# 2022

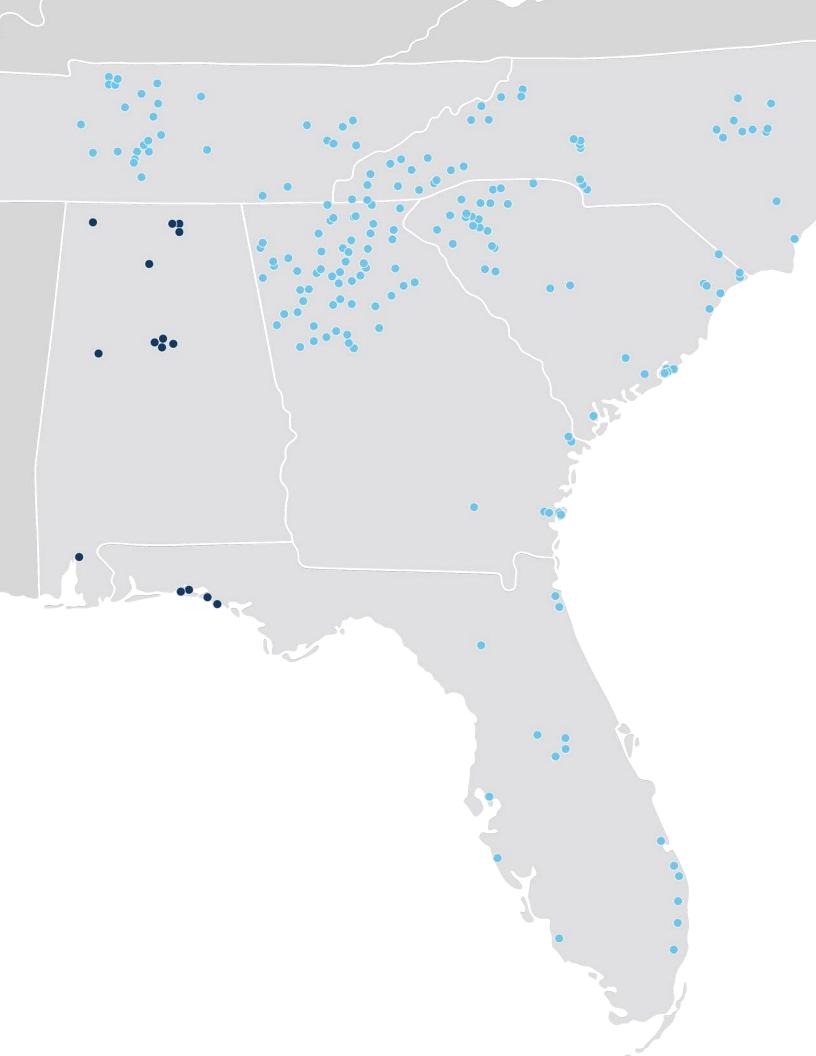
# UNITED COMMUNITY BANK ANNUAL REPORT





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## TO OUR GROWING UNITED COMMUNITY:

At United Community Bank, we are focused on building what we call a LEGENDARY bank—a bank that not only has strong financial performance, but also one that employees believe in, customers love, and communities value.

We focus on these goals to avoid being distracted by the often volatile environment we are faced with. Consider the changes in the economic environment we observe today. Interest rates are dramatically higher than a year ago, as the Federal Reserve has increased the federal funds rate at an unprecedented pace and engaged in quantitative tightening at the same time. Some consequences of higher rates are easy to see: for example, sharply higher rates drove both a drop in mortgage loan demand and higher unrealized bond losses, which impacted bank capital ratios. Some consequences are not yet clear—we'll have to wait and see how Fed tightening will work through the economy in the coming months.

Interest rates are not the only environmental changes we are adapting to. Deposit growth, which has been strong over the past two years as the US Government flooded the economy with stimulus and dramatically grew the monetary base, has now turned in reverse. Looking forward, funding for loan growth will be more difficult to obtain for all banks and will come at a higher cost.

Other costs are also increasing as inflation and a labor shortage are driving up employee costs and the costs of our outside services. These same issues affect our customer base. Our commercial clients tell us that they have strong demand for their products but find it difficult to hire enough people to meet that demand. Regulatory changes are also significant, with new and more assertive heads of the regulatory agencies, new CRA regulations, new SEC regulations, and likely longer approval times for mergers.

We have experienced these challenges before and know that we can thrive in this—and any—environment as long as we continue to focus on the basics of what makes us United. That starts with our people.



Our first measure of success as a company is to be a great place to work for great people. We just completed our regular allemployee engagement survey in the fourth quarter of 2022. Receiving and acting on this

feedback is critical to remaining a great workplace. Already, we have made significant improvements to our benefits programs due to the direction provided by the survey. We also increased our minimum wage during 2022 and implemented unscheduled mid-year pay increases for more than half of our employees. The overall message from the survey was very positive, giving me confidence that our teams continue to believe in and be excited by our purpose. Our new Chief Human Resources Officer, **Holly Berry**, has brought fresh energy and excitement to our plans as we continue to improve the environment for our teams.



Holly Berry, Chief Human Resources Officer, joined United in January.



Abraham Cox, Chief Marketing Officer, joined United in November.

Our second measure of success is to have the best customer service in our markets. To that end, we continue to perform thousands of surveys every year to understand what actions our customers value when they have an interaction with United. Each branch receives a customer satisfaction score, which is both a qualifier and a multiplier for our team-based branch incentive system. Our training systems and product initiatives are also informed by these surveys. I am proud that once again:

J.D. Power ranked United Highest in Customer Satisfaction for Consumer Banking in the Southeast, marking eight out of the last nine years our teams were recognized with this award.

Additionally, as we continue to adapt to changing customer desires, we are excited to have added **Abraham Cox** to our team in 2022 as our new Chief Marketing Officer. He brings a great depth of experience and strategic thinking that will help us to continue delivering legendary service as we move forward.



United team members volunteering with the local Habit for Humanity in Orlando.

Having great people, focused on our customers, makes it easier to make the decisions that drive our third measure of success—outstanding financial performance. People, united by purpose, drive performance. We experienced that in 2022, with strong financial results for the year. Our teams delivered solid loan growth across all categories. Our net interest margin expanded, benefiting from increasing interest rates and the strength of our deposit franchise. The resulting revenue increases, combined with continuing expense control, led to a new record low efficiency ratio for us and a record high pre-tax, pre-provision ROA.

Our fourth and final measure of success is to make a difference in our communities. One of the ways we do that is by organizing our banking operations geographically and focusing on being a leader in the communities we operate in. We use the United Community Bank Foundation to amplify the efforts of our employees by making donations to community nonprofit organizations they are involved with. Caring about our communities is not just important to us personally. We also believe it's good for our business—fundamentally, over time, banks reflect the economic vitality of the communities they operate in.

This year, we continued to expand our franchise into highgrowth markets, building a foundation for continued success. We completed the acquisition of Reliant Bancorp, with a strong presence in Nashville and other growth markets in Tennessee. In May, we announced the acquisition of Progress Financial Corporation, headquartered in Huntsville, Alabama, with offices in several high-growth Alabama and Florida Panhandle markets. In addition, in February of 2023, we announced a significant increase in our Miami market presence, bringing First National Bank of South Miami into the United family. We find that our culture of customer service, financial performance, and community building attracts great people to United who want to contribute and win.

I think that is what author Jim Collins would call "the Flywheel Effect." This is the idea that companies don't become exceptional or in our case, LEGENDARY—because of one single initiative, but instead from the accumulation of little wins that stack up over years of hard work.

In closing, I would like to recognize and thank one of our directors, **Bob Blalock.** Bob is retiring from our board after 23 years of service to United. Bob exemplifies someone who puts the team first, wants to win for the right reasons, and speaks the truth faithfully. He has helped guide the bank during difficult times, such as the Great Recession, and has been a supporter as we have changed and grown over the past ten years. We are grateful for all the years of service he gave us, and we will continue to carry out his mission for United.

Thanks to our team and board, United had a great 2022. We are well-positioned to do the same for 2023. We have strong markets, a strong credit culture, strong capital and earnings, and—what matters most—a strong team. I believe we will see an even better 2023 because I believe in the people of United.

**Lynn Harton** Chairman, CEO, and President United Community Banks, Inc.



Robert (Bob) H. Blalock is retiring from our board after 23 years.



Groundbreaking of the future United Headquarters in Greenville, SC.

## EXECUTIVE OFFICERS



H. Lynn Harton Chairman, CEO, and President, UCBI



Richard W. Bradshaw Chief Banking Officer



Jefferson Harralson Chief Financial Officer



Robert A. Edwards Chief Risk Officer



Melinda Davis Lux General Counsel and

**Corporate Secretary** 



Holly Berry Chief Human

**Resources** Officer



Mark Terry Chief Information Officer



Melinda Davis Lux and Lynn Harton lead discussion at our annual Senior Leadership Conference.



The board visits the construction site of United's new headquarters in Greenville, SC.

# FINANCIAL HIGHLIGHTS

(\$ in millions, except per share data)	2022	2021
Earnings Summary		
Net interest revenue	\$ 752.4	\$ 549.0
Provision for credit losses	(63.9)	37.6
Noninterest income	137.7	157.8
Noninterest expense	(470.2)	(396.6)
Income tax expense	(78.5)	(78.0)
Net income—GAAP	277.5	269.8
Merger-related and non-operating charges, net of tax benefit	15.1	10.8
Net income—operating <sup>1</sup>	\$ 292.6	\$ 280.6
Pre-tax pre-provision income <sup>2</sup>	\$ 419.9	\$ 310.2
Per Common Share		
Diluted earnings—GAAP	\$ 2.52	\$ 2.97
Diluted earnings—operating <sup>1</sup>	2.66	3.09
Cash dividends declared	0.86	0.78
Book value	24.38	23.63
Tangible book value <sup>3</sup>	17.13	18.42
Performance Measures		
Net interest margin	3.38 %	3.07 %
Allowance for loan losses to loans	1.04	0.87
Return on assets—GAAP	1.13	1.37
Return on assets—operating <sup>1</sup>	1.19	1.42
Return on common equity—GAAP <sup>4</sup>	9.54	13.14
Return on tangible common equity—operating <sup>1, 3, 4</sup>	14.04	17.33
Equity to total assets	11.25	10.61
Tangible common equity to tangible assets <sup>3</sup>	7.88	8.09
Tier 1 risk-based capital ratio	12.81	13.17
As of Year-End		
Loans	\$ 15,335	\$ 11,760
Investment securities	6,228	5,653
Total assets	24,009	20,947
Deposits	19,877	18,241
Shareholders' equity	2,701	2,222
Common shares outstanding (thousands)	106,223	89,350
Employees	2,873	2,583
Banking offices	192	171

<sup>1</sup> Excludes the effect of merger-related and other non-operating charges of \$19.4 million and \$14.0 million, respectively, in 2022 and 2021.
<sup>2</sup> Excludes income taxes and provision for credit losses.
<sup>3</sup> Excludes the effect of acquisition-related intangible assets.
<sup>4</sup> Net income less preferred dividends divided by average realized common equity, which excludes accumulated other comprehensive income (loss).

# CONSOLIDATED BALANCE SHEETS

(\$ in thousands, except per share data)	2022	2024
Assets	2022	2021
Cash and due from banks	\$ 195,771	\$ 144,244
Interest-bearing deposits in banks	316,082	2,147,266
Federal funds and other short-term investments	135,000	27,000
Cash and cash equivalents	646,853	2,318,510
Cash and Cash equivalents	040,055	2,516,510
Debt securities available-for-sale	3,614,333	4,496,824
Debt securities held-to-maturity (fair value \$2,191,073 and \$1,148,804)	2,613,648	1,156,098
Loans held for sale, at fair value	13,600	44,109
Loans, net of unearned income	15,334,627	11,760,346
Less allowance for loan losses	(159,357)	(102,532)
Loans, net	15,175,270	11,657,814
Premises and equipment, net	298,456	245,296
Bank owned life insurance	299,297	217,713
Accrued interest receivable	72,807	42,999
Net deferred tax asset	129,313	41,322
Derivative financial instruments	50,636	42,480
Goodwill and other intangible assets, net	779,248	472,407
Other assets	315,423	211,199
Total assets	\$ 24,008,884	\$ 20,946,771
Liabilities and Shareholders' Equity Liabilities: Deposits: Noninterest-bearing demand Interest-bearing deposits Total deposits Short-term borrowings Federal Home Loan Bank advances Long-term debt Derivative financial instruments Accrued expenses and other liabilities Total liabilities	\$ 7,643,081 12,233,426 19,876,507 158,933 550,000 324,663 99,543 298,564 21,308,210	\$ 6,956,981 11,284,198 18,241,179 - 247,360 25,145 210,842 <b>18,724,526</b>
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 shares issued and outstanding, respectively	\$ 96,422	\$ 96,422
Common stock, \$1 par value; 200,000,000 shares authorized;		
106,222,758 and 89,349,826 shares issued and outstanding, respectively	106,223	89,350
Common stock issuable; 607,128 and 595,705 shares, respectively	12,307	11,288
Capital surplus	2,306,366	1,721,007
Retained earnings	508,844	330,654
Accumulated other comprehensive loss	(329,488)	(26,476)
Total shareholders' equity	2,700,674	2,222,245

# CONSOLIDATED STATEMENTS OF INCOME

(\$ in thousands, except per share data)

() in thousands, except per share duta)	2022	2021	2020
Interest Revenue			
Loans, including fees	\$ 673,402	\$ 505,734	\$ 494,212
Investment securities:			
Taxable	121,501	61,994	55,031
Tax exempt	10,323	8,978	7,043
Deposits in banks and short-term investments	7,929	2,088	1,710
Total interest revenue	813,155	578,794	557,996
Interest Expense			
Deposits	42,099	14,845	41,772
Short-term borrowings	507	-	3
Federal Home Loan Bank advances	1,424	3	28
Long-term debt	16,768	14,912	14,434
Total interest expense	60,798	29,760	56,237
Net interest revenue	752,357	549,034	501,759
Provision for credit losses	63,913	(37,550)	80,434
Net interest revenue after provision for credit losses	688,444	586,584	421,325
Noninterest Income			
Service charges and fees	38,163	33,868	32,401
Mortgage loan gains and other related fees	32,524	58,446	76,087
Brokerage and wealth management fees	23,594	18,998	9,240
Gains from other loan sales, net	10,730	11,267	5,420
Other lending and loan servicing fees	10,005	9,427	8,028
Securities (losses) gains, net	(3,872)	83	748
Other	26,563	25,729	24,185
Total noninterest income	137,707	157,818	156,109
Total revenue	826,151	744,402	577,434
Noninterest Expenses			
Noninterest Expenses	276 205	241 442	224.060
Salaries and employee benefits Occupancy	276,205 36,247	241,443 28,619	224,060 25,791
Communications and equipment	38,234	29,829	27,149
Professional fees	20,166	20,589	18,032
Lending and loan servicing expense	9,350	10,859	10,993
Outside services - electronic banking	12,583	9,481	7,513
Postage, printing and supplies	8,749	7,110	6,779
Advertising and public relations	8,384	5,910	15,203
FDIC assessments and other regulatory charges	9,894	7,398	5,982
Amortization of intangibles	6,826	4,045	4,168
Merger-related and other charges	19,375	13,970	7,018
Other	24,136	17,386	15,301
Total noninterest expenses	470,149	396,639	367,989
Income before income taxes	356,002	347,763	209,445
Income tax expense	78,530	77,962	45,356
Net income	\$ 277,472	\$ 269,801	\$ 164,089
Preferred stock dividends	6,875	6,875	3,533
Earnings allocated to participating securities	1,462	1,657	1,287
Net income available to common shareholders	\$ 269,135	\$ 261,269	\$ 159,269
Income per common share:			
Basic	\$ 2.52	\$ 2.97	\$ 1.91
Diluted	2.52	2.97	1.91
Weighted average common shares outstanding:			
Basic	106,661	87,940	83,184
Diluted	106,778	88,097	83,248

# SELECTED DATA-QUARTERLY SUMMARY

(\$ in millions, except per share data)

(\$ in millions, except per share data)	2022						2021				
		Q4	Q3		Q2		Q2 (		Q4		
Earnings Summary											
Net interest revenue	\$	209.9	\$	199.8	\$	178.9	\$	163.8	\$	137.6	
Provision for credit losses		(19.8)		(15.4)		(5.6)		(23.1)		0.6	
Noninterest income		33.3		31.9		33.5		39.0		37.2	
Noninterest expense		(117.3)		(112.8)		(120.8)		(119.3)		(109.2)	
Income tax expense		(24.6)		(22.4)		(19.1)		(12.4)		(14.2)	
Net income—GAAP		81.5		81.1		66.9		48.0		52.0	
Merger-related & non-operating charges, net of tax benefit	\$	1.1 82.6	\$	1.4 82.5	\$	5.5 <b>72.4</b>	\$	7.1	\$	7.7 <b>59.7</b>	
Net income—operating <sup>1</sup>								55.1			
Pre-tax pre-provision income⁵	\$	125.9	\$	118.9	\$	91.6	\$	83.5	\$	65.6	
Performance Measures											
Per common share:		. = .									
Diluted net income—GAAP	\$	0.74	\$	0.74	\$	0.61	\$	0.43	\$	0.55	
Diluted net income—operating <sup>1</sup>		0.75		0.75		0.66		0.50		0.64	
Cash dividends declared		0.22		0.22		0.21		0.21		0.20	
Book value		24.38		23.78		23.96		24.38		23.63	
Tangible book value <sup>2</sup>		17.13		16.52		16.68		17.08		18.42	
Key performance ratios:		2.76.00		2 57 0/		2.10.0/		2.07.0/		2 01 0/	
Net interest margin <sup>3</sup>		3.76 %		3.57 %		3.19 %		2.97 %		2.81 %	
Return on assets—GAAP <sup>3</sup>		1.33		1.32		1.08		0.78		0.96	
Return on assets—operating <sup>1, 3</sup>		1.35		1.34		1.17		0.89		1.10	
Return on common equity—GAAP <sup>3,4</sup>		10.86 11.01		11.02 11.21		9.31 10.10		6.80 7.83		9.32 10.74	
Return on common equity—operating <sup>1, 3, 4</sup> Return on tangible common equity—operating <sup>1, 2, 3, 4</sup>		15.20		15.60		14.20		11.00		13.93	
Equity to total assets		11.25		11.12		10.95		11.06		10.61	
Tangible common equity to tangible assets <sup>2</sup>		7.88		7.70		7.59		7.72		8.09	
		7.00		7.70		7.55		1.12		0.09	
Asset Quality Non-performing assets (NPAs)	\$	44.3	\$	35.5	\$	34.4	\$	40.8	\$	32.8	
Allowance for credit losses—loans and leases	ç	159.4	ڊ	148.5	ڊ	136.9	ڊ	132.8	ç	102.5	
Allowance for credit losses—total		180.5		140.5		153.0		146.4		113.5	
Net charge-offs (recoveries)		6.6		1.1		(1.1)		3.0		0.2	
Allowance for credit losses—loans and leases to loans		1.04 %		1.00 %		0.94 %		0.93 %		0.87 %	
Net charge-offs to average loans <sup>3</sup>		0.17		0.03		(0.03)		0.93 %		0.87 %	
NPAs to total assets		0.17		0.05		0.14		0.08		0.16	
		0.10		0.15		0.14		0.17		0.10	
At Period End											
Loans	Ş	15,335	Ş	14,882	Ş	14,541	Ş	14,316	Ş	11,760	
Investment securities		6,228		6,539		6,683		6,410		5,653	
Total assets		24,009		23,688		24,213		24,374		20,947	
Deposits Shareholders' equity		19,877		20,321		20,873		21,056		18,241	
Shareholders' equity	1	2,701	1	2,635	1	2,651	1	2,695		2,222	
Common shares outstanding (thousands)	10	06,223		06,163		06,034	1	06,025		89,350	

<sup>1</sup> Excludes merger-related and other non-operating charges.
<sup>2</sup> Excludes the effect of acquisition related intangible assets.
<sup>3</sup> Annualized.

<sup>5</sup> Excludes income taxes and provision for credit losses.

<sup>&</sup>lt;sup>4</sup> Net income less preferred dividends divided by average realized common equity, which excludes accumulated other comprehensive loss.

### 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**

SLUCK	ince					Average Daily
		High	Low	Close		Volume
2021	4 <sup>th</sup>	\$ 37.24	\$ 31.85	\$	35.94	544,805
2022	1 <sup>st</sup>	\$ 39.32	\$ 34.05	\$	34.80	839,481
	2 <sup>nd</sup>	35.47	27.85		30.19	574,079
	3 <sup>rd</sup>	36.79	29.62		33.10	511,111
	4 <sup>th</sup>	39.50	32.09		33.80	566,908

#### Investor Information

Investor information, including this report, Form 10-K, quarterly financial results, press releases, and various other reports, is 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

Jennifer M. Bazante Chief Marketing Officer Humana

George Bell Former Executive Vice President Truist

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

James P. Clements, Ph.D. President Clemson 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, and 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, and President

Richard W. Bradshaw Chief Banking Officer

Holly Berry Chief Human Resources Officer

**Robert A. Edwards** Chief Risk Officer

Jefferson L. Harralson Chief Financial Officer

Melinda Davis Lux General Counsel and Corporate Secretary

Mark Terry Chief Information Officer

