



**CVB Financial Corp.**

2020 ANNUAL REPORT

# #1 Best Bank in America<sup>1</sup>

*2<sup>nd</sup> Consecutive Year*

Forbes **2021**

**BEST  
BANKS IN  
AMERICA**

**\$177.2**

Million  
Annual Net  
Earnings

**175**

Consecutive  
Quarters of  
Profitability

**125**

Consecutive  
Quarters of Cash  
Dividends Paid

Since 1974, Citizens Business Bank has been creating banking relationships by focusing on our customer and helping them achieve more for their business, their employees, and the communities they serve. Our founder, George A. Borba Sr., was an enterprising dairy farmer and small business owner from Southern California. George saw a need to support other business owners in his community by helping them preserve and enhance the value of their companies. He shared his vision with a group of local business leaders who cared deeply about their community, and together they set out to design a new banking experience.

Chino Valley Bank was established in August of 1974. 46 years later, Citizens Business Bank has grown to \$14.4 billion in assets with 57 banking locations and 3 trust offices throughout California. We changed our name to Citizens Business Bank along the way, but we still hold true to our original vision.

We are proud to be in the position to assist entrepreneurs with opportunities to foster and grow their businesses. Our customers' success is our success. We are able to build long-standing relationships with each customer by treating them the same way we would want to be treated. In fact, many of our customers have banked with us for decades. Our unwavering commitment to personal service is the reason we are consistently recognized as one of the top-performing banks in the nation.

## Our Vision

Citizens Business Bank will strive to become the premier financial services company operating throughout the state of California, serving the comprehensive financial needs of successful small to medium-sized businesses and their owners.

## Our Mission

The mission of Citizens Business Bank is to achieve superior performance and rank in the top ten percent of all financial institutions in the nation in return on equity and return on assets. This will be achieved by delivering the finest in financial products and services through relationship banking commitments with businesses and professionals in the Inland Empire, Los Angeles County, Orange County, San Diego County, Ventura County, Santa Barbara County, and the Central Valley area of California. It will be supported by an unqualified commitment to our five core values of financial strength, superior people, customer focus, cost-effective operation, and having fun.

## Table of Contents

|                       |    |
|-----------------------|----|
| Board of Directors    | 4  |
| 2020 in Review        | 5  |
| Financial Highlights  | 7  |
| Valued Partners       | 11 |
| Services              | 25 |
| Community Commitment  | 30 |
| Leadership Team       | 34 |
| Financial Summary     | 37 |
| Locations             | 42 |
| Corporate Information | 44 |

# Board of Directors



Raymond V.  
O'Brien III  
Chairman



David A.  
Brager  
Chief Executive Officer



George A.  
Borba  
Vice Chairman



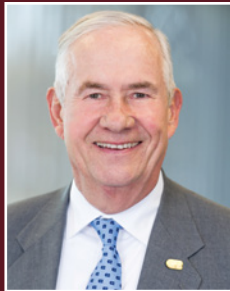
Stephen A.  
Del Guercio  
Director



Rodrigo  
Guerra Jr.  
Director



Anna  
Kan  
Director



Marshall V.  
Laitsch  
Director



Kristina M.  
Leslie  
Director



Jane  
Olvera  
Director



Hal W.  
Oswald  
Director

# To our Shareholders, Customers, and Associates

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## 2020 in Review

2020 was a year of uncertainty and understandable apprehension, but also one of strength and accomplishment for CVBF and Citizens Business Bank. We have had to adapt, along with many of our customers, to a changing and challenging business landscape in order to accommodate the numerous unforeseen circumstances, new rules, regulations, and government orders brought about by COVID-19. The worldwide pandemic, the accompanying stay-at-home orders and business shut-downs, and a near-zero interest rate environment, all combined to create a challenging operating environment for many financial institutions and their customers. However, and now more than a year into the COVID-19 pandemic, Citizens Business Bank remains a fundamentally safe, sound, and secure financial services company. As the world and our nation deal with the COVID-19 pandemic, we continue to deploy our substantial resources to stand by our valued customers and to provide support to the many California communities we serve. Our Bank remains well positioned to succeed with strong capital levels, consistent earnings, solid credit quality, and excellent liquidity. Total assets at December 31, 2020 increased by \$3.14 billion, or 27.80%, from total assets of \$11.28 billion at December 31, 2019. Interest-earning assets increased by \$3.20 billion, or 31.88%, when compared with \$10.03 billion at December 31, 2019. Net earnings were \$177.2 million for the year ended 2020, compared with \$207.8 million for the year ended 2019, due primarily to the near-zero interest rates and prudent additions to our loan loss reserves. We maintained our enviable record of success by marking our 175th consecutive quarter of profitability and our 125th consecutive quarter of paying a cash dividend to our shareholders.

Our strong financial position has allowed our Bank to provide support to many of the customers and communities most impacted by COVID-19. We originated more than 4,000 Paycheck Protection Program loans in 2020, totaling over \$1.1 billion, and we participated in the Federal Reserve's Main Street Lending program. To support the communities that need our help the most, we provided nearly \$1,100,000 to local nonprofit organizations in Southern and Central California. Also, at an individual level, our associates demonstrated their personal support and involvement as well by contributing their own money to local food banks in a month-long virtual food drive that we conducted during the month of November.

We enter 2021 ranked as the #1 Bank in America by Forbes 2021 Best Banks in America for the second consecutive year and for the third time in the past five years, and we are especially pleased to have earned this honor in both good and difficult times. Furthermore, we have maintained our BBB+ rating from Fitch Ratings, our Five-Star Superior rating from BauerFinancial, and The Findley Reports designation as a "Super Premier" Performing Bank.

*Continued on next page*

# To our Shareholders, Customers, and Associates

In closing, we are proud of our accomplishments in 2020, as we successfully navigated through the COVID-19 pandemic, and we believe we are well positioned for future growth as 2021 unfolds. We remain committed to growing the Bank in a balanced way, utilizing all three of our growth initiatives: increasing same-store sales, opening de novo centers, and seeking strategic and financially sound acquisitions. Our strategy will remain the same as we seek to continue to deliver on our five core values: financial strength, superior people, customer focus, cost-effective operation, and having fun.

On behalf of our Board of Directors, we thank our customers for their ongoing loyalty, our associates for their dedication and hard work, and our shareholders for their continued support and trust. Please stay safe and healthy, and rest assured that our Bank is committed to remaining financially sound and a stable and prudent business partner over a variety of circumstances and economic cycles, just as we have done throughout the course of our past 46 years in business.



Raymond V. O'Brien III  
Chairman of the Board



David A. Brager  
Chief Executive Officer

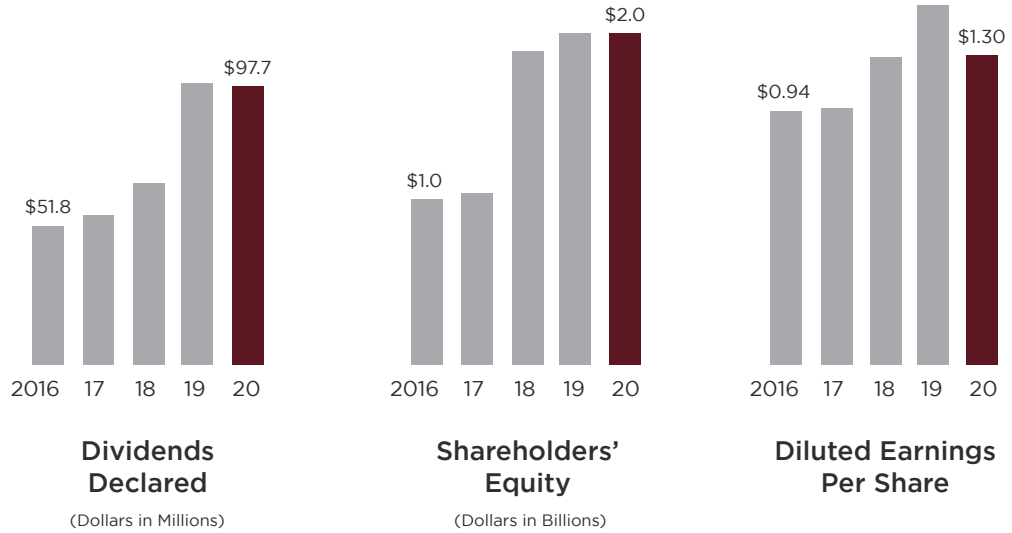
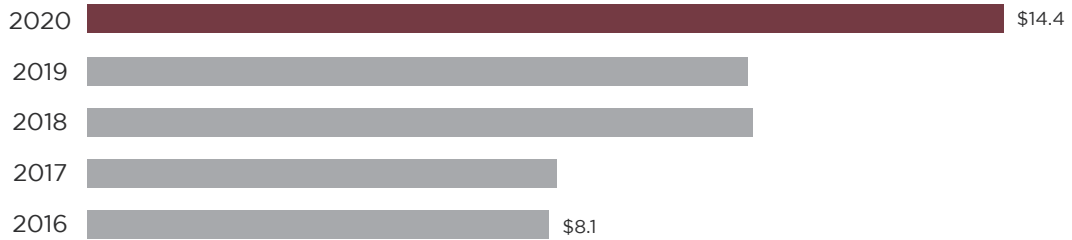
## Financial Highlights

At year end, we reported our 175th consecutive quarter of profitability and paid our 125th consecutive quarterly cash dividend to shareholders. We will continue to focus on improving key financial metrics, including profitability and asset quality.



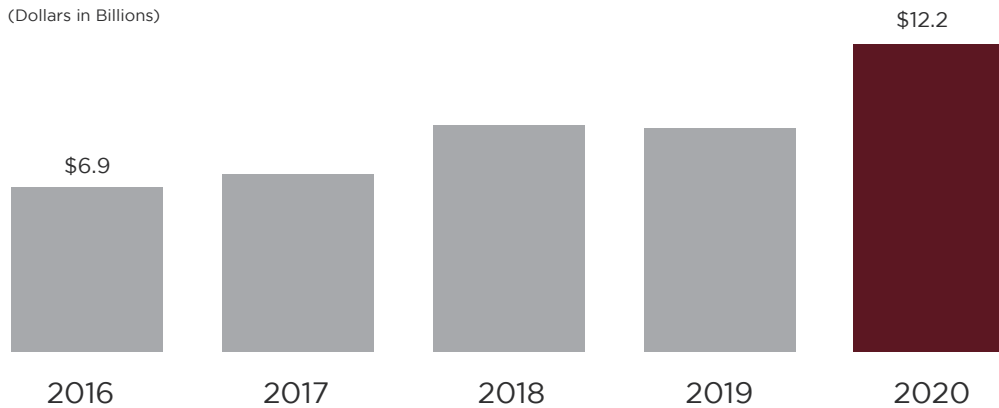
## Total Assets

(Dollars in Billions)

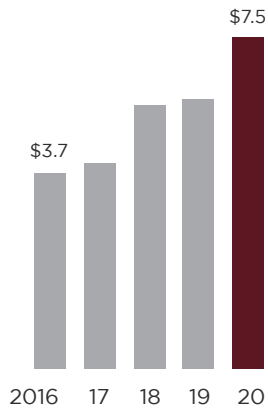


## Total Deposits<sup>1</sup>

(Dollars in Billions)

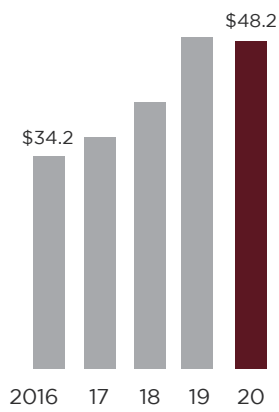


<sup>1</sup>Includes customer repurchase agreements.



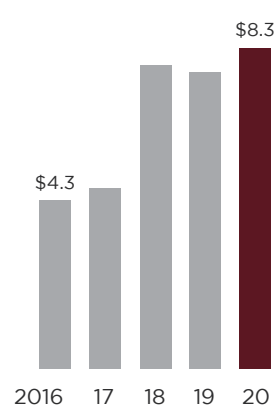
**Noninterest-Bearing Deposits**

(Dollars in Billions)



**Noninterest Income<sup>2</sup>**

(Dollars in Millions)

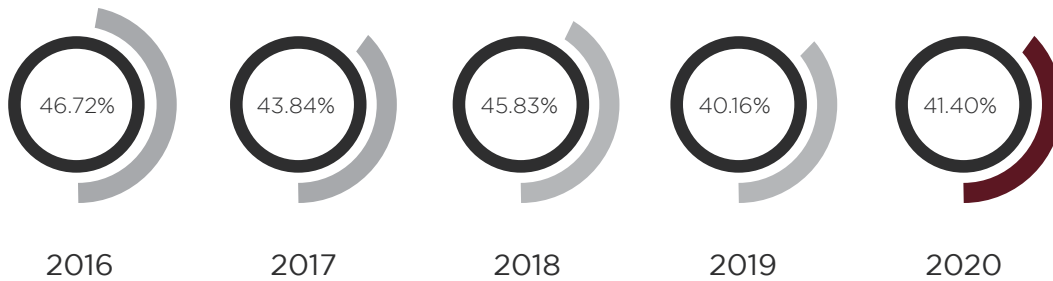


**Total Loans**

(Dollars in Billions)

<sup>2</sup> Excludes gain on sale of loans, securities, branches, and gain on eminent domain.

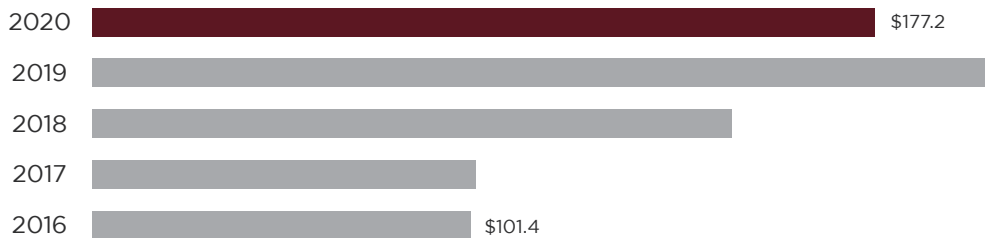
**Efficiency Ratio<sup>3</sup>**



<sup>3</sup> Noninterest expense divided by net interest income before provision for credit losses plus noninterest income.

**Net Earnings**

(Dollars in Millions)





## Valued Partners

Our founders understood that building long-lasting, genuine relationships with our customers would lead to successful outcomes for the customer and the Bank. For over 46 years, we have focused on the power of relationship banking to help set us apart from other financial services companies. We strive to build long-term relationships by getting to personally know our customers and providing consistent superior financial solutions to help guide their business to success.



# BOLTON & COMPANY

## Bolton & Company

Steve Brockmeyer, *Chief Executive Officer and President*

Julie Bowman, *Chief Financial Officer*

Bolton & Company is one of the largest independent full-service insurance brokers in California. For their Chief Executive Officer and President, Steve Brockmeyer, the business is about building and maintaining relationships. Founded in 1931, Bolton & Company had partnered with a local community bank for years, until a large national bank acquired it and the service noticeably changed. “We lost that smaller, personal feel with the acquisition,” explains Steve.

In 2008, Steve embraced the opportunity to return to a bank with the capabilities and relationship-focused approach that aligned with Bolton & Company’s own values. “We are focused on running our business,” says Julie Bowman, Chief Financial Officer. “If something happens and we need help, we call our Citizens Business Bank Relationship Manager. It’s just the fact that we can call a person and not a bank, and speak with someone we can trust.” Steve adds, “A big part of it is the personal connection. When I go into the Bank, everyone knows who I am. They all come out and greet me.”

*“They made us feel like their only customer.  
The service really is that good.”*

Valued Customer Since 2008



When Bolton & Company planned to relocate their offices in 2010, Steve knew they would need a **Line of Credit** and **Commercial Real Estate Loan** to make tenant improvements, so he placed a call. “Our Relationship Manager was on it. They made us feel like their only customer. The service really is that good,” says Steve. In addition to the myriad of financial services they utilize, Bolton & Company also depends on the **Wealth Management** team at CitizensTrust to help coordinate their Employee Stock Ownership Plan, which gives their employees ownership interest in the company. “There’s a lot of money moving around, and to know we have the people and Citizens Business Bank looking out for it all is reassuring. I even recently moved my personal banking over and it’s been amazing.”

Valued Customer Since 2016



Buccola Landscape Services and Citizens Business Bank share the same commitment to personal service that reinforces long-lasting business relationships. “They’re a bigger bank with a small bank feel,” says Dennis. “When I walk in, people come out from their offices to greet me. It’s a feeling where I belong. That’s a big value for me.” Dennis has relied on the Bank for **Commercial Real Estate Financing** to further grow his business, and **Deposit Accounts** for business and personal use.

In 2019, the Bank helped finance a new facility for Buccola Landscape Services. “Pre-establishing **Lines of Credit** and having them available when we need them is really important. I called my Relationship



# Buccola Landscape Services

Dennis Buccola, *President*

Dennis Buccola, President of Buccola Landscape Services, started in landscaping by working summers at his father's business in the 1970s. By the early 1980s, he saw an opportunity to start his own landscaping company, and within a few years his business was thriving. Dennis and his father's companies eventually merged to form Buccola Landscape Services as they're known today, which includes Pacific Coast Nursery, the landscape business, and B Management Services, Inc., a management company to oversee it all. Dennis credits a focus on long-term customer loyalty and employee dedication as a major factor in their continuing success.

*“What stands out most is the confidence that Citizens Business Bank has in me as an operator of the business.”*

Manager about borrowing a large amount, and he had enough information to know that the decision could be made quickly.” As Dennis continues to build his family of businesses, he knows he has support from a solid banking relationship to keep everything running smoothly.



Valued Customer Since 2007



*“The Bank advocated for us to get started  
and helped set up a platform for future growth.”*

When Jeff and Kiki first assumed the management of the company, the siblings were unsure how they might be viewed as new business owners. “Citizens Business Bank was ready to give my brother and I a chance,” says Kiki. “Our parents had already proved themselves with the Bank and our company. The Bank advocated for us to get started and helped set up a platform for future growth.” One of Jeff’s first actions as President of C.D. Lyon, Inc. was to request a **Line of Credit** with the Bank. The business went



## C.D. Lyon, Inc.

Jeff Lyon, *President*

Kiki Lyon, *Vice President*

In 1983, the Lyon family formed C.D. Lyon, Inc. as a construction company specializing in heavy industrial and energy projects. After many years of success, their clients also started to look to C.D. Lyon, Inc. for ongoing maintenance services well after the construction projects were complete. In 2007, the Lyons opened a banking relationship with Citizens Business Bank, which grew even stronger in 2011 after Jeff Lyon and Kiki Lyon took over their parents' company.

on to add **Remote Deposit Capture** services to process incoming checks from their customers, and **Automated Clearing House (ACH)** for making electronic payments.

“Not long ago, we were finalizing a **Commercial Real Estate Loan**,” says Kiki. “Due to our schedules we weren’t able to make it to the bank during their office hours. Our Relationship Manager had a notary here at our office first thing in the morning, before we had even arrived.” Jeff adds, “The Citizens Business Bank team is great! We’re truly happy with our working relationship, both personally and professionally. We also appreciate Citizens Business Bank helping us navigate the hard pandemic times through advice and loans.”

Valued Customer Since 2007



*“Citizens Business Bank is always willing to go beyond what a normal bank does.”*

“We want to keep our group local, keep our employees local. We don’t want to outsource,” explains Dr. Rahul Nayyar, Chief Medical Officer and Chief Operating Officer. Dr. Manmohan Nayyar selected their prior bank in 2007 by finding a local company that put an emphasis on relationship banking. When Citizens Business Bank purchased their primary bank in 2009, the Choice Physicians Network team were so pleased with the Bank team, services, and products that they started referring their new doctors to



# Choice Physicians Network

Manmohan Nayyar, MD, *Founder and President*

Margherita Leone, *Controller*

Rahul Nayyar, MD, *Chief Medical Officer and Chief Operating Officer*

Dr. Manmohan Nayyar has run Choice Medical Group/Horizon Valley Medical Group/Choice Physicians Network in Apple Valley, California for more than 30 years. With the support of his sons, Dr. Samir Nayyar and Dr. Rahul Nayyar, they saw an urgent need in the region for improved access to healthcare. Today, with over 30 physicians and 100 specialists on staff, Choice Medical Group/Choice Physicians Network covers more than 40,000 lives as the largest medical group in the High Desert and Central California.

Citizens Business Bank as well. “We couldn’t grow at our current pace if it wasn’t for Citizens Business Bank pushing it along,” says Rahul. “The difference I have seen is Citizens Business Bank is always willing to go beyond what a normal bank does,” says Margherita Leone, Controller. “Our experience has been an easy-going relationship, never any hesitation. We formed a friendship, rather than a normal business relationship.”

In 2019, the doctors started a relationship with CitizensTrust **Wealth Management** to accommodate their long-term planning. “The Bank goes the extra mile,” says Rahul. “CitizensTrust answered all of our questions. Your advisors are knowledgeable and really explain everything, very transparent. They want to help and guide you. I even moved my personal accounts to the Bank, and they’ve been aware and sensitive of our busy schedules as doctors.”



*“There is no way a big bank could respond  
the way Citizens Business Bank did.”*

David and his team found reassurance with the high level of customer service they received and the Bank’s proactive approach to customer needs. David shares his perspective, “Is a good waiter the one that pours you water when you want water? No, they’re the ones anticipating your needs and are already pouring water for you.” Building genuine relationships with our customers helps us learn the products and services that are best suited to their business.

Citizens Business Bank regularly hosts small business luncheons to show appreciation to customers and provide an added avenue to share feedback and their experiences directly with the Bank’s

# Parkview Community Hospital Medical Center

David Batista, MHA, *Chief Executive Officer*

Julie Curtis, MSN, RN, CENP, *Chief Nursing Officer*

Parkview Community Hospital Medical Center has been a valued customer of Citizens Business Bank since 1999. When Doctors Hospital of Riverside acquired Parkview Community Hospital in 2019, it was an easy decision for David Batista, the new Chief Executive Officer, to keep the 20-year banking relationship in place.

leaders. "I was impressed to see the CEO of a bank in an open forum interacting with businesses in the community," says David after attending a luncheon. "He listened to their concerns and took the time to learn about challenges they face in today's business environment."

In a similar way, Parkview Community Hospital Medical Center actively works to build relationships within their community. **Treasury Management Services** and **Deposit Accounts** are just a few of the Bank services that the hospital utilizes to support their mission of providing high-quality, patient-centered healthcare services to the diverse population they serve. "Our hospital relies on being able to bill insurance companies and agencies, which creates a significant source of cash flow for us," explains David. "During the acquisition of Parkview Community Hospital, our Relationship Manager worked tirelessly to ensure that funds were moved without interruption. Her efforts helped to make the ownership transition as seamless as possible. There is no way a big bank could respond the way Citizens Business Bank did."

Valued Customer Since 2008



*“The Bank is there when you need it.”*

They met with their local bank in Washington, but left after learning that the small institution was incapable of meeting the significant financial needs of Countryside Dairy, LLC. Mike and Deanne began looking at the other options for supporting the growth of their dairy business, and all signs pointed back to Southern California.

Mike’s brother was a long-time customer of Citizens Business Bank and he provided a glowing recommendation for the Bank’s Dairy & Livestock Group. “Citizens Business Bank has a great reputation in



# Countryside Dairy, LLC

Mike Schoneveld, *Owner*

Deanne Schoneveld, *Owner*

In 1996, Mike and Deanne Schoneveld packed up their dairy in Chino, California, in search of new opportunities. The Schonevels moved to Ferndale, Washington, where they established a new dairy farm and began to successfully grow their operations. By 2008, Mike and Deanne were looking to expand the Countryside Dairy ranch, facilities, and herd simultaneously, which would be a considerable undertaking.

the dairy and livestock industry. The Bank understands dairy,” says Mike Schoneveld. Deanne adds, “From time to time in the dairy business, needs arise. The Bank is there when you need it. I know we have a good partner.”

For the Schonevels, a **Revolving Operating Line of Credit** is absolutely vital because many dairies require increased availability of funds at certain times of the year. “**Real Estate Loans** have been essential to purchase neighboring land. Our dairy has 750 acres now, triple the land from when we first moved to Washington,” says Mike. They also utilize the Bank’s **Fraud Protection** services for extra peace of mind. “Every now and then we get a call from the Bank asking to review a check we wrote or to sign off on a large amount. No matter who I talk to, it’s a family atmosphere, very friendly,” says Deanne.





## Services

Every business has their own unique set of needs, which is why a one-size-fits-all approach to banking rarely produces the best results. We take the time to learn about our customers, their businesses, and their long-term goals. Then, we identify the most relevant banking, lending, and investing solutions that would best fit their unique needs. Our approach allows us to offer our customers a customized banking experience tailored to their individual needs.

# Business Banking



## Liquidity

|                        |                        |                      |                             |
|------------------------|------------------------|----------------------|-----------------------------|
| Business Checking      | Business Savings       | Zero Balance Account | Attorney Client Trust       |
| Investment Checking    | Premium Money Market   | CDARS®               | Business Sweep <sup>1</sup> |
| Analysis Business Plan | Certificate of Deposit |                      |                             |



## Fraud Prevention

|                          |                            |            |                  |
|--------------------------|----------------------------|------------|------------------|
| Positive Pay Check       | Reverse Positive Pay Check | CardValet® | Safe Deposit Box |
| Positive Pay Payee Match | Positive Pay ACH           |            |                  |



## Payables

|            |                 |                      |                 |
|------------|-----------------|----------------------|-----------------|
| Bill Pay   | ACH Origination | Credit Card          | Commercial Card |
| Debit Card | Wire Transfer   | Tax Payment Services | Apple Pay®      |



## Receivables

|                        |                        |                   |                            |
|------------------------|------------------------|-------------------|----------------------------|
| Remote Deposit Capture | Merchant Services      | Lockbox           | Cash Vault Services        |
| ACH Origination        | Bill Pay Consolidation | Image Cash Letter | Smart Safe Advanced Credit |



## Data Management

|                         |                |                        |                             |
|-------------------------|----------------|------------------------|-----------------------------|
| Business Online Banking | Mobile Banking | Disbursement Reporting | Information Reporting       |
| eStatements             | Mobile Deposit | Account Reconciliation | Electronic Data Interchange |
| Image Services          |                |                        |                             |

# Personal Banking



## Online & Cards

|                             |            |             |
|-----------------------------|------------|-------------|
| Online Banking and Bill Pay | Debit Card | Credit Card |
| Mobile Banking/Mobile App   | MoneyPass® | CardValet®  |
| Popmoney®                   |            |             |



## Checking

|                   |                     |                           |
|-------------------|---------------------|---------------------------|
| Personal Checking | Investment Checking | Preferred Choice Checking |
| 55 Checking       |                     |                           |



## Deposit

|                      |                        |                               |
|----------------------|------------------------|-------------------------------|
| Premium Money Market | CDARS®                 | Individual Retirement Account |
| Personal Savings     | Certificate of Deposit | Health Savings Account        |
| Minor Trust Savings  |                        |                               |

Equal Housing Lender | Member FDIC | NMLS# 417441

|   |                            |   |                       |
|---|----------------------------|---|-----------------------|
| <b>Not Insured by FDIC or Any Other Government Agency</b> | <b>Not Bank Guaranteed</b> | <b>Not Bank Deposits or Obligations</b> | <b>May Lose Value</b> |
|---|----------------------------|---|-----------------------|

<sup>1</sup> CDARS is a registered service mark of Promontory Interfinancial Network, LLC. Popmoney is a registered trademark of Fiserv, Inc. MoneyPass is a registered trademark of Elan Financial Services. CardValet is a registered trademark of Fiserv, Inc.

# Business Lending

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Revolving Lines  
of Credit



Commercial Real  
Estate Lending



Dairy & Livestock



Asset-Based Lending



Term Lending



Equipment Financing



Agricultural Lending



Construction Lending



Small Business  
Administration

# Personal Lending

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Citizens Home Lending

Home Purchase  
Home Refinance  
Home Equity Line of Credit



Auto Financing

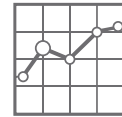
## CITIZENSTRUST™

For more than 100 years, business owners and families in California have depended on the conscientious and disciplined wealth management strategies and seasoned experience available from CitizensTrust.



### CitizensTrust Wealth Management<sup>1</sup>

- Asset Management
- Charitable Services
- Estate Planning



### CitizensTrust Investment Services<sup>2</sup>

- Business & Succession Planning
- Financial Planning
- Personal Investing
- Retirement Planning

<sup>1</sup> Citizens Business Bank is not a registered broker/dealer. Trust and Wealth Management services are provided by CitizensTrust Wealth Management.

<sup>2</sup> **Securities and advisory services are offered through LPL Financial (LPL), a registered investment advisor and broker-dealer (member FINRA/SIPC).** Insurance products are offered through LPL or its licensed affiliates. Citizens Business Bank and CitizensTrust Investment Services **are not** registered as a broker-dealer or investment advisor. Registered representatives of LPL offer products and services using CitizensTrust Investment Services, and may also be employees of Citizens Business Bank. These products and services are being offered through LPL or its affiliates, which are separate entities from, and not affiliates of, Citizens Business Bank or CitizensTrust Investment Services. Securities and insurance offered through LPL or its affiliates are:

|  |                     |                                  |                |
|--|---------------------|----------------------------------|----------------|
| Not Insured by FDIC or Any Other Government Agency | Not Bank Guaranteed | Not Bank Deposits or Obligations | May Lose Value |
|--|---------------------|----------------------------------|----------------|

# Industry Expertise

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At Citizens Business Bank, we have the financial expertise and a wide array of products and services for a wide range of industries. Our teams specialize in providing financial solutions relevant to our customers' business needs.



Industrial & Manufacturing



Property Management



Title & Escrow



Agriculture



Nonprofit



Professional Services



Medical



Labor Management



Fiduciary Services



Dairy & Livestock



International Services



Government

# Community Commitment

At Citizens Business Bank, we are passionate about the communities we serve, and it shows. Each year, our associates dedicate thousands of hours of their own time to local organizations and charitable causes in their communities. We are committed to strengthening our communities by offering superior financial services, establishing partnerships with local organizations, and consistently encouraging volunteerism at every level of the Bank. Our goal is to make a positive difference in the places we live and work, so current generations can experience a higher quality of life, and future generations can inherit a better world.



Second Harvest Food Bank Orange County



Miracles for Kids



Chaffey College Foundation



Inland Empire United Way



Foothill Family Shelter



Feeding America Riverside | San Bernardino



Vocational Improvement Program



Community Action Partnership of Kern



Dress for Success Bakersfield



The Mission at Kern County



Union Station Homeless Services



Big Brothers Big Sisters of Central California



Fontana Resources at Work



Central California Food Bank



## Virtual Food Drive

In 2020, food banks throughout California lacked much-needed supplies and were pushed to capacity. To support the communities we serve, the Bank made a \$50,000 donation to six local food banks and held a virtual food drive for our associates to make contributions. We raised \$11,500, more than triple our original goal, which helped provide over 34,500 meals to the families that need it most.

## Nonprofit Resilient Leaders and Capacity Building Program

Citizens Business Bank partnered with University of Southern California Civic Engagement to create and fund the inaugural Nonprofit Resilient Leaders and Capacity Building Program. We supported the launch with a \$20,000 grant to provide community-based nonprofit leaders with operational information, strategies, and tools that directly support the expansion and long-term viability of their nonprofit organizations. The inaugural class, consisting of representatives from 56 nonprofits, learned strategies to strengthen the services they provide to their community and methods to develop their own capacity as leaders.

## Big Brothers Big Sisters of Orange County and the Inland Empire

Through the Big Brothers Big Sisters program, Bank associates volunteered to mentor low-income and moderate-income (LMI) youth to help them develop financial literacy, increase soft skills, and support their college and career readiness. Volunteers worked one-on-one with the LMI students to educate and coach them about banking and the financial industry over the course of the eight-month program.

# Hope through Housing Foundation

At the start of the pandemic, low-income seniors were left with few options for food and essential goods. Citizens Business Bank reached out to Hope through Housing Foundation to see how we could assist.



More than 90 Bank associates worked together over three days to assemble and donate 600 care bags filled with essential items and food. Along with a \$15,000 donation, the care bags were provided to the nonprofit's COVID-19 Emergency Response and Resilience Fund to assist with the low-income affordable housing communities' residents.

## The Citizens EXPERIENCE



The Citizens Experience is the difference between simply meeting our customers' needs and ensuring we have exceeded their expectations. It is our way of recognizing the associates who go above and beyond to deliver exceptional service. As part of the Citizens Experience program, the prestigious Borba Cup is awarded annually to an associate who exemplifies our core values and demonstrates a deep commitment to high-quality customer service. For 2020, the Borba Cup was awarded to Mary Fraser, Vice President and Service Manager.



# Leadership Team



**David A. Brager**  
Chief Executive Officer

With an average banking experience of more than 34 years, Citizens Business Bank’s leaders form the foundations of success for the entire company. As individuals, each member of the leadership team contributes distinct perspectives and unique business and financial experience to the Bank. As a team, they’re at the forefront of driving organizational growth, and their focus is on the long-term success of the Bank, our customers, our associates, and the communities we serve.

|   |   |  |   |
|---|---|--|---|
|   |   |  |   |
| <p><b>E. Allen Nicholson</b><br/>Executive Vice President<br/>Chief Financial Officer</p> | <p><b>David C. Harvey</b><br/>Executive Vice President<br/>Chief Operations Officer</p> | <p><b>David F. Farnsworth</b><br/>Executive Vice President<br/>Chief Credit Officer</p>              | <p><b>R. Daniel Banis</b><br/>Executive Vice President<br/>CitizensTrust</p>                        |
|   |   |  |   |
| <p><b>Yamynn De Angelis</b><br/>Executive Vice President<br/>Chief Risk Officer</p>       | <p><b>Ted J. Dondanville</b><br/>Executive Vice President<br/>Banking Division</p>      | <p><b>Hector G. Gutierrez, Esq.</b><br/>Executive Vice President<br/>Deputy Chief Credit Officer</p> | <p><b>Susan M. Mlot</b><br/>Executive Vice President<br/>Operations</p>                             |
|   |   |  |   |
| <p><b>Timothy B. Noone</b><br/>Executive Vice President<br/>Specialty Banking</p>         | <p><b>Richard H. Wohl</b><br/>Executive Vice President<br/>General Counsel</p>          | <p><b>Elsa I. Zavala</b><br/>Executive Vice President<br/>Chief Information Security Officer</p>     | <p><b>G. Larry Zivelonghi</b><br/>Executive Vice President<br/>Dairy &amp; Livestock Industries</p> |



**Jeffrey S. Boyer**  
Senior Vice President  
Los Angeles Region-North



**Gilbert W. Estrada**  
Senior Vice President  
Inland Empire Region



**Donald E. Evenson**  
Senior Vice President  
CitizensTrust



**Richard M. Favor**  
Senior Vice President  
Central Coast Region



**Deborah G. Gallagher**  
Senior Vice President  
Small Business Administration



**Derrick I. Hong**  
Senior Vice President  
Internal Audit



**David R. Klatt**  
Senior Vice President  
Information Technology



**Joyce Y. Kwon**  
Senior Vice President  
Human Resources



**Daniel Limon**  
Senior Vice President  
Specialty Lending



**Michael B. Mulcahy**  
Senior Vice President  
Los Angeles Region-Metro



**Mark C. Richardson**  
Senior Vice President  
Real Estate Banking



**LaVon Short**  
Senior Vice President  
Sales Support & Marketing



**Michael D. Stain**  
Senior Vice President  
Central Valley Region



**David S. Stong**  
Senior Vice President  
San Diego Region



**Robert E. Zeltner**  
Senior Vice President  
Orange County Region



# Financial Summary

# Consolidated Balance Sheets

## CVB Financial Corp. and Subsidiaries

(Dollars in thousands, except share amounts)

|   | December 31,         |                      |
|---|----------------------|----------------------|
|   | 2020                 | 2019                 |
| <b>Assets</b>   |                      |                      |
| Cash and due from banks   | \$ 122,305           | \$ 158,310           |
| Interest-earning balances due from Federal Reserve  | 1,835,855            | 27,208               |
| Total cash and cash equivalents   | 1,958,160            | 185,518              |
| Interest-earning balances due from depository institutions  | 43,563               | 2,931                |
| Investment securities available-for-sale, at fair value<br>(with amortized cost of \$2,344,174 at December 31, 2020,<br>and \$1,718,357 at December 31, 2019) | 2,398,923            | 1,740,257            |
| Investment securities held-to-maturity<br>(with fair value of \$604,223 at December 31, 2020, and<br>\$678,948 at December 31, 2019)                          | 578,626              | 674,452              |
| Total investment securities   | 2,977,549            | 2,414,709            |
| Investment in stock of Federal Home Loan Bank (FHLB)  | 17,688               | 17,688               |
| Loans and lease finance receivables   | 8,348,808            | 7,564,577            |
| Allowance for credit losses   | (93,692)             | (68,660)             |
| Net loans and lease finance receivables   | 8,255,116            | 7,495,917            |
| Premises and equipment, net   | 51,144               | 53,978               |
| Bank owned life insurance (BOLI)  | 226,818              | 226,281              |
| Accrued interest receivable   | 31,306               | 28,122               |
| Intangibles   | 33,634               | 42,986               |
| Goodwill  | 663,707              | 663,707              |
| Other real estate owned (OREO)  | 3,392                | 4,889                |
| Income taxes  | 29,540               | 35,587               |
| Other assets  | 127,697              | 110,137              |
| <b>Total assets</b>   | <b>\$ 14,419,314</b> | <b>\$ 11,282,450</b> |

|  | December 31,      |                  |
|--|-------------------|------------------|
|  | 2020              | 2019             |
| <b>Liabilities and Stockholders' Equity</b>                  |                   |                  |
| Liabilities:   |                   |                  |
| Deposits:  |                   |                  |
| Noninterest-bearing  | \$ 7,455,387      | \$ 5,245,517     |
| Interest-bearing   | 4,281,114         | 3,459,411        |
| <b>Total deposits</b>  | <b>11,736,501</b> | <b>8,704,928</b> |
| Customer repurchase agreements                               | 439,406           | 428,659          |
| Other borrowings   | 5,000             | -                |
| Deferred compensation  | 21,611            | 22,666           |
| Junior subordinated debentures                               | 25,774            | 25,774           |
| Payable for securities purchased                             | 60,113            | -                |
| Other liabilities  | 122,919           | 106,325          |
| <b>Total liabilities</b>                                     | <b>12,411,324</b> | <b>9,288,352</b> |
| <b>Commitments and Contingencies</b>                         |                   |                  |
| <b>Stockholders' Equity</b>                                  |                   |                  |
| Common stock, authorized, 225,000,000 shares without par;    |                   |                  |
| issued and outstanding 135,600,501 at December 31, 2020, and |                   |                  |
| 140,102,480 at December 31, 2019                             | 1,211,780         | 1,298,792        |
| Retained earnings  | 760,861           | 682,692          |
| Accumulated other comprehensive income, net of tax           | 35,349            | 12,614           |
| Total stockholders' equity                                   | 2,007,990         | 1,994,098        |
| Total liabilities and stockholders' equity                   | \$ 14,419,314     | \$ 11,282,450    |



# Consolidated Statements of Earnings

## CVB Financial Corp. and Subsidiaries

(Dollars in thousands, except per share amounts)

|  | Year Ended December 31, |                   |
|--|-------------------------|-------------------|
|  | 2020                    | 2019              |
| Interest income:   |                         |                   |
| <b>Loans and leases, including fees</b>                      | <b>\$ 377,402</b>       | <b>\$ 397,628</b> |
| Investment securities:                                       |                         |                   |
| Investment securities available-for-sale                     | 36,052                  | 39,330            |
| Investment securities held-to-maturity                       | 14,223                  | 17,388            |
| <b>Total investment income</b>                               | <b>50,275</b>           | <b>56,718</b>     |
| Dividends from FHLB stock                                    | 978                     | 1,235             |
| Interest-earning deposits with other institutions            | 1,682                   | 2,269             |
| <b>Total interest income</b>                                 | <b>430,337</b>          | <b>457,850</b>    |
| Interest expense:  |                         |                   |
| Deposits   | 12,602                  | 17,120            |
| Borrowings and customer repurchase agreements                | 1,131                   | 3,959             |
| Junior subordinated debentures                               | 551                     | 999               |
| <b>Total interest expense</b>                                | <b>14,284</b>           | <b>22,078</b>     |
| Net interest income before provision for credit losses       | 416,053                 | 435,772           |
| Provision for credit losses                                  | 23,500                  | 5,000             |
| <b>Net interest income after provision for credit losses</b> | <b>392,553</b>          | <b>430,772</b>    |
| Noninterest income:  |                         |                   |
| Service charges on deposit accounts                          | 16,561                  | 20,010            |
| Trust and investment services                                | 9,978                   | 9,525             |
| Bankcard services  | 1,886                   | 3,163             |
| BOLI income  | 8,100                   | 5,798             |
| Gain on OREO, net  | 388                     | 129               |
| Gain on sale of building, net                                | 1,680                   | 4,776             |
| Gain on eminent domain condemnation, net                     | -                       | 5,685             |
| Other  | 11,277                  | 9,956             |
| <b>Total noninterest income</b>                              | <b>49,870</b>           | <b>59,042</b>     |

|  | Year Ended December 31, |                   |
|--|-------------------------|-------------------|
|  | 2020                    | 2019              |
| Noninterest expense:                     |                         |                   |
| Salaries and employee benefits           | 119,759                 | 119,475           |
| Occupancy and equipment                  | 20,622                  | 20,457            |
| Professional services                    | 9,460                   | 7,752             |
| Computer software expense                | 11,302                  | 10,658            |
| Marketing and promotion                  | 4,488                   | 5,890             |
| Amortization of intangible assets        | 9,352                   | 10,798            |
| Acquisition related expenses             | -                       | 6,447             |
| Other                                    | 17,920                  | 17,263            |
| <b>Total noninterest expense</b>         | <b>192,903</b>          | <b>198,740</b>    |
| Earnings before income taxes             | 249,520                 | 291,074           |
| Income taxes                             | 72,361                  | 83,247            |
| <b>Net earnings</b>                      | <b>\$ 177,159</b>       | <b>\$ 207,827</b> |
| Basic earnings per common share          | \$ 1.30                 | \$ 1.48           |
| Diluted earnings per common share        | \$ 1.30                 | \$ 1.48           |
| Cash dividends declared per common share | \$ 0.72                 | \$ 0.72           |

# Locations

Citizens Business Bank has 57 Business Financial Centers serving the Inland Empire, Los Angeles County, Orange County, San Diego County, Ventura County, Santa Barbara County, and the Central Valley area of California.

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## Los Angeles County

|                                       |                                      |  |
|---------------------------------------|--------------------------------------|--|
| Arcadia<br>626.445.7350               | Glendale<br>818.550.0400             | San Fernando Valley (Encino)<br>818.905.5760 |
| Burbank Airport<br>818.295.3200       | La Cañada Flintridge<br>818.952.6085 | San Gabriel<br>626.286.3166                  |
| Burbank (Toluca Lake)<br>818.843.0707 | Lancaster<br>661.723.2000            | Santa Clarita<br>661.295.2840                |
| Century City<br>310.436.3480          | Manhattan Beach<br>310.802.4015      | Santa Fe Springs<br>562.903.8120             |
| Commerce<br>323.832.1820              | Monrovia<br>626.303.4661             | South Bay (Torrance)<br>310.217.6000         |
| Covina<br>626.915.8931                | Pasadena<br>626.405.4915             | South El Monte<br>626.442.4470               |
| El Segundo<br>310.322.2222            | Pomona<br>909.629.4151               | South Pasadena<br>626.403.5900               |

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## San Bernardino County

|                              |                                 |   |
|------------------------------|---------------------------------|---|
| Apple Valley<br>760.961.6900 | Ontario Airport<br>909.980.1080 | San Bernardino (Tri-City)<br>909.888.6363 |
| Chino<br>909.627.7316        | Redlands<br>909.307.8100        | Upland<br>909.946.6921                    |
| Fontana<br>909.350.8080      | San Bernardino<br>909.381.5561  |   |

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## Riverside County

|                        |                           |
|------------------------|---------------------------|
| Corona<br>951.734.6120 | Riverside<br>951.683.2112 |
|------------------------|---------------------------|

## Orange County

Brea  
714.996.8150

Fullerton  
714.773.0600

Huntington Beach  
714.622.6060

Laguna Beach  
949.494.9474

Laguna Hills (Spectrum)  
949.581.4444

Laguna Niguel  
949.249.0740

Newport Beach  
949.440.5200

Orange (Katella)  
714.288.5203

Orange (Plaza)  
714.288.5300

Santa Ana  
714.967.7222

## San Diego County

San Diego (Carmel Valley)  
858.847.6500

San Diego (Downtown)  
858.350.8650

## Ventura County

Camarillo  
805.482.7600

Oxnard  
805.485.7600

Ventura  
805.477.7600

Westlake Village  
805.557.7600

## Santa Barbara County

Santa Barbara  
805.324.5920

## Kern County

Bakersfield (Downtown)  
661.281.0300

Bakersfield (Rosedale)  
661.589.9040

Bakersfield (Stockdale)  
661.281.0325

Delano  
661.725.8888

## Madera County

Madera  
559.664.9222

## Tulare County

Tulare  
559.687.3350

Visalia  
559.622.9000

## Fresno County

Fresno  
559.261.0222

## San Joaquin County

Stockton  
209.851.3740

## Stanislaus County

Modesto Loan Production Office  
209.494.8292

## CitizensTrust

Newport Beach  
949.440.5231

Ontario  
909.483.4392

Pasadena  
626.564.6263

Visit  
[cbbank.com/locations](http://cbbank.com/locations)  
for more information

# Corporate Information

## Transfer Agent

Computershare  
462 South 4th Street, Suite 1600  
Louisville, KY 40202  
866.280.0564  
[computershare.com/investor](https://computershare.com/investor)

## NASDAQ Listing

CVB Financial Corp. stock is listed on the NASDAQ under the symbol of CVBF. The securities listed consist of one class of common stock.

As of December 31, 2020, there were 135,600,501 shares of common stock outstanding to approximately 13,053 shareholders.

## Stockholder Information

Stockholders may obtain, without charge, Form 10-K of CVB Financial Corp., copies of this annual report, and interim reports by visiting our website at [investors.cbbank.com](https://investors.cbbank.com)

## Mailing Address

CVB Financial Corp.  
PO Box 51000  
Ontario, CA 91761

## Street Address

701 N Haven Avenue, Suite 350  
Ontario, CA 91764  
909.980.4030  
Phone: 877.422.2265  
Fax: 909.481.2130  
[cbbank.com](https://cbbank.com)



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