# 2017 ANNUAL REPORT



## Our Franchise







PA & NJ COUNTIES SERVED

EMPLOYEES MAKING IT HAPPEN





COMMERCIAL & CORPORATE OFFICES



INVESTMENT OFFICES



INSURANCE OFFICES



15,668



**2017** Integrated Successes



ASSETS UNDER MANAGEMENT AND SUPERVISION





\$164m





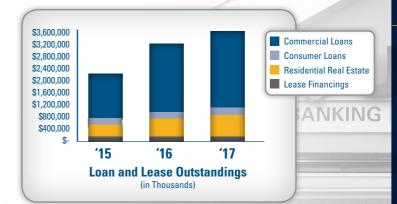
72% TOTAL REVENUE FROM CORE BANKING OPERATION

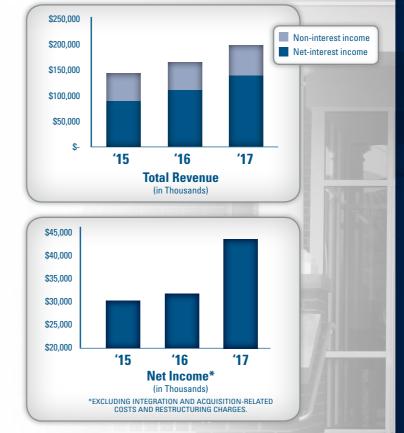
28% TOTAL REVENUE FROM NON-BANKING OPERATIONS

# 2017 Financial Performance

At December 31, (Dollars in thousands)	2017	2016	2015
Cash and interest-earning deposits	\$ 75,409	\$ 57,825	\$ 60,799
Investment securities	454,082	468,518	370,760
Net loans and leases	3,598,512	3,268,387	2,161,385
Other assets	426,859	435,798	286,507
Total assets	\$ 4,554,862	\$ 4,230,528	\$ 2,879,451
Deposits	\$ 3,554,919	\$ 3,257,567	\$ 2,394,360
Borrowings	355,590	417,780	73,588
Other liabilities	40,979	49,972	49,929
Total liabilities	3,951,488	3,725,319	2,517,877
Shareholders' equity	603,374	505,209	361,574
Total liabilities and shareholders' equity	\$ 4,554,862	\$ 4,230,528	\$ 2,879,451

For the years ended December 31, (Dollars in thousands, except share and per share data)		2017		2016		2015
Interest income	\$	163,051	\$	126,607	\$	101,983
Interest expense		19,839		12,382		8,065
Net-interest income		143,176		114,225		93,918
Provision for loan and lease losses		9,892		4,821		3,802
Net-interest income after provision for loan and lease losses		133,284		109,404		90,116
Non-interest income		59,240		55,963		52,425
Non-interest expense		130,713		141,981		105,515
Net income before income taxes		61,811		23,386		37,026
Income taxes		17,717		3,881		9,758
Net income	\$	44,094	\$	19,505	\$	27,268
Book value per share	\$	20.57	\$	19.00	\$	18.51
Net income per share:						
Basic		1.64		0.85		1.39
Diluted ·····		1.64		0.84		1.39
Diluted-core <sup>1</sup>		1.64		1.35		1.54
Dividends declared per share		0.80		0.80		0.80
Weighted average shares outstanding	2	6,861,863	2	3,097,638	19	9,663,039
Period end shares outstanding		9,334,859		6,589,353		9,530,930







2017 Financial Highlights



TMENTS

\$4.6b

9.67%

TANGIBLE COMMON EQUITY
TO TANGIBLE ASSETS

1.01%

RETURN ON AVERAGE ASSETS

3.78%

NET INTEREST

12.8%
RETURN ON AVERAGE TANGIBLE COMMON EQUITY

## To our family of Shareholders, Customers and Employees

By every measure, 2017 was a successful year for Univest Corporation of Pennsylvania as we continued to invest in our employees and the business for long-term success. Our solid performance is a result of our disciplined approach to managing the business and organic growth fueled by strong sales execution across all of our subsidiaries. As we implemented our robust strategic plan to move the business forward, we remained focused on our mission, vision and core values of tradition, excellence, integrity, spirituality and community.

During the year, we strengthened relationships with existing customers and earned new business opportunities as we shared our story, service commitment and competitive financial solutions. As we navigated a landscape of opportunity caused by a rise in mergers and acquisitions in our region over the past few years, Univest proved that it remains a formidable competitor growing loans 10.2% and deposits 9.1% in 2017. Univest is now the ninth largest bank headquartered in Pennsylvania. Additionally, our diversified platform continues to grow. Univest is the 15th largest bank-owned insurance company in the country and has one of the largest wealth management divisions in the Philadelphia region.



Jeffrey M. Schweitzer, William S. Aichele

We invested wisely in technology to set the stage for future profitability enhancements and improved customer experiences. We drove operational efficiencies by investing in infrastructure to support growth initiatives and improve operating leverage. We focused on strengthening our culture internally as we further integrated our people and continued to adopt positive change to enrich employee experiences. We invested in our brand and in our communities to raise awareness of our capabilities and actively give back to stimulate our local economy.

Throughout 2017, we implemented the next phase of our financial center optimization plan, expanding the network with five new financial centers – one in Philadelphia, three in Lancaster County and one in the Lehigh Valley. We also introduced our new financial center model to improve customer experiences in Chalfont and Richboro, Bucks County. In early December, we broke ground in Intercourse, Pa., on our fifth financial center in Lancaster County, further enhancing our presence in a market that continues to exceed growth expectations.

Our ability to respond to market opportunities and invest in the business for short- and long-term benefits is a direct result of our solid capital. To ensure we remain in a strong position to continue to execute our growth strategy, the Corporation completed a public offering of 2,645,000 shares of common stock at a price of \$28.25 per share. This resulted in a net increase in shareholders' equity of \$70.5 million. Bolstering our capital ensures we are well-positioned to evolve and invest in the business so we can continue to earn our independence. These investments could include providing capital to support organic growth, strategic acquisitions, or investing in our business for future growth.

Throughout our history, we have been blessed with strong, servant leaders who have strategically guided us through both good and challenging times. In 2017, Margaret K. Zook and P. Gregory Shelly retired from our Board of Directors after 18 and 32 years of service, respectively. We were blessed to have their leadership and loyalty as we worked together to increase Univest's scope of services and become a fully-integrated financial solutions provider. We recognize and thank Margaret and Greg for their service to Univest and our communities. We also had the privilege to welcome Natalye Paquin, Esq., President and CEO of Points of Light, as a Director in April 2017 and Robert C. Wonderling, President and CEO of the Greater Philadelphia Chamber of Commerce, as an Alternate Director in January 2018. We look forward to their continued contributions as they share their expertise to move the business forward.

As you review the 2017 Annual Report, we trust you will be pleased with our accomplishments and plans for continued growth and stability. We are well-positioned to seize opportunities, strengthen our franchise and enhance shareholder value. On behalf of the entire Univest family, thank you for your support and investment.

Villiam S. Auchele

William S. Aichele Chairman Jeffrey M. Schweitzer President and CEO

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# 2017 Highlights

Univest Corporation of Pennsylvania's solid performance in 2017 is a direct result of the daily contributions of 849 employees. Our employees are committed to delivering financial solutions, supporting our customers' needs, giving back to serve our local communities and building relationships which enable us to grow the business and reward our loyal shareholders with consistent returns.

After several years of acquisitive growth, 2017 was a year of solid earnings solely achieved through organic growth. Our ability to show our earnings power is a result of contributions from all areas of the company. Together, we achieved the following accomplishments.

### Solid Banking, Insurance and Investment Growth

- We began as a commercial bank in 1876 and 141 years later, even as we continue to diversify our business, the Bank continues to be our largest subsidiary. Fueled by strong commercial banking teams in all of our markets, loans grew by \$334.2 million, or 10.2% in 2017.
- Deposits increased \$297.4 million from December 31, 2016, primarily driven by public funds and commercial deposits, as we continue to enhance our cash management capabilities.
- Univest's Cash Management team had a solid year with a record number of new commercial merchant card processing customers, growing the portfolio to well over \$50 million in transactional volume. Our new virtual lockbox product enables customers to streamline their banking by bringing our lockbox software right to their desktop. In addition, we saw a significant increase in our cash safe solution, primarily in the Philadelphia market, which generated new fee income.
- The Lancaster market has provided opportunities since we entered the community in 2016. Momentum continued to build as we invested in establishing a strong retail presence to complement and support our commercial banking team. We opened three more financial centers located in Strasburg, Brownstown and Georgetown. Our story and stellar reputation, coupled with our highly-respected local team, has quickly positioned Univest as a leader. At December 31, 2017, our loan portfolio – specific to the Lancaster market – totaled \$261 million, 252% growth from December 31, 2016.
- Financial centers were also opened in the University City section of Philadelphia in April and in Bethlehem, a revitalized location in the Lehigh Valley, in December. Construction was completed on our new financial center in Chalfont, which was built on our original site, and in Richboro where we relocated a former location to a more desirable destination. After several years of focusing on optimizing our financial center network, we have successfully consolidated locations while significantly increasing our footprint. Today, we have virtually the same number of financial centers, but serve a wider geographic footprint.
- In December, we announced the appointment of Dana E. Brown as Executive Vice President of Consumer Services, effective January 1, 2018. Dana has been with Univest for 18 months and brings more than 30 years of experience in banking to lead our consumer sales and operations efforts for Univest's financial centers in Bucks, Chester, Montgomery and Philadelphia as well as the Lehigh Valley in Pennsylvania and Cape May County in New Jersey.
- To attract more millennials to Univest, we launched All-in-One checking, an easy to use product offering convenient services to individuals between the ages of 16 and 24.
- Univest increased its focus on Small Business Administration (SBA) lending in 2017, rounding out our business banking strategy. We appointed Jeff Pugh, Vice President, SBA Lending. In addition to helping businesses secure SBA financing, we had the opportunity to partner to recognize one of our clients - Greener Ways, LLC, as the SBA Eastern PA Small Business Exporter of the Year.

# Solid Banking Growth 10.2% \$2



FOR THE YEAR ENDED FOR THE YEAR ENDED **DECEMBER 31, 2017** 

FOR THE YEAR ENDED **DECEMBER 31, 2017** 

- The housing market continued to rebound, but a lack of inventory in our service area, coupled with a rising rate environment, slowed growth for our Mortgage Division. Even with these headwinds, the Division closed \$288.8 million
- Univest Capital focused on national accounts and increasing its average tickets size, fueling opportunities to work with large distributors in both the medical and golf industries. Total originations for Univest Capital were \$65.8 million, a 6.3% increase over 2016.
- Organic growth is a primary objective of Univest Insurance and in 2017 it achieved written premiums surpassing \$165 million. Employee Benefits was a significant contributor to Univest Insurance's success with solid retention and robust new business sales in the middle and large company space. The Human Resources Consulting team also continued to bring added value to new relationships. In 2018, Univest Insurance will further enhance its risk management and loss control services to support its ongoing focus in serving middle-market businesses.
- In December, Timothy Chubb was appointed Chief Investment Officer for our Wealth Management lines of business. At December 31, 2017, our Wealth Management lines of business had \$3.5 billion in assets under management and supervision.
- While a favorable year in the financial markets certainly contributed to solid growth across our Wealth Management lines of business, we also attracted new clients as we increased awareness of our wealth advisory services through a multi-year public relations effort. The campaign, now in its second year, garnered 57 pieces of earned coverage in notable outlets including the Wall Street Journal, Forbes, The New York Times, Financial Planning and other national and local publications.
- Our fee-based registered investment advisor, Girard Partners, Ltd., a Univest Wealth Management firm, is the largest revenue driver across our Wealth Management lines of business. Contributing to the growth in this area is our new, personalized approach to digital investing, uWealth is an automated platform that blends our technology-driven resources with the personal advice and service in which our clients have long been accustomed. While uWealth can be utilized by investors of all asset sizes, the platform has been designed to provide advice for emerging investors as a solution that meets their desire for a rich digital experience with a wide variety of investment options selected by our experienced investment team. This is one more way we continue to diversify our financial offerings to meet the ever-changing needs and desires of our clients.
- The success of each of our lines of business was apparent in 2017. Univest made progress in achieving its vision to be the best integrated financial solutions provider in the market. Through the introduction of B2B, a new business-focused integration program, we achieved approximately \$100 million in new business referrals from one line of business to another.

## Investing in Our Infrastructure and Establishing Operational Efficiencies

- Univest began implementation of Salesforce.com, our new customer relationship management (CRM) software. On average, Salesforce.com claims that companies using its system have seen a solid increase in sales revenues and lead conversion. Adopting Salesforce.com at Univest is a large undertaking that includes consolidating data from multiple CRM systems and establishing new processes to maximize this robust system. The entire Univest Insurance Division and all Commercial Banking employees transitioned to the new platform in 2017 and early 2018. All other lines of business and Marketing are expected to be on the platform by mid-2018.
- In addition to Salesforce.com, Univest expanded usage of nCino, a loan origination system that standardizes the commercial lending workflow process, to streamline operations and bring a consistent and more efficient process to Univest. Along with 21 other business process enhancements, this was a major focus as we work to integrate people and processes from our recent acquisitions and lift-outs to ensure we are operating using a common process.
- The Mortgage Banking division enhanced its loan origination system after moving from the Calyx Point system to Ellie Mae's Encompass system. The new system streamlines processes and drives efficiencies to improve regulatory compliance, reduce costs and improve the customer experience.
- Univest Wealth Management began implementation of a new portfolio management system which will further create efficiency and consistency to better serve our clients. The new system will be fully operational in 2018.
- In addition to system enhancements to strengthen operations, we made investments to improve customer experiences. These improvements included upgrading our mobile banking app and automating a variety of tools through our cash management solutions for business customers.

# 2017 Highlights

## Educating and Protecting our Customers with Rising Cyber-Security Concerns

- As the financial services industry and large retailers have faced varying degrees of cyber breaches and data security issues, we are laser-focused on doing our part to protect our customers and our solid reputation. We appointed Jeffrey Groff to Chief Information Security Officer, establishing a separate team solely focused on ensuring the confidentiality, integrity, availability and security of all company data and the devices on which the data resides.
- Continuing to educate our employees and customers on how to protect themselves and their personal information is critical. Staying educated on the latest scams and remaining vigilant in keeping software updated and using strong passwords is ever more important and remains a top priority.
- Educating employees on how to detect fraud and also helping our customers not become victims helped us reduce consumer banking fraud losses by 30% in 2017.

## Enhancing Employee Experiences & Building Brand Equity

- Growing organically and focusing on further integrating the 100+ employees who joined the Univest family over the last few years through acquisitions, lift-outs and other investments in talent remained a priority. Recognizing that our employees are our number one asset, Human Resources focused much of its effort throughout the year on streamlining our employee onboarding process, enhancing our training curriculum and introducing new career development tools.
- YouEarnedIt, an online employee recognition program, launched in 2017, engages and empowers employees at all levels to recognize co-workers for their exceptional service and day-to-day contributions to help us carry out our mission and values.
- Attracting and retaining top talent is a priority. To assist in recruiting, Human Resources produced a video featuring
  testimonials from employees who work in various areas of the company that is being used in a variety of forums to attract
  talent. Through several initiatives to strengthen the employee experience and raise awareness of the Univest culture,
  employee retention improved in 2017 by 28%.
- In 2017, we invested in strengthening our brand in the communities we serve. Notably, we completed the final transition tied to the acquisition of Valley Green Bank by changing all signage and branding to Univest.
- Leveraging the strong equity we have in the Univest parent brand, we continued with a multi-tiered, year-long branding campaign positioning our three core businesses of banking, insurance and investments. A comprehensive blend of advertising, online marketing, public relations, and philanthropic partnerships were deployed increasing awareness amongst consumers and businesses seeking a strong-performing, local financial institution.
- Bank Here to Get There Univest's mantra introduced in 2017 focused on messaging that capitalized on the ongoing
  disruption in our markets, communicating our ability to help our customers and communities achieve their financial
  dreams. Using demographic and market analytics, we reached well into our expansion markets and maintained our voice in
  our communities.
- As social media becomes a more popular dynamic of everyday life, we continued to utilize the Univest Facebook, Twitter
  and LinkedIn pages to bolster our educational outreach and engage with customers and community members. Our efforts
  positioned Univest and its employees as a trusted resource. We also seized opportunities to advertise on social outlets and
  online where people are more likely to consume our targeted message on their mobile device through email or simply while
  surfing the web.



### Strengthening Our Support in Our Local Communities

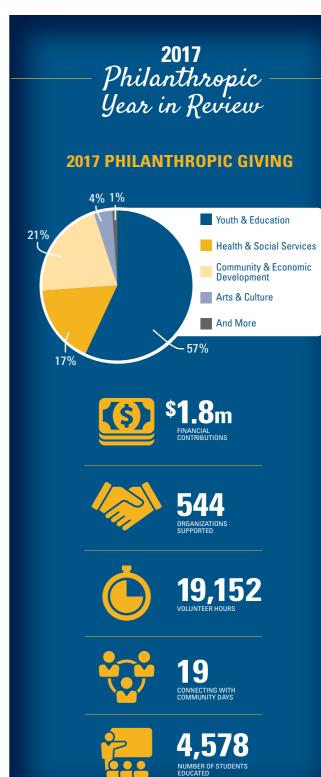
Helping to strengthen the communities we serve has been at the heart of our culture for 141 years. At Univest, we believe it's our responsibility to give back to the communities we serve through financial literacy programs, monetary support, leadership and employee volunteerism. In 2017, we continued our commitment of making our neighborhoods better places to live, learn, work and worship. Here are some of our philanthropic highlights from this year.

• In our ongoing efforts to provide financial education to the young people in our communities, we visited local schools to teach students about the importance of developing proper savings habits and using credit wisely. Our financial

literacy program reaches students from elementary school to college. Throughout the year, Univest employees presented financial lessons

to more than 4,500 students.

- Univest's Connecting with Community initiative was once again at the core of our philanthropy program. Univest employees participated in half-day service projects to support charitable organizations that are making a difference in our local communities. Including the MLK Day of Service and United Way Day of Caring, our employees completed 19 service projects. In 2017, our employees volunteered more than 19,000 hours on behalf of Univest and during their own personal time.
- While we remain committed to countless philanthropic partnerships in the markets we have served for much of our history, we are also focused on forging new community partnerships to carry out our Community Core Value. We began a new partnership with the Philadelphia Horticultural Society's pop-up garden in University City. In addition, we sponsored two events in Bethlehem -Christkindlmarkt, a nationally-recognized Christmas market, and the Celtic Classic, an annual festival dedicated to promoting the Celtic heritage. Additionally, we continued our strong partnership with PBS 39 in Bethlehem.
- In partnership with the Ronald McDonald House Charities (RMHC®) of the Philadelphia Region Inc., Univest participated in its Adopt-a-Blarney fundraiser by selling the stuffed Blarney dog at all Univest Financial Centers. All proceeds, along with an additional donation from Univest, totaled \$14,354 and went to benefit RMHC's mission to create, find and support programs that directly improve the health and well-being of children.
- Univest signed a multi-year corporate partnership agreement with Saint Joseph's University's Athletic Department that offers significant brand-building opportunities and a variety of other business development options. This partnership aligns nicely with an evolving strategy to partner with local colleges and universities and deliver financial solutions to their students, faculty and alumni.
- In the wake of a historic hurricane season, parts of our country needed disaster relief support. Univest, our employees and community responded. Together, we donated \$12,000 to the American Red Cross hurricane relief fund.
- During the month of December, we held our sixth annual Caring for Community Giveaway. Individuals in the community submitted a record-breaking 8,500 entries, nominating more than 150 local nonprofit groups. Logan's Heroes Animal Rescue was randomly selected as the winner of the \$5,000 donation.



#### **Univest Corporation of Pennsylvania**

Listing as of January 1, 2018

#### Senior Leadership Team

Jeffrey M. Schweitzer

President and Chief Executive Officer, Univest Corporation of Pennsylvania and Chief Executive Officer, Univest Bank and Trust Co.

Michael S. Keim

President, Univest Bank and Trust Co. and Senior Executive Vice President, Univest Corporation of Pennsylvania

Duane J. Brobst

Senior Executive Vice President and Chief Risk Officer, Univest Corporation of Pennsylvania

Roger S. Deacon

Senior Executive Vice President and Chief Financial Officer, Univest Corporation of Pennsylvania and Univest Bank and Trust Co.

**Hugh W. Connelly** 

President, Univest Capital, Inc. and President of Business Banking, Univest Bank and Trust Co.

Ronald R. Flaherty

President, Univest Insurance, Inc.

Kevin B. Norris

President, Wealth Management, Univest Bank and Trust Co.

Michael S. Fitzgerald

Market President, Commercial Banking for the Delaware Valley, Univest Bank and Trust Co.

Philip C. Jackson

Market President, Commercial Banking for the Lehigh Valley, Univest Bank and Trust Co.

Thomas J. Jordan IV

Market President, Commercial & Consumer Banking for Lancaster County, Univest Bank and Trust Co.

Dana E. Brown

Executive Vice President, Consumer Services, Univest Bank and Trust Co.

Eric W. Conner

Executive Vice President and Chief Information Officer, Univest Corporation of Pennsylvania

Megan Duryea Santana

Executive Vice President and General Counsel, Univest Corporation of Pennsylvania

M. Theresa Schwartzer

Executive Vice President and Director of Human Resources, Univest Corporation of Pennsylvania

Annette D. Szygiel

Executive Vice President and Chief Experience Officer, Univest Corporation of Pennsylvania

#### **Board of Directors**

Listing as of January 1, 2018

William S. Aichele

Chairman of Univest Corporation of Pennsylvania and of Univest Bank and Trust Co. Retired President and Chief Executive Officer of Univest Corporation of Pennsylvania and Univest Bank and Trust Co.

Roger H. Ballou

Former Director, President and CEO of CDI Corporation; Director of Alliance Data Systems and RCM Technologies, Inc.

Todd S. Benning

Founding Stockholder of Dunlap & Associates, PC

R. Lee Delp

Principal, R. L. Delp & Company

William G. Morral, C.P.A.

Accountant and Financial Consultant; Former Senior Vice President and Chief Financial Officer, Moyer Packing Company

Glenn E. Moyer

CEO, Live Oak Strategies, LLC; Board Chair and Trustee, Wyomissing Foundation

K. Leon Moyer

Retired President and Chief Executive Officer, Univest Bank and Trust Co.

Natalye Paquin, Esq.

President and CEO, Points of Light

Thomas M. Petro

Director and Executive Board Chair of OrthogenRx, Inc., Director and Non-Executive Board Chair of BizEquity, Director of Wealthhub Solutions, Inc.

Mark A. Schlosser

Secretary and Treasurer, Schlosser Steel, Inc.

Jeffrey M. Schweitzer

President and Chief Executive Officer, Univest Corporation of Pennsylvania and Chief Executive Officer, Univest Bank and Trust Co.

Michael L. Turner

Partner, Marshall, Dennehey, Warner, Coleman & Goggin

Robert C. Wonderling (Alternate Director)

President and CEO, Greater Philadelphia Chamber of Commerce

Charles H. Zimmerman

Senior Leadership, Calvary Church of Souderton; Director, Clemens Family Corporation

#### **Wholly-Owned Subsidiaries**

Univest Bank and Trust Co.

Univest Capital, Inc.

Univest Insurance, Inc.

Univest Investments, Inc.

104 S. Oakland Ave., LLC

Allied Benefits Group, LLC

Davisville Associates, LLC

Delview, Inc.

**Fox Chase Service Corporation** 

Girard Partners, Ltd., a Univest Wealth

**Management Firm** 

TCG Investment Advisory, Inc.

Please visit univest.net for a complete list of locations for Univest Corporation of Pennsylvania and our subsidiaries.

## Ready for a Bright Future

Univest is well-positioned to grow and continue to earn our independence. We are proud of our accomplishments this past year. As we look ahead, we are confident in our ability to seize opportunities, respond to market demands and ever-changing customer and industry needs, and add to our story of steady and stable growth.

Our ability to raise capital in 2017 enables us to operate from a position of strength. With our solid capital position, disciplined approach to managing the business, positive reputation and 849 dedicated employees living our core values each day, we indeed have a bright future. We remain confident that the story, which will continue to unfold, will be one of growth and an unwavering commitment to serve the communities in which we operate.

Thank you for your continued trust and investment. As we move forward, it is our priority to continue to earn your trust and respect as we work to build the business and provide for our employees, customers, shareholders and communities.

Vision Statement

To be the best integrated financial solutions provider in the market.

## Shareholder Information

#### Shareholders' Meeting

The Annual Shareholders' Meeting will take place at 10:45 a.m., Tuesday, April 17, 2018 at PineCrest Country Club, 101 Country Club Drive, Lansdale, PA 19446.

#### **Univest Stock Transfer Agent**

For more information on Univest Corporation of Pennsylvania common stock, please contact Broadridge Corporate Issuer Solutions or visit the investor relations section at www.univest.net.

Regular Mail Communications:

Broadridge Corporate Issuer Solutions, Inc.

PO Box 1342

Brentwood, NY 11717

Phone Number: 866-321-8021

Email Address: shareholder@broadridge.com Website: https://investor.broadridge.com Overnight Mail Communications:

Broadridge Corporate Issuer Solutions, Inc.

ATTN: IWS

1155 Long Island Avenue Edgewood, NY 11717

#### **Univest Shareholder Information Hotline**

For more information on Univest Corporation of Pennsylvania, please call 877.723.5571 or 215.721.2434.

#### **Common Stock Information**

Traded on the NASDAQ National Market, Symbol: UVSP.

#### Market Makers For Univest Corporation of Pennsylvania Common Stock

Boenning & Scattergood, Inc.
Goldman Sachs & Co.
Griffin Financial Group LLC
Janney Montgomery Scott LLC
Keefe Bruyette & Woods, Inc.
Morgan Stanley & Co., Inc.
UBS Securities LLC



"He gives strength to the weary and increases the power of the weak... but those who hope in the Lord will renew their strength. They will soar on wings like eagles; they will run and not grow weary, they will walk and not be faint."

- Isaiah 40:29, 31

