## SyNOVUS

## First Quarter 2023 Results

Earnings Release

April 20, 2023

## Forward-Looking Statements

This slide presentation and certain of our other filings with the Securities and Exchange Commission contain statements that constitute "forward-looking statements" within the meaning of, and subject to the protections of, Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended. All statements other than statements of historical fact are forward-looking statements. You can identify these forward-looking statements through Synovus' use of words such as "believes," "anticipates," "expects," "may," "will," "assumes," "predicts," "could," "should," "would," "intends," "targets," "estimates," 'projects," "plans," "potential" and other similar words and expressions of the future or otherwise regarding the outlook for Synovus' future business and financial performance and/or the performance of the banking industry
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hese forward-looking statements are based upon information presently known to Synovus management and are inherently subjective, uncertain and subject to change due to any number of risks and uncertainties, including, without limitation, the risks and other factors set forth in Synovus' filings with the Securities and Exchange Commission, including its Annual Report on Form 10-K for the year ended December 31 , 2022 under the captions Cautionary Notice Regarding Forward-Looking Statements" and "Risk Factors" and in Synovus' quarterly reports on Form 10-Q and current reports on Form 8-K. We believe these forward-looking statements are reasonable; however, undue reliance should not be placed on any forward-looking statements, which are based on current expectations and speak only as of the date that they are made. We do not assume any obligation to update any forward-looking statements as a result of new information, future developments or otherwise, except as otherwise may be required by law.

## Use of Non-GAAP Financial Measures

his slide presentation contains certain non-GAAP financial measures determined by methods other than in accordance with generally accepted accounting principles. Such non-GAAP financial measures include the following:
 djusted non-interest revenue; adjusted revenue; adjusted non-interest expense; adjusted tangible efficiency ratio; adjusted pre-provision net revenue (PPNR); and tangible common equity ratio. The most comparable GAAP measures to these measures are net income available to common shareholders; diluted earnings per share; return on average assets; return on average common equity; total non-interest revenue; taxable equivalent (TE) revenue; total non-interest expense; efficiency ratio-TE; PPNR; and total shareholders' equity to total assets ratio, respectively. Management uses these non-GAAP financial measures to assess the performance of Synovus
 evaluating Synovus' operating results, financial strength, the performance of its business and the strength of its capital position. However, these non-GAAP financial measures have inherent limitations as analytical tools and sould not be considered in isolation or as a substitute for analyses of operating results or capital position as reported under GAAP. The non-GAAP financial measures should be considered as additional views of the way our financial measures are affected by significant items and other factors, and since they are not required to be uniformly applied, they may not be comparable to other similarly titled measures at other companies. Adjusted net ine f ongoing operations and impact period-to-period comparisons. Return on average tangible common equity and adjusted return on average tangible common equity are measures used by management to compare Synovus'
 the performance of the business consistently. Adjusted non-interest revenue and adjusted revenue are measures used by management to evaluate non-interest revenue and TE revenue exclusive of net investment securities gains (losses), fair value adjustment on non-qualified deferred compensation, and other items not indicative of ongoing operations that could impact period-to-period comparisons. Adjusted non-interest expense and the adjusted tangible efficiency ratio are measures utilized by management to measure the success of expense management initiatives focused on reducing recurring controllable operating costs. Adjusted PPNR is used by management to evaluate PPNR exclusive of items that management believes are not indicative of ongoing operations and impact period-to-period comparisons.The tangible common equity ratio is used by management and bank regulators to assess the strength of our capital position. The computations of the non-GAAP financial measures used in this slide presentation are set forth in the appendix to this slide presentation.

Management does not provide a reconciliation for forward-looking non-GAAP financial measures where it is unable to provide a meaningful or accurate calculation or estimation of reconciling items and the information is not
 predicted. For the same reasons, Synovus' management is unable to address the probable significance of the unavailable information. Forward-looking non-GAAP financial measures provided without the most directly comparable GAAP financial measures may vary materially from the corresponding GAAP financial measures.

## Stability in a Volatile Environment



- Core deposits ${ }^{(1)}$ increased in 1Q23; deposit production ${ }^{(2)}$ up 44\% QoQ
- Stable core deposit ${ }^{(1)}$ balances throughout March
- Arranged \$5B+ in incremental Fed and FHLB borrowing capacity, with $\$ 25 \mathrm{~B}+$ of overall contingent liquidity ${ }^{(3)}$


## SYNOVUS

20 Greenwich Excellence and Best Brand Awards
J.D. Power 2023 Best Retail Banking Customer Satisfaction in the Southeast Region and \#1 for Trust


- Stability of deposit base highlights strength of client relationships
- Market disruption resulted in new client wins and additional growth opportunities new ,


- Continue to grow CET1, ending the quarter at $9.76 \%{ }^{(4)}$
- Incremental loan growth focused on core relationships \& most accretive opportunities

- Organization-wide response to market disruption
- Branches, Customer Care, Relationship Managers, Corporate Communications all equipped to respond
- Efficiently facilitated movement to insured ICS deposit product where appropriate


## Earnings



- Net Income ${ }^{(5)}$ up $19 \%$ YoY
- Positive YoY operating leverage while staying the course on strategic investments
- Credit performance remains strong


## First Quarter 2023 Financial Highlights

## Key Highlights

- Net Income ${ }^{(1)}$ and EPS growth of $19 \%$ and $\$ 0.21$ YoY, respectively
- Total revenue of $\$ 614$ million, a $23 \%$ YoY increase
- Net interest income growth of $23 \%$ YoY
- Core client fee income growth, ex-mortgage, of $19 \%$ YoY
- PPNR ${ }^{(2)}$ of $\$ 292$ million, a $30 \%$ YoY increase
- Loan growth of $\$ 329$ million, or $1 \%$ QoQ
- Third-party consumer loan decline of $\$ 554$ million, a result of runoff as well as $\$ 424$ million move to held-for-sale
- Loan growth, ex. third-party move to held-for-sale, of \$753 million or 2\%
- Total deposits up \$1.1 billion, or 2\% QoQ
- Core deposits ${ }^{(3)}$ up $\$ 133$ million for the quarter with stable balances throughout March
- Production ${ }^{(4)}$ remains robust, up 44\% QoQ
- Cumulative total deposit beta expectations trending to low 40's
- Credit quality metrics continue to remain strong
- Charge-off ratio of 0.17\% remains near historically low levels
- ACL ratio up slightly to $1.17 \%$ due to higher weightings to downside economic scenarios
- Grew CET1 ratio to $9.76 \%^{(5)}$
- Continue to prioritize supporting core client growth while also increasing capital levels

| Key Performance Metrics | Reported | Adjusted ${ }^{(6)}$ |
| :--- | :---: | :---: |
| Net Income Available to Common <br> Shareholders |  |  |
| Diluted Earnings Per Share | $\$ 193,868$ | $\$ 195,276$ |
| Return on Average Assets | $1.36 \%$ | $1.37 \%$ |
| Return on Average Tangible <br> Common Equity | $21.9 \%$ | $22.1 \%$ |
| Efficiency Ratio-TE ${ }^{(8)}$ | $52.3 \%$ | $50.5 \%^{(9)}$ |
| Balance Sheet <br> (Period-end, \$ in millions) |  | Total |
| Loans, Net of Unearned | $\$ 44,045$ |  |
| Deposits | $\$ 49,954$ |  |

## Total Loans $\$ 44.0_{\text {billion }}$

## Summary

- Loan growth of $\$ 329$ million, or 1\% QoQ
- Loan growth impacted by third-party decline from both runoff and move to held-forsale of \$424 million
- Loan growth, ex. HFS move, of \$753 million, or 2\%
- Leveraging strength in current environment to grow market share

1Q23 spreads to index on floating rate new commercial production $\sim 40 \mathrm{bps}$ higher than 2022 full year average

- C\&l utilization increase a result of new production with higher utilization levels
- Utilization from C\&I commitments existing at the end of 4Q22 was flat QoQ


## Loan Growth Attribution

| Change in Ending Loan Balances (\$ in millions) |  |  |  | Includes (\$424) million impact resulting from move to HFS |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | \$346 |  |  |  | \$44,045 |
| \$43,716 |  |  |  | \$(554) |  |
| 4Q22 | CRE | C\& | Direct Consumer | Third-Party Consumer | 1Q23 |

Diversified/High Quality Loan Portfolio


Total C\&I Revolving Commitments and Line Utilization
(\$ in millions)


## Total Deposits $\$ 50.0$ billion

## Summary

- Total deposits increased $\$ 1.1$ billion, or $2 \%$ QoQ
- Core Deposit ${ }^{(1)}$ growth of $\$ 133$ million QoQ
- Non-interest bearing decline impacted primarily by commercial seasonality, normal cash deployment and to a lesser extent continued rate pressures
- Growth in Time deposits a result of continued mix shift from MMA as well as new customer acquisition
- Deposit production ${ }^{(2)}$ increased $44 \%$ from previous quarter with increases in both commercial and consumer business lines
- In current rate environment, cumulative total deposit beta tracking to low 40's
- Core deposits ${ }^{(1)}$, excluding public funds, are up $\$ 287$ million QTD through April 17th ${ }^{(3)}$

Deposit Production Focus


QoO Change in Ending Balances ${ }^{(4)}$


## Cumulative Total Avg. Deposit Beta of 30\% through 1023



## Liquidity

## Summary

- Stable core deposit ${ }^{(1)}$ balances in the quarter, including throughout March
- Opportunistically added FHLB borrowings and brokered deposits in March as precautionary measures amid the uncertain environment

Bank-level debt issuance in February (\$500 million) further diversified funding profile

- \$25+ billion of primary and secondary contingent liquidity sources available for funding needs


## Robust Contingent Sources of Liquidity

( $\$$ in billions, as of $4 / 17 / 23$ )

|  |  |  |  |
| :---: | :---: | :---: | :---: |
| Primary Sources \$13.6 |  |  | Secondary Sources \$11.9 |
|  |  |  |  |

- Unpledged loans of $\$ 20+$ billion not reflected in the chart above


## Core Deposit ${ }^{(1)}$ Balances Stable in First Quarter



## Augmented Cash ${ }^{(5)}$ Balances During March

(\$ in billions)

## Deposit Client Profiles

95\%+ of Core Deposits ${ }^{(1)}$ in Southeast Footprint spread across 55 MSAs
Middle Market \& CRE ${ }^{(2)}$

## Diversified and Granular Deposit Base

1 Q23 Deposit Composition

$\sim 73 \%$ of deposits insured, collateralized or insurable through our ICS capacity ${ }^{(1)}$


## Summary

- NII growth of $\$ 89$ million or $23 \%$ vs. 1Q22; QoQ decline of $\$ 21$ million
- QoQ negatively impacted by day count ( $\$ 9$ million)
- Benefits of higher asset yields and earning asset growth offset by continued increases in deposit costs and negative remixing from NIB deposits
- NIM was impacted by the same factors, as well as higher cash balances due to the precautionary liquidity actions taken in March
- Overall balance sheet remains well positioned in a higher rate environment as fixed asset repricing and 2Q23 hedge maturities provide an offset to increasing deposit costs


## NII / NIM Trends

(\$ in millions)


NIM Waterfall ${ }^{(4)}$

## Assets Well-Positioned in Current Environment


$\$ 481$ million

## Summary

- Wealth revenue increased $22 \%$ YoY
- Non-market based advisory fees and short-term cash management products continue to support fee income growth
- Record-setting Capital Markets fee growth from syndication and interest rate management products are evidence of successful expansion in commercial lines of business, and compensated for lower mortgage income
- Recognized $\$ 13$ million benefit associated with the regulatory approval of Qualpay investment


## Fee Income

| (\$ in millions) | 1Q23 | QoQ $\boldsymbol{\Delta}$ | YoY $\boldsymbol{\Delta}$ |
| :--- | :---: | :---: | :---: |
| Core Banking Fees $^{(1)}$ | $\$ 46$ | $0 \%$ | $1 \%$ |
| Wealth Revenue ${ }^{(2)}$ | $\$ 44$ | $10 \%$ | $22 \%$ |
| Capital Markets Income | $\$ 14$ | $96 \%$ | $151 \%$ |
| Net Mortgage Revenue | $\$ 4$ | $51 \%$ | $(35) \%$ |
| Total Other Income ${ }^{(3)}$ | $\$ 10$ | $88 \%$ | $(29) \%$ |
| Total Adjusted Non-Interest | $\mathbf{\$ 1 1 8}$ | $\mathbf{1 7 \%}$ | $\mathbf{1 0 \%}$ |
| Revenue ${ }^{(4)}$ | $\mathbf{\$ 1 3 3}$ | $\mathbf{3 0 \%}$ | $\mathbf{2 6 \%}$ |
| Total Non-Interest Revenue |  |  |  |



Core Client Fee Income, ex Mortgage


## Non-Interest Expense $\$ 322$ million

## Summary

- QoQ expense impacted by normal seasonal personnel costs and higher FDIC/ healthcare costs, offset by lower performance related expense and well-managed operating costs
- YoY cost increases a result of new initiative and infrastructure investments made in 2022 as well as investments in our workforce and FDIC/healthcare costs
- Total non-interest expense impacted by $\$ 17$ million loss associated with the move of third-party consumer loans to held-for-sale
- Continue to move forward with key strategic investments while rationalizing overall spend in light of the current environment


## Expense Trends

|  | 1Q23 | QoQ $\boldsymbol{\Delta}$ | YoY $\boldsymbol{\Delta}$ |
| :--- | :---: | :---: | :---: |
| (\$ in millions) | $\$ 188$ | $4 \%$ | $13 \%$ |
| Total Employment | $\$ 74$ | $(9) \%$ | $5 \%$ |
| Total Other | $\$ 43$ | $(5) \%$ | $0 \%$ |
| Total Occupancy, Equipment, and | $\mathbf{\$ 3 0 4}$ | $(1) \%$ | $\mathbf{9 \%}$ |
| Software | $\$ 322$ | $\mathbf{4 \%}$ | $\mathbf{1 8 \%}$ |
| Total Adjusted Non-Interest |  |  |  |
| Expense ${ }^{(1)}$ |  |  |  |
| Total Non-Interest Expense |  |  |  |

QoO Cost Drivers


## Credit Quality

## Summary

- Overall portfolio performance continues to be very strong as reflected in ACL ratio
- ACL up slightly due to increased weighting to downside economic scenarios
- 1Q23 Net Charge Offs impacted by \$6.6 million related to thirdparty consumer portfolio move to HFS


## 3-Year Credit Trends



## Allowance for Credit Losses



[^0]Provision and Net Charge-Offs
(\$ in millions)


## Capital

## Summary

- Continued to intentionally grow capital levels in light of current environment

CET1 ended the quarter at $9.76 \%{ }^{(1)}$, up $0.24 \%$ in last 2 quarters

- Expect to direct organic capital generation toward core growth and capital accretion

Targeting ~10\% CET1 by year-end

- 2Q23 capital ratios will be negatively impacted by ~7bps associated with closing of Qualpay investment


## Capital Metrics

| $12.6 \%$ | $12.5 \%$ | $12.5 \%$ | $12.7 \%$ |
| :---: | :---: | :---: | :---: |
| $10.6 \%$ | $10.6 \%$ | $10.7 \%$ | $10.8 \%$ |
|  |  |  |  |

Capital Deployment Focused on Growth \& Accretion

## Tangible Common Equity




## Updated Key Assumptions ${ }^{(1)}$

## Updated Guidance

| EOP Loan Growth |
| :--- |
| Adjusted Revenue |
| Growth ${ }^{(2)(3)(4)}$ |
| Adjusted NIE Growth ${ }^{(3)(5)}$ |
| Adjusted PPNR <br> Growth |
| CET1 (2)(3) Guidance |

## Effective Tax Rate

- Planned third-party sale accelerating pace of third-party runoff
- Range accounts for uncertainty in payoff levels associated with transaction-driven business lines as well as uncertain economic environment

| Revenue Growth Drivers |  |  |  |
| :---: | :---: | :---: | :---: |
| Loan Growth | $\frac{\text { Low-half of }}{\text { Guidance }}$ | $\frac{\text { Upper-half of }}{4 \%}$ | $\underline{\text { Guidance }}$ |
| Core Deposit <br> Growth | Low single digits | Mid-single digits | Notes |
| Cumulative <br> Deposit Betas | Mid 40's | $\sim 40$ | Beta measured as <br> of 3 Q 23 |

- Assumes Fed reaches 5.25\% in 2Q23 and holds throughout 2023
- Key drivers of the cumulative deposit beta expectations include impact of DDA remix (both experienced and expected) and modestly higher core interest bearing deposit costs
- Expense and PPNR ranges aligned to revenue outcomes
- Intend to contain core operating costs while continuing to support key strategic initiatives


## Allowance for Credit Losses

| \$500,879 | \$26,952 | \$4,453 | \$(17,467) |  | \$6,257 | \$514,483 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | \$(6,591) |  |  |
| 4 Q 22 | Economic Forecast Impact | Net Growth | Performance | Third-Party Auto Loans Move to HFS | Other ${ }^{(1)}$ | 1023 |
| 1.15\% |  |  |  |  |  | 1.17\% |


|  | 1Q23 | Change from | $2023{ }^{(4)}$ |  | $2024{ }^{(4)}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Scenario | Model Weighting | Previous Quarter | GDP | Unemployment | GDP | Unemployment |
| Slow Growth ${ }^{(2)}$ | 45\% | +10\% | 1.0\% | 3.8\% | 1.3\% | 4.9\% |
| Consensus Baseline | 35\% | (5)\% | 0.4\% | 4.3\% | 1.2\% | 4.8\% |
| Downside ${ }^{(2)}$ | 15\% | NC | (0.4)\% | 5.5\% | (0.3)\% | 7.6\% |
| Upside ${ }^{(3)}$ | 5\% | (5)\% | 2.1\% | 3.1\% | 3.3\% | 3.2\% |
|  |  | Weighed Average | 0.6\% | 4.2\% | 1.1\% | 5.2\% |

## Earning Assets Composition

(\$ in millions)

Loan Portfolio Rate Mix and Yield


Derivative Hedge Portfolio ${ }^{(2)}$


Total Securities Portfolio Size ${ }^{(1)}$


12-Month NII Sensitivity: Rates \& Betas ${ }^{(3)}$

| Parallel Shock | \% NIII Impact | +100 Shock | \% NIII Impact |
| :---: | :---: | :---: | :---: |
| +100bps | 3.3\% | $\sim 30$ Beta | 5.8\% |
| -100bps | (3.6)\% | $\sim 40$ Beta | 3.3\% |
|  |  | $\sim 50$ Beta | 0.8\% |

## Total Average Deposit Costs

|  | 4Q22 |  | 1Q23 |  | March 2023 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| (\$ in millions; rates annualized) | Avg. Balance | Avg. Rate | Avg. Balance | Avg. Rate | Avg. Rate |
| Non-interest-bearing | \$16,569 | N/A | \$15,014 | N/A | N/A |
| Interest-bearing non-maturity (NMD) | \$24,849 | 0.97\% | \$24,856 | 1.57\% | 1.78\% |
| Time | \$2,568 | 1.18\% | \$3,601 | 2.42\% | 2.78\% |
| Brokered | \$4,987 | 3.14\% | \$5,554 | 4.12\% | 4.31\% |
| Total interest-bearing | \$32,403 | 1.32\% | \$34,012 | 2.07\% | 2.33\% |
| Total deposits | \$48,973 | 0.88\% | \$49,026 | 1.44\% | 1.63\% |

## Loan Portfolio by Category

## Consumer Portfolio - $\$ 8.4$ billion

- Weighted average credit score of 792 and 778 for Home Equity and Mortgage, respectively
- Weighted average LTV of $74 \%$ and $72 \%$ for Home Equity and Mortgage, respectively ${ }^{(1)}$



## CRE Portfolio - $\$ 13.0$ billion

- $92 \%$ are income-producing properties
- Diversity among property types and geographies


## C\&I Portfolio - $\$ 22.6$ billion

- Specialty lending ${ }^{(2)}$ is well-diversified among multiple lines-of-business
- C\&I industry mix aligned with economic and demographic drivers

| Portfolio Characteristics | Consumer | CRE | C\&l |
| :--- | :---: | :--- | :--- |
| NPL Ratio | $0.64 \%$ | $0.06 \%$ | $0.53 \%$ |
| QTD Net Charge-off Ratio (annualized) | $0.66 \%^{(3)}$ | $(0.01) \%$ | $0.08 \%$ |
| 30+ Days Past Due Ratio | $0.45 \%$ | $0.02 \%$ | $0.07 \%$ |
| $90+$ Days Past Due Ratio | $0.02 \%$ | $0.00 \%$ | $0.01 \%$ |

## Commercial Real Estate

## Composition of 1 Q23 CRE Portfolio

## Total Portfolio $\$ 13.0$ billion

Office BuildingMulti-Family
Hotels
Shopping Center
Other Investment Properties
Warehouses
1-4 Family Perm/Mini-Perm
1-4 Family Construction
Residential Development
Land Acquisition
Commercial Development

## Investment Properties portfolio represent 92\% of total CRE portfolio

- The portfolio is well diversified among property types
- Credit quality in Investment Properties portfolio remains excellent


## CRE Credit Quality

- 0.06\% NPL Ratio
- (0.01)\% Net Charge-Off Ratio (annualized)
- 0.02 30+ Day Past Due Ratio
- $0.00 \% 90+$ Day Past Due Ratio

|  | Investment Properties |  |  |  |  |  | Land, Development and Residential Properties |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Portfolio Characteristics <br> (as of March 31, 2023) | Office <br> Building | Multifamily | Shopping Centers | Hotels | Other Investment Properties | Warehouse | Residential Properties ${ }^{(1)}$ | Development \& Land |
| Balance (in millions) | \$3,071 | \$3,374 | \$1,332 | \$1,737 | \$1,441 | \$1,021 | \$597 | \$423 |
| Weighted Average LTV ${ }^{(2)}$ | 54.3\% | 53.2\% | 51.2\% | 55.9\% | 54.5\% | 55.1\% | N/A | N/A |
| NPL Ratio | 0.01\% | 0.05\% | 0.05\% | 0.00\% | 0.05\% | 0.02\% | 0.59\% | 0.27\% |
| Net Charge-off Ratio (annualized) | 0.00\% | 0.00\% | 0.00\% | 0.00\% | 0.00\% | 0.00\% | 0.00\% | (0.16)\% |
| 30+ Days Past Due Ratio | 0.03\% | 0.00\% | 0.00\% | 0.00\% | 0.02\% | 0.05\% | 0.08\% | 0.02\% |
| 90+ Days Past Due Ratio | 0.00\% | 0.00\% | 0.00\% | 0.00\% | 0.00\% | 0.00\% | 0.00\% | 0.00\% |

## Office Portfolio Analysis



## C\&I Portfolio

Diverse Industry Exposure
Total C\&I Portfolio $\$ 22.6$ billion


- Wholesale Bank (includes Large Corporate, Middle Market, and Specialty Lines) represents $73 \%$ of C\&I balances
- Finance/Insurance predominantly represented by secured lender finance portfolio
- 0.00\% NPL Ratio
- 0.00\% Net Charge-Off Ratio (annualized)
- 0.01\% 30+ Day Past Due Ratio
- 0.00\% 90+ Day Past Due Ratio
- Senior Housing consists of $86 \%$ private pay facilities

| Credit Indicator | 1023 |
| :--- | :--- |
| NPL Ratio | $0.53 \%$ |
| Net Charge-off Ratio (annualized) | $0.08 \%$ |
| $30+$ Days Past Due Ratio | $0.07 \%$ |
| $90+$ Days Past Due Ratio | $0.01 \%$ |

## Consumer Portfolio

Total Consumer Portfolio $\$ 8.4$ billion


| Credit Indicator | 1023 |
| :--- | :--- |
| NPL Ratio | $0.64 \%$ |
| Net Charge-off Ratio (annualized) | $0.66 \%$ |
| $30+$ Days Past Due Ratio | $0.45 \%$ |
| $90+$ Days Past Due Ratio | $0.02 \%$ |

- $83 \%$ of Consumer portfolio is backed by residential real estate
- Other Consumer includes secured and unsecured products
- Average consumer card utilization rate is $22 \%$

| Credit Indicator | Home <br> Equity | Mortgage |
| :--- | :---: | :---: |
| Weighted Average Credit Score of 1Q23 <br> Originations | 786 | 771 |
| Weighted Average Credit Score of Total <br> Portfolio | 792 | 778 |
| Weighted Average LTV ${ }^{(1)}$ | $73.6 \%$ | $72.2 \%$ |
| Average DTI ${ }^{(2)}$ | $34.3 \%$ | $34.6 \%$ |
| Utilization Rate | $37.0 \%$ | N/A |

## Third-Party Consumer

## (\$ in millions)



- Diversity among asset types; primarily fixed-rate loans
- Credit Quality for HFI loans:
- Weighted Average FICO of 756
- NPL Ratio of 0.73\%
- Annualized Net Charge-off Ratio of 1.59\%
- 30+ Day Past Due Ratio of $1.44 \%$


## HFI Portfolio Composition ${ }^{(1)}$

| 1Q23 |  |  |  |
| :--- | :---: | :---: | :---: |
| (\$ in millions) | Home | Improvement | Personal | Student

## Risk Distribution

(\$ in millions)

Criticized \& Classified Loans


## Portfolio Risk Distribution

|  | Composition | Change |  |
| :--- | :---: | :---: | :---: |
| Risk Category | 1023 | 4022 | 1023 vs <br> 4022 |
| Passing Grades | $\$ 42,959$ | $\$ 42,774$ | $\$ 185$ |
| Special Mention | 369 | 313 | 56 |
| Substandard <br> Accruing | 535 | 501 | 34 |
| Non-Performing <br> Loans | 182 | 128 | 54 |
| Total Loans | $\$ 44,045$ | $\$ 43,716$ | $\$ 329$ |

## Quarterly Highlights Trend

|  |  | 1Q22 | 2 Q 22 | 3Q22 | 4Q22 | 1Q23 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Financial Performance | Diluted EPS | \$1.11 | \$1.16 | \$1.33 | \$1.35 | \$1.32 |
|  | Net interest margin | 3.01\% | 3.22\% | 3.47\% | 3.56\% | 3.43\% |
|  | Efficiency ratio-TE | 54.66\% | 53.87\% | 50.41\% | 51.08\% | 52.33\% |
|  | Adjusted tangible efficiency ratio ${ }^{(1)}$ | 55.50\% | 53.43\% | 49.98\% | 50.58\% | 50.48\% |
|  | ROAA ${ }^{(2)}$ | 1.22\% | 1.26\% | 1.39\% | 1.38\% | 1.36\% |
|  | Adjusted ROAA ${ }^{(1)(2)}$ | 1.19\% | 1.27\% | 1.39\% | 1.39\% | 1.37\% |
| Balance Sheet QoQ Growth | Total loans | 2\% | 3\% | 3\% | 3\% | 1\% |
|  | Total deposits | (2)\% | 1\% | (3)\% | 2\% | 2\% |
| Credit Quality | NPA ratio | 0.40\% | 0.33\% | 0.32\% | 0.33\% | 0.41\% |
|  | NCO ratio ${ }^{(2)}$ | 0.19\% | 0.16\% | 0.04\% | 0.12\% | 0.17\% |
| Capital | Common shares outstanding ${ }^{(3)}$ | 145,335 | 145,358 | 145,443 | 145,487 | 146,059 |
|  | Leverage ratio | 8.87\% | 9.03\% | 9.04\% | 9.07\% | 9.14\% ${ }^{(4)}$ |
|  | Tangible common equity ratio ${ }^{(1)}$ | 6.80\% | 6.26\% | 5.52\% | 5.84\% | 6.12\% |

## Condensed Income Statement

| (\$ in thousands, except per share data) | 1Q23 | 4Q22 | 1Q22 |
| :---: | :---: | :---: | :---: |
| Net interest income | \$480,751 | \$501,346 | \$392,248 |
| Non-interest revenue | 133,126 | 102,439 | 105,334 |
| Non-interest expense | 321,852 | 308,996 | 272,450 |
| Provision for (reversal of) credit losses | 32,154 | 34,884 | 11,400 |
| Income before income taxes | \$259,871 | \$259,905 | \$213,732 |
| Income tax expense | 57,712 | 54,135 | 42,695 |
| Preferred stock dividends | 8,291 | 8,291 | 8,291 |
| Net income available to common shareholders | \$193,868 | \$197,479 | \$162,746 |
| Weighted average common shares outstanding, diluted | 146,727 | 146,528 | 146,665 |
| Net income per common share, diluted | \$1.32 | \$1.35 | \$1.11 |

## Non-GAAP Financial Measures

| (\$ in thousands, except per share data) | 1Q23 | 4Q22 | 1Q22 |
| :---: | :---: | :---: | :---: |
| Net income available to common shareholders | \$193,868 | \$197,479 | \$162,746 |
| Recovery of NPA | $(13,126)$ | - | - |
| Investment securities losses (gains), net | $(1,030)$ | - | - |
| Loss on other loans held for sale | 16,750 | - | - |
| Restructuring charges (reversals) | (733) | $(2,372)$ | $(6,424)$ |
| Loss on early extinguishment of debt | - | - | 677 |
| Valuation adjustment to Visa derivative | - | 2,500 | - |
| Tax effect of adjustments ${ }^{(1)}$ | (453) | (31) | 1,369 |
| Adjusted net income available to common shareholders | \$195,276 | \$197,576 | \$158,368 |
| Weighted average common shares outstanding, diluted | 146,727 | 146,528 | 146,665 |
| Net income per common share, diluted | \$1.32 | \$1.35 | \$1.11 |
| Adjusted net income per common share, diluted | \$1.33 | \$1.35 | \$1.08 |

## Non-GAAP Financial Measure, Continued

| (\$ in thousands) | $\mathbf{1 Q 2 2}$ | $\mathbf{2 Q 2 2}$ | $\mathbf{3 Q 2 2}$ | 4Q22 | 1Q23 |
| :--- | :---: | :---: | :---: | :---: | :---: |
| Net income | $\$ 171,037$ | $\$ 178,052$ | $\$ 203,044$ | $\$ 205,770$ | $\$ 202,159$ |
| Recovery of NPA | - | - | - | - | $(13,126)$ |
| Loss on other loans held for sale | - | - | - | - | 16,750 |
| Restructuring charges (reversals) | $(6,424)$ | $(1,850)$ | 956 | $(2,372)$ | $(733)$ |
| Valuation adjustment to Visa derivative | - | 3,500 | - | 2,500 | - |
| Loss on early extinguishment of debt | 677 | - | - | - | - |
| Investment securities losses (gains), net | - | - | - | - | $(1,030)$ |
| Tax effect of adjustments ${ }^{(1)}$ | 1,369 | $(393)$ | $(228)$ | $(31)$ | $(453)$ |
| Adjusted net income | $\$ 166,659$ | $\$ 179,309$ | $\$ 203,772$ | $\$ 205,867$ | $\$ 203,567$ |
| Net income annualized | $\$ 693,650$ | $\$ 714,165$ | $\$ 805,555$ | $\$ 816,370$ | $\$ 819,867$ |
| Adjusted net income annualized | $\$ 675,895$ | $\$ 719,206$ | $\$ 808,443$ | $\$ 816,755$ | $\$ 825,577$ |
| Total average assets | $\$ 56,855,898$ | $\$ 56,536,940$ | $\$ 58,055,979$ | $\$ 58,963,417$ | $\$ 60,133,561$ |
| Return on average assets | $1.22 \%$ | $1.26 \%$ | $1.39 \%$ | $1.38 \%$ | $1.36 \%$ |
| Adjusted return on average assets | $1.19 \%$ | $1.27 \%$ | $1.39 \%$ | $1.39 \%$ | $1.37 \%$ |

## Non-GAAP Financial Measure, Continued

| (\$ in thousands) | 1Q23 | 4Q22 | 1Q22 |
| :---: | :---: | :---: | :---: |
| Net income available to common shareholders | \$193,868 | \$197,479 | \$162,746 |
| Recovery of NPA | $(13,126)$ | - | - |
| Loss on other loans held for sale | 16,750 | - | - |
| Restructuring charges (reversals) | (733) | $(2,372)$ | $(6,424)$ |
| Valuation adjustment to Visa derivative | - | 2,500 | - |
| Loss on early extinguishment of debt | - | - | 677 |
| Investment securities losses (gains), net | $(1,030)$ | - | - |
| Tax effect of adjustments ${ }^{(1)}$ | (453) | (31) | 1,369 |
| Adjusted net income available to common shareholders | \$195,276 | \$197,576 | \$158,368 |
| Adjusted net income available to common shareholders annualized | \$791,953 | \$783,861 | \$642,270 |
| Amortization of intangibles, tax effected, annualized | \$5,699 | \$6,358 | \$6,543 |
| Adjusted net income available to common shareholders excluding amortization of intangibles annualized | \$797,652 | \$790,219 | \$648,813 |
| Net income available to common shareholders annualized | \$786,242 | \$783,476 | \$660,025 |
| Amortization of intangibles, tax effected, annualized | \$5,699 | \$6,358 | \$6,543 |
| Net income available to common shareholders excluding amortization of intangibles annualized | \$791,941 | \$789,834 | \$666,568 |
| Total average shareholders' equity less preferred stock | \$4,088,777 | \$3,742,927 | \$4,647,426 |
| Average goodwill | \$(452,390) | \$(452,390) | \$(452,390) |
| Average other intangible assets, net | \$(26,245) | \$(28,174) | \$ $(34,576)$ |
| Total average tangible shareholders' equity less preferred stock | \$3,610,142 | \$3,262,363 | \$4,160,460 |
| Return on average common equity | 19.23\% | 20.93\% | 14.20\% |
| Adjusted return on average common equity | 19.37\% | 20.94\% | 13.82\% |
| Return on average tangible common equity | 21.94\% | 24.21\% | 16.02\% |
| Adjusted return on average tangible common equity | 22.09\% | 24.22\% | 15.59\% |

## Non-GAAP Financial Measure, Continued

| (\$ in thousands) | 1Q22 | 2Q22 | 3Q22 | 4Q22 | 1Q23 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Total non-interest revenue | \$105,334 | \$97,266 | \$104,298 | \$102,439 | \$133,126 |
| Investment securities (gains) losses, net | - | - | - | - | $(1,030)$ |
| Recovery of NPA | - | - | - | - | $(13,126)$ |
| Fair value adjustment on non-qualified deferred compensation | 1,295 | 3,240 | 1,076 | $(1,557)$ | $(1,371)$ |
| Adjusted non-interest revenue | \$106,629 | \$100,506 | \$105,374 | \$100,882 | \$117,599 |
| Total non-interest expense | \$272,450 | \$282,051 | \$294,010 | \$308,996 | \$321,852 |
| Loss on other loans held for sale | - | - | - | - | $(16,750)$ |
| Restructuring (charges) reversals | 6,424 | 1,850 | (956) | 2,372 | 733 |
| Fair value adjustment on non-qualified deferred compensation | 1,295 | 3,240 | 1,076 | $(1,557)$ | $(1,371)$ |
| Valuation adjustment to Visa derivative | - | $(3,500)$ | - | $(2,500)$ | - |
| Loss on early extinguishment of debt | (677) | - | - | - | - |
| Adjusted non-interest expense | \$279,492 | \$283,641 | \$294,130 | \$307,311 | \$304,464 |

## Non-GAAP Financial Measure, Continued

| (\$ in thousands) | 1Q22 | 2Q22 | 3Q22 | 4Q22 | 1Q23 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Adjusted non-interest expense | \$279,492 | \$283,641 | \$294,130 | \$307,311 | \$304,464 |
| Amortization of intangibles | $(2,118)$ | $(2,118)$ | $(2,118)$ | $(2,118)$ | $(1,857)$ |
| Adjusted tangible non-interest expense | \$277,374 | \$281,523 | \$292,012 | \$305,193 | \$302,607 |
| Net interest income | \$392,248 | \$425,388 | \$477,919 | \$501,346 | \$480,751 |
| Tax equivalent adjustment | 865 | 960 | 972 | 1,131 | 1,119 |
| Total non-interest revenue | 105,334 | 97,266 | 104,298 | 102,439 | 133,126 |
| Total TE revenue | \$498,447 | \$523,614 | \$583,189 | \$604,916 | \$614,996 |
| Recovery of NPA | - | - | - | - | $(13,126)$ |
| Investment securities losses (gains), net | - | - | - | - | $(1,030)$ |
| Fair value adjustment on non-qualified deferred compensation | 1,295 | 3,240 | 1,076 | $(1,557)$ | $(1,371)$ |
| Adjusted revenue | \$499,742 | \$526,854 | \$584,265 | \$603,359 | \$599,469 |
| Efficiency ratio-TE | 54.7\% | 53.9\% | 50.4\% | 51.1\% | 52.3\% |
| Adjusted tangible efficiency ratio | 55.5\% | 53.4\% | 50.0\% | 50.6\% | 50.5\% |

Non-GAAP Financial Measures, Continued

| (\$ in thousands) | 1Q22 | 2Q22 | 3Q22 | 4Q22 | 1Q23 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Net interest income | \$392,248 | \$425,388 | \$477,919 | \$501,346 | \$480,751 |
| Total non-interest revenue | 105,334 | 97,266 | 104,298 | 102,439 | 133,126 |
| Total non-interest expense | $(272,450)$ | $(282,051)$ | $(294,010)$ | $(308,996)$ | $(321,852)$ |
| Pre-provision net revenue (PPNR) | \$225,132 | \$240,603 | \$288,207 | \$294,789 | \$292,025 |
| Net interest income | \$392,248 | \$425,388 | \$477,919 | \$501,346 | \$480,751 |
| Tax equivalent adjustment | 865 | 960 | 972 | 1,131 | 1,119 |
| Total non-interest revenue | 105,334 | 97,266 | 104,298 | 102,439 | 133,126 |
| Total TE revenue | \$498,447 | \$523,614 | \$583,189 | \$604,916 | \$614,996 |
| Recovery of NPA | - | - | - | - | $(13,126)$ |
| Investment securities losses (gains), net | - | - | - | - | $(1,030)$ |
| Fair value adjustment on non-qualified deferred compensation | 1,295 | 3,240 | 1,076 | $(1,557)$ | $(1,371)$ |
| Adjusted revenue | \$499,742 | \$526,854 | \$584,265 | \$603,359 | \$599,469 |
| Total non-interest expense | \$272,450 | \$282,051 | \$294,010 | \$308,996 | \$321,852 |
| Loss on other loans held for sale | - | - | - | - | $(16,750)$ |
| Restructuring (charges) reversals | 6,424 | 1,850 | (956) | 2,372 | 733 |
| Fair value adjustment on non-qualified deferred compensation | 1,295 | 3,240 | 1,076 | $(1,557)$ | $(1,371)$ |
| Valuation adjustment to Visa derivative | - | $(3,500)$ | - | $(2,500)$ | - |
| Loss on early extinguishment of debt | (677) | - | - | - | - |
| Adjusted non-interest expense | \$279,492 | \$283,641 | \$294,130 | \$307,311 | \$304,464 |
| Adjusted revenue | \$499,742 | \$526,854 | \$584,265 | \$603,359 | \$599,469 |
| Adjusted non-interest expense | $(279,492)$ | $(283,641)$ | $(294,130)$ | $(307,311)$ | $(304,464)$ |
| Adjusted PPNR | \$220,250 | \$243,213 | \$290,135 | \$296,048 | \$295,005 |

## Non-GAAP Financial Measure, Continued

| (\$ in thousands) | 1Q22 | 2Q22 | 3Q22 | 4Q22 | 1Q23 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Total assets | \$56,419,549 | \$57,382,745 | \$58,639,522 | \$59,731,378 | \$61,840,025 |
| Goodwill | $(452,390)$ | $(452,390)$ | $(452,390)$ | $(452,390)$ | $(452,390)$ |
| Other intangible assets, net | $(33,478)$ | $(31,360)$ | $(29,242)$ | $(27,124)$ | $(25,267)$ |
| Tangible assets | \$55,933,681 | \$56,898,995 | \$58,157,890 | \$59,251,864 | \$61,362,368 |
| Total shareholders' equity | \$4,824,635 | \$4,584,438 | \$4,229,715 | \$4,475,801 | \$4,770,130 |
| Goodwill | $(452,390)$ | $(452,390)$ | $(452,390)$ | $(452,390)$ | $(452,390)$ |
| Other intangible assets, net | $(33,478)$ | $(31,360)$ | $(29,242)$ | $(27,124)$ | $(25,267)$ |
| Preferred Stock, no par value | $(537,145)$ | $(537,145)$ | $(537,145)$ | $(537,145)$ | $(537,145)$ |
| Tangible common equity | \$3,801,622 | \$3,563,543 | \$3,210,938 | \$3,459,142 | \$3,755,328 |
| Total shareholders' equity to total assets ratio | 8.55\% | 7.99\% | 7.21\% | 7.49\% | 7.71\% |
| Tangible common equity ratio | 6.80\% | 6.26\% | 5.52\% | 5.84\% | 6.12\% |


[^0]:    (1) Criticized and Classified Loans as a \% of Total Loans.

