

UNITED STATES OF AMERICA  
BEFORE THE  
BOARD OF GOVERNORS OF THE FEDERAL RESERVE SYSTEM  
WASHINGTON, D.C.

In the matter of	)	Docket No. 22-029-CMP-SM
	)	
CUSTOMERS BANK	)	Order of Assessment of a Civil
MALVERN, PENNSYLVANIA	)	Money Penalty Pursuant to the
	)	National Flood Insurance Act, as
A State Member Bank	)	Amended
	)	

**WHEREAS**, pursuant to Section 102(f) of the National Flood Insurance Act, 42 U.S.C. § 4012a(f) (the “Act”), the Board of Governors of the Federal Reserve System (the “Board of Governors”) issues this Order of Assessment of a Civil Money Penalty (the “Order”) upon the consent of Customers Bank (the “Bank”), a state member bank, in connection with the Bank’s pattern or practice of violations of Regulation H, 12 C.F.R. § 208.25, which implements the requirements of the Act.

**WHEREAS**, where a pattern or practice of violations under Section 102(f)(2) of the Act, 42 U.S.C. § 4012a(f)(2), is found, the Act requires that civil money penalties be imposed of up to \$2,000 for each violation under Section 102(f)(5) of the Act, 42 U.S.C. § 4012a(f)(5); and

**WHEREAS**, by affixing its signature hereunder, the Bank has consented to the issuance of this Order by the Board of Governors, and consented to comply with each and every provision of this Order, and waived any and all rights it might have pursuant to 42 U.S.C. § 4012a(f)(4) and 12 C.F.R. part 263, or otherwise: (a) to the issuance of a notice of assessment of a civil money penalty; (b) to a hearing for the purpose of taking evidence with respect to any matter implied or set forth in this Order; (c) to obtain judicial review of this Order or any provision

hereof; and (d) to challenge or contest in any matter the basis, issuance, validity, effectiveness, collectability, or enforceability of this Order or any provision hereof.

**NOW, THEREFORE**, before the filing of any notices, or the taking of any testimony or adjudication of or finding on any issue of fact or law herein, and without the Bank admitting or denying any allegation made or implied by the Board of Governors in connection herewith, and solely for the purpose of settlement of this matter without a formal proceeding being filed and without the necessity for protracted litigation or extended hearings,

**IT IS HEREBY ORDERED**, pursuant to Section 102(f) of the Act, 42 U.S.C. § 4012a(f), that:

1. The Bank is assessed and shall pay a civil money penalty in the amount of \$41,500. This penalty is a penalty paid to a government agency for a violation of law for purposes of 26 U.S.C. § 162(f) and 26 C.F.R. §§ 1.162-21.

2. This penalty shall be remitted in full, at the time of the Bank's execution of this Order, payable to the "National Flood Insurance Program" and forwarded with the Bank's executed copy of this Order, to Ann E. Misback, Secretary of the Board, Board of Governors of the Federal Reserve System, Washington, D.C. 20551. Consistent with the requirement of Section 102(f)(8) of the Act, 41 U.S.C. § 4012a(f)(8), the Board of Governors shall remit the payment to the Federal Emergency Management Agency, Federal Insurance and Mitigation Administration for deposit into the National Flood Mitigation Fund.

3. The provisions of this Order shall not bar, estop, or otherwise prevent the Board of Governors, or any Federal or state agency or department from taking any other action affecting the Bank, provided, however, that the Board of Governors shall not take any further action

against the Bank based upon information presently known by the Board of Governors relating to the flood insurance regulatory violations addressed by this Order.

4. Each provision of this Order shall remain effective and enforceable until stayed, modified, terminated or suspended in writing by the Board of Governors.

By order of the Board of Governors of the Federal Reserve System, effective this 22<sup>nd</sup> day of September, 2022.

CUSTOMERS BANK  
MALVERN, PENNSYLVANIA

BOARD OF GOVERNORS OF THE  
FEDERAL RESERVE SYSTEM

By: /s/ Carla Leibold  
Carla Leibold  
EVP, Chief Financial Officer

By: /s/ Ann E. Misback  
Ann E. Misback  
Secretary of the Board