equity securities reflect decreases in market price and adverse changes in foreign currency exchange rates. Customers evaluated the financial condition and capital strength of the issuer of these securities and concluded that the decline in fair value was temporary and would recover by way of increases in market price or positive changes in foreign currency exchange rates. Customers intends to hold these securities for the foreseeable future and does not intend to sell the securities before the price recovers. Customers considers it more

likely than not that it will not be required to sell the securities. Accordingly, Customers has concluded that the securities are not other-than-temporarily impaired as of September 30, 2015.

Table of Contents

At September 30, 2015 and December 31, 2014, Customers Bank had pledged investment securities aggregating \$318.1 million and \$376.9 million fair value, respectively, as collateral against its borrowings primarily with the FHLB and an unused line of credit with another financial institution. These counterparties do not have the ability to sell or repledge these securities.

NOTE 6 – LOANS HELD FOR SALE

The composition of loans held for sale as of September 30, 2015 and December 31, 2014 was as follows:

	September 30, 2015	December 31, 2014
(amounts in thousands)		
Commercial loans:		
Mortgage warehouse loans at fair value	\$1,677,995	\$1,332,019
Multi-family loans at lower of cost or fair value	49,992	99,791
Commercial loans held for sale	1,727,987	1,431,810
Consumer loans:		
Residential mortgage loans at fair value	2,015	3,649
Loans held for sale	\$1,730,002	\$1,435,459

Effective September 30, 2015, Customers Bank transferred \$30.4 million of multi-family loans from held for sale to loans receivable (held for investment) because the Bank no longer has the intent to sell these loans. Customers Bank transferred these loans at their carrying value, which was lower than the estimated fair value at the time of transfer.

Table of Contents

NOTE 7 — LOANS RECEIVABLE AND ALLOWANCE FOR LOAN LOSSES

The following table presents loans receivable as of September 30, 2015 and December 31, 2014:

	September 30, 2015	December 31, 2014
(amounts in thousands)		
Commercial:		
Multi-family	\$2,405,400	\$2,206,403
Commercial and industrial (including owner occupied commercial real estate)	967,958	777,220
Commercial real estate non-owner occupied	912,971	827,940
Construction	89,616	44,642
Total commercial loans	4,375,945	3,856,205
Consumer:		
Residential real estate	260,967	285,003
Manufactured housing	116,742	126,731
Other	1,076	1,541
Total consumer loans	378,785	413,275
Total loans receivable not covered under FDIC loss sharing agreements	4,754,730	4,269,480
Commercial:		
Multi-family	—	2,002
Commercial and industrial (including owner occupied commercial real estate)	—	8,449
Commercial real estate non-owner occupied	—	11,370
Construction	—	5,076
Total commercial loans	—	26,897
Consumer:		
Residential real estate	11,181	12,392
Other	2,668	2,892
Total consumer loans	13,849	15,284
Total loans receivable covered under FDIC loss sharing agreements (1)	13,849	42,181
Total loans receivable	4,768,579	4,311,661
Deferred costs and unamortized premiums, net	523	512
Allowance for loan losses	(33,823) (30,932
Loans receivable, net of allowance for loan losses	\$4,735,279	\$4,281,241

Loans that were acquired in two FDIC-assisted transactions and are covered under loss sharing agreements with the FDIC are referred to as “covered” loans throughout these financial statements. The period to submit losses under the (1) FDIC loss sharing agreements for non-single family loans expired in third quarter 2015. The period to submit losses under the FDIC loss sharing agreements for single family loans expires in third quarter 2017.

Table of Contents

Non-Covered Loans

The following tables summarize non-covered loans by loan type and performance status as of September 30, 2015 and December 31, 2014:

	September 30, 2015						
	30-89 Days Past Due (1)	90 Days Or More Past Due(1)	Total Past Due (1)	Non- Accrual	Current (2)	Purchased- Credit- Impaired Loans (3)	Total Loans (4)
(amounts in thousands)							
Multi-family	\$—	\$—	\$—	\$—	\$2,401,727	\$3,673	\$2,405,400
Commercial and industrial	—	—	—	6,381	675,939	1,620	683,940
Commercial real estate - owner occupied	191	—	191	1,851	268,206	13,770	284,018
Commercial real estate - non-owner occupied	1,047	—	1,047	4,478	894,449	12,997	912,971
Construction	—	—	—	—	89,382	234	89,616
Residential real estate	512	—	512	1,232	251,090	8,133	260,967
Manufactured housing (5)	3,196	3,036	6,232	2,653	104,399	3,458	116,742
Other consumer	—	—	—	—	861	215	1,076
Total	\$4,946	\$3,036	\$7,982	\$16,595	\$4,686,053	\$44,100	\$4,754,730

December 31, 2014

	December 31, 2014						
	30-89 Days Past Due (1)	90 Days Or More Past Due(1)	Total Past Due (1)	Non- Accrual	Current (2)	Purchased- Credit- Impaired Loans (3)	Total Loans (4)
(amounts in thousands)							
Multi-family	\$—	\$—	\$—	\$—	\$2,203,686	\$2,717	\$2,206,403
Commercial and industrial	366	—	366	2,257	542,667	2,102	547,392
Commercial real estate - owner occupied	—	—	—	2,342	211,453	16,033	229,828
Commercial real estate - non-owner occupied	—	—	—	1,108	816,114	10,718	827,940
Construction	—	—	—	—	44,483	159	44,642
Residential real estate	1,226	—	1,226	849	273,565	9,363	285,003
Manufactured housing (5)	6,324	4,388	10,712	931	111,072	4,016	126,731
Other consumer	—	—	—	—	1,333	208	1,541
Total	\$7,916	\$4,388	\$12,304	\$7,487	\$4,204,373	\$45,316	\$4,269,480

(1)Includes past due loans that are accruing interest because collection is considered probable.

(2)Loans where next payment due is less than 30 days from the report date.

(3)Purchased-credit-impaired loans aggregated into a pool are accounted for as a single asset with a single composite interest rate and an aggregate expectation of cash flows, and the past due status of the pools, or that of the individual loans within the pools, is not meaningful. Because of the credit impaired nature of the loans, the loans are recorded at a discount reflecting estimated future cash flows and the Bank recognizes interest income on each pool of loans reflecting the estimated yield and passage of time. Such loans are considered to be performing.

Purchased-credit-impaired loans that are not in pools accrete interest when the timing and amount of their expected cash flows are reasonably estimable, and are reported as performing loans.

(4) Amounts exclude deferred costs and fees, unamortized premiums and discounts, and the allowance for loan losses.

Manufactured housing loans purchased in 2010 are subject to cash reserves held at the Bank that are used to fund
(5) past-due payments when the loan becomes 90 days or more delinquent. Subsequent purchases are subject to varying provisions in the event of borrowers' delinquencies.

Table of Contents

Covered Loans

The following tables summarize covered loans by loan type and performance status as of September 30, 2015 and December 31, 2014:

	September 30, 2015						
	30-89 Days Past Due (1)	90 Days Or More Past Due (1)	Total Past Due (1)	Non- Accrual	Current (2)	Purchased - Credit Impaired Loans (3)	Total Loans (4)
(amounts in thousands)							
Residential real estate	\$—	\$—	\$—	\$1,046	\$9,533	\$602	\$11,181
Other consumer	80	—	80	141	2,423	24	2,668
Total	\$80	\$—	\$80	\$1,187	\$11,956	\$626	\$13,849

	December 31, 2014						
	30-89 Days Past Due (1)	90 Days Or More Past Due (1)	Total Past Due (1)	Non- Accrual	Current (2)	Purchased- Credit Impaired Loans (3)	Total Loans (4)
(amounts in thousands)							
Commercial and industrial	\$518	\$—	\$518	\$256	\$578	\$1,191	\$2,543
Commercial real estate owner occupied	—	—	—	172	5,734	—	5,906
Commercial real estate non-owner occupied	—	—	—	352	5,932	5,086	11,370
Construction	—	—	—	2,325	—	2,751	5,076
Multi-family	—	—	—	—	373	1,629	2,002
Residential real estate	—	—	—	1,006	10,782	604	12,392
Other consumer	147	—	147	135	2,570	40	2,892
Total	\$665	\$—	\$665	\$4,246	\$25,969	\$11,301	\$42,181

(1) Includes past due loans that are accruing interest because collection is considered probable.

(2) Loans where next payment due is less than 30 days from the report date.

Purchased-credit-impaired loans aggregated into a pool are accounted for as a single asset with a single composite interest rate and an aggregate expectation of cash flows, and the past due status of the pools, or that of the individual loans within the pools, is not meaningful. Because of the credit impaired nature of the loans, the loans (3) are recorded at a discount reflecting estimated future cash flows and the Bank recognizes interest income on each pool of loans reflecting the estimated yield and passage of time. Such loans are considered to be performing.

Purchased-credit-impaired loans that are not in pools accrete interest when the timing and amount of their expected cash flows are reasonably estimable, and are reported as performing loans.

(4) Amounts exclude deferred costs and fees, unamortized premiums and discounts, and the allowance for loan losses. Allowance for Loan Losses and the FDIC Loss Sharing Receivable and Clawback Liability

Losses incurred on covered loans are eligible for partial reimbursement by the FDIC. Subsequent to the purchase date, the expected cash flows on the covered loans are subject to evaluation. Decreases in the present value of expected cash flows on the covered loans are recognized by increasing the allowance for loan losses with a related charge to the provision for loan losses. At the same time, the FDIC indemnification asset is increased reflecting an estimated future collection from the FDIC, which is recorded as a reduction to the provision for loan losses. If the expected cash flows on the covered loans increase such that a previously recorded impairment can be reversed, the Bank records a

reduction in the allowance for loan losses (with a related credit to the provision for loan losses) accompanied by a reduction in the FDIC receivable balance (with a related charge to the provision for loan losses). Increases in expected cash flows on covered loans and decreases in expected cash flows of the FDIC loss sharing receivable, when there are no previously recorded impairments, are considered together and recognized over the remaining life of the loans as interest income. Decreases in the valuations of other real estate owned covered by the loss sharing agreements are recorded net of the estimated FDIC receivable as an increase to other real estate owned expense (a component of non-interest expense). The FDIC loss sharing receivable balance will be reduced through a charge to the provision for loan losses, with no offsetting reduction to the allowance for loan losses, as the period to submit

Table of Contents

losses under the FDIC loss sharing arrangements approaches expiration and the estimated losses in the covered loans have not yet emerged or been realized in a final disposition event. The period to submit losses under the FDIC loss sharing arrangements for non-single family loans expired in third quarter 2015. The period to submit losses under the FDIC loss sharing arrangements for single family loans expires in third quarter 2017. The final maturity of the FDIC loss sharing arrangements occurs in third quarter 2020.

As part of the FDIC loss sharing arrangements, the Bank also assumed a liability to be paid within 45 days subsequent to the maturity or termination of the loss sharing arrangements that is contingent upon actual losses incurred over the life of the arrangements relative to expected losses and the consideration paid upon acquisition of the failed institutions ("the Clawback Liability"). Due to cash received on the covered assets in excess of the original cash to be received expectations of the FDIC, the Bank anticipates that it will be required to pay the FDIC at the end of its loss sharing arrangements. As of September 30, 2015, a clawback liability of \$2.3 million has been recorded. To the extent actual losses on the covered assets are less than estimated losses, the clawback liability will increase. To the extent actual losses on the covered assets are more than the estimated losses, the clawback liability will decrease.

As of September 30, 2015, the Bank expected to collect \$2.5 million from the FDIC for estimated losses and reimbursement of external costs, such as legal fees, real estate taxes and appraisal expenses, and estimated the clawback liability due to the FDIC in 2020 at \$2.3 million. The net amount of \$0.2 million is presented as the "FDIC loss sharing receivable" in the accompanying consolidated balance sheet.

The following table presents changes in the allowance for loan losses and the FDIC loss sharing receivable, including the effect of the estimated clawback liability for the three months and nine months ended September 30, 2015 and 2014.

(amounts in thousands)	Allowance for Loan Losses	
	Three Months Ended September 30,	
	2015	2014
Beginning balance	\$37,491	\$28,186
Provision for loan losses (1)	1,989	3,222
Charge-offs	(5,932) (792
Recoveries	275	467
Ending balance	\$33,823	\$31,083

Table of Contents

(amounts in thousands)	FDIC Loss Sharing Receivable/ Clawback Liability	
	Three Months Ended September 30,	
	2015	2014
Beginning balance	\$ (1,455) \$ 8,919
Decreased estimated cash flows from covered loans (2)	(105) (1,813
Increased estimated cash flows from covered OREO (a)	3,138	—
Other activity, net (b)	61	741
Cash receipts from FDIC	(1,437) (1,852
Ending balance	\$ 202	\$ 5,995
(1) Provision for loan losses	\$ 1,989	\$ 3,222
(2) Effect attributable to FDIC loss share arrangements	105	1,813
Net amount reported as provision for loan losses	\$ 2,094	\$ 5,035

(a) Recorded as a reduction to Other Real Estate Owned expense (a component of non-interest expense).

(b) Includes external costs, such as legal fees, real estate taxes, and appraisal expenses, which qualify for reimbursement under loss sharing arrangements.

(amounts in thousands)	Allowance for Loan Losses	
	Nine Months Ended September 30,	
	2015	2014
Beginning balance	\$ 30,932	\$ 23,998
Provision for loan losses (1)	10,548	8,853
Charge-offs	(8,880) (2,733
Recoveries	1,223	965
Ending balance	\$ 33,823	\$ 31,083

(amounts in thousands)	FDIC Loss Sharing Receivable/ Clawback Liability	
	Nine Months Ended September 30,	
	2015	2014
Beginning balance	\$ 2,320	\$ 10,046
Decreased estimated cash flows from covered loans (2)	(3,845) (3,435
Increased estimated cash flows from covered OREO (a)	3,138	—
Other activity, net (b)	529	2,713
Cash receipts from FDIC	(1,940) (3,329
Ending balance	\$ 202	\$ 5,995
(1) Provision for loan losses	\$ 10,548	\$ 8,853
(2) Effect attributable to FDIC loss share arrangements	3,845	3,435
Net amount reported as provision for loan losses	\$ 14,393	\$ 12,288

(a) Recorded as a reduction to Other Real Estate Owned expense (a component of non-interest expense).

(b) Includes external costs, such as legal fees, real estate taxes, and appraisal expenses, which qualify for reimbursement under loss sharing arrangements.

Table of Contents

Loans Individually Evaluated for Impairment — Covered and Non-Covered

The following tables present the recorded investment (net of charge-offs), unpaid principal balance, and related allowance by loan type for loans that are individually evaluated for impairment as of September 30, 2015 and December 31, 2014 and the average recorded investment and interest income recognized for the three and nine months ended September 30, 2015 and 2014. Purchased-credit-impaired loans are considered to be performing and are not included in the tables below.

	September 30, 2015			Three Months Ended September 30, 2015		Nine Months Ended September 30, 2015	
	Recorded Investment Net of Charge offs	Unpaid Principal Balance	Related Allowance	Average Recorded Investment	Interest Income Recognized	Average Recorded Investment	Interest Income Recognized
(amounts in thousands)							
With no related allowance recorded:							
Multi-family	\$405	\$405	\$—	\$203	\$ 5	\$101	\$5
Commercial and industrial	7,872	7,872	—	7,597	102	9,179	500
Commercial real estate owner occupied	7,474	7,474	—	6,416	44	7,597	229
Commercial real estate non-owner occupied	8,536	8,536	—	7,803	137	6,937	514
Construction	—	—	—	335	—	1,330	—
Other consumer	48	48	—	49	1	35	1
Residential real estate	1,644	1,644	—	1,624	—	1,535	—
With an allowance recorded:							
Commercial and industrial	10,385	16,550	4,581	12,640	26	8,420	332
Commercial real estate owner occupied	12	12	2	13	66	200	66
Commercial real estate non-owner occupied	568	568	129	664	4	821	9
Construction	—	—	—	—	—	—	—
Other consumer	93	93	38	93	—	88	—
Residential real estate	403	403	92	474	1	419	1
Total	\$37,440	\$43,605	\$4,842	\$37,911	\$ 386	\$36,662	\$1,657

Table of Contents

	December 31, 2014			Three Months Ended September 30, 2014		Nine Months Ended September 30, 2014	
	Recorded Investment Net of Charge offs	Unpaid Principal Balance	Related Allowance	Average Recorded Investment	Interest Income Recognized	Average Recorded Investment	Interest Income Recognized
(amounts in thousands)							
With no related allowance recorded:							
Commercial and industrial Commercial real estate owner occupied	\$14,600	\$16,122	\$—	\$15,377	\$ 216	\$13,690	\$ 520
Commercial real estate non-owner occupied	12,599	12,744	—	11,818	163	10,774	360
Construction	5,602	5,602	—	8,999	125	8,204	274
Other consumer	2,325	2,325	—	2,325	—	2,438	—
Residential real estate	21	21	—	52	—	27	—
With an allowance recorded:	1,455	3,697	—	1,924	—	2,157	19
Commercial and industrial Commercial real estate owner occupied	1,923	1,923	857	1,888	11	1,770	26
Commercial real estate non-owner occupied	750	750	95	1,202	2	1,268	3
Construction	571	571	170	916	1	966	2
Other consumer	—	—	—	1,548	—	1,449	—
Residential real estate	114	114	32	84	—	74	1
Total	365	365	188	296	—	273	1
Total	\$40,325	\$44,234	\$ 1,342	\$46,429	\$ 518	\$43,090	\$ 1,206

Troubled Debt Restructurings

At September 30, 2015 and December 31, 2014, there were \$10.5 million and \$5.0 million, respectively, in loans reported as troubled debt restructurings (“TDRs”). TDRs are reported as impaired loans in the calendar year of their restructuring and are evaluated to determine whether they should be placed on non-accrual status. In subsequent years, a TDR may be returned to accrual status if it satisfies a minimum six-month performance requirement; however, it will remain classified as impaired. Generally, the Bank requires sustained performance for nine months before returning a TDR to accrual status.

Modification of purchased-credit-impaired loans that are accounted for within loan pools in accordance with the accounting standards for purchased-credit-impaired loans do not result in the removal of these loans from the pool even if modifications would otherwise be considered a TDR. Accordingly, as each pool is accounted for as a single asset with a single composite interest rate and an aggregate expectation of cash flows, modifications of loans within such pools are not considered TDRs.

Table of Contents

The following is an analysis of loans modified in a troubled debt restructuring by type of concession for the three and nine months ended September 30, 2015 and 2014. There were no modifications that involved forgiveness of debt.

	TDRs in Compliance with Their Modified Terms and Accruing Interest	TDRs in Compliance with Their Modified Terms and Not Accruing Interest	Total
(amounts in thousands)			
Three Months Ended September 30, 2015			
Extended under forbearance	\$—	\$183	\$183
Interest-rate reductions	437	268	705
Total	\$437	\$451	\$888
Nine Months Ended September 30, 2015			
Extended under forbearance	\$—	\$183	\$183
Interest-rate reductions	3,189	2,558	5,747
Total	\$3,189	\$2,741	\$5,930
Three Months Ended September 30, 2014			
Extended under forbearance	\$81	\$—	\$81
Interest-rate reductions	—	168	168
Total	\$81	\$168	\$249
Nine Months Ended September 30, 2014			
Extended under forbearance	\$448	\$—	\$448
Interest-rate reductions	47	471	518
Total	\$495	\$471	\$966

The following table provides, by loan type, the number of loans modified in troubled debt restructurings and the related recorded investment during the three and nine months ended September 30, 2015 and 2014.

	TDRs in Compliance with Their Modified Terms and Accruing Interest		TDRs in Compliance with Their Modified Terms and Not Accruing Interest	
	Number of Loans	Recorded Investment	Number of Loans	Recorded Investment
(amounts in thousands)				
Three Months Ended September 30, 2015				
Commercial and industrial	—	\$—	1	\$183
Manufactured housing	14	431	6	268
Residential real estate	1	6	—	—
Total	15	\$437	7	\$451
Nine Months Ended September 30, 2015				
Commercial and industrial	—	\$—	2	\$527
Commercial real estate non-owner occupied	—	—	1	209
Manufactured housing	90	2,988	37	2,005
Residential real estate	2	201	—	—
Total	92	\$3,189	40	\$2,741
Three Months Ended September 30, 2014				
Manufactured housing	—	\$—	2	\$168
Other consumer	2	81	—	—
Total	2	\$81	2	\$168
Nine Months Ended September 30, 2014				
Manufactured housing	1	\$47	7	\$471

Edgar Filing: Customers Bancorp, Inc. - Form 10-Q

Other consumer	9	448	—	—
Total	10	\$495	7	\$471

23

Table of Contents

At September 30, 2015 and December 31, 2014, there were no commitments to lend additional funds to debtors whose terms have been modified in TDRs.

For the three and nine months ended September 30, 2015, the recorded investment of loans determined to be TDRs was \$0.9 million and \$5.9 million, respectively, both before and after restructuring. During the three month period ended September 30, 2015, six manufactured housing TDR loans defaulted with a recorded investment of \$0.3 million, and one commercial and industrial TDR loan defaulted with a recorded investment of \$0.2 million. During the nine month period ended September 30, 2015, thirty-seven manufactured housing TDR loans defaulted with a recorded investment of \$2.0 million, two commercial and industrial TDR loans defaulted with a recorded investment of \$0.5 million, one commercial real estate non-owner-occupied TDR loan defaulted with a recorded investment of \$0.2 million.

Loans modified in troubled debt restructurings are evaluated for impairment. The nature and extent of impairment of TDRs, including those which have experienced a subsequent default, is considered in the determination of an appropriate level of allowance for loan losses. There was one specific allowance resulting from TDR modifications during the three months ended September 30, 2015, totaling \$0.1 million for one commercial and industrial loan. There were three specific allowances resulting from TDR modifications during the nine months ended September 30, 2015, totaling \$0.2 million for two commercial and industrial loans, and \$0.1 million for one commercial real estate non-owner-occupied loan. There were no specific allowances resulting from TDR modifications during the three and nine months ended September 30, 2014.

Credit Quality Indicators

Multi-family, commercial and industrial, owner occupied commercial real estate, non-owner occupied commercial real estate, residential real estate, construction, and mortgage warehouse loans are rated based on an internally assigned risk rating system which is assigned at the time of loan origination and reviewed on a periodic, or on an "as needed," basis. Mortgage warehouse loans are assigned a risk rating at the facility level and are primarily based on the underlying collateral pledged to support the loan. Consumer and manufactured housing loans are evaluated based on the payment activity of the loan and individual loans are not assigned an internal risk rating unless delinquent. To facilitate the monitoring of credit quality within the multi-family, commercial and industrial, owner occupied commercial real estate, non-owner occupied commercial real estate, and residential real estate classes, and for purposes of analyzing historical loss rates used in the determination of the allowance for loan losses for the respective portfolio class, the Bank utilizes the following categories of risk ratings: pass/satisfactory (includes risk rating 1 through 6), special mention, substandard, doubtful, and loss. The risk rating categories, which are derived from standard regulatory rating definitions, are assigned upon initial approval of credit to borrowers and updated periodically thereafter. Pass/satisfactory ratings, which are assigned to those borrowers who do not have identified potential or well-defined weaknesses and for whom there is a high likelihood of orderly repayment, are updated periodically based on the size and credit characteristics of the borrower. All other categories are updated on a quarterly basis during the month preceding the end of the calendar quarter. While assigning risk ratings involves judgment, the risk-rating process allows management to identify riskier credits in a timely manner and allocate the appropriate resources to manage those loans.

The risk rating grades are defined as follows:

"1" – Pass/Excellent

Loans rated 1 represent a credit extension of the highest quality. The borrower's historic (at least five years) cash flows manifest extremely large and stable margins of coverage. Balance sheets are conservative, well capitalized, and liquid. After considering debt service for proposed and existing debt, projected cash flows continue to be strong and provide ample coverage. The borrower typically reflects broad geographic and product diversification and has access to alternative financial markets.

"2" – Pass/Superior

Loans rated 2 are those for which the borrower has a strong financial condition, balance sheet, operations, cash flow, debt capacity and coverage with ratios better than industry norms. The borrowers of these loans exhibit a limited

leverage position, are virtually immune to local economies in stable growing industries, and management is well respected and the company has ready access to public markets.

Table of Contents

“3” – Pass/Strong

Loans rated 3 are those loans for which the borrower has above average financial condition and flexibility; more than satisfactory debt service coverage, balance sheet and operating ratios are consistent with or better than industry peers, have little industry risk, move in diversified markets and are experienced and competent in their industry. These borrowers' access to capital markets is limited mostly to private sources, often secured, but the borrower typically has access to a wide range of refinancing alternatives.

“4” – Pass/Good

Loans rated 4 have a sound primary and secondary source of repayment. The borrower may have access to alternative sources of financing, but sources are not as widely available as they are to a higher grade borrower. These loans carry a normal level of risk, with very low loss exposure. The borrower has the ability to perform according to the terms of the credit facility. The margins of cash flow coverage are satisfactory but vulnerable to more rapid deterioration than the higher quality loans.

“5” – Satisfactory

Loans rated 5 are extended to borrowers who are determined to be a reasonable credit risk and demonstrate the ability to repay the debt from normal business operations. Risk factors may include reliability of margins and cash flows, liquidity, dependence on a single product or industry, cyclical trends, depth of management, or limited access to alternative financing sources. The borrower's historical financial information may indicate erratic performance, but current trends are positive and the quality of financial information is adequate, but is not as detailed and sophisticated as information found on higher grade loans. If adverse circumstances arise, the impact on the borrower may be significant.

“6” – Satisfactory/Bankable with Care

Loans rated 6 are those for which the borrower has higher than normal credit risk; however, cash flow and asset values are generally intact. These borrowers may exhibit declining financial characteristics, with increasing leverage and decreasing liquidity and may have limited resources and access to financial alternatives. Signs of weakness in these borrowers may include delinquent taxes, trade slowness and eroding profit margins.

“7” – Special Mention

Loans rated Special Mention are credit facilities that may have potential developing weaknesses and deserve extra attention from the account manager and other management personnel. In the event that potential weaknesses are not corrected or mitigated, deterioration in the ability of the borrower to repay the debt in the future may occur. This grade is not assigned to loans that bear certain peculiar risks normally associated with the type of financing involved, unless circumstances have caused the risk to increase to a level higher than would have been acceptable when the credit was originally approved. Loans where significant actual, not potential, weaknesses or problems are clearly evident are graded in the category below.

“8” – Substandard

Loans are classified Substandard when the loans are inadequately protected by the current sound worth and payment capacity of the obligor or of the collateral pledged, if any. Loans so classified must have a well-defined weakness or weaknesses that jeopardize the liquidation of the debt and are characterized by the distinct possibility that the company will sustain some loss if the weaknesses are not corrected.

“9” – Doubtful

The Bank assigns a doubtful rating to loans that have all the attributes of a substandard rating with the added characteristic that the weaknesses make collection or liquidation in full, on the basis of currently existing facts, conditions, and values, highly questionable and improbable. The possibility of loss is extremely high, but because of certain important and reasonable specific pending factors that may work to the advantage of and strengthen the credit quality of the loan, its classification as an estimated loss is deferred until its more exact status may be determined. Pending factors may include a proposed merger or acquisition, liquidation proceeding, capital injection, perfecting liens on additional collateral or refinancing plans.

“10” – Loss

Table of Contents

The Bank assigns a loss rating to loans considered uncollectible and of such little value that their continuance as an active asset is not warranted. Amounts classified as loss are immediately charged off.

Risk ratings are not established for home equity loans, consumer loans, and installment loans, mainly because these portfolios consist of a larger number of homogeneous loans with smaller balances. Instead, these portfolios are evaluated for risk mainly based upon aggregate payment history through the monitoring of delinquency levels and trends and are classified as performing and non-performing.

The following tables present the credit ratings of the non-covered loan portfolio as of September 30, 2015 and December 31, 2014:

September 30, 2015

	Commercial Multi-family and Industrial	Commercial Real Estate Owner Occupied	Commercial Real Estate Non-Owner Occupied	Construction	Residential Real Estate	Manufacturing Housing	Other Consumer	Total	
(amounts in thousands)									
Pass/Satisfactory	\$2,403,599	\$665,484	\$270,857	\$903,357	\$89,616	\$259,299	\$—	\$4,592,212	
Special Mention	405	11,822	9,007	4,626	—	—	—	25,860	
Substandard	1,396	6,634	4,154	4,988	—	1,668	—	18,840	
Performing (1)	—	—	—	—	—	107,857	1,076	108,933	
Non-performing (2)	—	—	—	—	—	8,885	—	8,885	
Total	\$2,405,400	\$683,940	\$284,018	\$912,971	\$89,616	\$260,967	\$116,742	\$1,076	\$4,754,730

December 31, 2014

	Commercial Multi-family and Industrial	Commercial Real Estate Owner Occupied	Commercial Real Estate Non-Owner Occupied	Construction	Residential Real Estate	Manufacturing Housing	Other Consumer	Total	
(amounts in thousands)									
Pass/Satisfactory	\$2,206,403	\$530,468	\$212,326	\$824,279	\$44,642	\$283,240	\$—	\$4,101,358	
Special Mention	—	14,565	12,352	2,322	—	243	—	29,482	
Substandard	—	2,359	5,150	1,339	—	1,520	—	10,368	
Performing (1)	—	—	—	—	—	115,088	1,541	116,629	
Non-performing (2)	—	—	—	—	—	11,643	—	11,643	
Total	\$2,206,403	\$547,392	\$229,828	\$827,940	\$44,642	\$285,003	\$126,731	\$1,541	\$4,269,480

(1) Includes consumer and other installment loans not subject to risk ratings.

(2) Includes loans that are past due and still accruing interest and loans on nonaccrual status.

The following tables present the credit ratings of the covered loan portfolio as of September 30, 2015 and December 31, 2014:

September 30, 2015

	Commercial and Industrial	Commercial Real Estate Owner Occupied	Commercial Real Estate Non-Owner Occupied	Construction	Multi-family	Residential Real Estate	Other Consumer	Total
(amounts in thousands)								

Edgar Filing: Customers Bancorp, Inc. - Form 10-Q

Pass/Satisfactory	\$—	\$—	\$—	\$—	\$9,733	\$—	\$9,733
Special Mention	—	—	—	—	—	—	—
Substandard	—	—	—	—	1,448	—	1,448
Performing (1)	—	—	—	—	—	2,447	2,447
Non-performing (2)	—	—	—	—	—	221	221
Total	\$—	\$—	\$—	\$—	\$11,181	\$2,668	\$13,849

26

Table of Contents

	December 31, 2014							
	Commercial and Industrial	Commercial Real Estate Owner Occupied	Commercial Real Estate Non-Owner Occupied	Construction	Multi-family	Residential Real Estate	Other Consumer	Total
(amounts in thousands)								
Pass/Satisfactory	\$1,322	\$5,030	\$4,959	\$—	\$ 373	\$10,985	\$—	\$22,669
Special Mention	—	704	4,372	—	—	—	—	5,076
Substandard	1,221	172	2,039	5,076	1,629	1,407	—	11,544
Performing (1)	—	—	—	—	—	—	2,610	2,610
Non-performing (2)	—	—	—	—	—	—	282	282
Total	\$2,543	\$5,906	\$11,370	\$5,076	\$ 2,002	\$12,392	\$2,892	\$42,181

(1) Includes consumer and other installment loans not subject to risk ratings.

(2) Includes loans that are past due and still accruing interest and loans on nonaccrual status.

As of September 30, 2015, the Bank had \$2.2 million of residential real estate held in other real estate owned. As of September 30, 2015, the Bank had not initiated foreclosure proceedings on any loans secured by residential real estate. Allowance for loan losses

During second quarter 2015, the Bank refined its methodology for estimating the general allowance for loan losses. Previously, the general allowance for the portion of the loan portfolio originated after December 31, 2009 ("Post 2009 loan portfolio") was based generally on qualitative factors due to insufficient historical loss data on the portfolio. During second quarter 2015, the Bank began using objectively verifiable industry and peer loss data to estimate probable incurred losses as of the balance sheet date for the Post 2009 loan portfolio until sufficient internal loss history is available. The same methodology was also adopted for the portion of the loan portfolio originated on or before December 31, 2009 ("Legacy loan portfolio") that had no loss history over the past two years.

The changes in the allowance for loan losses for the three and nine months ended September 30, 2015 and 2014 and the loans and allowance for loan losses by loan class based on impairment evaluation method are as follows. The amounts presented for the provision for loan losses below do not include the effect of changes to estimated benefits resulting from the FDIC loss share arrangements for the covered loans.

Edgar Filing: Customers Bancorp, Inc. - Form 10-Q

Table of Contents

Three Months Ended September 30, 2015	Multi-family	Commercial and Industrial	Commercial Real Estate Owner Occupied	Commercial Real Estate Non-Owner Occupied	Construction	Residential Real Estate	Manufactured Housing	Other Consumer	Total
(amounts in thousands)									
Beginning Balance, July 1, 2015	\$8,734	\$14,062	\$3,651	\$6,310	\$844	\$3,455	\$316	\$119	\$37,491
Charge-offs	—	(5,559)	(35)	(82)	—	(256)	—	—	(5,932)
Recoveries	—	248	13	—	8	—	—	6	275
Provision for loan losses	472	1,678	(370)	(109)	258	(5)	70	(5)	1,989
Ending Balance, September 30, 2015	\$9,206	\$10,429	\$3,259	\$6,119	\$1,110	\$3,194	\$386	\$120	\$33,823
Nine Months Ended September 30, 2015									
Beginning Balance, January 1, 2015	\$8,493	\$4,784	\$4,336	\$9,198	\$1,047	\$2,698	\$262	\$114	\$30,932
Charge-offs	—	(6,793)	(378)	(327)	(1,064)	(282)	—	(36)	(8,880)
Recoveries	—	351	14	—	195	572	—	91	1,223
Provision for loan losses	713	12,087	(713)	(2,752)	932	206	124	(49)	10,548
Ending Balance, September 30, 2015	\$9,206	\$10,429	\$3,259	\$6,119	\$1,110	\$3,194	\$386	\$120	\$33,823
Loans:									
Individually evaluated for impairment	\$405	\$18,257	\$7,486	\$9,104	\$—	\$2,047	\$—	\$141	\$37,440
Collectively evaluated for impairment	2,401,322	664,063	262,762	890,870	89,382	261,366	113,284	3,364	4,686,413
Loans acquired with credit deterioration	3,673	1,620	13,770	12,997	234	8,735	3,458	239	44,726
	\$2,405,400	\$683,940	\$284,018	\$912,971	\$89,616	\$272,148	\$116,742	\$3,744	\$4,768,579
Allowance for loan losses:									

Edgar Filing: Customers Bancorp, Inc. - Form 10-Q

Individually evaluated for \$— impairment		\$4,581	\$2	\$129	\$—	\$92	\$—	\$38	\$4,842
Collectively evaluated for 9,206 impairment		5,625	1,167	3,700	1,106	2,010	97	28	22,939
Loans acquired with credit deterioration	—	223	2,090	2,290	4	1,092	289	54	6,042
Ending Balance, September 30, 2015	\$9,206	\$10,429	\$3,259	\$6,119	\$1,110	\$3,194	\$386	\$120	\$33,823

28

Table of Contents

Three Months Ended	Multi-family	Commercial and Industrial	Commercial Real Estate Owner Occupied	Commercial Real Estate Non-Owner Occupied	Construction	Residential Real Estate	Manufactured Housing	Other Consumer	Total
September 30, 2014 (amounts in thousands)									
Beginning Balance, July 1, 2014	\$7,205	\$3,341	\$2,826	\$10,060	\$2,187	\$2,028	\$401	\$138	\$28,186
Charge-offs	—	(91)	(64)	(214)	(284)	(139)	—		(792)
Recoveries	—	67	85	284	4	23	—	4	467
Provision for loan losses	767	1,187	301	1,069	(208)	217	(80)	(31)	3,222
Ending Balance, September 30, 2014	\$7,972	\$4,504	\$3,148	\$11,199	\$1,699	\$2,129	\$321	\$111	\$31,083
Nine Months Ended September 30, 2014									
Beginning Balance, January 1, 2014	\$4,227	\$2,674	\$2,517	\$8,961	\$2,385	\$2,490	\$614	\$130	\$23,998
Charge-offs	—	(536)	(318)	(1,120)	(284)	(442)	—	(33)	(2,733)
Recoveries	—	292	91	304	7	265	—	6	965
Provision for loan losses	3,745	2,074	858	3,054	(409)	(184)	(293)	8	8,853
Ending Balance, September 30, 2014	\$7,972	\$4,504	\$3,148	\$11,199	\$1,699	\$2,129	\$321	\$111	\$31,083
As of December 31, 2014									
Loans:									
Individually evaluated for impairment	\$—	\$16,523	\$13,349	\$6,173	\$2,325	\$1,820	\$—	\$135	\$40,325
Collectively evaluated for impairment	2,204,059	530,119	206,352	817,333	44,483	285,608	122,715	4,050	4,214,719
Loans acquired with credit deterioration	4,346	3,293	16,033	15,804	2,910	9,967	4,016	248	56,617
	\$2,208,405	\$549,935	\$235,734	\$839,310	\$49,718	\$297,395	\$126,731	\$4,433	\$4,311,661

Allowance for loan losses:									
Individually evaluated for \$—	\$856	\$96	\$170	\$—	\$188	\$—	\$32	\$1,342	
impairment									
Collectively evaluated for 8,493	3,766	1,756	6,580	424	1,436	92	28	22,575	
impairment									
Loans acquired with credit deterioration	—	162	2,484	2,448	623	1,074	170	54	7,015
Ending Balance, December 31, 2014	\$8,493	\$4,784	\$4,336	\$9,198	\$1,047	\$2,698	\$262	\$114	\$30,932

The non-covered manufactured housing portfolio was purchased in August 2010. A portion of the purchase price may be used to reimburse the Bank under the specified terms in the purchase agreement for defaults of the underlying borrower and other specified items. At September 30, 2015 and December 31, 2014, funds available for reimbursement, if necessary, were \$1.2 million and \$3.0 million, respectively. Each quarter, these funds are evaluated to determine if they would be sufficient to absorb the probable incurred losses within the manufactured housing portfolio.

The changes in accretable yield related to purchased-credit-impaired loans for the three and nine months ended September 30, 2015 and 2014 were as follows:

	Three Months Ended September 30,	
	2015	2014
(amounts in thousands)		
Accretable yield balance, beginning of period	\$14,302	\$19,691
Accretion to interest income	(551) (839
Reclassification from nonaccretable difference and disposals, net	10	(378
Accretable yield balance, end of period	\$13,761	\$18,474

Table of Contents

	Nine Months Ended September 30,	
	2015	2014
(amounts in thousands)		
Accretable yield balance, beginning of period	\$ 17,606	\$ 22,557
Accretion to interest income	(1,790) (2,462
Reclassification from nonaccretable difference and disposals, net	(2,055) (1,621
Accretable yield balance, end of period	\$ 13,761	\$ 18,474

NOTE 8 - SHAREHOLDERS' EQUITY

On May 18, 2015, Customers Bancorp issued 2,300,000 shares of Fixed-to-Floating Rate Non-Cumulative Perpetual Preferred Stock, Series C, par value \$1.00 per share, with a liquidation preference of \$25.00 per share.

Customers Bancorp will pay dividends on the Series C Preferred Stock only when, as, and if declared by the board of directors or a duly authorized committee of the board and to the extent that it has lawfully available funds to pay dividends. Dividends on the Series C Preferred Stock will accrue and be payable quarterly in arrears, on the 15th day of March, June, September, and December of each year, commencing on September 15, 2015, at a fixed rate per annum equal to 7.00% from the original issue date to, but excluding, June 15, 2020, and thereafter at a floating rate per annum equal to three-month LIBOR on the related dividend determination date plus a spread of 5.30% per annum.

Dividends on the Series C Preferred Stock will not be cumulative. If Customers Bancorp's board of directors or a duly authorized committee of the board does not declare a dividend on the Series C Preferred Stock in respect of a dividend period, then no dividend shall be deemed to have accrued for such dividend period, be payable on the applicable dividend payment date, or be cumulative, and Customers Bancorp will have no obligation to pay any dividend for that dividend period, whether or not the board of directors or a duly authorized committee of the board declares a dividend on the Series C Preferred Stock for any future dividend period.

The Series C Preferred Stock has no stated maturity, is not subject to any mandatory redemption, sinking fund or other similar provisions and will remain outstanding unless redeemed at Customers Bancorp's option. Customers Bancorp may redeem the Series C Preferred Stock at its option, at a redemption price equal to \$25.00 per share, plus any declared and unpaid dividends (without regard to any undeclared dividends), (i) in whole or in part, from time to time, on any dividend payment date on or after June 15, 2020 or (ii) in whole but not in part, within 90 days following the occurrence of a regulatory capital treatment event. Any redemption of the Series C Preferred Stock is subject to prior approval of the Board of Governors of the Federal Reserve System. The Series C Preferred Stock qualifies as Tier 1 capital under regulatory capital guidelines.

Except in limited circumstances, the Series C Preferred Stock does not have any voting rights.

On August 24, 2015, Customers Bancorp's board of directors declared a cash dividend on its Series C Preferred Stock of \$0.56875 per share. The dividend was paid on September 15, 2015 to shareholders of record on August 31, 2015.

NOTE 9 — SHARE-BASED COMPENSATION

During the nine months ended September 30, 2015, options to purchase an aggregate of 596,995 shares of Customers Bancorp voting common stock were granted to certain officers and team members. The exercise price for the options granted is equal to the closing price of Customers Bancorp's voting common stock on the date of grant. The options are subject to a five-year cliff vesting and expire after ten years. In addition to the five-year service requirement, one of the following conditions must be met in order for the options to become exercisable:

• Total shareholder returns over the five-year vesting period must be a minimum of 50%, or

•

Customers Bancorp must have achieved a compound annual growth rate in diluted EPS of at least 10% over the five-year vesting period.

30

Table of Contents

Customers evaluated the likelihood that at least one of these conditions would be met over the requisite service period and determined that it was more likely than not that one of the conditions would be satisfied (based upon historical performance). Accordingly, the grant-date fair value of these awards is being recognized as expense over the five-year vesting period. The fair value of the options was estimated using the Black-Scholes option pricing model.

The following table presents the weighted-average assumptions used and the resulting weighted-average fair value of each option granted.

	September 30, 2015	
Weighted-average risk-free interest rate	1.90	%
Expected dividend yield	0.00	%
Weighted-average expected volatility	21.18	%
Weighted-average expected life (in years)	7	
Weighted-average fair value of each option granted	\$6.42	

Stock Options

The following table summarizes stock option activity for the nine months ended September 30, 2015.

	Number of Options	Weighted- average Exercise Price	Weighted- average Remaining Contractual Term in Years	Aggregate Intrinsic Value
(amounts in thousands, except Weighted-average exercise price)				
Outstanding at January 1, 2015	3,168,067	\$12.61		
Granted	596,995	23.36		
Exercised	(31,168)	10.53		\$455
Forfeited	(2,200)	17.65		
Outstanding at September 30, 2015	3,731,694	\$14.34	7.03	\$42,392
Exercisable at September 30, 2015	607,118	\$8.97	4.51	\$10,165

Cash received from the exercise of options during the nine months ended September 30, 2015 was \$0.3 million with a related tax benefit of \$0.2 million.

Restricted Stock Units

There were 158,581 restricted stock units granted during the nine months ended September 30, 2015. Of the aggregate restricted stock units granted, 84,392 were granted under the Bonus Recognition and Retention Program and are subject to five-year cliff vesting. The remaining units were granted under the Bancorp's Restated and Amended 2004 Incentive Equity and Deferred Compensation Plan and are subject to either a three-year waterfall vesting with one third of the amount vesting annually or a three-year cliff vesting. The following table summarizes restricted stock unit activity for the nine months ended September 30, 2015.

	Restricted Stock Units	Weighted- average Grant- date Fair Value
Outstanding and unvested at January 1, 2015	788,971	\$13.00
Granted	158,581	19.67
Vested	(65,166)	12.01
Forfeited	(8,214)	17.23
Outstanding and unvested at September 30, 2015	874,172	\$14.24

Table of Contents

Total share-based compensation expense for the three months ended September 30, 2015 and 2014 was \$1.2 million and \$1.1 million, respectively. Total share-based compensation expense for the nine months ended September 30, 2015 and 2014 was \$3.6 million and \$3.1 million, respectively.

Customers Bancorp has a policy that permits its directors to elect to receive shares of voting common stock in lieu of their cash retainers. During the nine months ended September 30, 2015, Customers Bancorp issued 21,993 shares of voting common stock with a fair value of \$0.6 million to directors as compensation for their services during the first nine months of 2015. The fair values were determined based on the opening price of the common stock on the day the shares were issued.

NOTE 10 — REGULATORY MATTERS

The Bank and the Bancorp are subject to various regulatory capital requirements administered by the federal banking agencies. Failure to meet the minimum capital requirements can result in certain mandatory, and possibly additional discretionary, actions by regulators that, if undertaken, could have a direct material effect on the Bancorp's financial statements. Under capital adequacy guidelines and the regulatory framework for prompt corrective action, the Bank and Bancorp must meet specific capital guidelines that involve quantitative measures of their assets, liabilities and certain off-balance sheet items, as calculated under the regulatory accounting practices. The capital amounts and classification are also subject to qualitative judgments by the regulators about components, risk weightings and other factors. Prompt corrective action provisions are not applicable to bank holding companies.

Quantitative measures established by regulation to ensure capital adequacy require the Bank and Bancorp to maintain minimum amounts and ratios (set forth in the following table) of total and Tier 1 capital to risk-weighted assets and of Tier 1 capital to average assets (as defined in the regulations). At September 30, 2015 and December 31, 2014, the Bank and Bancorp met all capital adequacy requirements to which they were subject.

The Dodd-Frank Act required the FRB to establish minimum consolidated capital requirements for bank holding companies that are as stringent as those required for insured depository subsidiaries. In 2013, the federal banking agencies approved rules that implemented the Dodd-Frank requirements and certain other regulatory capital reforms effective January 1, 2015, that (i) introduced a new capital ratio pursuant to the prompt corrective action provisions, the common equity tier 1 capital to risk rated assets ratio, (ii) increased the adequately capitalized and well capitalized thresholds for the Tier 1 risk based capital ratios to 6% and 8%, respectively, (iii) changed the treatment of certain capital components for determining Tier 1 and Tier 2 capital, and (iv) changed the risk weighting of certain assets and off balance sheet items in determining risk weighted assets.

To be categorized as well capitalized, an institution must maintain minimum common equity Tier 1, total risk based, Tier 1 risk based and Tier 1 leveraged ratios as set forth in the following table:

Table of Contents

(amounts in thousands)	Actual		For Capital Adequacy Purposes		To Be Well Capitalized Under Prompt Corrective Action Provisions	
	Amount	Ratio	Amount	Ratio	Amount	Ratio
As of September 30, 2015:						
Common equity Tier 1 (to risk weighted assets)						
Customers Bancorp, Inc.	\$481,277	8.24	% \$262,811	4.5	% N/A	N/A
Customers Bank	\$549,276	9.45	% \$261,566	4.5	% \$377,818	6.5 %
Total capital (to risk weighted assets)						
Customers Bancorp, Inc.	\$667,532	11.43	% \$467,219	8.0	% N/A	N/A
Customers Bank	\$693,099	11.92	% \$465,007	8.0	% \$581,259	10.0 %
Tier 1 capital (to risk weighted assets)						
Customers Bancorp, Inc.	\$536,846	9.19	% \$350,414	6.0	% N/A	N/A
Customers Bank	\$549,276	9.45	% \$348,755	6.0	% \$465,007	8.0 %
Tier 1 capital (to average assets)						
Customers Bancorp, Inc.	\$536,846	7.27	% \$295,328	4.0	% N/A	N/A
Customers Bank	\$549,276	7.46	% \$294,713	4.0	% \$368,392	5.0 %
As of December 31, 2014:						
Total capital (to risk weighted assets)						
Customers Bancorp, Inc.	\$578,644	11.09	% \$417,473	8.0	% N/A	N/A
Customers Bank	\$621,894	11.98	% \$415,141	8.0	% \$518,926	10.0 %
Tier 1 capital (to risk weighted assets)						
Customers Bancorp, Inc.	\$437,712	8.39	% \$208,737	4.0	% N/A	N/A
Customers Bank	\$480,963	9.27	% \$207,570	4.0	% \$311,356	6.0 %
Tier 1 capital (to average assets)						
Customers Bancorp, Inc.	\$437,712	6.69	% \$261,622	4.0	% N/A	N/A
Customers Bank	\$480,963	7.39	% \$260,462	4.0	% \$325,577	5.0 %

The new risk-based capital rules adopted effective January 1, 2015 require that banks and holding companies maintain a "capital conservation buffer" of 250 basis points in excess of the "minimum capital ratio." The minimum capital ratio is equal to the prompt corrective action adequately capitalized threshold ratio. The capital conservation buffer will be phased in over four years beginning on January 1, 2016, with a maximum buffer of 0.625% of risk weighted assets for 2016, 1.25% for 2017, 1.875% for 2018, and 2.5% for 2019 and thereafter. Failure to maintain the required capital conservation buffer will result in limitations on capital distributions and on discretionary bonuses to executive officers.

NOTE 11 — DISCLOSURES ABOUT FAIR VALUE OF FINANCIAL INSTRUMENTS

Customers uses fair value measurements to record fair value adjustments to certain assets and liabilities and to disclose the fair value of its financial instruments. FASB ASC 825, Financial Instruments, requires disclosure of the estimated fair value of an entity's assets and liabilities considered to be financial instruments. For Customers, as for most financial institutions, the majority of its assets and liabilities are considered to be financial instruments. However, many of these instruments lack an available trading market as characterized by a willing buyer and willing seller engaging in an exchange transaction. For fair value disclosure purposes, Customers utilized certain fair value measurement criteria under the FASB ASC 820, Fair Value Measurements and Disclosures, as explained below. In accordance with ASC 820, the fair value of a financial instrument is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. Fair value is best determined based upon quoted market prices. However, in many instances, there are no quoted market prices for Customers' various financial instruments. In cases where quoted market prices are not available, fair values are

based on estimates using present value or other valuation techniques. Those techniques are significantly affected by the assumptions used, including the discount rate and estimates of future cash flows. Accordingly, the fair value estimates may not be realized in an immediate settlement of the instrument.

Table of Contents

The fair value guidance provides a consistent definition of fair value, focusing on an exit price in an orderly transaction (that is, not a forced liquidation or distressed sale) between market participants at the measurement date under current market conditions. If there has been a significant decrease in the volume and level of activity for the asset or liability, a change in valuation technique or the use of multiple valuation techniques may be appropriate. In such instances, determining the price at which willing market participants would transact at the measurement date under current market conditions depends on the facts and circumstances and requires the use of significant judgment. The fair value is a reasonable point within the range that is most representative of fair value under current market conditions.

The fair value guidance also establishes a fair value hierarchy and describes the following three levels used to classify fair value measurements.

Level 1: Unadjusted quoted prices in active markets that are accessible at the measurement date for identical, unrestricted assets or liabilities.

Level 2: Quoted prices in markets that are not active, or inputs that are observable either directly or indirectly, for substantially the full term of the asset or liability.

Level 3: Prices or valuation techniques that require inputs that are both significant to the fair value measurement and unobservable (i.e., supported with little or no market activity).

A financial instrument's level within the fair value hierarchy is based on the lowest level of input that is significant to the fair value measurement.

The following methods and assumptions were used to estimate the fair values of Customers' financial instruments as of September 30, 2015 and December 31, 2014:

Cash and cash equivalents:

The carrying amounts reported on the balance sheet for cash and cash equivalents approximate those assets' fair values. These assets are included as Level 1 fair values, based upon the lowest level of input that is significant to the fair value measurements.

Investment securities:

The fair values of investment securities available for sale are determined by obtaining quoted market prices on nationally recognized and foreign securities exchanges (Level 1), matrix pricing (Level 2), which is a mathematical technique used widely in the industry to value debt securities without relying exclusively on quoted market prices for the specific securities but rather by relying on the securities' relationship to other benchmark quoted prices, or externally developed models that use unobservable inputs due to limited or no market activity of the instrument (Level 3). These assets are included as Level 1, 2, or 3 fair values, based upon the lowest level of input that is significant to the fair value measurements.

The carrying amount of FHLB, Federal Reserve Bank, and other restricted stock approximates fair value, and considers the limited marketability of such securities. These assets are included as Level 2 fair values, based upon the lowest level of input that is significant to the fair value measurements.

Loans held for sale - Residential mortgage loans:

The Bank generally estimates the fair values of residential mortgage loans held for sale based on commitments on hand from investors within the secondary market for loans with similar characteristics. These assets are included as Level 2 fair values, based upon the lowest level of input that is significant to the fair value measurements.

Loans held for sale - Mortgage warehouse loans:

The fair value of mortgage warehouse loans is the amount of cash initially advanced to fund the mortgage, plus accrued interest and fees, as specified in the respective agreements. The loan is used by mortgage companies as short-term bridge financing between the funding of mortgage loans and the finalization of the sale of the loans to an investor. Changes in fair value are not expected to be recognized since at inception of the transaction the underlying loans have already been sold to an approved investor. Additionally, the interest rate is variable, and the transaction is short-term, with an average life of 19 days from purchase to sale. These assets are included as Level 2 fair values, based upon the lowest level of input that is significant to the fair value measurements.

Table of Contents

Loans held for sale – Multi-family loans:

The fair values of multi-family loans held for sale are estimated using pricing indications from letters of intent with third-party investors, recent sale transactions within the secondary markets for loans with similar characteristics, or non-binding indicative bids from brokers. These assets are included as Level 3 fair values, based upon the lowest level of input that is significant to the fair value measurements.

Loans receivable, net of allowance for loan losses:

The fair values of loans held for investment are estimated using discounted cash flows, using market rates at the balance sheet date that reflect the credit and interest rate-risk inherent in the loans. Projected future cash flows are calculated based upon contractual maturity or call dates, projected repayments and prepayments of principal. Generally, for variable rate loans that reprice frequently and with no significant change in credit risk, fair values are based on carrying values. These assets are included as Level 3 fair values, based upon the lowest level of input that is significant to the fair value measurements.

Impaired loans:

Impaired loans are those that are accounted for under ASC 450, Contingencies, in which the Bank has measured impairment generally based on the fair value of the loan's collateral. Fair value is generally determined based upon independent third-party appraisals of the properties that collateralize the loans, or discounted cash flows based upon the expected proceeds. These assets are included as Level 3 fair values, based upon the lowest level of input that is significant to the fair value measurements.

Other real estate owned:

The fair value of OREO is determined using appraisals, which may be discounted based on management's review and changes in market conditions. All appraisals must be performed in accordance with the Uniform Standards of Professional Appraisal Practice. Appraisals are certified to the Bank and performed by appraisers on the Bank's approved list of appraisers. Evaluations are completed by a person independent of management. The content of the appraisal depends on the complexity of the property. Appraisals are completed on a "retail value" and an "as is value". These assets are included as Level 3 fair values, based upon the lowest level of input that is significant to the fair value measurements.

Deposit liabilities:

The fair values disclosed for interest and non-interest checking, passbook savings and money market deposit accounts are, by definition, equal to the amount payable on demand at the reporting date (i.e., their carrying amounts). These liabilities are included as Level 1 fair values, based upon the lowest level of input that is significant to the fair value measurements.

Fair values for fixed-rate certificates of deposit are estimated using a discounted cash flow calculation that applies interest rates currently being offered in the market on certificates to a schedule of aggregated expected monthly maturities on time deposits. These liabilities are included as Level 2 fair values, based upon the lowest level of input that is significant to the fair value measurements.

Federal funds purchased:

For these short-term instruments, the carrying amount is considered a reasonable estimate of fair value. These liabilities are included as Level 1 fair values, based upon the lowest level of input that is significant to the fair value measurements.

Borrowings:

Borrowings consist of long-term and short-term FHLB advances, five-year senior unsecured notes, and subordinated debt. For the short-term borrowings, the carrying amount is considered a reasonable estimate of fair value and is included as Level 1. Fair values of long-term FHLB advances are estimated using discounted cash flow analysis, based on quoted prices for new FHLB advances with similar credit risk characteristics, terms and remaining maturity. The prices obtained from this active market represent a market value that is deemed to represent the transfer price if the liability were assumed by a third party. Fair values of privately placed subordinated and senior unsecured debt are estimated by a third-party financial adviser using discounted cash flow analysis, based on market rates currently offered on such debt with similar credit-risk characteristics, terms and remaining maturity. These liabilities are included as Level 2 fair values, based upon the lowest level of input that is significant to the fair value measurements.

The \$63 million senior unsecured notes issued during third quarter 2013 are traded on The New York Stock Exchange, and their price can be obtained daily. This fair value measurement is classified as Level 1.

Table of Contents

Derivatives (Assets and Liabilities):

The fair values of interest rate swaps and credit derivatives are determined using models that incorporate readily observable market data into a market standard methodology. This methodology nets the discounted future fixed cash receipts and the discounted expected variable cash payments. The discounted variable cash payments are based on expectations of future interest rates derived from observable market interest rate curves. In addition, fair value is adjusted for the effect of nonperformance risk by incorporating credit valuation adjustments for the Bank and its counterparties. These assets and liabilities are included as Level 2 fair values, based upon the lowest level of input that is significant to the fair value measurements.

The fair values of the residential mortgage loan commitments are derived from the estimated fair values that can be generated when the underlying mortgage loan is sold in the secondary market. The Bank uses commitments on hand from third party investors to estimate an exit price, and adjusts for the probability of the commitment being exercised based on the Bank's internal experience (i.e., pull-through rate). These assets and liabilities are included as Level 3 fair values, based upon the lowest level of input that is significant to the fair value measurements.

Off-balance-sheet financial instruments:

The fair values of unused commitments to lend and standby letters of credit are considered to be the same as their contractual amounts.

The following information should not be interpreted as an estimate of Customers' fair value in its entirety since fair value calculations are only provided for a limited portion of Customers' assets and liabilities. Due to a wide range of valuation techniques and the degree of subjectivity used in making these estimates, comparisons between Customer's disclosures and those of other companies may not be meaningful.

Table of Contents

The estimated fair values of Customers' financial instruments were as follows at September 30, 2015 and December 31, 2014.

	Carrying Amount	Estimated Fair Value	Fair Value Measurements at September 30, 2015		
			Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)
(amounts in thousands)					
Assets:					
Cash and cash equivalents	\$383,399	\$383,399	\$383,399	\$—	\$—
Investment securities, available for sale	418,945	418,945	17,863	401,082	—
Loans held for sale	1,730,002	1,730,501	—	1,680,010	50,491
Loans receivable, net of allowance for loan losses	4,735,279	4,737,189	—	—	4,737,189
FHLB, Federal Reserve Bank and other restricted stock	63,514	63,514	—	63,514	—
Derivatives	10,938	10,938	—	10,868	70
Liabilities:					
Deposits	\$5,785,194	\$5,799,266	\$3,497,023	\$2,302,243	\$—
Federal funds purchased	50,000	50,000	50,000	—	—
FHLB advances	985,900	988,859	715,900	272,959	—
Other borrowings	88,250	93,222	68,285	24,937	—
Subordinated debt	110,000	111,100	—	111,100	—
Derivatives	16,951	16,951	—	16,951	—

	Carrying Amount	Estimated Fair Value	Fair Value Measurements at December 31, 2014		
			Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)
(amounts in thousands)					
Assets:					
Cash and cash equivalents	\$371,023	\$371,023	\$371,023	\$—	\$—
Investment securities, available for sale	416,685	416,685	24,270	392,415	—
Loans held for sale	1,435,459	1,436,460	—	1,335,668	100,792
Loans receivable, net of allowance for loan losses	4,281,241	4,285,537	—	—	4,285,537
FHLB, Federal Reserve Bank and other stock	82,002	82,002	—	82,002	—
Derivatives	7,552	7,552	—	7,509	43
Liabilities:					
Deposits	\$4,532,538	\$4,540,507	\$2,820,875	\$1,719,632	\$—
FHLB advances	1,618,000	1,619,858	1,298,000	321,858	—
Other borrowings	88,250	92,069	66,944	25,125	—
Subordinated debt	110,000	111,925	—	111,925	—
Derivatives	9,716	9,716	—	9,716	—

Table of Contents

For financial assets and liabilities measured at fair value on a recurring and nonrecurring basis, the fair value measurements by level within the fair value hierarchy used at September 30, 2015 and December 31, 2014 were as follows:

	September 30, 2015			
	Fair Value Measurements at the End of the Reporting Period Using			
	Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)	Total
(amounts in thousands)				
Measured at Fair Value on a Recurring Basis:				
Assets				
Available-for-sale securities:				
Mortgage-backed securities	\$—	\$ 365,760	\$—	\$365,760
Corporate notes	—	35,322	—	35,322
Equity securities	17,863	—	—	17,863
Derivatives (1)	—	10,868	70	10,938
Loans held for sale – fair value option	—	1,680,010	—	1,680,010
Total assets - recurring fair value measurements	\$17,863	\$ 2,091,960	\$70	\$2,109,893
Liabilities				
Derivatives (2)	\$—	\$ 16,951	\$—	\$16,951
Measured at Fair Value on a Nonrecurring Basis:				
Assets				
Impaired loans, net of specific reserves of \$4,842	\$—	\$ —	\$6,619	\$6,619
Other real estate owned	—	—	2,975	2,975
Total assets - nonrecurring fair value measurements	\$—	\$ —	\$9,594	\$9,594
December 31, 2014				
Fair Value Measurements at the End of the Reporting Period Using				
	Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)	Total
(amounts in thousands)				
Measured at Fair Value on a Recurring Basis:				
Assets				
Available-for-sale securities:				
Mortgage-backed securities	\$—	\$ 377,311	\$—	\$377,311
Corporate notes	—	15,104	—	15,104
Equity securities	24,270	—	—	24,270
Derivatives (1)	—	7,509	43	\$7,552
Loans held for sale – fair value option	—	1,335,668	—	1,335,668
Total assets - recurring fair value measurements	\$24,270	\$ 1,735,592	\$43	\$1,759,905
Liabilities				
Derivatives (2)	—	\$ 9,716	—	\$9,716
Measured at Fair Value on a Nonrecurring Basis:				

Edgar Filing: Customers Bancorp, Inc. - Form 10-Q

Assets

Impaired loans, net of specific reserves of \$1,342	\$—	\$ —	\$2,380	\$2,380
Other real estate owned	—	—	9,149	9,149
Total assets - nonrecurring fair value measurements	\$—	\$ —	\$11,529	\$11,529

(1)Included in Other Assets

(2)Included in Other Liabilities

38

Table of Contents

The changes in Level 3 assets measured at fair value on a recurring basis for the three and nine months ended September 30, 2015 and 2014 are summarized as follows.

(amounts in thousands)	Three Months Ended September 30,	
	2015	2014
	Residential Mortgage Loan Commitments	
Balance at July 1	\$71	\$54
Issuances	70	35
Settlements	(71	(54
Balance at September 30	\$70	\$35

(amounts in thousands)	Nine Months Ended September 30,	
	2015	2014
	Residential Mortgage Loan Commitments	
Balance at January 1	\$43	\$240
Issuances	228	192
Settlements	(201	(397
Balance at September 30	\$70	\$35

Customers' policy is to recognize transfers between fair value levels when events or circumstances warrant transfers. There were no transfers between levels during the three and nine months ended September 30, 2015 and 2014.

The following table summarizes financial assets and financial liabilities measured at fair value as of September 30, 2015 and December 31, 2014 on a recurring and nonrecurring basis for which Customers utilized Level 3 inputs to measure fair value.

September 30, 2015	Quantitative Information about Level 3 Fair Value Measurements			
	Fair Value Estimate	Valuation Technique	Unobservable Input	Range (Weighted Average) (3)
(amounts in thousands)				
Impaired loans	\$6,619	Collateral appraisal (1)	Liquidation expenses (2)	(8)%
Other real estate owned	2,975	Collateral appraisal (1)	Liquidation expenses (2)	(8)%
Residential mortgage loan commitments	70	Adjusted market bid	Pull-through rate	92%

December 31, 2014	Quantitative Information about Level 3 Fair Value Measurements			
	Fair Value Estimate	Valuation Technique	Unobservable Input	Range (Weighted Average) (3)
(amounts in thousands)				
Impaired loans	\$2,380	Collateral appraisal (1)	Liquidation expenses (2)	(8)%
Other real estate owned	9,149	Collateral appraisal (1)	Liquidation expenses (2)	(8)%
Residential mortgage loan commitments	43	Adjusted market bid	Pull-through rate	80%

(1) Obtained from approved independent appraisers. Appraisals are current and in compliance with credit policy. The

(1) Bank does not generally discount appraisals.

(2) Fair value is adjusted for estimated costs to sell.

(3) Presented as a percentage of the value determined by appraisal.

Table of Contents

NOTE 12 — DERIVATIVE INSTRUMENTS AND HEDGING ACTIVITIES

Risk Management Objectives of Using Derivatives

Customers is exposed to certain risks arising from both its business operations and economic conditions. Customers manages economic risks, including interest rate, liquidity, and credit risk, primarily by managing the amount, sources, and durations of its assets and liabilities. Specifically, Customers enters into derivative financial instruments to manage exposures that arise from business activities that result in the receipt or payment of future known and uncertain cash amounts, the value of which are determined by interest rates. Customers' derivative financial instruments are used to manage differences in the amount, timing, and duration of Customers' known or expected cash receipts and its known or expected cash payments principally related to certain fixed-rate borrowings. Customers also has interest-rate derivatives resulting from a service provided to certain qualifying customers, and therefore, they are not used to manage Customers' interest-rate risk in assets or liabilities. Customers manages a matched book with respect to its derivative instruments used in this customer service in order to minimize its net risk exposure resulting from such transactions.

Cash Flow Hedges of Interest Rate Risk

Customers' objectives in using interest-rate derivatives are to add stability to interest expense and to manage exposure to interest-rate movements. To accomplish this objective, Customers primarily uses interest rate swaps as part of its interest-rate-risk management strategy. Interest-rate swaps designated as cash flow hedges involve the receipt of variable amounts from a counterparty in exchange for Customers making fixed-rate payments over the life of the agreements without exchange of the underlying notional amount.

The effective portion of changes in the fair value of derivatives designated and qualifying as cash flow hedges is recorded in accumulated other comprehensive income and is subsequently reclassified into earnings in the period that the hedged forecasted transaction affects earnings. During the three and nine months ended September 30, 2015 and 2014, such derivatives were used to hedge the variable cash flows associated with a forecasted issuance of debt. The ineffective portion of the change in fair value of the derivatives is to be recognized directly in earnings. During the three and nine months ended September 30, 2015 and 2014, Customers did not record any hedge ineffectiveness. Amounts reported in accumulated other comprehensive income related to derivatives will be reclassified to interest expense as interest payments are made on Customers' variable-rate debt. Customers expects to reclassify \$1.3 million from accumulated other comprehensive income to interest expense during the next 12 months.

Customers is hedging its exposure to the variability in future cash flows for forecasted transactions over a maximum period of 24 months (excluding forecasted transactions related to the payment of variable interest on existing financial instruments).

At September 30, 2015 and December 31, 2014, Customers had one outstanding interest rate derivative with a notional amount of \$150.0 million that was designated as a cash flow hedge of interest rate risk. The hedge expires in April 2019.

Derivatives Not Designated as Hedging Instruments

Customers executes interest rate swaps with commercial banking customers to facilitate their respective risk management strategies (typically the loan customers will swap a floating-rate loan to a fixed-rate loan). The customer interest rate swaps are simultaneously offset by interest rate swaps that Customers executes with a third party in order to minimize interest rate risk exposure resulting from such transactions. Because the interest rate swaps associated with this program do not meet the hedge accounting requirements, changes in the fair value of both the customer swaps and the offsetting third-party market swaps are recognized directly in earnings. At September 30, 2015, Customers had 52 interest rate swaps with an aggregate notional amount of \$394.3 million related to this program. At December 31, 2014, Customers had 44 interest rate swaps with an aggregate notional amount of \$251.9 million related to this program.

Customers enters into residential mortgage loan commitments in connection with its mortgage banking activities to fund mortgage loans at specified rates and times in the future. These commitments are short-term in nature and generally expire in 30 to 60 days. The residential mortgage loan commitments that relate to the origination of mortgage loans that will be held for sale are considered derivative instruments under applicable accounting guidance and are reported at fair value, with changes in fair value recorded directly in earnings. At September 30, 2015 and

December 31, 2014, Customers had an outstanding notional balance of residential mortgage loan commitments of \$4.3 million and \$3.8 million, respectively.

Customers also purchased credit derivatives to hedge the performance risk associated with one of its counterparties. These derivatives are not designated as hedging instruments and are reported at fair value, with changes in fair value reported directly

40

Table of Contents

in earnings. At September 30, 2015 and December 31, 2014, Customers had an outstanding notional balance of credit derivatives of \$19.4 million and \$13.4 million, respectively.

Fair Value of Derivative Instruments on the Balance Sheet

The following table presents the fair value of Customers' derivative financial instruments as well as their classification on the balance sheet as of September 30, 2015 and December 31, 2014.

	September 30, 2015		Derivative Liabilities	
	Derivative Assets Balance Sheet Location	Fair Value	Balance Sheet Location	Fair Value
(amounts in thousands)				
Derivatives designated as cash flow hedges:				
Interest rate swaps	Other assets	\$—	Other liabilities	\$5,786
Total		\$—		\$5,786
Derivatives not designated as hedging instruments:				
Interest rate swaps	Other assets	\$10,676	Other liabilities	\$11,165
Credit contracts	Other assets	192	Other liabilities	—
Residential mortgage loan commitments	Other assets	70	Other liabilities	—
Total		\$10,938		\$11,165
December 31, 2014				
	Derivative Assets		Derivative Liabilities	
	Balance Sheet Location	Fair Value	Balance Sheet Location	Fair Value
(amounts in thousands)				
Derivatives designated as cash flow hedges:				
Interest rate swaps	Other assets	\$—	Other liabilities	\$1,945
Total		\$—		\$1,945
Derivatives not designated as hedging instruments:				
Interest rate swaps	Other assets	\$7,332	Other liabilities	\$7,771
Credit contracts	Other assets	177	Other liabilities	—
Residential mortgage loan commitments	Other assets	43	Other liabilities	—
Total		\$7,552		\$7,771

Effect of Derivative Instruments on Comprehensive Income

The following tables present the effect of Customers' derivative financial instruments on comprehensive income for the three and nine months ended September 30, 2015 and 2014.

	Three Months Ended September 30, 2015	
	Income Statement Location	Amount of Income (Loss) Recognized in Earnings
(amounts in thousands)		
Derivatives not designated as hedging instruments:		
Interest rate swaps	Other non-interest income	\$ 192
Credit contracts	Other non-interest income	51
Residential mortgage loan commitments	Mortgage loan and banking income	(1)
Total		\$ 242

Table of Contents

Three Months Ended September 30, 2014		
	Income Statement Location	Amount of Income (Loss) Recognized in Earnings
(amounts in thousands)		
Derivatives not designated as hedging instruments:		
Interest rate swaps	Other non-interest income	\$ 47
Credit contracts	Other non-interest income	(4)
Residential mortgage loan commitments	Mortgage loan and banking income	(19)
Total		\$ 24

Nine Months Ended September 30, 2015		
	Income Statement Location	Amount of Income (Loss) Recognized in Earnings
(amounts in thousands)		
Derivatives not designated as hedging instruments:		
Interest rate swaps	Other non-interest income	\$ 902
Credit contracts	Other non-interest income	15
Residential mortgage loan commitments	Mortgage loan and banking income	27
Total		\$ 944

Nine Months Ended September 30, 2014		
	Income Statement Location	Amount of Income (Loss) Recognized in Earnings
(amounts in thousands)		
Derivatives not designated as hedging instruments:		
Interest rate swaps	Other non-interest income	\$ 686
Credit contracts	Other non-interest income	(139)
Residential mortgage loan commitments	Mortgage loan and banking income	(205)
Total		\$ 342

Three Months Ended September 30, 2015		
	Location of Gain (Loss) Reclassified from Accumulated OCI into Income (Effective Portion) (1)	Amount of Gain (Loss) Reclassified from Accumulated OCI into Income (Effective Portion)
(amounts in thousands)		
Derivatives in cash flow hedging relationships:		
Interest rate swaps	\$ (1,464) Interest expense	\$ —

Three Months Ended September 30, 2014		
	Location of Gain (Loss) Reclassified from Accumulated OCI into Income (Effective Portion) (1)	Amount of Gain (Loss) Reclassified from Accumulated OCI into Income (Effective Portion)
(amounts in thousands)		
Derivatives in cash flow hedging relationships:		
Interest rate swaps	\$ (1,464) Interest expense	\$ —

(amounts in thousands)

Derivatives in cash flow hedging
relationships:

Interest rate swaps	\$426	Interest expense	\$ —
---------------------	-------	------------------	------

Table of Contents

Nine Months Ended September 30, 2015

Amount of Loss Recognized in OCI on Derivatives (Effective Portion) (1)	Location of Gain (Loss) Reclassified from Accumulated OCI into Income (Effective Portion)	Amount of Gain (Loss) Reclassified from Accumulated OCI into Income (Effective Portion)
---	--	--

(amounts in thousands)

Derivatives in cash flow hedging relationships:

Interest rate swaps	\$ (2,353)) Interest expense	\$ —
---------------------	------------	--------------------	------

Nine Months Ended September 30, 2014

Amount of Loss Recognized in OCI on Derivatives (Effective Portion) (1)	Location of Gain (Loss) Reclassified from Accumulated OCI into Income (Effective Portion)	Amount of Gain (Loss) Reclassified from Accumulated OCI into Income (Effective Portion)
---	--	--

(amounts in thousands)

Derivatives in cash flow hedging relationships:

Interest rate swaps	\$ (196)) Interest expense	\$ —
---------------------	----------	--------------------	------

(1) Net of taxes

Credit-risk-related Contingent Features

By entering into derivative contracts, Customers is exposed to credit risk. The credit risk associated with derivatives executed with customers is the same as that involved in extending the related loans and is subject to the same standard credit policies. To mitigate the credit-risk exposure to major derivative dealer counterparties, Customers only enters into agreements with those counterparties that maintain credit ratings of high quality.

Agreements with major derivative dealer counterparties contain provisions whereby default on any of Customers' indebtedness would be considered a default on its derivative obligations. Customers also has entered into agreements that contain provisions under which the counterparty could require Customers to settle its obligations if Customers fails to maintain its status as a well/adequately-capitalized institution. As of September 30, 2015, the fair value of derivatives in a net liability position (which includes accrued interest but excludes any adjustment for nonperformance-risk) related to these agreements was \$17.3 million. In addition, Customers has minimum collateral posting thresholds with certain of these counterparties and at September 30, 2015 had posted \$17.2 million of cash as collateral. Customers records cash posted as collateral as a reduction in the outstanding balance of cash and cash equivalents and an increase in the balance of other assets.

Disclosures about Offsetting Assets and Liabilities

The following tables present derivative instruments that are subject to enforceable master netting arrangements. Customers' interest rate swaps with institutional counterparties are subject to master netting arrangements and are included in the table below. Interest rate swaps with commercial banking customers and residential mortgage loan commitments are not subject to master netting arrangements and are excluded from the table below. Customers has not made a policy election to offset its derivative positions.

Table of Contents

Offsetting of Financial Assets and Derivative Assets
At September 30, 2015

Description	Gross Amount of Recognized Assets	Gross Amounts Offset in the Consolidated Balance Sheet	Net Amounts of Assets Presented in the Consolidated Balance Sheet	Gross Amounts Not Offset in the Consolidated Balance Sheet		Net Amount
				Financial Instruments	Cash Collateral Received	
(amounts in thousands)						
Interest rate swap derivatives with institutional counterparties	\$—	\$—	\$—	\$—	\$—	\$—

Offsetting of Financial Liabilities and Derivative Liabilities
At September 30, 2015

Description	Gross Amount of Recognized Liabilities	Gross Amounts Offset in the Consolidated Balance Sheet	Net Amounts of Liabilities Presented in the Consolidated Balance Sheet	Gross Amounts Not Offset in the Consolidated Balance Sheet		Net Amount
				Financial Instruments	Cash Collateral Pledged	
(amounts in thousands)						
Interest rate swap derivatives with institutional counterparties	\$16,951	\$—	\$16,951	\$—	\$16,951	\$—

Offsetting of Financial Assets and Derivative Assets
At December 31, 2014

Description	Gross Amount of Recognized Assets	Gross Amounts Offset in the Consolidated Balance Sheet	Net Amounts of Assets Presented in the Consolidated Balance Sheet	Gross Amounts Not Offset in the Consolidated Balance Sheet		Net Amount
				Financial Instruments	Cash Collateral Received	
(amounts in thousands)						
Interest rate swap derivatives with institutional counterparties	\$192	\$—	\$192	\$192	\$—	\$—

Offsetting of Financial Liabilities and Derivative Liabilities
At December 31, 2014

Description	Gross Amount of Recognized Liabilities	Gross Amounts Offset in the Consolidated Balance Sheet	Net Amounts of Liabilities Presented in the Consolidated Balance Sheet	Gross Amounts Not Offset in the Consolidated Balance Sheet		Net Amount
				Financial Instruments	Cash	
(amounts in thousands)						

Edgar Filing: Customers Bancorp, Inc. - Form 10-Q

Description		Sheet	Consolidated Balance Sheet	Instruments	Collateral Pledged	
(amounts in thousands)						
Interest rate swap derivatives with institutional counterparties	\$9,703	\$—	\$9,703	\$192	\$9,511	\$—

44

Table of Contents

ITEM 2. Management’s Discussion and Analysis of Financial Condition and Results of Operations.

Cautionary Note Regarding Forward-Looking Statements

This report and all attachments hereto as well as other written or oral communications made from time to time by Customers may contain certain forward-looking information within the meaning of the Securities Act of 1933, as amended, and the Securities Exchange Act of 1934, as amended. These statements relate to future events or future predictions, including events or predictions relating to future financial performance, and are generally identifiable by the use of forward-looking terminology such as “believes,” “expects,” “may,” “will,” “should,” “plan,” “intend,” “anticipates,” “strategies” or the negative thereof or comparable terminology, or by discussion of strategy that involve risks and uncertainties. These forward-looking statements are only predictions and estimates regarding future events and circumstances and involve known and unknown risks, uncertainties and other factors, including the risks described under “Risk Factors” that may cause actual results, levels of activity, performance or achievements to be materially different from any future results, levels of activity, performance or achievements expressed or implied by such forward-looking statements. This information is based on various assumptions that may not prove to be correct. These forward-looking statements are subject to significant uncertainties and contingencies, many of which are beyond the control of Customers. Although the expectations reflected in the forward-looking statements are currently believed to be reasonable, future results, levels of activity, performance or achievements cannot be guaranteed. Accordingly, there can be no assurance that actual results will meet expectations or will not be materially lower than the results contemplated in this report and attachments hereto. You are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date of this report or, in the case of documents referred to, the dates of those documents. Customers undertakes no obligation to release publicly or otherwise provide any revisions to these forward-looking statements to reflect events or circumstances after the date of this report or to reflect the occurrence of unanticipated events, except as may be required under applicable law.

Management’s discussion and analysis represents an overview of the financial condition and results of operations, and highlights the significant changes in the financial condition and results of operations, as presented in the accompanying consolidated financial statements for Customers Bancorp, a financial holding company, and its wholly owned subsidiaries, including Customers Bank. This information is intended to facilitate your understanding and assessment of significant changes and trends related to Customers financial condition and results of operations as of and for the three and nine months ended September 30, 2015. All quarterly information in this Management’s Discussion and Analysis is unaudited. You should read this section in conjunction with “Management’s Discussion and Analysis of Financial Condition and Results of Operations” included in Customers' Annual Report on Form 10-K for the fiscal year ended December 31, 2014 (“2014 Form 10-K”).

Critical Accounting Policies

We have adopted various accounting policies that govern the application of accounting principles generally accepted in the United States of America and that are consistent with general practices within the banking industry in the preparation of our financial statements. Our significant accounting policies are described in “NOTE 3 — SIGNIFICANT ACCOUNTING POLICIES AND BASIS OF PRESENTATION” to our audited financial statements included in our 2014 Form 10-K and updated in this report on Form 10-Q for the quarterly period ended September 30, 2015. Certain accounting policies involve significant judgments and assumptions by Customers that have a material impact on the carrying value of certain assets and liabilities. We consider these accounting policies to be critical accounting policies. The judgment and assumptions used are based on historical experience and other factors, which are believed to be reasonable under the circumstances. Because of the nature of the judgments and assumptions management makes, actual results could differ from these judgments and estimates, which could have a material impact on the carrying values of our assets and liabilities and our results of operations.

Third Quarter Events of Note

Customers Bancorp continued its strong financial performance through third quarter 2015. Financial results for third quarter 2015 included earnings of \$14.3 million, a record high, or \$0.50 per diluted share. Customers continued its planned strategy to moderate its balance sheet growth, with total assets of \$7.6 billion largely unchanged at September 30, 2015 compared to June 30, 2015. Total loans, including loans held for sale, also remained relatively flat at \$6.5 billion, with increases in multi-family loans of \$136 million, commercial and industrial loans (including owner

occupied commercial real estate) of \$48 million, and non-owner occupied real estate loans of \$17 million, offset by a seasonal decrease in loans to mortgage companies of \$266 million.

Asset quality remained strong and capital ratios exceeded levels established for “well-capitalized” banks and bank holding companies at September 30, 2015. The return on average common equity was 11.83% for third quarter 2015, and the return on

Table of Contents

average assets was 0.82%. During third quarter 2015, Customers sold approximately \$36 million of multi-family loans in market based transactions which resulted in a gain on sale of approximately \$0.4 million.

Results of Operations

Three Months Ended September 30, 2015 Compared to Three Months Ended September 30, 2014

Net income available to common shareholders increased \$2.6 million, or 22.7%, to \$14.3 million for the three months ended September 30, 2015, compared to \$11.7 million for the three months ended September 30, 2014. The increased net income available to common shareholders resulted from an increase in net interest income of \$9.7 million, largely reflecting the loan portfolio growth of the past year, a reduction in provision expense of \$2.9 million, an increase in non-interest income of \$1.1 million, offset in part by an increase in non-interest expense of \$5.6 million, an increase in income tax expense of \$4.5 million, and the accrual of preferred stock dividends of \$1.0 million.

Net interest income increased \$9.7 million, or 24.2%, for the three months ended September 30, 2015 to \$49.9 million, compared to \$40.2 million for the three months ended September 30, 2014. This increase resulted principally from higher average loan balances (loans and loans held for sale) of \$1.4 billion and increased prepayment fees received on multi-family loans and dividends on FHLB stock.

The provision for loan losses decreased \$2.9 million to \$2.1 million for the three months ended September 30, 2015, compared to \$5.0 million for the same period in 2014. The third quarter 2015 provision for loan losses of \$2.1 million includes a \$1.2 million provision for net growth in the held-for-investment loan portfolio (predominately multi-family loans) and a net provision of approximately \$0.9 million primarily for estimated credit quality deterioration identified with loans considered impaired as of September 30, 2015.

Non-interest income increased \$1.1 million during the three months ended September 30, 2015 to \$6.2 million, compared to \$5.1 million for the three months ended September 30, 2014. This increase resulted primarily from increased mortgage warehouse transactional fees of \$0.6 million as a result of higher processing volume and a \$0.4 million gain realized from the sale of multi-family loans.

Non-interest expense increased \$5.6 million during the three months ended September 30, 2015 to \$30.3 million, compared to \$24.7 million during the three months ended September 30, 2014 primarily resulting from the loan portfolio growth over the past year, requiring increased staffing for loan origination and administrative support, higher occupancy expense, and technology fees (up \$3.1 million), increased other real estate owned ("OREO") expense principally due to the non-guaranteed portion of losses recognized on OREO write-downs during third quarter 2015 (up \$1.1 million), and increased professional services related to fees paid for the FHLB letter of credit used to collateralize municipal deposits and consulting fees paid for loan reviews, legal services, and outsourcing of certain accounting and internal audit work (up \$1.0 million).

Income tax expense increased \$4.5 million in the three months ended September 30, 2015 to \$8.4 million, compared to \$3.9 million in the same period of 2014. The increase in income tax expense was driven primarily from increased taxable income of \$8.1 million in third quarter 2015 and an adjustment recorded in third quarter 2014 that reduced income tax expense as a result of a return to provision and deferred tax analysis performed during that period.

Preferred stock dividends increased \$1.0 million in third quarter 2015 due to the accrual of dividends on Customers' Series C Preferred Stock issued on May 18, 2015.

Table of Contents

Net Interest Income

Net interest income (the difference between the interest earned on loans, investments and interest-earning deposits with banks, and interest paid on deposits, borrowed funds and subordinated debt) is the primary source of Customers' earnings.

The following table summarizes Customers' net interest income and related spread and margin for the periods indicated.

	Three Months Ended September 30, 2015			2014			
	Average Balance	Interest Income or Expense	Average Yield or Cost (%)	Average Balance	Interest Income or Expense	Average Yield or Cost	
(amounts in thousands)							
Assets							
Interest earning deposits	\$312,286	\$202	0.26	% \$244,013	\$154	0.25	%
Investment securities (A)	377,157	2,283	2.42	421,213	2,361	2.24	
Loans held for sale	1,720,863	14,006	3.23	1,014,068	8,503	3.33	
Loans (B)	4,648,986	46,291	3.95	3,977,407	39,640	3.96	
Other interest-earning assets	67,299	954	5.62	83,313	640	3.05	
Total interest earning assets	7,126,591	63,736	3.55	% 5,740,014	51,298	3.55	%
Non-interest earning assets	260,659			238,223			
Total assets	\$7,387,250			\$5,978,237			
Liabilities							
Interest checking	\$135,539	177	0.52	% \$58,734	94	0.63	%
Money market deposit accounts	2,490,617	3,166	0.50	1,741,007	2,599	0.59	
Other savings	35,089	23	0.26	42,117	43	0.40	
Certificates of deposit	2,277,072	5,656	0.99	1,426,644	3,443	0.96	
Total interest bearing deposits	4,938,317	9,022	0.72	3,268,502	6,179	0.75	
Borrowings	1,218,242	4,780	1.56	1,674,576	4,905	1.17	
Total interest-bearing liabilities	6,156,559	13,802	0.89	4,943,078	11,084	0.89	
Non-interest-bearing deposits	675,455			596,497			
Total deposits & borrowings	6,832,014		0.80	5,539,575		0.79	
Other non-interest bearing liabilities	19,998			16,596			
Total liabilities	6,852,012			5,556,171			
Shareholders' Equity	535,238			422,066			
Total liabilities and shareholders' equity	\$7,387,250			\$5,978,237			
Net interest earnings		49,934			40,214		
Tax-equivalent adjustment (C)		105			104		
Net interest earnings		\$50,039			\$40,318		
Interest spread			2.75	%		2.75	%
Net interest margin			2.78	%		2.78	%
Net interest margin tax equivalent (C)			2.79	%		2.79	%

(A) For presentation in this table, average balances and the corresponding average yields for investment securities are based upon historical cost, adjusted for amortization of premiums and accretion of discounts.

(B) Includes non-accrual loans, the effect of which is to reduce the yield earned on loans, and deferred loan fees.

(C) Full tax-equivalent basis, using a 35% statutory tax rate to approximate interest income as a taxable asset.

Table of Contents

The following table presents the dollar amount of changes in interest income and interest expense for the major categories of interest-earning assets and interest-bearing liabilities. Information is provided for each category of interest-earning assets and interest-bearing liabilities with respect to (i) changes attributable to volume (i.e., changes in average balances multiplied by the prior-period average rate) and (ii) changes attributable to rate (i.e., changes in average rate multiplied by prior-period average balances). For purposes of this table, changes attributable to both rate and volume which cannot be segregated have been allocated proportionately to the change due to volume and the change due to rate.

	Three Months Ended September 30, 2015 vs. 2014		
	Increase (Decrease) due to Change in		
	Rate	Volume	Total
(amounts in thousands)			
Interest income:			
Interest earning deposits	\$4	\$44	\$48
Investment securities	182	(260)	(78)
Loans held for sale	(259)	5,762	5,503
Loans	(39)	6,690	6,651
Other interest-earning assets	456	(142)	314
Total interest income	344	12,094	12,438
Interest expense:			
Interest checking	(20)	103	83
Money market deposit accounts	(428)	995	567
Savings	(14)	(6)	(20)
Certificates of deposit	102	2,111	2,213
Total interest bearing deposits	(360)	3,203	2,843
Borrowings	1,418	(1,543)	(125)
Total interest expense	1,058	1,660	2,718
Net interest income	\$(714)	\$10,434	\$9,720

Net interest income for the three months ended September 30, 2015 was \$49.9 million, an increase of \$9.7 million, or 24.2%, when compared to net interest income of \$40.2 million for the three months ended September 30, 2014. This net increase was primarily the result of an increase of \$706.8 million in the average balance of "Loans held for sale" driven by increased lending activity to mortgage companies during 2015 and an increase of \$671.6 million in the average balance of "Loans." Within "Loans," changes in the following categories primarily were responsible for the net increase in loan volume:

\$272.9 million increase in the average balance of multi-family loans; and

\$419.3 million increase in the average balance of other commercial loans, including owner occupied commercial real estate loans.

The increases in loan volume were the result of focused efforts by Customers' lending teams to execute an organic growth strategy.

Interest expense on total interest-bearing deposits increased \$2.8 million in third quarter 2015 compared to third quarter 2014. This increase resulted from increased deposit volume as average interest-bearing deposits increased \$1.7 billion for the three months ended September 30, 2015 compared to average interest-bearing deposits for the three months ended September 30, 2014, and the average rate on interest-bearing deposits decreased 3 basis points for the third quarter 2015.

Interest expense on borrowings decreased \$0.1 million as deposit growth reduced the need for borrowings. Average borrowings for the three months ended September 30, 2015 decreased by \$456.3 million when compared to average borrowings for the three months ended September 30, 2014. The 39 basis point increase in the related average rate

was due to a lower mix of lower-rate overnight borrowings due to deposit growth reducing the need for short-term borrowings.

Table of Contents

Customers' net interest margin (tax equivalent) was unchanged at 2.79% for the three months ended September 30, 2015 and September 30, 2014. The flat net interest margin resulted from a 6 basis point reduction in portfolio yields offset by increases in prepayment fees on multi-family loans and FHLB dividends of \$1.3 million, or approximately 6 basis points.

Provision for Loan Losses

The Bank has established an allowance for loan losses through a provision for loan losses charged as an expense on the consolidated statements of income. The loan portfolio is reviewed quarterly to assess and measure both the performance of the portfolio and the adequacy of the allowance for loan losses. At September 30, 2015, approximately \$13.8 million, or 0.2%, of the loan portfolio including loans held for sale, was covered under loss sharing agreements with the FDIC. Decreases in the estimated cash flows on the loans covered by the loss share agreements greater than the original estimated value are recorded as an increase to the provision for loan losses, and a corresponding receivable due from the FDIC is recorded as a reduction to the provision for loan losses for the portion anticipated to be recovered under the loss sharing agreements. Conversely, if the estimated cash flows on the covered loans increase, all or a portion of the previously recorded provision for loan losses will be reversed, and the corresponding receivable due from the FDIC will be written down as an increase to the provision for loan losses. Decreases in the valuations of other real estate owned covered by the loss sharing agreements are recorded net of the estimated FDIC receivable resulting from the valuation allowance as an increase to other real estate owned expense (a component of non-interest expense). The FDIC loss sharing receivable balance will be reduced through a charge to the provision for loan losses, with no offsetting reduction to the allowance for loan losses, as the period to submit losses under the FDIC loss sharing agreements approaches expiration and the estimated losses on the covered loans have not yet emerged or been realized in a final disposition event. The period to submit losses under the FDIC loss sharing agreements for commercial loans expired in third quarter 2015 and no significant write-downs of the indemnification asset were required. The period to submit losses under the FDIC loss sharing agreements for single family loans expires in third quarter 2017. The final maturity of the FDIC loss sharing agreements occurs in third quarter 2020.

As part of the FDIC loss sharing agreements, the Bank also assumed a liability to be paid within 45 days subsequent to the maturity or termination of the loss sharing agreements that is contingent upon actual losses incurred over the life of the agreements relative to expected losses and the consideration paid upon acquisition of the failed institutions ("the Clawback Liability"). Due to receipt of cash payments on the covered assets in excess of expectations, the Bank anticipates that it will be required to pay the FDIC at the end of its loss sharing agreements. As of September 30, 2015, a clawback liability of \$2.3 million has been recorded. To the extent actual losses on the covered assets are less than estimated losses, the clawback liability will increase. To the extent actual losses on the covered assets are more than the estimated losses, the clawback liability will decrease. The clawback liability is contractually due to be paid to the FDIC subsequent to expiration of the agreements in 2020.

The provision for loan losses decreased by \$2.9 million to \$2.1 million for the three months ended September 30, 2015, compared to \$5.0 million for the same period in 2014. The third quarter 2015 provision for loan losses of \$2.1 million includes a \$1.2 million provision for net growth in the held-for-investment loan portfolio (predominately multi-family loans) and a net provision of approximately \$0.9 million primarily for estimated credit quality deterioration identified with loans considered impaired as of September 30, 2015.

For more information about our provision and allowance for loan losses and our loss experience, see "Credit Risk" and "Asset Quality" herein.

Non-Interest Income

The table below presents the components of non-interest income for the three months ended September 30, 2015 and 2014.

Table of Contents

	Three Months Ended September 30,	
	2015	2014
(amounts in thousands)		
Mortgage warehouse transactional fees	\$2,792	\$2,154
Bank-owned life insurance	1,177	976
Gain on sale of loans	1,131	695
Deposit fees	265	192
Mortgage loans and banking income	167	212
Gain (loss) on sale of investment securities	(16) —
Other	655	873
Total non-interest income	\$6,171	\$5,102

Non-interest income increased \$1.1 million during the three months ended September 30, 2015 to \$6.2 million, compared to \$5.1 million for the three months ended September 30, 2014. The increase in third quarter 2015 was primarily attributable to an increase of \$0.6 million in mortgage warehouse transactional fees as a result of higher processing volume and a \$0.4 million gain realized from the sale of multi-family loans.

Non-Interest Expense

The table below presents the components of non-interest expense for the three months ended September 30, 2015 and 2014.

	Three Months Ended September 30,	
	2015	2014
(amounts in thousands)		
Salaries and employee benefits	\$14,981	\$12,070
FDIC assessments, taxes, and regulatory fees	3,222	3,320
Professional services	2,673	1,671
Technology, communication and bank operations	2,422	2,297
Occupancy	2,169	2,119
Other real estate owned	1,722	603
Advertising and promotion	330	261
Loan workout	285	388
Other	2,503	1,950
Total non-interest expense	\$30,307	\$24,679

Non-interest expense was \$30.3 million for the three months ended September 30, 2015, an increase of \$5.6 million from non-interest expense of \$24.7 million for the three months ended September 30, 2014.

Salaries and employee benefits, which represent the largest component of non-interest expense, increased \$2.9 million, or 24.1%, to \$15.0 million for the three months ended September 30, 2015. The primary reason for this increase was an increase in the number of employees to 484 full-time equivalents at September 30, 2015 from 400 full-time equivalents at September 30, 2014. This was directly related to the need for additional employees to support our organic growth. More specifically, the increased headcount was needed to support the growing multi-family, commercial real estate and commercial and industrial loan portfolios and the increased deposits.

Professional services expense increased by \$1.0 million, or 60.0%, to \$2.7 million for the three months ended September 30, 2015 from \$1.7 million for the three months ended September 30, 2014. This increase was primarily attributable to increased professional services related to fees paid for the FHLB letter of credit used to collateralize municipal deposits and consulting fees paid for loan reviews, legal services, and outsourcing of certain accounting and internal audit work.

Other real estate owned expense increased by \$1.1 million, or 185.6%, to \$1.7 million for the three months ended September 30, 2015 from \$0.6 million for the three months ended September 30, 2014. This increase was primarily attributable to the non-guaranteed portion of losses recognized on real estate owned resulting from valuation adjustments.

Table of Contents

Other expense increased by \$0.6 million, or 28.4% to \$2.5 million for the three months ended September 30, 2015 from \$2.0 million for the three months ended September 30, 2014. Customers' experienced higher levels of miscellaneous expenses resulting from the organic growth experienced over the past year, increased staffing, and other activities associated with business development.

Income Taxes

Income tax expense increased \$4.5 million in the three months ended September 30, 2015 to \$8.4 million, compared to \$3.9 million in the same period of 2014. The increase in income tax expense was driven primarily from increased taxable income of \$8.1 million in third quarter 2015 and an adjustment recorded in third quarter 2014 that reduced income tax expense by \$1.5 million as a result of a return to provision and deferred tax analysis performed during that period.

Nine Months Ended September 30, 2015 Compared to Nine Months Ended September 30, 2014

Net income available to common shareholders increased \$9.3 million, or 30.9%, to \$39.3 million for the nine months ended September 30, 2015, compared to \$30.0 million for the nine months ended September 30, 2014. The increased net income available to common shareholders resulted from an increase in net interest income of \$35.9 million, largely reflecting the loan portfolio growth of the past year, offset in part by an increase in the provision for loan losses of \$2.1 million, a decrease in non-interest income of \$1.0 million, an increase in non-interest expense of \$12.4 million, an increase in income tax expense of \$9.6 million, and the accrual of preferred stock dividends of \$1.5 million.

Net interest income increased \$35.9 million, or 33.6%, for the nine months ended September 30, 2015 to \$142.8 million, compared to \$106.9 million for the nine months ended September 30, 2014. This increase resulted principally from an increase in average loan balances (loans and loans held for sale) of \$1.8 billion offset in part by a slightly more narrow (8 basis points) net interest margin.

The provision for loan losses increased by \$2.1 million to \$14.4 million for the nine months ended September 30, 2015, compared to \$12.3 million for the same period in 2014. The provision for loan losses of \$14.4 million includes \$3.4 million for growth and change in mix of the held for investment loan portfolio, \$9.7 million for decreased valuation estimates on property collateralizing impaired loans, including \$6.0 million of reserves set aside for an isolated case of fraudulent activity in second quarter 2015, and \$3.8 million predominantly for increases in amounts estimated to be paid to the FDIC related to the assisted transactions completed in 2010 for the clawback liability and reimbursement to the FDIC of collections of previously charged-off loans, offset in part by a \$2.4 million provision release primarily resulting from the Bank's low level of historical losses on loans originated after 2009 and updating the estimated loss ratios to reflect actual industry performance rather than qualitative estimates.

Non-interest income decreased \$1.0 million during the nine months ended September 30, 2015 to \$18.3 million, compared to \$19.3 million for the nine months ended September 30, 2014. The decrease in the nine months ended September 30, 2015 was primarily attributable to gains realized from sales of investment securities of \$3.2 million and higher mortgage loan and banking income of \$1.6 million related to the gain on sale of residential mortgage loans during the nine months ended September 30, 2014, partially offset by increased mortgage warehouse transactional fees of \$1.7 million and increased gains realized from sales of multi-family and SBA loans of \$1.9 million during the nine months ended September 30, 2015.

Non-interest expense increased \$12.4 million during the nine months ended September 30, 2015 to \$83.4 million, compared to \$71.1 million during the nine months ended September 30, 2014 primarily as a result of the \$1.8 billion growth in average loan balances (loans and loans held for sale) during the period, requiring increased staffing for loan origination and administrative support of approximately \$10.4 million, increased occupancy, technology and professional services expenses of \$3.0 million, and higher levels of other operating expenses of \$0.7 million resulting from the organic growth, increased staffing, and other activities associated with business development. These increases were offset in part by a \$1.0 million decrease in FDIC assessments, taxes, and regulatory fees primarily due to an adjustment that reduced the Pennsylvania shares tax expense by \$2.3 million during second quarter 2015 and a decrease of \$0.8 million in loan workout as workout costs are decreasing driven by declining problem loans and recoveries of past expenses.

Income tax expense increased \$9.6 million in the nine months ended September 30, 2015 to \$22.5 million, compared to \$12.9 million in the same period of 2014. The increase in income tax expense was driven primarily from increased taxable income of \$20.4 million in the first nine months of 2015 and an adjustment recorded in third quarter 2014 that reduced income tax expense by \$1.5 million as a result of a return to provision and deferred tax analysis performed during that period.

Preferred stock dividends increased \$1.5 million in the nine months ended September 30, 2015 due to the new requirements to pay dividends on Customers' Series C Preferred Stock, issued on May 18, 2015.

Table of Contents

Net Interest Income

Net interest income (the difference between the interest earned on loans, investments and interest-earning deposits with banks, and interest paid on deposits, borrowed funds and subordinated debt) is the primary source of Customers' earnings.

The following table summarizes Customers' net interest income and related spread and margin for the periods indicated.

	Nine Months Ended September 30, 2015			2014			
	Average Balance	Interest Income or Expense	Average Yield or Cost (%)	Average Balance	Interest Income or Expense	Average Yield or Cost	
(amounts in thousands)							
Assets							
Interest earning deposits	\$295,485	\$566	0.26	% \$214,215	\$403	0.25	%
Investment securities (A)	389,253	6,899	2.36	461,708	7,944	2.29	
Loans held for sale	1,594,942	38,428	3.22	787,509	20,301	3.45	
Loans (B)	4,472,704	132,185	3.95	3,458,930	103,216	3.99	
Other interest-earning assets	73,368	4,059	7.40	61,961	1,402	3.03	
Total interest earning assets	6,825,752	182,137	3.57	% 4,984,323	133,266	3.57	%
Non-interest earning assets	268,799			220,389			
Total assets	\$7,094,551			\$5,204,712			
Liabilities							
Interest checking	\$119,472	495	0.55	% \$58,479	240	0.55	%
Money market deposit accounts	2,336,667	9,244	0.53	1,594,472	7,315	0.61	
Other savings	35,462	87	0.33	41,920	133	0.42	
Certificates of deposit	1,997,640	14,867	0.99	1,333,594	9,633	0.97	
Total interest bearing deposits	4,489,241	24,693	0.74	3,028,465	17,321	0.76	
Borrowings	1,399,478	14,622	1.40	1,136,675	9,008	1.06	
Total interest-bearing liabilities	5,888,719	39,315	0.89	4,165,140	26,329	0.84	
Non-interest-bearing deposits	684,466			615,956			
Total deposits & borrowings	6,573,185		0.80	4,781,096		0.74	
Other non-interest bearing liabilities	26,025			14,963			
Total liabilities	6,599,210			4,796,059			
Shareholders' Equity	495,341			408,653			
Total liabilities and shareholders' equity	\$7,094,551			\$5,204,712			
Net interest earnings		142,822			106,937		
Tax-equivalent adjustment (C)		337			290		
Net interest earnings		\$143,159			\$107,227		
Interest spread			2.77	%		2.84	%
Net interest margin			2.80	%		2.87	%
Net interest margin tax equivalent (C)			2.80	%		2.88	%

(A) For presentation in this table, average balances and the corresponding average yields for investment securities are based upon historical cost, adjusted for amortization of premiums and accretion of discounts.

(B) Includes non-accrual loans, the effect of which is to reduce the yield earned on loans, and deferred loan fees.

(C) Full tax-equivalent basis, using a 35% statutory tax rate to approximate interest income as a taxable asset.

Table of Contents

The following table presents the dollar amount of changes in interest income and interest expense for the major categories of interest-earning assets and interest-bearing liabilities. Information is provided for each category of interest-earning assets and interest-bearing liabilities with respect to (i) changes attributable to volume (i.e., changes in average balances multiplied by the prior-period average rate) and (ii) changes attributable to rate (i.e., changes in average rate multiplied by prior-period average balances). For purposes of this table, changes attributable to both rate and volume which cannot be segregated have been allocated proportionately to the change due to volume and the change due to rate.

	Nine Months Ended September 30, 2015 vs. 2014		
	Increase (Decrease) due to Change in		
	Rate	Volume	Total
(amounts in thousands)			
Interest income:			
Interest earning deposits	\$8	\$155	\$163
Investment securities	232	(1,277)	(1,045)
Loans held for sale	(1,411)) 19,538	18,127
Loans	(991)) 29,960	28,969
Other interest-earning assets	2,356	301	2,657
Total interest income	194	48,677	48,871
Interest expense:			
Interest checking	3	252	255
Money market deposit accounts	(1,115)) 3,044	1,929
Savings	(27)) (19)	(46)
Certificates of deposit	300	4,934	5,234
Total interest bearing deposits	(839)) 8,211	7,372
Borrowings	3,255	2,359	5,614
Total interest expense	2,416	10,570	12,986
Net interest income	\$(2,222)) \$38,107	\$35,885

Net interest income for the nine months ended September 30, 2015 was \$142.8 million, an increase of \$35.9 million, or 33.6%, when compared to net interest income of \$106.9 million for the nine months ended September 30, 2014. This net increase was primarily the result of an increase of \$807.4 million in the average balance of "Loans held for sale" driven by increased lending activity to mortgage companies during 2015 and an increase of \$1.0 billion in the average balance of "Loans." Within "Loans," changes in the following categories primarily were responsible for the net increase in loan volume:

\$557.0 million increase in the average balance of multi-family loans; and

\$527.0 million increase in the average balance of other commercial loans including owner occupied commercial real estate loans.

These particular increases in loan volume were the result of concentrated efforts by the Bank's lending teams to execute an organic growth strategy.

Interest expense on total interest-bearing deposits increased \$7.4 million for the first nine months of 2015 compared to the first nine months of 2014. This increase primarily resulted from increased deposit volume as average interest-bearing deposits for the nine months ended September 30, 2015 increased by \$1.5 billion when compared to average interest-bearing deposits for the nine months ended September 30, 2014, offset in part by a decrease in the average rate on interest-bearing deposits of 2 basis points for the first nine months of 2015.

Borrowings also had a significant effect on net interest income due to increased volume as well as a 34 basis-point increase in the average rate primarily due to the issuance in June 2014 of \$110.0 million of subordinated debt bearing

an interest rate of 6.125% and \$25.0 million of senior debt with an interest rate of 4.625%. In addition, there was an increase in average FHLB borrowings of \$162.6 million accompanied by a 40 basis-point increase in the related average rate.

Table of Contents

Customers' net interest margin (tax equivalent) decreased 8 basis points to 2.80% for the nine months months ended September 30, 2015 when compared to the net interest margin (tax equivalent) of 2.88% for the same period in 2014. The decrease was primarily due to higher volumes on the lower-yielding mortgage warehouse held-for-sale portfolio and debt issuances of \$110.0 million and \$25.0 million in June 2014. Increased prepayment fees and dividends received from the FHLB during the first nine months of 2015 of \$4.0 million partially offset the decrease.

Provision for Loan Losses

The Bank has established an allowance for loan losses through a provision for loan losses charged as an expense on the consolidated statements of income. The loan portfolio is reviewed quarterly to evaluate the outstanding loans and to measure both the performance of the portfolio and the adequacy of the allowance for loan losses. At September 30, 2015, approximately \$13.8 million, or 0.2% of the loan portfolio including loans held for sale, was covered under loss sharing agreements with the FDIC. Decreases in the estimated cash flows on the loans covered by the loss share agreements greater than the original estimated value are recorded as an increase to the provision for loan losses, and a corresponding receivable due from the FDIC is recorded as a reduction to the provision for loan losses for the portion anticipated to be recovered under the loss sharing agreements. Conversely, if the estimated cash flows on the covered loans increase, all or a portion of the previously recorded provision for loan losses will be reversed, and the corresponding receivable due from the FDIC will be written down as an increase to the provision for loan losses. Decreases in the valuations of other real estate owned covered by the loss sharing agreements are recorded net of the estimated FDIC receivable resulting from the valuation increase as an increase to other real estate owned expense (a component of non-interest expense). The FDIC loss sharing receivable balance will be reduced through a charge to the provision for loan losses, with no offsetting reduction to the allowance for loan losses, as the period to submit losses under the FDIC loss sharing agreements approaches expiration and the estimated losses on the covered loans have not yet emerged or been realized in a final disposition event. The period to submit losses under the FDIC loss sharing agreements for commercial loans expired in third quarter 2015 and no significant write-downs of the indemnification asset were required. The period to submit losses under the FDIC loss sharing agreements for single family loans expires in third quarter 2017. The final maturity of the FDIC loss sharing agreements occurs in third quarter 2020.

As part of the FDIC loss sharing agreements, the Bank also assumed a clawback liability to be paid within 45 days subsequent to the maturity or termination of the loss sharing agreements that is contingent upon actual losses incurred over the life of the agreements relative to expected losses and the consideration paid upon acquisition of the failed institutions. Due to continued cash payments on the covered assets in excess of expectations, the Bank anticipates that it will be required to pay the FDIC at the end of its loss sharing agreements. As of September 30, 2015, a clawback liability of \$2.3 million has been recorded. To the extent actual losses on the covered assets are less than estimated losses, the clawback liability will increase. To the extent actual losses on the covered assets are more than the estimated losses, the clawback liability will decrease.

The provision for loan losses increased by \$2.1 million to \$14.4 million for the nine months ended September 30, 2015, compared to a provision of \$12.3 million for the same period in 2014. The provision for loan losses of \$14.4 million includes \$3.4 million for growth and change in mix of the held for investment loan portfolio, \$9.7 million for decreased valuation estimates on property collateralizing impaired loans, including \$6.0 million of reserves set aside for an isolated case of fraudulent activity in second quarter 2015, and \$3.8 million predominantly for increases in amounts estimated to be paid to the FDIC related to the assisted transactions completed in 2010 for the clawback liability and reimbursement to the FDIC of collections of previously charged-off loans, offset in part by a \$2.4 million provision release primarily resulting from the Bank's low level of historical losses on loans originated after 2009 and updating the estimated loss ratios to reflect actual industry performance rather than qualitative estimates. For more information about our provision and allowance for loan losses and our loss experience, see "Credit Risk" and "Asset Quality" herein.

Table of Contents

Non-Interest Income

The table below presents the components of non-interest income for the nine months ended September 30, 2015 and 2014.

	Nine Months Ended September 30,	
	2015	2014
(amounts in thousands)		
Mortgage warehouse transactional fees	\$7,864	\$6,128
Bank-owned life insurance	3,407	2,646
Gain on sale of loans	3,189	1,266
Deposit fees	691	618
Mortgage loans and banking income	605	2,175
Gain (loss) on sale of investment securities	(85) 3,191
Other	2,626	3,298
Total non-interest income	\$18,297	\$19,322

Non-interest income decreased \$1.0 million during the nine months ended September 30, 2015 to \$18.3 million, compared to \$19.3 million for the nine months ended September 30, 2014. The decrease was primarily attributable to gains realized from the sale of investment securities in the first nine months of 2014 of \$3.2 million, higher mortgage loan and banking income of \$1.6 million related to the gain on sale of mortgage loans during the first nine months of 2014 and increased other income of \$0.7 million primarily due to management advisory fees recognized in the first nine months of 2014 in conjunction with an equity investment in a foreign entity. These decreases were partially offset by increased mortgage warehouse transactional fees of \$1.7 million driven by higher volumes of mortgage warehouse transactions, increased gains realized from sales of multi-family and SBA loans of \$1.9 million, and increased income from bank-owned life insurance of \$0.8 million resulting from additional investments during the first nine months of 2015.

Non-Interest Expense

The table below presents the components of non-interest expense for the nine months ended September 30, 2015 and 2014.

	Nine Months Ended September 30,	
	2015	2014
(amounts in thousands)		
Salaries and employee benefits	\$43,381	\$33,012
FDIC assessments, taxes, and regulatory fees	7,495	8,529
Professional services	7,378	5,834
Technology, communication and bank operations	7,791	6,767
Occupancy	6,469	6,061
Other real estate owned	2,026	1,845
Advertising and promotion	1,106	1,104
Loan workout	541	1,306
Other	7,245	6,592
Total non-interest expense	\$83,432	\$71,050

Non-interest expense was \$83.4 million for the nine months ended September 30, 2015, an increase of \$12.4 million from non-interest expense of \$71.1 million for the nine months ended September 30, 2014.

Salaries and employee benefits, which represent the largest component of non-interest expense, increased \$10.4 million, or 31.4%, to \$43.4 million for the nine months ended September 30, 2015. The primary reason for this increase was an increase in the number of employees to 484 full-time equivalents at September 30, 2015 from 400 full-time equivalents at September 30, 2014. This was directly related to the need for additional employees to support our organic growth. More specifically, the increased headcount was needed to support the growing multi-family, commercial real estate and commercial and industrial loan portfolios and the increased deposits.

Table of Contents

FDIC assessments, taxes, and regulatory fees decreased by \$1.0 million, or 12.1%, to \$7.5 million for the nine months ended September 30, 2015 from \$8.5 million for the nine months ended September 30, 2014. The primary reason for this decrease was due to an adjustment that reduced the Pennsylvania shares tax expense by \$2.3 million recorded in second quarter 2015 offset in part by increased deposit premiums and other regulatory and filing fees.

Professional services expense increased by \$1.5 million, or 26.5%, to \$7.4 million for the nine months ended September 30, 2015 from \$5.8 million for the nine months ended September 30, 2014. This increase was primarily attributable to costs incurred for BankMobile, increased professional services related to fees paid for the FHLB letter of credit used to collateralize municipal deposits, and other professional service expenses driven by the organic growth of the Bank.

Technology, communication and bank operations increased by \$1.0 million, or 15.1%, to \$7.8 million for the nine months ended September 30, 2015 from \$6.8 million for the nine months ended September 30, 2014. This increase was primarily attributable to costs incurred for BankMobile and other technology related expenses driven by the organic growth of the Bank.

Occupancy expense increased by \$0.4 million, or 6.7%, to \$6.5 million for the nine months ended September 30, 2015 from \$6.1 million for the nine months ended September 30, 2014. This increase was driven by increased business activity in existing and new markets which required additional team members and facilities.

Other real estate owned expense increased by \$0.2 million, or 9.8%, to \$2.0 million for the nine months ended September 30, 2015 from \$1.8 million for the nine months ended September 30, 2014. The increase was primarily attributable to the non-guaranteed portion of losses recognized on real estate owned valuation adjustments, offset in part by reduced holding expenses and losses realized from the sale of other real estate owned in the first nine month of 2015.

Loan workout expense decreased by \$0.8 million, or 58.6%, to \$0.5 million for the nine months ended September 30, 2015 from \$1.3 million for the nine months ended September 30, 2014. The decrease was attributable to lower workout costs driven by reduced levels of non-performing loans and recoveries of prior expenses incurred on two resolved loans during the nine months ended September 30, 2015.

Other expense increased by \$0.7 million, or 9.9%, to \$7.2 million for the nine months ended September 30, 2015 from \$6.6 million for the nine months ended September 30, 2014. Customers' experienced higher levels of miscellaneous expenses resulting from the organic growth experienced over the past year, increased staffing, and other activities associated with business development.

Income Taxes

Income tax expense increased \$9.6 million in the nine months ended September 30, 2015 to \$22.5 million, compared to \$12.9 million in the same period of 2014. The increase in the income tax expense was driven primarily from increased taxable income of \$20.4 million in the first nine months of 2015 and an adjustment recorded in third quarter 2014 that reduced income tax expense by \$1.5 million as a result of a return to provision and deferred tax analysis performed during that period.

Financial Condition

General

Total assets were \$7.6 billion at September 30, 2015. This represented a \$0.8 billion, or 11.3%, increase from total assets of \$6.8 billion at December 31, 2014. The major change in Customers' financial position occurred as the result of organic growth in our loan portfolio, which increased by \$0.8 billion, or 13.1%, to \$6.5 billion at September 30, 2015. The main driver was the growth of commercial loans held for investment, which increased \$0.5 billion, or 12.7%, to \$4.4 billion at September 30, 2015 compared to \$3.9 billion at December 31, 2014. Mortgage warehouse loans increased \$0.3 billion (up to \$1.7 billion at September 30, 2015 compared to \$1.3 billion at December 31, 2014) as a result of higher levels of refinance activity and seasonal increases in home buying activity.

Total liabilities were \$7.1 billion at September 30, 2015. This represented a \$0.7 billion, or 10.6%, increase from \$6.4 billion at December 31, 2014. The increase in total liabilities resulted from increased deposits at September 30, 2015 compared to December 31, 2014. Total deposits increased by \$1.3 billion, or 27.6%, to \$5.8 billion at September 30, 2015 from \$4.5 billion at December 31, 2014. Deposits are obtained primarily from within the Bank's geographic

service area and through wholesale and broker networks. Broker networks provide low-cost funding alternatives to retail deposits and increase the diversity of the

56

Table of Contents

Bank's sources of funds. The increase in bank deposits was largely due to growth in municipal certificates of deposit of \$0.5 billion, money market deposit accounts of \$0.4 billion, and non-interest bearing deposits of \$0.2 billion.

The following table sets forth certain key condensed balance sheet data:

	September 30, 2015	December 31, 2014
(amounts in thousands)		
Cash and cash equivalents	\$383,399	\$371,023
Investment securities, available for sale	418,945	416,685
Loans held for sale (includes \$1,680,010 and \$1,335,668, respectively, at fair value)	1,730,002	1,435,459
Loans receivable	4,769,102	4,312,173
Allowance for loan losses	(33,823) (30,932
Total assets	7,599,471	6,825,370
Total deposits	5,785,194	4,532,538
Federal funds purchased	50,000	—
FHLB advances	985,900	1,618,000
Other borrowings	88,250	88,250
Subordinated debt	110,000	110,000
Total liabilities	7,061,493	6,382,225
Total shareholders' equity	537,978	443,145
Total liabilities and shareholders' equity	7,599,471	6,825,370

Cash and Cash Equivalents

Cash and cash equivalents include cash and due from banks and interest-earning deposits. Cash and due from banks consists mainly of vault cash and cash items in the process of collection. These balances totaled \$80.5 million at September 30, 2015. This represents a \$17.7 million increase from \$62.7 million at December 31, 2014. These balances vary from day to day, primarily due to variations in customers' deposits with the Bank. Interest-earning deposits consist of cash deposited at other banks, primarily the Federal Reserve Bank of Philadelphia. Interest-earning deposits were \$302.9 million and \$308.3 million at September 30, 2015 and December 31, 2014, respectively.

Investment Securities

The investment securities portfolio is an important source of interest income and liquidity. At September 30, 2015, investments consisted of mortgage-backed securities guaranteed by an agency of the United States government, corporate notes and marketable equity securities. In addition to generating revenue, the investment portfolio is maintained to manage interest-rate risk, provide liquidity and collateral for borrowings, and diversify the credit risk of interest-earning assets. The portfolio is structured to maximize net interest income, given changes in the economic environment, liquidity position, and balance sheet mix.

At September 30, 2015, investment securities were \$418.9 million compared to \$416.7 million at December 31, 2014. The increase was primarily the net result of purchases of \$69.4 million offset by maturities, sales and principal repayments of \$61.8 million and declines in fair values of \$4.6 million during the nine months ended September 30, 2015.

Loans

Existing lending relationships are primarily with small businesses and individual consumers primarily in Bucks, Berks, Chester, Montgomery, Delaware, and Philadelphia Counties, Pennsylvania; Camden and Mercer Counties, New Jersey; and Westchester County and New York City, New York; and the New England area. The portfolio of loans to mortgage banking companies is nation-wide. The loan portfolio consists primarily of loans to support mortgage banking companies' funding needs, multi-family, commercial and industrial, including owner occupied commercial real estate, non-owner occupied commercial real estate, and construction loans. The Bank continues to focus on small business loans to grow its commercial lending efforts, establish a specialty lending business, and expand its consumer lending products, as outlined below:

Table of Contents

Commercial Lending

The Bank's commercial lending is divided into four groups: Business Banking, Small Business Banking, Multi-family, and Commercial Real Estate. This grouping is designed to allow for greater resource deployment, higher standards of risk management, strong asset quality, lower interest rate risk and higher productivity levels.

The commercial lending group focuses on companies with annual revenues ranging from \$1.0 million to \$50.0 million, which typically have credit requirements between \$0.5 million and \$10.0 million.

The small-business banking platform originates loans, including Small Business Administration ("SBA") loans, through the branch network sales force and a team of dedicated small business relationship managers. The support administration of this platform is centralized including risk management, product management, marketing, performance tracking and overall strategy. Credit and sales training has been established for the Bank's sales force, ensuring that it has small business experts in place providing appropriate financial solutions to the small business owners in its communities. A division approach focuses on industries that offer high asset quality and are deposit rich to drive profitability.

In 2009, the Bank launched its lending to mortgage banking businesses products, which primarily provides financing to mortgage bankers for residential mortgage originations from loan closing until sale in the secondary market. Many providers of liquidity in this segment exited the business in 2009 during a period of excessive market turmoil. The Bank saw an opportunity to provide liquidity to this business segment at attractive spreads. There was also the opportunity to attract escrow deposits and to generate fee income in this business.

The goal of the lending to mortgage banking businesses lending group is to provide liquidity to mortgage companies. These loans are primarily used by mortgage companies to fund their pipelines from closing of individual mortgage loans until their sale into the secondary market. The residential loans are taken as collateral for the Bank's loans. As of September 30, 2015, loans in the warehouse lending portfolio totaled \$1.7 billion and are designated as held for sale. The goal of the Bank's multi-family lending group is to build a portfolio of high-quality multi-family loans within the Bank's covered markets, while cross selling other products and services. This product primarily targets refinancing existing loans with other banks using conservative underwriting and provides purchase money for new acquisitions by borrowers. The primary collateral for these loans is a first lien mortgage on the multi-family property, plus an assignment of all leases related to such property. As of September 30, 2015, the Bank had multi-family loans of \$2.5 billion outstanding, making up approximately 37.8% of the Bank's total loan portfolio, compared to \$2.3 billion, or approximately 40.2% of the total loan portfolio at December 31, 2014.

As of September 30, 2015, the Bank had \$6.1 billion in commercial loans outstanding, totaling approximately 93.9% of its total loan portfolio, which includes loans held for sale, compared to \$5.3 billion, composing approximately 92.5% at December 31, 2014.

Consumer Lending

The Bank provides home equity and residential mortgage loans to customers. Underwriting standards for home equity lending are conservative and lending is offered to solidify customer relationships and grow relationship revenues in the long term. This lending is important in the Bank's efforts to grow total relationship revenues for its consumer households. As of September 30, 2015, the Bank had \$394.6 million in consumer loans outstanding, or 6.1%, of the Bank's total loan portfolio, which includes loans held for sale. The Bank plans to expand its product offerings in real estate secured consumer lending.

The Bank has launched a community outreach program in Philadelphia to finance homeownership in urban communities. As part of this program, the Bank is offering an "Affordable Mortgage Product". This community outreach program is penetrating the underserved population, especially in low-and moderate income neighborhoods. As part of this commitment, a loan production office was opened in Progress Plaza, 1501 North Broad Street, Philadelphia, PA. The program includes homebuyer seminars that prepare potential homebuyers for homeownership by teaching money management and budgeting skills, including the financial responsibilities that come with having a mortgage and owning a home. The "Affordable Mortgage Product" is offered throughout the Bank's assessment areas.

Table of Contents

The composition of loans held for sale as of September 30, 2015 and December 31, 2014 was as follows:

	September 30, 2015	December 31, 2014
(amounts in thousands)		
Commercial loans:		
Mortgage warehouse loans at fair value	\$1,677,995	\$1,332,019
Multi-family loans at lower of cost or fair value	49,992	99,791
Total commercial loans held for sale	1,727,987	1,431,810
Consumer loans:		
Residential mortgage loans at fair value	2,015	3,649
Loans held for sale	\$1,730,002	\$1,435,459

Table of Contents

Loans receivable (excluding loans held for sale), net of the allowance for loan losses, increased by \$454.0 million to \$4.7 billion at September 30, 2015 from \$4.3 billion at December 31, 2014. Loans receivable as of September 30, 2015 and December 31, 2014 consisted of the following:

	September 30, 2015	December 31, 2014
(amounts in thousands)		
Commercial:		
Multi-family	\$2,405,400	\$2,206,403
Commercial and industrial (including owner occupied commercial real estate)	967,958	777,220
Commercial real estate non-owner occupied	912,971	827,940
Construction	89,616	44,642
Total commercial loans	4,375,945	3,856,205
Consumer:		
Residential real estate	260,967	285,003
Manufactured housing	116,742	126,731
Other	1,076	1,541
Total consumer loans	378,785	413,275
Total loans receivable not covered under FDIC loss sharing agreements	4,754,730	4,269,480
Commercial:		
Multi-family	—	2,002
Commercial and industrial (including owner occupied commercial real estate)	—	8,449
Commercial real estate non-owner occupied	—	11,370
Construction	—	5,076
Total commercial loans	—	26,897
Consumer:		
Residential real estate	11,181	12,392
Other	2,668	2,892
Total consumer loans	13,849	15,284
Total loans receivable covered under FDIC loss sharing agreements	13,849	42,181
(1) Total loans receivable	4,768,579	4,311,661
Deferred costs and unamortized premiums, net	523	512
Allowance for loan losses	(33,823) (30,932
Loans receivable, net of allowance for loan losses	\$4,735,279	\$4,281,241

Loans that were acquired in two FDIC assisted transactions and are covered under loss sharing arrangements with the FDIC are referred to as “covered loans” throughout this Management’s Discussion and Analysis. The period to (1) submit losses under the FDIC loss sharing arrangements for non-single family loans expired in third quarter 2015.

The period to submit losses under the FDIC loss sharing arrangements for single family loans expires in third quarter 2017.

Credit Risk

Customers manages credit risk by maintaining diversification in its loan portfolio, establishing and enforcing prudent underwriting standards, diligent collection efforts and continuous and periodic loan classification reviews.

Management also considers the effect of credit risk on financial performance by maintaining an adequate allowance for loan losses. Credit losses are charged when they are identified, and provisions are added, to the allowance for loan losses when and as appropriate. The adequacy of the allowance for loan losses to absorb incurred losses estimated to exist as of the last day of the reporting period is evaluated at least quarterly.

The provision for loan losses was \$2.1 million and \$5.0 million for the three months ended September 30, 2015 and 2014, respectively. The provision for loan losses was \$14.4 million and \$12.3 million for the nine months ended September 30, 2015

Table of Contents

and 2014, respectively. The allowance for loan losses maintained for loans receivable (excludes loans held for sale) was \$33.8 million, or 0.71% of non-covered loans receivable at September 30, 2015, \$30.9 million, or 0.72% of non-covered loans receivable at December 31, 2014, and \$31.1 million, or 0.76% of non-covered loans receivable at September 30, 2014. The coverage ratio decreased from December 31, 2014 primarily due to continued growth of the multi-family and commercial real estate portfolios, which have lower reserving factors based on continued sustained performance and historical payment experience than commercial loans. Net charge-offs were \$7.7 million for the nine months ended September 30, 2015, an increase of \$5.9 million compared to the same period in 2014. The increase in net charge offs was driven by the identification of a fraudulent loan that was specifically reserved for in second quarter 2015 and partially charged off during third quarter 2015 (of the \$6.0 million specific reserve recorded in second quarter 2015, \$5.3 million was charged off in third quarter 2015). The Bank had approximately \$13.8 million in loans that were covered under loss share arrangements with the FDIC as of September 30, 2015 compared to \$42.2 million as of December 31, 2014 and \$44.5 million as of September 30, 2014. The decrease in covered loans as of September 30, 2015 was primarily driven by the expiration of the period to submit losses under the FDIC loss sharing agreements for commercial loans in third quarter 2015. and the classification of such loans as "non-covered". The Bank continues to consider the covered loans in estimating the allowance for loan losses and considers recovery of estimated credit losses from the FDIC in the FDIC indemnification asset.

The chart below depicts changes in the Bank's allowance for loan losses for the periods indicated. The amounts presented for the provision for loan losses below do not include the effect of changes to estimated benefits resulting from the FDIC loss share arrangements for the covered loans.

Analysis of the Allowance for Loan Losses

	Three Months Ended September 30,		Nine Months Ended September 30,	
	2015	2014	2015	2014
(amounts in thousands)				
Balance at the beginning of the period	\$37,491	\$28,186	\$30,932	\$23,998
Loan charge-offs				
Commercial and industrial	5,559	91	6,793	536
Commercial real estate owner occupied	35	64	378	318
Commercial real estate non-owner occupied	82	214	327	1,120
Construction	0	284	1,064	284
Residential real estate	256	139	282	442
Other consumer	—	—	36	33
Total Charge-offs	5,932	792	8,880	2,733
Loan recoveries				
Commercial and industrial	248	67	351	292
Commercial real estate owner occupied	13	85	14	91
Commercial real estate non-owner occupied	—	284	—	304
Construction	8	4	195	7
Residential real estate	—	23	572	265
Other consumer	6	4	91	6
Total Recoveries	275	467	1,223	965
Total net charge-offs	5,657	325	7,657	1,768
Provision for loan losses	1,989	3,222	10,548	8,853
Balance at the end of the period	\$33,823	\$31,083	\$33,823	\$31,083

The allowance for loan losses is based on a periodic evaluation of the loan portfolio and is maintained at a level that management considers adequate to absorb incurred losses. All commercial loans are assigned credit risk ratings, based upon an assessment of the borrower, the structure of the transaction and the available collateral and/or guarantees. All loans are monitored regularly by the responsible officer, and the risk ratings are adjusted when considered appropriate. The risk assessment allows management to identify problem loans in a timely manner. Management

considers a variety of factors, and recognizes the inherent risk of loss that always exists in the lending process. Management uses a disciplined methodology to estimate the appropriate level of allowance for loan losses. During second quarter 2015, the Bank refined its methodology for

Table of Contents

estimating the general allowance for loan losses. Previously, the general allowance for the portion of the loan portfolio originated after 2009 was based generally on qualitative factors due to insufficient historical loss data on the portfolio. During second quarter 2015, the Bank began using objectively verifiable industry and peer loss data to estimate probable incurred losses as of the balance sheet date for loans originated after 2009 until sufficient internal loss history is available. The same methodology was also adopted for the portion of the loan portfolio originated prior to 2009 that had no loss history over the past two years. See “Asset Quality” for further discussion of the allowance for loan losses.

The Bank's methodology includes an evaluation of loss potential from individual problem credits (potentially impaired loans), as well as a general reserve for the portfolio considering anticipated specific and general economic factors that may positively or adversely affect collectability. This assessment includes a review of changes in the composition and volume of the loan portfolio, overall portfolio quality and past loss experience, review of specific problem loans, current economic conditions that may affect borrowers' ability to repay, and other factors that may warrant consideration in estimating the reserve. In addition, the Bank's internal auditors, loan review, and various regulatory agencies periodically review the adequacy of the allowance for loan losses as an integral part of their work responsibilities or examination process. The Bank may be asked to recognize additions or reductions to the allowance for loan losses based on their judgments of information available at the time of their examination.

Nearly 80% of the Bank's multi-family, commercial real estate, commercial and residential construction, consumer residential and commercial and industrial loan types have real estate as collateral (collectively, “the real estate portfolio”). The Bank's lien position on the real estate collateral will vary on a loan-by-loan basis and will change as a result of changes in the value of the collateral. Current appraisals providing current value estimates of the property are received when the Bank's credit group determines that the facts and circumstances have significantly changed since the date of the last appraisal, including that real estate values may have deteriorated. The credit committee and loan officers review loans that are fifteen or more days delinquent and all non-accrual loans on a periodic basis. In addition, loans where the loan officers have identified a “borrower of interest” are discussed to determine if additional analysis is necessary to apply the risk rating criteria properly. The risk ratings for the real estate loan portfolio are determined based upon the current information available, including but not limited to discussions with the borrower, updated financial information, economic conditions within the geographic area and other factors that may affect the ability and willingness of the borrower to service the loan in accordance with its contractual terms. On a quarterly basis, if necessary, the collateral values or discounted cash flow models are used to determine the estimated fair value of the underlying collateral for the estimation of specific reserves for impaired loans. Appraisals used within this evaluation process do not typically age more than one year before a new appraisal is obtained. For loans where real estate is not the primary source of collateral, updated financial information is obtained, including accounts receivable and inventory aging reports and relevant supplemental financial data to determine the fair value of the underlying collateral.

These evaluations, are inherently subjective as they require material estimates, including, among other estimates, the amounts and timing of expected future cash flows on impaired loans, estimated losses in the loan portfolio, and general amounts for historical loss experience, economic conditions, uncertainties in estimating losses and inherent risks in the various credit portfolios, all of which may be susceptible to significant change. Pursuant to ASC 450 Contingencies and ASC 310-40 Troubled Debt Restructurings by Creditors, impaired loans, consisting of non-accrual and restructured loans, are considered in the methodology for determining the allowance for loan losses. Impaired loans are generally evaluated based on the expected future cash flows or the fair value of the underlying collateral (less estimated costs to sell) if principal repayment is expected to come from the sale or operation of such collateral.

Asset Quality

Customers divides its loan portfolio into two categories to analyze and understand loan activity and performance: loans that were originated and loans that were acquired. Customers further divides originated loans into two categories: those originated prior to the current underwriting standards in 2009 (“Total Legacy Loans”) and those originated subject to those standards post 2009 (“Total Originated Loans”), and purchased loans into two categories: those purchased credit impaired and those not acquired credit impaired. Management believes that this additional information provides for a better understanding of the risk in the portfolio and the various types of reserves that are

available to absorb loan losses that may arise in future periods. Credit losses from originated loans are absorbed by the allowance for loan losses. Credit losses from acquired loans are absorbed by the allowance for loan losses and cash reserves, as described below. The schedule below includes both loans held for sale and loans held for investment (loans receivable).

Table of Contents

Asset Quality at September 30, 2015

Loan Type	Total Loans	Current	30-90 Days	Greater than 90 Days and Accruing	Non-accrual/ NPL (a)	OREO (b)	NPA (a)+(b)	NPL to Loan Type (%)	NPA to Loans + OREO (%)
(amounts in thousands)									
Legacy Loans									
Legacy	\$43,218	\$41,353	\$123	\$—	\$1,742	\$2,811	\$4,553	4.03 %	9.89 %
TDRs	1,960	1,163	—	—	797	—	797	40.66 %	40.66 %
Total Legacy Loans	45,178	42,516	123	—	2,539	2,811	5,350	5.62 %	11.15 %
Multi-Family	2,399,387	2,399,387	—	—	—	—	—	— %	— %
Commercial & Industrial (1)	844,814	838,531	—	—	6,283	151	6,434	0.74 %	0.76 %
Commercial Real Estate Non-Owner Occupied	860,225	855,231	1,047	—	3,947	—	3,947	0.46 %	0.46 %
Residential	109,730	109,722	—	—	8	—	8	0.01 %	0.01 %
Construction	89,382	89,382	—	—	—	—	—	— %	— %
Other consumer	152	152	—	—	—	—	—	— %	— %
TDRs	540	540	—	—	—	—	—	— %	— %
Total Originated Loans	4,304,230	4,292,945	1,047	—	10,238	151	10,389	0.24 %	0.24 %
Acquired Loans									
Covered	12,701	11,434	80	—	1,187	516	1,703	9.35 %	12.88 %
Non-covered	353,749	346,152	3,561	2,814	1,222	4,955	6,177	0.35 %	1.72 %
TDRs Covered	522	522	—	—	—	—	—	— %	— %
TDRs Non-Covered	7,473	4,440	215	222	2,596	—	2,596	34.74 %	34.74 %
Total Acquired Loans	374,445	362,548	3,856	3,036	5,005	5,471	10,476	1.34 %	2.76 %
Acquired PCI Loans									
Covered	626	225	—	401	—	—	—	— %	— %
Non-Covered	44,100	35,929	255	7,916	—	—	—	— %	— %
Total Acquired PCI Loans	44,726	36,154	255	8,317	—	—	—	— %	— %
Deferred (fees) costs and unamortized premiums/(discounts), net									
Total Loans Receivable	4,769,102	4,734,686	5,281	11,353	17,782	8,433	26,215	0.37 %	0.55 %
Total Loans Held for Sale	1,730,002	1,730,002	—	—	—	—	—	— %	— %
Total Portfolio	\$6,499,104	\$6,464,688	\$5,281	\$11,353	\$17,782	\$8,433	\$26,215	0.27 %	0.40 %

(1) Commercial & industrial loans, including owner occupied commercial real estate.

Table of Contents

Asset Quality at September 30, 2015 (continued)

Loan Type	Total Loans	NPL	ALL	Cash Reserve	Total Credit Reserves	Reserves to Loans (%)	Reserves to NPLs (%)		
(amounts in thousands)									
New Century Orig. Loans									
Legacy	\$43,218	\$1,742	\$1,223	\$—	\$1,223	2.83	% 70.21	%	
TDRs	1,960	797	55	—	55	2.81	% 6.90	%	
Total Legacy Loans	45,178	2,539	1,278	—	1,278	2.83	% 50.33	%	
Multi-Family	2,399,387	—	9,206	—	9,206	0.38	% —	%	
Commercial & Industrial	844,814	6,283	10,187	—	10,187	1.21	% 162.14	%	
Commercial Real Estate									
Non-Owner Occupied	860,225	3,947	3,521	—	3,521	0.41	% 89.21	%	
Residential	109,730	8	1,876	—	1,876	1.71	% 23,450.00	%	
Construction	89,382	—	1,106	—	1,106	1.24	% —	%	
Other consumer	152	—	8	—	8	5.26	% —	%	
TDRs	540	—	5	—	5	0.93	% —	%	
Total Originated Loans	4,304,230	10,238	25,909	—	25,909	0.60	% 253.07	%	
Acquired Loans									
Covered	12,701	1,187	112	—	112	0.88	% 9.44	%	
Non-covered	353,749	1,222	482	1,209	1,691	0.48	% 138.38	%	
TDRs Covered	522	—	—	—	—	—	% —	%	
TDRs Non-Covered	7,473	2,596	—	—	—	—	% —	%	
Total Acquired Loans	374,445	5,005	594	1,209	1,803	0.48	% 36.02	%	
Acquired PCI Loans									
Covered	626	—	284	—	284	45.37	% —	%	
Non-Covered	44,100	—	5,758	—	5,758	13.06	% —	%	
Total Acquired PCI Loans	44,726	—	6,042	—	6,042	13.51	% —	%	
Deferred (fees) costs and unamortized premiums/(discounts), net	523								
Total Loans Held for Investment	4,769,102	17,782	33,823	1,209	35,032	0.73	% 197.01	%	
Total Loans Held for Sale	1,730,002	—	—	—	—	—			
Total Portfolio	\$6,499,104	\$17,782	\$33,823	\$1,209	\$35,032	0.54	% 197.01	%	

The Bank manages its credit risk through the diversification of the loan portfolio and the application of policies and procedures designed to foster sound credit standards and monitoring practices. While various degrees of credit risk are associated with substantially all investing activities, the lending function carries the greatest degree of potential loss. At September 30, 2015 and December 31, 2014, non-performing loans to total loans were 0.27% and 0.20%, respectively. Total reserves to non-performing loans were 197.0% and 289.6%, respectively, at September 30, 2015 and December 31, 2014. The increase in non-performing loans results from a loan determined to have been made based upon fraudulent documents and a few additional borrowers that defaulted on their loan payments. The coverage ratio declined between periods due to a higher level of non-performing loans.

Originated Loans

Originated loans (excluding held-for-sale loans) totaled \$4.3 billion, or 66.2%, of total loans at September 30, 2015, compared to \$3.8 billion, or 66.7%, at December 31, 2014. The new management team adopted new underwriting standards that management believes better limits risks of loss than the pre-2009, or legacy underwriting standards. Only \$10.2 million, or 0.24%, of the post 2009 loans were non-performing at September 30, 2015. Only \$2.9 million, or 0.08%, of the post 2009 loans were non-performing at December 31, 2014. The post 2009 originated loans were

supported by an allowance for loan losses of \$25.9 million (0.60% of post 2009 originated loans) and \$21.1 million (0.55% of post 2009 originated loans), respectively, at September 30, 2015 and December 31, 2014. The increase in the non-performing post 2009 originated loans primarily resulted from the \$3.7 million net remaining balance of the fraudulent loan reported in second quarter 2015 (\$9.0 million original balance less \$5.3 million charged off in third quarter 2015).

Table of Contents

Legacy Loans

Legacy loans declined \$10.0 million to \$45.2 million at September 30, 2015, compared to \$55.1 million at December 31, 2014. Non-performing Legacy loans decreased slightly from \$2.7 million at December 31, 2014 to \$2.5 million at September 30, 2015 as Customers continued to workout the losses in this portfolio. The Legacy originated loans were supported by an allowance for loan losses of \$1.3 million (2.83% of Legacy loans) and \$1.6 million (2.86% of Legacy loans), respectively, at September 30, 2015 and December 31, 2014.

Acquired Loans

At September 30, 2015, the Bank reported \$419.2 million of acquired loans, which was 6.4% of total loans, compared to \$422.3 million, or 7.4%, of total loans at December 31, 2014. Non-performing acquired loans totaled \$5.0 million and \$6.0 million at September 30, 2015 and December 31, 2014, respectively. When loans are acquired, they are recorded on the balance sheet at fair value. Acquired loans include purchased portfolios, FDIC failed-bank acquisitions, and unassisted acquisitions. Of the manufactured housing loans purchased from Tammac prior to 2012, \$65.2 million were supported by a \$1.2 million cash reserve at September 30, 2015, compared to \$70.6 million supported by a cash reserve of \$3.0 million at December 31, 2014. The cash reserve was created as part of the purchase transaction to absorb losses and is maintained in a demand deposit account at the Bank. All current losses and delinquent interest are absorbed by this reserve. For the manufactured housing loans purchased in 2012, Tammac has an obligation to pay the Bank the full payoff amount of the defaulted loan, including any principal, unpaid interest, or advances on the loans, once the borrower vacates the property. At September 30, 2015, \$43.2 million of these loans were outstanding, compared to \$47.5 million at December 31, 2014.

Many of the acquired loans were purchased at a discount. The price paid considered management's judgment as to the credit and interest rate risk inherent in the portfolio at the time of purchase. Every quarter, management reassesses the risk and adjusts the cash flow forecast to incorporate changes in the credit outlook. Generally, a decrease in forecasted cash flows for a purchased loan will result in a provision for loan losses, and absent charge-offs, an increase in the allowance for loan losses. Acquired loans have a significantly higher percentage of non-performing loans than loans originated after September 2009. Management acquired these loans with the expectation that non-performing loan levels would be elevated, and therefore incorporated that expectation into the price paid. There is a Special Assets Group that focuses on workouts for these acquired non-performing assets. Total acquired loans were supported by reserves (allowance for loan losses and cash reserves) of \$7.8 million (1.87% of total acquired loans) and \$11.3 million (2.67% of total acquired loans), respectively, at September 30, 2015 and December 31, 2014.

Held-for-Sale Loans

At September 30, 2015, loans held for sale were \$1.7 billion, or 26.6%, of the total loan portfolio, compared to \$1.4 billion, or 25.0% of the total loan portfolio at December 31, 2014. The loans held-for-sale portfolio at September 30, 2015 included \$1.7 billion of loans to mortgage banking businesses, \$50.0 million of multi-family loans and \$2.0 million of residential mortgage loans, compared to \$1.3 billion of loans to mortgage banking businesses, \$99.8 million of multi-family loans and \$3.6 million of residential mortgages loans at December 31, 2014. Held-for-sale loans are carried on the balance sheet at either fair value (due to the election of the fair value option) or the lower of cost of fair value. An allowance for loan losses is not recorded on loans that are held for sale.

Effective September 30, 2015, Customers Bank transferred \$30.4 million of multi-family loans from held for sale to loans receivable (held for investment) because the Bank no longer has the intent to sell these loans. Customers Bank transferred these loans at their carrying value, which was lower than the estimated fair value at the time of transfer.

Deposits

The Bank offers a variety of deposit accounts, including checking, savings, money market deposit accounts ("MMDA") and time deposits. Deposits are generally obtained primarily from our geographic service area. Customers also acquires deposits nationwide through deposit brokers, listing services and other relationships. Total deposits grew to \$5.8 billion at September 30, 2015, an increase of \$1.3 billion, or 27.6%, from \$4.5 billion at December 31, 2014. Demand deposits were \$924.2 million at September 30, 2015, compared to \$617.6 million at December 31, 2014, an increase of \$306.6 million, or 49.6%. These amounts consist primarily of non-interest bearing demand deposits. Savings, including MMDA, totaled \$2.6 billion at September 30, 2015, an increase of \$369.6 million or 16.8%,

primarily attributed to an increase in money market accounts, including accounts held by municipalities. Time deposits were \$2.3 billion at September 30, 2015, an increase of \$576.5 million, or 33.7%. At September 30, 2015, the Bank had \$1.2 billion in state and municipal deposits to which Customers has pledged available borrowing capacity through the FHLB to the depositor through a letter of credit arrangement. State and municipal deposits under this program increased \$580.9 million, or 100.3% from December 31, 2014.

Table of Contents

The components of deposits were as follows at the dates indicated:

(amounts in thousands)	September 30, 2015	December 31, 2014
Demand	\$924,215	\$617,638
Savings, including MMDA	2,572,809	2,203,237
Time, \$100,000 and over	1,559,456	1,043,265
Time, other	728,714	668,398
Total deposits	\$5,785,194	\$4,532,538

Borrowings

During the nine months ended September 30, 2015, the Bank borrowed \$25.0 million of long-term FHLB advances and repaid \$657.1 million of short-term FHLB advances.

Capital Adequacy and Shareholders' Equity

Shareholders' equity increased \$94.8 million to \$538.0 million at September 30, 2015 when compared to shareholders' equity of \$443.1 million at December 31, 2014. The primary components of the increase were as follows:

- the issuance of 2,300,000 shares of preferred stock on May 18, 2015 with net proceeds of \$55.6 million;
- net income of \$40.8 million for the nine months ended September 30, 2015;
- share-based compensation expense of \$3.5 million for the nine months ended September 30, 2015; and
- the issuance of common stock under share-based compensation arrangements of \$1.7 million for the nine months ended September 30, 2015.

These increases were offset in part by:

- net other comprehensive loss of \$5.3 million for the nine months ended September 30, 2015, and
- the accrual of a 7.00% preferred stock dividend of \$1.5 million through September 30, 2015 (of which \$1.3 million was paid on September 15, 2015).

Fixed-to-Floating Rate Non-Cumulative Perpetual Preferred Stock, Series C

On May 18, 2015, Customers Bancorp issued 2,300,000 shares of Fixed-to-Floating Rate Non-Cumulative Perpetual Preferred Stock, Series C, par value \$1.00 per share, with a liquidation preference of \$25.00 per share.

Customers Bancorp will pay dividends on the Series C Preferred Stock only when, as, and if declared by the board of directors or a duly authorized committee of the board and to the extent that it has lawfully available funds to pay dividends. Dividends on the Series C Preferred Stock accrue and are payable quarterly in arrears, on the 15th day of March, June, September, and December of each year, having commenced on September 15, 2015, at a fixed rate per annum equal to 7.00% from the original issue date to, but excluding, June 15, 2020, and thereafter at a floating rate per annum equal to three-month LIBOR on the related dividend determination date plus a spread of 5.30% per annum.

Dividends on the Series C Preferred Stock are not cumulative. If Customers Bancorp's board of directors or a duly authorized committee of the board does not declare a dividend on the Series C Preferred Stock in respect of a dividend period, then no dividend shall be deemed to have accrued for such dividend period, be payable on the applicable dividend payment date, or be cumulative, and Customers Bancorp will have no obligation to pay any dividend for that dividend period, whether or not the board of directors or a duly authorized committee of the board declares a dividend on the Series C Preferred Stock for any future dividend period.

Table of Contents

The Series C Preferred Stock has no stated maturity, is not subject to any mandatory redemption, sinking fund or other similar provisions and will remain outstanding unless redeemed at Customers Bancorp's option. Customers Bancorp may redeem the Series C Preferred Stock at its option, at a redemption price equal to \$25.00 per share, plus any declared and unpaid dividends (without regard to any undeclared dividends), (i) in whole or in part, from time to time, on any dividend payment date on or after June 15, 2020 or (ii) in whole but not in part, within 90 days following the occurrence of a regulatory capital treatment event. Any redemption of the Series C Preferred Stock is subject to prior approval of the Board of Governors of the Federal Reserve System. The Series C Preferred Stock qualifies as Tier 1 capital under regulatory capital guidelines.

Except in limited circumstances, the Series C Preferred Stock does not have any voting rights.

On August 24, 2015, Customers Bancorp's board of directors declared a cash dividend on its Series C Preferred Stock of \$0.56875 per share. The dividend was paid on September 15, 2015 to shareholders of record on August 31, 2015. We are subject to various regulatory capital requirements that are monitored by federal banking agencies. Failure to meet minimum capital requirements can lead to supervisory actions by regulators; any supervisory action could have a direct material effect on our financial statements. At September 30, 2015, the Bank and Customers Bancorp met all capital adequacy requirements to which they were subject and were well capitalized.

The capital ratios for the Bank and the Bancorp at September 30, 2015 and December 31, 2014 were as follows:

(amounts in thousands)	Actual		For Capital Adequacy Purposes		To Be Well Capitalized Under Prompt Corrective Action Provisions		
	Amount	Ratio	Amount	Ratio	Amount	Ratio	
As of September 30, 2015:							
Common equity Tier 1 capital (to risk weighted assets)							
Customers Bancorp, Inc.	\$481,277	8.24	% \$262,811	4.5	% N/A	N/A	
Customers Bank	\$549,276	9.45	% \$261,566	4.5	% \$377,818	6.5	%
Total capital (to risk weighted assets)							
Customers Bancorp, Inc.	\$667,532	11.43	% \$467,219	8.0	% N/A	N/A	
Customers Bank	\$693,099	11.92	% \$465,007	8.0	% \$581,259	10.0	%
Tier 1 capital (to risk weighted assets)							
Customers Bancorp, Inc.	\$536,846	9.19	% \$350,414	6.0	% N/A	N/A	
Customers Bank	\$549,276	9.45	% \$348,755	6.0	% \$465,007	8.0	%
Tier 1 capital (to average assets)							
Customers Bancorp, Inc.	\$536,846	7.27	% \$295,328	4.0	% N/A	N/A	
Customers Bank	\$549,276	7.46	% \$294,713	4.0	% \$368,392	5.0	%
As of December 31, 2014:							
Total capital (to risk weighted assets)							
Customers Bancorp, Inc.	\$578,644	11.09	% \$417,473	8.0	% N/A	N/A	
Customers Bank	\$621,894	11.98	% \$415,141	8.0	% \$518,926	10.0	%
Tier 1 capital (to risk weighted assets)							
Customers Bancorp, Inc.	\$437,712	8.39	% \$208,737	4.0	% N/A	N/A	
Customers Bank	\$480,963	9.27	% \$207,570	4.0	% \$311,356	6.0	%
Tier 1 capital (to average assets)							

Edgar Filing: Customers Bancorp, Inc. - Form 10-Q

Customers Bancorp, Inc.	\$437,712	6.69	%	\$261,622	4.0	%	N/A	N/A	
Customers Bank	\$480,963	7.39	%	\$260,462	4.0	%	\$325,577	5.0	%

67

Table of Contents

The capital ratios above reflect the new capital requirements under "Basel III" effective during the first quarter 2015. As of September 30, 2015, the Bank and Bancorp were in compliance with the new requirements. See "NOTE 10 - REGULATORY MATTERS" for additional discussion regarding regulatory capital requirements.

Off-Balance Sheet Arrangements

The Bank is involved with financial instruments and other commitments with off-balance sheet risks. Financial instruments with off-balance sheet risks are incurred in the normal course of business to meet the financing needs of our customers. These financial instruments include commitments to extend credit, including unused portions of lines of credit, and standby letters of credit. Those instruments involve, to varying degrees, elements of credit risk in excess of the amount recognized on the balance sheets.

With commitments to extend credit, exposures to credit loss in the event of non-performance by the other party to the financial instrument is represented by the contractual amount of those instruments. The same credit policies are used in making commitments and conditional obligations as for on-balance sheet instruments. Because they involve credit risk similar to extending a loan, they are subject to the Bank's credit policy and other underwriting standards.

As of September 30, 2015 and December 31, 2014, the following off-balance sheet commitments, financial instruments and other arrangements were outstanding:

	September 30, 2015	December 31, 2014
(amounts in thousands)		
Commitments to fund loans	\$512,853	\$231,294
Unfunded commitments to fund mortgage warehouse loans	1,160,501	713,619
Unfunded commitments under lines of credit	386,351	430,995
Letters of credit	42,506	36,206
Other unused commitments	7,537	7,685

Commitments to fund loans, unfunded commitments to fund mortgage warehouse loans, unfunded commitments under lines of credit and letters of credit are agreements to extend credit to or for the benefit of a customer in the ordinary course of our business.

Commitments to fund loans and unfunded commitments under lines of credit may be obligations of Customers as long as there is no violation of any condition established in the contract. Because many of the commitments are expected to expire without being drawn upon, the total commitment amounts do not necessarily represent future cash requirements. Commitments generally have fixed expiration dates or other termination clauses and may require payment of a fee. Customers evaluates each customer's creditworthiness on a case-by-case basis. The amount of collateral obtained, if Customers deems it necessary upon extension of credit, is based on management's credit evaluation. The types of collateral held varies but may include personal or commercial real estate, accounts receivable, inventory and equipment.

Mortgage warehouse loan commitments are agreements to purchase mortgage loans from mortgage bankers that agree to purchase the loans back in a short period of time or to sell to third party mortgage originators. These commitments generally fluctuate monthly as existing loans are repurchased by the mortgage bankers and new loans are purchased by the Bank.

Outstanding letters of credit written are conditional commitments issued by Customers to guarantee the performance of a customer to a third party. Letters of credit may obligate Customers to fund draws under those letters of credit whether or not a customer continues to meet the conditions of the extension of credit. The credit risk involved in issuing letters of credit is essentially the same as that involved in extending loan facilities to customers.

Liquidity and Capital Resources

Liquidity for a financial institution is a measure of that institution's ability to meet depositors' needs for funds, to satisfy or fund loan commitments, and for other operating purposes. Ensuring adequate liquidity is an objective of the asset/liability management process. Customers coordinates its management of liquidity with its interest rate sensitivity and capital position, and strives to maintain a strong liquidity position.

Table of Contents

Customers' investment portfolio provides periodic cash flows through regular maturities and amortization and can be used as collateral to secure additional liquidity funding. Our principal sources of funds are proceeds from stock issuance, deposits, debt issuance, principal and interest payments on loans, and other funds from operations. Borrowing arrangements are maintained with the Federal Home Loan Bank and the Federal Reserve Bank of Philadelphia to meet short-term liquidity needs. As of September 30, 2015, our borrowing capacity with the Federal Home Loan Bank was \$3.3 billion, of which \$715.9 million was utilized in short-term borrowings and \$1.2 billion of available capacity was utilized to collateralize state and municipal deposits. As of September 30, 2015, our borrowing capacity with the Federal Reserve Bank of Philadelphia was \$61.1 million.

Net cash flows used in operating activities were \$300.3 million during the nine months ended September 30, 2015, compared to net cash flows used in operating activities of \$445.6 million during the nine months ended September 30, 2014. During the nine months ended September 30, 2015, originations of loans held for sale exceeded proceeds from sales of loans held for sale by \$344.5 million. During the nine months ended September 30, 2014, originations of loans held for sale exceeded proceeds from sales of loans held for sale by \$481.3 million.

Investing activities used net cash flows of \$412.9 million during the nine months ended September 30, 2015, compared to \$1.8 billion during the nine months ended September 30, 2014. Net cash used to originate loans totaled \$606.2 million during the nine months ended September 30, 2015, compared to \$1.6 billion during the nine months ended September 30, 2014. No loan portfolios were purchased during the nine months ended September 30, 2015, compared to \$308.2 million purchased during the nine months ended September 30, 2014. Proceeds from the sale of loans totaled \$192.3 million during the nine months ended September 30, 2015, compared to \$109.9 million during the nine months ended September 30, 2014.

Financing activities provided a net aggregate of \$725.6 million during the nine months ended September 30, 2015, compared to \$2.3 billion during the nine months ended September 30, 2014. During the nine months ended September 30, 2015, increases in deposits provided \$1.3 billion, net repayments of short-term borrowed funds used \$657.1 million, net proceeds from federal funds purchased provided \$50 million, net proceeds from long-term FHLB advances provided \$25.0 million, net proceeds from the issuance of preferred stock provided \$55.6 million, proceeds from the issuance of common stock provided \$0.7 million, and payment of preferred stock dividends used \$1.3 million. During the nine months ended September 30, 2014, increases in deposits provided \$1.3 billion, net proceeds from short-term borrowed funds provided \$610.0 million, net proceeds from long-term FHLB advances provided \$265.0 million, and net proceeds from the issuance of long-term debt provided \$133.1 million. These financing activities provided sufficient cash flows to support Customers' investing and operating activities.

Overall, based on our core deposit base and available sources of borrowed funds, management believes that Customers has adequate resources to meet its short-term and long-term cash requirements for the foreseeable future.

Effect of Government Monetary Policies

Our earnings are and will be affected by domestic economic conditions and the monetary and fiscal policies of the United States government and its agencies. An important function of the Federal Reserve Board is to regulate the money supply and interest rates. Among the instruments used to implement those objectives are open market operations in United States government securities and changes in reserve requirements against member bank deposits. These instruments are used in varying combinations to influence overall growth and distribution of bank loans, investments, and deposits, and their use may also affect rates charged on loans or paid for deposits.

Item 3. Quantitative and Qualitative Disclosures About Market Risk

At September 30, 2015, there have been no material changes in the information disclosed under "Quantitative and Qualitative Disclosures About Market Risk" included within Customers Bancorp's 2014 Form 10-K.

Item 4. Controls and Procedures

As of the end of the period covered by this report, Customers Bancorp carried out an evaluation, under the supervision and with the participation of Customers Bancorp's management, including Customers Bancorp's Chief Executive Officer and Chief Financial Officer, of the effectiveness of the design and operation of Customers Bancorp's disclosure controls and procedures as defined in the Exchange Act Rules 13a-15(e) and 15d-15(e). Based upon the evaluation, the Chief Executive Officer and Chief Financial Officer concluded that Customers Bancorp's disclosure controls and procedures were effective at September 30, 2015.

Table of Contents

During the quarter ended September 30, 2015, there have been no changes in the Bancorp's internal control over financial reporting that have materially affected, or are reasonably likely to materially affect, the Bancorp's internal control over financial reporting.

70

Table of Contents

Part II. OTHER INFORMATION

Item 1. Legal Proceedings

There have been no material changes to the legal proceedings disclosed within our 2014 Form 10-K.

Item 1A. Risk Factors

In addition to the other information set forth in this Quarterly Report, you should carefully consider the factors discussed in “Risk Factors” included within the 2014 Form 10-K and in our subsequently filed quarterly reports on Form 10-Q for the periods ended March 31, 2015 and June 30, 2015. The risks described therein are not the only risks facing us. Additional risks and uncertainties not currently known to us or that we currently believe to be immaterial also may materially adversely affect our business, financial condition and/or operating results. See “Item 2 - Management’s Discussion and Analysis of Financial Condition and Results of Operations - Cautionary Note Regarding Forward-Looking Statements.”

Item 2. Unregistered Sales of Equity Securities and Use of Proceeds

On November 26, 2013, Customers announced that the Board of Directors had authorized a stock repurchase plan in which the Bancorp could acquire up to 5% of its current outstanding shares at prices not to exceed a 20% premium over the then current book value. The repurchase program has no expiration date but may be suspended, modified or discontinued at any time, and the Bancorp has no obligation to repurchase any amount of its common stock under the program.

During the three and nine months ended September 30, 2015, the Bancorp did not repurchase any of its shares. The maximum number of shares available to be purchased under the plan is 750,551 shares.

Item 3. Defaults Upon Senior Securities

None.

Item 4. Mine Safety Disclosures

Not applicable.

Item 5. Other Information

None.

Table of Contents

Item 6. Exhibits

Exhibit No.	Description
3.1	Amended and Restated Articles of Incorporation of Customers Bancorp, incorporated by reference to Exhibit 3.1 to the Customers Bancorp's Form 8-K filed with the SEC on April 30, 2012
3.2	Amended and Restated Bylaws of Customers Bancorp, incorporated by reference to Exhibit 3.2 to the Customers Bancorp's Form 8-K filed with the SEC on April 30, 2012
3.3	Articles of Amendment to the Amended and Restated Articles of Incorporation of Customers Bancorp, incorporated by reference to Exhibit 3.1 to the Customers Bancorp Form 8-K filed with the SEC on July 2, 2012
3.4	Statements with Respect to Shares of Fixed-to-Floating Rate Non-Cumulative Perpetual Preferred Stock, Series C, incorporated by reference to Exhibit 3.1 to the Customers Bancorp Form 8-K filed with the SEC on May 18, 2015
4.1	Indenture, dated as of July 30, 2013, by and between Customers Bancorp, Inc., as Issuer, and Wilmington Trust, National Association, as Trustee, incorporated by reference to Exhibit 4.1 to the Customers Bancorp 8-K filed with the SEC on July 31, 2013
4.2	First Supplemental Indenture, dated as of July 30, 2013, by and between Customers Bancorp, Inc., as Issuer, and Wilmington Trust, National Association, as Trustee, incorporated by reference to Exhibit 4.2 to the Customers Bancorp 8-K filed with the SEC on July 31, 2013
4.3	6.375% Global Note in aggregate principal amount of \$55,000,000, incorporated by reference to Exhibit 4.3 to the Customers Bancorp 8-K filed with the SEC on July 31, 2013
4.4	Amendment to First Supplemental Indenture, dated August 27, 2013, by and between Customers Bancorp, Inc. and Wilmington Trust Company, National Association, as trustee, incorporated by reference to Exhibit 4.1 to the Customers Bancorp 8-K filed with the SEC on August 29, 2013.
4.5	6.375% Global Note in aggregate principal amount of \$8,250,000, incorporated by reference to Exhibit 4.2 to the Customers Bancorp 8-K filed with the SEC on August 29, 2013
4.6	Form of Note Subscription Agreement (including form of Subordinated Note Certificate and Senior Note Certificate), incorporated by reference to Exhibit 10.1 to the Customers Bancorp 8-K filed with the SEC on June 26, 2014
31.1	Certification of the Chief Executive Officer Pursuant to Exchange Act Rule 13a-14(a) or Rule15d-14(a)
31.2	Certification of the Chief Financial Officer Pursuant to Exchange Act Rule 13a-14(a) or Rule15d-14(a)
32.1	Certification of the Chief Executive Officer Pursuant to 18 U.S.C. Section 1350, as Adopted Pursuant to Section 906 of Sarbanes-Oxley Act of 2002

32.2	Certification of the Chief Financial Officer Pursuant to 18 U.S.C. Section 1350, as Adopted Pursuant to Section 906 of Sarbanes-Oxley Act of 2002
101	The Exhibits filed as part of this report are as follows:
101.INS	XBRL Instance Document.
101.SCH	XBRL Taxonomy Extension Schema Document.
101.CAL	XBRL Taxonomy Extension Calculation Linkbase Document.
101.LAB	XBRL Taxonomy Extension Label Linkbase Document.
101.PRE	XBRL Taxonomy Extension Presentation Linkbase Document.
101.DEF	XBRL Taxonomy Extension Definitions Linkbase Document.

Table of Contents

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned thereunto duly authorized.

Customers Bancorp, Inc.

November 3, 2015

By: /s/ Jay S. Sidhu
Name: Jay S. Sidhu
Title: Chairman and Chief Executive Officer
(Principal Executive Officer)

Customers Bancorp, Inc.

November 3, 2015

By: /s/ Robert E. Wahlman
Name: Robert E. Wahlman
Title: Chief Financial Officer
(Principal Financial Officer)

Table of Contents

Exhibit Index

Exhibit No.	Description
3.1	Amended and Restated Articles of Incorporation of Customers Bancorp, incorporated by reference to Exhibit 3.1 to the Customers Bancorp's Form 8-K filed with the SEC on April 30, 2012
3.2	Amended and Restated Bylaws of Customers Bancorp, incorporated by reference to Exhibit 3.2 to the Customers Bancorp's Form 8-K filed with the SEC on April 30, 2012
3.3	Articles of Amendment to the Amended and Restated Articles of Incorporation of Customers Bancorp, incorporated by reference to Exhibit 3.1 to the Customers Bancorp Form 8-K filed with the SEC on July 2, 2012
3.4	Statement with Respect to Shares of Fixed-to-Floating Rate Non-Cumulative Perpetual Preferred Stock, Series C, incorporated by reference to Exhibit 3.1 to the Customers Bancorp Form 8-K filed with the SEC on May 18, 2015
4.1	Indenture, dated as of July 30, 2013, by and between Customers Bancorp, Inc., as Issuer, and Wilmington Trust, National Association, as Trustee, incorporated by reference to Exhibit 4.1 to the Customers Bancorp 8-K filed with the SEC on July 31, 2013
4.2	First Supplemental Indenture, dated as of July 30, 2013, by and between Customers Bancorp, Inc., as Issuer, and Wilmington Trust, National Association, as Trustee, incorporated by reference to Exhibit 4.2 to the Customers Bancorp 8-K filed with the SEC on July 31, 2013
4.3	6.375% Global Note in aggregate principal amount of \$55,000,000, incorporated by reference to Exhibit 4.3 to the Customers Bancorp 8-K filed with the SEC on July 31, 2013
4.4	Amendment to First Supplemental Indenture, dated August 27, 2013, by and between Customers Bancorp, Inc. and Wilmington Trust Company, National Association, as trustee, incorporated by reference to Exhibit 4.1 to the Customers Bancorp 8-K filed with the SEC on August 29, 2013.
4.5	6.375% Global Note in aggregate principal amount of \$8,250,000, incorporated by reference to Exhibit 4.2 to the Customers Bancorp 8-K filed with the SEC on August 29, 2013
4.6	Form of Note Subscription Agreement (including form of Subordinated Note Certificate and Senior Note Certificate), incorporated by reference to Exhibit 10.1 to the Customers Bancorp 8-K filed with the SEC on June 26, 2014
31.1	Certification of the Chief Executive Officer Pursuant to Exchange Act Rule 13a-14(a) or Rule15d-14(a)
31.2	Certification of the Chief Financial Officer Pursuant to Exchange Act Rule 13a-14(a) or Rule15d-14(a)
32.1	Certification of the Chief Executive Officer Pursuant to 18 U.S.C. Section 1350, as Adopted Pursuant to Section 906 of Sarbanes-Oxley Act of 2002

Edgar Filing: Customers Bancorp, Inc. - Form 10-Q

- 32.2 Certification of the Chief Financial Officer Pursuant to 18 U.S.C. Section 1350, as Adopted Pursuant to Section 906 of Sarbanes-Oxley Act of 2002
- 101 The Exhibits filed as part of this report are as follows:
- 101.INS XBRL Instance Document.
- 101.SCH XBRL Taxonomy Extension Schema Document.
- 101.CAL XBRL Taxonomy Extension Calculation Linkbase Document.
- 101.LAB XBRL Taxonomy Extension Label Linkbase Document.
- 101.PRE XBRL Taxonomy Extension Presentation Linkbase Document.
- 101.DEF XBRL Taxonomy Extension Definitions Linkbase Document.

74