







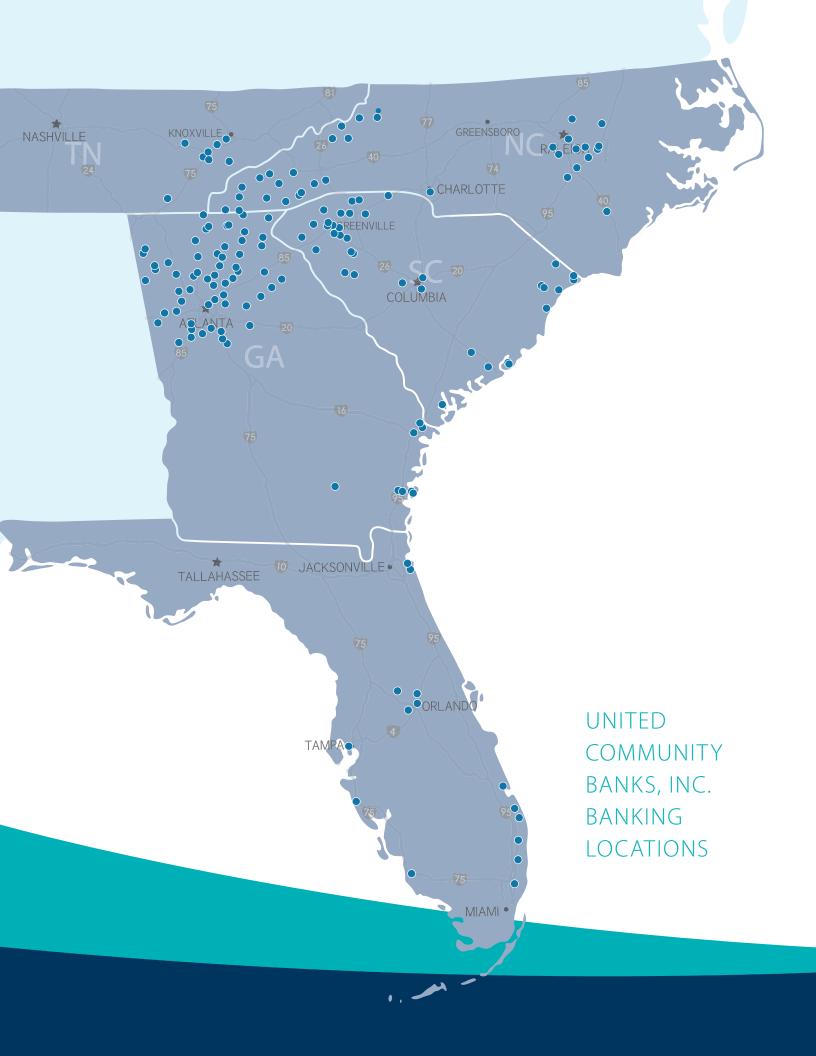






2020 ANNUAL REPORT





# TABLE OF CONTENTS

L	etter to Shareholders 2
-	Introduction2
-	The Paycheck Protection Program2
-	Flexible Repayment Plans2
-	Being a Consistent Partner3
-	Enabling Digital Delivery3
-	Helping Homebuyers and Homeowners3
	Driving Continued Expansion4
-	Strengthening Our Team4
-	Uniting Around Our Differences4
-	Giving Back to Our Communities5
-	Together for Good5
C	ustomers Sharing the Good6
E	xecutive Officers 12
Fi	nancial Statements 13
-	Financial Highlights13
-	Consolidated Balance Sheets14
-	Consolidated Statements of Income15
-	Selected Data—Quarterly Summary16
-	Corporate Information

### **2020: A YEAR OF COMMITMENT,** PERSEVERANCE AND CREATIVITY

In 2020, we experienced something that upended our plans and caused us to adjust the way we work and live. Even now, putting into words the fear and emotion of the COVID-19 pandemic feels inadequate to express the magnitude of our collective experience. While we believe 2021 will begin to lessen the economic effects of the pandemic, many scars remain, and the economic effects that have been unevenly distributed across populations and industries will linger.

Despite the pain experienced during the year, we also saw hope, perseverance and creativity. At United, our teams viewed themselves as "financial first responders" and worked tirelessly to help our customers navigate financial challenges.

Let me share some examples:

**United and Seaside** helped nearly 12,000 new and existing customers secure over \$1.3 billion in firstround PPP loans.

### The Paycheck Protection Program (PPP)

After Congress approved the CARES Act, our teams jumped into action. We held webinars to educate customers, built an automated technology program to process PPP loan applications and forgiveness and worked in shifts through the night to secure PPP funds for our customers. All of this was in an effort to lessen the stress our customers were feeling. United and Seaside helped nearly 12,000 new and existing customers secure over \$1.3 billion in first-round PPP loans, saving thousands of jobs and keeping dreams alive.

### **Flexible Repayment Plans**

Following numerous stay-at-home orders and state officials requesting the closure of businesses, United took an aggressive posture towards helping our customers alleviate the impact of these orders. Our initial action was to grant our customers a 90-day payment or interest payment deferral upon request. The total number of those initially deferred loans was almost 7,000, amounting to \$1.7 billion in customer balances. As the impact of the pandemic extended into the later part of 2020, the bank created qualifying criteria and approved a second round of deferrals for 582 loans amounting to \$326 million. Today, our deferrals are down to \$71 million, as our economies have begun to recover and our customers are finding ways to adjust their business models.

### **Being a Consistent Partner**

In the beginning of 2020, the economy was experiencing a record expansion. However, the pandemic ushered in the fastest and steepest economic contraction in history. In the middle of that dramatic reversal, it would be natural to become conservative and cautious in your lending. We saw some of our competitors completely stop lending during that time. We took a more reasoned approach. We knew that the pandemic would produce effects on our customers that needed to be understood

We saw an increase of more than 15% in visitors to UCBI.com. and a 132% increase in online account openings compared to 2019.

and stress tested, but we also believed in the resolve of our customers and that we would get through this together. As a result of our decision to continue to lend, we experienced quality loan growth of 8% (not including PPP loans), strengthened relationships with our customers and established relationships with many new customers. We believe our financial strength and consistency also attracted depositors to United, and we ended the year with record deposit growth of 24%, excluding deposits received through our acquisition of Three Shores Bancorporation, Inc.

I am grateful for our team's extraordinary response during the pandemic. In addition, we were able to accomplish some "normal" activities in this decidedly "not normal" year.

### **Enabling Digital Delivery**

United made the decision to close our branch lobbies in late March in response to CDC recommendations to limit the spread of COVID-19 and protect our branch teams and customers. To continue to serve as "first responders," we implemented a drive-thru service model with appointment-only lobby service. We also leveraged our digital channels to communicate with and serve our customers. We saw an increase of more than 15% in visitors to UCBI.com and a 132% increase in online account openings compared to 2019. During the year, 14% of all new consumer deposit accounts were opened online.

To be able to continue to connect to our customers more effectively, we also invested in a marketing automation platform to deliver relevant messaging to our customers based on their interests and needs. This new system is part of our ongoing digital transformation and will greatly enhance how we interact with our customers.

### **Helping Homebuyers and Homeowners**

Thanks to our previous investments in digital mortgage delivery, we were able to scale up and nearly double 2019's record mortgage loan production. We helped thousands of people buy new homes, as the pandemic created both the desire for more space and increased household moves into our market areas in the Southeast. We also helped thousands refinance their mortgages, taking advantage of low rates to lock in savings and improve their financial conditions for years to come.

### **Driving Continued Expansion**

In the middle of the pandemic, we expanded into Florida with our acquisition of Three Shores Bancorporation, Inc. and its subsidiary Seaside Bank and Trust. This merger was an opportunity to enter Florida in attractive markets with a unique business model and, most importantly, the right people to complement our culture. As our two companies have become one, it is clear that we are not only a great fit, but we are better together. We believe that clients of both banks benefit from our merger. Seaside clients will now have access to additional financial solutions



Columbia, South Carolina

in areas such as residential lending, SBA lending and enhanced commercial banking solutions. At the same time, we are now beginning to offer Seaside's trust and asset management services to customers in select United markets.

We have also been focused on improving our overall United branch network and office locations to most effectively serve our customers across our five-state footprint. To that end, we opened a new Seaside office in Tavares, Florida, two new United branches in the Columbia, South Carolina market and a loan production office in Lake Norman, North Carolina.

### **Strengthening Our Team**

We continued our efforts in 2020 to hire team members and create roles that will further our goals and success across the footprint. In addition to welcoming Jim Clements, president of Clemson University, to our Board of Directors, we added General Counsel Melinda Davis Lux. We also strengthened our teams in Retail Sales, Retail Credit, Information Security, Technology Infrastructure and Community Development. We are excited to continue to build for the future as we strive to be a LEGENDARY bank!



"Power of U" Diversity and Inclusion Council

### **Uniting Around Our Differences**

During 2020, we created a new "Power of U" Diversity and Inclusion Council. The Council is focused on making United a place where all employees feel they are welcome and can be successful. In doing so, the Council leverages diversity of thought, perspective and experience to enhance our company. This group of talented and diverse individuals is focused on implementing strategies and opportunities that create a trusting environment where we can all be our best and all of our customers feel welcome, comfortable and empowered.

In addition to being the year of the pandemic, 2020 also saw historic protests for racial justice. We hope that the attention to this cause will help bring continued and needed improvement. At United, we are excited to help drive lasting positive change in the way we see, listen to and interact with each other.

### **Giving Back to Our Communities**

Supporting our communities has always been a top priority for United. In 2020, we took the opportunity afforded us from the fees earned through PPP to create the United Community Bank Foundation. The foundation's mission is to improve the economic vitality and quality of life in our communities, focusing on economic empowerment, housing, artistic expression and youth development. We funded the foundation with \$10 million and look forward to making an even greater impact in the places that United calls home.



Created in 2020

### **Together for Good**

In conclusion, I want to personally thank our team members for their commitment and determination during one of the most unusual and difficult years any of us has experienced. I am proud that our culture of connection continues to be recognized as United was, once again, named one of the "Best Banks to Work For" by American Banker. We were also designated as a Top Workplace in Atlanta by The Atlanta Journal-Constitution and in South Carolina by Greenville Business Magazine, Columbia Business Monthly and Charleston Business Magazine. Great people drive great financial results, and during 2020, we were also named one of the "100 Best Banks in America" by Forbes. Finally, our teams earned the coveted J.D. Power Award for the highest customer satisfaction in retail banking in the Southeast. We have been awarded this recognition six of the last seven years. I want to recognize our over 2,400 employees for continuing to make good things happen for our customers and our communities every day.

Chairman, Chief Executive Officer and President United Community Banks, Inc.



"With United Community Bank, you're in such good hands. They're not going to steer you in a direction that is not right for you and your company."

Megan Mussman, Owner, Dog Culture

CUSTOMER SINCE '17

# Christopher G. Simmons, Owner, Simmons Public Utility Site Work

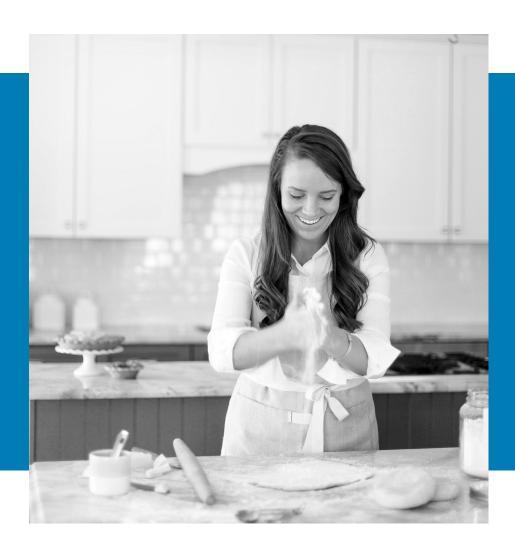
CUSTOMER SINCE '06

"I'd like to thank United Community
Bank just for having a little business
like me because we're basically like
scratch cornbread. United Community
Bank was the eggs in our cornbread;
that's what held it together."



"What I love about United Community Bank is that I can call, I can email, I can text and every time I get a response quickly; and it's really nice that I don't have to jump through any other channels."

**Dr. Shraddha Patel Kolappa, D.D.S, Clayton Kids Dentistry**CUSTOMER SINCE '19





"It was just nice because they knew us personally. They knew the company and most of the bankers shop with us here in Gainesville, so I think they believed in it and they wanted to see it grow."

Amanda Wilbanks, Owner, Southern Baked Pie Company **CUSTOMER SINCE '13** 



"United Community Bank has truly embraced the "Community" in their name. UCB has made banking feel personal again by developing relationships and always being there for us as we grow and face challenges."

Jennifer Aulick Etheridge, P.E., MBA, President, Senior Engineer, Aulick Engineering

**CUSTOMER SINCE '13** 

### Larry Smith, Jr., President, DRMP

**CUSTOMER SINCE '08** 

"Seaside is able to meet the banking needs of our 500-person firm through a variety of products and services but is also able to offer the personal touch that can be difficult to capture from a larger bank."



### **EXECUTIVE OFFICERS**



**Lynn Harton** Chairman, Chief Executive Officer, President, UCBI Chairman and Chief Executive Officer, UCB



**Rich Bradshaw** Chief Banking Officer, UCBI President and Chief Banking Officer, UCB



**Rob Edwards Chief Risk Officer** 



**Jefferson Harralson** Chief Financial Officer



**Melinda Davis Lux** General Counsel **Corporate Secretary** 



**Mark Terry** Chief Information Officer

### FINANCIAL HIGHLIGHTS

(\$ in millions, except per share data)	2020	2019
Earnings Summary		
Net interest revenue	\$ 501.8	\$ 469.3
Provision for credit losses	(80.4)	(13.1)
Noninterest income	156.1	104.7
Noninterest expense	(368.0)	(322.2)
Income tax expense	(45.4)	(53.0)
Net income—GAAP	164.1	185.7
Merger-related and non-operating charges, net of tax benefit	5.7	5.7
Net income—operating <sup>(1)</sup>	\$ 169.8	\$ 191.4
Per Common Share		
Diluted earnings—GAAP	\$ 1.91	\$ 2.31
Diluted earnings—GAAF  Diluted earnings—operating(1)	1.98	2.38
Cash dividends declared	0.72	0.68
Book value	21.90	20.53
Tangible book value <sup>(2)</sup>	17.56	16.28
rangible book value.	17.30	10.20
Performance Measures		
Net interest margin	3.55 %	4.07 %
Allowance for loan losses to loans	1.20	0.70
Return on assets—GAAP	1.04	1.46
Return on assets—operating <sup>(1)</sup>	1.07	1.51
Return on common equity—GAAP <sup>(3)</sup>	9.25	11.89
Return on tangible common equity—operating(1)(2)(3)	12.24	15.81
Equity to total assets	11.29	12.66
Tangible common equity to tangible assets <sup>(2)</sup>	8.81	10.32
Tier 1 risk-based capital ratio	13.10	13.21
As of Year-End		
Loans	\$ 11,371	\$ 8,813
Investment securities	3,645	2,559
Total assets	17,794	12,916
Deposits	15,232	10,897
Shareholders' equity	2,008	1,636
		1,030
Common shares outstanding (thousands)	86,675	79,014
Employees	2,426	2,341
Banking offices	160	149

<sup>(1)</sup> Excludes the effect of merger-related and other non-operating charges of \$7.02 million and \$7.36 million, respectively, in 2020 and 2019.
(2) Excludes the effect of acquisition-related intangible assets.
(3) Net income less preferred dividends divided by average realized common equity, which excludes accumulated other comprehensive income.

# CONSOLIDATED BALANCE SHEETS

(in thousands, except share data)		
Accepta	2020	2019
Assets Cash and due from banks	\$ 148.896	\$ 125,844
	, ,,,,,,	,
Interest-bearing deposits in banks	1,459,723	389,362
Cash and cash equivalents	1,608,619	515,206
Debt securities available-for-sale	3,224,721	2,274,581
Debt securities held-to-maturity (fair value \$437,193 and \$287,904)	420,361	283,533
Loans held for sale, at fair value	105,433	58,484
Loans, net of unearned income	11,370,815	8,812,553
Less allowance for loan losses	(137,010)	(62,089)
Loans, net	11,233,805	8,750,464
Premises and equipment, net	218,489	215,976
Bank owned life insurance	201,969	202,664
Accrued interest receivable	47,672	32,660
Net deferred tax asset	38,411	34,059
Derivative financial instruments	86,666	35,007
Goodwill and other intangible assets	381,823	342,247
Other assets	226,405	171,135
Total assets	\$ 17,794,374	\$ 12,916,016
Liabilities and Shareholders' Equity		
Liabilities:		
Deposits:		
Noninterest-bearing demand	\$ 5,390,291	\$ 3,477,979
Interest-bearing deposits	9,842,067	7,419,265
Total deposits	15,232,358	10,897,244
Long-term debt	326,956	212,664
Derivative financial instruments	29,003	15,516
Accrued expenses and other liabilities	198,527	154,900
Total liabilities	15,786,844	11,280,324
Commitments and contingencies		
Commitments and Contingencies		
Shareholders' equity:		
Preferred stock, \$1 par value; 10,000,000 shares authorized; Series I, \$25,000 per share		
liquidation preference; 4,000 and no shares issued and outstanding, respectively	96,422	-
Common stock, \$1 par value; 150,000,000 shares authorized;		
86,675,279 and 79,013,729 shares issued and outstanding, respectively	86,675	79,014
Common stock issuable; 600,834 and 664,640 shares, respectively	10,855	11,491
Capital surplus	1,638,999	1,496,641
Retained earnings	136,869	40,152
Accumulated other comprehensive income	37,710	8,394
Total shareholders' equity	2,007,530	1,635,692
Total liabilities and shareholders' equity	\$ 17,794,374	\$ 12,916,016

# CONSOLIDATED STATEMENTS OF INCOME

(in thousands, except per share data)	2020	2019	2018
Interest Revenue	2020	2019	2010
Loans, including fees	\$ 494,212	\$ 476,039	\$ 420,383
Investment securities:	7 77,212	\$ 470,037	7 420,303
Taxable	55 A21	60.020	72 406
Tax exempt	55,031 7,043	69,920 4,564	73,496 4,189
·			
Deposits in banks and short-term investments	1,710	2,183	2,012
Total interest revenue	557,996	552,706	500,080
Interest Expense			
Deposits	41,772	66,856	39,543
Short-term borrowings	3	838	1,112
Federal Home Loan Bank advances	28	2,697	6,345
Long-term debt	14,434	12,921	14,330
Total interest expense	56,237	83,312	61,330
Net interest revenue	501,759	469,394	438,750
Provision for credit losses	80,434	13,150	9,500
Net interest revenue after provision for credit losses	421,325	456,244	429,250
Noninterest Income			
Service charges and fees	22 401	36,797	35.007
Mortgage loan gains and other related fees	32,401	*	35,997
3 3 3	76,087	27,145	19,010
Wealth management fees Gains from other loan sales, net	9,240	6,150	5,191
	5,420	6,867	9,277
Securities gains (losses), net	748	(1,021)	(656)
Other	32,213	28,775	24,142
Total Noninterest income	156,109	104,713	92,961
Total revenue	577,434	560,957	522,211
Noninterest Expenses			
Salaries and employee benefits	224,060	196,440	181,015
Occupancy	25,791	23,350	22,781
Communications and equipment	27,149	24,613	21,277
FDIC assessments and other regulatory charges	5,982	4,901	8,491
Professional fees	18,032	17,028	15,540
Lending and loan servicing expense	10,993	9,416	8,697
Outside services - electronic banking	7,513	7,020	6,623
Postage, printing and supplies	6,779	6,370	6,416
Advertising and public relations	15,203	6,170	5,991
Amortization of intangibles	4,168	4,938	6,846
Merger-related and other charges	7,018	6,907	5,414
Other	15,301	15,092	17,194
Total noninterest expenses	367,989	322,245	306,285
Income before income taxes	209,445	238,712	215,926
Income tax expense	45,356	52,991	49,815
Net income	\$ 164,089	\$ 185,721	\$ 166,111
Preferred stock dividends	3,533	-	-
Undistributed earnings allocated to unvested shares	1,287	1,375	1,184
Net income available to common shareholders	\$ 159,269	\$ 184,346	\$ 164,927
Income per common share:			
Basic	\$ 1.91	\$ 2.31	\$ 2.07
Diluted	1.91	2.31	2.07
Weighted average common shares outstanding:			
Basic	83,184	79,700	79,662
Diluted	83,248	79,708	79,671
	,	,	,-

# SELECTED DATA—QUARTERLY SUMMARY

(\$ in millions, except per share data)		2019			
	Q4	202 Q3	Q2	Q1	Q4
Earnings Summary					
Net interest revenue	\$ 145.4	\$ 128.5	\$ 109.3	\$ 118.6	\$ 116.6
Provision for credit losses	(2.9)	(21.8)	(33.5)	(22.2)	(3.5)
Noninterest income	41.4	48.7	40.2	25.8	30.2
Noninterest expense			(84.0)	(81.4)	
Income tax expense	(17.9)	(11.8)	(6.9)	(8.8)	(12.9)
Net income—GAAP	59.5	47.6	25.1	31.9	49.0
Merger-related & non-operating charges, net of tax benefit	1.9	2.8	0.3	0.6	(0.1)
Net income—operating (1)	\$ 61.4	\$ 50.4	\$ 25.4	\$ 32.5	\$ 48.9
Performance Measures					
Per common share:					
Diluted net income—GAAP	\$ 0.66	\$ 0.52	\$ 0.32	\$ 0.40	\$ 0.61
Diluted net income—operating (1)	0.68	0.55	0.32	0.40	0.61
Cash dividends declared					
Book value	0.18	0.18	0.18	0.18	0.18
	21.90	21.45	21.22	20.80	20.53
Tangible book value (2)	17.56	17.09	16.95	16.52	16.28
Key performance ratios:					
Net interest margin (3)	3.55 %	3.27 %	3.42 %	4.07 %	3.93 %
Return on assets—GAAP (3)	1.30	1.07	0.71	0.99	1.50
Return on assets—operating (1)(3)	1.34	1.14	0.72	1.01	1.50
Return on common equity—GAAP (3)(4)	12.36	10.06	6.17	7.85	12.07
Return on common equity—operating (1)(3)(4)	12.77	10.69	6.25	8.01	12.06
Return on tangible common equity—operating (1)(2)(3)(4)	16.23	13.52	8.09	10.57	15.49
Equity to total assets	11.29	11.47	11.81	12.54	12.66
Tangible common equity to tangible assets (2)	8.81	8.89	9.12	10.22	10.32
Asset Quality					
Non-performing loans	\$ 61.6	\$ 49.1	\$ 48.0	\$ 36.2	\$ 35.3
Foreclosed properties	0.6	0.9	0.5	0.5	0.5
Total non-performing assets (NPAs)	62.2	50.0	48.5	36.7	35.8
Allowance for credit losses - loans and leases	137.0	134.3	103.7	81.9	62.1
Net charge-offs	1.5	2.5	6.1	8.1	3.9
Allowance for credit losses - loans and leases to loans	1.20 %	1.14 %	1.02 %	0.92 %	0.70 %
Net charge-offs to average loans (3)	0.05	0.09	0.25	0.32 %	0.70 %
NPAs to loans and foreclosed properties	0.55	0.42	0.48	0.37	0.41
NPAs to total assets	0.35	0.42	0.48	0.41	0.28
	0.55	0.27	0.52	0.20	0.20
At Period End					
Loans	\$ 11,371	\$ 11,799	\$ 10,133	\$ 8,935	\$ 8,813
Investment securities	3,645	3,089	2,432	2,540	2,559
Total assets	17,794	17,153	15,005	13,086	12,916
Deposits	15,232	14,603	12,702	11,035	10,897
Shareholders' equity	2,008	1,967	1,772	1,641	1,636
Common shares outstanding (thousands)	86,675	86,611	78,335	78,284	79,014

<sup>(1)</sup> Excludes merger-related and other non-operating charges. (2) Excludes the effect of acquisition-related intangible assets.

<sup>(3)</sup> Annualized.

<sup>(4)</sup> Net income less preferred dividends divided by average realized common equity, which excludes accumulated other comprehensive income.

### CORPORATE INFORMATION

#### **Financial Information**

Analysts and investors seeking financial information should contact: Jefferson L. Harralson Chief Financial Officer 864-240-6208 | jefferson\_harralson@ucbi.com

This Annual Report contains forward-looking statements that involve risk and uncertainty and actual results could differ materially from the anticipated results or other expectations expressed in the forward-looking statements. A discussion of factors that could cause actual results to differ materially from those expressed in the forward-looking statements is included in the Annual Report on Form 10-K filed with the Securities and Exchange Commission.

This Annual Report also contains financial measures that were prepared on a basis different from accounting principles generally accepted in the United States ("GAAP"). References to operating performance measures are non-GAAP financial measures. Management has included such non-GAAP financial measures because such non-GAAP measures exclude certain non-recurring revenue and expense items and therefore provide a meaningful basis for analyzing financial trends. A reconciliation of these measures to financial measures determined using GAAP is included in the Annual Report on Form 10-K filed with the Securities and Exchange Commission.

### **Stock Price**

Stock	Price			Average Dai			
		High Low			Close	Volume	
2019	4 <sup>th</sup>	\$ 31.66	\$	27.01	\$	30.88	363,152
2020	1 st	\$ 31.02	\$	15.71	\$	18.31	484,505
	$2^{\text{nd}}$	24.35		14.95		20.12	555,836
	$3^{\text{rd}}$	20.60		15.73		16.93	581,462
	$4^{th}$	28.94		16.69		28.44	440,414

### **Investor Information**

Investor information—including this report, Form 10-K, quarterly financial results, press releases and various other reports are available at ir.ucbi.com. Alternatively, shareholders may contact Investor Relations at 866-270-5900 or investor\_relations@ucbi.com.

### **Stock Exchange**

United Community Banks, Inc. common stock (Ticker: UCBI) and preferred stock (Ticker: UCBIO) are listed for trading on the NASDAQ Global Select Market.

### **Independent Registered Public Accountants**

PricewaterhouseCoopers LLP, Atlanta, GA

### **Registrar Transfer Agent**

Continental Stock Transfer & Trust Co. 17 Battery Park, 8th Floor New York, NY 10004 212-509-4000 | continentalstock.com

### **Equal Opportunity Employer**

United Community Banks, Inc. is an equal opportunity employer. All matters regarding recruiting, hiring, training, compensation, benefits, promotions, transfers and other personnel policies will remain free from discriminatory practices.

#### Disclaimer

This statement has not been reviewed, or confirmed for accuracy or relevance, by the Federal Deposit Insurance Corporation.

### **Board of Directors**

Thomas A. Richlovsky Lead Director, Retired Chief Financial Officer and Treasurer National City Corporation

Robert H. Blalock Chief Executive Officer Blalock Insurance Agency, Inc.

James P. Clements, Ph.D. President

Clemson University

L. Cathy Cox Dean

School of Law, Mercer University

Kenneth L. Daniels Retired Chief Credit Risk and Policy Officer BB&T Corporation

Lance F. Drummond Retired Executive Vice President Operations and Technology TD Canada Trust

H. Lynn Harton

Chairman Chief Executive Officer President

Jennifer Mann **Executive Vice President** Chief Human Resources Officer SAS Institute, Inc.

David C. Shaver Chief Executive Officer Cost Segregation Advisors, LLC

Tim R. Wallis Owner and President Wallis Printing Company

David H. Wilkins Partner

Nelson, Mullins, Riley & Scarborough, LLP

### **Executive Officers**

H. Lynn Harton Chairman Chief Executive Officer President

Jefferson L. Harralson Chief Financial Officer

Robert A. Edwards Chief Risk Officer

Melinda Davis Lux General Counsel and Corporate Secretary

Richard W. Bradshaw **Chief Banking Officer** 

Mark Terry Chief Information Officer

