

**UNITED STATES
SECURITIES AND EXCHANGE COMMISSION**
Washington, D.C. 20549

FORM 10-K

(Mark One)

ANNUAL REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934

For the fiscal year ended: December 31, 2020

OR

TRANSITION REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934

For the transition period from ___ to ___

Commission file number: 001-38481

UMB FINANCIAL CORPORATION

(Exact name of registrant as specified in its charter)

Missouri
(State or other jurisdiction of incorporation or organization)

43-0903811
(I.R.S. Employer Identification No.)

1010 Grand Boulevard, Kansas City, Missouri
(Address of principal executive offices)

64106
(Zip Code)

(Registrant's telephone number, including area code): (816) 860-7000

Securities Registered Pursuant to Section 12(b) of the Act:

Title of each class
Common Stock, \$1.00 Par Value

Trading Symbol(s)
UMBF

Name of each exchange on which registered
The NASDAQ Global Select Market

Securities Registered Pursuant to Section 12(g) of the Act: None

Indicate by check mark if the registrant is a well-known seasoned issuer, as defined in Rule 405 of the Securities Act. Yes No

Indicate by check mark if the registrant is not required to file reports pursuant to Section 13 or Section 15(d) of the Act. Yes No

Indicate by check mark whether the registrant (1) has filed all reports required to be filed by Section 13 or 15(d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days. Yes No

Indicate by check mark whether the registrant has submitted electronically every Interactive Data File required to be submitted pursuant to Rule 405 of Regulation S-T (§232.405 of this chapter) during the preceding 12 months (or for such shorter period that the registrant was required to submit such files). Yes No

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer, a smaller reporting company, or emerging growth company. See the definitions of "large accelerated filer," "accelerated filer," "smaller reporting company", and "emerging growth company" in Rule 12b-2 of the Exchange Act.

Large accelerated filer

Accelerated filer

Non-accelerated filer

Smaller reporting company

Emerging growth company

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act.

Indicate by check mark whether the registrant has filed a report on and attestation to its management's assessment of the effectiveness of its internal control over financial reporting under Section 404(b) of the Sarbanes-Oxley Act (15 U.S.C. 7262(b)) by the registered public accounting firm that prepared or issues its audit report.

Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Act). Yes No

As of June 30, 2020, the aggregate market value of common stock outstanding held by nonaffiliates of the registrant was approximately \$2,226,284,007 based on the closing price of the registrant's common stock on the NASDAQ Global Select Market on that date.

Indicate the number of shares outstanding of each of the registrant's classes of common stock, as of the latest practicable date.

Class
Common Stock, \$1.00 Par Value

Outstanding at February 19, 2021
48,180,607

DOCUMENTS INCORPORATED BY REFERENCE

Portions of the Company's Definitive Proxy Statement on Schedule 14A (the "Proxy Statement") to be delivered to shareholders in connection with the Annual Meeting of Shareholders to be held on April 27, 2021, are incorporated by reference into Part III of this Annual Report on Form 10-K.

INDEX

<u>PART I</u>	3
<u>ITEM 1. BUSINESS</u>	3
<u>ITEM 1A. RISK FACTORS</u>	11
<u>ITEM 1B. UNRESOLVED STAFF COMMENTS</u>	20
<u>ITEM 2. PROPERTIES</u>	20
<u>ITEM 3. LEGAL PROCEEDINGS</u>	20
<u>ITEM 4. MINE SAFETY DISCLOSURES</u>	20
<u>PART II</u>	21
<u>ITEM 5. MARKET FOR REGISTRANT'S COMMON EQUITY, RELATED STOCKHOLDER MATTERS AND ISSUER PURCHASES OF EQUITY SECURITIES</u>	21
<u>ITEM 7. MANAGEMENT'S DISCUSSION AND ANALYSIS OF FINANCIAL CONDITION AND RESULTS OF OPERATIONS</u>	23
<u>ITEM 7A. QUANTITATIVE AND QUALITATIVE DISCLOSURES ABOUT MARKET RISK</u>	51
<u>ITEM 8. FINANCIAL STATEMENTS AND SUPPLEMENTARY DATA</u>	58
<u>ITEM 9. CHANGES IN AND DISAGREEMENTS WITH ACCOUNTANTS ON ACCOUNTING AND FINANCIAL DISCLOSURE</u>	127
<u>ITEM 9A. CONTROLS AND PROCEDURES</u>	127
<u>ITEM 9B. OTHER INFORMATION</u>	130
<u>PART III</u>	130
<u>ITEM 10. DIRECTORS, EXECUTIVE OFFICERS AND CORPORATE GOVERNANCE</u>	130
<u>ITEM 11. EXECUTIVE COMPENSATION</u>	130
<u>ITEM 12. SECURITY OWNERSHIP OF CERTAIN BENEFICIAL OWNERS AND MANAGEMENT AND RELATED STOCKHOLDER MATTERS</u>	130
<u>ITEM 13. CERTAIN RELATIONSHIPS AND RELATED TRANSACTIONS, AND DIRECTOR INDEPENDENCE</u>	131
<u>ITEM 14. PRINCIPAL ACCOUNTANT FEES AND SERVICES</u>	131
<u>PART IV</u>	132
<u>ITEM 15. EXHIBITS AND FINANCIAL STATEMENT SCHEDULES</u>	132
<u>ITEM 16. FORM 10-K SUMMARY</u>	133
<u>SIGNATURES</u>	134
CERTIFICATION PURSUANT TO SECTION 302 OF THE SARBANES-OXLEY ACT	
CERTIFICATION PURSUANT TO SECTION 302 OF THE SARBANES-OXLEY ACT	
CERTIFICATION PURSUANT TO 18 U.S.C. SECTION 1350 AS ADOPTED PURSUANT TO SECTION 906 OF THE SARBANES-OXLEY ACT OF 2002	
CERTIFICATION PURSUANT TO 18 U.S.C. SECTION 1350 AS ADOPTED PURSUANT TO SECTION 906 OF THE SARBANES-OXLEY ACT OF 2002	

PART I

ITEM 1. BUSINESS

General

UMB Financial Corporation (together with its consolidated subsidiaries, unless the context requires otherwise, the Company) is a financial holding company that is headquartered in Kansas City, Missouri. The Company provides banking services and asset servicing to its customers in the United States and around the globe.

The Company was organized as a corporation under Missouri law in 1967 and is registered as a bank holding company under the Bank Holding Company Act of 1956, as amended (the BHCA) and a financial holding company under the Gramm-Leach-Bliley Act of 1999, as amended (the GLBA). The Company currently owns all of the outstanding stock of one national bank and several nonbank subsidiaries.

The Company's national bank, UMB Bank, National Association (the Bank), has its principal office in Missouri and also has branches in Arizona, Colorado, Illinois, Kansas, Nebraska, Oklahoma, and Texas. The Bank offers a full complement of banking products and other services to commercial, retail, government, and correspondent-bank customers, including a wide range of asset-management, trust, bankcard, and cash-management services.

The Company also owns UMB Fund Services, Inc. (UMBFS), which is a significant nonbank subsidiary that has offices in Milwaukee, Wisconsin, Chadds Ford, Pennsylvania, and Ogden, Utah. UMBFS provides fund accounting, transfer agency, and other services to mutual fund and alternative-investment groups.

COVID-19

During the first quarter of 2020, the global economy began experiencing a downturn related to the impacts of the COVID-19 global pandemic (the COVID-19 pandemic, or the pandemic). Such impacts have included significant volatility in the global stock and fixed income markets, a 150-basis-point reduction in the target federal funds rate, the enactment of the Coronavirus Aid, Relief, and Economic Security Act (CARES Act), including the Paycheck Protection Program (PPP) administered by the Small Business Administration, and a variety of rulings from the Company's banking regulators.

The Company continues to actively monitor developments related to COVID-19 and its impact to its business, customers, employees, counterparties, vendors, and service providers. The COVID-19 pandemic and stay-at-home and similar mandates have necessitated certain actions related to the way the Company operates its business, including transitioning most of its workforce off-site or to work-from-home to help mitigate health risks. The Company is also carefully monitoring the activities of its vendors and other third-party service providers to mitigate the risks associated with any potential service disruptions. While the Company has not experienced material adverse disruptions to its internal operations due to the pandemic, it continues to review evolving risks and developments.

See further details surrounding the Company's response to the COVID-19 pandemic under "Human Capital" below and within Item 7, Management's Discussion and Analysis of Financial Condition and Results of Operations, pages 23 through 50.

Business Segments

The Company's products and services are grouped into three segments: Commercial Banking, Institutional Banking, and Personal Banking.

These segments and their financial results are described in detail in (i) the section of Management's Discussion and Analysis of Financial Condition and Results of Operations entitled *Business Segments*, which can be found in Part II, Item 7, pages 37 through 39, of this report and (ii) Note 12, "Business Segment Reporting," in the Notes to the Consolidated Financial Statements, which can be found in Part II, Item 8, pages 105 through 106 of this report.

Competition

The Company faces intense competition in each of its business segments and in all of the markets and geographic regions that the Company serves. Competition comes from both traditional and non-traditional financial-services providers, including banks, savings associations, finance companies, investment advisors, asset managers, mutual funds, private-equity firms, hedge funds, brokerage firms, mortgage-banking companies, credit-card companies, insurance companies, trust companies, securities processing companies, and credit unions. Increasingly, financial-technology (fintech) companies are partnering with financial-services providers to compete with the Company for lending, payments, and other business. Many of the Company's competitors are not subject to the same kind or degree of supervision and regulation as the Company.

Competition is based on a number of factors. Banking customers are generally influenced by convenience, interest rates and pricing, personal experience, quality and availability of products and other services, lending limits, transaction execution, and reputation. Investment advisory services compete primarily on returns, expenses, third-party ratings, and the reputation and performance of managers. Asset servicing competes primarily on price, quality of services, and reputation. The Company and its competitors are all impacted to varying degrees by the overall economy and health of the financial markets.

The Company's ability to successfully compete in its chosen markets and regions also depends on its ability to attract, retain, and motivate talented employees, to invest in technology and infrastructure, and to innovate, all while effectively managing its expenses. The Company expects that competition will likely intensify in the future.

Human Capital

UMB is dedicated to creating *the* Unparalleled Customer Experience, and its associates are critical to achieving this mission. As part of our efforts to recruit and retain top talent, the Company strives to offer competitive compensation and benefits programs, while fostering a culture rooted in inclusion of a diverse mix of associates who are empowered to be part of something more. We believe our associates, customers, and communities mutually benefit by our focus on providing opportunities for our associates to make an impact at work and in our communities. On a full-time equivalent basis at December 31, 2020, the Company and its subsidiaries employed 3,591 associates across the country.

Compensation and Benefits Program. The Company's compensation program is designed to allow it to attract, reward, and retain talented individuals who contribute significant value to the organization. UMB's compensation programs reward performance, reserving the highest rewards for the highest performers. The Company's incentive plans are intended to promote the interests of UMB and its shareholders by providing associates with incentives and rewards to encourage them to continue in service of the Company. The Company provides employees with compensation packages that include base salary, annual short-term incentive bonuses, and long-term equity awards tied to management, growth, and protection of the business of the Company. In addition to cash and equity compensation, UMB offers a robust benefits program that includes medical, dental, and vision insurance, health savings accounts and a variety of insurance options, including pet, life and long-term care. UMB also offers associates benefits including paid time off, paid volunteer time off, paid parental leave, adoption assistance, a 401(k) plan, as well as profit sharing and an employee stock ownership plan. Additionally, the Company strives to engage and encourage associates to act and take personal responsibility for improving the health and well-being for themselves and their families. To assist associates with their goals, UMB offers wellness incentives and wellness coaches for strategic wellness support strategies.

Diversity and Inclusion. The Company believes that an equitable and inclusive environment with diverse teams produces more creative solutions, results in better products and services, and is crucial to our efforts to attract and retain key talent. UMB's talent acquisition team focuses on building recruitment marketing strategies that are designed to identify and attract diverse associates. In 2019, the Company launched a diverse panel approach specifically targeting senior-level roles where diversity is underrepresented and encourages hiring managers to engage a diverse panel of candidates before making hiring decisions. UMB business resource groups (BRGs) also play a vital role in deepening the recruitment pipeline of diverse talent and refer candidates to UMB on a regular basis. BRGs are structured to engage associates who share common interests, including associates from traditionally underrepresented groups. Nearly 20% of UMB associates participate in one or more BRGs.

Community Involvement. For more than a century, UMB has maintained a commitment to the prosperity of each community the Company serves. In addition to providing financial products built for the needs of our customers, UMB uses associate volunteerism and corporate philanthropy to build strong community partnerships. The Company encourages associates to give back to their local communities through various programs and initiatives, including paid volunteer time off and matching charitable gift programs.

COVID-19. The Company's response to the COVID-19 pandemic is rooted in supporting its associates while focusing on the safety and security of associates, customers, and vendors. Beginning mid-March 2020, more than 85% of associates shifted to a remote work environment. The remainder of associates were in roles that required them to be on-site. For on-site associates, the Company provided five additional days of paid time off, company-provided lunches and supplemental pay through the second quarter of 2020. The Company instituted social distancing signage and reconfigured spaces to limit the risk of exposure within its locations. This allowed for additional associates to return on-site if they chose to, which increased on-site associates to approximately 35% as of December 31, 2020.

For more information on our diversity and inclusion and community involvement initiatives, please see our Corporate Citizenship Report available at www.umb.com/corporatecitizenship.

Government Monetary and Fiscal Policies

In addition to the impact of general economic conditions, the Company's business, results of operations, financial condition, capital, liquidity, and prospects are significantly affected by government monetary and fiscal policies that are announced or implemented in the United States and abroad.

A sizeable influence is exerted, in particular, by the policies of the Board of Governors of the Federal Reserve System (the FRB), which influences monetary and credit conditions in the economy in pursuit of maximum employment, stable prices, and moderate long-term interest rates. Among the FRB's policy tools are (1) open market operations (that is, purchases or sales of securities in the open market to adjust the supply of reserve balances in order to achieve targeted federal funds rates or to put pressure on longer-term interest rates in order to achieve more desirable levels of economic activity and job creation), (2) the discount rate charged on loans by the Federal Reserve Banks, (3) the level of reserves required to be held by depository institutions against specified deposit liabilities, (4) the interest paid or charged on balances maintained with the Federal Reserve Banks by depository institutions, including balances used to satisfy their reserve requirements, and (5) other deposit and loan facilities.

The FRB and its policies have a substantial impact on the availability and demand for loans and deposits, the rates and other aspects of pricing for loans and deposits, and the conditions in equity, fixed income, currency, and other markets in which the Company operates. Policies announced or implemented by other central banks around the world have a meaningful effect as well and sometimes may be coordinated with those of the FRB.

Tax and other fiscal policies, moreover, impact not only general economic conditions but also give rise to incentives or disincentives that affect how the Company and its customers prioritize objectives, operate businesses, and deploy resources.

Regulation and Supervision

The Company is subject to regulatory frameworks in the United States at federal, State, and local levels. In addition, the Company is subject to the direct supervision of various government authorities charged with overseeing the kinds of financial activities conducted by its business segments.

This section summarizes certain provisions of the principal laws and regulations that apply to the Company. The descriptions, however, are not complete and are qualified in their entirety by the full text and judicial or administrative interpretations of those laws and regulations and other laws and regulations that affect the Company.

Overview

The Company is a bank holding company under the BHCA and a financial holding company under the GLBA. As a result, the Company—including all of its businesses and operations—is subject to the regulation, supervision, and examination of the FRB and to restrictions on permissible activities. This framework of regulation, supervision, and examination is intended primarily for the protection and benefit of depositors and other customers of the Bank,

the Deposit Insurance Fund (the DIF) of the Federal Deposit Insurance Corporation (the FDIC), the banking and financial systems as a whole, and the broader economy, not for the protection or benefit of the Company's shareholders or its non-deposit creditors.

Many of the Company's subsidiaries are also subject to separate or related forms of regulation, supervision, and examination, including: (1) the Bank, by the Office of the Comptroller of the Currency (the OCC) under the National Banking Acts, the FDIC under the Federal Deposit Insurance Act (the FDIA), and the Consumer Financial Protection Bureau (the CFPB) under the Dodd-Frank Wall Street Reform and Consumer Protection Act (the Dodd-Frank Act); (2) UMBFS, UMB Distribution Services, LLC, UMB Financial Services, Inc., and Prairie Capital Management, LLC, by the Securities and Exchange Commission (the SEC) and State regulatory authorities under federal and State securities laws, and UMB Distribution Services, LLC and UMB Financial Services, Inc., by the Financial Industry Regulatory Authority (FINRA); and (3) UMB Insurance, Inc., by State regulatory authorities under applicable State insurance laws. These regulatory schemes, like those overseen by the FRB, are designed to protect public or private interests that often are not aligned with those of the Company's shareholders or non-deposit creditors.

The FRB possesses extensive authorities and powers to regulate the conduct of the Company's businesses and operations. If the FRB were to take the position that the Company or any of its subsidiaries have violated any law or commitment or engaged in any unsafe or unsound practice, formal or informal corrective or enforcement actions could be taken by the FRB against the Company, its subsidiaries, and institution-affiliated parties (such as directors, officers, and agents). These enforcement actions could include an imposition of civil monetary penalties and could directly affect not only the Company, its subsidiaries, and institution-affiliated parties but also the Company's counterparties, shareholders, and creditors and its commitments, arrangements, or other dealings with them. The OCC has similarly expansive authorities and powers over the Bank and its subsidiaries, as does the CFPB over matters involving consumer financial laws. The SEC, FINRA, and other domestic or foreign government authorities also have an array of means at their disposal to regulate and enforce matters within their jurisdiction that could impact the Company's businesses and operations.

Restrictions on Permissible Activities and Corporate Matters

Under the BHCA, bank holding companies and their subsidiaries are generally limited to the business of banking and to closely related activities that are incidental to banking.

As a bank holding company that has elected to become a financial holding company under the GLBA, the Company is also able—directly or indirectly through its subsidiaries—to engage in activities that are financial in nature, that are incidental to a financial activity, or that are complementary to a financial activity and do not pose a substantial risk to the safety or soundness of depository institutions or the financial system generally. Activities that are financial in nature include: (1) underwriting, dealing in, or making a market in securities, (2) providing financial, investment, or economic advisory services, (3) underwriting insurance, and (4) merchant banking.

The Company's ability to directly or indirectly engage in these banking and financial activities, however, is subject to conditions and other limits imposed by law or the FRB and, in some cases, requires the approval of the FRB or other government authorities. These conditions or other limits may arise due to the particular type of activity or, in other cases, may apply to the Company's business more generally. Examples of the former are the substantial restrictions on the timing, amount, form, substance, interconnectedness, and management of the Company's merchant banking investments. An example of the latter is a condition that, in order for the Company to engage in broader financial activities, its depository institutions must remain "well capitalized" and "well managed" under applicable banking laws and must receive at least a "satisfactory" rating under the Community Reinvestment Act (CRA).

Under amendments to the BHCA promulgated by the Riegle-Neal Interstate Banking and Branching Efficiency Act of 1994 and the Dodd-Frank Act, the Company may acquire banks outside of its home State of Missouri, subject to specified limits and may establish new branches in other States to the same extent as banks chartered in those States. Under the BHCA, however, the Company must procure the prior approval of the FRB and possibly other government authorities to directly or indirectly acquire ownership or control of five percent or more of any class of voting securities of, or substantially all of the assets of, an unaffiliated bank, savings association, or bank holding company. In deciding whether to approve any acquisition or branch, the FRB, the OCC, and other government authorities will consider public or private interests that may not be aligned with those of the Company's

shareholders or non-deposit creditors. The FRB also has the power to require the Company to divest any depository institution that cannot maintain its “well capitalized” or “well managed” status.

The FRB maintains a targeted policy that requires a bank holding company to inform and consult with the staff of the FRB sufficiently in advance of (1) declaring and paying a dividend that could raise safety and soundness concerns (for example, a dividend that exceeds earnings in the period for which the dividend is being paid), (2) redeeming or repurchasing regulatory capital instruments when the holding company is experiencing financial weaknesses, or (3) redeeming or repurchasing common stock or perpetual preferred stock that would result in a net reduction as of the end of the quarter in the amount of those equity instruments outstanding compared with the beginning of the quarter in which the redemption or repurchase occurred.

Requirements Affecting the Relationships among the Company, Its Subsidiaries, and Other Affiliates

The Company is a legal entity separate and distinct from the Bank, UMBFS, and its other subsidiaries but receives the vast majority of its revenue in the form of dividends from those subsidiaries. Without the approval of the OCC, however, dividends payable by the Bank in any calendar year may not exceed the lesser of (1) the current year’s net income combined with the retained net income of the two preceding years and (2) undivided profits. In addition, under the Basel III capital-adequacy standards described below under the heading “Capital-Adequacy Standards,” the Bank is currently required to maintain a capital conservation buffer in excess of its minimum risk-based capital ratios and will be restricted in declaring and paying dividends whenever the buffer is breached. The authorities and powers of the FRB, the OCC, and other government authorities to prevent any unsafe or unsound practice also could be employed to further limit the dividends that the Bank or the Company’s other subsidiaries may declare and pay to the Company.

The Dodd-Frank Act requires a bank holding company like the Company to serve as a source of financial strength for its depository-institution subsidiaries and to commit resources to support those subsidiaries in circumstances when the Company might not otherwise elect to do so. The functional regulator of any nonbank subsidiary of the Company, however, may prevent that subsidiary from directly or indirectly contributing its financial support, and if that were to preclude the Company from serving as an adequate source of financial strength, the FRB may instead require the divestiture of depository-institution subsidiaries and impose operating restrictions pending such a divestiture.

A number of laws, principally Sections 23A and 23B of the Federal Reserve Act (the FRA), and the FRB’s Regulation W, also exist to prevent the Company and its nonbank subsidiaries from taking improper advantage of the benefits afforded to the Bank as a depository institution, including its access to federal deposit insurance and the discount window. These laws generally require the Bank and its subsidiaries to deal with the Company and its nonbank subsidiaries only on market terms and, in addition, impose restrictions on the Bank and its subsidiaries in directly or indirectly extending credit to or engaging in other covered transactions with the Company or its nonbank subsidiaries. The Dodd-Frank Act extended the restrictions to derivatives and securities lending transactions and expanded the restrictions for transactions involving hedge funds or private-equity funds that are owned or sponsored by the Company or its nonbank subsidiaries.

In addition, under the Volcker Rule, the Company is subject to extensive limits on proprietary trading and on owning or sponsoring hedge funds and private-equity funds. The limits on proprietary trading are largely directed toward purchases or sales of financial instruments by a banking entity as principal primarily for the purpose of short-term resale, a benefit from actual or expected short-term price movements, or the realization of short-term arbitrage profits. The limits on owning or sponsoring hedge funds and private-equity funds are designed to ensure that banking entities generally maintain only small positions in managed or advised funds and are not exposed to significant losses arising directly or indirectly from them. The Volcker Rule also provides for increased capital charges, quantitative limits, rigorous compliance programs, and other restrictions on permitted proprietary trading and fund activities, including a prohibition on transactions with a covered fund that would constitute a covered transaction under Sections 23A and 23B of the FRA.

Stress Testing and Enhanced Prudential Standards

The Economic Growth, Regulatory Relief, and Consumer Protection Act (EGRRCPA) was enacted in May 2018, amending requirements previously established in the Dodd-Frank Act, including stress testing and enhanced prudential standards. Bank holding companies with assets of less than \$100 billion, including the Company, are no longer subject to the requirement to conduct forward-looking, company-run stress testing, including publishing a summary of results. The Company continues to run internal stress tests as a component of our comprehensive risk

management and capital planning process. In addition, the EGRRCPA increased the statutory asset threshold above which the Federal Reserve is required to apply enhanced prudential standards from \$50 billion to \$250 billion (subject to certain discretion by the Federal Reserve to apply any enhanced prudential standard requirement to any bank holding company with between \$100 billion and \$250 billion in total consolidated assets that would otherwise be exempt under EGRRCPA). The Company remains exempt from applying the enhanced prudential standards.

Capital-Adequacy Standards

The FRB and the OCC have adopted risk-based capital and leverage guidelines that require the capital-to-assets ratios of bank holding companies and national banks, respectively, to meet specified minimum standards.

The risk-based capital ratios are based on a banking organization's risk-weighted asset amounts (RWAs), which are generally determined under the standardized approach applicable to the Company and the Bank by (1) assigning on-balance-sheet exposures to broad risk-weight categories according to the counterparty or, if relevant, the guarantor or collateral (with higher risk weights assigned to categories of exposures perceived as representing greater risk) and (2) multiplying off-balance-sheet exposures by specified credit conversion factors to calculate credit equivalent amounts and assigning those credit equivalent amounts to the relevant risk-weight categories. The leverage ratio, in contrast, is based on an institution's average on-balance-sheet exposures alone.

The capital ratios for the Company and the Bank as of December 31, 2020, are set forth below:

	Tier 1 Leverage Ratio	Tier 1 Risk-Based Capital Ratio	Common Equity Tier 1 Capital Ratio	Total Risk-Based Capital Ratio
UMB Financial Corporation	8.37	12.10	12.10	14.26
UMB Bank, n.a.	8.28	11.92	11.92	12.81

These capital-to-assets ratios also play a central role in prompt corrective action (PCA), which is an enforcement framework used by the federal banking agencies to constrain the activities of banking organizations based on their levels of regulatory capital. Five categories have been established using thresholds for the total risk-based capital ratio, the tier 1 risk-based capital ratio, the common-equity tier 1 risk-based capital ratio, and the leverage ratio: (1) well capitalized, (2) adequately capitalized, (3) undercapitalized, (4) significantly undercapitalized, and (5) critically undercapitalized. While bank holding companies are not subject to the PCA framework, the FRB is empowered to compel a holding company to take measures—such as the execution of financial or performance guarantees—when prompt corrective action is required in connection with one of its depository-institution subsidiaries. At December 31, 2020, the Bank was categorized as well capitalized under the PCA framework.

Basel III includes a number of more rigorous provisions applicable only to banking organizations that are larger or more internationally active than the Company and the Bank. These include, for example, a supplementary leverage ratio incorporating off-balance-sheet exposures, a liquidity coverage ratio, and a net stable funding ratio. These standards may be informally applied or considered by the FRB and the OCC in their regulation, supervision, and examination of the Company and the Bank.

Deposit Insurance and Related Matters

The deposits of the Bank are insured by the FDIC in the standard insurance amount of \$250 thousand per depositor for each account ownership category. This insurance is funded through assessments on the Bank and other insured depository institutions. Under the Dodd-Frank Act, each institution's assessment base is determined based on its average consolidated total assets less average tangible equity, and there is a scorecard method for calculating assessments that combines CAMELS (an acronym that refers to the five components of a bank's condition that are addressed: capital adequacy, asset quality, management, earnings, and liquidity) ratings and specified forward-looking financial measures to determine each institution's risk to the DIF. The Dodd-Frank Act also requires the FDIC, in setting assessments, to offset the effect of increasing its reserve for the DIF on institutions with consolidated assets of less than \$10 billion. The result of this revised approach to deposit-insurance assessments is generally an increase in costs, on an absolute or relative basis, for institutions with consolidated assets of \$10 billion or more.

If an insured depository institution such as the Bank were to become insolvent or if other specified events were to occur relating to its financial condition or the propriety of its actions, the FDIC may be appointed as

conservator or receiver for the institution. In that capacity, the FDIC would have the power to (1) transfer assets and liabilities of the institution to another person or entity without the approval of the institution's creditors, (2) require that its claims process be followed and to enforce statutory or other limits on damages claimed by the institution's creditors, (3) enforce the institution's contracts or leases according to their terms, (4) repudiate or disaffirm the institution's contracts or leases, (5) seek to reclaim, recover, or recharacterize transfers of the institution's assets or to exercise control over assets in which the institution may claim an interest, (6) enforce statutory or other injunctions, and (7) exercise a wide range of other rights, powers, and authorities, including those that could impair the rights and interests of all or some of the institution's creditors. In addition, the administrative expenses of the conservator or receiver could be afforded priority over all or some of the claims of the institution's creditors, and under the FDIA, the claims of depositors (including the FDIC as subrogee of depositors) would enjoy priority over the claims of the institution's unsecured creditors.

The FDIA also provides that an insured depository institution can be held liable for any loss incurred or expected to be incurred by the FDIC in connection with another commonly controlled insured depository institution that is in default or in danger of default. This cross-guarantee liability is generally superior in right of payment to claims of the institution's holding company and its affiliates.

Other Regulatory and Supervisory Matters

As a public company, the Company is subject to the Securities Act of 1933, as amended (the Securities Act), the Securities Exchange Act of 1934, as amended (the Exchange Act), the Sarbanes-Oxley Act of 2002, and other federal and State securities laws. In addition, because the Company's common stock is listed with The NASDAQ Stock Market LLC (NASDAQ), the Company is subject to the listing rules of that exchange.

The Currency and Foreign Transactions Reporting Act of 1970 (commonly known as the Bank Secrecy Act), the USA PATRIOT Act of 2001, and related laws require all financial institutions, including banks and broker-dealers, to establish a risk-based system of internal controls reasonably designed to prevent money laundering and the financing of terrorism. These laws include a variety of recordkeeping and reporting requirements (such as currency and suspicious activity reporting) as well as know-your-customer and due-diligence rules.

Under the CRA, the Bank has a continuing and affirmative obligation to help meet the credit needs of its local communities—including low- and moderate-income neighborhoods—consistent with safe and sound banking practices. The CRA does not create specific lending programs but does establish the framework and criteria by which the OCC regularly assesses the Bank's record in meeting these credit needs. The Bank's ratings under the CRA are taken into account by the FRB and the OCC when considering merger or other specified applications that the Company or the Bank may submit from time to time.

The Bank is subject as well to a vast array of consumer-protection laws, such as qualified-mortgage and other mortgage-related rules under the jurisdiction of the CFPB. Lending limits, restrictions on tying arrangements, limits on permissible interest-rate charges, and other laws governing the conduct of banking or fiduciary activities are also applicable to the Bank. In addition, the GLBA imposes on the Company and its subsidiaries a number of obligations relating to financial privacy.

Statistical Disclosure

The information required by Guide 3, "Statistical Disclosure by Bank Holding Companies," has been included in Part II, Items 7 and 7A, pages 23 through 57, of this report.

Executive Officers of the Registrant. The following are the executive officers of the Company, each of whom is appointed annually, and there are no arrangements or understandings between any of the executive officers and any other person pursuant to which such person was elected as an executive officer.

<u>Name</u>	<u>Age</u>	<u>Position with Registrant</u>
R. Brian Beard	47	Mr. Beard has served as Executive Vice President, Chief Human Resources Officer since October 2019. Prior to this time, he served as Senior Vice President/Director of Associate Experience and Rewards, Director Compensation and Systems, Manager Bank Strategy and Administration, and Manager Commercial Strategy and Administration. Mr. Beard held these positions from July 2018 until October 2019, August 2017 until July 2018, September 2015 until August 2017, and December 2011 until September 2015, respectively.
James Cornelius	59	Mr. Cornelius has served as the President of Institutional Banking for the Bank since June 2015. Prior to this time, he served as the President of Institutional Banking and Investor services from June 2012 until June 2015.
Shannon A. Johnson	41	Ms. Johnson has served as Executive Vice President and Chief Administrative Officer since October 2019. Ms. Johnson's previous positions with the Company include Executive Vice President, Chief Human Resources Officer; Senior Vice President, Executive Director of Talent Management and Development; and Senior Vice President, Director of Talent Management. Ms. Johnson held these positions from April 2015 to October 2019, May 2011 to April 2015, and December 2009 to May 2011, respectively.
J. Mariner Kemper	48	Mr. Kemper has served as the President of the Company since November 2015 and as the Chairman and Chief Executive Officer of the Company since May 2004. He served as the Chairman and Chief Executive Officer of the Bank between December 2012 and January 2014, and as the Chairman of UMB Bank Colorado, n.a. (a prior subsidiary of the Company) between 2000 and 2012. He was President of UMB Bank Colorado from 1997 to 2000. Mr. Kemper is the brother of Mr. Alexander C. Kemper, who currently serves on the Company's Board of Directors.
Stacy King	45	Ms. King has served as Executive Vice President, Chief Risk Officer of the Company since March 2020. From May 2019 until March 2020, she served as Senior Director, Operations Management – Benefit Accounts for Willis Towers Watson. Prior to that time, she served as Senior Vice President, Director Healthcare Operations & Compliance; Senior Vice President/Vice President, Director Healthcare Services Risk & Compliance for the Bank; Vice President, Compliance Manager – Bank Operations & Healthcare Services; and Compliance Analyst-Corporate Risk for the Company. Ms. King held these positions from September 2018 until May 2019, October 2015 until September 2018, August 2014 until October 2015, and September 2013 until August 2014, respectively.
Kevin M. Macke	48	Mr. Macke has served as Executive Vice President and Director of Operations for the Bank since November 2015. In addition, beginning in January 2014 and ending in December 2015, Mr. Macke served as the Chief Financial Officer of the Bank. Prior to this time, Mr. Macke held several other positions within the Company or the Bank, including Director of Strategic Technology Initiatives with the Bank from November 2010 to January 2014, and Director of Financial Planning and Analysis with the Company from August 2005 to November 2010.
Nikki Newton	49	Mr. Newton has served as the President of Private Wealth Management of the Bank, since May 2019. From January 1998 until May 2018, Mr. Newton served in various capacities with Waddell & Reed Financial, Inc. or its subsidiary, Ivy Distributors, Inc, including most recently, serving as President of Ivy Distributors, Inc. and Ivy Global from August 2017 to May 2018, and Head of Global Distribution and President of Ivy Global from January 2014 to August 2017.
David C. Odgers	51	Mr. Odgers has served as Senior Vice President, Chief Accounting Officer of the Company since January 2020, and as the Company's Contoller since January 2014. Mr. Odgers was previously the Company's Assistant Contoller from January 2005 to January 2014.

John C. Pauls	56	Mr. Pauls has served as Executive Vice President, General Counsel and Corporate Secretary of the Company and the Bank since June 2016. Mr. Pauls served as interim General Counsel from April 2016 until his full appointment in June of 2016. He has been with UMB for over 25 years, having served as a top legal advisor for the Company and the Bank for over 18 years.
James D. Rine	50	Mr. Rine has served as Vice Chairman of the Company since November 2020 and President and Chief Executive Officer of the Bank since October 2018. He served as President of Commercial Banking from December 2017 until October 2018 and as President of Commercial Banking/Western Region from October 2016 to December 2017. Prior to this time, Mr. Rine served as the President of the Kansas City Region since October 2011. Overall, Mr. Rine has over 20 years of commercial banking experience with the Bank.
Ram Shankar	48	Mr. Shankar was named as Executive Vice President and Chief Financial Officer of the Company effective August 2016. From September 2011 until his employment with the Company commenced, he worked at First Niagara Financial Group, most recently serving as managing director where he headed financial planning and analysis and investor relations. Prior to that, Shankar spent time at FBR Capital Markets as a senior research analyst and at M&T Bank Corporation in the financial planning measurement and corporate finance/mergers & acquisitions group.
Thomas S. Terry	57	Mr. Terry has served as Executive Vice President and Chief Credit Officer since October 2019. From January 2011 until October 2019, Mr. Terry served as Executive Vice President and Chief Lending Officer of the Company, and prior to this time, Mr. Terry served as Executive Vice President. Mr. Terry first joined UMB in 1986, and subsequently joined the Commercial Lending department in 1987 where he worked as a loan officer until 2011.
Abigail Wendel	47	Ms. Wendel was named President of Consumer Banking of the Bank in September 2018. She has also served as Chief Strategy Officer for the Company from June 2015 until September 2018, and as the Director of Investor and Government Relations for the Company from February 2013 through June 2015.

The Company makes available free of charge on its website at www.umb.com/investor, its annual report on Form 10-K, quarterly reports on Form 10-Q, proxy statements, current reports on Form 8-K and amendments to such reports, as soon as reasonably practicable after it electronically files or furnishes such material with or to the SEC. These reports can also be found on the SEC website at www.sec.gov.

ITEM 1A. RISK FACTORS

Financial-services companies routinely encounter and address risks and uncertainties. In the following paragraphs, the Company describes some of the principal risks and uncertainties that could adversely affect its business, results of operations, financial condition (including capital and liquidity), or prospects or the value of or return on an investment in the Company. These risks and uncertainties, however, are not the only ones faced by the Company. Other risks and uncertainties that are not presently known to the Company that it has failed to identify, or that it currently considers immaterial may adversely affect the Company as well. Except where otherwise noted, the risk factors address risks and uncertainties that may affect the Company as well as its subsidiaries. These risk factors should be read in conjunction with Management's Discussion and Analysis of Financial Condition and Results of Operations (which can be found in Part II, Item 7 of this report beginning on page 23) and the Notes to the Consolidated Financial Statements (which can be found in Part II, Item 8 of this report beginning on page 58).

The COVID-19 pandemic is affecting the Company and its customers, counterparties, employees, and third-party service providers, and the continued impacts on its business, financial position, results of operations, and prospects could potentially be significant. The spread of COVID-19 has created a global public-health crisis that has resulted in widespread volatility and deteriorations in household, business, economic, and market conditions. The extent of the impact of the COVID-19 pandemic on the Company's capital, liquidity, and other financial positions and on its business, results of operations, and prospects will depend on a number of evolving factors, including:

- *The duration, extent, and severity of the COVID-19 pandemic.* COVID-19 does not yet appear to be contained and could affect significantly more households and businesses. The duration and severity of the COVID-19 pandemic continue to be impossible to accurately predict.
- *The response of governmental and nongovernmental authorities.* The actions of many governmental and nongovernmental authorities have been directed toward curtailing household and business activity to contain COVID-19 while simultaneously deploying fiscal- and monetary-policy measures to partially mitigate the adverse effects on individual households and businesses. These actions are not always coordinated or consistent across jurisdictions but, in general, have been rapidly expanding in scope and intensity.
- *The effect on the Company's customers, counterparties, employees, and third-party service providers.* COVID-19 and its associated consequences and uncertainties may affect individuals, households, and businesses differently and unevenly. In the near-term if not longer, however, the Company's credit, operational, and other risks are generally expected to increase.
- *The effect on economies and markets.* Whether the actions of governmental and nongovernmental authorities will be successful in mitigating the adverse effects of COVID-19 is unclear. National, regional, and local economies and markets could suffer disruptions that are lasting. An economic slowdown could adversely affect the Company's origination of new loans and the performance of its existing loans. In addition, governmental actions are meaningfully influencing the interest-rate environment, which could adversely affect the Company's results of operations and financial condition.

We are unable to estimate the impact of COVID-19 on the Company's business and operations at this time. The COVID-19 pandemic could cause the Company to experience higher credit losses in our lending portfolio, impairment of our goodwill and other financial assets, further reduced demand for its products and services, and other negative impacts on its financial position, results of operations, and prospects. Sustained adverse effects of the COVID-19 pandemic may also prevent the Company from satisfying our minimum regulatory capital ratios and other supervisory requirements, failing to be able to sustain the paying of dividends to its shareholders, or result in downgrades in its credit ratings.

Because of current expected credit loss (CECL), the Company's financial results may be negatively affected as soon as weak or deteriorating economic conditions are forecasted and alter our expectations for credit losses. In addition, due to the expansion of the time horizon over which it is required to estimate future credit losses under CECL, the Company may experience increased volatility in its future provisions for credit losses. As a result, factoring in COVID-19, the Company incurred significant provision expense for credit losses in 2020 and may incur significant provision expense for credit losses in future periods as well.

The levels of, or changes in, interest rates could affect the Company's business or performance. The Company's business, results of operations, and financial condition are highly dependent on net interest income, which is the difference between interest income on earning assets (such as loans and investments) and interest expense on deposits and borrowings. Net interest income is significantly affected by market interest rates, which in turn are influenced by monetary and fiscal policies, general economic conditions, the regulatory environment, competitive pressures, and expectations about future changes in interest rates. The policies and regulations of the federal government, in general, and the FRB, in particular, have a substantial impact on market interest rates. See "Government Monetary and Fiscal Policies" in Part I, Item 1 of this report beginning on page 5, which is incorporated by reference herein. Additionally, the Company has a significant number of loans, derivative contracts, borrowings and other financial instruments with attributes that are either directly or indirectly dependent on the London Interbank Offered Rate (LIBOR). In 2017, the U.K. Financial Conduct Authority announced that LIBOR is to be transitioned to alternative rates during the next four years. U.S. regulatory authorities have voiced similar support for phasing out LIBOR. The transition from LIBOR could create considerable costs and additional risk. Since proposed alternative rates are calculated differently, payments under contracts referencing new rates will differ from those referencing LIBOR. Although we are currently unable to assess what the ultimate impact of the transition from LIBOR will be, failure to adequately manage the transition could have a material adverse effect on our business, financial condition and results of operations.

The Company may be adversely affected by policies, regulations, or events that have the effect of altering the difference between long-term and short-term interest rates (commonly known as the yield curve), depressing the interest rates associated with its earning assets to levels near the rates associated with its interest expense, or changing the spreads among different interest-rate indices. In addition, a rapid change in interest rates could result in interest expense increasing faster than interest income because of differences in the maturities of the Company's

assets and liabilities. Further, if laws impacting taxation and interest rates materially change, or if new laws are enacted, certain of the Company's services and products, including municipal bonds, may be subject to less favorable tax treatment or otherwise adversely impacted. The level of, and changes in, market interest rates—and, as a result, these risks and uncertainties—are beyond the Company's control. The dynamics among these risks and uncertainties are also challenging to assess and manage. For example, while the highly accommodative monetary policy currently adopted by the FRB may benefit the Company to some degree by spurring economic activity among its customers, such a policy may ultimately cause the Company more harm by inhibiting its ability to grow or sustain net interest income.

The Company's customers and counterparties also may be negatively impacted by the levels of, or changes in, interest rates, which could increase the risk of delinquency or default on obligations to the Company. The levels of, or changes in, interest rates, moreover, may have an adverse effect on the value of the Company's investment portfolio, which includes long-term municipal bonds with fixed interest rates, and other financial instruments, the return on or demand for loans, the prepayment speed of loans (including, without limitation, the pace of pay-downs expected or forecasted for commercial real estate and construction loans), the cost or availability of deposits or other funding sources, or the purchase or sale of investment securities.

See "Quantitative and Qualitative Disclosures About Market Risk—Interest Rate Risk" in Part II, Item 7A of this report beginning on page 51 for a discussion of how the Company monitors and manages interest-rate risk.

Weak or deteriorating economic conditions, more liberal origination or underwriting standards, or financial or systemic shocks could increase the Company's credit risk and adversely affect its lending or other banking businesses and the value of its loans or investment securities. The Company's business and results of operations depend significantly on general economic conditions. When those conditions are weak or deteriorating in any of the markets or regions where the Company operates, its business or performance could be adversely affected. The Company's lending and other banking businesses, in particular, are susceptible to weak or deteriorating economic conditions, which could result in reduced loan demand or utilization rates and at the same time increased delinquencies or defaults. These kinds of conditions also could dampen the demand for products and other services in the Company's investment-management, asset-servicing, insurance, brokerage, or related businesses. Increased delinquencies or defaults could result as well from the Company adopting—for strategic, competitive, or other reasons—more liberal origination or underwriting standards for extensions of credit or other dealings with its customers or counterparties. If delinquencies or defaults on the Company's loans or investment securities increase, their value and the income derived from them could be adversely affected, and the Company could incur administrative and other costs in seeking a recovery on its claims and any collateral. Weak or deteriorating economic conditions also may negatively impact the market value and liquidity of the Company's investment securities, and the Company may be required to record additional impairment charges if investment securities suffer a decline in value that is determined to have resulted from a credit loss. In addition, to the extent that loan charge-offs exceed estimates, an increase to the amount of provision expense related to the allowance for credit losses would reduce the Company's income. See "Quantitative and Qualitative Disclosures About Market Risk—Credit Risk Management" in Part II, Item 7A of this report beginning on page 54 for a discussion of how the Company monitors and manages credit risk. A financial or systemic shock and a failure of a significant counterparty or a significant group of counterparties could negatively impact the Company, possibly to a severe degree, due to its role as a financial intermediary and the interconnectedness of the financial system.

A meaningful part of the Company's loan portfolio is secured by real estate and, as a result, could be negatively impacted by deteriorating or volatile real-estate markets or associated environmental liabilities. At December 31, 2020, 48.8% of the Company's aggregate loan portfolio—comprised of commercial real-estate loans (representing 36.7% of the aggregate loan portfolio) and consumer real-estate loans (representing 12.1% of the aggregate loan portfolio)—was primarily secured by interests in real estate located in the States where the Company operates. Other credit extended by the Company may be secured in part by real estate as well. Real-estate values in the markets where this collateral is located may be different from, and in some instances worse than, real-estate values in other markets or in the United States as a whole and may be affected by general economic conditions and a variety of other factors outside of the control of the Company or its customers. Any deterioration or volatility in these real-estate markets could result in increased delinquencies or defaults, could adversely affect the value of the loans and the income to be derived from them, could give rise to unreimbursed recovery costs, and could reduce the demand for new or additional credit and related banking products and other services, all to the detriment of the Company's business and performance. In addition, if hazardous or toxic substances were found on any real estate that the Company acquires in foreclosure or otherwise, the Company may incur substantial liability for compliance and remediation costs, personal injury, or property damage.

Challenging business, economic, or market conditions could adversely affect the Company's fee-based banking, investment-management, asset-servicing, or other businesses. The Company's fee-based banking, investment-management, asset-servicing, and other businesses are driven by wealth creation in the economy, robust market activity, monetary and fiscal stability, and positive investor, business, and consumer sentiment. Economic downturns, market disruptions, high unemployment or underemployment, unsustainable debt levels, depressed real-estate markets, industry consolidations, or other challenging business, economic, or market conditions could adversely affect these businesses and their results. If the funds or other groups that are clients of UMBFS were to encounter similar difficulties, UMBFS's revenue could suffer. The Company's bank-card revenue is driven primarily by transaction volumes in business, healthcare, and consumer spending that generate interchange fees, and any of these conditions could dampen those volumes. Other fee-based banking businesses that could be adversely affected include trading, asset management, custody, trust, and cash and treasury management.

The Company's investment-management and asset-servicing businesses could be negatively impacted by declines in assets under management or administration or by shifts in the mix of assets under management or administration. The revenues of the Company's investment-management businesses are highly dependent on advisory fee income. These businesses generally earn higher fees on equity-based or alternative investments and strategies and lower fees on fixed income investments and strategies. Advisory-fee income may be negatively impacted by an absolute decline in assets under management or by a shift in the mix of assets under management from equities or alternatives to fixed income. Such a decline or shift could be caused or influenced by any number of factors, such as underperformance in absolute or relative terms, loss of key advisers or other talent, changes in investing preferences or trends, market downturns or volatility, drops in investor confidence, reputational damage, increased competition, or general economic conditions. Any of these factors also could affect clients of UMBFS, and if this were to cause a decline in assets under administration at UMBFS or an adverse shift in the mix of those assets, the performance of UMBFS could suffer.

To the extent that the Company continues to maintain a sizeable portfolio of available-for-sale investment securities, its income may be adversely affected and its reported equity more volatile. As of December 31, 2020, the Company's securities portfolio totaled approximately \$10.6 billion, which represented approximately 32.1% of its total assets. Regulatory restrictions and the Company's investment policies generally result in the acquisition of securities with lower yields than loans. For the year-ended December 31, 2020, the weighted average yield of the Company's securities portfolio was 2.5% as compared to 3.9% for its loan portfolio. Accordingly, to the extent that the Company is unable to effectively deploy its funds to originate or acquire loans or other assets with higher yields than those of its investment securities, the Company's income may be negatively impacted. Additionally, approximately \$9.3 billion, or 87.4%, of the Company's investment securities are classified as available for sale and reported at fair value. Unrealized gains or losses on these securities are excluded from earnings and reported in other comprehensive income, which in turn affects the Company's reported equity. As a result, to the extent that the Company continues to maintain a significant portfolio of available-for-sale securities, its reported equity may experience greater volatility.

Cyber incidents and other security breaches at the Company, at the Company's service providers or counterparties, or in the business community or markets may negatively impact the Company's business or performance. In the ordinary course of its business, the Company collects, stores, and transmits sensitive, confidential, or proprietary data and other information, including intellectual property, business information, funds-transfer instructions, and the personally identifiable information of its customers and employees. The secure processing, storage, maintenance, and transmission of this information is critical to the Company's operations and reputation, and if any of this information were mishandled, misused, improperly accessed, lost, or stolen or if the Company's operations were disrupted, the Company could suffer significant financial, business, reputational, regulatory, or other damage. For example, despite security measures, the Company's information technology and infrastructure may be breached through cyber-attacks, computer viruses or malware, pretext calls, electronic phishing, or other means. These risks and uncertainties are rapidly evolving and increasing in complexity, and the Company's failure to effectively mitigate them could negatively impact its business and operations.

Service providers and counterparties also present a source of risk to the Company if their own security measures or other systems or infrastructure were to be breached or otherwise fail. Likewise, a cyber-attack or other security breach affecting the business community, the markets, or parts of them may cycle or cascade through the financial system and adversely affect the Company or its service providers or counterparties. Many of these risks and uncertainties are beyond the Company's control.

Even when an attempted cyber incident or other security breach is successfully avoided or thwarted, the Company may need to expend substantial resources in doing so, may be required to take actions that could adversely affect customer satisfaction or behavior, and may be exposed to reputational damage. If a breach were to occur, moreover, the Company could be exposed to contractual claims, regulatory actions, and litigation by private plaintiffs, and would additionally suffer reputational harm. Despite the Company's efforts to safeguard the integrity of systems and controls and to manage third-party risk, the Company may not be able to anticipate or implement effective measures to prevent all security breaches or all risks to the sensitive, confidential, or proprietary information that it or its service providers or counterparties collect, store, or transmit.

The trading volume in the Company's common stock at times may be low, which could adversely affect liquidity and stock price. Although the Company's common stock is listed for trading on the NASDAQ Global Select Market, the trading volume in the stock may at times be low and, in relative terms, less than that of other financial-services companies. A public trading market that is deep, liquid, and orderly depends on the presence in the marketplace of a large number of willing buyers and sellers and narrow bid-ask spreads. These market features, in turn, depend on a number of factors, such as the individual decisions of investors and general economic and market conditions, over which the Company has no control. During any period of lower trading volume in the Company's common stock, the stock price could be more volatile, and the liquidity of the stock could suffer.

The Company operates in a highly regulated industry, and its business or performance could be adversely affected by the legal, regulatory and supervisory frameworks applicable to it, changes in those frameworks, and other legal and regulatory risks and uncertainties. The Company is subject to expansive legal and regulatory frameworks in the United States—at the federal, State, and local levels—and in the foreign jurisdictions where its business segments operate. In addition, the Company is subject to the direct supervision of government authorities charged with overseeing the taxation of domestic companies and the kinds of financial activities conducted by the Company in its business segments. These legal, regulatory, and supervisory frameworks are often designed to protect public or private interests that differ from the interests of the Company's shareholders or non-deposit creditors. See "Government Monetary and Fiscal Policies" and "Regulation and Supervision" in Part I, Item 1 of this report beginning on page 5, which is incorporated by reference herein. We believe that government scrutiny of all financial-services companies has increased, fundamental changes have been made to the banking, securities, and other laws that govern financial services (with the Dodd-Frank Act and Basel III being two of the more prominent examples), and a host of related business practices have been reexamined and reshaped. As a result, the Company expects to continue devoting increased time and resources to risk management, compliance, and regulatory change management. Risks also exist that government authorities could judge the Company's business or other practices as unsafe, unsound, or otherwise unadvisable and bring formal or informal corrective or enforcement actions against it, including fines or other penalties and directives to change its products or other services. For practical or other reasons, the Company may not be able to effectively defend itself against these actions, and they in turn could give rise to litigation by private plaintiffs. Further, if the laws, rules, and regulations materially adversely affect the Company, including any changes that would negatively impact the tax treatment of the Company, the Company's products and services or the Company's shareholders, the Company may be adversely impacted. All of these and other regulatory risks and uncertainties could adversely affect the Company's reputation, business, results of operations, financial condition, or prospects.

Regulatory or supervisory requirements, future growth, operating results, or strategic plans may prompt the Company to raise additional capital, but that capital may not be available at all or on favorable terms and, if raised, may be dilutive. The Company is subject to safety-and-soundness and capital-adequacy standards under applicable law and to the direct supervision of government authorities. See "Regulation and Supervision" in Part I, Item 1 of this report beginning on page 5. If the Company is not or is at risk of not satisfying these standards or applicable supervisory requirements—whether due to inadequate operating results that erode capital, future growth that outpaces the accumulation of capital through earnings, or otherwise—the Company may be required to raise capital, restrict dividends, or limit originations of certain types of commercial and mortgage loans. If the Company is required to limit originations of certain types of commercial and mortgage loans, it would thereby reduce the amount of credit available to borrowers and limit opportunities to earn interest income from the loan portfolio. The Company also may be compelled to raise capital if regulatory or supervisory requirements change. In addition, the Company may elect to raise capital for strategic reasons even when it is not required to do so. The Company's ability to raise capital on favorable terms or at all will depend on general economic and market conditions, which are outside of its control, and on the Company's operating and financial performance. Accordingly, the Company cannot be assured of its ability to raise capital when needed or on favorable terms. An inability to raise capital when needed or on favorable terms could damage the performance and value of its business, prompt regulatory intervention, and harm its reputation, and if the condition were to persist for any appreciable

period of time, its viability as a going concern could be threatened. If the Company is able to raise capital and does so by issuing common stock or convertible securities, the ownership interest of our existing stockholders could be diluted, and the market price of our common stock could decline.

The market price of the Company's common stock could be adversely impacted by banking, antitrust, or corporate laws that have or are perceived as having an anti-takeover effect. Banking and antitrust laws, including associated regulatory-approval requirements, impose significant restrictions on the acquisition of direct or indirect control over any bank holding company, including the Company. Acquisition of ten percent or more of any class of voting stock of a bank holding company or depository institution, including shares of our common stock, generally creates a rebuttable presumption that the acquirer "controls" the bank holding company or depository institution. Also, a bank holding company must obtain the prior approval of the Federal Reserve before, among other things, acquiring direct or indirect ownership or control of more than 5 percent of the voting shares of any bank, including our bank.

In addition, a non-negotiated acquisition of control over the Company may be inhibited by provisions of the Company's restated articles of incorporation and bylaws that have been adopted in conformance with applicable corporate law, such as the ability to issue shares of preferred stock and to determine the rights, terms, conditions and privileges of such preferred stock without stockholder approval. If any of these restrictions were to operate or be perceived as operating to hinder or deter a potential acquirer for the Company, the market price of the Company's common stock could suffer.

The Company's business relies on systems, employees, service providers, and counterparties, and failures or errors by any of them or other operational risks could adversely affect the Company. The Company engages in a variety of businesses in diverse markets and relies on systems, employees, service providers, and counterparties to properly oversee, administer, and process a high volume of transactions. This gives rise to meaningful operational risk—including the risk of fraud by employees or outside parties, unauthorized access to its premises or systems, errors in processing, failures of technology, breaches of internal controls or compliance safeguards, inadequate integration of acquisitions, human error, and breakdowns in business continuity plans. Significant financial, business, reputational, regulatory, or other harm could come to the Company as a result of these or related risks and uncertainties. For example, the Company could be negatively impacted if financial, accounting, data-processing, or other systems were to fail or not fully perform their functions. The Company also could be adversely affected if key personnel or a significant number of employees were to become unavailable due to a pandemic, natural disaster, war, act of terrorism, accident, or other reason. These same risks arise as well in connection with the systems and employees of the service providers and counterparties on whom the Company depends as well as their own third-party service providers and counterparties. See "Quantitative and Qualitative Disclosures About Market Risk—Operational Risk" in Part II, Item 7A of this report beginning on page 57 for a discussion of how the Company monitors and manages operational risk.

The soundness of other financial institutions could adversely affect us. The soundness of other financial institutions could adversely affect us. Financial services institutions are interrelated because of trading, clearing, counterparty and other relationships. We routinely execute transactions with counterparties in the financial services industry, including brokers and dealers, commercial banks, investment banks, payment processors, and other institutional clients, which may result in payment obligations to us or to our clients due to products we have arranged. Many of these transactions expose us to credit and market risk that may cause our counterparty or client to default. In addition, we are exposed to market risk when the collateral we hold cannot be realized or is liquidated at prices not sufficient to recover the full amount of the secured obligation. Any losses arising from such occurrences could materially and adversely affect our business, results of operations or financial condition.

The Company is heavily reliant on technology, and a failure or delay in effectively implementing technology initiatives or anticipating future technology needs or demands could adversely affect the Company's business or performance. Like most financial-services companies, the Company significantly depends on technology to deliver its products and other services and to otherwise conduct business. To remain technologically competitive and operationally efficient, the Company invests in system upgrades, new solutions, and other technology initiatives, including for both internally and externally hosted solutions. Many of these initiatives are of significant duration, are tied to critical systems, and require substantial internal and external resources. Although the Company takes steps to mitigate the risks and uncertainties associated with these initiatives, there is no guarantee that they will be implemented on time, within budget, or without negative operational or customer impact. The Company also may not succeed in anticipating its future technology needs, the technology demands of its

customers, or the competitive landscape for technology. In addition, the Company relies upon the expertise and support of service providers to help implement, maintain and/or service certain of its core technology solutions. If the Company cannot effectively manage these service providers, the service parties fail to materially perform, or the Company was to falter in any of the other noted areas, its business or performance could be negatively impacted.

Negative publicity outside of the Company’s control, or its failure to successfully manage issues arising from its conduct or in connection with the financial-services industry generally, could damage the Company’s reputation and adversely affect its business or performance. The performance and value of the Company’s business could be negatively impacted by any reputational harm that it may suffer. This harm could arise from negative publicity outside of its control or its failure to adequately address issues arising from its conduct or in connection with the financial-services industry generally. Risks to the Company’s reputation could arise in any number of contexts—for example, cyber incidents and other security breaches, mergers and acquisitions, lending or investment-management practices, actual or potential conflicts of interest, failures to prevent money laundering, corporate governance, and unethical behavior and practices committed by competitors in the financial services industry.

The Company faces intense competition from other financial-services and financial-services technology companies, and competitive pressures could adversely affect the Company’s business or performance. The Company faces intense competition in each of its business segments and in all of its markets and geographic regions, and the Company expects competitive pressures to intensify in the future—especially in light of recent legislative and regulatory initiatives, technological innovations that alter the barriers to entry, current economic and market conditions, and government monetary and fiscal policies. Competition with financial-services technology companies, or technology companies partnering with financial-services companies, may be particularly intense, due to, among other things, differing regulatory environments. See “Competition” in Part I, Item 1 of this report beginning on page 4. Competitive pressures may drive the Company to take actions that the Company might otherwise eschew, such as lowering the interest rates or fees on loans or raising the interest rates on deposits in order to keep or attract high-quality customers. These pressures also may accelerate actions that the Company might otherwise elect to defer, such as substantial investments in technology or infrastructure. The Company has certain businesses that utilize wholesale models which can lead to customer concentrations for those businesses that, if negatively impacted by new entrants, competitive pressures, or consolidations, could affect the Company’s fee income. Whatever the reason, actions that the Company takes in response to competition may adversely affect its results of operations and financial condition. These consequences could be exacerbated if the Company is not successful in introducing new products and other services, achieving market acceptance of its products and other services, developing and maintaining a strong customer base, or prudently managing expenses.

The Company’s risk-management and compliance programs or functions may not be effective in mitigating risk and loss. The Company maintains an enterprise risk-management program that is designed to identify, quantify, monitor, report, and control the risks that it faces. These include interest-rate risk, credit risk, liquidity risk, market risk, operational risk, reputational risk, and compliance risk. The Company also maintains a compliance program to identify, measure, assess, and report on its adherence to applicable law, policies, and procedures. While the Company assesses and improves these programs on an ongoing basis, there can be no assurance that its frameworks or models for risk management, compliance, and related controls will effectively mitigate risk and limit losses in its business. If conditions or circumstances arise that expose flaws or gaps in the Company’s risk-management or compliance programs or if its controls break down, the performance and value of the Company’s business could be adversely affected. The Company could be negatively impacted as well if, despite adequate programs being in place, its risk-management or compliance personnel are ineffective in executing them and mitigating risk and loss.

Liquidity is essential to the Company and its business or performance could be adversely affected by constraints in, or increased costs for, funding. The Company defines liquidity as the ability to fund increases in assets and meet obligations as they come due, all without incurring unacceptable losses. Banks are especially vulnerable to liquidity risk because of their role in the maturity transformation of demand or short-term deposits into longer-term loans or other extensions of credit. The Company, like other financial-services companies, relies to a significant extent on external sources of funding (such as deposits and borrowings) for the liquidity needed to conduct its business. A number of factors beyond the Company’s control, however, could have a detrimental impact on the availability or cost of that funding and thus on its liquidity. These factors include market disruptions, changes in its credit ratings or the sentiment of its investors, the state of the regulatory environment and monetary and fiscal policies, declines in the value of its investment securities, the loss of substantial deposits or customer relationships, financial or systemic shocks, significant counterparty failures, and reputational damage. Unexpected declines or limits on the

dividends declared and paid by the Company's subsidiaries also could adversely affect its liquidity position. While the Company's policies and controls are designed to ensure that it maintains adequate liquidity to conduct its business in the ordinary course even in a stressed environment, there can be no assurance that its liquidity position will never become compromised. In such an event, the Company may be required to sell assets at a loss in order to continue its operations. This could damage the performance and value of its business, prompt regulatory intervention, and harm its reputation, and if the condition were to persist for any appreciable period of time, its viability as a going concern could be threatened. See "Quantitative and Qualitative Disclosures About Market Risk—Liquidity Risk" in Part II, Item 7A of this report beginning on page 56 for a discussion of how the Company monitors and manages liquidity risk.

If the Company's subsidiaries are unable to make dividend payments or distributions to the Company, it may be unable to satisfy its obligations to counterparties or creditors or make dividend payments to its stockholders. The Company is a legal entity separate and distinct from its bank and nonbank subsidiaries and depends on dividend payments and distributions from those subsidiaries to fund its obligations to counterparties and creditors and its dividend payments to stockholders. See "Regulation and Supervision—Requirements Affecting the Relationships among the Company, Its Subsidiaries, and Other Affiliates" in Part I, Item 1 of this report beginning on page 7. Any of the Company's subsidiaries, however, may be unable to make dividend payments or distributions to the Company, including as a result of a deterioration in the subsidiary's performance, investments in the subsidiary's own future growth, or regulatory or supervisory requirements. If any subsidiary were unable to remain viable as a going concern, moreover, the Company's right to participate in a distribution of assets would be subject to the prior claims of the subsidiary's creditors (including, in the case of the Bank, its depositors and the FDIC).

An inability to attract, retain, or motivate qualified employees could adversely affect the Company's business or performance. Skilled employees are the Company's most important resource, and competition for talented people is intense. Even though compensation is among the Company's highest expenses, it may not be able to locate and hire the best people, keep them with the Company, or properly motivate them to perform at a high level. Recent scrutiny of compensation practices, especially in the financial-services industry, has made this only more difficult. In addition, some parts of the Company's business are particularly dependent on key personnel, including investment management, asset servicing, and commercial lending. If the Company were to lose and find itself unable to replace these personnel or other skilled employees or if the competition for talent drove its compensation costs to unsustainable levels, the Company's business, results of operations, and financial condition could be negatively impacted.

The Company is subject to a variety of litigation and other proceedings, which could adversely affect its business or performance. The Company is involved from time to time in a variety of judicial, alternative-dispute, and other proceedings arising out of its business or operations. The Company establishes reserves for claims when appropriate under generally accepted accounting principles, but costs often can be incurred in connection with a matter before any reserve has been created. The Company also maintains insurance policies to mitigate the cost of litigation and other proceedings, but these policies have deductibles, limits, and exclusions that may diminish their value or efficacy. Despite the Company's efforts to appropriately reserve for claims and insure its business and operations, the actual costs associated with resolving a claim may be substantially higher than amounts reserved or covered. Substantial legal claims, even if not meritorious, could have a detrimental impact on the Company's business, results of operations, and financial condition and could cause reputational harm.

Changes in accounting standards could impact the Company's financial statements and reported earnings. Accounting standard-setting bodies, such as the Financial Accounting Standards Board, periodically change the financial accounting and reporting standards that affect the preparation of the Company's Consolidated Financial Statements. These changes are beyond the Company's control and could have a meaningful impact on its Consolidated Financial Statements.

The Company's selection of accounting methods, assumptions, and estimates could impact its financial statements and reported earnings. To comply with generally accepted accounting principles, management must sometimes exercise judgment in selecting, determining, and applying accounting methods, assumptions, and estimates. This can arise, for example, in the determination of the allowance for credit losses or the determination of the fair value of assets or liabilities. Furthermore, accounting methods, assumptions and estimates are part of acquisition purchase accounting and the calculation of the fair value of assets and liabilities that have been purchased, including credit-impaired loans. The judgments required of management can involve difficult, subjective, or complex matters with a high degree of uncertainty, and several different judgments could be reasonable under the circumstances and yet result in significantly different results being reported. See "Critical Accounting Policies and Estimates" in Part II, Item 7 of this report beginning on page 49. If management's

judgments are later determined to have been inaccurate, the Company may experience unexpected losses that could be substantial.

The Company's ability to successfully make opportunistic mergers and acquisitions is subject to significant risks, including the risk that government authorities will not provide the requisite approvals, the risk that integrating acquisitions may be more difficult, costly, or time consuming than expected, and the risk that the value of acquisitions may be less than anticipated. The Company may make opportunistic acquisitions of other financial-services companies or businesses from time to time. These acquisitions may be subject to regulatory approval, and there can be no assurance that the Company will be able to obtain that approval in a timely manner or at all. Even when the Company is able to obtain regulatory approval, the failure of other closing conditions to be satisfied or waived could delay the completion of an acquisition for a significant period of time or prevent it from occurring altogether. Any failure or delay in closing an acquisition could adversely affect the Company's reputation, business, results of operations, financial condition, or prospects.

Additionally, acquisitions involve numerous risks and uncertainties, including lower-than-expected performance or higher-than-expected costs, difficulties related to integration, diversion of management's attention from other business activities, changes in relationships with customers or counterparties, and the potential loss of key employees. An acquisition also could be dilutive to the Company's current stockholders if preferred stock, common stock, or securities convertible into preferred stock or common stock were issued to fully or partially pay or fund the purchase price. The Company, moreover, may not be successful in identifying acquisition candidates, integrating acquired companies or businesses, or realizing the expected value from acquisitions. There is significant competition for valuable acquisition targets, and the Company may not be able to acquire other companies or businesses on attractive terms or at all. There can be no assurance that the Company will pursue future acquisitions, and the Company's ability to grow and successfully compete in its markets and regions may be impaired if it chooses not to pursue, or is unable to successfully complete, acquisitions.

We face risks in connection with our strategic undertakings and new business initiatives. We are engaged, and may in the future engage, in strategic activities including acquisitions, joint ventures, partnerships, investments or other business growth initiatives or undertakings. There can be no assurance that we will successfully identify appropriate opportunities, that we will be able to negotiate or finance such activities or that such activities, if undertaken, will be successful. We are focused on our long-term growth and have undertaken various strategic activities and business initiatives, some of which may involve activities that are new to us. For example, in the future we may engage in or focus on new lines of business, financial technologies, and other activities that are outside of our current product offerings. These new initiatives may subject us to, among other risks, increased business, reputational and operational risk, as well as more complex legal, regulatory and compliance costs and risks. Our ability to execute strategic activities and new business initiatives successfully will depend on a variety of factors. These factors likely will vary based on the nature of the activity but may include our success in integrating an acquired company or a new internally-developed growth initiative into our business, operations, services, products, personnel and systems, operating effectively with any partner with whom we elect to do business, meeting applicable regulatory requirements and obtaining applicable regulatory licenses or other approvals, hiring or retaining key employees, achieving anticipated synergies, meeting management's expectations, actually realizing the anticipated benefits of the activities, and overall general market conditions. Our ability to address these matters successfully cannot be assured. In addition, our strategic efforts may divert resources or management's attention from ongoing business operations and may subject us to additional regulatory scrutiny and potential liability. If we do not successfully execute a strategic undertaking, it could adversely affect our business, financial condition, results of operations, reputation or growth prospects.

Climate change and related legislative and regulatory initiatives may result in operational changes and expenditures that could significantly impact the Company's business. The current and anticipated effects of climate change are creating an increasing level of concern for the state of the global environment. As a result, political and social attention to the issue of climate change has increased. In recent years, governments across the world have entered into international agreements to attempt to reduce global temperatures, in part by limiting greenhouse gas emissions. The United States Congress, state legislatures and federal and state regulatory agencies have continued to propose and advance numerous legislative and regulatory initiatives seeking to mitigate the effects of climate change. These agreements and measures may result in the imposition of taxes and fees, the required purchase of emission credits, and the implementation of significant operational changes, each of which may require the Company to expend significant capital and incur compliance, operating, maintenance and remediation costs. Given the lack of empirical data on the credit and other financial risks posed by climate change, it is impossible to predict how climate change may impact the Company's financial condition and operations; however, as a banking

organization, the physical effects of climate change may present certain unique risks to the Company. For example, weather disasters, shifts in local climates and other disruptions related to climate change may adversely affect the value of real properties securing the Company's loans, which could diminish the value of the Company's loan portfolio. Such events may also cause reductions in regional and local economic activity that may have an adverse effect on the Company's customers, which could limit the Company's ability to raise and invest capital in these areas and communities, each of which could have a material adverse effect on the Company's financial condition and results of operations.

ITEM 1B. UNRESOLVED STAFF COMMENTS

There are no unresolved comments from the staff of the SEC required to be disclosed herein as of the date of this report.

ITEM 2. PROPERTIES

The Company's headquarters building is located at 1010 Grand Boulevard in downtown Kansas City, Missouri. The building opened in July 1986 and all 250,000 square feet are occupied by departments and customer service functions of the Bank, as well as administrative offices for the Company.

Other main facilities of the Bank in downtown Kansas City, Missouri are located at 928 Grand Boulevard (185,000 square feet); and 1008 Oak Street (180,000 square feet). The 928 Grand building houses administrative support functions for the Bank. The 928 Grand building is connected to the 1010 Grand building by an enclosed elevated pedestrian walkway. The 1008 Oak building, which opened during the second quarter of 1999, houses the Company's operations and data processing functions.

The Bank leases 49,400 square feet in the Hertz Building located at 2 South Broadway in the heart of the commercial sector of downtown St. Louis, Missouri. This location has a full-service banking center and is home to administrative support functions for the Bank.

The Bank also leases 34,681 square feet on the first, second, and fifth floors of the 1670 Broadway building located in the financial district of downtown Denver, Colorado. The location has a full-service banking center and is home to operational and administrative support functions for the Bank.

As of December 31, 2020, the Bank operated a total of 91 banking centers.

UMBFS leases 88,944 square feet at 235 West Galena Street in Milwaukee, Wisconsin, for its fund services operations. Additionally, UMBFS leases 37,300 square feet at 2225 Washington Boulevard in Ogden, Utah, and 13,689 square feet at 223 Wilmington West Chester Pike in Chadds Ford, Pennsylvania.

Additional information with respect to properties, premises and equipment is presented in Note 1, "Summary of Significant Accounting Policies," and Note 8, "Premises, Equipment, and Leases," in the Notes to the Consolidated Financial Statements in Item 8, pages 68 and 97 of this report, and is hereby incorporated by reference herein.

ITEM 3. LEGAL PROCEEDINGS

In the normal course of business, the Company and its subsidiaries are named defendants in various legal proceedings. In the opinion of management, after consultation with legal counsel, none of these proceedings are expected to have a material effect on the financial position, results of operations, or cash flows of the Company.

ITEM 4. MINE SAFETY DISCLOSURES

Not applicable.

PART II

ITEM 5. MARKET FOR REGISTRANT'S COMMON EQUITY, RELATED STOCKHOLDER MATTERS AND ISSUER PURCHASES OF EQUITY SECURITIES

The Company's common stock is traded on the NASDAQ Global Select Stock Market under the symbol "UMBF." As of February 19, 2021, the Company had 1,978 shareholders of record.

Purchases of Equity Securities by the Issuer and Affiliated Purchasers

The following table provides information about common stock repurchase activity by the Company during the quarter ended December 31, 2020:

ISSUER PURCHASES OF EQUITY SECURITIES

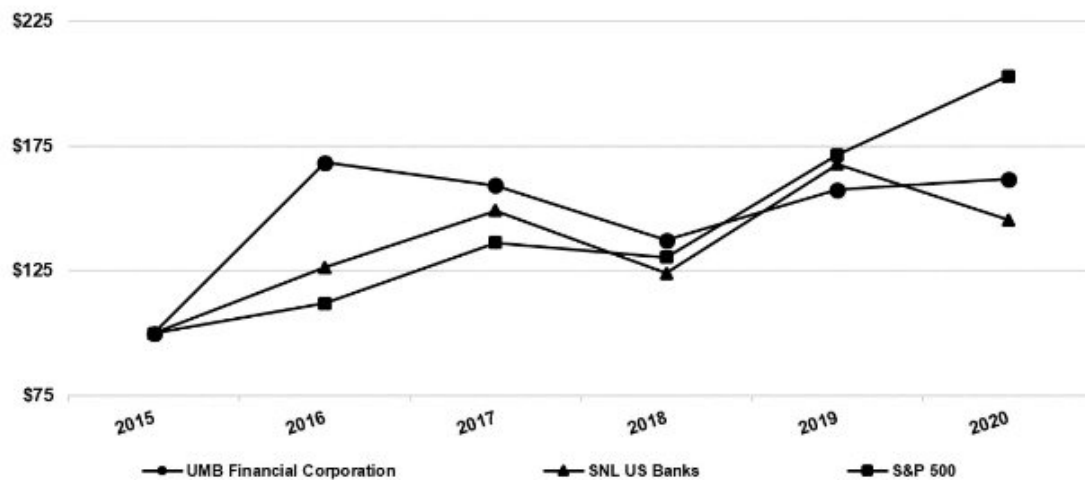
Period	Total Number of Shares Purchased	Average Price Paid per Share	Total Number of Shares Purchased as Part of Publicly Announced Plans or Programs	Maximum Number of Shares that May Yet Be Purchased Under the Plans or Programs
October 1 - October 31, 2020	355	\$ 56.70	355	1,879,611
November 1 - November 30, 2020	67,767	61.60	67,767	1,811,844
December 1 - December 31, 2020	102	69.14	102	1,811,742
Total	<u>68,224</u>	<u>\$ 61.58</u>	<u>68,224</u>	

On April 28, 2020, the Company's Board of Directors (the Board) authorized the repurchase of up to two million shares of the Company's common stock, which will terminate on April 27, 2021 (a Repurchase Authorization). The Company has not made any repurchases other than through this Repurchase Authorization. The Company is not currently engaging in repurchase. In the future, it may determine to resume repurchases. All share purchases pursuant to a Repurchase Authorization are intended to be within the scope of Rule 10b-18 promulgated under the Exchange Act. Rule 10b-18 provides a safe harbor for purchases in a given day if the Company satisfies the manner, timing and volume conditions of the rule when purchasing its own shares of common stock.

Performance Graph

The performance graph below compares the cumulative total shareholder return on UMB Financial Corporation Common Stock with the cumulative total return on the equity securities of companies included in the Standard & Poor's 500 Stock Index and the SNL U.S. Bank Index, measured at the last trading day of each year shown. The graph assumes an investment of \$100 on December 31, 2015 and reinvestment of dividends. The performance graph represents past performance and should not be considered to be an indication of future performance.

Five-Year Total Return



Index	2015	2016	2017	2018	2019	2020
UMB Financial Corporation	\$ 100.00	\$ 168.41	\$ 159.37	\$ 137.28	\$ 157.46	\$ 161.80
SNL US Banks	100.00	126.35	149.21	124.00	167.93	145.49
S&P 500 Index	100.00	111.96	136.40	130.42	171.49	203.04

ITEM 7. MANAGEMENT'S DISCUSSION AND ANALYSIS OF FINANCIAL CONDITION AND RESULTS OF OPERATIONS

MANAGEMENT'S DISCUSSION AND ANALYSIS

This Management's Discussion and Analysis highlights the material changes in the results of operations and changes in financial condition for each of the three years in the period ended December 31, 2020. It should be read in conjunction with the accompanying Consolidated Financial Statements, Notes to Consolidated Financial Statements, and other financial statistics appearing elsewhere in this Annual Report on Form 10-K. Results of operations for the periods included in this review are not necessarily indicative of results to be attained during any future period.

CAUTIONARY NOTICE ABOUT FORWARD-LOOKING STATEMENTS

From time to time the Company has made, and in the future will make, forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. These statements can be identified by the fact that they do not relate strictly to historical or current facts. Forward-looking statements often use words such as "believe," "expect," "anticipate," "intend," "estimate," "project," "outlook," "forecast," "target," "trend," "plan," "goal," or other words of comparable meaning or future-tense or conditional verbs such as "may," "will," "should," "would," or "could." Forward-looking statements convey the Company's expectations, intentions, or forecasts about future events, circumstances, results, or aspirations.

This report, including any information incorporated by reference in this report, contains forward-looking statements. The Company also may make forward-looking statements in other documents that are filed or furnished with the SEC. In addition, the Company may make forward-looking statements orally or in writing to investors, analysts, members of the media, or others.

All forward-looking statements, by their nature, are subject to assumptions, risks, and uncertainties, which may change over time and many of which are beyond the Company's control. You should not rely on any forward-looking statement as a prediction or guarantee about the future. Actual future objectives, strategies, plans, prospects, performance, conditions, or results may differ materially from those set forth in any forward-looking statement. While no list of assumptions, risks, or uncertainties could be complete, some of the factors that may cause actual results or other future events, circumstances, or aspirations to differ from those in forward-looking statements include:

- local, regional, national, or international business, economic, or political conditions or events;
- changes in laws or the regulatory environment, including as a result of financial-services legislation or regulation;
- changes in monetary, fiscal, or trade laws or policies, including as a result of actions by central banks or supranational authorities;
- changes in accounting standards or policies;
- shifts in investor sentiment or behavior in the securities, capital, or other financial markets, including changes in market liquidity or volatility or changes in interest or currency rates;
- changes in spending, borrowing, or saving by businesses or households;
- the Company's ability to effectively manage capital or liquidity or to effectively attract or deploy deposits;
- changes in any credit rating assigned to the Company or its affiliates;
- adverse publicity or other reputational harm to the Company;
- changes in the Company's corporate strategies, the composition of its assets, or the way in which it funds those assets;
- the Company's ability to develop, maintain, or market products or services or to absorb unanticipated costs or liabilities associated with those products or services;

- the Company's ability to innovate to anticipate the needs of current or future customers, to successfully compete in its chosen business lines, to increase or hold market share in changing competitive environments, or to deal with pricing or other competitive pressures;
- changes in the credit, liquidity, or other condition of the Company's customers, counterparties, or competitors;
- the Company's ability to effectively deal with economic, business, or market slowdowns or disruptions;
- judicial, regulatory, or administrative investigations, proceedings, disputes, or rulings that create uncertainty for, or are adverse to, the Company or the financial-services industry;
- the Company's ability to address changing or stricter regulatory or other governmental supervision or requirements;
- the Company's ability to maintain secure and functional financial, accounting, technology, data processing, or other operating systems or facilities, including its capacity to withstand cyber-attacks;
- the adequacy of the Company's corporate governance, risk-management framework, compliance programs, or internal controls, including its ability to control lapses or deficiencies in financial reporting or to effectively mitigate or manage operational risk;
- the efficacy of the Company's methods or models in assessing business strategies or opportunities or in valuing, measuring, monitoring, or managing positions or risk;
- the Company's ability to keep pace with changes in technology that affect the Company or its customers, counterparties, or competitors;
- mergers, acquisitions, or dispositions, including the Company's ability to integrate acquisitions and divest assets;
- the adequacy of the Company's succession planning for key executives or other personnel;
- the Company's ability to grow revenue, control expenses, or attract and retain qualified employees;
- natural disasters, war, terrorist activities, pandemics, or the outbreak of COVID-19 or similar outbreaks, and their effects on economic and business environment in which the Company operates;
- adverse effects due to COVID-19 on the Company and its customers, counterparties, employees, and third-party service providers, and the adverse impacts to our business, financial position, results of operations, and prospects; or
- other assumptions, risks, or uncertainties described in the Risk Factors (Item 1A), Management's Discussion and Analysis of Financial Condition and Results of Operations (Item 7), or the Notes to the Consolidated Financial Statements (Item 8) in this Annual Report on Form 10-K or described in any of the Company's annual, quarterly or current reports.

Any forward-looking statement made by the Company or on its behalf speaks only as of the date that it was made. The Company does not undertake to update any forward-looking statement to reflect the impact of events, circumstances, or results that arise after the date that the statement was made, except as required by applicable securities laws. You, however, should consult further disclosures (including disclosures of a forward-looking nature) that the Company may make in any subsequent Annual Report on Form 10-K, Quarterly Report on Form 10-Q, or Current Report on Form 8-K.

Results of Operations

Overview

During the first quarter of 2020, the global economy began experiencing a downturn related to the impacts of the COVID-19 global pandemic. Such impacts have included significant volatility in the global stock and fixed income markets, a 150-basis-point reduction in the target federal funds rate, the enactment of the CARES Act, including the PPP administered by the Small Business Administration, and a variety of rulings from the Company's banking regulators.

The Company continues to actively monitor developments related to COVID-19 and its impact to its business, customers, employees, counterparties, vendors, and service providers. During the year ended December 31, 2020, the Company's results of operations included building of the allowance for credit losses (ACL) and monitoring key macroeconomic variables utilized in the econometric models under the CECL accounting standard adopted on January 1, 2020 and \$6.9 million of nonrecurring COVID-19 specific expenses. Additionally, the Company continued to see impacts of the volatile equity and debt markets and low interest rate environment in its fee-based businesses.

In response to the COVID-19 pandemic, the Company formed a Pandemic Taskforce and a steering group comprised of associates across multiple lines of business and support functions and has taken several actions to offer various forms of support to our customers, employees, and communities that have experienced impacts resulting from the COVID-19 pandemic. As of December 31, 2020, approximately 65% of the Company's associates are working remotely. The Company has also increased purchases of computer hardware to support a remote workforce, as well as incurred additional cleaning and janitorial expense to disinfect branch and office locations. In addition, the Company is actively working with customers impacted by the economic downturn by offering payment deferrals and other loan modifications where appropriate. See further details under "Credit Risk Management" within "Item 7A. Quantitative and Qualitative Disclosures about Market Risk." Additionally, the Company has recorded over 5,000 loans totaling \$1.5 billion under the PPP.

In light of volatility in the capital markets and economic disruptions, the Company continues to carefully monitor its capital and liquidity position. In March 2020, the U.S. banking agencies issued an interim final rule that provides banking organizations with an alternative option to delay for two years an estimate of CECL's effect on regulatory capital, relative to the incurred loss methodology's effect on regulatory capital, followed by a three-year transition period. The Company elected this alternative in the first quarter of 2020. The Company continues to anticipate that it will have sufficient capital levels to meet all applicable regulatory capital requirements.

The COVID-19 pandemic and stay-at-home and similar mandates have also necessitated certain actions related to the way the Company operates its business. As noted above, the Company transitioned most of its workforce off-site or to work-from-home to help mitigate health risks. The Company is also carefully monitoring the activities of its vendors and other third-party service providers to mitigate the risks associated with any potential service disruptions. The length of time it may be required to operate under such circumstances and future degrees of disruption remain uncertain. While the Company has not experienced material adverse disruptions to its internal operations due to the pandemic, it continues to review evolving risks and developments.

The Company focuses on the following four core financial objectives. Management believes these objectives will guide its efforts to achieve its vision, to deliver *the* Unparalleled Customer Experience, all while seeking to improve net income and strengthen the balance sheet while undertaking prudent risk management.

The first financial objective is to continuously improve operating efficiencies. The Company has focused on identifying efficiencies that simplify our organizational and reporting structures, streamline back office functions and take advantage of synergies and newer technologies among various platforms and distribution networks. The Company has identified and expects to continue identifying ongoing efficiencies through the normal course of business that, when combined with increased revenue, will contribute to improved operating leverage. For 2020, total revenue increased 17.6%, and noninterest expense also increased 5.5%, as compared to the previous year. The Company continues to invest in technological advances that it believes will help management drive operating leverage in the future through improved data analysis and automation. The Company also continues to evaluate core systems and will invest in enhancements that it believes will yield operating efficiencies.

The second financial objective is to increase net interest income through profitable loan and deposit growth and the optimization of the balance sheet. For 2020, net interest income increased \$60.3 million, or 9.0%, as compared to the previous year. The Company has shown increased net interest income through the effects of increased volume and mix of average earning assets. Loans recorded under the PPP increased loan interest income by \$29.5 million in 2020. The additional increase in interest income was driven by an increase of \$1.3 billion in PPP loans. These increases were offset by the recent interest rate reductions related to the pandemic. Average loan balances increased \$2.4 billion, or 18.5%, from prior year. Average PPP loans account for \$1.0 billion of this increase. The funding for these assets was driven primarily by a 17.4% increase in average interest-bearing liabilities. Net interest margin, on a tax-equivalent basis, decreased 31 basis points compared to the same period in 2019.

The third financial objective is to grow the Company's revenue from noninterest sources. The Company seeks to grow noninterest revenues throughout all economic and interest rate cycles, while positioning itself to benefit in periods of economic growth. Noninterest income increased \$133.4 million, or 31.3%, to \$560.2 million for the year ended December 31, 2020, compared to the same period in 2019. This increase was primarily attributable to an increase of \$118.4 million in Investment securities gains, net, principally driven by the \$108.8 million gain on the Company's investment in Tattooed Chef, Inc., as well as increased fund serving income, and trading and investment banking income. These changes are discussed in greater detail below under Noninterest income. As of December 31, 2020, noninterest income represented 43.4% of total revenues, as compared to 38.9% for 2019.

The fourth financial objective is effective capital management. The Company places a significant emphasis on maintaining a strong capital position, which management believes promotes investor confidence, provides access to funding sources under favorable terms, and enhances the Company's ability to capitalize on business growth and acquisition opportunities. The Company continues to maximize shareholder value through a mix of reinvesting in organic growth, evaluating acquisition opportunities that complement the Company's strategies, increasing dividends over time, and appropriately utilizing a share repurchase program. At December 31, 2020, the Company had a total risk-based capital ratio of 14.26% and \$3.0 billion in total shareholders' equity, an increase of \$410.5 million, or 15.7%, compared to total shareholders' equity at December 31, 2019. The Company repurchased 1.2 million shares of common stock at an average price of \$53.27 per share during 2020 and declared \$60.7 million in dividends, which represents a 1.8% increase compared to dividends declared during 2019.

Earnings Summary

The Company recorded consolidated income from continuing operations of \$286.5 million for the year ended December 31, 2020. This represents a 17.6% increase over 2019. Income from continuing operations for 2019 was \$243.6 million, or an increase of 24.1% compared to 2018. Basic earnings per share from continuing operations for the year ended December 31, 2020, were \$5.95 per share compared to \$4.99 per share in 2019, an increase of 19.2%. Basic earnings per share from continuing operations were \$3.98 per share in 2018, or an increase of 25.4% from 2018 to 2019. Fully diluted earnings per share from continuing operations increased 19.6% from 2019 to 2020 and increased 25.9% from 2018 to 2019.

The Company's net interest income increased to \$731.2 million in 2020 compared to \$670.9 million in 2019 and \$610.4 million in 2018. In total, a favorable volume variance, partially offset by an unfavorable rate variance, resulted in a \$60.3 million increase in net interest income in 2020, compared to 2019. See Table 2 on page 30. The favorable volume variance on earning assets was predominantly driven by the increase in average loan balances of \$2.4 billion, or 18.5%, for 2020 compared to the same period in 2019. Net interest margin, on a tax-equivalent basis, decreased to 2.81% for 2020, compared to 3.12% for the same period in 2019, as the asset yields and the cost of interest-bearing liabilities decreased, coupled with an increased balance sheet. This created significant margin compression. The Company has seen a decrease in the benefit from interest-free funds as compared to 2019 driven by the lower rate environment. The impact of this benefit decreased 28 basis points compared to 2019 and is illustrated on Table 3 on page 31. The magnitude and duration of this impact will be largely dependent upon the FRB's policy decisions and market movements. See Table 20 in Item 7A on page 52 for an illustration of the impact of an interest rate increase or decrease on net interest income as of December 31, 2020.

The provision for credit losses totaled \$130.5 million for the year ended December 31, 2020, which is an increase of \$97.7 million, or 297.3%, compared to the same period in 2019. This change is the result of the adoption of the CECL standard and applying this methodology for computing the allowance for credit losses, coupled with the impacts of the current and forecasted economic environment related to the COVID-19 pandemic. See further discussion in "Provision and Allowance for Credit Losses" on page 31.

The Company had an increase of \$133.4 million, or 31.3%, in noninterest income in 2020, as compared to 2019, and an increase of \$25.1 million, or 6.2%, in 2019, compared to 2018. The increase in 2020 is primarily attributable to an increase of \$118.4 million in Investment securities gains, net, primarily driven by the \$108.8 million gain on the Company's investment in Tattooed Chef, Inc., as well as increased fund serving income, and trading and investment banking income. These are offset by decreases in brokerage and bankcard income. The change in noninterest income in 2020 from 2019, and 2019 from 2018 is illustrated in Table 6 on page 35.

Noninterest expense increased in 2020 by \$43.1 million, or 5.5%, compared to 2019 and increased by \$61.1 million, or 8.5%, in 2019 compared to 2018. The increase in 2020 is primarily driven by increases in salary and employee benefits expense, operating losses, and equipment expense. These increases were offset by a decrease in

marketing and business development expense. The increase in noninterest expense in 2020 from 2019, and 2019 from 2018 is illustrated in Table 7 on page 36.

Net Interest Income

Net interest income is a significant source of the Company's earnings and represents the amount by which interest income on earning assets exceeds the interest expense paid on liabilities. The volume of interest earning assets and the related funding sources, the overall mix of these assets and liabilities, and the interest rates paid on each affect net interest income. Table 2 summarizes the change in net interest income resulting from changes in volume and rates for 2020, 2019 and 2018.

Net interest margin, presented in Table 1 on page 28, is calculated as net interest income on a fully tax- equivalent basis (FTE) as a percentage of average earning assets. Net interest income is presented on a tax-equivalent basis to adjust for the tax-exempt status of earnings from certain loans and investments, which are primarily obligations of state and local governments. A critical component of net interest income and related net interest margin is the percentage of earning assets funded by interest-free sources. Table 3 analyzes net interest margin for the three years ended December 31, 2020, 2019 and 2018. Net interest income, average balance sheet amounts and the corresponding yields earned and rates paid for the years 2018 through 2020 are presented in Table 1 below.

The following table presents, for the periods indicated, the average earning assets and resulting yields, as well as the average interest-bearing liabilities and resulting yields, expressed in both dollars and rates.

Table 1

THREE YEAR AVERAGE BALANCE SHEETS/YIELDS AND RATES (tax-equivalent basis)
(in millions)

	2020			2019		
	Average Balance	Interest Income/Expense (1)	Rate Earned/Paid (1)	Average Balance	Interest Income/Expense (1)	Rate Earned/Paid (1)
ASSETS						
Loans and loans held for sale (FTE) (2) (3)	\$ 15,126.1	\$ 586.0	3.87%	\$ 12,764.6	\$ 637.9	5.00%
Securities:						
Taxable	5,256.7	105.7	2.01	4,524.9	106.1	2.34
Tax-exempt (FTE)	4,226.4	126.3	2.99	3,797.0	113.7	3.00
Total securities	9,483.1	232.0	2.45	8,321.9	219.8	2.64
Federal funds sold and resell agreements	1,099.4	11.8	1.08	535.4	13.8	2.59
Interest-bearing due from banks	1,218.9	3.8	0.31	584.8	12.9	2.20
Other earning assets (FTE)	37.1	1.6	4.28	52.3	2.5	4.79
Total earning assets (FTE)	26,964.6	835.2	3.10	22,259.0	886.9	3.98
Allowance for credit losses	(184.5)			(107.4)		
Cash and due from banks	440.5			454.6		
Other assets	1,347.5			1,178.4		
Total assets	<u>\$ 28,568.1</u>			<u>\$ 23,784.6</u>		
LIABILITIES AND SHAREHOLDERS' EQUITY						
Interest-bearing demand and savings deposits	\$ 14,446.2	\$ 49.1	0.34%	\$ 12,161.8	\$ 138.7	1.14%
Time deposits under \$250,000	488.3	5.0	1.02	366.3	5.6	1.53
Time deposits of \$250,000 or more	402.0	4.1	1.02	644.1	9.9	1.54
Total interest-bearing deposits	15,336.5	58.2	0.38	13,172.2	154.2	1.17
Borrowed funds	137.0	7.3	5.30	69.8	5.2	7.51
Federal funds purchased and repurchase agreements	2,023.8	11.8	0.58	1,657.3	32.6	1.96
Total interest-bearing liabilities	17,497.3	77.3	0.44	14,899.3	192.0	1.29
Noninterest-bearing demand deposits	7,845.6			6,132.2		
Other	420.2			301.3		
Total	25,763.1			21,332.8		
Total shareholders' equity	2,805.0			2,451.8		
Total liabilities and shareholders' equity	<u>\$ 28,568.1</u>			<u>\$ 23,784.6</u>		
Net interest income (FTE)		\$ 757.9			\$ 694.9	
Net interest spread (FTE)			2.66%			2.69%
Net interest margin (FTE)			2.81%			3.12%

(1) Interest income and yields are stated on a fully tax-equivalent (FTE) basis, using a marginal tax rate of 21% for 2020, 2019, and 2018. The tax-equivalent interest income and yields give effect to tax-exempt interest income net of the disallowance of interest expense, for federal income tax purposes related to certain tax-free assets. Rates earned/paid may not compute to the rates shown due to presentation in millions. The tax-equivalent interest income totaled \$26.7 million, \$24.0 million, and \$20.0 million in 2020, 2019, and 2018, respectively.

(2) Loan fees are included in interest income. Such fees totaled \$13.7 million, \$14.5 million, and \$17.0 million in 2020, 2019, and 2018, respectively.

(3) Loans on nonaccrual are included in the computation of average balances. Interest income on these loans is also included in loan income.

THREE YEAR AVERAGE BALANCE SHEETS/YIELDS AND RATES (tax-equivalent basis)*(in millions)*

	2018		
	Average Balance	Interest Income/Expense (1)	Rate Earned/Paid (1)
ASSETS			
Loans and loans held for sale (FTE) (2) (3)	\$ 11,606.5	\$ 559.4	4.82%
Securities:			
Taxable	3,858.8	83.3	2.16
Tax-exempt (FTE)	3,505.6	94.1	2.68
Total securities	7,364.4	177.4	2.41
Federal funds sold and resell agreements	178.8	4.8	2.69
Interest-bearing due from banks	419.8	7.9	1.88
Other earning assets (FTE)	49.3	2.5	4.97
Total earning assets (FTE)	19,618.8	752.0	3.83
Allowance for credit losses	(100.9)		
Cash and due from banks	396.1		
Other assets	1,085.8		
Total assets	<u>\$ 20,999.8</u>		
LIABILITIES AND SHAREHOLDERS' EQUITY			
Interest-bearing demand and savings deposits	\$ 10,113.3	\$ 80.9	0.80%
Time deposits under \$250,000	355.3	3.8	1.07
Time deposits of \$250,000 or more	687.4	7.4	1.08
Total interest-bearing deposits	11,156.0	92.1	0.83
Borrowed funds	68.9	4.7	6.80
Federal funds purchased and repurchase agreements	1,559.1	24.7	1.59
Total interest-bearing liabilities	12,784.0	121.5	0.95
Noninterest-bearing demand deposits	5,828.5		
Other	192.5		
Total	18,805.0		
Total shareholders' equity	2,194.8		
Total liabilities and shareholders' equity	<u>\$ 20,999.8</u>		
Net interest income (FTE)		\$ 630.5	
Net interest spread (FTE)			2.88%
Net interest margin (FTE)			<u>3.21%</u>

Table 3

ANALYSIS OF NET INTEREST MARGIN (in thousands)

	2020	2019	2018
Average earning assets	\$ 26,964,640	\$ 22,259,016	\$ 19,618,889
Interest-bearing liabilities	17,497,262	14,899,273	12,783,965
Interest-free funds	\$ 9,467,378	\$ 7,359,743	\$ 6,834,924
Free funds ratio (interest free funds to average earning assets)	35.11%	33.06%	34.84%
Tax-equivalent yield on earning assets	3.10%	3.98%	3.83%
Cost of interest-bearing liabilities	0.44	1.29	0.95
Net interest spread	2.66%	2.69%	2.88%
Benefit of interest-free funds	0.15	0.43	0.33
Net interest margin	2.81%	3.12%	3.21%

The Company experienced an increase in net interest income of \$60.3 million, or 9.0%, for the year ended December 31, 2020, compared to 2019. This follows an increase of \$60.5 million, or 9.9%, for the year ended December 31, 2019, compared to 2018. Average earning assets for the year ended December 31, 2020 increased by \$4.7 billion, or 21.1%, compared to the same period in 2019. Net interest margin, on a tax-equivalent basis, decreased to 2.81% for 2020 compared to 3.12% in 2019.

The Company funds a significant portion of its balance sheet with noninterest-bearing demand deposits. Noninterest-bearing demand deposits represented 36.5%, 32.1% and 34.6% of total outstanding deposits at December 31, 2020, 2019 and 2018, respectively. As illustrated in Table 3, the impact from these interest-free funds was 15 basis points in 2020, as compared to 43 basis points in 2019 and 33 basis points in 2018.

The Company has experienced an increase in net interest income during 2020 due to a volume variance of \$115.8 million, offset by a negative rate variance of \$55.5 million. The average rate on earning assets during 2020 has decreased by 88 basis points, while the average rate on interest-bearing liabilities decreased by 85 basis points, resulting in a three basis-point decrease in spread. The volume of loans has increased from an average of \$12.8 billion in 2019 to an average of \$15.1 billion in 2020 driven both by organic loan growth and participation in the PPP loan program. The volume of interest-bearing liabilities increased from \$14.9 billion in 2019 to \$17.5 billion in 2020. The Company expects to see continued volatility in the economic markets and government responses to these changes as a result of the COVID-19 pandemic. These changing conditions and governmental responses could have impacts on the balance sheet and income statement of the Company in 2021. Loan-related earning assets tend to generate a higher spread than those earned in the Company's investment portfolio. By design, the Company's investment portfolio is moderate in duration and liquid in its composition of assets.

During 2021, approximately \$1.8 billion of available-for-sale securities are expected to have principal repayments. This includes approximately \$592 million which will have principal repayments during the first quarter of 2021. The available-for-sale investment portfolio had an average life of 70.1 months, 70.9 months, and 56.8 months as of December 31, 2020, 2019, and 2018, respectively.

Provision and Allowance for Credit Losses

The ACL represents management's judgment of total expected losses included in the Company's loan portfolio as of the balance sheet date. The Company's process for recording the ACL is based on the evaluation of the Company's lifetime historical loss experience, management's understanding of the credit quality inherent in the loan portfolio, and the impact of the current economic environment, coupled with reasonable and supportable economic forecasts.

A mathematical calculation of an estimate is made to assist in determining the adequacy and reasonableness of management's recorded ACL. To develop the estimate, the Company follows the guidelines in Accounting Standards Codification (ASC) Topic 326, *Financial Instruments – Credit Losses* (ASC 326). The estimate reserves for assets held at amortized cost and any related credit deterioration in the Company's available-for-sale debt security portfolio. Assets held at amortized cost include the Company's loan book and held-to-maturity security portfolio.

The process involves the consideration of quantitative and qualitative factors relevant to the specific segmentation of loans. These factors have been established over decades of financial institution experience and include economic observation and loan loss characteristics. This process is designed to produce a lifetime estimate of the losses, at a reporting date, that includes evaluation of historical loss experience, current economic conditions, reasonable and supportable forecasts, and the qualitative framework outlined by the Office of the Comptroller of the Currency in the published 2020 Interagency Policy Statement. This process allows management to take a holistic view of the recorded ACL reserve and ensure that all significant and pertinent information is considered.

The Company considers a variety of factors to ensure the safety and soundness of its estimate including a strong internal control framework, extensive methodology documentation, credit underwriting standards which encompass the Company's desired risk profile, model validation, and ratio analysis. If the Company's total ACL estimate, as determined in accordance with the approved ACL methodology, is either outside a reasonable range based on review of economic indicators or by comparison of historical ratio analysis, the ACL estimate is an outlier and management will investigate the underlying reason(s). Based on that investigation, issues or factors that previously had not been considered may be identified in the estimation process, which may warrant adjustments to estimated credit losses.

The ending result of this process is a recorded consolidated ACL that represents management's best estimate of the total expected losses included in the loan portfolio, held-to-maturity securities, and credit deterioration in available-for-sale securities.

Table 4 presents the components of the allowance by loan portfolio segment. The Company manages the ACL against the risk in the entire loan portfolio and therefore, the allocation of the ACL to a particular loan segment may change in the future. Management of the Company believes the present ACL is adequate considering the Company's loss experience, delinquency trends and current economic conditions. Future economic conditions and borrowers' ability to meet their obligations, however, are uncertainties which could affect the Company's ACL and/or need to change its current level of provision. For more information on loan portfolio segments and ACL methodology refer to Note 3, "Loans and Allowance for Credit Losses," in the Notes to the Consolidated Financial Statements.

Table 4

ALLOCATION OF ALLOWANCE FOR CREDIT LOSSES (in thousands)

This table presents an allocation of the allowance for credit losses by loan portfolio segment, which represents the total expected losses derived by both quantitative and qualitative methods. The amounts presented are not necessarily indicative of actual future charge-offs in any particular category and are subject to change. The disclosure as of December 31, 2020 and 2019 are presented based on the loan classes upon adoption of ASC 326, while prior period amounts continue to be presented in accordance with the loan classes under previously applicable GAAP.

Loan Category	December 31,	
	2020	2019
Commercial and industrial	\$ 122,700	\$ 63,313
Specialty lending	5,219	2,545
Commercial real estate	61,931	15,951
Consumer real estate	6,586	2,623
Consumer	1,480	543
Credit cards	15,786	15,739
Leases and other	2,271	1,074
Held-to-maturity securities	2,610	—
Total allowance	<u>\$ 218,583</u>	<u>\$ 101,788</u>

Loan Category	December 31,		
	2018	2017	2016
Commercial	\$ 80,888	\$ 81,156	\$ 71,657
Real estate	13,664	9,312	10,569
Consumer	9,071	10,083	9,311
Leases	12	53	112
Total allowance	<u>\$ 103,635</u>	<u>\$ 100,604</u>	<u>\$ 91,649</u>

Table 5 presents a five-year summary of the Company's ACL. Also, please see "Quantitative and Qualitative Disclosures About Market Risk – Credit Risk Management" on page 54 in this report for information relating to nonaccrual, past due, restructured loans, and other credit risk matters. For more information on loan portfolio segments and ACL methodology refer to Note 3, "Loans and Allowance for Credit Losses," in the Notes to the Consolidated Financial Statements.

As illustrated in Table 5 below, the ACL increased as a percentage of total loans to 1.34% as of December 31, 2020, compared to 0.76% as of December 31, 2019. The provision for credit losses, including provision for off-balance sheet credit exposures, totaled \$130.5 million for the year ended December 31, 2020, which is an increase of \$97.7 million, or 297.3%, compared to the same period in 2019. This increase is the result of the adoption of the CECL standard and applying this methodology for computing the allowance for credit losses, coupled with the impacts of the current and forecasted economic environment related to the COVID-19 pandemic. The provision for loan losses totaled \$32.9 million and \$70.8 million for the years ended December 31, 2019 and 2018, respectively.

Table 5

ANALYSIS OF ALLOWANCE FOR CREDIT LOSSES (in thousands)

	2020	2019	2018	2017	2016
Allowance – January 1	\$ 101,788	\$ 103,635	\$ 100,604	\$ 91,649	\$ 81,143
Cumulative effect adjustment ⁽¹⁾	9,030	—	—	—	—
Adjusted allowance – January 1	110,818	103,635	100,604	91,649	81,143
Provision for credit losses	127,890	32,850	70,750	41,000	32,500
Charge-offs:					
Commercial	(8,587)	(19,267)	(15,110)	(26,708)	(11,745)
Specialty lending	—	(16,813)	(48,828)	(648)	(513)
Commercial real estate	(11,939)	(392)	(3,185)	(534)	(5,973)
Consumer real estate	(219)	(52)	(243)	(458)	(783)
Consumer	(607)	(909)	(1,143)	(948)	(843)
Credit cards	(7,326)	(8,647)	(9,034)	(9,310)	(8,966)
Leases and other	(11)	—	—	—	—
Total charge-offs	(28,689)	(46,080)	(77,543)	(38,606)	(28,823)
Recoveries:					
Commercial and industrial	6,473	3,579	6,661	3,168	3,596
Specialty lending	—	3,992	—	—	—
Commercial real estate	91	738	197	681	839
Consumer real estate	69	384	248	285	146
Consumer	307	509	898	533	518
Credit cards	1,618	2,181	1,820	1,894	1,730
Leases and other	6	—	—	—	—
Total recoveries	8,564	11,383	9,824	6,561	6,829
Net charge-offs	(20,125)	(34,697)	(67,719)	(32,045)	(21,994)
Allowance for credit losses – end of period	\$ 218,583	\$ 101,788	\$ 103,635	\$ 100,604	\$ 91,649
Allowance for credit losses on loans	\$ 215,973	\$ 101,788	\$ 103,635	\$ 100,604	\$ 91,649
Allowance for credit losses on held-to-maturity securities	2,610	—	—	—	—
Loans at end of year, net of unearned interest	16,103,651	13,431,722	12,178,150	11,280,514	10,540,383
Held-to-maturity securities at end of period	1,014,614	1,116,102	1,170,646	1,261,014	1,115,932
Total assets at amortized cost	17,118,265	14,547,824	13,348,796	12,541,528	11,656,315
Average loans, net of unearned interest	15,109,392	12,759,387	11,604,633	10,841,486	9,986,151
Allowance for credit losses on loans to loans at end of period	1.34%	0.76%	0.85%	0.89%	0.87%
Allowance for credit losses – end of period to total assets at amortized cost	1.28%	N/A ⁽¹⁾	N/A ⁽¹⁾	N/A ⁽¹⁾	N/A ⁽¹⁾
Allowance as a multiple of net charge-offs	10.86x	2.93x	1.53x	3.14x	4.17x
Net charge-offs to average loans	0.13%	0.27%	0.58%	0.30%	0.22%

(1) Related to the adoption of ASU No. 2016-13. See Note 2, “New Accounting Pronouncements”, for further detail.

Noninterest Income

A key objective of the Company is the growth of noninterest income to provide a diverse source of revenue not directly tied to interest rates. Fee-based services are typically non-credit related and are not generally affected by fluctuations in interest rates. Noninterest income increased in 2020 by \$133.4 million, or 31.3%, compared to 2019 and increased in 2019 by \$25.1 million, or 6.2%, compared to 2018. The increase in 2020 is primarily attributable to an increase in investment securities gains, net, fund servicing income, and trading and investment banking income. These are offset by decreases in brokerage and bankcard income. The increase in 2019 is

primarily attributable to trading and investment banking, brokerage, trust and securities processing, company-owned life insurance, and derivative income.

The Company's fee-based services offer multiple products and services, which management believes will more closely align with customer product demands. The Company is currently emphasizing fee-based services including trust and securities processing, bankcard, securities trading and brokerage and cash and treasury management. Management believes that it can offer these products and services both efficiently and profitably, as most have common platforms and support structures.

Table 6

SUMMARY OF NONINTEREST INCOME (in thousands)

	Year Ended December 31,			Dollar Change		Percent Change	
	2020	2019	2018	20-19	19-18	20-19	19-18
Trust and securities processing	\$ 194,646	\$ 176,913	\$ 172,163	\$ 17,733	\$ 4,750	10.0%	2.8%
Trading and investment banking	32,945	23,466	15,584	9,479	7,882	40.4	50.6
Service charges on deposit accounts	83,879	82,748	84,287	1,131	(1,539)	1.4	(1.8)
Insurance fees and commissions	1,369	1,634	1,292	(265)	342	(16.2)	26.5
Brokerage fees	24,350	31,261	25,807	(6,911)	5,454	(22.1)	21.1
Bankcard fees	60,544	66,727	68,520	(6,183)	(1,793)	(9.3)	(2.6)
Investment securities gains, net	120,634	2,245	3,521	118,389	(1,276)	5,273.5	(36.2)
Other	41,799	41,776	30,524	23	11,252	0.1	36.9
Total noninterest income	\$ 560,166	\$ 426,770	\$ 401,698	\$ 133,396	\$ 25,072	31.3%	6.2%

Noninterest income and the year-over-year changes in noninterest income are summarized in Table 6 above. The dollar change and percent change columns highlight the respective net increase or decrease in the categories of noninterest income in 2020 compared to 2019, and in 2019 compared to 2018.

Trust and securities processing income consists of fees earned on personal and corporate trust accounts, custody of securities services, trust investments and wealth management services, and mutual fund assets servicing. This income category increased by \$17.7 million, or 10.0% in 2020, compared to 2019, and increased by \$4.8 million, or 2.8%, in 2019, compared to 2018. During 2020, fund services income increased \$10.6 million and corporate trust income increased \$7.2 million. During 2019, corporate trust revenue increased \$6.9 million, partially offset by a decrease of \$1.4 million in fee income from fund services fees.

Trading and investment banking income increased \$9.5 million, or 40.4%, in 2020 compared to 2019 and increased \$7.9 million, or 50.6%, in 2019 compared to 2018. The increase in 2020 compared to 2019 and the increase in 2019 compared to 2018 was driven by increased bond trading income.

Brokerage fees decreased \$6.9 million, or 22.1%, in 2020 compared to 2019 but increased \$5.5 million, or 21.1%, in 2019 compared to 2018. The decrease in 2020 was driven by lower 12b-1 fees related to the reduction in interest rates during the year. The increase from 2018 to 2019 primarily due to an increase in money market and 12b-1 income driven by an increase in volume and interest rates.

Bankcard fees decreased \$6.2 million, or 9.3%, in 2020 compared to 2019, and decreased \$1.8 million, or 2.6%, in 2019 compared to 2018. The decrease in 2020 compared to 2019 was primarily driven by decreased interchange income, offset by decreased rewards and rebate expense. The decrease in 2019 compared to 2018 was primarily driven by increased rebate expense.

Investment securities gains, net increased \$118.4 million in 2020 compared to 2019 but decreased by \$1.3 million in 2019 compared to 2018. The increase in 2020 was driven by the \$108.8 million gain on the Company's investment in Tattooed Chef, Inc., an increase of \$3.9 million in gains on equity securities without readily determinable fair values, and an increase of \$3.8 million in gains on sales of available-for-sale securities. The decrease in 2019 was driven by a decrease in gains on equity securities without readily determinable fair values of \$3.9 million, offset by an increase in gains on sale of available-for-sale securities of \$2.6 million.

Other noninterest income is flat in 2020 compared to 2019 and increased \$11.3 million, or 36.9%, in 2019 compared to 2018. The increase from 2018 to 2019 was primarily due to an increase in company-owned life insurance income and derivative income. Changes in company-owned life insurance are offset by proportionate changes in deferred compensation expense noted below.

Noninterest Expense

Noninterest expense increased in 2020 by \$43.1 million, or 5.5%, compared to 2019 and increased in 2019 by \$61.1 million, or 8.5%, compared to 2018. From 2019 to 2020 the increases were driven by salary and employee benefits expense, other miscellaneous expense, and equipment expense, offset by a decrease in marketing and business development expense. The main drivers of the increase from 2018 to 2019 were salary and employee benefits expense, processing fees, and equipment expense. Table 7 below summarizes the components of noninterest expense and the respective year-over-year changes for each category.

Table 7

SUMMARY OF NONINTEREST EXPENSE (in thousands)

	Year Ended December 31,			Dollar Change		Percent Change	
	2020	2019	2018	20-19	19-18	20-19	19-18
Salaries and employee benefits	\$ 495,464	\$ 461,445	\$ 419,091	\$ 34,019	\$ 42,354	7.4%	10.1%
Occupancy, net	47,476	47,771	45,239	(295)	2,532	(0.6)	5.6
Equipment	85,719	79,086	75,184	6,633	3,902	8.4	5.2
Supplies and services	15,537	18,699	16,103	(3,162)	2,596	(16.9)	16.1
Marketing and business development	14,679	26,257	24,372	(11,578)	1,885	(44.1)	7.7
Processing fees	54,213	52,198	46,977	2,015	5,221	3.9	11.1
Legal and consulting	29,765	31,504	29,859	(1,739)	1,645	(5.5)	5.5
Bankcard	18,954	17,750	17,514	1,204	236	6.8	1.3
Amortization of other intangible assets	6,517	5,506	5,764	1,011	(258)	18.4	(4.5)
Regulatory fees	10,279	11,489	12,695	(1,210)	(1,206)	(10.5)	(9.5)
Other	43,402	27,155	25,002	16,247	2,153	59.8	8.6
Total noninterest expense	<u>\$ 822,005</u>	<u>\$ 778,860</u>	<u>\$ 717,800</u>	<u>\$ 43,145</u>	<u>\$ 61,060</u>	<u>5.5%</u>	<u>8.5%</u>

Salaries and employee benefits expense increased \$34.0 million, or 7.4%, in 2020 compared to 2019 and \$42.4 million, or 10.1%, in 2019 compared to 2018. In 2020, bonus and commission expense increased \$23.6 million, or 25.3%, driven by business volumes and revenue growth, and higher company performance. Salary and wage expense increased \$12.1 million, or 4.3%. These increases were offset by a decrease in employee benefits expense of \$1.7 million, or 2.1%. In 2019, employee benefit expense increased \$16.1 million, or 23.8%, driven by higher deferred compensation expense. Salary and wage expense increased \$14.4 million, or 5.3%, and bonus and commission expense increased \$11.9 million, or 14.6%.

Equipment expense increased \$6.6 million, or 8.4%, and \$3.9 million, or 5.2% in 2020 and 2019, respectively. This increase is driven by increased computer hardware and software expenses for the ongoing investments in digital channel and integrated platform solutions to support business growth and the continued modernization of the Company's core systems in both years.

Marketing and business development expense decreased \$11.6 million, or 44.1%, in 2020 compared to 2019, but increased \$1.9 million, or 7.7%, in 2019 compared to 2018. The decrease in 2020 is driven by reduced travel and entertainment expenses and business development expense related to the COVID-19 pandemic. The increase in 2019 was driven by the timing of advertising and business development projects and higher travel expenses as compared to 2018.

Processing fees expense increased \$2.0 million, or 3.9%, in 2020 compared to 2019, and increased \$5.2 million, or 11.1%, in 2019 compared to 2018. The increases in 2020 and 2019 are primarily driven by ongoing investments in digital channel and integrated platform solutions to support business growth and the continued modernization of the Company's core systems.

Other noninterest expense increased \$16.2 million, or 59.8%, and increased \$2.2 million, or 8.6%, in 2020 and 2019, respectively. The increase in 2020 is primarily driven by higher operational losses and derivative expense. The increase in 2019 is primarily driven by higher operational losses, offset by lower other real estate and repossession expenses as compared to 2018.

Income Taxes

Income tax expense for continuing operations totaled \$52.4 million, \$42.4 million, and \$27.3 million in 2020, 2019, and 2018 respectively. These amounts equate to effective tax rates of 15.5%, 14.8%, and 12.2% for 2020, 2019 and 2018, respectively. The increase in the effective tax rate from 2019 to 2020 is primarily attributable to a smaller portion of pre-tax income being earned from tax-exempt municipal securities. The increase in the effective tax rate from 2018 to 2019 is primarily attributable to a discrete tax benefit of \$5.1 million related to 2017 federal provision-to-return adjustments recorded in 2018 with no corresponding adjustment in 2019. Of this amount, \$5.0 million was due to the remeasurement of deferred tax assets and liabilities upon completion of the 2017 federal tax return during the fourth quarter of 2018.

For further information on income taxes refer to Note 17, "Income Taxes," in the Notes to the Consolidated Financial Statements.

Business Segments

The Company has strategically aligned its operations into the following three reportable segments: Commercial Banking, Institutional Banking, and Personal Banking (collectively, the Business Segments). Senior executive officers regularly evaluate Business Segment financial results produced by the Company's internal reporting system in deciding how to allocate resources and assess performance for individual Business Segments. Prior to 2020, the Company had the following four Business Segments: Commercial Banking, Institutional Banking, Personal Banking, and Healthcare Services. In the first quarter of 2020, the Company merged the Healthcare Services segment into the Institutional Banking segment to better reflect how the Company's core businesses, products and services are currently being evaluated by management. The management accounting system assigns balance sheet and income statement items to each Business Segment using methodologies that are refined on an ongoing basis. For comparability purposes, amounts in all periods are based on methodologies in effect at December 31, 2020. Previously reported results have been reclassified in this Form 10-K to conform to the Company's current organizational structure.

Table 8

COMMERCIAL BANKING OPERATING RESULTS (in thousands)

	Year Ended December 31,		Dollar Change	Percent Change
	2020	2019	20-19	20-19
Net interest income	\$ 475,425	\$ 412,232	\$ 63,193	15.3%
Provision for credit losses	119,424	26,159	93,265	356.5
Noninterest income	189,412	81,609	107,803	132.1
Noninterest expense	272,283	267,345	4,938	1.8
Income before taxes	273,130	200,337	72,793	36.3
Income tax expense	42,223	29,679	12,544	42.3
Income from continuing operations	\$ 230,907	\$ 170,658	\$ 60,249	35.3%

For the year ended December 31, 2020, Commercial Banking income from continuing operations increased by \$60.2 million, or 35.3%, to \$230.9 million compared to the same period in 2019. Net interest income increased \$63.2 million, or 15.3%, for the year ended December 31, 2020, compared to the same period last year, primarily driven by strong loan growth, and earning asset mix changes. Commercial Banking added loans with an average balance of \$1.0 billion and loan interest income of \$29.5 million related to the PPP during 2020. Provision for credit losses increased by \$93.3 million as compared to 2019 due to adoption of CECL, coupled with the current economic environment and reasonable and supportable economic forecasts. The impacts of the COVID-19 pandemic are key elements of these forecasts. Noninterest income increased \$107.8 million, or 132.1%, over the same period in 2019 primarily due to a gain on Tattooed Chef, Inc. of \$108.8 million, recognized in the fourth quarter of 2020.

Additionally, there was an increase of \$1.2 million in derivative income. These increases were offset by a decrease of \$2.7 million in bankcard fees due to driven by decreased interchange income. Noninterest expense increased \$4.9 million, or 1.8%, as compared to the same period in 2019. This increase was driven by an increase of \$12.8 million in operational losses in 2020 and an increase of \$1.1 million in salary and employee benefit expense. These increases were partially offset by a decrease of \$4.6 million in marketing and business development expense due to decreased travel and entertainment expense as a result of the COVID-19 pandemic, a decrease of \$2.7 million in technology, service, and overhead expenses, and a decrease of \$1.1 million in processing fees.

Table 9

INSTITUTIONAL BANKING OPERATING RESULTS (in thousands)

	Year Ended December 31,		Dollar Change	Percent Change
	2020	2019	20-19	20-19
Net interest income	\$ 106,856	\$ 126,591	\$ (19,735)	(15.6)%
Provision for credit losses	882	975	(93)	(9.5)
Noninterest income	254,874	232,444	22,430	9.6
Noninterest expense	286,635	268,423	18,212	6.8
Income before taxes	74,213	89,637	(15,424)	(17.2)
Income tax expense	11,472	13,280	(1,808)	(13.6)
Income from continuing operations	\$ 62,741	\$ 76,357	\$ (13,616)	(17.8)%

For the year ended December 31, 2020, Institutional Banking income from continuing operations decreased \$13.6 million, or 17.8%, compared to the same period last year. Net interest income decreased \$19.7 million, or 15.6%, compared to the same period last year, due to a decrease in funds transfer pricing driven by lower interest rates. Noninterest income increased \$22.4 million, or 9.6%, primarily due to increases of \$12.3 million in bond trading income, \$8.0 million in fund services income and \$7.2 million in corporate trust income, both recorded in trust and securities processing revenue, and \$4.8 million in service charges on deposit accounts due to healthcare customer transfer and conversion fees. These increases were partially offset by a decrease of \$7.2 million in brokerage fees primarily due to lower 12b-1 fee income and a decrease of \$4.0 million in bankcard fees driven by lower interchange income. Noninterest expense increased \$18.2 million, or 6.8%, primarily driven by increases of \$8.4 million in technology, service, and overhead expenses, \$8.3 million in salary and employee benefits expense, \$2.3 million in bankcard expense, and increased amortization expense of \$1.7 million. These increases were partially offset by a decrease of \$2.6 million in marketing and business development expense due to decreased travel and entertainment expense as a result of the COVID-19 pandemic.

Table 10

PERSONAL BANKING OPERATING RESULTS (in thousands)

	Year Ended December 31,		Dollar Change	Percent Change
	2020	2019	20-19	20-19
Net interest income	\$ 148,948	\$ 132,082	\$ 16,866	12.8%
Provision for credit losses	10,194	5,716	4,478	78.3
Noninterest income	115,880	112,717	3,163	2.8
Noninterest expense	263,087	243,092	19,995	8.2
Loss before taxes	(8,453)	(4,009)	(4,444)	(110.9)
Income tax benefit	(1,307)	(594)	(713)	(120.0)
Loss from continuing operations	\$ (7,146)	\$ (3,415)	\$ (3,731)	(109.3)%

For the year ended December 31, 2020, Personal Banking recognized a net loss from continuing operations of \$7.1 million, a decrease of \$3.7 million as compared to the same period last year. Net interest income increased \$16.9 million, or 12.8%, compared to the same period last year due to increased loan balances. Provision for credit losses increased \$4.5 million due to the adoption of CECL, coupled with the current economic environment and reasonable and supportable economic forecasts. The impacts of the COVID-19 pandemic are key elements of these forecasts. Noninterest income increased \$3.2 million, or 2.8%, primarily driven by an increase of \$3.1 million in

equity earnings on alternative investments, and an increase of \$2.9 million on gains on the sale of mortgage originations. These increases were partially offset by a decrease of \$2.6 million in deposit service charges. Noninterest expense increased \$20.0 million, or 8.2%, primarily due to an increase of \$11.1 million in technology, service, and overhead expense for investments to support growth across the segment's lines of business, an increase of \$8.1 million in salary and employee benefits expense, an increase of \$2.3 million in other expense due to higher operational losses in 2020, and an increase of \$2.3 million in legal expense. These increases were partially offset by a decrease of \$2.0 million in marketing and business development due to decreased travel and entertainment expense as a result of the COVID-19 pandemic, and a decrease of \$2.0 million in supplies and services expense.

Balance Sheet Analysis

Loans and Loans Held For Sale

Loans represent the Company's largest source of interest income. Loan balances held for investment increased by \$2.7 billion, or 19.9%, in 2020. This increase was primarily driven by an increase of \$1.4 billion, or 24.7%, in commercial loans, \$765.5 million, or 14.9%, in commercial real estate loans, and \$551.7 million, or 39.6%, in consumer real estate loans. The increase in commercial loans is largely driven by the Company's participation in the PPP. PPP loans totaled \$1.3 billion as of December 31, 2020.

Table 11

ANALYSIS OF LOANS BY TYPE (in thousands)

	December 31,				
	2020	2019	2018	2017	2016
Commercial and industrial	\$ 7,062,074	\$ 5,661,464	\$ 5,042,697	\$ 4,412,391	\$ 4,233,341
Specialty lending	511,300	493,854	687,118	581,508	374,381
Commercial real estate	5,908,934	5,143,424	4,477,053	4,258,973	3,898,916
Consumer real estate	1,945,494	1,393,827	1,235,461	1,286,145	1,260,144
Consumer	117,986	133,474	144,785	151,783	139,562
Credit cards	366,968	408,980	397,316	424,988	416,833
Leases and other	190,895	196,699	193,720	164,725	217,206
Loans before allowance and loans held for sale	16,103,651	13,431,722	12,178,150	11,280,513	10,540,383
Allowance for credit losses on loans	(215,973)	(101,788)	(103,635)	(100,604)	(91,649)
Net loans	15,887,678	13,329,934	12,074,515	11,179,909	10,448,734
Loans held for sale	6,708	7,803	3,192	1,460	5,279
Net loans and loans held for sale	\$ 15,894,386	\$ 13,337,737	\$ 12,077,707	\$ 11,181,369	\$ 10,454,013
As a % of total loans and loans held for sale					
Commercial and industrial	43.84%	42.13%	41.40%	39.11%	40.14%
Specialty lending	3.17	3.68	5.64	5.15	3.55
Commercial real estate	36.68	38.27	36.75	37.75	36.97
Consumer real estate	12.08	10.37	10.14	11.40	11.95
Consumer	0.73	0.99	1.19	1.35	1.33
Credit cards	2.28	3.04	3.26	3.77	3.95
Leases and other	1.18	1.46	1.59	1.46	2.06
Total	99.96	99.94	99.97	99.99	99.95
Loans held for sale	0.04	0.06	0.03	0.01	0.05
Total loans and loans held for sale	100.00%	100.00%	100.00%	100.00%	100.00%

Included in Table 11 is a five-year breakdown of loans by type. Commercial & industrial loans and commercial real estate loans continue to represent the largest segments of the Company's loan portfolio, comprising

approximately 43.8% and 36.7%, respectively, of total loans and loans held for sale at the end of 2020 and 42.1% and 38.3%, respectively, of total loans and loans held for sale at the end of 2019.

Commercial loans represent the largest percent of total loans. Commercial loans at December 31, 2020 have increased \$1.4 billion, or 24.7%, as compared to December 31, 2019, to 43.8% of total loans. Commercial loans represented 42.1% of total loans at December 31, 2019. The increase in commercial loans is largely driven by the Company's participation in the PPP. PPP loans totaled \$1.3 billion as of December 31, 2020.

As a percentage of total loans, commercial real estate now comprises 36.7% of total loans compared to 38.3% in 2019. Commercial real estate loans increased \$765.5 million, or 14.9%, compared to 2019. Generally, these loans are made for investment and real estate development or working capital and business expansion purposes and are primarily secured by real estate with a maximum loan-to-value of 80%. Most of these properties are non-owner occupied and have guarantees as additional security.

Consumer real estate loans increased \$551.7 million, or 39.6%, and represented 12.1% of total loans. Specialty lending loans increased \$17.4 million, or 3.5%, and represented 3.2% of total loans as of December 31, 2020.

Nonaccrual, past due and restructured loans are discussed under "Quantitative and Qualitative Disclosure about Market Risk – Credit Risk Management" in Item 7A on page 54 of this report.

Investment Securities

The Company's investment portfolio contains trading, available-for-sale (AFS), and held-to-maturity (HTM) securities as well as FRB stock, Federal Home Loan Bank (FHLB) stock, and other miscellaneous investments. Investment securities totaled \$10.6 billion as of December 31, 2020 and \$8.7 billion as of December 31, 2019 and comprised 34.0% and 35.1% of the Company's earning assets, respectively, as of those dates.

The Company's AFS securities portfolio comprised 87.4% of the Company's investment securities portfolio at December 31, 2020, compared to 85.4% at December 31, 2019. The Company's AFS securities portfolio provides liquidity as a result of the composition and average life of the underlying securities. This liquidity can be used to fund loan growth or to offset the outflow of traditional funding sources. The average life of the AFS securities portfolio decreased from 70.9 months at December 31, 2019 to 70.1 months at December 31, 2020. In addition to providing a potential source of liquidity, the AFS securities portfolio can be used as a tool to manage interest rate sensitivity. The Company's goal in the management of its AFS securities portfolio is to maximize return within the Company's parameters of liquidity goals, interest rate risk and credit risk.

Management expects collateral pledging requirements for public funds, loan demand, and deposit funding to be the primary factors impacting changes in the level of AFS securities. There were \$7.8 billion of AFS securities pledged to secure U.S. Government deposits, other public deposits, certain trust deposits, derivative transactions, and repurchase agreements at December 31, 2020. Of this amount, securities with a market value of \$371.5 million at December 31, 2020 were pledged at the Federal Reserve Discount Window but were unencumbered as of that date.

The Company's HTM securities portfolio consists of private placement bonds, which are issued primarily to refinance existing revenue bonds in the healthcare and education sectors. The HTM portfolio totaled \$1.0 billion as of December 31, 2020, a decrease of \$101.5 million, or 9.1%, from December 31, 2019. The average life of the HTM portfolio was 6.1 years at December 31, 2020, compared to 6.3 years at December 31, 2019.

The securities portfolio generates the Company's second largest component of interest income. The AFS and HTM securities portfolios achieved an average yield on a tax-equivalent basis of 2.45% for 2020, compared to 2.64% in 2019, and 2.41% in 2018. Securities available for sale had a net unrealized gain of \$412.0 million at year-end, compared to a net unrealized gain of \$123.4 million the preceding year. This market value change primarily reflects the impact of a larger portfolio size and declining market interest rates as of December 31, 2020, compared to December 31, 2019. These amounts are reflected, on an after-tax basis, in the Company's Accumulated other comprehensive income (loss) in shareholders' equity, as an unrealized gain of \$314.5 million at year-end 2020, compared to an unrealized gain of \$93.7 million for 2019. The AFS securities portfolio contains securities that have unrealized losses (see the table of these securities in Note 4, "Securities," in the Notes to the Consolidated Financial Statements on page 92 of this document). The unrealized losses in the Company's investments in Government

Sponsored Entity (GSE) mortgage-backed securities, State and political subdivisions, and Corporates were caused by changes in interest rates, and not from a decline in credit of the underlying issuers. The U.S. Treasury, U.S. Agency, and GSE mortgage-backed securities are all considered to be agency-backed securities with no risk of loss as they are either explicitly or implicitly guaranteed by the U.S. government. The changes in fair value in the agency-backed portfolios are solely driven by change in interest rates caused by changing economic conditions. The Company has no knowledge of any underlying credit issues and the cash flows underlying the debt securities have not changed and are not expected to be impacted by changes in interest rates. As of December 31, 2020, the Company does not believe the decline in value in these portfolios is related to credit impairments and instead is due to declining interest rates. The Company does not have the intent to sell these securities and does not believe it is more likely than not that the Company will be required to sell these securities before a recovery of amortized cost. As of December 31, 2020, there is no ACL related to the Company's available-for-sale securities as the decline in fair value did not result from credit issues.

Included in Tables 12 and 13 are analyses of the cost, fair value and average yield (tax-equivalent basis) of securities available for sale and securities held to maturity.

Table 12

SECURITIES AVAILABLE FOR SALE (in thousands)

December 31, 2020	Amortized Cost	Fair Value
U.S. Treasury	\$ 29,911	\$ 30,740
U.S. Agencies	89,554	95,949
Mortgage-backed	5,266,394	5,468,181
State and political subdivisions	3,424,309	3,623,619
Corporates	77,566	81,199
Total	<u>\$ 8,887,734</u>	<u>\$ 9,299,688</u>

December 31, 2019	Amortized Cost	Fair Value
U.S. Treasury	\$ 63,835	\$ 64,078
U.S. Agencies	89,867	93,021
Mortgage-backed	4,030,688	4,071,794
State and political subdivisions	2,954,276	3,029,917
Corporates	185,314	188,552
Total	<u>\$ 7,323,980</u>	<u>\$ 7,447,362</u>

December 31, 2018	Amortized Cost	Fair Value
U.S. Treasury	\$ 248,494	\$ 247,130
U.S. Agencies	200	199
Mortgage-backed	3,914,289	3,812,211
State and political subdivisions	2,507,107	2,483,260
Total	<u>\$ 6,670,090</u>	<u>\$ 6,542,800</u>

	U.S. Treasury Securities		U.S. Agency Securities	
	Fair Value	Weighted Average Yield	Fair Value	Weighted Average Yield
December 31, 2020				
Due in one year or less	\$ 20,102	1.03%	\$ 202	1.89%
Due after 1 year through 5 years	10,638	2.59	95,747	2.68
Due after 5 years through 10 years	—	—	—	—
Due after 10 years	—	—	—	—
Total	<u>\$ 30,740</u>	<u>1.55%</u>	<u>\$ 95,949</u>	<u>2.67%</u>

	Mortgage-backed Securities		State and Political Subdivisions	
	Fair Value	Weighted Average Yield	Fair Value	Weighted Average Yield
December 31, 2020				
Due in one year or less	\$ 171,564	(3.18)%	\$ 226,929	2.21%
Due after 1 year through 5 years	2,834,805	2.19	450,435	2.36
Due after 5 years through 10 years	2,283,389	1.99	641,051	2.63
Due after 10 years	178,423	1.76	2,305,204	3.37
Total	\$ 5,468,181	1.93%	\$ 3,623,619	3.02%

	Corporates	
	Fair Value	Weighted Average Yield
December 31, 2020		
Due in one year or less	\$ —	—%
Due after 1 year through 5 years	55,249	2.98
Due after 5 years through 10 years	25,950	3.85
Due after 10 years	—	—
Total	\$ 81,199	3.27%

	U.S. Treasury Securities		U.S. Agency Securities	
	Fair Value	Weighted Average Yield	Fair Value	Weighted Average Yield
December 31, 2019				
Due in one year or less	\$ 33,983	2.69%	\$ —	—%
Due after 1 year through 5 years	30,095	1.56	93,021	2.67
Due after 5 years through 10 years	—	—	—	—
Due after 10 years	—	—	—	—
Total	\$ 64,078	2.16%	\$ 93,021	2.67%

	Mortgage-backed Securities		State and Political Subdivisions	
	Fair Value	Weighted Average Yield	Fair Value	Weighted Average Yield
December 31, 2019				
Due in one year or less	\$ 13,353	2.50%	\$ 218,870	2.23%
Due after 1 year through 5 years	2,834,652	2.31	585,728	2.23
Due after 5 years through 10 years	1,050,939	3.03	608,959	2.61
Due after 10 years	172,850	2.81	1,616,360	3.75
Total	\$ 4,071,794	2.52%	\$ 3,029,917	3.11%

	Corporates	
	Fair Value	Weighted Average Yield
December 31, 2019		
Due in one year or less	\$ —	—%
Due after 1 year through 5 years	188,552	2.74
Due after 5 years through 10 years	—	—
Due after 10 years	—	—
Total	\$ 188,552	2.74%

	U.S. Treasury Securities		U.S. Agency Securities	
	Fair Value	Weighted Average Yield	Fair Value	Weighted Average Yield
December 31, 2018				
Due in one year or less	\$ 184,916	2.66%	\$ 199	1.46%
Due after 1 year through 5 years	52,874	2.08	—	—
Due after 5 years through 10 years	9,340	1.48	—	—
Due after 10 years	—	—	—	—
Total	\$ 247,130	2.49%	\$ 199	1.46%

	Mortgage-backed Securities		State and Political Subdivisions	
	Fair Value	Weighted Average Yield	Fair Value	Weighted Average Yield
December 31, 2018				
Due in one year or less	\$ 32,859	2.26%	\$ 349,303	1.97%
Due after 1 year through 5 years	2,756,639	2.27	877,224	2.24
Due after 5 years through 10 years	983,288	2.80	699,227	2.48
Due after 10 years	39,425	3.49	557,506	3.66
Total	\$ 3,812,211	2.42%	\$ 2,483,260	2.59%

Table 13

SECURITIES HELD TO MATURITY (in thousands)

	Amortized Cost	Fair Value	Weighted Average Yield/Average Maturity
December 31, 2020			
Due in one year or less	\$ 4,907	\$ 4,936	1.78%
Due after 1 year through 5 years	123,643	126,901	2.30
Due after 5 years through 10 years	423,759	435,038	2.47
Due over 10 years	462,305	462,569	2.30
Total	\$ 1,014,614	\$ 1,029,444	2.37%

	Amortized Cost	Fair Value	Weighted Average Yield/Average Maturity
December 31, 2019			
Due in one year or less	\$ 15,323	\$ 15,268	3.38%
Due after 1 year through 5 years	100,623	100,298	2.46
Due after 5 years through 10 years	394,591	386,580	2.37
Due over 10 years	605,565	580,199	2.61
Total	\$ 1,116,102	\$ 1,082,345	2.52%

	Amortized Cost	Fair Value	Weighted Average Yield/Average Maturity
December 31, 2018			
Due in one year or less	\$ 3,386	\$ 3,395	2.02%
Due after 1 year through 5 years	115,162	107,641	2.64
Due after 5 years through 10 years	380,108	357,381	2.38
Due over 10 years	671,990	602,115	2.74
Total	\$ 1,170,646	\$ 1,070,532	2.61%

Table 14

OTHER SECURITIES (in thousands)

	December 31,		
	2020	2019	2018
FRB and FHLB stock	\$ 33,222	\$ 33,262	\$ 33,262
Equity securities with readily determinable fair values	134,197	—	4,385
Equity securities without readily determinable fair values	128,634	75,158	36,045
Total	\$ 296,053	\$ 108,420	\$ 73,692

Equity securities with readily determinable fair values are generally traded on an exchange and market prices are readily available. As of December 31, 2020, equity securities with readily determinable fair values includes the

Company's investment in Tattooed Chef, Inc., which had a fair value of \$106.9 million as of December 31, 2020. Equity securities without readily determinable fair values are generally carried at cost less impairment. Equity securities without readily determinable fair values also includes Prairie Capital Management (PCM) alternative investments in hedge funds and private equity funds, which are accounted for as equity-method investments.

Other Earning Assets

Federal funds transactions essentially are overnight loans between financial institutions, which allow for either the daily investment of excess funds or the daily borrowing of another institution's funds in order to meet short-term liquidity needs. The net borrowed position was \$65.6 million at December 31, 2020 compared to \$28.9 million at December 31, 2019.

The Bank buys and sells federal funds as agent for non-affiliated banks. Because the transactions are pursuant to agency arrangements, these transactions do not appear on the balance sheet and averaged \$362.5 million in 2020 and \$239.2 million in 2019.

At December 31, 2020, the Company held securities purchased under agreements to resell of \$1.7 billion compared to \$1.6 billion at December 31, 2019. The Company uses these instruments as short-term secured investments, in lieu of selling federal funds, or to acquire securities required for collateral purposes. Balances will fluctuate based on the Company's liquidity and investment decisions as well as the Company's correspondent bank borrowing levels. These investments averaged \$1.1 billion in 2020 and \$533.1 million in 2019.

The Company also maintains an active securities trading inventory. The average holdings in the securities trading inventory in 2020 were \$37.1 million, compared to \$52.3 million in 2019, and were recorded at fair market value. As discussed in "Quantitative and Qualitative Disclosures About Market Risk – Trading Account" in Part II, Item 7A on page 54, the Company offsets the trading account securities by the sale of exchange-traded financial futures contracts, with both the trading account and futures contracts marked to market daily.

Interest-bearing due from banks totaled \$3.1 billion as of December 31, 2020 compared to \$1.2 billion as of December 31, 2019 and includes amounts due from the FRB and interest-bearing accounts held at other financial institutions. The amount due from the FRB averaged \$1.2 billion and \$560.9 million during December 31, 2020 and 2019, respectively. The increase in the FRB balance from 2019 to 2020 is primarily due to an increase in deposit balances as a result of the Company's participation in the PPP. The interest-bearing accounts held at other financial institutions totaled \$43.1 million and \$29.3 million at December 31, 2020 and 2019, respectively.

Deposits and Borrowed Funds

Deposits represent the Company's primary funding source for its asset base. In addition to the core deposits garnered by the Company's retail branch structure, the Company continues to focus on its cash management services, as well as its asset management and mutual fund servicing businesses in order to attract and retain additional core deposits. Deposits totaled \$27.1 billion at December 31, 2020 and \$21.6 billion at December 31, 2019, an increase of \$5.4 billion, or 25.2%. Deposits averaged \$23.2 billion in 2020, and \$19.3 billion in 2019.

Noninterest-bearing demand deposits averaged \$7.8 billion in 2020 and \$6.1 billion in 2019. These deposits represented 33.8% of average deposits in 2020, compared to 31.8% in 2019. The Company's large commercial customer base provides a significant source of noninterest-bearing deposits. Many of these commercial accounts do not earn interest; however, they receive an earnings credit to offset the cost of other services provided by the Company.

Table 15

MATURITIES OF TIME DEPOSITS OF \$250,000 OR MORE (in thousands)

	December 31,		
	2020	2019	2018
Maturing within 3 months	\$ 286,489	\$ 400,142	\$ 426,912
After 3 months but within 6 months	36,096	126,143	34,880
After 6 months but within 12 months	44,776	64,870	35,918
After 12 months	30,986	23,622	55,134
Total	<u>\$ 398,347</u>	<u>\$ 614,777</u>	<u>\$ 552,844</u>

Table 16

ANALYSIS OF AVERAGE DEPOSITS (in thousands)

	December 31,		
	2020	2019	2018
Amount:			
Noninterest-bearing demand	\$ 7,845,667	\$ 6,132,187	\$ 5,828,545
Interest-bearing demand and savings	14,446,164	12,161,786	10,113,263
Time deposits under \$250,000	488,346	366,266	355,344
Total core deposits	<u>22,780,177</u>	<u>18,660,239</u>	<u>16,297,152</u>
Time deposits of \$250,000 or more	401,982	644,129	687,395
Total deposits	<u>\$ 23,182,159</u>	<u>\$ 19,304,368</u>	<u>\$ 16,984,547</u>
As a % of total deposits:			
Noninterest-bearing demand	33.84%	31.76%	34.32%
Interest-bearing demand and savings	62.32	63.00	59.54
Time deposits under \$250,000	2.11	1.90	2.09
Total core deposits	<u>98.27</u>	<u>96.66</u>	<u>95.95</u>
Time deposits of \$250,000 or more	1.73	3.34	4.05
Total deposits	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>

Repurchase agreements are transactions involving the exchange of investment funds by the customer for securities by the Company, under an agreement to repurchase the same issues at an agreed-upon price and date. Securities sold under agreements to repurchase and federal funds purchased totaled \$2.3 billion at December 31, 2020, and \$1.9 billion at December 31, 2019. These agreements averaged \$2.0 billion in 2020 and \$1.7 billion in 2019. The Company enters into these transactions with its downstream correspondent banks, commercial customers, and various trust, mutual fund, and local government relationships.

The Company is a member bank with the FHLB of Des Moines, and through this relationship, the Company owns \$10.0 million of FHLB stock and has access to additional liquidity and funding sources through FHLB advances. The Company's borrowing capacity is dependent upon the amount of collateral the Company places at the FHLB. Based on the collateral pledged, the Company had \$1.5 billion of borrowing capacity at the FHLB at December 31, 2020. The Company had no outstanding advances at FHLB Des Moines as of December 31, 2020.

Table 17

SHORT-TERM BORROWINGS (in thousands)

	2020		2019		2018	
	Amount	Rate	Amount	Rate	Amount	Rate
At December 31:						
Federal funds purchased	\$ 65,636	0.04%	\$ 31,873	1.48%	\$ 6,679	2.42%
Repurchase agreements	2,249,861	0.52	1,864,635	1.52	1,512,241	2.08
Other	—	—	—	—	—	—
Total	<u>\$ 2,315,497</u>	<u>0.51%</u>	<u>\$ 1,896,508</u>	<u>1.52%</u>	<u>\$ 1,518,920</u>	<u>2.09%</u>
Average for year:						
Federal funds purchased	\$ 60,314	0.26%	\$ 123,870	2.13%	\$ 301,503	2.54%
Repurchase agreements	1,963,499	0.59	1,533,413	1.95	1,257,646	1.53
Other	8,811	1.40	3	—	3	—
Total	<u>\$ 2,032,624</u>	<u>0.59%</u>	<u>\$ 1,657,286</u>	<u>1.96%</u>	<u>\$ 1,559,152</u>	<u>1.59%</u>
Maximum month-end balance:						
Federal funds purchased	\$ 105,678		\$ 147,239		\$ 631,578	
Repurchase agreements	2,469,756		1,864,635		1,512,241	
Other	15,000		—		—	

Long-term debt totaled \$270.0 million at December 31, 2020, compared to \$70.4 million at December 31, 2019. In September 2020, the Company issued \$200.0 million in aggregate subordinated notes due in September 2030. The Company received \$197.7 million, after deducting underwriting discounts and commissions and offering expenses, and used the proceeds from the offering for general corporate purposes, including, among other uses, contributing Tier 1 capital into the Bank. The subordinated notes were issued with a fixed-to-fixed rate of 3.70% and an effective rate of 3.93%, due to issuance costs, with an interest rate reset date of September 2025. The remainder of the Company's long-term debt was assumed from the acquisition of Marquette and consists of debt obligations payable to four unconsolidated trusts (Marquette Capital Trust I, Marquette Capital Trust II, Marquette Capital Trust III, and Marquette Capital Trust IV) that previously issued trust preferred securities. These long-term debt obligations had an aggregate contractual balance of \$103.1 million and had a carrying value of \$71.7 million at December 31, 2020. Interest rates on trust preferred securities are tied to the three-month LIBOR with spreads ranging from 133 basis points to 160 basis points, and reset quarterly. The trust preferred securities have maturity dates ranging from January 2036 to September 2036. For further information on long-term debt refer to Note 9, "Borrowed Funds," in the Notes to the Consolidated Financial Statements.

Capital Resources and Liquidity

The Company places a significant emphasis on the maintenance of a strong capital position, which it believes promotes investor confidence, provides access to funding sources under favorable terms, and enhances the Company's ability to capitalize on business growth and acquisition opportunities. Higher levels of liquidity, however, bear corresponding costs, measured in terms of lower yields on short-term, more liquid earning assets and higher expenses for extended liability maturities. The Company manages capital for each subsidiary based upon the subsidiary's respective risks and growth opportunities as well as regulatory requirements.

Total shareholders' equity increased \$410.5 million, or 15.7% to \$3.0 billion at December 31, 2020 as compared to December 31, 2019.

The Board authorized, at its April 28, 2020, April 23, 2019, and April 24, 2018 meetings, the repurchase of up to two million shares of the Company's common stock during the twelve months following each meeting (each a Repurchase Authorization). During 2020 and 2019, the Company acquired 1,208,623 shares and 67,923 shares, respectively, of its common stock pursuant to the applicable Repurchase Authorization. During March 2020, the Company entered into an agreement with Bank of America Merrill Lynch (BAML) to repurchase an aggregate of \$30.0 million of the Company's common stock through an accelerated share repurchase agreement (the ASR). Under the ASR, the Company repurchased a total of 653,498 shares, which was completed during the second quarter of 2020. The ASR was entered into pursuant to the April 23, 2019 Repurchase Authorization. The Company has not made any repurchase of its securities other than pursuant to the Repurchase Authorizations.

Through the Company's relationship with the FHLB of Des Moines, the Company owns \$10.0 million of FHLB stock and has access to additional liquidity and funding sources through FHLB advances. The Company's borrowing capacity is dependent upon the amount of collateral the Company places at the FHLB. The Company's borrowing capacity with the FHLB was \$1.5 billion as of December 31, 2020. The Company had no outstanding FHLB advances at FHLB of Des Moines as of December 31, 2020.

Risk-based capital guidelines established by regulatory agencies set minimum capital standards based on the level of risk associated with a financial institution's assets. The Company has implemented the Basel III regulatory capital rules adopted by the FRB. Basel III capital rules include a minimum ratio of common equity tier 1 capital to risk-weighted assets of 4.5% and a minimum tier 1 risk-based capital ratio of 6%. A financial institution's total capital is also required to equal at least 8% of risk-weighted assets.

The risk-based capital guidelines indicate the specific risk weightings by type of asset. Certain off-balance sheet items (such as standby letters of credit and binding loan commitments) are multiplied by credit conversion factors to translate them into balance sheet equivalents before assigning them specific risk weightings. The Company is also required to maintain a leverage ratio equal to or greater than 4%. The leverage ratio is tier 1 core capital to total average assets less goodwill and intangibles. The Company's capital position as of December 31, 2020 is summarized in the table below and exceeded regulatory requirements.

For further discussion of capital and liquidity, see the "Quantitative and Qualitative Disclosures about Market Risk – Liquidity Risk" in Item 7A on page 56 of this report.

Table 18

RISK-BASED CAPITAL (in thousands)

This table computes risk-based capital in accordance with current regulatory guidelines. These guidelines as of December 31, 2020, excluded net unrealized gains or losses on securities available for sale from the computation of regulatory capital and the related risk-based capital ratios.

	Risk-Weighted Category					Total
	0%	20%	50%	100%	150%	
Risk-Weighted Assets						
Loans held for sale	\$ —	\$ —	\$ 6,708	\$ —	\$ —	\$ 6,708
Loans and leases	1,290,474	48,726	1,237,585	13,409,495	117,371	16,103,651
Securities available for sale	437,394	8,358,242	14,531	77,567	—	8,887,734
Securities held to maturity	—	29,676	984,939	—	—	1,014,615
Trading securities	651	1,571	18,545	14,253	—	35,020
Cash and due from banks	3,165,301	375,380	—	—	—	3,540,681
All other assets	23,352	21,867	36,220	1,305,859	—	1,387,298
Category totals	<u>\$ 4,917,172</u>	<u>\$ 8,835,462</u>	<u>\$ 2,298,528</u>	<u>\$ 14,807,174</u>	<u>\$ 117,371</u>	<u>\$ 30,975,707</u>
Risk-weighted totals	\$ —	\$ 1,767,092	\$ 1,149,264	\$ 14,807,174	\$ 176,057	\$ 17,899,587
Off-balance-sheet items (3)	—	280,469	17,484	2,857,538	177	3,155,668
Total risk-weighted assets	<u>\$ —</u>	<u>\$ 2,047,561</u>	<u>\$ 1,166,748</u>	<u>\$ 17,664,712</u>	<u>\$ 176,234</u>	<u>\$ 21,055,255</u>

	Total
Regulatory Capital	
Shareholders' equity	\$ 3,016,948
Less adjustments (1)	(469,314)
Common equity Tier 1/Tier 1 capital	2,547,634
Additional Tier 2 capital (2)	454,911
Total capital	<u>\$ 3,002,545</u>

	<u>Company</u>
Capital ratios	
Common Equity Tier 1 capital to risk-weighted assets	12.10%
Tier 1 capital to risk-weighted assets	12.10%
Total capital to risk-weighted assets	14.26%
Leverage ratio (Tier 1 capital to total average assets less adjustments ⁽¹⁾)	<u>8.37%</u>

- (1) Adjustments include a portion of goodwill and intangibles as well as unrealized gains/losses on available-for-sale securities, cash flow hedges, and the impact of the Company's election to use the five-year CECL transition.
- (2) Includes the Company's ACL (inclusive of the reserve for off-balance sheet arrangements), subordinated long-term debt, and trust preferred subordinated notes.
- (3) After credit conversion factor and risk weighting is applied.

For further discussion of regulatory capital requirements, see Note 10, "Regulatory Requirements" within the Notes to Consolidated Financial Statements under Item 8 on pages 100 through 101.

Commitments, Contractual Obligations and Off-balance Sheet Arrangements

The Company's main off-balance sheet arrangements are loan commitments, commercial and standby letters of credit, futures contracts and forward exchange contracts, which have maturity dates rather than payment due dates. These commitments and contingent liabilities are not required to be recorded on the Company's balance sheet. Since commitments associated with letters of credit and lending and financing arrangements may expire unused, the amounts shown do not necessarily reflect the actual future cash funding requirements. See Table 19 below, as well as Note 15, "Commitments, Contingencies and Guarantees" in the Notes to Consolidated Financial Statements under Item 8 on pages 110 through 112 for detailed information and further discussion of these arrangements. Management does not anticipate any material losses from its off-balance sheet arrangements.

Table 19

COMMITMENTS, CONTRACTUAL OBLIGATIONS AND OFF-BALANCE SHEET ARRANGEMENTS (in thousands)

The table below details the contractual obligations for the Company as of December 31, 2020 and includes principal payments only. The Company has no capital leases or long-term purchase obligations.

	Payments due by Period				
	Total	Less than 1 year	1-3 years	3-5 years	More than 5 years
Contractual Obligations					
Federal funds purchased and repurchase agreements	\$ 2,315,497	\$ 2,315,497	\$ —	\$ —	\$ —
Long-term debt obligations	271,714	—	—	—	271,714
Operating lease obligations	81,146	12,725	21,443	16,521	30,457
Time deposits	876,095	710,419	129,455	32,211	4,010
Total	<u>\$ 3,544,452</u>	<u>\$ 3,038,641</u>	<u>\$ 150,898</u>	<u>\$ 48,732</u>	<u>\$ 306,181</u>

	Maturities due by Period				
	Total	Less than 1 year	1-3 years	3-5 years	More than 5 years
Commitments, Contingencies and Guarantees					
Commitments to extend credit for loans (excluding credit card loans)	\$ 8,851,333	\$ 4,241,863	\$ 2,696,300	\$ 1,163,132	\$ 750,038
Commitments to extend credit under credit card loans	3,472,339	3,472,339	—	—	—
Commercial letters of credit	3,160	3,160	—	—	—
Standby letters of credit	346,617	264,169	72,000	10,448	—
Forward contracts	51,273	51,273	—	—	—
Spot foreign exchange contracts	680	680	—	—	—
Total	\$ 12,725,402	\$ 8,033,484	\$ 2,768,300	\$ 1,173,580	\$ 750,038

As of December 31, 2020, our total liabilities for unrecognized tax benefits were \$6.7 million. The Company cannot reasonably estimate the settlement of these liabilities. Therefore, these liabilities have been excluded from the table above. See Note 17, "Income Taxes," in the Notes to the Consolidated Financial Statements for information regarding the liabilities associated with unrecognized tax benefits.

Critical Accounting Policies and Estimates

Management's Discussion and Analysis of Financial Condition and Results of Operations discusses the Company's Consolidated Financial Statements, which have been prepared in accordance with accounting principles generally accepted in the United States of America (GAAP). The preparation of these Consolidated Financial Statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and the disclosure of contingent liabilities at the date of the Consolidated Financial Statements and the reported amounts of revenues and expenses during the reporting period. On an on-going basis, management evaluates its estimates and judgments, including those related to customers and suppliers, allowance for credit losses, bad debts, investments, financing operations, long-lived assets, taxes, other contingencies and litigation. Management bases its estimates and judgments on historical experience and on various other factors that are believed to be reasonable under the circumstances, the results of which have formed the basis for making such judgments about the carrying value of assets and liabilities that are not readily apparent from other sources. Under different assumptions or conditions, actual results may differ from the recorded estimates.

Management believes that the Company's critical accounting policies are those relating to: the allowance for credit losses and fair value measurements.

Allowance for Credit Losses

The Company's ACL represents management's judgment of the total expected losses included in the Company's assets held at amortized cost. The Company's process for recording the ACL is based on the evaluation of the Company's lifetime historical loss experience, management's understanding of the credit quality inherent in the loan portfolio, and the impact of the current economic environment, coupled with reasonable and supportable economic forecasts.

A mathematical calculation of an estimate is made to assist in determining the adequacy and reasonableness of management's recorded ACL. To develop the estimate, the Company follows the guidelines in ASC Topic 326, *Financial Instruments – Credit Losses*. The estimate reserves for assets held at amortized cost and any related credit deterioration in the Company's available-for-sale debt security portfolio. Assets held at amortized cost include the Company's loan book and held-to-maturity security portfolio.

The process involves the consideration of quantitative and qualitative factors relevant to the specific segmentation of loans. These factors have been established over decades of financial institution experience and include economic observation and loan loss characteristics. This process is designed to produce a lifetime estimate of the losses, at a reporting date, that includes evaluation of historical loss experience, current economic conditions, reasonable and supportable forecasts, and the qualitative framework outlined by the Office of the Comptroller of the

Currency in the published 2020 Interagency Policy Statement. This process allows management to take a holistic view of the recorded ACL reserve and ensure that all significant and pertinent information is considered.

The Company considers a variety of factors to ensure the safety and soundness of its estimate including a strong internal control framework, extensive methodology documentation, credit underwriting standards which encompass the Company's desired risk profile, model validation, and ratio analysis. If the Company's total ACL estimate, as determined in accordance with the approved ACL methodology, is either outside a reasonable range based on review of economic indicators or by comparison of historical ratio analysis, the ACL estimate is an outlier and management will investigate the underlying reason(s). Based on that investigation, issues or factors that previously had not been considered may be identified in the estimation process, which may warrant adjustments to estimated credit losses.

The ending result of this process is a recorded consolidated ACL that represents management's best estimate of the total expected losses included in the loan portfolio, held-to-maturity securities, and credit deterioration in available-for-sale securities.

For more information on loan portfolio segments and ACL methodology refer to Note 3, "Loans and Allowance for Credit Losses," in the Notes to the Consolidated Financial Statements.

Fair Value Measurements

Fair value is measured in accordance with GAAP, which defines fair value as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. Valuation techniques used to measure fair value include the market approach, income approach and cost approach. The market approach uses prices or relevant information generated by market transactions involving identical or comparable assets or liabilities. The income approach involves discounting future amounts to a single present amount and is based on current market expectations about those future amounts. The cost approach is based on the amount that currently would be required to replace the service capacity of the asset.

GAAP establishes a fair value hierarchy, which prioritizes the inputs to valuation techniques used to measure fair value into three broad levels. The fair value hierarchy gives the highest priority to quoted prices in active markets for identical assets or liabilities (Level 1) and the lowest priority to unobservable inputs (Level 3). An instrument's categorization within the fair value hierarchy is based upon the lowest level of input that is significant to the instrument's fair value measurement. The three levels within the fair value hierarchy are described as follows:

Level 1 - Quoted prices (unadjusted) in active markets for identical assets or liabilities that are available at the measurement date.

Level 2 - Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly. Level 2 inputs include: quoted prices for similar assets or liabilities in active markets; quoted prices for identical or similar assets or liabilities in markets that are not active; inputs other than quoted prices that are observable for the asset or liability; and inputs that are derived principally from or corroborated by observable market data by correlation or other means.

Level 3 - Unobservable inputs for the asset or liability for which there is little, if any, market activity at the measurement date. Unobservable inputs reflect assumptions about what market participants would use to price the asset or liability. The inputs are developed based on the best information available in the circumstances, which might include the Company's own financial data such as internally developed pricing models and discounted cash flow methodologies, as well as instruments for which the fair value determination requires significant management judgment.

The Company's fair value measurements involve various valuation techniques and models, which involve inputs that are observable, when available, and the most significant of which include available-for-sale and trading securities measured at fair value on a recurring basis.

Fair value pricing information obtained from third party data providers and pricing services for investment securities is reviewed for appropriateness on a periodic basis. The third-party service providers are also analyzed to understand and evaluate the valuation methodologies utilized. This review includes an analysis of current market prices compared to pricing provided by the third-party pricing service to assess the relative accuracy of the data provided.

ITEM 7A. QUANTITATIVE AND QUALITATIVE DISCLOSURES ABOUT MARKET RISK

Risk Management

Market risk is a broad term for the risk of economic loss due to adverse changes in the fair value of a financial instrument. These changes may be the result of various factors, including interest rates, foreign exchange prices, commodity prices, or equity prices. Financial instruments that are subject to market risk can be classified either as held for trading or held for purposes other than trading.

The Company is subject to market risk primarily through the effect of changes in interest rates of its assets held for purposes other than trading. The following discussion of interest rate risk, however, combines instruments held for trading and instruments held for purposes other than trading because the instruments held for trading represent such a small portion of the Company's portfolio that the interest rate risk associated with them is immaterial.

Interest Rate Risk

In the banking industry, a major risk exposure is changing interest rates. To minimize the effect of interest rate changes to net interest income and exposure levels to economic losses, the Company manages its exposure to changes in interest rates through asset and liability management within guidelines established by its Asset Liability Committee (ALCO) and approved by the Board. The ALCO is responsible for approving and ensuring compliance with asset/liability management policies, including interest rate exposure. The Company's primary method for measuring and analyzing consolidated interest rate risk is the Net Interest Income Simulation Analysis. The Company also uses a Net Portfolio Value model to measure market value risk under various rate change scenarios and a gap analysis to measure maturity and repricing relationships between interest-earning assets and interest-bearing liabilities at specific points in time. On a limited basis, the Company uses hedges such as swaps, rate floors, and futures contracts to manage interest rate risk on certain loans, trading securities, trust preferred securities, and deposits. See further information in Note 18 "Derivatives and Hedging Activities" in the Notes to the Company's Consolidated Financial Statements.

Overall, the Company attempts to manage interest rate risk by positioning the balance sheet to maximize net interest income while maintaining an acceptable level of interest rate and credit risk, remaining mindful of the relationship among profitability, liquidity, interest rate risk and credit risk.

Net Interest Income Modeling

The Company's primary interest rate risk tool, the Net Interest Income Simulation Analysis, measures interest rate risk and the effect of interest rate changes on net interest income and net interest margin. This analysis incorporates all of the Company's assets and liabilities together with assumptions that reflect the current interest rate environment. Through these simulations, management estimates the impact on net interest income of a 300 basis point upward or a 200 basis point downward gradual change (e.g. ramp) and immediate change (e.g. shock) of market interest rates over a two year period. In ramp scenarios, rates change gradually for a one year period and remain constant in year two. In shock scenarios, rates change immediately and the change is sustained for the remainder of the two year scenario horizon. Assumptions are made to project rates for new loans and deposits based on historical analysis, management outlook and repricing strategies. Asset prepayments and other market risks are developed from industry estimates of prepayment speeds and other market changes. The results of these simulations can be significantly influenced by assumptions utilized and management evaluates the sensitivity of the simulation results on a regular basis.

Table 20 shows the net interest income percentage increase or decrease over the next twelve and twenty-four month periods as of December 31, 2020 and 2019 based on hypothetical changes in interest rates and a constant sized balance sheet with runoff being replaced.

Table 20

MARKET RISK

(basis points)	Hypothetical change in interest rate – Rate Ramp			
	Year One		Year Two	
	December 31, 2020	December 31, 2019	December 31, 2020	December 31, 2019
	Percentage change	Percentage change	Percentage change	Percentage change
300	1.6%	(1.7)%	14.1%	1.2%
200	0.9	(0.9)	9.7	1.4
100	0.3	(0.4)	5.0	0.7
Static	—	—	—	—
(100)	(1.9)	1.7	(5.7)	(0.3)
(200)	n/a	1.0	n/a	(6.3)

(basis points)	Hypothetical change in interest rate – Rate Shock			
	Year One		Year Two	
	December 31, 2020	December 31, 2019	December 31, 2020	December 31, 2019
	Percentage change	Percentage change	Percentage change	Percentage change
300	4.0%	(0.3)%	15.9%	3.6%
200	2.7	0.2	11.3	3.0
100	1.1	0.5	6.1	2.3
Static	—	—	—	—
(100)	(3.4)	0.6	(6.3)	(2.2)
(200)	n/a	(2.9)	n/a	(9.4)

The Company is positioned slightly asset sensitive to changes in interest rates in the next year. Net interest income is predicted to increase in all upward rate ramp and shock scenarios. In down rate scenarios, income is predicted to decrease in all scenarios. The increase in net interest income in rising rate scenarios is due to the projections of yields on earning assets increasing more than the cost of paying liabilities. In year two, net interest income is predicted to rise in all increasing rate scenarios and decrease in falling rate scenarios. The Company's ability to price deposits in a rising rate environment consistent with our history is a key assumption in these scenarios.

Repricing Mismatch Analysis

The Company also evaluates its interest rate sensitivity position in an attempt to maintain a balance between the amount of interest-bearing assets and interest-bearing liabilities which are expected to mature or reprice at any point in time. While a traditional repricing mismatch analysis (gap analysis) provides a snapshot of interest rate risk, it does not take into consideration that assets and liabilities with similar repricing characteristics may not, in fact, reprice at the same time or the same degree. Also, it does not necessarily predict the impact of changes in general levels of interest rates on net interest income.

Table 21 is a static gap analysis, which presents the Company's assets and liabilities, based on their repricing or maturity characteristics and reflecting principal amortization. Table 22 presents the break-out of fixed and variable rate loans by repricing or maturity characteristics for each loan class.

Table 21

INTEREST RATE SENSITIVITY ANALYSIS (in millions)

	1-90 Days	91-180 Days	181-365 Days	Total	1-5 Years	Over 5 Years	Total
December 31, 2020 Earning assets							
Loans	\$ 9,044.0	\$ 731.1	\$ 799.8	\$ 10,574.9	\$ 3,971.5	\$ 1,564.0	\$ 16,110.4
Securities	1,018.8	561.7	794.1	2,374.6	3,703.5	4,532.2	10,610.3
Federal funds sold and resell agreements	1,650.3	—	—	1,650.3	—	—	1,650.3
Other	3,145.1	—	—	3,145.1	—	—	3,145.1
Total earning assets	\$ 14,858.2	\$ 1,292.8	\$ 1,593.9	\$ 17,744.9	\$ 7,675.0	\$ 6,096.2	\$ 31,516.1
% of total earning assets	47.1%	4.1%	5.1%	56.3%	24.4%	19.3%	100.0%
Funding sources							
Interest-bearing demand and savings	\$ 2,875.0	\$ 2,156.2	\$ 4,312.4	\$ 9,343.6	\$ 567.5	\$ 6,384.1	\$ 16,295.2
Time deposits	407.6	186.5	116.3	710.4	161.7	4.0	876.1
Federal funds purchased and repurchase agreements	2,315.5	—	—	2,315.5	—	—	2,315.5
Borrowed funds	71.7	—	—	71.7	197.9	—	269.6
Noninterest-bearing sources	4,166.6	212.5	396.2	4,775.3	1,855.5	5,128.9	11,759.7
Total funding sources	\$ 9,836.4	\$ 2,555.2	\$ 4,824.9	\$ 17,216.5	\$ 2,782.6	\$ 11,517.0	\$ 31,516.1
% of total earning assets	31.2%	8.1%	15.3%	54.6%	8.9%	36.5%	100.0%
Interest sensitivity gap	\$ 5,021.8	\$ (1,262.4)	\$ (3,231.0)	\$ 528.4	\$ 4,892.4	\$ (5,420.8)	
Cumulative gap	5,021.8	3,759.4	528.4	528.4	5,420.8	—	
As a % of total earning assets	15.9%	11.9%	1.7%	1.7%	17.2%	—%	
Ratio of earning assets to funding sources	1.51	0.51	0.33	1.03	2.76	0.53	
Cumulative ratio of earning assets to funding sources							
2020	1.51	1.30	1.03	1.03	1.27	1.00	
2019	1.25	1.08	0.87	0.87	1.18	1.00	

Table 22

Maturities and Sensitivities to Changes in Interest Rates

This table details loan maturities by variable and fixed rates as of December 31, 2020 (in thousands):

	Due in one year or less	Due after one year through five years	Due after five years	Total
Variable Rate				
Commercial and industrial	\$ 5,001,692	\$ 134,821	\$ 13,517	\$ 5,150,030
Specialty lending	461,078	—	—	461,078
Commercial real estate	2,715,796	164,302	14,577	2,894,675
Consumer real estate	338,839	194,364	99,111	632,314
Consumer	79,789	95	—	79,884
Credit cards	364,451	2,517	—	366,968
Leases and other	157,596	1,647	—	159,243
Total variable rate loans	<u>9,119,241</u>	<u>497,746</u>	<u>127,205</u>	<u>9,744,192</u>
Fixed Rate				
Commercial and industrial	531,771	1,128,367	251,906	1,912,044
Specialty lending	—	50,222	—	50,222
Commercial real estate	736,619	1,759,046	518,594	3,014,259
Consumer real estate	174,815	482,634	662,439	1,319,888
Consumer	12,396	24,840	866	38,102
Credit cards	—	—	—	—
Leases and other	—	28,674	2,978	31,652
Total fixed rate loans	<u>1,455,601</u>	<u>3,473,783</u>	<u>1,436,783</u>	<u>6,366,167</u>
Total loans and loans held for sale	<u>\$ 10,574,842</u>	<u>\$ 3,971,529</u>	<u>\$ 1,563,988</u>	<u>\$ 16,110,359</u>

Trading Account

The Bank carries taxable governmental securities in a trading account that is maintained in accordance with Board-approved policy and procedures. The policy limits the amount and type of securities that can be carried in the trading account and requires compliance with any limits under applicable law and regulations and mandates the use of a value-at-risk methodology to manage price volatility risks within financial parameters. The risk associated with the carrying of trading securities is offset by the sale of exchange-traded financial futures contracts, with both the trading account and futures contracts marked to market daily. This account had a balance of \$35.0 million as of December 31, 2020, compared to \$45.6 million as of December 31, 2019.

The Company is subject to market risk primarily through the effect of changes in interest rates of its assets held for purposes other than trading. The discussion in Table 21 above of interest rate risk, however, combines instruments held for trading and instruments held for purposes other than trading, because the instruments held for trading represent such a small portion of the Company's portfolio that the interest rate risk associated with them is immaterial.

Other Market Risk

The Company has minimal foreign currency risk as a result of foreign exchange contracts. See Note 10, "Commitments, Contingencies and Guarantees" in the Notes to the Consolidated Financial Statements.

Credit Risk Management

Credit risk represents the risk that a customer or counterparty may not perform in accordance with contractual terms. The Company utilizes a centralized credit administration function, which provides information on the Bank's risk levels, delinquencies, an internal risk grading system and overall credit exposure. Loan requests are centrally

reviewed to ensure the consistent application of the loan policy and standards. In addition, the Company has an internal loan review staff that operates independently of the Bank. This review team performs periodic examinations of the Bank's loans for credit quality, documentation and loan administration. The respective regulatory authority of the Bank also reviews loan portfolios.

A primary indicator of credit quality and risk management is the level of nonperforming loans. Nonperforming loans include both nonaccrual loans and restructured loans on nonaccrual. The Company's nonperforming loans increased \$31.5 million to \$87.8 million at December 31, 2020, compared to December 31, 2019. This increase was primarily driven by one credit for \$17.9 million in the Commercial and industrial loan portfolio and one credit for \$17.6 million in the Specialty lending loan portfolio, which were placed on nonaccrual during 2020. There was an immaterial amount of interest recognized on nonperforming loans during 2020, 2019, and 2018.

The Company had \$4.7 million and \$2.9 million of other real estate owned as of December 31, 2020 and 2019, respectively. Loans past due more than 90 days and still accruing interest totaled \$2.0 million as of December 31, 2020, compared to \$2.1 million as of December 31, 2019.

A loan is generally placed on nonaccrual status when payments are past due 90 days or more and/or when management has considerable doubt about the borrower's ability to repay on the terms originally contracted. The accrual of interest is discontinued and recorded thereafter only when actually received in cash.

Certain loans are restructured to provide a reduction or deferral of interest or principal due to deterioration in the financial condition of the respective borrowers. The Company had \$10.8 million of restructured loans at December 31, 2020 and \$19.8 million at December 31, 2019. Those loans modified as part of the Company's response to the COVID-19 pandemic are not considered to be restructured loans and are discussed further below in Table 24.

Table 23

LOAN QUALITY (in thousands)

	December 31,				
	2020	2019	2018	2017	2016
Nonaccrual loans	\$ 77,764	\$ 36,909	\$ 22,376	\$ 37,731	\$ 41,765
Restructured loans on nonaccrual	10,059	19,438	20,642	21,411	28,494
Total non-performing loans	87,823	56,347	43,018	59,142	70,259
Other real estate owned	4,740	2,935	3,338	1,501	194
Total non-performing assets	<u>\$ 92,563</u>	<u>\$ 59,282</u>	<u>\$ 46,356</u>	<u>\$ 60,643</u>	<u>\$ 70,453</u>
Loans past due 90 days or more	\$ 1,952	\$ 2,069	\$ 6,009	\$ 3,091	\$ 3,365
Restructured loans accruing	706	392	411	19,603	24,013
Allowance for credit losses on loans	215,973	101,788	103,635	100,604	91,649
Ratios					
Non-performing loans as a % of loans	0.55%	0.42%	0.35%	0.52%	0.67%
Non-performing assets as a % of loans plus other real estate owned	0.57	0.44	0.38	0.54	0.67
Non-performing assets as a % of total assets	0.28	0.22	0.20	0.28	0.34
Loans past due 90 days or more as a % of loans	0.01	0.02	0.05	0.03	0.03
Allowance for credit losses on loans as a % of loans	1.34	0.76	0.85	0.89	0.87
Allowance for credit losses on loans as a multiple of non-performing loans	2.46x	1.81x	2.41x	1.70x	1.30x

COVID-19 Loan Modifications

In response to the COVID-19 pandemic, the Company has taken two primary approaches in assisting our customers by modifying terms of existing loans and loans under the PPP. The Company has taken a proactive approach to assisting its borrowers through individual evaluation and broad-based programs. Modifications granted to borrowers have been payment deferrals taking the form of either full payment deferral or interest-only

payments. Based on the circumstances of the borrower, payments have been deferred either 90 days, with the option to extend, or 180 days. Consistent with the Interagency Statement on Loan Modifications and Reporting for Financial Institutions Working with Customers Affected by the Coronavirus, modifications granted to borrowers that are related to COVID-19 are not required to be evaluated as TDRs under ASC 310-40. These modified loans are classified as performing and are not considered past due. Loans are to be placed on nonaccrual when it becomes apparent that payment of interest or recovery of all principal is questionable, and the COVID-19 related modification is no longer considered short-term or the modification is deemed ineffective. As of December 31, 2020, three modified loans were on nonaccrual, totaling \$269 thousand. The Company anticipates additional loans may be modified due to the effects of COVID-19 in the coming periods. Any loans modified are segmented separately with specific prepayment and maturity assumptions within the Company's ACL. As of December 31, 2020, the Company had 136 COVID-19 related modifications remaining on loans with a total balance of \$67.6 million. Within the Company's non-credit card loan portfolios, over 1,300 loan modifications were made since the COVID-19 pandemic began. Of these loan modifications, approximately 96% of loans have resumed making principal or interest payments as of December 31, 2020. There have been no charge-offs on modified loans. See further discussion of the impacts of COVID-19 on the Company's consolidated financial statements in "Item 7. Management's Discussion and Analysis of Financial Condition and Results of Operations."

Table 24

COVID-19 LOAN MODIFICATIONS (in thousands)

	Balance	As of December 31, 2020	
		Modification Type	
		Deferment	Interest Only
Commercial and industrial	\$ 15,507	\$ 15,507	\$ —
Specialty lending	—	—	—
Commercial real estate	50,646	50,596	50
Consumer real estate	1,031	1,031	—
Consumer	—	—	—
Credit cards	398	388	10
Leases and other	—	—	—
Held-to-maturity securities	—	—	—
Total	\$ 67,582	\$ 67,522	\$ 60

Liquidity Risk

Liquidity represents the Company's ability to meet financial commitments through the maturity and sale of existing assets or availability of additional funds. The Company believes that the most important factor in the preservation of liquidity is maintaining public confidence that facilitates the retention and growth of a large, stable supply of core deposits and wholesale funds. Ultimately, the Company believes public confidence is generated through profitable operations, sound credit quality and a strong capital position. The primary source of liquidity for the Company is regularly scheduled payments on and maturity of assets, which include \$9.3 billion of high-quality securities available for sale. The liquidity of the Company and the Bank is also enhanced by its activity in the federal funds market and by its core deposits. Additionally, management believes it can raise debt or equity capital on favorable terms in the future, should the need arise.

Another factor affecting liquidity is the amount of deposits and customer repurchase agreements that have pledging requirements. All customer repurchase agreements require collateral in the form of a security. The U.S. Government, other public entities, and certain trust depositors require the Company to pledge securities if their deposit balances are greater than the FDIC-insured deposit limitations. These pledging requirements affect liquidity risk in that the related security cannot otherwise be disposed due to the pledging restriction. At December 31, 2020, \$7.8 billion, or 84.1%, of the securities available-for-sale were pledged or used as collateral, compared to \$5.8 billion, or 77.5%, at December 31, 2019. Of these amounts, securities with a market value of \$371.5 million at December 31, 2020 and \$481.2 million at December 31, 2019, were pledged at the Federal Reserve Discount Window but were unencumbered as of those dates.

The Company also has other commercial commitments that may impact liquidity. These commitments include unused commitments to extend credit, standby letters of credit and financial guarantees, and commercial letters of credit. The total amount of these commercial commitments at December 31, 2020 was \$12.7 billion. Since many of these commitments expire without being drawn upon, the total amount of these commercial commitments does not necessarily represent the future cash requirements of the Company.

The Company's cash requirements consist primarily of dividends to shareholders, debt service, operating expenses, and treasury stock purchases. Management fees and dividends received from bank and non-bank subsidiaries traditionally have been sufficient to satisfy these requirements and are expected to be sufficient in the future. The Bank is subject to various rules regarding payment of dividends to the Company. For the most part, the Bank can pay dividends at least equal to its current year's earnings without seeking prior regulatory approval. The Company also uses cash to inject capital into the Bank and its non-Bank subsidiaries to maintain adequate capital as well as to fund strategic initiatives.

In September 2020, the Company issued \$200.0 million in aggregate subordinated notes due in September 2030. The Company received \$197.7 million, after deducting underwriting discounts and commissions and offering expenses, and used the proceeds from the offering for general corporate purposes, including, among other uses, contributing Tier 1 capital into the Bank. The subordinated notes were issued with a fixed-to-fixed rate of 3.70% and an effective rate of 3.93%, due to issuance costs, with an interest rate reset date of September 2025.

To enhance general working capital needs, the Company has a revolving line of credit with Wells Fargo Bank, N.A. which allows the Company to borrow up to \$30.0 million for general working capital purposes. The interest rate applied to borrowed balances will be at the Company's option, either 1.25% above LIBOR or 1.75% below the prime rate on the date of an advance. The Company pays a 0.4% unused commitment fee for unused portions of the line of credit. The Company had no advances outstanding at December 31, 2020.

The Company is a member bank of the FHLB. The Company owns \$10.0 million of FHLB stock and has access to additional liquidity and funding sources through FHLB advances. The Company has access to borrow up to \$1.5 billion through advances at the FHLB of Des Moines, but had no outstanding FHLB Des Moines advances as of December 31, 2020.

Operational Risk

Operational risk generally refers to the risk of loss resulting from the Company's operations, including those operations performed for the Company by third parties. This would include but is not limited to the risk of fraud by employees or persons outside the Company, the execution of unauthorized transactions by employees or others, errors relating to transaction processing, breaches of the internal control system and compliance requirements, and unplanned interruptions in service. This risk of loss also includes the potential legal or regulatory actions that could arise as a result of an operational deficiency, or as a result of noncompliance with applicable regulatory standards.

The Company operates in many markets and relies on the ability of its employees and systems to properly process a high number of transactions. In the event of a breakdown in internal control systems, improper operation of systems or improper employee actions, the Company could suffer financial loss, face regulatory action and suffer damage to its reputation. In order to address this risk, management maintains a system of internal controls with the objective of providing proper transaction authorization and execution, safeguarding of assets from misuse or theft, and ensuring the reliability of financial and other data.

The Company maintains systems of internal controls that provide management with timely and accurate information about the Company's operations. These systems have been designed to manage operational risk at appropriate levels given the Company's financial strength, the environment in which it operates, and considering factors such as competition and regulation. The Company has also established procedures that are designed to ensure that policies relating to conduct, ethics and business practices are followed on a uniform basis. In certain cases, the Company has experienced losses from operational risk. Such losses have included the effects of operational errors that the Company has discovered and included as expense in the statement of income. While there can be no assurance that the Company will not suffer such losses in the future, management continually monitors and works to improve its internal controls, systems and corporate-wide processes and procedures.

ITEM 8. FINANCIAL STATEMENTS AND SUPPLEMENTARY DATA

REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

To the Shareholders and Board of Directors
UMB Financial Corporation:

Opinion on the Consolidated Financial Statements

We have audited the accompanying consolidated balance sheets of UMB Financial Corporation and subsidiaries (the Company) as of December 31, 2020 and 2019, the related consolidated statements of income, comprehensive income, changes in shareholders' equity, and cash flows for each of the years in the three-year period ended December 31, 2020, and the related notes (collectively, the consolidated financial statements). In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of the Company as of December 31, 2020 and 2019, and the results of its operations and its cash flows for each of the years in the three-year period ended December 31, 2020, in conformity with U.S. generally accepted accounting principles.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the Company's internal control over financial reporting as of December 31, 2020, based on criteria established in *Internal Control – Integrated Framework (2013)* issued by the Committee of Sponsoring Organizations of the Treadway Commission, and our report dated March 1, 2021 expressed an unqualified opinion on the effectiveness of the Company's internal control over financial reporting.

Change in Accounting Principle

As discussed in Notes 1 and 3 to the consolidated financial statements, the Company has changed its method of accounting for the recognition and measurement of credit losses as of January 1, 2020 due to the adoption of ASC Topic 326, *Financial Instruments – Credit Losses*.

Basis for Opinion

These consolidated financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We are a public accounting firm registered with the PCAOB and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audits in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free of material misstatement, whether due to error or fraud. Our audits included performing procedures to assess the risks of material misstatement of the consolidated financial statements, whether due to error or fraud, and performing procedures that respond to those risks. Such procedures included examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements. Our audits also included evaluating the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements. We believe that our audits provide a reasonable basis for our opinion.

Critical Audit Matter

The critical audit matter communicated below is a matter arising from the current period audit of the consolidated financial statements that was communicated or required to be communicated to the audit committee and that: (1) relates to accounts or disclosures that are material to the consolidated financial statements and (2) involved our especially challenging, subjective, or complex judgments. The communication of a critical audit matter does not alter in any way our opinion on the consolidated financial statements, taken as a whole, and we are not, by communicating the critical audit matter below, providing a separate opinion on the critical audit matter or on the accounts or disclosures to which it relates.

Allowance for credit losses on certain loans evaluated on a collective basis

As discussed in Notes 1 and 3 to the consolidated financial statements, the Company's allowance for credit losses on loans evaluated on a collective basis for the commercial and industrial, commercial real estate, and consumer credit card loan segments (the collective ACL) was \$195 million as of December 31, 2020. The collective ACL represented 90% of the total recorded allowance for credit losses on loans as of December 31, 2020. The collective ACL includes the measure of expected credit losses on a pool basis for loans where similar risk characteristics exist and is determined using relevant available information from internal and external sources related to historical credit loss experience, current conditions, and reasonable and supportable

economic forecasts. The Company uses probability of default (PD) and loss given default (LGD) models for the commercial and industrial segment, commercial real estate segment, and revolver activity within the consumer credit card segment. For the commercial and industrial segment and revolver portion of the consumer credit card segment, the collective ACL is calculated by modeling PD over future periods multiplied by historical LGD multiplied by contractual exposure at default minus any modeled prepayments and charge offs. For the commercial real estate segment, the collective ACL is calculated by modeling PD over future periods based on peer bank data. The PD loss rate is then multiplied by historical LGD multiplied by contractual exposure at default minus any modeled prepayments and charge offs. The Company uses average historical loss rates across a defined lookback period to measure expected credit losses for the transactor activity within the consumer credit card segment. Primary risk drivers are segment specific and include macro-economic variables, risk ratings of the individual loans within the commercial and industrial and commercial real estate loan segments, and FICO ratings of individual card holders within the consumer credit card segment. After the reasonable and supportable forecast periods, the Company reverts to historical loss experience for each portfolio using a cliff or straight-line reversion method. A portion of the collective ACL is comprised of qualitative factors which represent adjustments to historical loss experience including concentrations of credit and results of internal loan review.

We identified the assessment of the collective ACL as a critical audit matter. A high degree of audit effort, including specialized skills and knowledge, and subjective and complex auditor judgment was involved in the assessment of the collective ACL. Specifically, the assessment encompassed the evaluation of the collective ACL methodology, including the methods and models used to estimate (1) the PD and LGD and historical loss rates and their significant assumptions, including recovery rates, portfolio segmentation, average prepayment rates, the economic forecast scenario, macro-economic variables, the reasonable and supportable forecast periods, lengths of time and methods of reversion, risk ratings on commercial and industrial and commercial real estate loans, and FICO ratings and the estimated life of the credit card receivables on consumer credit card loans, and (2) the qualitative factors and their significant assumptions, including concentrations of credit and results of internal loan review. The assessment also included an evaluation of the conceptual soundness and performance of the PD and LGD and historical loss rate models. In addition, auditor judgment was required to evaluate the sufficiency of audit evidence obtained.

- The following are the primary procedures we performed to address this critical audit matter. We evaluated the design and tested the operating effectiveness of certain internal controls related to the measurement of the collective ACL, including controls related to the:
 - development and approval of the collective ACL methodology
 - development of the PD and LGD and historical loss rate models
 - determination and measurement of the significant assumptions used in the PD and LGD and historical loss rate models
 - development of the qualitative factors, including concentrations of credit and results of internal loan review
 - analysis of the overall ACL results, trends, and ratios.

We evaluated the Company's process to develop the collective ACL estimate by testing certain sources of data, factors, and assumptions that the Company used, and considered the relevance and reliability of such data, factors, and assumptions. In addition, we involved credit risk professionals with specialized skills and knowledge, who assisted in:

- evaluating the Company's collective ACL methodology for compliance with U.S. generally accepted accounting principles
- evaluating judgments made by the Company relative to the development and performance monitoring of the PD and LGD and historical loss rate models by comparing them to relevant Company specific metrics and trends and the applicable industry and regulatory practices
- assessing the conceptual soundness and performance testing of the PD and LGD and historical loss rate models by inspecting the model documentation to determine whether the models are suitable for their intended use
- evaluating the methodology used to develop the economic forecast scenario and underlying assumptions by comparing it to the Company's business environment and relevant industry practices

- testing the complete historical credit cycle period and evaluating the length of the reasonable and supportable forecast period by comparing to specific portfolio risk characteristics and trends
- determining whether the loan portfolio is segmented by similar risk characteristics by comparing to the Company's business environment and relevant industry practices
- testing individual risk ratings for a selection of commercial and industrial and commercial real estate loans by evaluating the financial performance of the borrower, sources of repayment, and any relevant guarantees or underlying collateral
- evaluating the methodology used to develop the qualitative factors and the effect of those factors on the collective ACL compared with relevant credit risk factors and consistency with credit trends and identified limitations of the underlying quantitative models.

We also assessed the sufficiency of the audit evidence obtained related to the collective ACL by evaluating the:

- cumulative results of the audit procedures
- qualitative aspects of the Company's accounting practices
- potential bias in the accounting estimates.

/s/ KPMG LLP

We have served as the Company's auditor since 2014.

Kansas City, Missouri
March 1, 2021

UMB FINANCIAL CORPORATION
CONSOLIDATED BALANCE SHEETS
(dollars in thousands, except share and per share data)

	December 31,	
	2020	2019
ASSETS		
Loans	\$ 16,103,651	\$ 13,431,722
Allowance for credit losses on loans ⁽¹⁾	(215,973)	(101,788)
Net loans	15,887,678	13,329,934
Loans held for sale	6,708	7,803
Securities:		
Available for sale (amortized cost of \$8,887,734 and \$7,323,980, respectively)	9,299,688	7,447,362
Held to maturity, net of allowance for credit losses of \$2,610 and \$0, respectively (fair value of \$1,029,444 and \$1,082,345, respectively)	1,012,004	1,116,102
Trading securities	35,020	45,618
Other securities	296,053	108,420
Total securities	10,642,765	8,717,502
Federal funds sold and securities purchased under agreements to resell	1,650,335	1,578,345
Interest-bearing due from banks	3,110,042	1,225,491
Cash and due from banks	430,638	472,958
Premises and equipment, net	293,095	300,334
Accrued income	139,892	124,508
Goodwill	180,867	180,867
Other intangibles, net	21,056	27,597
Other assets	764,428	596,016
Total assets	<u>\$ 33,127,504</u>	<u>\$ 26,561,355</u>
LIABILITIES		
Deposits:		
Noninterest-bearing demand	\$ 9,879,970	\$ 6,944,465
Interest-bearing demand and savings	16,295,186	13,432,415
Time deposits under \$250,000	477,748	611,587
Time deposits of \$250,000 or more	398,347	614,777
Total deposits	27,051,251	21,603,244
Federal funds purchased and repurchase agreements	2,315,497	1,896,508
Long-term debt	269,595	70,372
Accrued expenses and taxes	319,676	232,200
Other liabilities	154,537	152,591
Total liabilities	<u>30,110,556</u>	<u>23,954,915</u>
SHAREHOLDERS' EQUITY		
Common stock, \$1.00 par value; 80,000,000 shares authorized; 55,056,730 shares issued, 48,006,386 and 49,097,606 shares outstanding, respectively	55,057	55,057
Capital surplus	1,090,450	1,073,764
Retained earnings	1,891,246	1,672,438
Accumulated other comprehensive income, net	318,340	83,180
Treasury stock, 7,050,344 and 5,959,124 shares, at cost, respectively	(338,145)	(277,999)
Total shareholders' equity	<u>3,016,948</u>	<u>2,606,440</u>
Total liabilities and shareholders' equity	<u>\$ 33,127,504</u>	<u>\$ 26,561,355</u>

(1) As of December 31, 2019, this line represents the Allowance for loan losses. See further discussion of this change in Note 2, "New Accounting Pronouncements"

See Notes to Consolidated Financial Statements.

UMB FINANCIAL CORPORATION
CONSOLIDATED STATEMENTS OF INCOME
(dollars in thousands, except share and per share data)

	Year Ended December 31,		
	2020	2019	2018
INTEREST INCOME			
Loans	\$ 585,957	\$ 637,845	\$ 559,351
Securities:			
Taxable interest	105,701	106,053	83,333
Tax-exempt interest	99,820	90,064	74,411
Total securities income	205,521	196,117	157,744
Federal funds and resell agreements	11,840	13,843	4,808
Interest-bearing due from banks	3,744	12,882	7,910
Trading securities	1,427	2,205	2,148
Total interest income	808,489	862,892	731,961
INTEREST EXPENSE			
Deposits	58,214	154,192	92,101
Federal funds and repurchase agreements	11,787	32,553	24,737
Other	7,259	5,242	4,677
Total interest expense	77,260	191,987	121,515
Net interest income	731,229	670,905	610,446
Provision for credit losses(1)	130,500	32,850	70,750
Net interest income after provision for credit losses	600,729	638,055	539,696
NONINTEREST INCOME			
Trust and securities processing	194,646	176,913	172,163
Trading and investment banking	32,945	23,466	15,584
Service charges on deposit accounts	83,879	82,748	84,287
Insurance fees and commissions	1,369	1,634	1,292
Brokerage fees	24,350	31,261	25,807
Bankcard fees	60,544	66,727	68,520
Investment securities gains, net	120,634	2,245	3,521
Other	41,799	41,776	30,524
Total noninterest income	560,166	426,770	401,698
NONINTEREST EXPENSE			
Salaries and employee benefits	495,464	461,445	419,091
Occupancy, net	47,476	47,771	45,239
Equipment	85,719	79,086	75,184
Supplies and services	15,537	18,699	16,103
Marketing and business development	14,679	26,257	24,372
Processing fees	54,213	52,198	46,977
Legal and consulting	29,765	31,504	29,859
Bankcard	18,954	17,750	17,514
Amortization of other intangible assets	6,517	5,506	5,764
Regulatory fees	10,279	11,489	12,695
Other	43,402	27,155	25,002
Total noninterest expense	822,005	778,860	717,800
Income before income taxes	338,890	285,965	223,594
Income tax expense	52,388	42,365	27,334
Income from continuing operations	286,502	243,600	196,260
Discontinued Operations			
Loss from discontinued operations before taxes	—	—	(917)
Income tax benefit	—	—	(170)
Loss from discontinued operations	—	—	(747)
NET INCOME	\$ 286,502	\$ 243,600	\$ 195,513

PER SHARE DATA

Basic:						
Income from continuing operations	\$	5.95	\$	4.99	\$	3.98
Loss from discontinued operations		—		—		(0.01)
Net income – basic		5.95		4.99		3.97
Diluted:						
Income from continuing operations		5.93		4.96		3.94
Loss from discontinued operations		—		—		(0.01)
Net income – diluted		5.93		4.96		3.93
Dividends		1.25		1.21		1.17
Weighted average shares outstanding – basic		48,137,791		48,779,263		49,334,937
Weighted average shares outstanding – diluted		48,343,750		49,089,877		49,770,737

- (1) For the years ended December 31, 2019 and 2018, this line represents the Provision for loan losses. See further discussion of this change in Note 2, “New Accounting Pronouncements.”

See Notes to Consolidated Financial Statements.

UMB FINANCIAL CORPORATION
CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME
(dollars in thousands)

	Year Ended December 31,		
	2020	2019	2018
Net income	\$ 286,502	\$ 243,600	\$ 195,513
Other comprehensive income (loss), before tax:			
Unrealized gains and losses on debt securities:			
Change in unrealized holding gains and losses, net	295,552	253,891	(51,271)
Less: Reclassification adjustment for gains included in net income	(6,980)	(3,218)	(578)
Change in unrealized gains and losses on debt securities during the period	288,572	250,673	(51,849)
Unrealized gains and losses on derivative hedges:			
Change in unrealized gains and losses on derivative hedges	20,979	(15,318)	1,906
Less: Reclassification adjustment for (gains) losses included in net income	(1,905)	1,023	—
Change in unrealized gains and losses on derivative hedges	19,074	(14,295)	1,906
Other comprehensive income (loss), before tax	307,646	236,378	(49,943)
Income tax (expense) benefit	(72,486)	(57,416)	12,735
Other comprehensive income (loss) before reclassifications	235,160	178,962	(37,208)
Amounts reclassified from accumulated other comprehensive income ⁽¹⁾⁽²⁾	—	—	(13,049)
Net current-period other comprehensive income (loss)	235,160	178,962	(50,257)
Comprehensive income	<u>\$ 521,662</u>	<u>\$ 422,562</u>	<u>\$ 145,256</u>

(1) See Note 2, “New Accounting Pronouncements,” for discussions of the Company’s adoption of ASU No. 2016-01.

(2) See Note 2, “New Accounting Pronouncements,” for discussion of the Company’s adoption of ASU No. 2018-02.

See Notes to Consolidated Financial Statements.

UMB FINANCIAL CORPORATION
CONSOLIDATED STATEMENTS OF CHANGES IN SHAREHOLDERS' EQUITY
(dollars in thousands, except per share data)

	Common Stock	Capital Surplus	Retained Earnings	Accumulated Other Comprehensive (Loss) Income	Treasury Stock	Total
Balance January 1, 2018	\$ 55,057	\$ 1,046,095	\$ 1,338,110	\$ (45,525)	\$ (212,206)	\$ 2,181,531
Cumulative effect adjustments ⁽¹⁾	—	—	145	—	—	145
Adjusted balance – January 1, 2018	55,057	1,046,095	1,338,255	(45,525)	(212,206)	2,181,676
Total comprehensive income (loss)	—	—	195,513	(50,257)	—	145,256
Reclassification of certain tax effects ⁽²⁾	—	—	12,917	—	—	12,917
Dividends (\$1.17 per share)	—	—	(58,264)	—	—	(58,264)
Purchase of treasury stock	—	(2,807)	—	—	(73,700)	(76,507)
Issuances of equity awards, net of forfeitures	—	(2,004)	—	—	2,499	495
Recognition of equity based compensation	—	10,579	—	—	—	10,579
Sale of treasury stock	—	524	—	—	538	1,062
Exercise of stock options	—	2,214	—	—	9,042	11,256
Balance December 31, 2018	\$ 55,057	\$ 1,054,601	\$ 1,488,421	\$ (95,782)	\$ (273,827)	\$ 2,228,470
Total comprehensive income	—	—	243,600	178,962	—	422,562
Dividends (\$1.21 per share)	—	—	(59,583)	—	—	(59,583)
Purchase of treasury stock	—	—	—	—	(4,496)	(4,496)
Forfeitures of equity awards, net of issuances	—	3,820	—	—	(3,204)	616
Recognition of equity based compensation	—	14,234	—	—	—	14,234
Sale of treasury stock	—	344	—	—	487	831
Exercise of stock options	—	765	—	—	3,041	3,806
Balance December 31, 2019	\$ 55,057	\$ 1,073,764	\$ 1,672,438	\$ 83,180	\$ (277,999)	\$ 2,606,440
Cumulative effect adjustment ⁽³⁾	—	—	(7,039)	—	—	(7,039)
Adjusted balance – January 1, 2020	55,057	1,073,764	1,665,399	83,180	(277,999)	2,599,401
Total comprehensive income	—	—	286,502	235,160	—	521,662
Dividends (\$1.25 per share)	—	—	(60,655)	—	—	(60,655)
Purchase of treasury stock	—	616	—	—	(64,382)	(63,766)
Forfeitures of equity awards, net of issuances	—	624	—	—	(16)	608
Recognition of equity based compensation	—	14,512	—	—	—	14,512
Sale of treasury stock	—	201	—	—	414	615
Exercise of stock options	—	733	—	—	3,838	4,571
Balance December 31, 2020	\$ 55,057	\$ 1,090,450	\$ 1,891,246	\$ 318,340	\$ (338,145)	\$ 3,016,948

(1) Related to the adoption of ASU Nos. 2016-01 and 2017-12. See Note 2, “New Accounting Pronouncements,” for further detail.

(2) Related to the adoption of ASU No. 2018-02. See Note 2, “New Accounting Pronouncements,” for further detail.

(3) Related to the adoption of ASU No. 2016-13. See Note 2, “New Accounting Pronouncements,” for further detail.

See Notes to Consolidated Financial Statements.

UMB FINANCIAL CORPORATION
CONSOLIDATED STATEMENTS OF CASH FLOWS
(dollars in thousands)

	Year Ended December 31,		
	2020	2019	2018
OPERATING ACTIVITIES			
Net income	\$ 286,502	\$ 243,600	\$ 195,513
Adjustments to reconcile net income to net cash provided by operating activities:			
Provision for credit losses ⁽¹⁾	130,500	32,850	70,750
Net amortization (accretion) of premiums and discounts from acquisition	251	215	(398)
Depreciation and amortization	62,803	56,258	53,116
Amortization of debt issuance costs	131	—	—
Deferred income tax benefit	(4,836)	(153)	(20,261)
Net decrease (increase) in trading securities and other earning assets	10,598	15,393	(6,956)
Gains on investment securities, net	(120,634)	(2,245)	(3,521)
Gains on sales of assets	(797)	(374)	(2,721)
Amortization of securities premiums, net of discount accretion	44,302	33,441	42,423
Originations of loans held for sale	(128,123)	(216,334)	(59,687)
Gains on sales of loans held for sale, net	(3,964)	(1,370)	(1,183)
Proceeds from sales of loans held for sale	133,182	213,093	59,138
Equity based compensation	15,120	14,850	11,074
Net tax benefit related to equity compensation plans	345	766	2,364
Changes in:			
Accrued income	(15,384)	(14,340)	(11,305)
Accrued expenses and taxes	91,693	76,846	(13,747)
Other assets and liabilities, net	(128,091)	(112,563)	(18,903)
Net cash provided by operating activities	<u>373,598</u>	<u>339,933</u>	<u>295,696</u>
INVESTING ACTIVITIES			
Securities held to maturity:			
Maturities, calls and principal repayments	193,629	208,009	114,427
Purchases	(92,141)	(156,143)	(24,059)
Securities available for sale:			
Sales	315,890	411,981	95,525
Maturities, calls and principal repayments	2,455,185	1,251,051	1,016,139
Purchases	(4,373,394)	(2,346,927)	(1,486,486)
Equity securities with readily determinable fair values:			
Maturities, calls and principal repayments	50,047	3,487	53
Purchases	(75,177)	—	—
Equity securities without readily determinable fair values:			
Maturities, calls and principal repayments	16,735	1,979	2,561
Purchases	(9,145)	(24,075)	(5,190)
Payment on low-income housing tax credit (LIHTC) investment commitments	(42,995)	(4,826)	(1,653)
Net increase in loans	(2,693,761)	(1,284,818)	(970,399)
Net increase in fed funds sold and resell agreements	(71,990)	(951,344)	(435,400)
Net cash activity from acquisitions and divestiture	24	(18,498)	(8,907)
Net (increase) decrease in interest-bearing balances due from other financial institutions	(13,835)	(10,447)	9,389
Purchases of bank premises and equipment	(60,216)	(72,313)	(57,940)
Proceeds from sales of bank premises and equipment	8,568	5,536	5,379
Purchases of bank-owned and company-owned life insurance	(100,000)	—	—
Proceeds from bank-owned and company-owned life insurance death benefit	1,489	2,187	16
Net cash used in investing activities	<u>(4,491,087)</u>	<u>(2,985,161)</u>	<u>(1,746,545)</u>
FINANCING ACTIVITIES			

Net increase in demand and savings deposits	5,798,276	2,242,368	1,402,119
Net (decrease) increase in time deposits	(350,269)	79,616	(129,159)
Net increase in fed funds purchased and repurchase agreements	418,989	377,588	258,216
Proceeds from short-term debt	15,000	—	—
Repayment of short-term debt	(15,000)	—	—
Proceeds from long-term debt	200,000	—	—
Payment of debt issuance costs	(2,250)	—	—
Cash dividends paid	(60,281)	(59,436)	(58,279)
Proceeds from exercise of stock options and sales of treasury shares	5,186	4,637	12,318
Purchases of treasury stock	(63,766)	(4,496)	(76,507)
Net cash provided by financing activities	<u>5,945,885</u>	<u>2,640,277</u>	<u>1,408,708</u>
Increase (decrease) in cash and cash equivalents	1,828,396	(4,951)	(42,141)
Cash and cash equivalents at beginning of year	1,669,170	1,674,121	1,716,262
Cash and cash equivalents at end of year	<u>\$ 3,497,566</u>	<u>\$ 1,669,170</u>	<u>\$ 1,674,121</u>

Supplemental disclosures:

Income tax payments	\$ 34,068	\$ 2,245	\$ 63,127
Total interest payments	84,105	189,582	115,163

Noncash disclosures:

Acquisition of low-income housing tax credit investments	\$ 59,072	\$ 18,602	\$ 4,000
Commitment to fund low-income housing tax credit investments	59,072	18,602	4,000

- (1) For the years ended December 31, 2019 and 2018, this line represents the Provision for loan losses. See further discussion of this change in Note 2, "New Accounting Pronouncements."

See Notes to Consolidated Financial Statements.

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

UMB Financial Corporation is a bank holding company, which offers a wide range of banking and other financial services to its customers through its branches and offices in the states of Missouri, Kansas, Colorado, Illinois, Oklahoma, Texas, Arizona, Nebraska, Iowa, Pennsylvania, South Dakota, Indiana, Utah, Minnesota, California, and Wisconsin. The preparation of consolidated financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amount of assets and liabilities and disclosure of contingent assets and liabilities at the date of the consolidated financial statements. These estimates and assumptions also impact reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates. Following is a summary of the more significant accounting policies to assist the reader in understanding the financial presentation.

Consolidation

The Company and its wholly owned subsidiaries are included in the Consolidated Financial Statements (references hereinafter to the “Company” in these Notes to Consolidated Financial Statements include wholly owned subsidiaries). Intercompany accounts and transactions have been eliminated in consolidation.

Revenue Recognition

Interest on loans and securities is recognized based on rate times the principal amount outstanding. This includes the impact of amortization of premiums and discounts. Interest accrual is discontinued when, in the opinion of management, the likelihood of collection becomes doubtful. Other noninterest income is recognized when performance obligations are satisfied.

Cash and cash equivalents

Cash and cash equivalents include Cash and due from banks and amounts due from the FRB. Cash on hand, cash items in the process of collection, and amounts due from correspondent banks are included in Cash and due from banks. Amounts due from the FRB are interest-bearing for all periods presented and are included in the Interest-bearing due from banks line on the Company’s Consolidated Balance Sheets.

This table provides a summary of cash and cash equivalents as presented on the Consolidated Statements of Cash Flows as of December 31, 2020 and 2019 (in thousands):

	December 31,	
	2020	2019
Due from the FRB	\$ 3,066,928	\$ 1,196,212
Cash and due from banks	430,638	472,958
Cash and cash equivalents at end of year	<u>\$ 3,497,566</u>	<u>\$ 1,669,170</u>

Also included in the Interest-bearing due from banks line, but not considered cash and cash equivalents are interest-bearing accounts held at other financial institutions, which totaled \$43.1 million and \$29.3 million at December 31, 2020 and 2019, respectively.

Loans and Loans Held for Sale

As further discussed below, the Company adopted ASU 2016-13, “Measurement of Credit Losses on Financial Instruments,” on January 1, 2020. The revised accounting policies are described below.

Loans are classified by the portfolio segments of commercial and industrial, specialty lending, commercial real estate, consumer real estate, consumer, credit cards, and leases and other.

A loan is considered to be collateral dependent when management believes it is probable that it will be unable to collect all principal and interest due according to the contractual terms of the loan. If a loan is collateral dependent, the Company records a valuation allowance equal to the carrying amount of the loan in excess of the

present value of the estimated future cash flows discounted at the loan's effective rate, based on the loan's observable market price or the fair value of the collateral.

A loan is accounted for as a troubled debt restructuring when a concession had been granted to a debtor experiencing financial difficulties. The Company's modifications generally include interest rate adjustments, and amortization and maturity date extensions. These modifications allow the debtor short-term cash relief to allow them to improve their financial condition. Restructured loans are considered to be collateral dependent and are individually evaluated for credit loss as part of the allowance for credit loss analysis.

Loans, including those that are considered to be collateral dependent or a troubled debt restructuring, are evaluated regularly by management. Loans are considered delinquent when payment has not been received within 30 days of its contractual due date. Loans are placed on nonaccrual status when the collection of interest or principal is 90 days or more past due, unless the loan is adequately secured and in the process of collection. When a loan is placed on nonaccrual status, any interest previously accrued but not collected is reversed against current income. Loans may be returned to accrual status when all the principal and interest amounts contractually due are brought current and future payments are reasonably assured. Interest payments received on nonaccrual loans are applied to principal unless the remaining principal balance has been determined to be fully collectible.

The adequacy of the ACL on loans is based on management's judgment and continuous evaluation of the pertinent factors underlying the credit quality inherent in the loan portfolio. Consideration of quantitative and qualitative factors relevant to each specific segmentation of loans includes lifetime historical loss experience, the impact of the current economic environment, reasonable and supportable forecasts, and detailed analysis of loans determined to be collateral dependent. The actual losses incurred over the lifetime of the portfolio, notwithstanding such considerations, however, could differ from the amounts estimated by management.

The Company maintains an allowance for off-balance sheet credit exposures, to address the credit risk to which the Company is exposed via a contractual obligation to extend credit, unless that obligation is unconditionally cancelable by the Company. The allowance for off-balance sheet credit exposure is included in the Accrued expenses and taxes line item in the Consolidated Balance Sheets. In order to maintain the allowance for off-balance sheet items at an appropriate level, a provision to increase or reduce the allowance is included in the Company's Consolidated Statements of Income. The allowance for off-balance sheet credit exposure is calculated by applying portfolio segment expected credit loss rates to the expected amount to be funded.

Loans held for sale are carried at the lower of aggregate cost or market value. Loan fees (net of certain direct loan origination costs) on loans held for sale are deferred until the related loans are sold or repaid. Gains or losses on loan sales are recognized at the time of sale and determined using the specific identification method.

Prior to the adoption of ASU 2016-13, loans were classified by the portfolio segments of commercial, real estate, consumer, and leases. The portfolio segments were further disaggregated into loan classes of commercial, asset-based, factoring, commercial credit card, real estate – construction, real estate – commercial, real estate – residential, real estate – HELOC, consumer – credit card, consumer – other, and leases. A loan was considered to be impaired when management believed it was probable that it would be unable to collect all principal and interest due according to the contractual terms of the loan. Additionally, the adequacy of the allowance for loan losses was based on management's evaluation of the inherent losses that had been incurred within the existing portfolio of loans. Further, a reserve to address the risk of loss associated with loan contingencies was separately maintained. This reserve was assessed by dividing the contingencies into pools of similar loan commitments and applying to factors to each pool. The gross amount of contingent exposure was first multiplied by a potential factor to estimate the degree to which the unused commitments might reasonably be expected to be used in a time of high usage. The resultant figure was then multiplied by a factor to estimate the risk of loss assuming funding of these loans. The potential loss estimates for each segment of the portfolio were added to arrive at a total potential loss estimate that was used to set the reserve.

Securities

Debt securities available for sale principally include U.S. Treasury and agency securities, GSE mortgage-backed securities, certain securities of state and political subdivisions, and corporates. Debt securities classified as available for sale are measured at fair value. Unrealized holding gains and losses are excluded from earnings and reported in Accumulated other comprehensive income (AOCI) until realized.

Securities held to maturity are carried at amortized historical cost, net of the allowance for credit losses, based on management's intention, and the Company's ability to hold them to maturity. The Company classifies certain securities of state and political subdivisions as held to maturity.

Trading securities, acquired for subsequent sale to customers, are carried at fair value. Market adjustments, fees and gains or losses on the sale of trading securities are considered to be a normal part of operations and are included in trading and investment banking income.

Equity-method investments

The Company accounts for certain other investments using equity-method accounting. For equity securities without readily determinable fair values, the Company's proportionate share of the income or loss is recognized on a one-quarter lag. When transparency in pricing exists, other investments are considered equity securities with readily determinable fair values.

Goodwill and Other Intangibles

Goodwill is tested for impairment annually and more frequently whenever events or changes in circumstances indicate that it is more likely than not that the fair value of a reporting unit is less than its carrying value. To test goodwill for impairment, the Company performs a qualitative assessment of each reporting unit. If the Company determines, on the basis of qualitative factors, that the fair value of the reporting unit is more likely than not greater than the carrying amount, the quantitative impairment test is not required. Otherwise, the Company compares the fair value of its reporting units to their carrying amounts to determine if an impairment exists and the amount of impairment loss. An impairment loss is measured as the excess of the carrying value of a reporting unit's goodwill over its fair value.

No goodwill impairments were recognized in 2020, 2019, or 2018. Other intangible assets, which relate to core deposits, non-compete agreements, and customer relationships, are amortized over their useful life. Intangible assets are evaluated for impairment when events or circumstances dictate. No intangible asset impairments were recognized in 2020, 2019, or 2018. The Company does not have any indefinite lived intangible assets.

Premises and Equipment

Premises and equipment are stated at cost less accumulated depreciation, which is computed primarily on the straight line method. Premises are depreciated over 15 to 40 year lives, while equipment is depreciated over lives of 3 to 20 years. Gains and losses from the sale of Premises and equipment are included in Other noninterest income and Other noninterest expense, respectively.

Impairment of Long-Lived Assets

Long-lived assets, including Premises and equipment, are reviewed for impairment whenever events or changes in circumstances indicate the carrying amount of an asset or group of assets may not be recoverable. The impairment review includes a comparison of future cash flows expected to be generated by the asset or group of assets to their current carrying value. If the carrying value of the asset or group of assets exceeds expected cash flows (undiscounted and without interest charges), an impairment loss is recognized to the extent the carrying value exceeds fair value. No impairments were recognized in 2020, 2019, or 2018.

Income Taxes

The Company accounts for income taxes under the asset and liability method, which requires the recognition of deferred tax assets and liabilities for the expected future tax consequences of events that have been included in the financial statements. Under this method, deferred tax assets and liabilities are measured based on the differences between the financial statement and tax basis of assets and liabilities using enacted tax rates in effect for the periods in which the differences are expected to reverse. The effect of a change in tax rates on deferred tax assets and liabilities is recognized in income in the period that includes the enactment date. The provision for deferred income taxes represents the change in the deferred income tax accounts during the year excluding the tax effect of the change in net unrealized gain (loss) on securities available for sale.

The Company records deferred tax assets to the extent these assets will more likely than not be realized. All available evidence is considered in making such determination, including future reversals of existing taxable temporary differences, projected future taxable income, tax planning strategies and recent financial operations. A valuation allowance is recorded for the portion of deferred tax assets that are not more-likely-than-not to be realized, and any changes to the valuation allowance are recorded in income tax expense.

The Company records the financial statement effects of an income tax position when it is more likely than not, based on the technical merits, that it will be sustained upon examination. A tax position that meets the more-likely-than-not recognition threshold is measured and recorded as the largest amount of tax benefit that is greater than 50 percent likely of being realized upon ultimate settlement with a taxing authority. Previously recognized tax positions are derecognized in the first period in which it is no longer more likely than not that the tax position will be sustained. The benefit associated with previously unrecognized tax positions are generally recognized in the first period in which the more-likely-than-not threshold is met at the reporting date, the tax matter is ultimately settled through negotiation or litigation, or when the related statute of limitations for the relevant taxing authority to examine and challenge the tax position has expired. The recognition, derecognition and measurement of tax positions are based on management's best judgment given the facts, circumstances and information available at the reporting date.

The Company recognizes accrued interest related to unrecognized tax benefits in interest expense and penalties in other noninterest expense. Accrued interest and penalties are included within the related liability lines in the Consolidated Balance Sheets. For the year ended December 31, 2020, the Company has recognized an immaterial amount in interest and penalties related to the unrecognized tax benefits.

Derivatives

The Company records all derivatives on the Consolidated Balance Sheets at fair value. The accounting for changes in the fair value of derivatives depends on the intended use of the derivative, whether the Company has elected to designate a derivative in a hedging relationship and apply hedge accounting, and whether the hedging relationship has satisfied the criteria necessary to apply hedge accounting. Currently, three of the Company's derivatives are designated in qualifying hedging relationships. The remainder of the Company's derivatives are not designated in qualifying hedging relationships, as the derivatives are not used to manage risks within the Company's assets or liabilities. All changes in fair value of the Company's non-designated derivatives and fair value hedges are recognized directly in earnings. Changes in fair value of the Company's cash flow hedges are recognized in AOCI and are reclassified to earnings when the hedged transaction affects earnings.

Per Share Data

Basic income per share is computed based on the weighted average number of shares of common stock outstanding during each period. Diluted year-to-date income per share includes the dilutive effect of 205,959, 310,614, and 435,800 shares issuable upon the exercise of stock options, nonvested restricted shares, and nonvested restricted stock units, granted by the Company that were outstanding at December 31, 2020, 2019, and 2018, respectively.

Certain options, restricted stock and restricted stock units issued under employee benefit plans were excluded from the computation of diluted earnings per share because they were anti-dilutive. Outstanding options, restricted stock and restricted stock units of 198,671, 114,130, and 125,765 for the years ended December 31, 2020, 2019, and 2018, respectively, were excluded from the computation of diluted income per share because their inclusion would have been anti-dilutive.

Accounting for Stock-Based Compensation

The Company measures the cost of employee services received in exchange for an award of equity instruments based on the fair value of the award on the date of the grant. For stock options, restricted stock, and service-based restricted stock unit awards, the grant date fair value is estimated using either an option-pricing model which is consistent with the terms of the award or an observed market price, if such a price exists. For performance-based restricted stock unit awards, the grant date fair value is based on the quoted price of the Company's common stock on the grant date less the present value of expected dividends not received during the vesting period. Such cost is generally recognized over the vesting period during which an employee is required to provide service in

exchange for the award and, in some cases, when performance metrics are met. The Company accounts for forfeitures of stock-based compensation on an actual basis as they occur.

2. NEW ACCOUNTING PRONOUNCEMENTS

Revenue Recognition In May 2014, the FASB issued ASU No. 2014-09, “Revenue from Contracts with Customers.” The ASU replaced most existing revenue recognition guidance in U.S. GAAP when it became effective. In August 2015, the FASB issued ASU No. 2015-14, which deferred the effective date of ASU No. 2014-09 to annual reporting periods that begin after December 15, 2017. In March, April, and May 2016, the FASB issued implementation amendments to the May 2014 ASU (collectively, the amended guidance). The amended guidance affects any entity that enters into contracts with customers to transfer goods and services, unless those contracts are within the scope of other standards. The amended guidance specifically excludes interest income, as well as other revenues associated with financial assets and liabilities, including loans, leases, securities, and derivatives. The amended guidance permits the use of either the full retrospective approach or a modified retrospective approach. The Company adopted the amended guidance using the modified retrospective approach on January 1, 2018. The adoption of this guidance had no impact on the Company’s Consolidated Financial Statements, except for additional financial statement disclosures. See Note 13, “Revenue Recognition” for related disclosures.

Financial Instruments In January 2016, the FASB issued ASU No. 2016-01, “Recognition and Measurement of Financial Assets and Financial Liabilities.” The amendment is intended to address certain aspects of recognition, measurement, presentation, and disclosure of financial instruments. The amendments in this update were adopted on January 1, 2018. Upon adoption, the Company recorded a cumulative effect adjustment to the Company’s Consolidated Balance Sheets of \$132 thousand as an increase to the opening balance of total shareholders’ equity.

Leases In February 2016, the FASB issued ASU No. 2016-02, “Leases” – ASC Topic 842. In January, July, and December 2018 and March 2019, the FASB issued implementation amendments to the February 2016 ASU (collectively, the amended guidance). The amended guidance changed the accounting treatment of leases, in that lessees recognize most leases on-balance sheet. This increased reported assets and liabilities, as lessees are required to recognize a right-of-use asset along with a lease liability, measured on a discounted basis. The amended guidance allows an entity to choose either the effective date, or the beginning of the earliest comparative period presented in the financial statements, as its date of initial application. The Company adopted the amended guidance on January 1, 2019, using the effective date as the date of initial application. Adoption of the amended guidance resulted in the recording of a right-of-use asset of \$58.2 million and a lease liability of \$63.0 million to its Consolidated Balance Sheets as of January 1, 2019. The most significant effects of the adoption of the amended guidance are additional financial statement disclosures. See Note 8, “Premises, Equipment, and Leases” for related disclosures.

Extinguishments of Liabilities In March 2016, the FASB issued ASU No. 2016-04, “Recognition of Breakage for Certain Prepaid Stored-Value Products.” The amendment is intended to reduce the diversity in practice related to the recognition of breakage. Breakage refers to the portion of a prepaid stored-value product, such as a gift card, that goes unused wholly or partially for an indefinite period of time. This amendment requires that breakage be accounted for consistent with the breakage guidance within ASU No. 2014-09, “Revenue from Contracts with Customers.” The amendments in this update were adopted January 1, 2018 in conjunction with the adoption of ASU No. 2014-09, and the adoption had no impact on the Company’s Consolidated Financial Statements.

Statement of Cash Flows In August 2016, the FASB issued ASU 2016-15, “Classification of Certain Receipts and Cash Payments.” This amendment adds to and clarifies existing guidance regarding the classification of certain cash receipts and payments in the statement of cash flows with the intent of reducing diversity in practice with respect to eight types of cash flows. The amendments in this update require full retrospective adoption. The amendments in this update were adopted on January 1, 2018 and did not have an impact on the Company’s Consolidated Statement of Cash Flows.

Derivatives and Hedging In August 2017, the FASB issued ASU 2017-12, “Targeted Improvements to Accounting for Hedging Activities.” The purpose of this updated guidance is to better align financial reporting for hedging activities with the economic objectives of those activities. The amendments in this update were adopted on January 1, 2018. Upon adoption, the Company recorded a cumulative effect adjustment to the Company’s Consolidated Balance Sheets of \$13 thousand as an increase to the opening balance of total shareholders’ equity.

Comprehensive Income In February 2018, the FASB issued ASU No. 2018-02, “Reclassification of Certain Tax Effects from Accumulated Other Comprehensive Income.” Under existing U.S. GAAP, the effects of changes in tax

rates and laws on deferred tax balances are recorded as a component of income tax expense in the period in which the law was enacted. When deferred tax balances related to items originally recorded in AOCI are adjusted, certain tax effects become stranded in AOCI. This amendment allows a reclassification from AOCI to retained earnings for stranded tax effects resulting from the Tax Cuts and Jobs Act (the Tax Act), and requires certain disclosures about stranded tax effects. The amendments in this update were adopted using a security-by-security approach on January 1, 2018. Upon adoption, the Company reclassified stranded tax effects totaling \$12.9 million from AOCI to retained earnings.

Credit Losses In June 2016, the FASB issued ASU 2016-13, “Measurement of Credit Losses on Financial Instruments.” In April and November 2019, the FASB issued implementation amendments to the June 2016 ASU (collectively, the amended guidance). The amended guidance replaced the current incurred loss methodology for recognizing credit losses with a current expected credit loss model, which requires the measurement of all expected credit losses for financial assets held at the reporting date based on historical experience, current conditions, and reasonable and supportable forecasts. The amended guidance broadened the information that an entity must consider in developing its expected credit loss estimates. Additionally, the updates amended the accounting for credit losses for available-for-sale debt securities and purchased financial assets with a more-than-insignificant amount of credit deterioration since origination. The amended guidance required enhanced disclosures to help investors and other financial statement users better understand significant estimates and judgments used in estimating credit losses, as well as the credit quality and underwriting standards of a company’s loan portfolio. The Company adopted the amended guidance on January 1, 2020 using a modified retrospective approach for adoption. Results for the reporting periods beginning after December 31, 2019 are presented under ASC Topic 326, *Financial Instruments – Credit Losses*, while prior period amounts continue to be presented in accordance with previously applicable GAAP. Upon adoption, the Company recorded a cumulative effect adjustment to the Company’s Consolidated Balance Sheets of \$9.0 million as an increase to the allowance for credit losses and \$7.0 million as a reduction to retained earnings, net of deferred tax balances. See Note 3, “Loans and Allowance for Credit Losses” for related disclosures.

3. LOANS AND ALLOWANCE FOR CREDIT LOSSES

The Company adopted the CECL methodology for measuring credit losses as of January 1, 2020 using a modified retrospective approach for adoption. All disclosures as of and for the year ended December 31, 2020 are presented in accordance with ASC 326, *Financial Instruments – Credit Losses*, while prior period amounts continue to be presented in accordance with previously applicable GAAP.

Loan Origination/Risk Management

The Company has certain lending policies and procedures in place that are designed to minimize the level of risk within the loan portfolio. Diversification of the loan portfolio manages the risk associated with fluctuations in economic conditions. Authority levels are established for the extension of credit to ensure consistency throughout the Company. It is necessary that policies, processes and practices implemented to control the risks of individual credit transactions and portfolio segments are sound and adhered to. The Company maintains an independent loan review department that reviews and validates the risk assessment on a continual basis. Management regularly evaluates the results of the loan reviews. The loan review process complements and reinforces the risk identification and assessment decisions made by lenders and credit personnel, as well as the Company’s policies and procedures.

Commercial and industrial loans are underwritten after evaluating and understanding the borrower’s ability to operate profitably and prudently expand its business. Commercial loans are made based on the identified cash flows of the borrower and on the underlying collateral provided by the borrower. The cash flows of the borrower, however, may not be as expected and the collateral securing these loans may fluctuate in value. Most commercial loans are secured by the assets being financed or other business assets such as accounts receivable or inventory and may incorporate a personal guarantee. In the case of loans secured by accounts receivable, the availability of funds for the repayment of these loans may be substantially dependent on the ability of the borrower to collect amounts from its customers.

Specialty lending loans include Asset-based and Factoring loans. Asset-based loans are offered primarily in the form of revolving lines of credit to commercial borrowers that do not generally qualify for traditional bank financing. Asset-based loans are underwritten based primarily upon the value of the collateral pledged to secure the loan, rather than on the borrower’s general financial condition. The Company utilizes pre-loan due diligence techniques, monitoring disciplines, and loan management practices common within the asset-based lending industry

to underwrite loans to these borrowers. Factoring loans provide working capital through the purchase and/or financing of accounts receivable to borrowers in the transportation industry and to commercial borrowers that do not generally qualify for traditional bank financing.

Commercial real estate loans are subject to underwriting standards and processes similar to commercial loans, in addition to those of real estate loans. These loans are viewed primarily as cash flow loans and secondarily as loans secured by real estate. Commercial real estate lending typically involves higher loan principal amounts, and the repayment of these loans is largely dependent on the successful operation of the property securing the loan or the business conducted on the property securing the loan. The Company requires that an appraisal of the collateral be made at origination and on an as-needed basis, in conformity with current market conditions and regulatory requirements. The underwriting standards address both owner and non-owner occupied real estate. Also included in Commercial real estate are Construction loans that are underwritten using feasibility studies, independent appraisal reviews, sensitivity analysis or absorption and lease rates, and financial analysis of the developers and property owners. Construction loans are based upon estimates of costs and value associated with the complete project. Construction loans often involve the disbursement of substantial funds with repayment substantially dependent on the success of the ultimate project. Sources of repayment for these types of loans may be pre-committed permanent loans, sales of developed property or an interim loan commitment from the Company until permanent financing is obtained. These loans are closely monitored by on-site inspections and are considered to have higher risks than other real estate loans due to their repayment being sensitive to interest rate changes, governmental regulation of real property, economic conditions, and the availability of long-term financing.

Consumer real estate loans, including residential real estate and home equity loans, are underwritten based on the borrower's loan-to-value percentage, collection remedies, and overall credit history.

Consumer loans are underwritten based on the borrower's repayment ability. The Company monitors delinquencies on all of its consumer loans and leases. The underwriting and review practices combined with the relatively small loan amounts that are spread across many individual borrowers, minimizes risk. Consumer loans and leases that are 90 days past due or more are considered non-performing.

Credit cards include both commercial and consumer credit cards. Commercial credit cards are generally unsecured and are underwritten with criteria similar to commercial loans, including an analysis of the borrower's cash flow, available business capital, and overall creditworthiness of the borrower. Consumer credit cards are underwritten based on the borrower's repayment ability. The Company monitors delinquencies on all of its consumer credit cards and periodically reviews the distribution of FICO scores relative to historical periods to monitor credit risk on its consumer credit card loans.

Credit risk is a potential loss resulting from nonpayment of either the primary or secondary exposure. Credit risk is mitigated with formal risk management practices and a thorough initial credit-granting process including consistent underwriting standards and approval process. Control factors or techniques to minimize credit risk include knowing the client, understanding total exposure, analyzing the client and debtor's financial capacity, and monitoring the client's activities. Credit risk and portions of the portfolio risk are managed through concentration considerations, average risk ratings, and other aggregate characteristics.

Loan Aging Analysis

This table provides a summary of loan classes and an aging of past due loans at December 31, 2020 and 2019 (in thousands):

	December 31, 2020					
	30-89 Days Past Due and Accruing	Greater than 90 Days Past Due and Accruing	Nonaccrual Loans	Total Past Due	Current	Total Loans
Loans						
Commercial and industrial	\$ 4,652	\$ 319	\$ 33,769	\$ 38,740	\$ 7,023,334	\$ 7,062,074
Specialty lending	—	—	19,437	19,437	491,863	511,300
Commercial real estate	2,351	225	28,386	30,962	5,877,972	5,908,934
Consumer real estate	524	—	5,345	5,869	1,939,625	1,945,494
Consumer	281	120	88	489	117,497	117,986
Credit cards	2,061	1,288	798	4,147	362,821	366,968
Leases and other	—	—	—	—	190,895	190,895
Total loans	\$ 9,869	\$ 1,952	\$ 87,823	\$ 99,644	\$ 16,004,007	\$ 16,103,651

	December 31, 2019					
	30-89 Days Past Due and Accruing	Greater than 90 Days Past Due and Accruing	Nonaccrual Loans	Total Past Due	Current	Total Loans
Commercial:						
Commercial	\$ 10,491	\$ 250	\$ 25,592	\$ 36,333	\$ 5,805,669	\$ 5,842,002
Asset-based	—	—	—	—	292,231	292,231
Factoring	—	—	—	—	170,560	170,560
Commercial – credit card	760	52	24	836	181,402	182,238
Real estate:						
Real estate – construction	3,933	—	95	4,028	838,318	842,346
Real estate – commercial	3,365	36	24,030	27,431	4,301,293	4,328,724
Real estate – residential	485	—	2,748	3,233	930,043	933,276
Real estate – HELOC	544	—	2,798	3,342	474,809	478,151
Consumer:						
Consumer – credit card	1,835	1,681	803	4,319	222,423	226,742
Consumer – other	81	50	257	388	133,086	133,474
Leases	—	—	—	—	1,978	1,978
Total loans	\$ 21,494	\$ 2,069	\$ 56,347	\$ 79,910	\$ 13,351,812	\$ 13,431,722

The Company sold consumer real estate loans with proceeds of \$133.2 million, \$213.1 million, and \$59.1 million in the secondary market without recourse during the periods ended December 31, 2020, 2019, and 2018, respectively.

The Company has ceased the recognition of interest on loans with a carrying value of \$87.8 million and \$56.3 million at December 31, 2020 and 2019, respectively. Restructured loans totaled \$10.8 million and \$19.8 million at December 31, 2020 and 2019, respectively. Loans 90 days past due and still accruing interest amounted to \$2.0 million and \$2.1 million at December 31, 2020 and 2019, respectively. All interest accrued but not received for loans placed on nonaccrual is reversed against interest income. There was an insignificant amount of interest reversed related to loans on nonaccrual during 2020. Nonaccrual loans with no related allowance for credit losses totaled \$42.1 million at December 31, 2020.

The following table provides the amortized cost of nonaccrual loans with no related allowance for credit losses by loan class at December 31, 2020 (in thousands):

	December 31, 2020	
	Nonaccrual Loans	Amortized Cost of Nonaccrual Loans with no related Allowance
<u>Loans</u>		
Commercial and industrial	\$ 33,769	\$ 9,916
Specialty lending	19,437	242
Commercial real estate	28,386	25,733
Consumer real estate	5,345	5,345
Consumer	88	88
Credit cards	798	798
Leases and other	—	—
Total loans	\$ 87,823	\$ 42,122

Amortized Cost

The following disclosure is presented in accordance with ASC 326.

The following table provides a summary of the amortized cost balance of each of the Company's loan classes disaggregated by collateral type and origination year as of December 31, 2020 (in thousands):

December 31, 2020									
Loan Segment and Type	Amortized Cost Basis by Origination Year - Term Loans						Amortized Cost - Revolving Loans	Amortized Cost - Revolving Loans Converted to Term Loans	Total
	2020	2019	2018	2017	2016	Prior			
Commercial and industrial:									
Equipment/Accounts Receivable/Inventory	\$ 3,185,589	\$ 684,488	\$ 471,950	\$ 185,167	\$ 178,576	\$ 69,599	\$ 2,108,799	\$ —	\$ 6,884,168
Agriculture	8,886	6,495	1,976	3,651	2,164	416	137,955	38	161,581
Overdrafts	—	—	—	—	—	—	16,325	—	16,325
Total Commercial and industrial	3,194,475	690,983	473,926	188,818	180,740	70,015	2,263,079	38	7,062,074
Specialty lending:									
Asset-based lending	64,258	—	—	—	—	—	291,091	—	355,349
Factoring	—	—	—	—	—	—	155,951	—	155,951
Total Specialty lending	64,258	—	—	—	—	—	447,042	—	511,300
Commercial real estate:									
Owner-occupied	579,212	334,098	233,192	170,913	120,603	176,377	18,880	51,910	1,685,185
Non-owner-occupied	846,030	630,457	230,549	169,193	333,215	115,753	49,384	97,954	2,472,535
Farmland	297,788	37,288	31,454	37,485	28,925	29,480	40,043	—	502,463
5+ Multi-family	190,922	80,293	2,835	32,498	39,802	6,298	2,418	94,789	449,855
1-4 Family construction	144	—	—	—	—	—	30,131	—	30,275
General construction	20,452	3,082	1,215	514	358	2,738	733,952	6,310	768,621
Total Commercial real estate	1,934,548	1,085,218	499,245	410,603	522,903	330,646	874,808	250,963	5,908,934
Consumer real estate:									
HELOC	82,410	11,236	4,263	241	63	2,561	294,390	5	395,169
First lien: 1-4 family	896,676	304,017	83,429	87,927	78,458	75,408	2,579	—	1,528,494
Junior lien: 1-4 family	9,142	6,383	2,360	1,247	948	1,470	281	—	21,831
Total Consumer real estate	988,228	321,636	90,052	89,415	79,469	79,439	297,250	5	1,945,494
Consumer:									
Revolving line	—	—	—	—	—	—	65,215	—	65,215
Auto	12,470	9,846	2,960	1,645	680	348	—	—	27,949
Other	5,017	3,200	2,131	216	1,005	172	13,081	—	24,822
Total Consumer	17,487	13,046	5,091	1,861	1,685	520	78,296	—	117,986
Credit cards:									
Consumer	—	—	—	—	—	—	188,681	—	188,681
Commercial	—	—	—	—	—	—	178,287	—	178,287
Total Credit cards	—	—	—	—	—	—	366,968	—	366,968
Leases and other:									
Leases	—	915	—	787	—	711	—	—	2,413
Other	33,626	10,758	7,659	2,611	1,323	646	131,859	—	188,482
Total Leases and other	33,626	11,673	7,659	3,398	1,323	1,357	131,859	—	190,895
Total loans	\$ 6,232,622	\$ 2,122,556	\$ 1,075,973	\$ 694,095	\$ 786,120	\$ 481,977	\$ 4,459,302	\$ 251,006	\$ 16,103,651

Accrued interest on loans totaled \$58.8 million as of December 31, 2020 and is included in the Accrued income line on the Company's Consolidated Balance Sheets. The total amount of accrued interest is excluded from the amortized cost basis of loans presented above. Further, the Company has elected not to measure an allowance for credit losses for accrued interest receivable.

Credit Quality Indicators

As part of the on-going monitoring of the credit quality of the Company's loan portfolio, management tracks certain credit quality indicators including trends related to the risk grading of specified classes of loans, net charge-offs, non-performing loans, and general economic conditions.

The Company utilizes a risk grading matrix to assign a rating to each of its commercial, commercial real estate, and construction real estate loans. Changes in credit risk are monitored on a continuous basis and changes in risk ratings are made when identified. The loan ratings are summarized into the following categories: Non-watch list, Watch, Special Mention, Substandard, and Doubtful. Any loan not classified in one of the categories described below is considered to be a Non-watch list loan. A description of the general characteristics of the loan rating categories is as follows:

- **Watch** – This rating represents credit exposure that presents higher than average risk and warrants greater than routine attention by Company personnel due to conditions affecting the borrower, the borrower's industry or the economic environment. These conditions have resulted in some degree of uncertainty that results in higher than average credit risk. These loans are considered pass-rated credits.
- **Special Mention** – This rating reflects a potential weakness that deserves management's close attention. If left uncorrected, these potential weaknesses may result in deterioration of the repayment prospects for the asset or the borrower's credit position at some future date. The rating is not adversely classified and does not expose an institution to sufficient risk to warrant adverse classification.
- **Substandard** – This rating represents an asset inadequately protected by the current sound worth and paying capacity of the borrower or of the collateral pledged, if any. Assets so classified must have a well-defined weakness or weaknesses that jeopardize the liquidation of the debt. Loans in this category are characterized by the distinct possibility that the Company will sustain some loss if the deficiencies are not corrected. Loss potential, while existing in the aggregate amount of substandard assets, does not have to exist in individual assets classified as substandard.
- **Doubtful** – This rating represents an asset that has all the weaknesses inherent in an asset classified as substandard, with the added characteristic that the weaknesses make collection or liquidation in full, based on currently existing facts, conditions and values, highly questionable and improbable. The possibility of loss is extremely high, but because of certain important and reasonably specific pending factors, which may work to the advantage of strengthening the asset, its classification as an estimated loss is deferred until its more exact status may be determined. Pending factors include proposed merger, acquisition, liquidation procedures, capital injection, or perfecting liens.

Commercial and industrial

A discussion of the credit quality indicators that impact each type of collateral securing Commercial and industrial loans is included below:

Equipment, accounts receivable, and inventory General commercial and industrial loans are secured by working capital assets and non-real estate assets. The general purpose of these loans is for financing capital expenditures and current operations for commercial and industrial entities. These assets are short-term in nature. In the case of accounts receivable and inventories, the repayment of debt is reliant upon converting assets into cash or through goods and services being sold and collected. Collateral based-risk is due to aged short-term assets, which can be indicative of underlying issues with the borrower and lead to the value of the collateral being overstated.

Agriculture Agricultural loans are secured by non-real estate agricultural assets. These include shorter-term assets such as equipment, crops, and livestock. The risks associated with loans to finance crops or livestock include the borrower's ability to successfully raise and market the commodity. Adverse weather conditions and other natural perils can dramatically affect farmers' or ranchers' production and ability to service debt. Volatile commodity prices present another significant risk for agriculture borrowers. Market price volatility and production cost volatility can affect both revenues and expenses.

Overdrafts Commercial overdrafts are typically short-term and unsecured. Some commercial borrowers tie their overdraft obligation to their line of credit, so any draw on the line of credit will satisfy the overdraft.

Based on the factors noted above for each type of collateral, the Company assigns risk ratings to borrowers based on their most recently assessed financial position.

The following table provides a summary of the amortized cost balance by collateral type and risk rating as of December 31, 2020 (in thousands):

December 31, 2020									
Risk by Collateral	Amortized Cost Basis by Origination Year - Term Loans						Amortized Cost - Revolving Loans	Amortized Cost - Revolving Loans Converted to Term Loans	Total
	2020	2019	2018	2017	2016	Prior			
Equipment/Accounts Receivable/Inventory									
Non-watch list – Pass	\$ 2,975,305	\$ 664,016	\$ 439,460	\$ 171,409	\$ 165,321	\$ 67,442	\$ 1,948,261	\$ —	\$ 6,431,214
Watch – Pass	89,746	10,400	9,309	5,126	11,044	1,592	70,768	—	197,985
Special Mention	53,334	9,788	15,524	1,898	2,158	—	8,485	—	91,187
Substandard	67,118	231	7,657	1,369	53	565	81,246	—	158,239
Doubtful	86	53	—	5,365	—	—	39	—	5,543
Total Equipment/Accounts Receivable/Inventory	<u>\$ 3,185,589</u>	<u>\$ 684,488</u>	<u>\$ 471,950</u>	<u>\$ 185,167</u>	<u>\$ 178,576</u>	<u>\$ 69,599</u>	<u>\$ 2,108,799</u>	<u>\$ —</u>	<u>\$ 6,884,168</u>
Agriculture									
Non-watch list – Pass	\$ 7,880	\$ 3,924	\$ 1,389	\$ 1,379	\$ 1,759	\$ 404	\$ 92,917	\$ 38	\$ 109,690
Watch – Pass	179	2,571	188	102	345	—	17,956	—	21,341
Special Mention	303	—	399	22	—	12	6,674	—	7,410
Substandard	524	—	—	2,148	60	—	20,408	—	23,140
Doubtful	—	—	—	—	—	—	—	—	—
Total Agriculture	<u>\$ 8,886</u>	<u>\$ 6,495</u>	<u>\$ 1,976</u>	<u>\$ 3,651</u>	<u>\$ 2,164</u>	<u>\$ 416</u>	<u>\$ 137,955</u>	<u>\$ 38</u>	<u>\$ 161,581</u>

Specialty lending

A discussion of the credit quality indicators that impact each type of collateral securing Specialty loans is included below:

Asset-based lending General asset-based loans are secured by accounts receivable, inventory, equipment, and real estate. The purpose of these loans is for financing current operations for commercial customers. The repayment of debt is reliant upon collection of the accounts receivable within 30 to 90 days or converting assets into cash or through goods and services being sold and collected. The Company tracks each individual borrower credit risk based on their loan to collateral position. Any borrower position where the underlying value of collateral is below the fair value of the loan is considered out-of-margin and inherently higher risk.

Factoring General factoring loans are secured by accounts receivable. The purpose of these loans is for financing current operations for trucking or other commercial customers. The repayment of debt is reliant upon collection of the accounts receivable within 30 to 90 days. The Company tracks each individual borrower's credit risk based on their loan to collateral position.

To assess credit risk, the portfolio is separated into two tiers and a specifically impaired category. Tier 1 are loans that have not experienced collateral coverage rates falling below an internally tracked threshold at any time during their relationship history. The internal threshold is lower than each customer's actual contractual collateral coverage ratio. Tier 2 are loans that have experienced collateral coverage rates falling below the same internally tracked threshold during their relationship history. Loans evaluated for impairment are loans that have either experienced collateral coverage rates falling below an internally tracked threshold during their relationship history, have balances that are greater than an internally tracked threshold, or are on non-accrual. The combination of these categories has created an associated allowance to this portfolio of \$0.6 million as of December 31, 2020.

The following table provides a summary of the amortized cost balance by risk rating for asset-based loans as of December 31, 2020 (in thousands):

Risk	December 31, 2020	
	Asset-based lending	
In-margin	\$	331,360
Out-of-margin		23,989
Total	\$	355,349

The following table provides a summary of the amortized cost balance by risk rating for factoring loans as of December 31, 2020 (in thousands):

Risk	December 31, 2020	
	Factoring	
Tier 1	\$	10,774
Tier 2		135,861
Evaluated for impairment		9,316
Total	\$	155,951

Commercial real estate

A discussion of the credit quality indicators that impact each type of collateral securing Commercial real estate loans is included below:

Owner-occupied Owner-occupied loans are secured by commercial real estate. These loans are often longer tenured and susceptible to multiple economic cycles. The loans rely on the owner-occupied operations to service debt which cover a broad spectrum of industries. Real estate debt can carry a significant amount of leverage for a borrower to maintain.

Non-owner-occupied Non-owner-occupied loans are secured by commercial real estate. These loans are often longer tenured and susceptible to multiple economic cycles. The key element of risk in this type of lending is the cyclical nature of real estate markets. Although national conditions affect the overall real estate industry, the effect of national conditions on local markets is equally important. Factors such as unemployment rates, consumer demand, household formation, and the level of economic activity can vary widely from state to state and among metropolitan areas. In addition to geographic considerations, markets can be defined by property type. While all sectors are influenced by economic conditions, some sectors are more sensitive to certain economic factors than others.

Farmland Farmland loans are secured by real estate used for agricultural purposes such as crop and livestock production. Assets used as collateral are long-term assets that carry the ability to have longer amortizations and maturities. Longer terms carry the risk of added susceptibility to market conditions. The limited purpose of some Agriculture-related collateral affects credit risk because such collateral may have limited or no other uses to support values when loan repayment problems emerge.

5+ Multi-family 5+ multi-family loans are secured by a multi-family residential property. The primary risks associated with this type of collateral are largely driven by economic conditions. The national and local market conditions can change with unemployment rates or competing supply of multi-family housing. Tenants may not be able to afford their housing or have better options and this can result in increased vacancy. Rents may need to be lowered to fill apartment units. Increased vacancy and lower rental rates not only drive the borrower's ability to repay debt but also contribute to how the collateral is valued.

1-4 Family construction 1-4 family construction loans are secured by 1-4 family residential real estate and are in the process of construction or improvements being made. The predominant risk inherent to this portfolio is the risk associated with a borrower's ability to successfully complete a project on time and within budget. Market conditions also play an important role in understanding the risk profile. Risk from adverse changes in market conditions from the start of development to completion can result in deflated collateral values.

General construction General construction loans are secured by commercial real estate in process of construction or improvements being made and their repayment is dependent on the collateral's completion. Construction lending presents unique risks not encountered in term financing of existing real estate. The

predominant risk inherent to this portfolio is the risk associated with a borrower's ability to successfully complete a project on time and within budget. Commercial properties under construction are susceptible to market and economic conditions. Demand from prospective customers may erode after construction begins because of a general economic slowdown or an increase in the supply of competing properties.

Based on the factors noted above for each type of collateral, the Company assigns risk ratings to borrowers based on their most recently assessed financial position.

The following table provides a summary of the amortized cost balance by collateral type and risk rating as of December 31, 2020 (in thousands):

December 31, 2020

Risk by Collateral	Amortized Cost Basis by Origination Year - Term Loans						Amortized Cost - Revolving Loans	Amortized Cost - Revolving Loans Converted to Term Loans	Total
	2020	2019	2018	2017	2016	Prior			
Owner-occupied									
Non-watch list – Pass	\$ 568,636	\$ 327,579	\$ 227,581	\$ 141,758	\$ 118,593	\$ 163,292	\$ 15,052	\$ 51,910	\$ 1,614,401
Watch – Pass	1,712	6,413	4,761	1,194	—	8,581	—	—	22,661
Special Mention	1,424	—	—	—	1,588	—	—	—	3,012
Substandard	7,440	106	850	27,961	422	4,504	3,828	—	45,111
Doubtful	—	—	—	—	—	—	—	—	—
Total Owner-occupied	\$ 579,212	\$ 334,098	\$ 233,192	\$ 170,913	\$ 120,603	\$ 176,377	\$ 18,880	\$ 51,910	\$ 1,685,185
Non-owner-occupied									
Non-watch list – Pass	\$ 802,078	\$ 525,246	\$ 205,484	\$ 156,290	\$ 294,979	\$ 101,616	\$ 49,384	\$ 81,499	\$ 2,216,576
Watch – Pass	43,769	45,748	25,065	12,903	1,936	7,701	—	16,455	153,577
Special Mention	183	32,953	—	—	36,300	5,100	—	—	74,536
Substandard	—	26,510	—	—	—	1,336	—	—	27,846
Doubtful	—	—	—	—	—	—	—	—	—
Total Non-owner-occupied	\$ 846,030	\$ 630,457	\$ 230,549	\$ 169,193	\$ 333,215	\$ 115,753	\$ 49,384	\$ 97,954	\$ 2,472,535
Farmland									
Non-watch list – Pass	\$ 237,124	\$ 27,815	\$ 15,907	\$ 26,071	\$ 13,376	\$ 8,924	\$ 19,074	\$ —	\$ 348,291
Watch – Pass	20,992	9,221	13,404	5,133	6,301	19,835	17,699	—	92,585
Special Mention	—	—	630	1,854	4,901	40	861	—	8,286
Substandard	39,672	252	1,513	4,427	4,347	681	2,409	—	53,301
Doubtful	—	—	—	—	—	—	—	—	—
Total Farmland	\$ 297,788	\$ 37,288	\$ 31,454	\$ 37,485	\$ 28,925	\$ 29,480	\$ 40,043	\$ —	\$ 502,463
5+ Multi-family									
Non-watch list – Pass	\$ 190,922	\$ 77,846	\$ 2,835	\$ 31,173	\$ 39,802	\$ 6,298	\$ 2,418	\$ 94,789	\$ 446,083
Watch – Pass	—	—	—	1,325	—	—	—	—	1,325
Special Mention	—	2,447	—	—	—	—	—	—	2,447
Substandard	—	—	—	—	—	—	—	—	—
Doubtful	—	—	—	—	—	—	—	—	—
Total 5+ Multi-family	\$ 190,922	\$ 80,293	\$ 2,835	\$ 32,498	\$ 39,802	\$ 6,298	\$ 2,418	\$ 94,789	\$ 449,855
1-4 Family construction									
Non-watch list – Pass	\$ 144	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 30,131	\$ —	\$ 30,275
Watch – Pass	—	—	—	—	—	—	—	—	—
Special Mention	—	—	—	—	—	—	—	—	—
Substandard	—	—	—	—	—	—	—	—	—
Doubtful	—	—	—	—	—	—	—	—	—
Total 1-4 Family construction	\$ 144	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 30,131	\$ —	\$ 30,275
General construction									
Non-watch list – Pass	\$ 20,452	\$ 2,996	\$ 1,215	\$ 514	\$ 358	\$ 2,738	\$ 730,616	\$ 6,310	\$ 765,199
Watch – Pass	—	—	—	—	—	—	—	—	—
Special Mention	—	—	—	—	—	—	—	—	—
Substandard	—	—	—	—	—	—	3,336	—	3,336
Doubtful	—	86	—	—	—	—	—	—	86
Total General construction	\$ 20,452	\$ 3,082	\$ 1,215	\$ 514	\$ 358	\$ 2,738	\$ 733,952	\$ 6,310	\$ 768,621

Consumer real estate

A discussion of the credit quality indicators that impact each type of collateral securing Consumer real estate loans is included below:

HELOC HELOC loans are revolving lines of credit secured by 1-4 family residential property. The primary risk is the borrower's inability to repay debt. Revolving notes are often associated with HELOCs that can be secured by real estate without a 1st lien priority. Collateral is susceptible to market volatility impacting home values or economic downturns.

First lien: 1-4 family First lien 1-4 family loans are secured by a first lien on 1-4 family residential property. These term loans carry longer maturities and amortizations. The longer tenure exposes the borrower to multiple economic cycles, coupled with longer amortizations that result in smaller principal reduction early in the life of the loan. Collateral is susceptible to market volatility impacting home values.

Junior lien: 1-4 family Junior lien 1-4 family loans are secured by a junior lien on 1-4 family residential property. The Company's primary risk is the borrower's inability to repay debt and not being in a first lien position. Collateral is susceptible to market volatility impacting home values or economic downturns.

A borrower is considered non-performing if the Company has ceased the recognition of interest and the loan is placed on non-accrual. Charge-offs and borrower performance are tracked on a loan origination vintage basis. Certain vintages, based on their maturation cycle, could be at higher risk due to collateral-based risk factors.

The following table provides a summary of the amortized cost balance by collateral type and risk rating as of December 31, 2020 (in thousands):

December 31, 2020									
Risk by Collateral	Amortized Cost Basis by Origination Year - Term Loans					Prior	Amortized Cost - Revolving Loans	Amortized Cost - Revolving Loans Converted to Term Loans	Total
	2020	2019	2018	2017	2016				
HELOC									
Performing	\$ 82,410	\$ 11,209	\$ 4,213	\$ 241	\$ 63	\$ 2,518	\$ 291,340	\$ 5	\$ 391,999
Non-performing	—	27	50	—	—	43	3,050	—	3,170
Total HELOC	\$ 82,410	\$ 11,236	\$ 4,263	\$ 241	\$ 63	\$ 2,561	\$ 294,390	\$ 5	\$ 395,169
First lien: 1-4 family									
Performing	\$ 896,676	\$ 303,810	\$ 83,429	\$ 87,637	\$ 77,466	\$ 74,849	\$ 2,579	\$ —	\$ 1,526,446
Non-performing	—	207	—	290	992	559	—	—	2,048
Total First lien: 1-4 family	\$ 896,676	\$ 304,017	\$ 83,429	\$ 87,927	\$ 78,458	\$ 75,408	\$ 2,579	\$ —	\$ 1,528,494
Junior lien: 1-4 family									
Performing	\$ 9,142	\$ 6,374	\$ 2,317	\$ 1,225	\$ 908	\$ 1,456	\$ 281	\$ —	\$ 21,703
Non-performing	—	9	43	22	40	14	—	—	128
Total Junior lien: 1-4 family	\$ 9,142	\$ 6,383	\$ 2,360	\$ 1,247	\$ 948	\$ 1,470	\$ 281	\$ —	\$ 21,831

Consumer

A discussion of the credit quality indicators that impact each type of collateral securing Consumer loans is included below:

Revolving line Consumer Revolving lines of credit are secured by consumer assets other than real estate. The primary risk associated with this collateral is related to market volatility and the value of the underlying financial assets.

Auto Direct consumer auto loans are secured by new and used consumer vehicles. The primary risk with this collateral class is the rate at which the collateral depreciates.

Other This category includes Other consumer loans made to an individual. The primary risk for this category is for those loans where the loan is unsecured. This collateral type also includes other unsecured lending such as consumer overdrafts.

A borrower is considered non-performing if the Company has ceased the recognition of interest and the loan is placed on non-accrual. Charge-offs and borrower performance are tracked on a loan origination vintage basis. Certain vintages, based on their maturation cycle, could be at higher risk due to collateral-based risk factors.

The following table provides a summary of the amortized cost balance by collateral type and risk rating as of December 31, 2020 (in thousands):

December 31, 2020									
Risk by Collateral	Amortized Cost Basis by Origination Year - Term Loans						Amortized Cost - Revolving Loans	Amortized Cost - Revolving Loans Converted to Term Loans	Total
	2020	2019	2018	2017	2016	Prior			
Revolving line									
Performing	\$ —	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 65,215	\$ —	\$ 65,215
Non-performing	—	—	—	—	—	—	—	—	—
Total Revolving line	\$ —	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 65,215	\$ —	\$ 65,215
Auto									
Performing	\$ 12,465	\$ 9,784	\$ 2,960	\$ 1,645	\$ 680	\$ 347	\$ —	\$ —	\$ 27,881
Non-performing	5	62	—	—	—	1	—	—	68
Total Auto	\$ 12,470	\$ 9,846	\$ 2,960	\$ 1,645	\$ 680	\$ 348	\$ —	\$ —	\$ 27,949
Other									
Performing	\$ 5,000	\$ 3,200	\$ 2,131	\$ 214	\$ 1,005	\$ 172	\$ 13,081	\$ —	\$ 24,803
Non-performing	17	—	—	2	—	—	—	—	19
Total Other	\$ 5,017	\$ 3,200	\$ 2,131	\$ 216	\$ 1,005	\$ 172	\$ 13,081	\$ —	\$ 24,822

Credit cards

A discussion of the credit quality indicators that impact Credit card loans is included below:

Consumer Consumer credit card loans are revolving loans made to individuals. The primary risk associated with this collateral class is credit card debt is generally unsecured; therefore, repayment depends primarily on a borrower's willingness and capacity to repay. The highly competitive environment for credit card lending provides consumers with ample opportunity to hold several credit cards from different issuers and to pay only minimum monthly payments on outstanding balances. In such an environment, borrowers may become over-extended and unable to repay, particularly in times of an economic downturn or a personal catastrophic event.

The consumer credit card portfolio is segmented by borrower payment activity. Transactors are defined as accounts that pay off their balance by the end of each statement cycle. Revolvers are defined as an account that carries a balance from statement cycle to the next. These accounts incur monthly finance charges, and, sometimes, late fees. Revolvers are inherently higher risk and are tracked by FICO score.

Commercial Commercial credit card loans are revolving loans made to small and commercial businesses. The primary risk associated with this collateral class is credit card debt is generally unsecured; therefore, repayment depends primarily on a borrower's willingness and capacity to repay. Borrowers may become over-extended and unable to repay, particularly in times of an economic downturn or a catastrophic event.

The commercial credit card portfolio is segmented by current and past due payment status. A borrower is past due after 30 days. In general, commercial credit card customers do not have incentive to hold a balance resulting in paying interest on credit card debt as commercial customers will typically have other debt obligations with lower interest rates in which they can utilize for capital.

The following table provides a summary of the amortized cost balance of consumer credit cards by risk rating as of December 31, 2020 (in thousands):

Risk	December 31, 2020	
	Consumer	
Transactor accounts	\$	51,017
Revolver accounts (by FICO score):		
Less than 600		7,230
600-619		2,950
620-639		5,493
640-659		9,497
660-679		15,541
680-699		19,345
700-719		18,048
720-739		16,288
740-759		13,944
760-779		9,493
780-799		7,088
800-819		5,513
820-839		4,570
840+		2,664
Total	\$	188,681

The following table provides a summary of the amortized cost balance of commercial credit cards by risk rating as of December 31, 2020 (in thousands):

Risk	December 31, 2020	
	Commercial	
Current	\$	170,412
Past Due		7,875
Total	\$	178,287

Leases and other

A discussion of the credit quality indicators that impact each type of collateral securing Leases and other loans is included below:

Leases Leases are either loans to individuals for household, family and other personal expenditures or are loans related to all other direct financing and leveraged leases on property for leasing to lessees other than for household, family and other personal expenditure purposes. All leases are secured by the lease between the lessor and the lessee. These assignments grant the creditor a security interest in the rent stream from any lease, an important source of cash to pay the note in case of the borrower's default.

Other Other loans are loans that are obligations of states and political subdivisions in the U.S., loans to non-depository financial institutions, loans for purchasing or carrying securities, or all other non-consumer loans. Risk associated with other loans is tied to the underlying collateral by each type of loan. Collateral is generally equipment, accounts receivable, inventory, 1-4 family residential construction and susceptible to the same risks mentioned with those collateral types previously. Other risks consist of collateral that is secured by the stock of a non-depository financial institution, which can be unlisted stock with a limited market for the stock, or volatility of asset values driven by market performance.

Based on the factors noted above for each type of collateral, the Company assigns risk ratings to borrowers based on their most recently assessed financial position.

The following table provides a summary of the amortized cost balance by collateral type and risk rating as of December 31, 2020 (in thousands):

Risk	December 31, 2020	
	Leases	Other
Non-watch list – Pass	\$ 2,413	\$ 187,924
Watch – Pass	—	350
Special Mention	—	—
Substandard	—	208
Doubtful	—	—
Total	\$ 2,413	\$ 188,482

The following disclosures are presented under previously applicable GAAP.

The description of the general characteristics of the loan rating categories is as described above, however, in the prior period disclosures the Substandard loan rating category may also include loans where the collection of full principal is doubtful or remote.

All other classes of loans are generally evaluated and monitored based on payment activity. Non-performing loans include restructured loans on non-accrual and all other non-accrual loans.

This table provides an analysis of the credit risk profile of each loan class at December 31, 2019 (in thousands):

Credit Exposure
Credit Risk Profile by Risk Rating

	December 31, 2019				
	Commercial	Asset-based	Factoring	Real estate – construction	Real estate – commercial
Non-watch list – Pass	\$ 5,380,205	\$ 230,526	\$ 127,310	\$ 837,836	\$ 4,078,673
Watch – Pass	257,040	—	—	175	110,530
Special Mention	91,020	34,640	1,376	307	28,020
Substandard	113,737	27,065	41,874	4,028	111,501
Total	\$ 5,842,002	\$ 292,231	\$ 170,560	\$ 842,346	\$ 4,328,724

Credit Exposure
Credit Risk Profile Based on Payment Activity

	December 31, 2019					
	Commercial – credit card	Real estate – residential	Real estate – HELOC	Consumer – credit card	Consumer – other	Leases
Performing	\$ 182,214	\$ 926,312	\$ 468,228	\$ 225,939	\$ 132,414	\$ 1,978
Non-performing	24	6,964	9,923	803	1,060	—
Total	\$ 182,238	\$ 933,276	\$ 478,151	\$ 226,742	\$ 133,474	\$ 1,978

Allowance for Credit Losses

The ACL is a valuation account that is deducted from loans' and HTM securities' amortized cost bases to present the net amount expected to be collected on the instrument. Loans and HTM securities are charged off against the ACL when management believes the balance has become uncollectible. Expected recoveries are included in the allowance and do not exceed the aggregate of amounts previously charged-off and expected to be charged-off.

Management estimates the allowance balance using relevant available information, from internal and external sources, related to past events, current conditions, and reasonable and supportable economic forecasts. Historical credit loss experience provides the basis for the estimation of expected credit losses and is tracked over an economic cycle to capture a ‘through the cycle’ loss history. Adjustments to historical loss information are made for differences in current loan-specific risk characteristics such as differences in portfolio industry-based segmentation, risk rating and FICO score changes, average prepayment rates, changes in environmental conditions, or other relevant factors. For economic forecasts, the Company uses the Moody’s baseline scenario. The Company has developed a dynamic reasonable and supportable forecast period that ranges from one to three years and changes based on economic conditions. Due to current economic conditions, the Company’s reasonable and supportable forecast period is one year. After the reasonable and supportable forecast period, the Company reverts to historical losses. The reversion method applied to each portfolio can either be cliff or straight-line over four quarters.

The ACL is measured on a collective (pool) basis when similar risk characteristics exists. The ACL also incorporates qualitative factors which represent adjustments to historical credit loss experience for items such as concentrations of credit and results of internal loan review. The Company has identified the following portfolio segments and measures the allowance for credit losses using the following methods. The Company’s portfolio segmentation consists of Commercial and industrial, Specialty lending, Commercial real estate, Consumer real estate, Consumer, Credit cards, Leases and other, and Held-to-maturity securities. Multiple modeling techniques are used to measure credit losses based on the portfolio.

The ACL for Commercial & industrial and Leases and other segments are measured using a probability of default and loss given default method. Primary risk drivers within the segment are risk ratings of the individual loans along with changes of macro-economic variables such as interest rates and farm income. The ACL for commercial & industrial loans is calculated by modeling probability of default (PD) over future periods multiplied by historical loss given default rates (LGD) multiplied by contractual exposure at default minus any estimated prepayments and charge offs.

Collateral positions for Specialty lending loans are continuously monitored by the Company and the borrower is required to continually adjust the amount of collateral securing the loan. Credit losses are measured for any position where the amortized cost basis is greater than the fair value of the collateral. The ACL for specialty lending loans is calculated by using a bottom up approach comparing collateral values to outstanding balances.

The ACL for the Commercial real estate segment is measured using a PD and LGD method. Primary risk characteristics within the segment are risk ratings of the individual loans, along with changes of macro-economic variables, such as interest rates, CRE price index, median household income, construction activity, farm income, and vacancy rates. The ACL for commercial real estate loans is calculated by modeling PD over future periods based on peer bank data. The PD loss rate is then multiplied by historical LGD multiplied by contractual exposure at default minus any estimated prepayments and charge offs.

The ACL for the Consumer real estate and Consumer segments are measured using an origination vintage loss rate method applied to the loans’ amortized cost balance. The primary risk driver within the segments is year of origination, along with changes of macro-economic variables such as unemployment and the home price index.

The Credit card segment contains both consumer and commercial credit cards. The ACL for Consumer credit cards is measured using a PD and LGD method for Revolvers and average historical loss rates across a defined lookback period for Transactors. The PD and LGD method used for Revolvers is similar in nature to the method used in the Commercial & industrial and Commercial real estate segments. Primary risk drivers within the segment are FICO ratings of the individual card holders along with changes of macro-economic variables such as unemployment and retail sales. The ACL for Commercial credit cards is measured using roll-rate loss rate method based on days past due.

The ACL for the HTM securities segment is measured using a loss rate method based on historical bond rating transitions. Primary risk drivers within the segment are bond ratings in the portfolio along with changes of macro-economic conditions. For further discussion on these securities, including the aging and amortized cost balance of HTM securities, see Note 4, “Securities.”

See the credit quality indicators presented previously for a summary of current risk in the Company’s portfolio. Changes in economic forecasts will affect all portfolio segments, updated financial records from borrowers will affect portfolio segments by risk rating, updated FICO scores will affect consumer credit cards,

payment performance will affect consumer and commercial credit card portfolio segments, and updated bond credit ratings will affect held-to-maturity securities. The Company actively monitors all credit quality indicators for risk changes that will influence the current estimate.

Expected credit losses are estimated over the contractual term of the loans, adjusted for prepayments when appropriate. The contractual term excludes expected extensions, renewals, and modifications unless either of the following applies: management has a reasonable expectation at the reporting date that a troubled debt restructuring (TDR) will be executed with an individual borrower or the extension or renewal options are included in the original or modified contract at the reporting date and are not unconditionally cancelable by the Company.

Credit card receivables do not have stated maturities. In determining the estimated life of a credit card receivable, management first estimates the future cash flows expected to be received and then applies those expected future cash flows to the credit card balance. Expected credit losses for credit cards are determined by estimating the amount and timing of principal payments expected to be received as payment for the balance outstanding as of the reporting period until the expected payments have been fully allocated. The ACL is recorded for the excess of the balance outstanding as of the reporting period over the expected principal payments.

Loans that do not share risk characteristics are evaluated on an individual basis. Loans evaluated individually are excluded from the collective evaluation. When management determines that foreclosure is probable, expected credit losses are based on the fair value of the collateral at the reporting date, adjusted for undiscounted selling costs as appropriate. All loans are considered collateral dependent if placed on non-accrual or are considered to be a TDR.

A loan modification is considered a TDR when a concession has been granted to a debtor experiencing financial difficulties. The allowance for credit loss on a TDR is measured using the discounted cash flow method. When the value of a concession is measured using the discounted cash flow method, the allowance for credit loss is determined by discounting the expected future cash flows at the original effective interest rate of the loan.

ALLOWANCE FOR CREDIT LOSSES AND RECORDED INVESTMENT IN LOANS

This table provides a rollforward of the allowance for credit losses by portfolio segment for the year ended December 31, 2020 (in thousands):

	Year Ended December 31, 2020									
	Commercial and industrial	Specialty lending	Commercial real estate	Consumer real estate	Consumer	Credit cards	Leases and other	Total - Loans	HTM	Total
Allowance for credit losses:										
Beginning balance	\$ 63,313	\$ 2,545	\$ 15,951	\$ 2,623	\$ 543	\$ 15,739	\$ 1,074	\$ 101,788	\$ —	\$ 101,788
ASU 2016-13 adjustment	3,677	148	926	152	31	914	62	5,910	3,120	9,030
Adjusted beginning balance	66,990	2,693	16,877	2,775	574	16,653	1,136	107,698	3,120	110,818
Charge-offs	(8,587)	—	(11,939)	(219)	(607)	(7,326)	(11)	(28,689)	—	(28,689)
Recoveries	6,473	—	91	69	307	1,618	6	8,564	—	8,564
Provision	57,824	2,526	56,902	3,961	1,206	4,841	1,140	128,400	(510)	127,890
Ending balance - ACL	\$ 122,700	\$ 5,219	\$ 61,931	\$ 6,586	\$ 1,480	\$ 15,786	\$ 2,271	\$ 215,973	\$ 2,610	\$ 218,583
Allowance for credit losses on off-balance sheet credit exposures:										
Beginning balance	\$ 2,263	\$ 53	\$ 257	\$ 102	\$ 22	\$ —	\$ 211	\$ 2,908	\$ 70	\$ 2,978
Provision	1,596	234	190	43	359	—	203	2,625	(15)	2,610
Ending balance - ACL on off-balance sheet	\$ 3,859	\$ 287	\$ 447	\$ 145	\$ 381	\$ —	\$ 414	\$ 5,533	\$ 55	\$ 5,588

The primary drivers for the increase in the Company's ACL as of December 31, 2020 include the impact of the current and forecasted economic environment related to the COVID-19 pandemic, and overall growth in the loan portfolio.

The allowance for credit losses on off-balance sheet credit exposures is recorded in the Accrued expenses and taxes line of the Company's Consolidated Balance Sheets, see Note 15 "Commitments, Contingencies and Guarantees."

This table provides a rollforward of the allowance for loan losses by portfolio segment for the year ended December 31, 2019 (in thousands):

	Year Ended December 31, 2019				
	Commercial	Real estate	Consumer	Leases	Total
Allowance for loan losses:					
Beginning balance	\$ 80,888	\$ 13,664	\$ 9,071	\$ 12	\$ 103,635
Charge-offs	(36,716)	(444)	(8,920)	—	(46,080)
Recoveries	7,746	1,122	2,515	—	11,383
Provision	19,340	5,972	7,545	(7)	32,850
Ending Balance	\$ 71,258	\$ 20,314	\$ 10,211	\$ 5	\$ 101,788
Ending Balance: individually evaluated for impairment	\$ 271	\$ 467	\$ —	\$ —	\$ 738
Ending Balance: collectively evaluated for impairment	70,987	19,847	10,211	5	101,050
Loans:					
Ending Balance: loans	\$ 6,487,031	\$ 6,582,497	\$ 360,216	\$ 1,978	\$ 13,431,722
Ending Balance: individually evaluated for impairment	25,769	26,047	—	—	51,816
Ending Balance: collectively evaluated for impairment	6,461,262	6,556,450	360,216	1,978	13,379,906

This table provides a rollforward of the allowance for loan losses by portfolio segment for the year ended December 31, 2018 (in thousands):

	Year Ended December 31, 2018				
	Commercial	Real estate	Consumer	Leases	Total
Allowance for loan losses:					
Beginning balance	\$ 81,156	\$ 9,312	\$ 10,083	\$ 53	\$ 100,604
Charge-offs	(64,371)	(3,428)	(9,744)	—	(77,543)
Recoveries	6,753	445	2,626	—	9,824
Provision	57,350	7,335	6,106	(41)	70,750
Ending Balance	\$ 80,888	\$ 13,664	\$ 9,071	\$ 12	\$ 103,635
Ending Balance: individually evaluated for impairment	\$ 4,605	\$ 106	\$ —	\$ —	\$ 4,711
Ending Balance: collectively evaluated for impairment	76,283	13,558	9,071	12	98,924
Loans:					
Ending Balance: loans	\$ 6,037,065	\$ 5,760,070	\$ 375,767	\$ 5,248	\$ 12,178,150
Ending Balance: individually evaluated for impairment	31,006	8,233	—	—	39,239
Ending Balance: collectively evaluated for impairment	6,006,059	5,751,837	375,767	5,248	12,138,911

Collateral Dependent Financial Assets

The following disclosure is presented in accordance with ASC 326.

This table provides the amortized cost balance of financial assets considered collateral dependent as of December 31, 2020 (in thousands):

Loan Segment and Type	December 31, 2020		
	Amortized Cost of Collateral Dependent Assets	Related Allowance for Credit Losses	Amortized Cost of Collateral Dependent Assets with no related Allowance
Commercial and industrial:			
Equipment/Accounts Receivable/Inventory	\$ 29,684	\$ 4,828	\$ 5,830
Agriculture	4,086	—	4,086
Total Commercial and industrial	33,770	4,828	9,916
Specialty lending:			
Asset-based lending	17,875	4,490	242
Factoring	1,561	173	—
Total Specialty lending	19,436	4,663	242
Commercial real estate:			
Owner-occupied	16,539	—	16,539
Non-owner-occupied	—	—	—
Farmland	8,625	—	8,625
5+ Multi-family	—	—	—
1-4 Family construction	—	—	—
General construction	3,423	582	770
Total Commercial real estate	28,587	582	25,934
Consumer real estate:			
HELOC	3,170	—	3,170
First lien: 1-4 family	2,468	54	2,047
Junior lien: 1-4 family	212	—	212
Total Consumer real estate	5,850	54	5,429
Consumer:			
Revolving line	—	—	—
Auto	69	—	69
Other	19	—	19
Total Consumer	88	—	88
Leases and other:			
Leases	—	—	—
Other	—	—	—
Total Leases and other	—	—	—
Total loans	\$ 87,731	\$ 10,127	\$ 41,609

Impaired Loans

This table provides an analysis of impaired loans by class as of December 31, 2019 (in thousands):

	As of December 31, 2019					
	Unpaid Principal Balance	Recorded Investment with No Allowance	Recorded Investment with Allowance	Total Recorded Investment	Related Allowance	Average Recorded Investment
Commercial:						
Commercial	\$ 32,301	\$ 20,986	\$ 856	\$ 21,842	\$ 271	\$ 31,271
Asset-based	948	948	—	948	—	190
Factoring	2,979	2,979	—	2,979	—	3,917
Commercial – credit card	—	—	—	—	—	—
Real estate:						
Real estate – construction	97	95	—	95	—	19
Real estate – commercial	28,258	19,314	4,928	24,242	387	19,826
Real estate – residential	1,751	1,617	93	1,710	80	846
Real estate – HELOC	—	—	—	—	—	—
Consumer:						
Consumer – credit card	—	—	—	—	—	—
Consumer – other	—	—	—	—	—	70
Leases						
Leases	—	—	—	—	—	—
Total	\$ 66,334	\$ 45,939	\$ 5,877	\$ 51,816	\$ 738	\$ 56,139

This table provides an analysis of impaired loans by class as of December 31, 2018 (in thousands):

	As of December 31, 2018					
	Unpaid Principal Balance	Recorded Investment with No Allowance	Recorded Investment with Allowance	Total Recorded Investment	Related Allowance	Average Recorded Investment
Commercial:						
Commercial	\$ 40,402	\$ 16,470	\$ 14,536	\$ 31,006	\$ 4,605	\$ 43,335
Asset-based	—	—	—	—	—	—
Factoring	—	—	—	—	—	275
Commercial – credit card	—	—	—	—	—	—
Real estate:						
Real estate – construction	—	—	—	—	—	55
Real estate – commercial	10,856	7,776	165	7,941	28	11,279
Real estate – residential	304	197	95	292	78	303
Real estate – HELOC	—	—	—	—	—	—
Consumer:						
Consumer – credit card	—	—	—	—	—	—
Consumer – other	—	—	—	—	—	—
Leases						
Leases	—	—	—	—	—	—
Total	\$ 51,562	\$ 24,443	\$ 14,796	\$ 39,239	\$ 4,711	\$ 55,247

Troubled Debt Restructurings

A loan modification is considered a TDR when a concession has been granted to a debtor experiencing financial difficulties. The Company's modifications generally include interest rate adjustments, principal reductions, and amortization and maturity date extensions. These modifications allow the debtor short-term cash relief to allow them to improve their financial condition. The Company's restructured loans are considered collateral dependent and evaluated as part of the allowance for credit loss as described above in the Allowance for Credit Losses section of this note.

The Company had no commitments to lend to borrowers with loan modifications classified as TDRs as of December 31, 2020 and 2019. The Company monitors loan payments on an on-going basis to determine if a loan is considered to have a payment default. Determination of payment default involves analyzing the economic conditions that exist for each customer and their ability to generate positive cash flows during the loan term.

For the year ended December 31, 2020, the Company added one consumer real estate TDR with a pre- and a post-modification loan balance of \$441 thousand. For the year ended December 31, 2019, the Company added two commercial TDRs with aggregate pre- and post-modification loan balances of \$11.5 million, and one commercial real estate TDR with a pre- and a post-modification loan balance of \$3.1 million. For the years ended December 31, 2020 and 2019, the Company had no TDRs for which there was a payment default within the 12 months following the restructure date.

4. SECURITIES

Securities Available for Sale

This table provides detailed information about securities available for sale at December 31, 2020 and 2019 (in thousands):

	Amortized Cost	Gross Unrealized Gains	Gross Unrealized Losses	Fair Value
2020				
U.S. Treasury	\$ 29,911	\$ 829	\$ —	\$ 30,740
U.S. Agencies	89,554	6,395	—	95,949
Mortgage-backed	5,266,394	202,944	(1,157)	5,468,181
State and political subdivisions	3,424,309	199,848	(538)	3,623,619
Corporates	77,566	3,649	(16)	81,199
Total	<u>\$ 8,887,734</u>	<u>\$ 413,665</u>	<u>\$ (1,711)</u>	<u>\$ 9,299,688</u>
	Amortized Cost	Gross Unrealized Gains	Gross Unrealized Losses	Fair Value
2019				
U.S. Treasury	\$ 63,835	\$ 408	\$ (165)	\$ 64,078
U.S. Agencies	89,867	3,154	—	93,021
Mortgage-backed	4,030,688	58,184	(17,078)	4,071,794
State and political subdivisions	2,954,276	78,867	(3,226)	3,029,917
Corporates	185,314	3,259	(21)	188,552
Total	<u>\$ 7,323,980</u>	<u>\$ 143,872</u>	<u>\$ (20,490)</u>	<u>\$ 7,447,362</u>

The following table presents contractual maturity information for securities available for sale at December 31, 2020 (in thousands):

	Amortized Cost	Fair Value
Due in 1 year or less	\$ 246,086	\$ 247,233
Due after 1 year through 5 years	592,484	612,069
Due after 5 years through 10 years	636,566	667,001
Due after 10 years	2,146,204	2,305,204
Total	<u>3,621,340</u>	<u>3,831,507</u>
Mortgage-backed securities	5,266,394	5,468,181
Total securities available for sale	<u>\$ 8,887,734</u>	<u>\$ 9,299,688</u>

Securities may be disposed of before contractual maturities due to sales by the Company or because borrowers may have the right to call or prepay obligations with or without call or prepayment penalties.

Proceeds from the sales of securities available for sale were \$315.9 million, \$412.0 million, and \$95.5 million for 2020, 2019, and 2018, respectively. Securities transactions resulted in gross realized gains of \$7.3 million for

2020, \$4.6 million for 2019, and \$581 thousand for 2018. The gross realized losses were \$274 thousand for 2020, \$1.4 million for 2019, and \$3 thousand for 2018.

Securities available for sale with a fair value of \$7.8 billion and \$5.8 billion at December 31, 2020 and December 31, 2019, respectively, were pledged to secure U.S. Government deposits, other public deposits, certain trust deposits, derivative transactions, and repurchase agreements. Of these amounts, securities with a fair value of \$371.5 million at December 31, 2020 and \$481.2 million at December 31, 2019 were pledged at the Federal Reserve Discount Window but were unencumbered as of those dates.

Accrued interest on securities available for sale totaled \$42.6 million as of December 31, 2020 and is included in the Accrued income line on the Company's Consolidated Balance Sheets. The total amount of accrued interest is excluded from the amortized cost of available securities presented above. Further, the Company has elected not to measure an ACL for accrued interest receivable.

The following table shows the Company's available-for-sale investments' gross unrealized losses and fair value, aggregated by investment category and length of time that individual securities have been in a continuous unrealized loss position, at December 31, 2020 and 2019 (in thousands):

	Less than 12 months			12 months or more			Total		
	Count	Fair Value	Unrealized Losses	Count	Fair Value	Unrealized Losses	Count	Fair Value	Unrealized Losses
2020									
Description of Securities									
U.S. Treasury	—	\$ —	\$ —	—	\$ —	\$ —	—	\$ —	\$ —
U.S. Agencies	—	—	—	—	—	—	—	—	—
Mortgage-backed	16	174,234	(1,157)	—	—	—	16	174,234	(1,157)
State and political subdivisions	24	55,653	(279)	6	2,833	(259)	30	58,486	(538)
Corporates	4	5,335	(16)	—	—	—	4	5,335	(16)
Total	44	\$ 235,222	\$ (1,452)	6	\$ 2,833	\$ (259)	50	\$ 238,055	\$ (1,711)

	Less than 12 months		12 months or more		Total	
	Fair Value	Unrealized Losses	Fair Value	Unrealized Losses	Fair Value	Unrealized Losses
2019						
Description of Securities						
U.S. Treasury	\$ —	\$ —	\$ 19,863	\$ (165)	\$ 19,863	\$ (165)
U.S. Agencies	—	—	—	—	—	—
Mortgage-backed	947,415	(5,236)	517,824	(11,842)	1,465,239	(17,078)
State and political subdivisions	361,440	(3,084)	27,501	(142)	388,941	(3,226)
Corporates	13,685	(21)	—	—	13,685	(21)
Total	\$ 1,322,540	\$ (8,341)	\$ 565,188	\$ (12,149)	\$ 1,887,728	\$ (20,490)

The unrealized losses in the Company's investments in GSE mortgage-backed securities, State and political subdivisions, and Corporates were caused by changes in interest rates, and not from a decline in credit of the underlying issuers. The U.S. Treasury, U.S. Agency, and GSE mortgage-backed securities are all considered to be agency-backed securities with no risk of loss as they are either explicitly or implicitly guaranteed by the U.S. government. The changes in fair value in the agency-backed portfolios are solely driven by change in interest rates caused by changing economic conditions. The Company has no knowledge of any underlying credit issues and the cash flows underlying the debt securities have not changed and are not expected to be impacted by changes in interest rates.

For the State and political subdivision portfolio, the majority of the Company's holdings are in general obligation bonds, which have a very low historical default rate due to issuers generally having unlimited taxing authority to service the debt. For both the State and political and Corporate portfolios, the Company has a robust process for monitoring credit risk, including both pre-purchase and ongoing post-purchase credit reviews and analysis. The Company monitors credit ratings of all bond issuers in these segments and reviews available financial data, including market and sector trends.

As of December 31, 2020, there is no ACL related to the Company's available-for-sale securities as the decline in fair value did not result from credit issues.

Securities Held to Maturity

The following table shows the Company's held-to-maturity investments' amortized cost, fair value, and gross unrealized gains and losses at December 31, 2020 and 2019, respectively (in thousands):

	Amortized Cost	Gross Unrealized Gains	Gross Unrealized Losses	Fair Value
2020				
<u>State and political subdivisions:</u>				
Due in 1 year or less	\$ 4,907	\$ 29	\$ —	\$ 4,936
Due after 1 year through 5 years	123,643	3,402	(144)	126,901
Due after 5 years through 10 years	423,759	12,845	(1,566)	435,038
Due after 10 years	462,305	13,447	(13,183)	462,569
Total state and political subdivisions	<u>\$ 1,014,614</u>	<u>\$ 29,723</u>	<u>\$ (14,893)</u>	<u>\$ 1,029,444</u>
Allowance for credit losses	(2,610)			
Total state and political subdivisions, net of allowance for credit losses	<u>\$ 1,012,004</u>			

	Amortized Cost	Gross Unrealized Gains	Gross Unrealized Losses	Fair Value
2019				
<u>State and political subdivisions:</u>				
Due in 1 year or less	\$ 15,323	\$ 5	\$ (60)	\$ 15,268
Due after 1 year through 5 years	100,623	374	(699)	100,298
Due after 5 years through 10 years	394,591	389	(8,400)	386,580
Due after 10 years	605,565	494	(25,860)	580,199
Total state and political subdivisions	<u>\$ 1,116,102</u>	<u>\$ 1,262</u>	<u>\$ (35,019)</u>	<u>\$ 1,082,345</u>

Expected maturities will differ from contractual maturities because borrowers may have the right to call or prepay obligations with or without call or prepayment penalties.

There were no sales of securities held to maturity during 2020, 2019, or 2018.

The following table shows the Company's held-to-maturity investments' gross unrealized losses and fair value, aggregated by investment category and length of time that individual securities have been in a continuous unrealized loss position, at December 31, 2020 and 2019 (in thousands):

	Less than 12 months		12 months or more		Total	
	Fair Value	Unrealized Losses	Fair Value	Unrealized Losses	Fair Value	Unrealized Losses
2020						
State and political subdivisions	\$ 132,271	\$ (4,591)	\$ 109,712	\$ (10,302)	\$ 241,983	\$ (14,893)
Total	<u>\$ 132,271</u>	<u>\$ (4,591)</u>	<u>\$ 109,712</u>	<u>\$ (10,302)</u>	<u>\$ 241,983</u>	<u>\$ (14,893)</u>
2019						
State and political subdivisions	\$ 471,544	\$ (12,424)	\$ 546,572	\$ (22,595)	\$ 1,018,116	\$ (35,019)
Total	<u>\$ 471,544</u>	<u>\$ (12,424)</u>	<u>\$ 546,572</u>	<u>\$ (22,595)</u>	<u>\$ 1,018,116</u>	<u>\$ (35,019)</u>

The unrealized losses in the Company's held-to-maturity portfolio were caused by changes in the interest rate environment. The underlying bonds are evaluated for credit losses in conjunction with management's estimate of the ACL based on credit rating.

The following table shows the amortized cost basis by credit rating of the Company's held-to-maturity investments at December 31, 2020 (in thousands):

2020	Amortized Cost Basis by Credit Rating - HTM Debt Securities				
	A	BBB	BB	CCC-C	Total
State and political subdivisions:					
Competitive	\$ 340,290	\$ 558,786	\$ 18,078	\$ 8,135	\$ 925,289
Utilities	56,232	33,093	—	—	89,325
Total state and political subdivisions	<u>\$ 396,522</u>	<u>\$ 591,879</u>	<u>\$ 18,078</u>	<u>\$ 8,135</u>	<u>\$ 1,014,614</u>

Competitive held-to-maturity securities include not-for-profit enterprises that provide public functions such as housing, higher education or healthcare, but do so in a competitive environment. It also includes project financings that can have relatively high enterprise risk, such as deals backed by revenues from sports or convention facilities or start-up transportation revenues.

Utilities are public enterprises providing essential services with a monopoly or near-monopoly over the service area. This includes environmental utilities (water, sewer, solid waste), power utilities (electric distribution and generation, gas), and transportation utilities (airports, parking, toll roads, mass transit, ports).

All held-to-maturity securities were current and not past due at December 31, 2020.

Accrued interest on securities held to maturity totaled \$5.3 million as of December 31, 2020 and is included in the Accrued income line on the Company's Consolidated Balance Sheets. The total amount of accrued interest is excluded from the amortized cost of available-for-sale securities presented above. Further, the Company has elected not to measure an ACL for accrued interest receivable.

Trading Securities

The net unrealized gain on trading securities at December 31, 2020 was \$13 thousand. The net unrealized gain on trading securities at December 31, 2019 was \$1 thousand and the net unrealized loss on trading securities at December 31, 2018 was \$18 thousand. Net unrealized gains/losses are included in trading and investment banking income on the Consolidated Statements of Income. Securities sold not yet purchased totaled \$2.2 million and \$14.6 million at December 31, 2020 and 2019, respectively, and are classified within the Other liabilities line of the Company's Consolidated Balance Sheets.

Other Securities

The table below provides detailed information for Other securities at December 31, 2020 and 2019 (in thousands):

	December 31,	
	2020	2019
FRB and FHLB stock	\$ 33,222	\$ 33,262
Equity securities with readily determinable fair values	134,197	—
Equity securities without readily determinable fair values	128,634	75,158
Total	<u>\$ 296,053</u>	<u>\$ 108,420</u>

Investment in FRB stock is based on the capital structure of the investing bank, and investment in FHLB stock is mainly tied to the level of borrowings from the FHLB. These holdings are carried at cost. Equity securities with readily determinable fair values are generally traded on an exchange and market prices are readily available. Equity securities without readily determinable fair values include PCM alternative investments in hedge funds and private equity funds, which are accounted for as equity-method investments. Also included in this category are equity investments which are held by a subsidiary qualified as a Small Business Investment Company, as well as investments in low-income housing partnerships within the areas the Company serves. Unrealized gains or losses on equity securities with and without readily determinable fair values are recognized in the Investment securities gains, net line of the Company's Consolidated Statements of Income.

Investment Securities Gains, Net

The following table presents the components of Investment securities gains, net for the years ended December 31, 2020, 2019, and 2018 (in thousands):

	Year Ended December 31,		
	2020	2019	2018
Investment securities gains, net			
Available-for-sale debt securities:			
Gains realized on sales	\$ 7,255	\$ 4,636	\$ 581
Losses realized on sales	(274)	(1,418)	(3)
Equity securities with readily determinable fair values:			
Fair value adjustments, net	110,768	—	—
Equity securities without readily determinable fair values:			
Fair value adjustments, net	2,885	(973)	2,943
Total investment securities gains, net	\$ 120,634	\$ 2,245	\$ 3,521

5. SECURITIES PURCHASED UNDER AGREEMENTS TO RESELL

The Company regularly enters into agreements for the purchase of securities with simultaneous agreements to resell (resell agreements). The agreements permit the Company to sell or repledge these securities. Resell agreements were \$1.7 billion and \$1.6 billion at December 31, 2020 and 2019, respectively. The Company obtains possession of collateral with a market value equal to or in excess of the principal amount loaned under resell agreements.

6. LOANS TO OFFICERS AND DIRECTORS

Certain executive officers and directors of the Company and the Bank, including companies in which those persons are principal holders of equity securities or are general partners, borrow in the normal course of business from the Bank. All such loans have been made on substantially the same terms, including interest rates and collateral, as those prevailing at the same time for comparable transactions with unrelated parties. In addition, all such loans are current as to repayment terms.

For the years 2020 and 2019, an analysis of activity with respect to such aggregate loans to related parties appears below (in thousands):

	Year Ended December 31,	
	2020	2019
Balance – beginning of year	\$ 207,734	\$ 257,575
New loans	39,217	32,923
Repayments	(81,556)	(77,692)
Reduction due to change in reportable loans	—	(5,072)
Balance – end of year	<u>\$ 165,395</u>	<u>\$ 207,734</u>

7. GOODWILL AND OTHER INTANGIBLES

Changes in the carrying amount of goodwill for the years ended December 31, 2020 and December 31, 2019 by operating segment are as follows (in thousands):

	Commercial Banking	Institutional Banking	Personal Banking	Total
Balances as of January 1, 2020	\$ 59,419	\$ 51,332	\$ 70,116	\$ 180,867
Balances as of December 31, 2020	<u>\$ 59,419</u>	<u>\$ 51,332</u>	<u>\$ 70,116</u>	<u>\$ 180,867</u>
Balances as of January 1, 2019	\$ 59,419	\$ 51,332	\$ 70,116	\$ 180,867
Balances as of December 31, 2019	<u>\$ 59,419</u>	<u>\$ 51,332</u>	<u>\$ 70,116</u>	<u>\$ 180,867</u>

Following are the intangible assets that continue to be subject to amortization as of December 31, 2020 and 2019 (in thousands):

	As of December 31, 2020		
	Core Deposit Intangible Assets	Customer Relationships	Total
	Gross carrying amount	\$ 50,059	\$ 89,928
Accumulated amortization	48,746	70,185	118,931
Net carrying amount	<u>\$ 1,313</u>	<u>\$ 19,743</u>	<u>\$ 21,056</u>

	As of December 31, 2019		
	Core Deposit Intangible Assets	Customer Relationships	Total
	Gross carrying amount	\$ 50,059	\$ 89,952
Accumulated amortization	47,140	65,274	112,414
Net carrying amount	<u>\$ 2,919</u>	<u>\$ 24,678</u>	<u>\$ 27,597</u>

During the year ended December 31, 2019, the Company acquired two corporate trust businesses with aggregate customer relationship intangibles of \$18.1 million. During the year ended December 31, 2020, the Company recorded a \$24 thousand post-closing purchase adjustment related to one of these acquisitions.

Amortization expense for the years ended December 31, 2020, 2019, and 2018 was \$6.5 million, \$5.5 million and \$5.8 million, respectively.

The following table discloses the estimated amortization expense of intangible assets in future years (in thousands):

For the year ending December 31, 2021	\$ 5,344
For the year ending December 31, 2022	4,468
For the year ending December 31, 2023	3,713
For the year ending December 31, 2024	2,939
For the year ending December 31, 2025	2,732

8. PREMISES, EQUIPMENT, AND LEASES

Premises and equipment consisted of the following (in thousands):

	December 31,	
	2020	2019
Land	\$ 42,323	\$ 42,987
Buildings and leasehold improvements	351,957	358,291
Equipment	176,018	164,029
Software	264,251	238,315
Total	<u>834,549</u>	<u>803,622</u>
Accumulated depreciation	(341,379)	(330,677)
Accumulated amortization	<u>(200,075)</u>	<u>(172,611)</u>
Premises and equipment, net	<u>\$ 293,095</u>	<u>\$ 300,334</u>

Premises and equipment depreciation and amortization expenses were \$56.1 million in 2020, \$50.8 million in 2019, and \$47.4 million in 2018. Rental and operating lease expense was \$14.8 million in 2018.

The Company adopted ASC 842, *Leases*, on January 1, 2019, and used the effective date as the date of initial application of ASC 842 and did not recast comparative financial periods.

The Company primarily has leases of real estate, including buildings, or portions of buildings, used for bank branches or general office operations. These leases have remaining lease terms that range from less than one year to 27 years and most leases include one or more options to renew, with renewal terms that can extend the lease term from one month to 40 years or more. The exercise of lease renewal options is at the Company's sole discretion. No renewal options were included in the Company's calculation of its lease liabilities or right of use assets since it is not reasonably certain that the Company will exercise these options. No leases include options to purchase the leased property. The lease agreements do not contain any material residual value guarantees or material restrictive covenants. An insignificant number of leases include variable lease payments that are based on the Consumer Price Index (CPI). For the calculation of the lease liability and right of use asset for these leases, the Company has included lease payments based on CPI as of the effective date of ASC 842. The Company has made the election not to separate lease and non-lease components for existing real estate leases when determining consideration within the lease contract. All of the Company's lease agreements are classified as operating leases under ASC 842.

As of December 31, 2020 and 2019, right-of-use assets of \$63.4 million and \$66.8 million, respectively, were included as part of Other assets on the Company's Consolidated Balance Sheets. In addition, lease liabilities of \$71.7 million and \$73.0 million were included as part of Other liabilities on the Company's Consolidated Balance Sheets as of December 31, 2020 and 2019, respectively. For the years ended December 31, 2020 and 2019, lease expense of \$12.8 million and \$12.3 million, respectively, was recognized as part of Occupancy expense on the Company's Consolidated Statements of Income. For the years ended December 31, 2020 and 2019, cash payments of \$12.3 million and \$12.1 million, respectively, were made for leases included in the measurement of lease liabilities, and are classified as cash flows from operating activities in the Company's Consolidated Statements of Cash Flows. For the years ended December 31, 2020 and 2019, leased assets obtained in exchange for new operating lease liabilities were \$7.2 million and \$19.2 million, respectively. As of December 31, 2020 and 2019, the weighted average remaining lease terms of the Company's leases were 8.2 years and 8.6 years, respectively, and the weighted average discount rates were 2.85% and 3.06%, respectively.

As of December 31, 2020, future minimum lease payments under non-cancelable operating leases were as follows (in thousands):

2021	\$	12,725
2022		11,647
2023		9,796
2024		8,715
2025		7,806
Thereafter		30,457
Total lease payments		<u>81,146</u>
Less: Interest		<u>9,466</u>
Present value of lease liabilities	\$	<u>71,680</u>

9. BORROWED FUNDS

The components of the Company's long-term debt are as follows (in thousands):

	December 31,	
	2020	2019
Trust Preferred Securities:		
Marquette Capital Trust I Subordinated Debentures 1.57% due 2036	\$ 17,553	\$ 17,195
Marquette Capital Trust II Subordinated Debentures 1.57% due 2036	18,149	17,814
Marquette Capital Trust III Subordinated Debentures 1.74% due 2036	7,139	7,008
Marquette Capital Trust IV Subordinated Debentures 1.82% due 2036	28,873	28,355
Subordinated notes 3.70% due 2030, net of issuance costs	197,881	—
Total long-term debt	<u>\$ 269,595</u>	<u>\$ 70,372</u>

The aggregate repayment of long-term debt of \$271.7 million is due after December 31, 2025.

The Company assumed long-term debt obligations from the acquisition of Marquette and consists of debt obligations payable to four unconsolidated trusts (Marquette Capital Trust I, Marquette Capital Trust II, Marquette Capital Trust III, and Marquette Capital Trust IV) that previously issued trust preferred securities. These long-term debt obligations had an aggregate contractual balance of \$103.1 million and had a carrying value of \$71.7 million as of December 31, 2020. Interest rates on trust preferred securities are tied to the three-month LIBOR rate with spreads ranging from 133 basis points to 160 basis points and reset quarterly. The trust preferred securities have maturity dates ranging from January 2036 to September 2036.

In September 2020, the Company issued \$200.0 million of 3.70% fixed-to-fixed rate subordinated notes that mature on September 17, 2030. The notes bear interest at the rate of 3.70% per annum, payable semi-annually on each March 17 and September 17. The Company may redeem the notes, in whole or in part, on September 17, 2025, or on any interest payment date thereafter. Unamortized debt issuance costs related to these notes totaled \$2.1 million as of December 31, 2020. Proceeds from the issuance of the notes were used for general corporate purposes, including contributing Tier 1 capital into the Bank.

The Company is a member bank of the FHLB of Des Moines. Through this relationship, the Company purchased \$10.0 million of FHLB stock and has access to additional liquidity and funding sources through FHLB advances. The Company's borrowing capacity is dependent upon the amount of collateral the Company places at the FHLB. The Company's borrowing capacity with the FHLB was \$1.5 billion as of December 31, 2020. The Company had no outstanding FHLB advances at FHLB Des Moines as of December 31, 2020.

The Company has a revolving line of credit with Wells Fargo Bank, N.A. which allows the Company to borrow up to \$30.0 million for general working capital purposes. The interest rate applied to borrowed balances will be at the Company's option either 1.25% above LIBOR or 1.75% below the prime rate on the date of an advance. The Company pays 0.4% unused commitment fee for unused portions of the line of credit. The Company currently has no outstanding balance on this line of credit.

The Company enters into sales of securities with simultaneous agreements to repurchase (repurchase agreements). The Company utilizes repurchase agreements to facilitate the needs of customers and to facilitate secured short-term funding needs. Repurchase agreements are stated at the amount of cash received in connection with the transaction. The Company monitors collateral levels on a continuous basis and may be required to provide additional collateral based on the fair value of the underlying securities. Securities pledged as collateral under repurchase agreements are maintained with the Company's safekeeping agents. The amounts received under these agreements represent short-term borrowings. The amount outstanding at December 31, 2020, was \$2.2 billion, with accrued interest payable of \$326 thousand. The amount outstanding at December 31, 2019, was \$1.9 billion, with accrued interest payable of \$220 thousand.

The carrying amounts and market values of the securities and the related repurchase liabilities and weighted average interest rates of the repurchase liabilities (grouped by maturity of the repurchase agreements) were as follows as of December 31, 2020 and 2019 (in thousands):

	As of December 31, 2020		
	Securities Fair Market Value	Repurchase Liabilities	Weighted Average Interest Rate
Maturity of the Repurchase Liabilities			
2 to 29 days	\$ 1,625,230	\$ 1,759,559	0.34%
30 to 90 Days	504,435	489,302	1.17
Over 90 Days	1,005	1,000	—
Total	<u>\$ 2,130,670</u>	<u>\$ 2,249,861</u>	<u>0.52%</u>

	As of December 31, 2019		
	Securities Fair Market Value	Repurchase Liabilities	Weighted Average Interest Rate
Maturity of the Repurchase Liabilities			
2 to 29 days	\$ 1,772,820	\$ 1,753,870	1.44%
30 to 90 Days	114,190	110,765	2.72
Total	<u>\$ 1,887,010</u>	<u>\$ 1,864,635</u>	<u>1.52%</u>

The table below presents the remaining contractual maturities of repurchase agreements outstanding at December 31, 2020 and 2019, in addition to the various types of marketable securities that have been pledged as collateral for these borrowings (in thousands):

	As of December 31, 2020			
	Remaining Contractual Maturities of the Agreements			
	2-29 days	30-90 days	Over 90 Days	Total
Repurchase agreements, secured by:				
U.S. Treasury	\$ 2,440	\$ —	\$ —	\$ 2,440
U.S. Agency	1,757,119	489,302	1,000	2,247,421
Total repurchase agreements	<u>\$ 1,759,559</u>	<u>\$ 489,302</u>	<u>\$ 1,000</u>	<u>\$ 2,249,861</u>

	As of December 31, 2019			
	Remaining Contractual Maturities of the Agreements			
	2-29 days	30-90 days	Total	
Repurchase agreements, secured by:				
U.S. Agency	\$ 1,753,870	\$ 110,765	\$ 1,864,635	
Total repurchase agreements	<u>\$ 1,753,870</u>	<u>\$ 110,765</u>	<u>\$ 1,864,635</u>	

10. REGULATORY REQUIREMENTS

Payment of dividends by the Bank to the parent company is subject to various regulatory restrictions. For national banks, the governing regulatory agency must approve the declaration of any dividends generally in excess of the sum of net income for that year and retained net income for the preceding two years.

The Bank maintains a reserve balance with the FRB as required by law. During 2020, this amount averaged \$1.2 billion, compared to \$560.9 million in 2019.

At December 31, 2020, the Company is required to have minimum common equity tier 1, tier 1, and total capital ratios of 4.5%, 6.0% and 8.0%, respectively. The Company's actual ratios at that date were 12.10%, 12.10% and 14.26%, respectively. The Company is required to have a minimum leverage ratio of 4.0%, and the leverage ratio at December 31, 2020, was 8.37%.

As of December 31, 2020, the most recent notification from the OCC categorized the Bank as well capitalized under the regulatory framework for prompt corrective action. To be categorized as well-capitalized the Bank must maintain total risk-based, tier 1 risk-based, common equity tier 1, and tier 1 leverage ratios of 10.0%, 8.0%, 6.5%, and 5.0%, respectively. There are no conditions or events that have occurred since the receipt of the most recent notification that management believes have changed the Bank's categorization.

In addition, under amendments to the BHCA introduced by the Dodd-Frank Act and commonly known as the Volcker Rule, the Company and its subsidiaries are subject to extensive limits on proprietary trading and on owning or sponsoring hedge funds and private-equity funds. The limits on proprietary trading are largely focused on purchases or sales of financial instruments by a banking entity as principal primarily for the purpose of short-term resale, benefitting from actual or expected short-term price movements, or realizing short-term arbitrage profits. The limits on owning or sponsoring hedge funds and private-equity funds are designed to ensure that banking entities

generally maintain only small positions in managed or advised funds and are not exposed to significant losses arising directly or indirectly from them. The Volcker Rule also provides for increased capital charges, quantitative limits, rigorous compliance programs, and other restrictions on permitted proprietary trading and fund activities, including a prohibition on transactions with a covered fund that would constitute a covered transaction under Sections 23A and 23B of the Federal Reserve Act. The fund activities of the Company and its subsidiaries are in conformance with the Volcker Rule.

Actual capital amounts as well as required and well-capitalized common equity tier 1, tier 1, total and tier 1 leverage ratios as of December 31, 2020 and 2019 for the Company and the Bank are as follows (in thousands):

	2020					
	Actual		For Capital Adequacy Purposes		To Be Well Capitalized Under Prompt Corrective Action Provisions	
	Amount	Ratio	Amount	Ratio	Amount	Ratio
Common Equity Tier 1 Capital:						
UMB Financial Corporation	\$ 2,547,634	12.10%	\$ 947,486	4.50%	\$ N/A	N/A%
UMB Bank, n. a.	2,492,571	11.92	941,036	4.50	1,359,275	6.50
Tier 1 Capital:						
UMB Financial Corporation	2,547,634	12.10	1,263,315	6.00	N/A	N/A
UMB Bank, n. a.	2,492,571	11.92	1,254,715	6.00	1,672,954	8.00
Total Capital:						
UMB Financial Corporation	3,002,545	14.26	1,684,420	8.00	N/A	N/A
UMB Bank, n. a.	2,679,844	12.81	1,672,954	8.00	2,091,192	10.00
Tier 1 Leverage:						
UMB Financial Corporation	2,547,634	8.37	1,217,386	4.00	N/A	N/A
UMB Bank, n. a.	2,492,571	8.28	1,203,559	4.00	1,504,449	5.00
2019						
Common Equity Tier 1 Capital:						
UMB Financial Corporation	\$ 2,330,533	12.33%	\$ 850,304	4.50%	\$ N/A	N/A%
UMB Bank, n. a.	2,128,608	11.36	843,544	4.50	1,218,453	6.50
Tier 1 Capital:						
UMB Financial Corporation	2,330,533	12.33	1,133,738	6.00	N/A	N/A
UMB Bank, n. a.	2,128,608	11.36	1,124,726	6.00	1,499,635	8.00
Total Capital:						
UMB Financial Corporation	2,505,397	13.26	1,511,651	8.00	N/A	N/A
UMB Bank, n. a.	2,233,100	11.91	1,499,635	8.00	1,874,543	10.00
Tier 1 Leverage:						
UMB Financial Corporation	2,330,533	9.37	995,000	4.00	N/A	N/A
UMB Bank, n. a.	2,128,608	8.62	987,983	4.00	1,234,978	5.00

11. EMPLOYEE BENEFITS

The Company has a discretionary noncontributory profit sharing plan, which features an employee stock ownership plan. This plan is for the benefit of substantially all eligible officers and employees of the Company and its subsidiaries. The Company has accrued and anticipates making a discretionary payment of \$2.0 million in March 2021, for 2020. A \$2.0 million contribution was paid in 2020, for 2019. A \$1.5 million contribution was paid in 2019, for 2018.

The Company has a qualified 401(k) profit sharing plan that permits participants to make contributions by salary deduction, to which the Company makes matching contributions. The Company recognized expense related to matching contributions of \$11.0 million, \$10.6 million, and \$8.8 million for the years ended December 31, 2020, 2019 and 2018, respectively.

The Company recognized \$0.6 million, \$1.3 million, and \$1.5 million in expense related to outstanding stock options and \$3.4 million, \$6.9 million, and \$8.2 million in expense related to outstanding restricted stock grants for the years ended December 31, 2020, 2019, and 2018, respectively. The Company also recognized \$10.5 million, \$6.0 million, and \$807 thousand in expense related to outstanding restricted stock unit grants for the years ended December 31, 2020, 2019 and 2018, respectively. The Company had \$46 thousand of unrecognized compensation expense related to the outstanding stock options, \$2.2 million of unrecognized compensation expense related to outstanding restricted stock, and \$13.3 million of unrecognized compensation expense related to outstanding restricted stock unit grants at December 31, 2020.

Long-Term Incentive Compensation Plan

At the April 26, 2005 shareholders' meeting, the shareholders of the Company approved the UMB Financial Corporation Long-Term Incentive Compensation Plan (LTIP) which became effective as of January 1, 2005. The LTIP permits the issuance to selected officers of the Company service-based restricted stock grants, performance-based restricted stock grants and non-qualified stock options. Service-based restricted stock grants contain a service requirement. The performance-based restricted grants contain performance and service requirements. The non-qualified stock option grants contain a service requirement.

At the April 23, 2013 shareholders' meeting, the shareholders of the Company approved amendments to the LTIP Plan, including increasing the number of shares of the Company's stock reserved for issuance under the Plan from 5.25 million shares to 7.44 million shares. Additionally, the shareholders approved increasing the maximum benefits any one eligible employee may receive under the plan during any one fiscal year from \$1 million to \$2 million taking into account the value of all stock options and restricted stock received.

The service-based restricted stock grants contain a service requirement with varying vesting schedules. The majority of these grants issued prior to 2016 utilize a vesting schedule in which 50% of the shares vest after three years of service, 75% after four years of service and 100% after five years of service. The majority of these grants issued in 2016 and beyond utilize a vesting schedule in which 50% of the shares vest after two years of service, 75% after three years of service and 100% after four years of service. Certain other grants utilize vesting schedules in which the grants vest ratably over the requisite service period or contain a three-year cliff vesting.

The performance-based restricted stock grants contain a service and a performance requirement. The performance requirement is based on a predetermined performance requirement over a three-year period. The service requirement portion is a three-year cliff vesting. If the minimum performance requirement is not met, the participants do not receive the shares.

The dividends on service and performance-based restricted stock grants are treated as two separate transactions. First, cash dividends are paid on the restricted stock. Those cash dividends are then paid to purchase additional shares of restricted stock. Dividends earned as additional shares of restricted stock have the same terms as the associated grant. The dividends paid on the stock are recorded as a reduction to retained earnings, similar to all dividend transactions.

The table below discloses the status of the service-based restricted shares during 2020:

	Number of Shares	Weighted Average Grant Date Fair Value
Service-Based Restricted Stock		
Nonvested - December 31, 2019	210,538	\$ 66.65
Granted	—	—
Canceled	(7,345)	72.11
Vested	(136,895)	63.30
Nonvested - December 31, 2020	<u>66,298</u>	<u>\$ 72.98</u>

As of December 31, 2020, there was \$2.2 million of unrecognized compensation cost related to the nonvested shares. The cost is expected to be recognized over a period of 1.0 years. Total fair value of shares vested during the years ended December 31, 2020, 2019, and 2018 was \$9.2 million, \$8.7 million, and \$14.5 million, respectively.

The table below discloses the status of the performance-based restricted shares during 2020:

	Number of Shares	Weighted Average Grant Date Fair Value
Performance-Based Restricted Stock		
Nonvested - December 31, 2019	30,545	\$ 75.25
Granted	—	—
Canceled	—	—
Vested	(30,545)	75.25
Nonvested - December 31, 2020	—	\$ —

Total fair value of shares vested during the years ended December 31, 2020, 2019 and 2018, was \$2.0 million, \$3.0 million, and \$2.6 million, respectively.

The non-qualified stock options carry a service requirement and grants issued prior to 2016 will vest 50% after three years, 75% after four years and 100% after five years, while grants issued in 2016 and beyond will vest 50% after two years, 75% after three years and 100% after four years.

The table below discloses the information relating to non-qualified option activity in 2020 under the LTIP:

	Number of Shares	Weighted Average Price Per Share	Weighted Average Remaining Contractual Term	Aggregate Intrinsic Value
Stock Options Under the LTIP				
Outstanding - December 31, 2019	643,319	\$ 53.72		
Granted	—	—		
Canceled	(1,632)	75.25		
Expired	(14,620)	60.88		
Exercised	(99,126)	46.11		
Outstanding - December 31, 2020	527,941	\$ 54.89	4.0	\$ 7,446,101
Exercisable - December 31, 2020	501,826	\$ 53.83	3.9	\$ 7,609,581

There were no options granted during 2020, 2019, or 2018. The total intrinsic value of options exercised during the years ended December 31, 2020, 2019, and 2018, was \$2.0 million, \$1.6 million and \$6.1 million, respectively. As of December 31, 2020, there was \$46 thousand of unrecognized compensation cost related to the nonvested options. The cost is expected to be recognized over a period of 0.1 years.

Cash received from options exercised under all share based compensation plans was \$4.6 million, \$3.8 million, and \$11.3 million for the years ended December 31, 2020, 2019, and 2018, respectively. The tax benefit realized for stock options exercised was \$345 thousand, \$766 thousand, and \$2.4 million for the years ended December 31, 2020, 2019, and 2018, respectively.

The Company has no specific policy to repurchase common shares to mitigate the dilutive impact of options; however, the Company has historically made adequate discretionary repurchases of common shares in an amount that exceeds stock option exercise activity. See a description of the Company's Repurchase Authorizations in Note 14, "Common Stock and Earnings Per Share," in the Notes to the Consolidated Financial Statements provided in Item 8, pages 109 through 110 of this report.

Omnibus Incentive Compensation Plan

At the April 24, 2018 shareholders' meeting, the shareholders of the Company approved the UMB Financial Corporation Omnibus Incentive Compensation Plan (OICP) which became effective as of April 24, 2018. The OICP permits the issuance to key employees of the Company various types of awards, including stock options, restricted stock and restricted stock units, performance awards and other stock-based awards. Service-based restricted stock unit awards contain a service requirement and the performance-based restricted stock unit awards contain performance and service requirements. The number of shares of the Company's stock reserved for issuance under the OICP is 5.40 million shares.

The service-based restricted stock unit awards are payable in shares of stock and the majority contain a service requirement with a four-year graded vesting schedule in which 50% of the units are vested after two years, 75% are vested after three years, and 100% are vested after four years. Certain other grants contain a service requirement with either a two-year cliff vesting or a three-year graded vesting schedule in which 50% of the units vest after two years of service and the remaining 50% vest after three years of service.

The performance-based restricted stock unit awards are payable in shares of stock and contain a service and a performance requirement. The performance requirement is based on two predetermined performance requirements over a three-year period. The service requirement portion is a three-year cliff vesting. If the minimum performance requirement is not met, the participants do not receive the shares.

The dividends on service-based restricted stock grants and service-based restricted stock units are treated as two separate transactions. First, cash dividends are paid on the restricted stock or stock units. Those cash dividends are then paid to purchase additional shares of restricted stock or stock units. Dividends earned as additional shares of restricted stock or stock units have the same terms as the associated grant. The dividends paid on the stock are recorded as a reduction to retained earnings, similar to all dividend transactions. Dividends are not paid on performance-based restricted stock units.

As of December 31, 2020, there were no nonvested service-based restricted stock awards outstanding, and no awards were granted, cancelled, or vested during 2020. As of December 31, 2020, 2019 and 2018, there was no unrecognized compensation cost related to restricted stock awards. Total fair value of shares vested during the year ended December 31, 2018, was \$18 thousand.

The table below discloses the status of the service-based restricted stock units during 2020:

	Number of Units	Weighted Average Price Per Unit
Service Based Restricted Stock Units Under the OICP		
Nonvested - December 31, 2019	179,278	\$ 66.03
Granted	169,671	66.70
Canceled	(22,930)	66.38
Vested	(6,221)	71.76
Nonvested - December 31, 2020	<u>319,798</u>	<u>\$ 66.25</u>

As of December 31, 2020, there was \$10.7 million of unrecognized compensation cost related to the nonvested service-based restricted stock units. The cost is expected to be recognized over a period of 2.7 years. Total fair value of units vested during the year ended December 31, 2020 was \$0.3 million. There were no units vested during 2019 or 2018.

The table below discloses the status of the performance-based restricted stock units during 2020:

	Number of Units	Weighted Average Price Per Unit
Performance Based Restricted Stock Units Under the OICP		
Nonvested - December 31, 2019	84,886	\$ 67.30
Granted	65,093	61.67
Canceled	(1,906)	68.16
Vested	—	—
Nonvested - December 31, 2020	<u>148,073</u>	<u>\$ 64.82</u>

As of December 31, 2020, there was \$2.6 million of unrecognized compensation cost related to the nonvested performance-based restricted stock units. The cost is expected to be recognized over a period of 1.8 years. There were no units vested during 2020, 2019, or 2018.

12. BUSINESS SEGMENT REPORTING

The Company has strategically aligned its operations into the following three reportable segments: Commercial Banking, Institutional Banking, and Personal Banking (collectively, the Business Segments, and each, a Business Segment). The Company's senior executive officers regularly evaluate Business Segment financial results produced by the Company's internal reporting system in deciding how to allocate resources and assess performance for individual Business Segments. Prior to 2020, the Company had the following four Business Segments: Commercial Banking, Institutional Banking, Personal Banking, and Healthcare Services. In the first quarter of 2020, the Company merged the Healthcare Services segment into the Institutional Banking segment to better reflect how the core businesses, products and services are currently being evaluated by management. The Company's Healthcare Services leadership structure and financial performance assessments are now included in the Institutional Banking segment, and accordingly, the reportable segments were realigned to reflect these changes. The Company's reportable Business Segments include certain corporate overhead, technology and service costs that are allocated based on methodologies that are applied consistently between periods. For comparability purposes, amounts in all periods are based on methodologies in effect at December 31, 2020. Previously reported results have been reclassified in this filing to conform to the current organizational structure.

The following summaries provide information about the activities of each segment:

Commercial Banking serves the commercial banking and treasury management needs of the Company's small to mid-market businesses through a variety of products and services. Such services include commercial loans, commercial real estate financing, commercial credit cards, letters of credit, loan syndication services, consultative services. In addition, our specialty lending group offers a variety of business solutions including asset-based lending, accounts receivable financing, mezzanine debt and minority equity investments. Treasury management services include depository services, account reconciliation and cash management tools such as, accounts payable and receivable solutions, electronic fund transfer and automated payments, controlled disbursements, lockbox services, and remote deposit capture services.

Institutional Banking is a combination of banking services, fund services, asset management services, and healthcare services provided to institutional clients. This segment also provides fixed income sales, trading and underwriting, corporate trust and escrow services, as well as institutional custody. Institutional Banking includes UMBFS, which provides fund administration and accounting, investor services and transfer agency, marketing and distribution, custody, and alternative investment services. Healthcare services provides healthcare payment solutions including custodial services for health savings accounts (HSAs) and private label, multipurpose debit cards to insurance carriers, third-party administrators, software companies, employers, and financial institutions.

Personal Banking combines consumer banking and wealth management services offered to clients and delivered through personal relationships and the Company's bank branches, ATM network and internet banking. Products offered include deposit accounts, retail credit cards, private banking, installment loans, home equity lines of credit, residential mortgages, and small business loans. The range of client services extends from a basic checking account to estate planning and trust services and includes private banking, brokerage services, and insurance services in addition to a full spectrum of investment advisory, trust, and custody services.

BUSINESS SEGMENT INFORMATION

Segment financial results were as follows (in thousands):

	Year Ended December 31, 2020			
	Commercial Banking	Institutional Banking	Personal Banking	Total
Net interest income	\$ 475,425	\$ 106,856	\$ 148,948	\$ 731,229
Provision for credit losses	119,424	882	10,194	130,500
Noninterest income	189,412	254,874	115,880	560,166
Noninterest expense	272,283	286,635	263,087	822,005
Income (loss) before taxes	273,130	74,213	(8,453)	338,890
Income tax expense (benefit)	42,223	11,472	(1,307)	52,388
Income (loss) from continuing operations	\$ 230,907	\$ 62,741	\$ (7,146)	\$ 286,502
Average assets	\$ 12,614,000	\$ 9,746,000	\$ 6,208,000	\$ 28,568,000

	Year Ended December 31, 2019			
	Commercial Banking	Institutional Banking	Personal Banking	Total
Net interest income	\$ 412,232	\$ 126,591	\$ 132,082	\$ 670,905
Provision for credit losses	26,159	975	5,716	32,850
Noninterest income	81,609	232,444	112,717	426,770
Noninterest expense	267,345	268,423	243,092	778,860
Income (loss) before taxes	200,337	89,637	(4,009)	285,965
Income tax expense (benefit)	29,679	13,280	(594)	42,365
Income (loss) from continuing operations	\$ 170,658	\$ 76,357	\$ (3,415)	\$ 243,600
Average assets	\$ 10,740,000	\$ 7,714,000	\$ 5,331,000	\$ 23,785,000

	Year Ended December 31, 2018			
	Commercial Banking	Institutional Banking	Personal Banking	Total
Net interest income	\$ 380,266	\$ 105,135	\$ 125,045	\$ 610,446
Provision for credit losses	63,841	1,335	5,574	70,750
Noninterest income	74,931	208,423	118,344	401,698
Noninterest expense	253,740	238,654	225,406	717,800
Income before taxes	137,616	73,569	12,409	223,594
Income tax expense	16,824	8,993	1,517	27,334
Income from continuing operations	\$ 120,792	\$ 64,576	\$ 10,892	\$ 196,260
Average assets	\$ 9,858,000	\$ 6,184,000	\$ 4,958,000	\$ 21,000,000

13. REVENUE RECOGNITION

The following is a description of the principal activities from which the Company generates revenue that are within the scope of ASC 606, *Revenue from Contracts with Customers*:

Trust and securities processing – Trust and securities processing income consists of fees earned on personal and corporate trust accounts, custody of securities services, trust investments and wealth management services, and mutual fund and alternative asset servicing. The performance obligations related to this revenue include items such as performing full bond trustee service administration, investment advisory services, custody and record-keeping services, and fund administrative and accounting services. These fees are part of long-term contractual agreements and the performance obligations are satisfied upon completion of service and fees are generally a fixed flat monthly rate or based on a percentage of the account's market value per the contract with the customer. These fees are primarily recorded within the Company's Institutional and Personal Banking segments.

Trading and investment banking – Trading and investment banking income consists of income earned related to the Company's trading securities portfolio, including futures hedging, dividends, bond underwriting, and other securities incomes. The vast majority of this revenue is recognized in accordance with ASC 320, *Debt and Equity*

Securities, and is out of the scope of ASC 606. A portion of trading and investment banking represents fees earned for management fees, commissions, and underwriting of corporate bond issuances. The performance obligations related to these fees include reviewing the credit worthiness of the customer, ensuring appropriate regulatory approval and participating in due diligence. The fees are fixed per the bond prospectus and the performance obligations are satisfied upon registration approval of the bonds by the applicable regulatory agencies. Revenue is recognized at the point in time upon completion of service and when approval is granted by the regulators.

Service charges on deposits – Service charges on deposit accounts represent monthly analysis fees recognized for the services related to customer deposit accounts, including account maintenance and depository transactions processing fees. Commercial Banking and Institutional Banking depository accounts charge fees in accordance with the customer’s pricing schedule while Personal Banking account holders are generally charged a flat service fee per month. Deposit service charges for the healthcare accounts included in the Institutional Banking segment are priced according to either standard pricing schedules with individual account holders or according to service agreements between the Company and employer groups or third-party administrators. The Company satisfies the performance obligation related to providing depository accounts monthly as transactions are processed and deposit service charge revenue is recorded monthly. These fees are recognized within all Business Segments.

Insurance fees and commissions – Insurance fees and commissions includes all insurance-related fees earned, including commissions for individual life, variable life, group life, health, group health, fixed annuity, and variable annuity insurance contracts. The performance obligations related to these revenues primarily represent the placement of insurance policies with the insurance company partners. The fees are based on the contracts with insurance company partners and the performance obligations are satisfied when the terms of the policy have been agreed to and the insurance policy becomes effective.

Brokerage fees – Brokerage fees represent income earned related to providing brokerage transaction services, including commissions on equity and commodity trades, and fees for investment management, advisory and administration. The performance obligations related to transaction services are executing the specified trade and are priced according to the customer’s fee schedule. Such income is recognized at a point in time as the trade occurs and the performance obligation is fulfilled. The performance obligations related to investment management, advisory and administration include allocating customer assets across a wide range of mutual funds and other investments, on-going account monitoring and re-balancing of the portfolio. These performance obligations are satisfied over time and the related revenue is calculated monthly based on the assets under management of each customer. All material performance obligations are satisfied as of the end of each accounting period.

Bankcard fees – Bankcard fees primarily represent income earned from interchange revenue from MasterCard and Visa for the Company’s processing of debit, credit, HSA, and flexible spending account transactions. Additionally, the Company earns income and incentives related to various referrals of customers to card programs. The performance obligation for interchange revenue is the processing of each transaction through the Company’s access to the banking system. This performance obligation is completed for each individual transaction and income is recognized per transaction in accordance with interchange rates established by MasterCard and Visa. The performance obligations for various referral and incentive programs include either referring customers to certain card products or issuing exclusively branded cards for certain customer segments. The pricing of these incentive and referral programs are in accordance with the agreement with the individual card partner. These performance obligations are completed as the referrals are made or over a period of time when the Company is exclusively issuing branded cards. For the years ended December 31, 2020, 2019 and 2018, the Company also has approximately \$30.0 million, \$38.1 million, and \$36.0 million of expense, respectively, recorded within the Bankcard fees line on the Company’s Consolidated Statements of Income related to rebates and rewards programs that are outside of the scope of ASC 606. All material performance obligations are satisfied as of the end of each accounting period.

Investment securities gains, net – In the regular course of business, the Company recognizes gains on the sale of available-for-sale securities. Additionally, the Company recognizes gains and losses on equity securities with readily determinable fair values and equity securities without readily determinable fair values. These gains and losses are recognized in accordance with ASC 320, *Debt and Equity Securities*, and are outside of the scope of ASC 606.

Other income – The Company recognizes other miscellaneous income through a variety of other revenue streams, the most material of which include letter of credit fees, certain loan origination fees, gains on the sale of assets, derivative income, and bank-owned and company-owned life insurance income. These revenue streams are

outside of the scope of ASC 606 and are recognized in accordance with the applicable U.S. GAAP. The remainder of Other income is primarily earned through transactions with personal banking customers, including wire transfer service charges, stop payment charges, and fees for items like money orders and cashier's checks. The performance obligations of these types of fees are satisfied as transactions are completed and revenue is recognized upon transaction execution according to established fee schedules with the customers.

The Company had no material contract assets, contract liabilities, or remaining performance obligations as of December 31, 2020 or 2019. Total receivables from revenue recognized under the scope of ASC 606 were \$62.1 million and \$58.0 million as of December 31, 2020 and December 31, 2019, respectively. These receivables are included as part of the Other assets line on the Company's Consolidated Balance Sheets.

The following tables depict the disaggregation of revenue according to revenue stream and Business Segment for the three years ended December 31, 2020, 2019, and 2018. As stated in Note 12, "Business Segment Reporting," for comparability purposes, amounts in all periods are based on methodologies in effect at December 31, 2020 and previously reported results have been reclassified in this filing to conform to the current organizational structure.

Disaggregated revenue is as follows (in thousands):

	Year Ended December 31, 2020				
	Commercial Banking	Institutional Banking	Personal Banking	Revenue (Expense) out of Scope of ASC 606	Total
NONINTEREST INCOME					
Trust and securities processing	\$ —	\$ 131,249	\$ 63,397	\$ —	\$ 194,646
Trading and investment banking	—	755	—	32,190	32,945
Service charges on deposit accounts	28,736	46,611	8,321	211	83,879
Insurance fees and commissions	—	—	1,369	—	1,369
Brokerage fees	245	16,075	8,030	—	24,350
Bankcard fees	51,755	17,731	20,123	(29,065)	60,544
Investment securities gains, net	—	—	—	120,634	120,634
Other	1,135	1,469	2,603	36,592	41,799
Total noninterest income	\$ 81,871	\$ 213,890	\$ 103,843	\$ 160,562	\$ 560,166

	Year Ended December 31, 2019				
	Commercial Banking	Institutional Banking	Personal Banking	Revenue (Expense) out of Scope of ASC 606	Total
NONINTEREST INCOME					
Trust and securities processing	\$ —	\$ 113,313	\$ 63,600	\$ —	\$ 176,913
Trading and investment banking	—	741	—	22,725	23,466
Service charges on deposit accounts	29,716	41,923	10,964	145	82,748
Insurance fees and commissions	—	—	1,634	—	1,634
Brokerage fees	214	23,231	7,816	—	31,261
Bankcard fees	60,375	21,386	21,911	(36,945)	66,727
Investment securities gains, net	—	—	—	2,245	2,245
Other	1,196	1,469	3,190	35,921	41,776
Total noninterest income	\$ 91,501	\$ 202,063	\$ 109,115	\$ 24,091	\$ 426,770

Year Ended December 31, 2018

NONINTEREST INCOME	Commercial Banking	Institutional Banking	Personal Banking	Revenue (Expense) out of Scope of ASC 606	Total
Trust and securities processing	\$ —	\$ 107,237	\$ 64,926	\$ —	\$ 172,163
Trading and investment banking	—	—	—	15,584	15,584
Service charges on deposit accounts	30,313	42,297	11,551	126	84,287
Insurance fees and commissions	—	—	1,292	—	1,292
Brokerage fees	194	17,026	8,587	—	25,807
Bankcard fees	59,596	22,080	22,080	(35,236)	68,520
Investment securities gains, net	—	—	—	3,521	3,521
Other	2,082	1,346	3,519	23,577	30,524
Total noninterest income	\$ 92,185	\$ 189,986	\$ 111,955	\$ 7,572	\$ 401,698

14. COMMON STOCK AND EARNINGS PER SHARE

The following table summarizes the share transactions for the three years ended December 31, 2020 (in thousands, except for share data):

	Shares Issued	Shares in Treasury
Balance January 1, 2018	55,056,730	(5,161,740)
Accelerated Share Repurchase Program	—	(780,321)
Purchase of Treasury Stock	—	(401,038)
Sale of Treasury Stock	—	14,631
Issued for stock options and restricted stock	—	388,960
Balance December 31, 2018	55,056,730	(5,939,508)
Purchase of Treasury Stock	—	(124,109)
Sale of Treasury Stock	—	12,968
Issued for stock options and restricted stock	—	91,525
Balance December 31, 2019	55,056,730	(5,959,124)
Accelerated Share Repurchase Program	—	(653,498)
Purchase of Treasury Stock	—	(563,830)
Sale of Treasury Stock	—	11,372
Issued for stock options and restricted stock	—	114,736
Balance December 31, 2020	<u>55,056,730</u>	<u>(7,050,344)</u>

The Board authorized the repurchase of up to 2 million shares of common stock annually at its 2018, 2019 and 2020 meetings. During 2018, the Company entered into an agreement with BAML to repurchase an aggregate of \$50.0 million of the Company's common stock through an ASR. Under the ASR, the Company repurchased a total of 780,321 shares. The final settlement of the transactions under the ASR occurred in December 2018. Additionally, during 2020, the Company entered into an agreement with BAML to repurchase an aggregate of \$30.0 million of the Company's common stock through an ASR. Under the ASR, the Company repurchased a total of 653,498 shares. The final settlement of the transactions under the ASR occurred in the second quarter of 2020. Other than purchases pursuant to the ASR, all share purchases pursuant to the Repurchase Authorizations are intended to be within the scope of Rule 10b-18 promulgated under the Exchange Act. Rule 10b-18 provides a safe harbor for purchases in a given day if the Company satisfies the manner, timing and volume conditions of the rule when purchasing its own common shares. The Company has not made any repurchase of its securities other than pursuant to the Repurchase Authorizations.

Basic earnings per share are computed by dividing income available to common shareholders by the weighted average number of shares outstanding during the year. Diluted earnings per share gives effect to all potential common shares that were outstanding during the year.

The shares used in the calculation of basic and diluted earnings per share, are shown below:

	For the Years Ended December 31,		
	2020	2019	2018
Weighted average basic common shares outstanding	48,137,791	48,779,263	49,334,937
Dilutive effect of stock options and restricted stock	205,959	310,614	435,800
Weighted average diluted common shares outstanding	48,343,750	49,089,877	49,770,737

15. COMMITMENTS, CONTINGENCIES AND GUARANTEES

In the normal course of business, the Company is a party to financial instruments with off-balance-sheet risk in order to meet the financing needs of its customers and to reduce its own exposure to fluctuations in interest rates. These financial instruments include commitments to extend credit, commercial letters of credit, standby letters of credit, and futures contracts. These instruments involve, to varying degrees, elements of credit and interest rate risk in excess of the amount recognized in the Consolidated Balance Sheets. The contract or notional amount of those instruments reflects the extent of involvement the Company has in particular classes of financial instruments. Many of the commitments expire without being drawn upon; therefore, the total amount of these commitments does not necessarily represent the future cash requirements of the Company.

The Company's exposure to credit loss in the event of nonperformance by the other party to the financial instruments for commitments to extend credit, commercial letters of credit, and standby letters of credit is represented by the contract or notional amount of those instruments. The Company uses the same credit policies in making commitments and conditional obligations as it does for on-balance-sheet instruments.

Commitments to extend credit are agreements to lend to a customer as long as there is no violation of any condition established in the agreement. These conditions generally include, but are not limited to, each customer being current as to repayment terms of existing loans and no deterioration in the customer's financial condition. Commitments generally have fixed expiration dates or other termination clauses and may require payment of a fee. The interest rate is generally a variable rate. If the commitment has a fixed interest rate, the rate is generally not set until such time as credit is extended. For credit card customers, the Company has the right to change or terminate terms or conditions of the credit card account at any time. Since a large portion of the commitments and unused credit card lines are never actually drawn upon, the total commitment amount does not necessarily represent future cash requirements. The Company evaluates each customer's creditworthiness on an individual basis. The amount of collateral obtained, if deemed necessary by the Company upon extension of credit, is based on management's credit evaluation. Collateral pledged by customers varies but may include accounts receivable, inventory, real estate, plant and equipment, stock, securities and certificates of deposit.

Commercial letters of credit are issued specifically to facilitate trade or commerce. Under the terms of a commercial letter of credit, as a general rule, drafts will be drawn when the underlying transaction is consummated as intended.

Standby letters of credit are conditional commitments issued by the Company payable upon the non-performance of a customer's obligation to a third party. The Company issues standby letters of credit for terms ranging from three months to six years. The Company generally requires the customer to pledge collateral to support the letter of credit. The maximum liability to the Company under standby letters of credit at December 31, 2020 and 2019, was \$346.6 million and \$299.9 million, respectively. As of December 31, 2020 and 2019, standby letters of credit totaling \$3.8 million and \$3.7 million, respectively, were with related parties to the Company.

The credit risk involved in issuing letters of credit is essentially the same as that involved in extending loan facilities. The Company holds collateral supporting those commitments when deemed necessary. Collateral varies but may include such items as those described for commitments to extend credit.

Futures contracts are contracts for delayed delivery of securities or money market instruments in which the seller agrees to make delivery at a specified future date, of a specified instrument, at a specified yield. Risks arise from the possible inability of counterparties to meet the terms of their contracts and from movement in securities values and interest rates. Instruments used in trading activities are carried at fair value and gains and losses on futures contracts are settled in cash daily. Any changes in the fair value are recognized in trading and investment banking income.

The Company uses contracts to offset interest rate risk on specific securities held in the trading portfolio. As of December 31, 2020 and 2019, there were no notional amounts outstanding for these contracts. There were no open futures contract positions during the year ended December 31, 2020 or 2019. There was no net futures activity for the year ended December 31, 2020. Net futures activity resulted in gains of \$5 thousand for the year ended December 31, 2019. There was no net futures activity for the year ended December 31, 2018. The Company controls the credit risk of its futures contracts through credit approvals, limits and monitoring procedures.

The Company also enters into foreign exchange contracts on a limited basis. For operating purposes, the Company maintains certain balances in foreign banks. Foreign exchange contracts are purchased on a monthly basis to avoid foreign exchange risk on these foreign balances. The Company will also enter into foreign exchange contracts to facilitate foreign exchange needs of customers. The Company will enter into a contract to buy or sell a foreign currency at a future date only as part of a contract to sell or buy the foreign currency at the same future date to a customer. During 2020, contracts to purchase and to sell foreign currency averaged approximately \$21.0 million compared to \$18.4 million during 2019. The net gains on these foreign exchange contracts for 2020, 2019 and 2018 were \$1.9 million, \$1.8 million and \$2.1 million, respectively.

With respect to group concentrations of credit risk, most of the Company's business activity is with customers in the states of Missouri, Kansas, Colorado, Oklahoma, Nebraska, Arizona, Illinois, and Texas. At December 31, 2020, the Company did not have any significant credit concentrations in any particular industry.

The following table summarizes the Company's off-balance sheet financial instruments as described above (in thousands):

	Contract or Notional Amount December 31,	
	2020	2019
Commitments to extend credit for loans (excluding credit card loans)	\$ 8,851,333	\$ 7,409,338
Commitments to extend credit under credit card loans	3,472,339	3,188,905
Commercial letters of credit	3,160	4,460
Standby letters of credit	346,617	299,933
Forward contracts	51,273	58,287
Spot foreign exchange contracts	680	1,980

Allowance for Credit Losses on Off-Balance Sheet Credit Exposure

The Company estimates expected credit losses over the contractual period in which the Company is exposed to credit risk via a contractual obligation to extend credit, unless that obligation is unconditionally cancelable by the Company. The estimate includes consideration of the likelihood that funding will occur and an estimate of expected credit losses on commitments expected to be funded over its estimated life. The estimate is based on expected utilization rates by portfolio segment. Utilization rates are influenced by historical trends and current conditions. The expected utilization rates are applied to the total commitment to determine the expected amount to be funded. The allowance for off-balance sheet credit exposure is calculated by applying portfolio segment expected credit loss rates to the expected amount to be funded.

The following categories of off-balance sheet credit exposures have been identified:

Revolving Lines of Credit: includes commercial, construction, agricultural, personal, and home-equity. Risk inherent to revolving lines of credit often are related to the susceptibility of an individual or business experiencing unpredictable cash flow or financial troubles, thus leading to payment default. During these financial troubles, the borrower could have less than desirable assets collateralizing the revolving line of credit. The financial strain the borrower is experiencing could lead to drawing against the line without the ability to pay the line down.

Non-Revolving Lines of Credit: include commercial and personal. Lines that do not carry a revolving feature are generally associated with a specific expenditure or project, such as to purchase equipment or the construction of real estate. The predominate risk associated with non-revolving lines is the diversion of funds for other expenditures. If the funds get diverted, the contributory value to collateral suffers.

Letters of Credit: includes standby letters of credit. Generally, a standby letter of credit is established to provide assurance to the beneficiary that the applicant will perform certain obligations arising out of a separate transaction between the beneficiary and the applicant. These obligations might be the performance of a service or delivery of a product. If the obligations are not met, it gives the beneficiary the right to draw on the letter of credit.

As of December 31, 2020, the ACL for off-balance sheet credit exposures was \$5.6 million and was recorded in the Accrued expenses and taxes line of the Company's Consolidated Balance Sheets. Provision for off-balance sheet credit exposures of \$2.6 million was recorded for the year ended December 31, 2020 and was recorded in the Provision for credit losses line of the Company's Consolidated Statements of Income.

16. DIVESTITURES

On November 17, 2017, the Company closed the sale of all of the outstanding stock of Scout, its institutional investment management subsidiary, for \$172.5 million in cash, which was subject to customary post-closing purchase adjustments. The gain recorded on the disposal of Scout was \$103.6 million.

This table summarizes the components of income from discontinued operations, net of taxes, for the years ended December 31, 2020, 2019, and 2018 presented in the Consolidated Statements of Income (in thousands):

	For the years ended December 31,		
	2020	2019	2018
Total noninterest income	\$ —	\$ —	\$ —
Total noninterest expense	—	—	917
Loss from discontinued operations	—	—	(917)
Gain on the disposal of discontinued operations	—	—	—
Total loss from discontinued operations	—	—	(917)
Income tax benefit	—	—	(170)
Net loss on discontinued operations	\$ —	\$ —	\$ (747)

The components of net cash provided by operating and investing activities of discontinued operations included in the Consolidated Statements of Cash Flows are as follows (in thousands):

	For the years ended December 31,		
	2020	2019	2018
Loss from discontinued operations	\$ —	\$ —	\$ (747)
Gain on the disposal of discontinued operations	—	—	—
Depreciation and amortization	—	—	—
Net cash used in operating activities of discontinued operations	\$ —	\$ —	\$ (747)
Proceeds on disposal of discontinued operations	\$ —	\$ —	\$ —
Net cash provided by investing activities of discontinued operations	\$ —	\$ —	\$ —

17. INCOME TAXES

Income taxes from continuing operations produce effective income tax rates of 15.5% in 2020, 14.8% in 2019, and 12.2% in 2018. These percentages are computed by dividing income tax expense by Income from continuing operations before income taxes.

Income tax expense from continuing operations includes the following components (in thousands):

	Year Ended December 31,		
	2020	2019	2018
Current tax			
Federal	\$ 49,053	\$ 37,134	\$ 43,027
State	8,171	5,384	4,568
Total current tax expense	57,224	42,518	47,595
Deferred tax			
Federal	(4,045)	(177)	(19,355)
State	(791)	24	(906)
Total deferred tax benefit	(4,836)	(153)	(20,261)
Total tax expense	\$ 52,388	\$ 42,365	\$ 27,334

Income taxes from discontinued operations produced an effective income tax rate of 18.5% in 2018. This percentage is computed by dividing income tax expense by Income from discontinued operations before income taxes.

Income tax expense from discontinued operations includes the following components (in thousands):

	Year Ended December 31,		
	2020	2019	2018
Current tax			
Federal	\$ —	\$ —	\$ (154)
State	—	—	(16)
Total current tax benefit	—	—	(170)
Deferred tax			
Federal	—	—	—
State	—	—	—
Total deferred tax benefit	—	—	—
Total tax benefit	\$ —	\$ —	\$ (170)

The reconciliation between the income tax expense and the amount computed by applying the statutory federal tax rate of 21% for income from continuing operations before income taxes is as follows (in thousands):

	Year Ended December 31,		
	2020	2019	2018
Statutory federal income tax expense	\$ 71,167	\$ 60,053	\$ 46,955
Tax-exempt interest income	(20,914)	(18,725)	(15,525)
Tax-exempt life insurance related income	(3,420)	(4,007)	(1,744)
Meals, entertainment and related expenses	924	1,647	1,547
State and local income taxes, net of federal tax benefits	5,835	4,273	2,767
Impacts related to the 2017 Tax Act	—	—	(4,974)
Equity-based compensation	(299)	(597)	(2,364)
Federal tax credits, net of amortization of LIHTC investments	(1,772)	(980)	(1,135)
Other	867	701	1,807
Total tax expense	\$ 52,388	\$ 42,365	\$ 27,334

In preparing its tax returns, the Company is required to interpret tax laws and regulations to determine its taxable income. Periodically, the Company is subject to examinations by various taxing authorities that may give rise to differing interpretations of these laws. Upon examination, agreement of tax liabilities between the Company and the multiple tax jurisdictions in which the Company files tax returns may ultimately be different. The Company is in the examination process with the Internal Revenue Service for tax years 2014 and 2015 and with one state taxing authority for tax years 2016, 2017, and 2018. The Company believes the aggregate amount of any additional

liabilities that may result from these examinations, if any, will not have a material adverse effect on the financial condition, results of operations, or cash flows of the Company.

Deferred income taxes result from differences between the carrying value of assets and liabilities measured for financial reporting and the tax basis of assets and liabilities for income tax return purposes.

The significant components of deferred tax assets and liabilities are reflected in the following table (in thousands):

	December 31,	
	2020	2019
Deferred tax assets:		
Loans, principally due to allowance for credit losses	\$ 52,583	\$ 23,765
Equity-based compensation	6,293	5,809
Accrued expenses	19,878	12,471
Deferred compensation	14,830	14,234
Miscellaneous	6,471	6,499
Total deferred tax assets before valuation allowance	100,055	62,778
Valuation allowance	(3,278)	(2,332)
Total deferred tax assets	96,777	60,446
Deferred tax liabilities:		
Net unrealized gain on securities available for sale	(97,434)	(29,668)
Securities	(13,462)	(23)
Land, buildings and equipment	(41,339)	(32,382)
Original issue discount	(1,969)	(2,455)
Partnership investments	(6,948)	(2,091)
Trust preferred securities	(7,538)	(7,833)
Intangibles	(15,215)	(12,503)
Miscellaneous	(8,430)	(3,669)
Total deferred tax liabilities	(192,335)	(90,624)
Net deferred tax liability	\$ (95,558)	\$ (30,178)

Included in the miscellaneous deferred tax assets line item above are state net operating loss carryforwards of approximately \$1.1 million as of December 31, 2020. Most of these net operating losses expire at various times between 2020 and 2040 and some have an indefinite carryforward. The Company has a full valuation allowance for a majority of these state net operating losses as they are not expected to be realized. In addition, the Company has a valuation allowance of \$2.2 million to reduce certain other state deferred tax assets to the amount of tax benefit management believes it will more likely than not realize.

The net deferred tax liability is included in the Accrued expenses and taxes line of the Company's Consolidated Balance Sheets.

The Company and its subsidiaries file income tax returns in the U.S. federal jurisdiction and various states. With few exceptions, the Company is no longer subject to U.S. federal, state and local income tax examinations by tax authorities for tax years prior to 2014 in the jurisdictions in which it files.

Liabilities Associated With Unrecognized Tax Benefits

The gross amount of unrecognized tax benefits totaled \$6.7 million and \$5.8 million at December 31, 2020 and 2019, respectively. The total amount of unrecognized tax benefits, net of associated deferred tax benefit, that would impact the effective tax rate, if recognized, would be \$5.3 million and \$4.6 million at December 31, 2020 and December 31, 2019, respectively. The unrecognized tax benefits relate to state tax positions that have a corresponding federal tax benefit. While it is expected that the amount of unrecognized tax benefits will change in the next twelve months, the Company does not expect this change to have a material impact on the financial condition, results of operations, or cash flows of the Company.

A reconciliation of the beginning and ending amount of unrecognized tax benefits is as follows (in thousands):

	December 31,	
	2020	2019
Unrecognized tax benefits - opening balance	\$ 5,802	\$ 4,859
Gross decreases - tax positions in prior period	(96)	(434)
Gross increases - current-period tax positions	1,656	1,882
Lapse of statute of limitations	(645)	(505)
Unrecognized tax benefits - ending balance	<u>\$ 6,717</u>	<u>\$ 5,802</u>

18. DERIVATIVES AND HEDGING ACTIVITIES

Risk Management Objective of Using Derivatives

The Company is exposed to certain risks arising from both its business operations and economic conditions. The Company principally manages its exposures to a wide variety of business and operational risks through management of its core business activities. The Company manages economic risks, including interest rate, liquidity, and credit risk, primarily by managing the amount, sources, and duration of its assets and liabilities. Specifically, the Company enters into derivative financial instruments to manage exposures that arise from business activities that result in the receipt or payment of future known and uncertain cash amounts, the value of which are determined by interest rates. The Company's derivative financial instruments are used to manage differences in the amount, timing, and duration of the Company's known or expected cash receipts and its known or expected cash payments principally related to the Company's loans and borrowings. The Company also has interest rate derivatives that result from a service provided to certain qualifying customers and, therefore, are not used to manage interest rate risk of the Company's assets or liabilities. The Company has entered into an offsetting position for each of these derivative instruments with a matching instrument from another financial institution in order to minimize its net risk exposure resulting from such transactions.

Fair Values of Derivative Instruments on the Consolidated Balance Sheets

The table below presents the fair value of the Company's derivative financial instruments as of December 31, 2020 and 2019. The Company's derivative assets and derivative liabilities are located within Other assets and Other liabilities, respectively, on the Company's Consolidated Balance Sheets.

Derivative fair values are determined using valuation techniques including discounted cash flow analysis on the expected cash flows from each derivative. This analysis reflects the contractual terms of the derivatives, including the period to maturity, and uses observable market-based inputs, including interest rate curves, foreign exchange rates, and implied volatilities. The Company incorporates credit valuation adjustments to appropriately reflect both its own nonperformance risk and the respective counterparty's nonperformance risk in the fair value measurements. In adjusting the fair value of its derivative contracts for the effect of nonperformance risk, the Company has considered the impact of netting and any applicable credit enhancements, such as collateral postings, thresholds, mutual puts, and guarantees.

This table provides a summary of the fair value of the Company's derivative assets and liabilities as of December 31, 2020 and December 31, 2019 (in thousands):

Fair Value	Derivative Assets		Derivative Liabilities	
	December 31,		December 31,	
	2020	2019	2020	2019
Interest Rate Products:				
Derivatives not designated as hedging instruments	\$ 103,506	\$ 47,458	\$ 9,375	\$ 5,997
Derivatives designated as hedging instruments	48	7,818	—	—
Total	<u>\$ 103,554</u>	<u>\$ 55,276</u>	<u>\$ 9,375</u>	<u>\$ 5,997</u>

Fair Value Hedges of Interest Rate Risk

The Company is exposed to changes in the fair value of certain of its fixed-rate assets and liabilities due to changes in the benchmark interest rate, LIBOR. Interest rate swaps designated as fair value hedges involve making

fixed rate payments to a counterparty in exchange for the Company receiving variable rate payments over the life of the agreements without the exchange of the underlying notional amount. As of December 31, 2020 and 2019, the Company had one interest rate swap that was designated as a fair value hedge of interest rate risk associated with the Company's fixed rate loan assets. This swap had a notional amount of \$5.0 million and \$5.3 million as of December 31, 2020 and 2019, respectively.

For derivatives designated and that qualify as fair value hedges, the gain or loss on the derivative as well as the offsetting loss or gain on the hedged item attributable to the hedged risk are recognized in earnings.

Cash Flow Hedges of Interest Rate Risk

The Company's objective in using interest rate derivatives is to manage its exposure to interest rate movements. To accomplish this objective, the Company primarily uses interest rate swaps and floors as part of its interest rate risk management strategy. Interest rate swaps designated as cash flow hedges involve the receipt of variable amounts from a counterparty in exchange for the Company making fixed-rate payments over the life of the agreements without exchange of the underlying notional amount. As of December 31, 2020 and 2019, the Company had two interest rate swaps that were designated as cash flow hedges of interest rate risk associated with the Company's variable-rate subordinated debentures issued by Marquette Capital Trusts III and IV. These swaps had an aggregate notional amount of \$51.5 million at both December 31, 2020 and 2019. Interest rate floors designated as cash flow hedges involve the receipt of variable-rate amounts from a counterparty if interest rates fall below the strike rate on the contract in exchange for an upfront premium. As of December 31, 2019, the Company had one interest rate floor with a notional amount of \$750.0 million that was designated as a cash flow hedge of interest rate risk. On August 28, 2020, the Company terminated this interest rate floor. At the date of termination, the interest rate floor had a net asset fair value of \$34.1 million. As of December 31, 2020, the gross unrealized gain on the terminated interest rate floor remaining in AOCI was \$17.0 million, or \$12.9 million net of tax. The unrealized gain will be reclassified into Interest income as the underlying forecasted transactions impact earnings through the original maturity of the hedged forecasted transactions. The total remaining term over which the unrealized gain will be reclassified into earnings is 3.7 years.

For derivatives designated and that qualify as cash flow hedges of interest rate risk, the gain or loss on the derivative is recorded in AOCI and is subsequently reclassified into interest expense and interest income in the period during which the hedged forecasted transaction affects earnings. Amounts reported in AOCI related to interest rate swap derivatives will be reclassified to Interest expense as interest payments are received or paid on the Company's derivatives. Amounts reported in AOCI related to interest rate floor derivatives will be reclassified to Interest income as interest payments are received or paid on the Company's derivatives. The Company expects to reclassify \$1.3 million from AOCI to Interest expense and \$4.7 million from AOCI to Interest income during the next 12 months. As of December 31, 2020, the Company is hedging its exposure to the variability in future cash flows for forecasted transactions over a maximum period of 15.7 years.

Non-designated Hedges

The remainder of the Company's derivatives are not designated in qualifying hedging relationships. Derivatives not designated as hedges are not speculative and result from a service the Company provides to certain customers. The Company executes interest rate swaps with commercial banking customers to facilitate their respective risk management strategies. Those interest rate swaps are simultaneously offset by interest rate swaps that the Company executes with a third party, such that the Company minimizes its net risk exposure resulting from such transactions. As the interest rate swaps associated with this program do not meet the strict hedge accounting requirements, changes in the fair value of both the customer swaps and the offsetting swaps are recognized directly in earnings. As of December 31, 2020, the Company had 176 interest rate swaps with an aggregate notional amount of \$2.5 billion related to this program. As of December 31, 2019, the Company had 142 interest rate swaps with an aggregate notional amount of \$1.9 billion.

Effect of Derivative Instruments on the Consolidated Statements of Income and Accumulated Other Comprehensive Income

This table provides a summary of the amount of gain or loss recognized in Other noninterest expense in the Consolidated Statements of Income for the years ended December 31, 2020, 2019, and 2018 related to the Company's derivative assets and liabilities (in thousands):

	Amount of (Loss) Gain Recognized		
	For the Year Ended December 31,		
	2020	2019	2018
Interest Rate Products			
Derivatives not designated as hedging instruments	\$ (720)	\$ 464	\$ (94)
Total	\$ (720)	\$ 464	\$ (94)
Interest Rate Products			
Derivatives designated as hedging instruments:			
Fair value adjustments on derivatives	\$ (139)	\$ (150)	\$ 59
Fair value adjustments on hedged items	139	150	(58)
Total	\$ —	\$ —	\$ 1

This table provides a summary of the effect of hedges on AOCI in the Consolidated Statements of Comprehensive Income for the years ended December 31, 2020, 2019, and 2018 related to the Company's derivative assets and liabilities (in thousands):

	For the Year Ended December 31, 2020					
	Gain (Loss) Recognized in OCI on Derivative	Gain (Loss) Recognized in OCI Included Component	Loss Recognized in OCI Excluded Component	Gain (Loss) Reclassified from AOCI into Earnings	Gain (Loss) Reclassified from AOCI into Earnings Included Component	Loss Reclassified from AOCI into Earnings Excluded Component
Derivatives in Cash Flow Hedging Relationships						
Interest rate floor	\$ 28,390	\$ 34,917	\$ (6,527)	\$ 2,943	\$ 5,398	\$ (2,455)
Interest rate swaps	(7,411)	(7,411)	—	(1,038)	(1,038)	—
Total	\$ 20,979	\$ 27,506	\$ (6,527)	\$ 1,905	\$ 4,360	\$ (2,455)

	For the Year Ended December 31, 2019					
	Loss Recognized in OCI on Derivative	Loss Recognized in OCI Included Component	Loss Recognized in OCI Excluded Component	Loss Reclassified from AOCI into Earnings	Loss Reclassified from AOCI into Earnings Included Component	Loss Reclassified from AOCI into Earnings Excluded Component
Derivatives in Cash Flow Hedging Relationships						
Interest rate floor	\$ (9,278)	\$ (4,245)	\$ (5,033)	\$ (874)	\$ —	\$ (874)
Interest rate swaps	(6,040)	(6,040)	—	(149)	(149)	—
Total	\$ (15,318)	\$ (10,285)	\$ (5,033)	\$ (1,023)	\$ (149)	\$ (874)

	For the Year Ended December 31, 2018					
	Gain Recognized in OCI on Derivative	Gain Recognized in OCI Included Component	Gain Recognized in OCI Excluded Component	Gain Reclassified from AOCI into Earnings	Gain Reclassified from AOCI into Earnings Included Component	Gain Reclassified from AOCI into Earnings Excluded Component
Derivatives in Cash Flow Hedging Relationships						
Interest rate swaps	\$ 1,906	\$ 1,906	\$ —	\$ —	\$ —	\$ —
Total	\$ 1,906	\$ 1,906	\$ —	\$ —	\$ —	\$ —

Credit-risk-related Contingent Features

The Company has agreements with certain of its derivative counterparties that contain a provision that if the Company defaults on any of its indebtedness, including default where repayment of the indebtedness has not been accelerated by the lender, then the Company could also be declared in default on its derivative obligations.

As of December 31, 2020, the termination value of derivatives in a net liability position, which includes accrued interest, related to these agreements was \$9.2 million. The Company has minimum collateral posting thresholds with certain of its derivative counterparties. As of December 31, 2020, the Company had posted \$12.4 million of collateral. If the Company had breached any of these provisions at December 31, 2020, it could have been required to settle its obligations under the agreements at the termination value.

19. DISCLOSURES ABOUT FAIR VALUE OF FINANCIAL INSTRUMENTS

The following table presents information about the Company's assets and liabilities measured at fair value on a recurring basis as of December 31, 2020 and 2019 and indicates the fair value hierarchy of the valuation techniques utilized by the Company to determine such fair value.

Fair values determined by Level 1 inputs utilize quoted prices in active markets for identical assets and liabilities that the Company has the ability to access. Fair values determined by Level 2 inputs utilize inputs other than quoted prices included in Level 1 that are observable for the asset or liability, either directly or indirectly. Level 2 inputs include quoted prices for similar assets or liabilities in active markets, and inputs other than quoted prices that are observable for the asset or liability, such as interest rates and yield curves that are observable at commonly quoted intervals. Level 3 inputs are unobservable inputs for the asset or liability, and include situations where there is little, if any, market activity for the asset or liability. In certain cases, the inputs used to measure fair value may fall into different levels of the hierarchy. In such cases, the fair value is determined based on the lowest level input that is significant to the fair value measurement in its entirety.

Assets and liabilities measured at fair value on a recurring basis as of December 31, 2020 and 2019 (in thousands):

Description	Fair Value Measurement at December 31, 2020 Using			
	December 31, 2020	Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)
Assets				
U.S. Treasury	\$ 651	\$ 651	\$ —	\$ —
U.S. Agencies	1,568	—	1,568	—
Mortgage-backed	4	—	4	—
State and political subdivisions	18,545	—	18,545	—
Corporates	711	711	—	—
Trading – other	13,541	13,541	—	—
Trading securities	35,020	14,903	20,117	—
U.S. Treasury	30,740	30,740	—	—
U.S. Agencies	95,949	—	95,949	—
Mortgage-backed	5,468,181	—	5,468,181	—
State and political subdivisions	3,623,619	—	3,623,619	—
Corporates	81,199	81,199	—	—
Securities available for sale	9,299,688	111,939	9,187,749	—
Equity securities with readily determinable fair values	134,197	134,197	—	—
Company-owned life insurance	63,575	—	63,575	—
Bank-owned life insurance	387,513	—	387,513	—
Derivatives	103,554	—	103,554	—
Total	<u>\$ 10,023,547</u>	<u>\$ 261,039</u>	<u>\$ 9,762,508</u>	<u>\$ —</u>
Liabilities				
Derivatives	\$ 9,375	\$ —	\$ 9,375	\$ —
Securities sold not yet purchased	2,177	—	2,177	—
Total	<u>\$ 11,552</u>	<u>\$ —</u>	<u>\$ 11,552</u>	<u>\$ —</u>

Description	Fair Value Measurement at December 31, 2019 Using			
	December 31, 2019	Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)
Assets				
U.S. Agencies	\$ 1,246	\$ —	\$ 1,246	\$ —
Mortgage-backed	392	—	392	—
State and political subdivisions	21,764	—	21,764	—
Corporates	5,649	5,649	—	—
Trading – other	16,567	16,567	—	—
Trading securities	45,618	22,216	23,402	—
U.S. Treasury	64,078	64,078	—	—
U.S. Agencies	93,021	—	93,021	—
Mortgage-backed	4,071,794	—	4,071,794	—
State and political subdivisions	3,029,917	—	3,029,917	—
Corporates	188,552	188,552	—	—
Securities available for sale	7,447,362	252,630	7,194,732	—
Company-owned life insurance	63,900	—	63,900	—
Bank-owned life insurance	280,709	—	280,709	—
Derivatives	55,276	—	55,276	—
Total	<u>\$ 7,892,865</u>	<u>\$ 274,846</u>	<u>\$ 7,618,019</u>	<u>\$ —</u>
Liabilities				
Derivatives	\$ 5,997	\$ —	\$ 5,997	\$ —
Securities sold not yet purchased	14,599	—	14,599	—
Total	<u>\$ 20,596</u>	<u>\$ —</u>	<u>\$ 20,596</u>	<u>\$ —</u>

Valuation methods for instruments measured at fair value on a recurring basis

The following methods and assumptions were used to estimate the fair value of each class of financial instruments measured on a recurring basis:

Trading Securities Fair values for trading securities (including financial futures), are based on quoted market prices where available. If quoted market prices are not available, fair values are based on quoted market prices for similar securities.

Securities Available for Sale Fair values are based on quoted market prices or dealer quotes, if available. If a quoted market price is not available, fair value is estimated using quoted market prices for similar securities. Prices are provided by third-party pricing services and are based on observable market inputs. On an annual basis, the Company compares a sample of these prices to other independent sources for the same securities. Additionally, throughout the year, if securities are sold, comparisons are made between the pricing services prices and the market prices at which the securities were sold. Variances are analyzed, and, if appropriate, additional research is conducted with the third-party pricing services. Based on this research, the pricing services may affirm or revise their quoted price. No significant adjustments have been made to the prices provided by the pricing services. The pricing services also provide documentation on an ongoing basis that includes reference data, inputs and methodology by asset class, which is reviewed to ensure that security placement within the fair value hierarchy is appropriate.

Equity securities with readily determinable fair values Fair values are based on quoted market prices.

Company-owned Life Insurance Fair value is equal to the cash surrender value of the life insurance policies.

Bank-owned Life Insurance Fair value is equal to the cash surrender value of the life insurance policies.

Derivatives Fair values are determined using valuation techniques including discounted cash flow analysis on the expected cash flows from each derivative. This analysis reflects the contractual terms of the derivatives, including the period to maturity, and uses observable market-based inputs, including interest rate curves, foreign

exchange rates, and implied volatilities. The Company incorporates credit valuation adjustments to appropriately reflect both its own nonperformance risk and the respective counterparty's nonperformance risk in the fair value measurements. In adjusting the fair value of its derivative contracts for the effect of nonperformance risk, the Company has considered the impact of netting and any applicable credit enhancements, such as collateral postings, thresholds, mutual puts, and guarantees.

Securities sold not yet purchased Fair values are based on quoted market prices or dealer quotes, if available. If a quoted market price is not available, fair value is estimated using quoted market prices for similar securities. Prices are provided by third-party pricing services and are based on observable market inputs.

Assets measured at fair value on a non-recurring basis as of December 31, 2020 and 2019 (in thousands):

Description	Fair Value Measurement at December 31, 2020 Using				
	December 31, 2020	Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)	Total Gains Recognized During the Twelve Months Ended December 31
Collateral dependent assets	\$ 35,995	\$ —	\$ —	\$ 35,995	\$ (9,389)
Other real estate owned	2,798	—	—	2,798	(938)
Total	\$ 38,793	\$ —	\$ —	\$ 38,793	\$ (10,327)

Description	Fair Value Measurement at December 31, 2019 Using				
	December 31, 2019	Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)	Total Gains Recognized During the Twelve Months Ended December 31
Impaired loans	\$ 5,139	\$ —	\$ —	\$ 5,139	\$ 3,973
Other real estate owned	55	—	—	55	7
Total	\$ 5,194	\$ —	\$ —	\$ 5,194	\$ 3,980

Valuation methods for instruments measured at fair value on a non-recurring basis

The following methods and assumptions were used to estimate the fair value of each class of financial instruments measured on a non-recurring basis:

Collateral Dependent Assets/Impaired loans With the adoption of CECL, collateral dependent assets are assets evaluated as part of the ACL on an individual basis. Those assets for which there is an associated allowance are considered financial assets measured at fair value on a non-recurring basis. Prior to the adoption of CECL, loans identified as impaired were considered financial assets measured at fair value on a non-recurring basis. The valuation method for collateral dependent assets and impaired loans is the same. Adjustments are recorded on certain assets to reflect write-downs that are based on the external appraised value of the underlying collateral. The external appraisals are generally based on recent sales of comparable properties which are then adjusted for the unique characteristics of the property being valued. In the case of non-real estate collateral, reliance is placed on a variety of sources, including external estimates of value and judgments based on the experience and expertise of internal specialists within the Company's property management group and the Company's credit department. The valuation of collateral dependent assets and impaired loans are reviewed on a quarterly basis. Because many of these inputs are not observable, the measurements are classified as Level 3.

Other real estate owned Other real estate owned consists of loan collateral which has been repossessed through foreclosure. This collateral is comprised of commercial and residential real estate and other non-real estate property, including auto, recreational and marine vehicles. Other real estate owned is recorded as held for sale initially at the fair value of the collateral less estimated selling costs. The initial valuation of the foreclosed property is obtained through an appraisal process similar to the process described in the collateral dependent/impaired loans paragraph above. Subsequent to foreclosure, valuations are reviewed quarterly and updated periodically, and the

assets may be marked down further, reflecting a new cost basis. Fair value measurements may be based upon appraisals, third-party price opinions, or internally developed pricing methods and those measurements are classified as Level 3.

Fair value disclosures require disclosure of the fair value of financial assets and financial liabilities, including those financial assets and financial liabilities that are not measured and reported at fair value on a recurring basis or non-recurring basis.

The estimated fair value of the Company's financial instruments at December 31, 2020 and 2019 are as follows (in thousands):

	Fair Value Measurement at December 31, 2020 Using				
	Carrying Amount	Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)	Total Estimated Fair Value
FINANCIAL ASSETS					
Cash and short-term investments	\$ 5,191,015	\$ 3,540,680	\$ 1,650,335	\$ —	\$ 5,191,015
Securities available for sale	9,299,688	111,939	9,187,749	—	9,299,688
Securities held to maturity (exclusive of allowance for credit losses)	1,014,614	—	1,029,444	—	1,029,444
Trading securities	35,020	14,903	20,117	—	35,020
Other securities	296,053	134,197	161,856	—	296,053
Loans (exclusive of allowance for credit losses)	16,110,359	—	16,413,132	—	16,413,132
Derivatives	103,554	—	103,554	—	103,554
FINANCIAL LIABILITIES					
Demand and savings deposits	26,175,156	26,175,156	—	—	26,175,156
Time deposits	876,095	—	879,841	—	879,841
Other borrowings	2,315,497	65,636	2,249,861	—	2,315,497
Long-term debt	269,595	—	299,858	—	299,858
Derivatives	9,375	—	9,375	—	9,375
OFF-BALANCE SHEET ARRANGEMENTS					
Commitments to extend credit for loans					6,405
Commercial letters of credit					150
Standby letters of credit					3,365

	Fair Value Measurement at December 31, 2019 Using				
	Carrying Amount	Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)	Total Estimated Fair Value
FINANCIAL ASSETS					
Cash and short-term investments	\$ 3,276,794	\$ 1,701,449	\$ 1,575,345	\$ —	\$ 3,276,794
Securities available for sale	7,447,362	252,630	7,194,732	—	7,447,362
Securities held to maturity	1,116,102	—	1,082,345	—	1,082,345
Trading securities	45,618	22,216	23,402	—	45,618
Other securities	108,420	—	108,420	—	108,420
Loans (exclusive of allowance for loan loss)	13,439,525	—	13,601,595	—	13,601,595
Derivatives	55,276	—	55,276	—	55,276
FINANCIAL LIABILITIES					
Demand and savings deposits	20,376,880	20,376,880	—	—	20,376,880
Time deposits	1,226,364	—	1,226,646	—	1,226,646
Other borrowings	1,896,508	31,873	1,864,635	—	1,896,508
Long-term debt	70,372	—	70,713	—	70,713
Derivatives	5,997	—	5,997	—	5,997
OFF-BALANCE SHEET ARRANGEMENTS					
Commitments to extend credit for loans					5,908
Commercial letters of credit					113
Standby letters of credit					2,966

Cash and short-term investments The carrying amounts of cash and due from banks, federal funds sold and resell agreements are reasonable estimates of their fair values.

Securities held to maturity Fair value of held-to-maturity securities are estimated by discounting the future cash flows using current market rates.

Other securities Amount consists of FRB and FHLB stock held by the Company, equity securities with readily determinable fair values, and equity securities without readily determinable fair values, including PCM and other equity-method investments and other miscellaneous investments. The carrying amount of the FRB and FHLB stock equals its fair value because the shares can only be redeemed by the FRB and FHLB at their carrying amount. The equity securities with readily determinable fair values are measured at fair value using quoted market prices. For PCM and other equity-method investments, the Company's proportionate share of the income or loss is recognized on a one-quarter lag based on the valuation of the underlying investment(s). Other equity securities without readily determinable fair values are carried at cost, which approximates fair value.

Loans Fair values are estimated for portfolios with similar financial characteristics. Loans are segregated by type, such as commercial, real estate, consumer, and credit card. Each loan category is further segmented into fixed and variable interest rate categories. The fair value of loans are estimated by discounting the future cash flows. The discount rates used are estimated using comparable market rates for similar types of instruments adjusted to be commensurate with the credit risk, overhead costs, and optionality of such instruments.

Demand and savings deposits The fair value of demand deposits and savings accounts was the amount payable on demand at December 31, 2020 and 2019.

Time deposits The fair value of fixed-maturity certificates of deposit is estimated by discounting the future cash flows using the rates that are currently offered for deposits of similar remaining maturities.

Other borrowings The carrying amounts of federal funds purchased, repurchase agreements and other short-term debt are reasonable estimates of their fair value because of the short-term nature of their maturities.

Long-term debt Rates currently available to the Company for debt with similar terms and remaining maturities are used to estimate fair value of existing debt.

Other off-balance sheet instruments The fair value of loan commitments and letters of credit are determined based on the fees currently charged to enter into similar agreements, taking into account the remaining terms of the agreement and the present creditworthiness of the counterparties. Neither the fees earned during the year on these instruments nor their fair value at period-end are significant to the Company's consolidated financial position.

20. PARENT COMPANY FINANCIAL INFORMATION

UMB FINANCIAL CORPORATION

BALANCE SHEETS (in thousands)

	December 31,	
	2020	2019
ASSETS		
Investment in subsidiaries:		
Banks	\$ 2,902,559	\$ 2,338,718
Non-banks	138,450	149,561
Total investment in subsidiaries	3,041,009	2,488,279
Goodwill on purchased affiliates	5,011	5,011
Cash	172,745	143,193
Investment securities and other	135,609	98,799
Total assets	<u>\$ 3,354,374</u>	<u>\$ 2,735,282</u>
LIABILITIES AND SHAREHOLDERS' EQUITY		
Long-term debt	\$ 269,595	\$ 70,372
Accrued expenses and other	67,831	58,470
Total liabilities	337,426	128,842
Shareholders' equity	3,016,948	2,606,440
Total liabilities and shareholders' equity	<u>\$ 3,354,374</u>	<u>\$ 2,735,282</u>

STATEMENTS OF INCOME AND COMPREHENSIVE INCOME *(in thousands)*

	Year Ended December 31,		
	2020	2019	2018
INCOME			
Dividends and income received from subsidiaries	\$ 78,360	\$ 56,500	\$ 47,250
Service fees from subsidiaries	49,191	52,416	50,858
Other	9,241	11,249	651
Total income	<u>136,792</u>	<u>120,165</u>	<u>98,759</u>
EXPENSE			
Salaries and employee benefits	56,919	57,487	46,707
Other	22,657	21,124	19,149
Total expense	<u>79,576</u>	<u>78,611</u>	<u>65,856</u>
Income before income taxes and equity in undistributed earnings of subsidiaries	57,216	41,554	32,903
Income tax (benefit) expense	<u>(6,230)</u>	<u>12,201</u>	<u>(4,432)</u>
Income before equity in undistributed earnings of subsidiaries	63,446	29,353	37,335
Equity in undistributed earnings of subsidiaries:			
Banks	234,014	221,215	156,771
Non-Banks	<u>(10,958)</u>	<u>(6,968)</u>	<u>2,154</u>
Income from continuing operations	<u>286,502</u>	<u>243,600</u>	<u>196,260</u>
Loss from discontinued operations	—	—	(747)
Net income	<u>\$ 286,502</u>	<u>\$ 243,600</u>	<u>\$ 195,513</u>
Other comprehensive income (loss)	<u>235,160</u>	<u>178,962</u>	<u>(50,257)</u>
Comprehensive income	<u>\$ 521,662</u>	<u>\$ 422,562</u>	<u>\$ 145,256</u>

STATEMENTS OF CASH FLOWS (in thousands)

	Year Ended December 31,		
	2020	2019	2018
OPERATING ACTIVITIES			
Net income	\$ 286,502	\$ 243,600	\$ 195,513
Adjustments to reconcile net income to cash provided by operating activities:			
Equity in earnings of subsidiaries	(301,415)	(270,747)	(206,175)
Dividends received from subsidiaries	78,360	56,500	47,250
Depreciation and amortization	15	(78)	486
Amortization of debt issuance costs	131	—	—
Equity based compensation	15,120	14,850	11,073
Net tax benefit related to equity compensation plans	345	766	2,364
Changes in other assets and liabilities, net	(2,069)	(7,864)	(5,994)
Net cash provided by operating activities	<u>76,989</u>	<u>37,027</u>	<u>44,517</u>
INVESTING ACTIVITIES			
Net capital investment in subsidiaries	(96,678)	(331)	(17,961)
Net (increase) decrease in investment securities	(29,648)	21	1,062
Net cash used in investing activities	<u>(126,326)</u>	<u>(310)</u>	<u>(16,899)</u>
FINANCING ACTIVITIES			
Cash dividends paid	(60,281)	(59,436)	(58,279)
Proceeds from short-term debt	15,000	—	—
Repayment of short-term debt	(15,000)	—	—
Proceeds from long-term debt	200,000	—	—
Payment of debt issuance costs	(2,250)	—	—
Proceeds from exercise of stock options and sales of treasury stock	5,186	4,637	12,318
Purchases of treasury stock	(63,766)	(4,496)	(76,507)
Net cash provided by (used) in financing activities	<u>78,889</u>	<u>(59,295)</u>	<u>(122,468)</u>
Net increase (decrease) in cash	<u>29,552</u>	<u>(22,578)</u>	<u>(94,850)</u>
Cash and cash equivalents at beginning of period	143,193	165,771	260,621
Cash and cash equivalents at end of period	<u>\$ 172,745</u>	<u>\$ 143,193</u>	<u>\$ 165,771</u>

21. SUMMARY OF OPERATING RESULTS BY QUARTER (unaudited) (in thousands except per share data)

2020	Three Months Ended			
	March 31	June 30	September 30	December 31
Interest income	\$ 211,411	\$ 192,769	\$ 197,017	\$ 207,292
Interest expense	37,470	14,540	12,633	12,617
Net interest income	<u>173,941</u>	<u>178,229</u>	<u>184,384</u>	<u>194,675</u>
Provision for credit losses	88,000	21,500	16,000	5,000
Noninterest income	98,424	120,456	112,996	228,290
Noninterest expense	188,619	208,533	197,995	226,858
Income tax (benefit) expense	(815)	8,123	10,293	34,787
Net (loss) income from continuing operations	<u>\$ (3,439)</u>	<u>\$ 60,529</u>	<u>\$ 73,092</u>	<u>\$ 156,320</u>

2019	March 31	June 30	September 30	December 31
Interest income	\$ 211,307	\$ 216,662	\$ 219,103	\$ 215,820
Interest expense	47,439	50,248	50,843	43,457
Net interest income	163,868	166,414	168,260	172,363
Provision for loan losses	12,350	11,000	7,500	2,000
Noninterest income	107,382	105,398	103,635	110,355
Noninterest expense	190,626	193,387	191,397	203,450
Income tax expense	10,530	10,466	10,616	10,753
Net income from continuing operations	\$ 57,744	\$ 56,959	\$ 62,382	\$ 66,515

Per Share	Three Months Ended			
2020	March 31	June 30	September 30	December 31
Net (loss) income from continuing operations - basic	\$ (0.07)	\$ 1.26	\$ 1.52	\$ 3.26
Net (loss) income from continuing operations - diluted	(0.07)	1.26	1.52	3.24
Dividend	0.31	0.31	0.31	0.32
Book value	55.33	57.84	59.43	62.84

Per Share	March 31	June 30	September 30	December 31
2019				
Net income from continuing operations - basic	\$ 1.19	\$ 1.17	\$ 1.28	\$ 1.36
Net income from continuing operations - diluted	1.18	1.16	1.27	1.35
Dividend	0.30	0.30	0.30	0.31
Book value	47.92	50.50	52.23	53.09

22. SUBSEQUENT EVENT

On February 25, 2021, the Company executed an agreement to sell all of the membership interests in Prairie Capital Management, LLC and UMB Merchant Banc, LLC subsidiaries, including its membership interests in all PCM limited partnerships. The transaction is expected to close on or before March 31, 2021 and is expected to have an immaterial impact to the Consolidated Financial Statements.

ITEM 9. CHANGES IN AND DISAGREEMENTS WITH ACCOUNTANTS ON ACCOUNTING AND FINANCIAL DISCLOSURE

None.

ITEM 9A. CONTROLS AND PROCEDURES

Disclosure Controls and Procedures At the end of the period covered by this Annual Report on Form 10-K, the Company's Chief Executive Officer and Chief Financial Officer have each evaluated the effectiveness of the Company's "Disclosure Controls and Procedures" (as defined in Rule 13a-15(e) of the Exchange Act) and have concluded that the Company's Disclosure Controls and Procedures were effective as of the end of the period covered by this Annual Report on Form 10-K.

Management's Report on Internal Control Over Financial Reporting Management of the Company is responsible for establishing and maintaining adequate "internal control over financial reporting," as such term is defined in Rule 13a-15(f) promulgated under the Exchange Act. Under the supervision and with the participation of management, including the Chief Executive Officer and Chief Financial Officer of the Company, and effected by the Board, management and other personnel, an evaluation of the effectiveness of internal control over financial reporting was conducted based on the criteria established by the Committee of Sponsoring Organizations of the Treadway Commission's *Internal Control - Integrated Framework (2013)*.

Because of its inherent limitations, internal control over financial reporting may not prevent or detect all misstatements. Also, projections of any evaluation of effectiveness to future periods are subject to the risk that controls

may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate. In addition, given the Company's size, operations and footprint, lapses or deficiencies in internal controls may occur from time to time.

Based on the evaluation under the framework in *Internal Control - Integrated Framework (2013)*, management (with the participation of the Company's Chief Executive Officer and Chief Financial Officer) under the oversight of the Board of Directors, has concluded that internal control over financial reporting was effective at the end of the period covered by this Annual Report on Form 10-K. KPMG LLP, the independent registered public accounting firm that audited the financial statements included within this report, has issued an attestation report on the effectiveness of internal control over financial reporting at the end of the period covered by this report. KPMG LLP's attestation report is set forth below.

Changes in Internal Control Over Financial Reporting No change in the Company's internal control over financial reporting occurred during the last quarter of the period covered by this Annual Report on Form 10-K that has materially affected, or is reasonably likely to materially affect, the Company's internal control over financial reporting.

REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

To the Shareholders and Board of Directors
UMB Financial Corporation:

Opinion on Internal Control Over Financial Reporting

We have audited UMB Financial Corporation's (and subsidiaries) (the Company) internal control over financial reporting as of December 31, 2020, based on criteria established in *Internal Control – Integrated Framework (2013)* issued by the Committee of Sponsoring Organizations of the Treadway Commission. In our opinion, the Company maintained, in all material respects, effective internal control over financial reporting as of December 31, 2020, based on criteria established in *Internal Control – Integrated Framework (2013)* issued by the Committee of Sponsoring Organizations of the Treadway Commission.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the consolidated balance sheets of the Company as of December 31, 2020 and 2019, the related consolidated statements of income, comprehensive income, changes in shareholders' equity, and cash flows for each of the years in the three-year period ended December 31, 2020, and the related notes (collectively, the consolidated financial statements), and our report dated March 1, 2021 expressed an unqualified opinion on those consolidated financial statements.

Basis for Opinion

The Company's management is responsible for maintaining effective internal control over financial reporting and for its assessment of the effectiveness of internal control over financial reporting, included in the accompanying Management's Report on Internal Control Over Financial Reporting. Our responsibility is to express an opinion on the Company's internal control over financial reporting based on our audit. We are a public accounting firm registered with the PCAOB and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audit in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether effective internal control over financial reporting was maintained in all material respects. Our audit of internal control over financial reporting included obtaining an understanding of internal control over financial reporting, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. Our audit also included performing such other procedures as we considered necessary in the circumstances. We believe that our audit provides a reasonable basis for our opinion.

Definition and Limitations of Internal Control Over Financial Reporting

A company's internal control over financial reporting is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal control over financial reporting includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorizations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorized acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

Because of its inherent limitations, internal control over financial reporting may not prevent or detect misstatements. Also, projections of any evaluation of effectiveness to future periods are subject to the risk that controls may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

/s/ KPMG LLP

Kansas City, Missouri
March 1, 2021

ITEM 9B. OTHER INFORMATION

None.

PART III**ITEM 10. DIRECTORS, EXECUTIVE OFFICERS AND CORPORATE GOVERNANCE**

The information required by this item relating to executive officers is included in Part I of this Annual Report on Form 10-K (pages 10 and 11) under the caption "Executive Officers of the Registrant."

The information required by this item regarding Directors is incorporated herein by reference to information to be included under the caption "Proposal #1: Election of Directors" of the Company's Proxy Statement for the Annual Meeting of Shareholders to be held on April 27, 2021 (the 2021 Annual Meeting of Shareholders), which will be provided to shareholders within 120 days after December 31, 2020.

The information required by this item regarding the Audit Committee and the Audit Committee financial experts is incorporated herein by reference to information to be included under the caption "Corporate Governance – Committees of the Board of Directors – Audit Committee" of the Company's Proxy Statement for the 2021 Annual Meeting of Shareholders, which will be provided to shareholders within 120 days after December 31, 2020.

The information required by this item concerning Section 16(a) beneficial ownership reporting compliance is incorporated herein by reference to information to be included under the caption "Stock Ownership – Section 16(a) Beneficial Ownership Reporting Compliance" of the Company's Proxy Statement for the 2021 Annual Meeting of Shareholders, which will be provided to shareholders within 120 days after December 31, 2020.

The Company has adopted a code of ethics that applies to all directors, officers and employees, including its chief executive officer, chief financial officer and chief accounting officer. You can find the Company's code of ethics on its website by going to the following address: <http://investorrelations.umb.com>. The Company will post on its website any amendments or waivers to its code of ethics that are required to be disclosed under the rules of either the SEC or NASDAQ. A copy of the code of ethics will be provided, at no charge, to any person requesting the same, by written notice sent to the Company's Corporate Secretary, 6th floor, 1010 Grand Blvd., Kansas City, Missouri 64106.

ITEM 11. EXECUTIVE COMPENSATION

The information required by this item is incorporated herein by reference to information to be included under the Executive Compensation sections of the Company's Proxy Statement for the 2021 Annual Meeting of Shareholders, which will be provided to shareholders within 120 days after December 31, 2020.

ITEM 12. SECURITY OWNERSHIP OF CERTAIN BENEFICIAL OWNERS AND MANAGEMENT AND RELATED STOCKHOLDER MATTERS*Security Ownership of Certain Beneficial Owners*

The information required by this item is incorporated herein by reference to the Company's Proxy Statement for the 2021 Annual Meeting of Shareholders to information to be included under the caption "Stock Ownership - Principal Shareholders," which will be provided to shareholders within 120 days after December 31, 2020.

Security Ownership of Management

The information required by this item is incorporated herein by reference to the Company's Proxy Statement for the 2021 Annual Meeting of Shareholders, which will be provided to shareholders within 120 days after December 31, 2020, under the caption "Stock Ownership – Stock Owned by Directors, Nominees, and Executive Officers."

The following table summarizes shares authorized for issuance under the Company's equity compensation plans as of December 31, 2020.

Plan Category	Number of securities to be issued upon exercise of outstanding options, warrants and rights (a)	Weighted average exercise price of outstanding options, warrants and rights (b)	Number of securities remaining available for future issuance under equity compensation plans (excluding securities reflected in column (a)) (c)
Equity compensation plans approved by security holders			
2005 Long Term Incentive Plan	572,941	\$ 54.89	None
2018 Omnibus Incentive Compensation Plan	None	None	1,945,276
Equity compensation plans not approved by security holders	None	None	None
Total	572,941	\$ 54.89	1,945,276

For additional information concerning the Company's equity compensation plans, see Note 11, "Employee Benefits," in the Notes to the Consolidated Financial Statements provided in Item 8, pages 101 through 105 of this report.

ITEM 13. CERTAIN RELATIONSHIPS AND RELATED TRANSACTIONS, AND DIRECTOR INDEPENDENCE

The information required by this item is incorporated herein by reference to the information to be provided under the captions "Corporate Governance – Transactions with Related Persons", "Corporate Governance – The Board of Directors – Independent Directors" and "Corporate Governance – Committees of the Board of Directors" of the Company's Proxy Statement for the 2021 Annual Meeting of Shareholders, which will be provided to shareholders within 120 days after December 31, 2020.

ITEM 14. PRINCIPAL ACCOUNTANT FEES AND SERVICES

The information required by this item is incorporated herein by reference to the information to be provided under the caption "Proposal #3: Ratification of the Corporate Audit Committee's Engagement of KPMG LLP as UMB's Independent Public Accounting Firm for 2021" of the Company's Proxy Statement for the 2021 Annual Meeting of Shareholders, which will be provided to shareholders within 120 days after December 31, 2020.

PART IV

ITEM 15. EXHIBITS AND FINANCIAL STATEMENT SCHEDULES

Consolidated Financial Statements and Financial Statement Schedules

The following Consolidated Financial Statements of the Company are included in Item 8 of this Annual Report on Form 10-K.

Consolidated Balance Sheets as of December 31, 2020 and 2019
Consolidated Statements of Income for the Three Years Ended December 31, 2020
Consolidated Statements of Comprehensive Income for the Three Years Ended December 31, 2020
Consolidated Statements of Changes in Shareholders' Equity for the Three Years Ended December 31, 2020
Consolidated Statements of Cash Flows for the Three Years Ended December 31, 2020
Notes to Consolidated Financial Statements
Report of Independent Registered Public Accounting Firm

Condensed Consolidated Financial Statements for the parent company only may be found in Item 8 above. All other schedules have been omitted because the required information is presented in the Consolidated Financial Statements or in the notes thereto, the amounts involved are not significant or the required subject matter is not applicable.

Exhibits

The following Exhibit Index lists the Exhibits to Form 10-K:

- 3.1 [Restated Articles of Incorporation \(incorporated by reference to Exhibit 3.1 to the Company's Quarterly Report on Form 10-Q for the quarter ended March 31, 2006 and filed with the Commission on May 9, 2006\).](#)
- 3.2 [Bylaws, amended as of October 28, 2014 \(incorporated by reference to Exhibit 3.2 to the Company's Quarterly Report on Form 10-Q for the quarter ended June 30, 2016 and filed with the Commission on August 2, 2016\).](#)
- 4.1 [Description of the capital stock included in the Registration Statement on Form 8-A \(incorporated by reference to the Registration Statement on Form 8-A dated May 1, 2018 and filed with the Commission on May 1, 2018\).](#)
- 4.2 [Description of the capital stock included in the Registration Statement on Form S-3 \(incorporated by reference to the Registration Statement on Form S-3 ASR dated April 9, 2019 and filed with the Commission on April 9, 2019\).](#)
- 4.3 [Description of UMB Financial Corporation's Securities \(incorporated by reference to Exhibit 4.3 to the Company's Form 10-K for December 31, 2019 and filed with the Commission on February 27, 2020\).](#)
- 4.4 [Indenture, dated as of September 17, 2020, by and between UMB Financial Corporation and Wells Fargo, National Association \(incorporated by reference to Exhibit 4.1 of the Company's Current Report on Form 8-K dated September 17, 2020 and filed with the Commission on September 22, 2020\).](#)
- 4.5 [Supplemental Indenture, dated as of September 17, 2020, by and between UMB Financial Corporation and Wells Fargo, National Association, as Trustee, with respect to the 3.700% Fixed-to-Fixed Rate Subordinated Notes due 2030 \(incorporated by reference to Exhibit 4.2 of the Company's Current Report on Form 8-K dated September 17, 2020 and filed with the Commission on September 22, 2020\).](#)
- 4.6 [Form of 3.700% Fixed-to-Fixed Rate Subordinated Notes due 2030 \(incorporated by reference to Exhibit 4.2 of the Company's Current Report on Form 8-K dated September 17, 2020 and filed with the Commission on September 22, 2020\).](#)
- 10.1 [UMB Financial Corporation Long-Term Incentive Compensation Plan amended and restated as of April 23, 2013 \(incorporated by reference to Appendix A of the Company's Proxy Statement for the Company's April 23, 2013 Annual Meeting filed with the Commission on March 13, 2013\).](#)
- 10.2 [Deferred Compensation Plan, dated as of December 1, 2008 \(incorporated by reference to Exhibit 10.3 to the Company's Form 10-K for December 31, 2017 and filed with the Commission on February 22, 2018\).](#)

- 10.3 [UMBF 2005 Short-Term Incentive Plan \(incorporated by reference to Exhibit 10.7 to the Company's Form 10-K for December 31, 2004 and filed with the Commission on March 14, 2005\).](#)
- 10.4 [Form of 2016 Performance-Based Restricted Stock Award Agreement for the UMB Financial Corporation Long-Term Incentive Compensation Plan \(incorporated by reference to Exhibit 10.1 to the Company's Quarterly Report on Form 10Q filed with the Commission on August 2, 2016\).](#)
- 10.5 [Form of 2016 Service-Based Restricted Stock Award Agreement for the UMB Financial Corporation Long-Term Incentive Compensation Plan \(incorporated by reference to Exhibit 10.2 to the Company's Quarterly Report on Form 10Q filed with the Commission on August 2, 2016\).](#)
- 10.6 [Form of 2016 Stock Option Award Agreement for the UMB Financial Corporation Long-Term Incentive Compensation Plan \(incorporated by reference to Exhibit 10.3 to the Company's Quarterly Report on Form 10Q filed with the Commission on August 2, 2016\).](#)
- 10.7 [UMBF Omnibus Incentive Compensation Plan \(incorporated by reference to Appendix A of the Company's Proxy Statement for the Company's April 24, 2018 Annual Meeting filed with the Commission on March 13, 2018\).](#)
- 10.8 [Performance Share Unit Award Agreement with James D. Rine \(incorporated by reference to Exhibit 10.1 to the Company's Current Report on Form 8-K filed with the Commission on February 18, 2020\).](#)
- 21.1 [Subsidiaries of the Registrant filed herewith.](#)
- 23.1 [Consent of Independent Auditors – KPMG LLP filed herewith.](#)
- 24.1 [Power of Attorney filed herewith.](#)
- 31.1 [CEO Certification pursuant to Section 302 of the Sarbanes-Oxley Act filed herewith.](#)
- 31.2 [CFO Certification pursuant to Section 302 of the Sarbanes-Oxley Act filed herewith.](#)
- 32.1 [CEO Certification pursuant to Section 906 of the Sarbanes-Oxley Act filed herewith.](#)
- 32.2 [CFO Certification pursuant to Section 906 of the Sarbanes-Oxley Act filed herewith.](#)
- 101.INS XBRL Instance Document – The instance document does not appear in the Interactive Data File because XBRL tags are embedded within the Inline XBRL document.
- 101.SCH Inline XBRL Taxonomy Extension Schema Document filed herewith.
- 101.CAL Inline XBRL Taxonomy Extension Calculation Document filed herewith.
- 101.DEF Inline XBRL Taxonomy Extension Definition Linkbase Document filed herewith.
- 101.LAB Inline XBRL Taxonomy Extension Label Linkbase Document filed herewith.
- 101.PRE Inline XBRL Taxonomy Extension Presentation Linkbase Document filed herewith.
- 104 The cover page of our Form 10-K for the year ended December 31, 2020, formatted in iXBRL.

ITEM 16. FORM 10-K SUMMARY

None.

SIGNATURES

Pursuant to the requirements of Section 13 or 15(d) of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned, thereunto duly authorized, as of March 1, 2021.

UMB FINANCIAL CORPORATION

/s/ J. Mariner Kemper

J. Mariner Kemper
Chairman of the Board,
Chief Executive Officer

/s/ Ram Shankar

Ram Shankar
Chief Financial Officer

/s/ David C. Odgers

David C. Odgers
Chief Accounting Officer

Date: March 1, 2021

Pursuant to the requirements of the Securities Exchange Act of 1934, this report has been signed below by the following persons on behalf of the Registrant and in the capacities on the date indicated.

Robin C. Beery Director
Robin C. Beery

Janine A. Davidson Director
Janine A. Davidson

Greg M. Graves Director
Greg M. Graves

Gordon E. Lansford III Director
Gordon E. Lansford III

Tamara M. Peterman Director
Tamara M. Peterman

L. Joshua Sosland Director
L. Joshua Sosland

Leroy J. Williams Director
Leroy J. Williams

Kevin C. Gallagher Director
Kevin C. Gallagher

Alexander C. Kemper Director
Alexander C. Kemper

Timothy R. Murphy Director
Timothy R. Murphy

Kris A. Robbins Director
Kris A. Robbins

Paul Uhlmann III Director
Paul Uhlmann III

/s/ J. Mariner Kemper Director, Chairman of the Board, Chief
J. Mariner Kemper Executive Officer
Attorney-in-Fact for each director

SUBSIDIARIES OF UMB FINANCIAL CORPORATION
December 31, 2020

Name of Entity Organization	Incorporation or Jurisdiction of	Parent Ownership Percentage	Trade Names
UMB Financial Corporation (Registrant and Parent Company)	Missouri		
UMB Bank, n.a.	United States	100%	
UMB Bank & Trust, n.a.	Missouri	100%	
UMB Capital Corporation	Missouri	100%	
UMB Banc Leasing Corporation	Missouri	100%	
UMB Trust Company of South Dakota	South Dakota	100%	
UMB Insurance, Inc.	Missouri	100%	
Kansas City Realty Company	Kansas	100%	
UMB Realty Company, LLC	Delaware	100%	
Kansas City Financial Corporation	Kansas	100%	
UMB Colorado Property, LLC	Colorado	100%	
Conifer Properties, LLC	Missouri	100%	
Meridian AZ Properties, LLC	Delaware	100%	
9700, LLC	Virginia	100%	
SB&T Assets, LLC	Texas	100%	
UMB Foreign LLC	Missouri	100%	
UMBF Trust And Agency Services (Ireland) Limited	Dublin, Ireland	100%	
UMBCDC, Inc.	Missouri	100%	
UMB Fund Services, Inc.	Wisconsin	100%	
UMB Distribution Services, LLC	Wisconsin	100%	
UMB Financial Services, Inc.	Missouri	100%	
Prairie Capital Management, LLC	Delaware	100%	
UMB Family Wealth, LLC	Missouri	100%	
UMB Management Equity Holdings, Inc.	Delaware	100%	
UMB Management Equity PE I, LP	Delaware	0.5%	
UMB Management Equity PE II, LP	Delaware	0.5%	
UMB Management Equity HF, LP	Delaware	0.5%	
UMB Merchant Banc, LLC	Missouri	100%	
UMB Management Equity PE I, LP	Delaware	99.5%	
PCM Capital - Private Equity III LLC	Delaware	100%	
Flint Hills Private Equity III L.P.	Delaware		PCM Capital - Private Equity III LLC is general partner
PCM Capital - Credit Opportunities LLC	Delaware	100%	
Flint Hills Credit Opportunities L.P.	Delaware		PCM Capital - Credit Opportunities LLC is general partner

PCM Capital - Woodford Co-Invest LLC	Delaware	100%
Flint Hills Woodford Co-Invest L.P.	Delaware	PCM Capital - Woodford Co-Invest LLC is general partner
PCM Capital - Private Equity IV LLC	Delaware	100%
Flint Hills Private Equity IV L.P.	Delaware	PCM Capital - Private Equity IV LLC is general partner
PCM Capital - Permian Co-Invest LLC	Delaware	100%
Flint Hills Permian Co-Invest L.P.	Delaware	PCM Capital - Permian Co-Invest LLC is general partner
PCM Capital - CEC Opportunity II LLC	Delaware	100%
Flint Hills CEC Opportunity II L.P.	Delaware	PCM Capital - CEC Opportunity II LLC is general partner
PCM Capital - Credit Opportunities II LLC	Delaware	100%
Flint Hills Credit Opportunities II L.P.	Delaware	PCM Capital - Credit Opportunities II LLC is general partner
PCM Capital - Kissner Co-Invest LLC	Delaware	100%
Flint Hills Kissner Co-Invest L.P.	Delaware	PCM Capital - Kissner Co-Invest LLC is general partner
PCM Capital - BH New Opportunity 2015 Co-Invest Fund LLC	Delaware	100%
Flint Hills BH New Opportunity 2015 Co-Invest Fund L.P.	Delaware	PCM Capital - BH New Opportunity 2015 Co-Invest Fund LLC is general partner
PCM Capital - Traverse Midstream Co-Invest LLC	Delaware	100%
Flint Hills Traverse Midstream Co-Invest L.P.	Delaware	PCM Capital - Traverse Midstream Co-Invest LLC is general partner
PCM Capital - EMG Opportunity II LLC	Delaware	100%
Flint Hills EMG Opportunity II L.P.	Delaware	PCM Capital - EMG Opportunity II LLC is general partner
PCM Capital - Venture Opportunities LLC	Delaware	100%
Flint Hills Venture Opportunities L.P.	Delaware	PCM Capital - Venture Opportunities LLC is general partner
PCM Capital - Permian Co-Invest II LLC	Delaware	100%
Flint Hills Permian Co-Invest II L.P.	Delaware	PCM Capital - Permian Co-Invest II LLC is general partner
PCM Capital - BH New Opportunity 2016 Co-Invest Fund LLC	Delaware	100%

Flint Hills BH New Opportunity 2016 Co-Invest Fund L.P.	Delaware	PCM Capital - BH New Opportunity 2016 Co-Invest Fund LLC is general partner	100%
PCM Capital - Private Equity V LLC Flint Hills Private Equity V L.P.	Delaware	PCM Capital - Private Equity V LLC is general partner	100%
PCM Capital - Credit Opportunities III LLC Flint Hills Credit Opportunities III L.P.	Delaware	PCM Capital - Credit Opportunities III LLC is general partner	100%
PCM Capital - Ascent Co-Invest II LLC Flint Hills Ascent Co-Invest II L.P.	Delaware	PCM Capital - Ascent Co-Invest II LLC is general partner	100%
PCM Capital - Permian Co-Invest III LLC Flint Hills Permian Co-Invest III L.P.	Delaware	PCM Capital - Permian Co-Invest III LLC is general partner	100%
PCM Capital - Founders II LLC Flint Hills Founders II L.P.	Delaware	PCM Capital - Founders II LLC is general partner	100%
PCM Capital - Cybersecurity LLC Flint Hills Cybersecurity L.P.	Delaware	PCM Capital - Cybersecurity LLC is general partner	100%
PCM Capital - Elliott Co-Invest LLC Flint Hills Elliott Co-Invest L.P.	Delaware	PCM Capital - Elliott Co-Invest LLC is general partner	100%
PCM Capital - Permian Co-Invest IV LLC Flint Hills Permian Co-Invest IV L.P.	Delaware	PCM Capital - Permian Co-Invest IV LLC is general partner	100%
PCM Capital - PCM Fund II LLC Flint Hills PCM Fund II L.P.	Delaware	PCM Capital - PCM Fund II LLC is general partner	100%
PCM Capital - Private Equity VI LLC Flint Hills Private Equity VI L.P.	Delaware	PCM Capital - Private Equity VI LLC is general partner	100%
PCM Capital - Kissner Co-Invest 2020 LLC Flint Hills Kissner Co-Invest 2020 L.P.	Delaware	PCM Capital - Kissner Co-Invest 2020 LLC is general partner	100%
PCM Capital - Credit Opportunities IV LLC	Delaware		100%

Flint Hills Credit Opportunities IV L.P.		PCM Capital - Credit Opportunities IV LLC is general partner
	Delaware	
UMB Management Equity PE II, LP	Delaware	99.5%
PCM Capital - Plains Co-Invest LLC	Delaware	100%
Flint Hills Plains Co-Invest L.P.		PCM Capital - Plains Co-Invest LLC is general partner
	Delaware	
PCM Capital - UTICA Co-Invest LLC	Delaware	100%
Flint Hills UTICA Co-Invest L.P.		PCM Capital - UTICA Co-Invest LLC is general partner
	Delaware	
PCM Capital - AEP Co-Invest LLC	Delaware	100%
Flint Hills AEP Co-Invest L.P.		PCM Capital - AEP Co-Invest LLC is general partner
	Delaware	
PCM Capital - EMG Opportunity LLC	Delaware	100%
Flint Hills EMG Opportunity L.P.		PCM Capital - EMG Opportunity LLC is general partner
	Delaware	
PCM Capital - Founders LLC	Delaware	100%
Flint Hills Founders L.P.		PCM Capital - Founders LLC is general partner
	Delaware	
UMB Management Equity HF, LP	Delaware	99.5%
PCM Capital - Concentrated Global L/S Equity LLC	Delaware	100%
Flint Hills Concentrated Global L/S Equity L.P.		PCM Capital - Concentrated Global L/S Equity LLC is general partner
	Delaware	
PCM Capital - Diversified Strategies LLC	Delaware	100%
Flint Hills Diversified Strategies L.P.		PCM Capital - Diversified Strategies LLC is general partner
	Delaware	
PCM Capital - Long/Short Equity LLC	Delaware	100%
Flint Hills Long/Short Equity L.P.		PCM Capital - Long/Short Equity LLC is general partner
	Delaware	
PCM Capital - Activist Strategies LLC	Delaware	100%
Flint Hills Activist Strategies L.P.		PCM Capital - Activist Strategies LLC is general partner
	Delaware	
PCM Capital - Managed Equity Fund I LLC	Delaware	100%
Flint Hills Managed Equity Fund I L.P.		PCM Capital - Managed Equity Fund I LLC is general partner
	Delaware	
PCM Capital - Private Equity Co-Investment I LLC	Delaware	100%

Flint Hills Private Equity Co-Investment I L.P.	Delaware	PCM Capital - Private Equity Co-Investment I LLC is general partner
PCM Capital - Private Equity LLC	Delaware	100%
Flint Hills Private Equity L.P.	Delaware	PCM Capital - Private Equity LLC is general partner
PCM Capital - Private Equity II LLC	Delaware	100%
Flint Hills Private Equity II L.P.	Delaware	PCM Capital - Private Equity II LLC is general partner
PCM Capital - Select Managers Fund LLC	Delaware	100%
Flint Hills Select Managers Fund L.P.	Delaware	PCM Capital - Select Managers Fund LLC is general partner
PCM Capital - Spartan Co-Invest LLC	Delaware	100%
Flint Hills Spartan Co-Invest L.P.	Delaware	PCM Capital - Spartan Co-Invest LLC is general partner
PCM Capital - Strategic Small Mid Cap LLC	Delaware	100%
Flint Hills Strategic Small Mid Cap L.P.	Delaware	PCM Capital - Strategic Small Mid Cap LLC is general partner
PCM Capital - SQ Opportunity LLC	Delaware	100%
Flint Hills SQ Opportunity L.P.	Delaware	PCM Capital - SQ Opportunity LLC is general partner
PCM Capital - CEC Opportunity LLC	Delaware	100%
Flint Hills CEC Opportunity L.P.	Delaware	PCM Capital - CEC Opportunity LLC is general partner

Consent of Independent Registered Public Accounting Firm

The Board of Directors
UMB Financial Corporation:

We consent to the incorporation by reference in the registration statements (No. 333-230787 on Form S-3 and Nos. 333-65807, 333-125067, 333-161398, 333-181111, 333-188100, and 333-224585 on Form S-8) of UMB Financial Corporation and Subsidiaries (the Company) of our report dated March 1, 2021, with respect to the consolidated balance sheets of the Company as of December 31, 2020 and 2019, the related consolidated statements of income, comprehensive income, changes in shareholders' equity, and cash flows for each of the years in the three-year period ended December 31, 2020, and the related notes, and the effectiveness of internal control over financial reporting as of December 31, 2020, which reports appear in the December 31, 2020 annual report on Form 10-K of the Company.

As discussed in Notes 1 and 3 to the financial statements, the Company has changed its method of accounting for the recognition and measurement of credit losses as of January 1, 2020 due to the adoption of ASC Topic 326, *Financial Instruments – Credit Losses*.

/s/ KPMG LLP

Kansas City, Missouri
March 1, 2021

SIGNATURES

Pursuant to the requirements of Section 13 or 15(d) of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned, thereunto duly authorized.

UMB FINANCIAL CORPORATION

Date March 1, 2021

By /s/ J. Mariner Kemper
J. Mariner Kemper
Chairman of the Board

POWER OF ATTORNEY

Each person whose signature appears below hereby constitutes and appoints J. Mariner Kemper and Ram Shankar his true and lawful attorneys-in-fact and agents, each acting alone, with full power of substitution and resubstitution, for and in his name, place and stead, in any and all capacities, to file this report the same, with all exhibits thereto, and other documents in connection therewith, with the Securities and Exchange Commission, granting unto such attorneys-in-fact and agents, each acting alone, full power and authority to do and perform each and every act and thing required and necessary to be done in and about the premises, as fully to all intents and purposes as he might or could do in person, hereby ratifying and confirming all that such attorneys-in-fact and agents, each acting alone, or his substitute or substitutes, may lawfully do or cause to be done by virtue hereof.

Pursuant to the requirements of the Securities Exchange Act of 1934, this report has been signed below by the following persons on behalf of the registrant in the capacities and on the dates indicated.

<u>Signature and Name</u>	<u>Capacity</u>	<u>Date</u>
<u>/s/ Robin C. Beery</u> Robin C. Beery	Director	<u>1/21/2021</u>
<u>/s/ Janine A. Davidson</u> Janine A. Davidson	Director	<u>1/22/2021</u>
<u>/s/ Kevin C. Gallagher</u> Kevin C. Gallagher	Director	<u>1/21/2021</u>

<u>Signature and Name</u>	<u>Capacity</u>	<u>Date</u>
<u>/s/ Greg M. Graves</u> Greg M. Graves	Director	<u>1/21/2021</u>
<u>/s/ Alexander C. Kemper</u> Alexander C. Kemper	Director	<u>1/21/2021</u>
<u>/s/ J. Mariner Kemper</u> J. Mariner Kemper	Director, Chief Executive Officer Chairman of the Board	<u>1/23/2021</u>
<u>/s/ Gordon E. Lansford III</u> Gordon E. Lansford III	Director	<u>1/25/2021</u>
<u>/s/ Timothy R. Murphy</u> Timothy R. Murphy	Director	<u>1/23/2021</u>
<u>/s/ Tamara M. Peterman</u> Tamara M. Peterman	Director	<u>1/23/2021</u>
<u>/s/ Kris A. Robbins</u> Kris A. Robbins	Director	<u>1/23/2021</u>
<u>/s/ Ram Shankar</u> Ram Shankar	Chief Financial Officer	<u>1/20/2021</u>
<u>/s/ L. Joshua Sosland</u> L. Joshua Sosland	Director	<u>1/24/2021</u>
<u>/s/ Paul Uhlmann, III</u> Paul Uhlmann, III	Director	<u>1/21/2021</u>
<u>/s/ Leroy J. Williams</u> Leroy J. Williams	Director	<u>1/23/2021</u>

CERTIFICATION PURSUANT TO SECTION 302 OF THE SARBANES-OXLEY ACT

I, J. Mariner Kemper, certify that:

1. I have reviewed this Annual Report on Form 10-K of UMB Financial Corporation;
2. Based on my knowledge, this report does not contain any untrue statement of a material fact or omit to state a material fact necessary to make the statements made, in light of the circumstances under which such statements were made, not misleading with respect to the period covered by this report;
3. Based on my knowledge, the financial statements, and other financial information included in this report, fairly present in all material respects the financial condition, results of operations and cash flows of the registrant as of, and for, the periods presented in this report;
4. The registrant's other certifying officer(s) and I are responsible for establishing and maintaining disclosure controls and procedures (as defined in Exchange Act Rules 13a-15(e) and 15d-15(e)) and internal control over financial reporting (as defined in Exchange Act rules 13a-15(f) and 15d-15(f)) for the registrant and have:
 - a) Designed such disclosure controls and procedures, or caused such disclosure controls and procedures to be designed under our supervision, to ensure that material information relating to the registrant, including its consolidated subsidiaries, is made known to us by others within those entities, particularly during the period in which this report is being prepared;
 - b) Designed such internal control over financial reporting, or caused such internal control over financial reporting to be designed under our supervision, to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles;
 - c) Evaluated the effectiveness of the registrant's disclosure controls and procedures and presented in this report our conclusions about the effectiveness of the disclosure controls and procedures, as of the end of the period covered by this report based on such evaluation; and
 - d) Disclosed in this report any change in the registrant's internal control over financial reporting that occurred during the registrant's most recent fiscal quarter (the registrant's fourth fiscal quarter in the case of an annual report) that has materially affected, or is reasonably likely to materially affect, the registrant's internal control over financial reporting; and
5. The registrant's other certifying officer(s) and I have disclosed, based on our most recent evaluation of internal control over financial reporting, to the registrant's auditors and the audit committee of the registrant's board of directors (or persons performing the equivalent functions):
 - a) All significant deficiencies and material weaknesses in the design or operation of internal control over financial reporting which are reasonably likely to adversely affect the registrant's ability to record, process, summarize and report financial information; and
 - b) Any fraud, whether or not material, that involves management or other employees who have a significant role in the registrant's internal control over financial reporting.

Date: March 1, 2021

/s/ J. Mariner Kemper

J. Mariner Kemper
Chief Executive Officer

CERTIFICATION PURSUANT TO SECTION 302 OF THE SARBANES-OXLEY ACT

I, Ram Shankar, certify that:

1. I have reviewed this Annual Report on Form 10-K of UMB Financial Corporation;
2. Based on my knowledge, this report does not contain any untrue statement of a material fact or omit to state a material fact necessary to make the statements made, in light of the circumstances under which such statements were made, not misleading with respect to the period covered by this report;
3. Based on my knowledge, the financial statements, and other financial information included in this report, fairly present in all material respects the financial condition, results of operations and cash flows of the registrant as of, and for, the periods presented in this report;
4. The registrant's other certifying officer(s) and I are responsible for establishing and maintaining disclosure controls and procedures (as defined in Exchange Act Rules 13a-15(e) and 15d-15(e)) and internal control over financial reporting (as defined in Exchange Act rules 13a-15(f) and 15d-15(f)) for the registrant and have:
 - a) Designed such disclosure controls and procedures, or caused such disclosure controls and procedures to be designed under our supervision, to ensure that material information relating to the registrant, including its consolidated subsidiaries, is made known to us by others within those entities, particularly during the period in which this report is being prepared;
 - b) Designed such internal control over financial reporting, or caused such internal control over financial reporting to be designed under our supervision, to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles;
 - c) Evaluated the effectiveness of the registrant's disclosure controls and procedures and presented in this report our conclusions about the effectiveness of the disclosure controls and procedures, as of the end of the period covered by this report based on such evaluation; and
 - d) Disclosed in this report any change in the registrant's internal control over financial reporting that occurred during the registrant's most recent fiscal quarter (the registrant's fourth fiscal quarter in the case of an annual report) that has materially affected, or is reasonably likely to materially affect, the registrant's internal control over financial reporting; and
5. The registrant's other certifying officer(s) and I have disclosed, based on our most recent evaluation of internal control over financial reporting, to the registrant's auditors and the audit committee of the registrant's board of directors (or persons performing the equivalent functions):
 - a) All significant deficiencies and material weaknesses in the design or operation of internal control over financial reporting which are reasonably likely to adversely affect the registrant's ability to record, process, summarize and report financial information; and
 - b) Any fraud, whether or not material, that involves management or other employees who have a significant role in the registrant's internal control over financial reporting.

Date: March 1, 2021

/s/ Ram Shankar

Ram Shankar

Chief Financial Officer

CERTIFICATION PURSUANT TO 18 U.S.C. SECTION 1350 AS ADOPTED PURSUANT TO SECTION 906 OF THE SARBANES-OXLEY ACT OF 2002

In connection with the Annual Report on Form 10-K of UMB Financial Corporation (the Company) for the year ended December 31, 2020, as filed with the Securities and Exchange Commission on the date hereof (the Report), I, J. Mariner Kemper, Chief Executive Officer of the Company, hereby certify, pursuant to 18 U.S.C. 1350, as adopted pursuant to Section 906 of the Sarbanes-Oxley Act of 2002, that:

- 1) The Report fully complies with the requirements of Section 13(a) or 15(d) of the Securities Exchange Act of 1934; and
- 2) The information contained in the Report fairly presents, in all material respects, the financial condition and results of operations of the Company.

Dated: March 1, 2021

/s/ J. Mariner Kemper

J. Mariner Kemper
Chief Executive Officer

A signed original of this written statement required by Section 906 has been provided to UMB Financial Corporation and will be retained by UMB Financial Corporation and furnished to the Securities and Exchange Commission or its staff upon request.

CERTIFICATION PURSUANT TO 18 U.S.C. SECTION 1350 AS ADOPTED PURSUANT TO SECTION 906 OF THE SARBANES-OXLEY ACT OF 2002

In connection with the Annual Report on Form 10-K of UMB Financial Corporation (the Company) for the year ended December 31, 2020, as filed with the Securities and Exchange Commission on the date hereof (the Report), I, Ram Shankar, Chief Financial Officer of the Company, hereby certify, pursuant to 18 U.S.C. 1350, as adopted pursuant to Section 906 of the Sarbanes-Oxley Act of 2002, that:

- 1) The Report fully complies with the requirements of Section 13(a) or 15(d) of the Securities Exchange Act of 1934; and
- 2) The information contained in the Report fairly presents, in all material respects, the financial condition and results of operations of the Company.

Dated: March 1, 2021

/s/ Ram Shankar

Ram Shankar

Chief Financial Officer

A signed original of this written statement required by Section 906 has been provided to UMB Financial Corporation and will be retained by UMB Financial Corporation and furnished to the Securities and Exchange Commission or its staff upon request.