

The logo for First Citizens Community Bank (FCCCB) features the letters 'FCCCB' in a large, bold, sans-serif font. The letters are dark grey or black. The 'F' and 'C's are connected, and the 'B' has a distinctive shape with a vertical bar on its left side.

FIRST CITIZENS COMMUNITY BANK

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**INVESTOR PRESENTATION  
1ST QUARTER 2025  
FINANCIAL INFORMATION**

# Legal Disclosures

## Forward-Looking Statements (p. 1 of 2)

We have made forward-looking statements in this document, and in documents that we incorporate by reference, that are subject to risks and uncertainties. Forward-looking statements include information concerning possible or assumed future results of operations of the Company, the Bank, First Citizens Insurance or the Company on a consolidated basis. When we use words such as “believes,” “expects,” “anticipates,” or similar expressions, we are making forward-looking statements. Forward-looking statements may prove inaccurate. For a variety of reasons, actual results could differ materially from those contained in or implied by forward-looking statements:

- Interest rates could change more rapidly or more significantly than we expect.
- The economy could change significantly in an unexpected way, which would cause the demand for new loans and the ability of borrowers to repay outstanding loans to change in ways that our models do not anticipate.
- The financial markets could suffer a significant disruption, which may have a negative effect on our financial condition and that of our borrowers, and on our ability to raise money by issuing new securities.
- It could take us longer than we anticipate implementing strategic initiatives, including expansions, designed to increase revenues or manage expenses, or we may be unable to implement those initiatives at all.
- Acquisitions and dispositions of assets and companies could affect us in ways that management has not anticipated.
- We may become subject to new legal obligations or the resolution of litigation may have a negative effect on our financial condition or operating results.
- We may become subject to new and unanticipated accounting, tax, regulatory or compliance practices or requirements. Failure to comply with any one or more of these requirements could have an adverse effect on our operations.
- We could experience greater loan delinquencies than anticipated, adversely affecting our earnings and financial condition.
- We could experience greater losses than expected due to the ever increasing volume of information theft and fraudulent scams impacting our customers and the banking industry.
- We could lose the services of some or all of our key personnel, which would negatively impact our business because of their business development skills, financial expertise, lending experience, technical expertise and market area knowledge.

# Legal Disclosures

## Forward-Looking Statements (p. 2 of 2)

- The agricultural economy is subject to extreme swings in both the costs of resources and the prices received from the sale of products as a result of weather, government regulations, international trade agreements and consumer tastes, which could negatively impact certain of our customers.
- Loan concentrations in certain industries could negatively impact our results, if financial results or economic conditions deteriorate.
- Companies providing support services related to the exploration and drilling of the natural gas reserves in our market area may be affected by federal, state and local laws and regulations such as restrictions on production, permitting, changes in taxes and environmental protection, which could negatively impact our customers and, as a result, negatively impact our loan and deposit volume and loan quality. Additionally, the activities the companies providing support services related to the exploration and drilling of the natural gas reserves may be dependent on the market price of natural gas. As a result, decreases in the market price of natural gas could also negatively impact these companies, our customers.

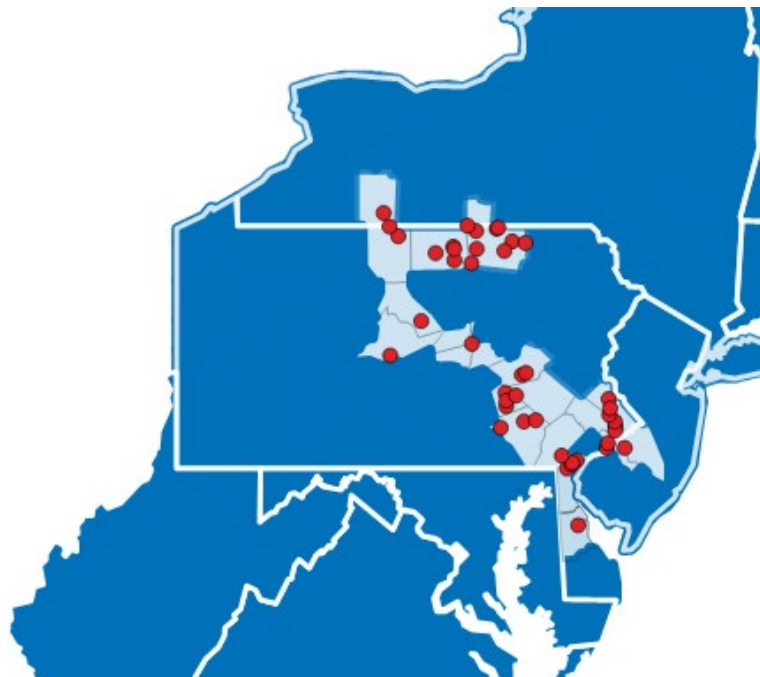
Additional factors are discussed in this Annual Report on Form 10-K under “Item 1A. Risk Factors.” These risks and uncertainties should be considered in evaluating forward-looking statements and undue reliance should not be placed on such statements. Forward-looking statements speak only as of the date they are made and the Company does not undertake to update forward-looking statements to reflect circumstances or events that occur after the date of the forward-looking statements or to reflect the occurrence of unanticipated events. Accordingly, past results and trends should not be used by investors to anticipate future results or trends.



**ABOUT CITIZENS FINANCIAL  
SERVICES, INC.**



# Company Profile



## Financial Highlights

**Assets: \$3.0B**

**Gross Loans: \$2.3B**

**Deposits: \$2.4B**

**YTD Return on Average Assets: 1.00%**

**YTD Return on Average Tangible Common Equity : 14.09%<sup>(3)</sup>**

## Company Overview

|                                |                      |
|--------------------------------|----------------------|
| Headquarters                   | Mansfield, PA        |
| Founded                        | 1872                 |
| Chartered                      | 1932                 |
| Ticker                         | NASDAQCM: CZFS       |
| Market Cap <sup>(1)</sup>      | \$260.5              |
| Branches <sup>(2)</sup>        | 44                   |
| Employees <sup>(2)</sup>       | 374 FT – 33 PT       |
| Institutional Ownership        | 26.31%               |
| 3 Mo. ADTV                     | 10,880               |
| 52 Week H/L                    | \$75.40 / \$38.52    |
| Chairman                       | R. Joseph Landy      |
| CEO, President & Vice Chairman | Randall E. Black     |
| Executive VP & CFO             | Stephen J. Guillaume |

## Lines of Business



### Retail Banking

- Retail Banking with 44 branches and 29 ATMs
- Mobile & Online Banking



### Commercial and Agricultural

- C&I Lending
- SBA and USDA Lending
- Treasury Management
- Card & Payment Services



### Consumer

- Business Banking
- Home Lending
- Personal Lending
- Indirect Auto Lending
- Secured & Unsecured Consumer Loans



### Fee Businesses

- Retail Plan Admin / Custody Services
- Business, Personal, & Life Insurance
- Institutional Life Insurance
- Brokerage & Advisory Services
- Trust Services

<sup>(1)</sup> Market Cap as of April 28, 2025  
<sup>(2)</sup> Branches & Employees data as of April 25, 2025  
<sup>(3)</sup> Please see appendix for non-GAAP reconciliations  
 Note: Holding Company data shown; Data as of March 31, 2025

# Financial Highlights

March 31, 2025

2025Q1 vs. 2024Q4

| MRQ – Highlights - YTD       |   | Profitability   | Balance Sheet   | Credit  |   |
|------------------------------|---|---|---|---|---|
| Diluted EPS<br><b>\$1.60</b> | Diluted EPS<br><b>\$1.60</b>                | Net Interest Margin<br><b>3.30%</b><br>vs. 3.26%      | Total Assets<br><b>\$3.0B</b><br>(0.3%) Growth            | NPAs / Assets Ratio<br><b>0.91%</b><br>vs. 0.95%          |   |
| Net Income<br><b>\$7.6 M</b> | Net Income<br><b>\$7.6 M</b>                | Core ROAA <sup>(1)</sup><br><b>1.00%</b><br>vs. 1.06% | YTD Core ROAA <sup>(1)</sup><br><b>1.00%</b><br>vs. 0.96% | Total Loans and Leases<br><b>\$2.3B</b><br>(0.05%) Growth | NPLs / Gross Loans Ratio<br><b>1.08%</b><br>vs. 1.12% |
| Core ROATCE<br><b>14.09%</b> | Core ROATCE <sup>(1)</sup><br><b>14.09%</b> | Efficiency Ratio<br><b>59.27%</b><br>vs. 61.46%       | Total Deposits<br><b>\$2.4B</b><br>(0.72%) Growth         | Reserves / NPLs Ratio<br><b>88.5%</b><br>vs. 83.5%        |   |



(1) Please see appendix for non-GAAP reconciliations

# Experienced Leadership

| Executive             | Title                                   | Years of Banking Experience | Joined FCCB |
|-----------------------|---|-----------------------------|-------------|
| Randall E. Black      | Vice Chairman, President & CEO          | 31                          | 1993        |
| Stephen J. Guillaume  | Executive VP & CFO                      | 15                          | 2009        |
| David Z. Richards Jr. | Sr Executive VP & Board Director        | 47                          | 2017        |
| Jeffrey L. Wilson     | Sr Executive VP & Chief Lending Officer | 37                          | 1987        |
| LeeAnn Gephart        | Executive VP & Chief Banking Officer    | 18                          | 2021        |
| Jeffrey R White       | Executive VP & COO                      | 7                           | 2024        |

# Investment Highlights

- Long history of creating shareholder value and operating successfully
- Tenured management with strong track record of operating high value companies
- Experienced, disciplined and prudent acquirer
- Strong geographic diversification presents opportunities
- Steady record of high profitability
- Diversity of interest earning assets
- Long-term focus on shareholder returns

# A Recognized High Performer



For the past 16 years, Citizens Financial Services, Inc. has been ranked one of the top 100 best performing community banks in the nation with assets less than \$2 billion. This ranking is based on a 3-year ROAE. Our 2012 performance ranked us as number ONE in the nation. We also continue to be ranked in the top 100 Ag lenders nationwide, 2nd for banks HQ'd in PA.



In 2022 FCCB was included in the ABA Nasdaq Community Bank Index – an indication of our progress and leadership capabilities in the market.



In 2017, Forbes Magazine began conducting customer satisfaction surveys for all banks across the nation. First Citizens Community Bank was voted “Best in State Bank” by our customers in a Forbes Magazine survey in 2018 and 2019.



FCCB was celebrated for outstanding 2020 performance in the prestigious Bank Directors Performance Scorecard, placing 29th in the nation and as the highest-ranking Pennsylvania bank.



In 2022 FCCB received the Bank On Certification, a certification promoted by the CFE Fund that is nationally awarded to banks that meet account criteria that ensures everyone has access to a safe, affordable transactional banking account.



In 2020, Banking Mid Atlantic magazine ranked FCCB as the third bank in North Central, Pennsylvania for overall quality.



In a 2021 Riverview Research benchmark study, FCCB was ranked 5th in the state of Pennsylvania for the quality of our response to the COVID-19 pandemic.



2023 and 2024: FCCB was recognized by Newsweek and Plant-A Insights Group as one of the top 250 regional banks in the United States. This distinction was awarded based on a thorough evaluation of profitability, financial relevance, risk exposures, overall health, and stability, including social media and app store reviews.



# BUSINESS & FINANCIAL HIGHLIGHTS

# Key Financial Highlights

## Top Tier Consolidated

| In \$000s except for per share data                          | 2021Y             | 2022Y       | 2023Y             | 2024Y       | MRQ 3/31/25       |
|--|-------------------|-------------|-------------------|-------------|-------------------|
| <b><u>Balance Sheet</u></b>                                  |                   |             |                   |             |                   |
| Total Assets   | \$2,143,863       | \$2,333,393 | \$2,975,321       | \$3,025,724 | \$3,016,338       |
| Total Loans  | \$1,446,087       | \$1,725,724 | \$2,258,215       | \$2,322,849 | \$2,321,717       |
| Total Deposits   | \$1,836,151       | \$1,844,208 | \$2,321,481       | \$2,382,028 | \$2,364,854       |
| Tangible Common Equity <sup>(2)</sup>                        | \$180,662         | \$168,473   | \$190,258         | \$211,084   | \$219,831         |
| <b><u>Profitability</u></b>                                  |                   |             |                   |             |                   |
| ROAA   | 1.45%             | 1.29%       | 0.67%             | 0.93%       | 1.00%             |
| ROAE   | 14.26%            | 12.98%      | 7.39%             | 9.59%       | 10.00%            |
| ROATCE <sup>(2)</sup>  | 16.99%            | 15.18%      | 10.00%            | 13.84%      | 14.09%            |
| Net Interest Margin  | 3.52%             | 3.41%       | 3.21%             | 3.13%       | 3.30%             |
| Efficiency Ratio   | 52.71%            | 53.25%      | 59.21%            | 62.15%      | 59.27%            |
| <b><u>Capital &amp; Per Share</u></b>                        |                   |             |                   |             |                   |
| Tang. Common Equity/Tang. Assets <sup>(2)</sup>              | 8.55%             | 7.28%       | 6.59%             | 7.19%       | 7.51%             |
| Tang. Common Equity/Tang. Assets (Excl. AOCI) <sup>(2)</sup> | 8.56%             | 8.72%       | 7.46%             | 7.99%       | 8.20%             |
| Bank Leverage Ratio  | 8.94%             | 8.77%       | 8.54%             | 8.99%       | 9.06%             |
| Bank Total RBC Ratio   | NA <sup>(1)</sup> | 12.01%      | NA <sup>(1)</sup> | 11.99%      | NA <sup>(1)</sup> |
| TBV per Share  | \$44.11           | \$41.29     | \$40.02           | \$44.35     | \$46.19           |
| Core Earnings per share - Basic                              | \$6.87            | \$7.17      | \$6.45            | \$6.01      | \$1.60            |

<sup>(1)</sup> Bank met the requirements of the CBLR and did not report total RBC ratio

<sup>(2)</sup> Please see Appendix for non-GAAP reconciliations

# Liquidity Position and Sources

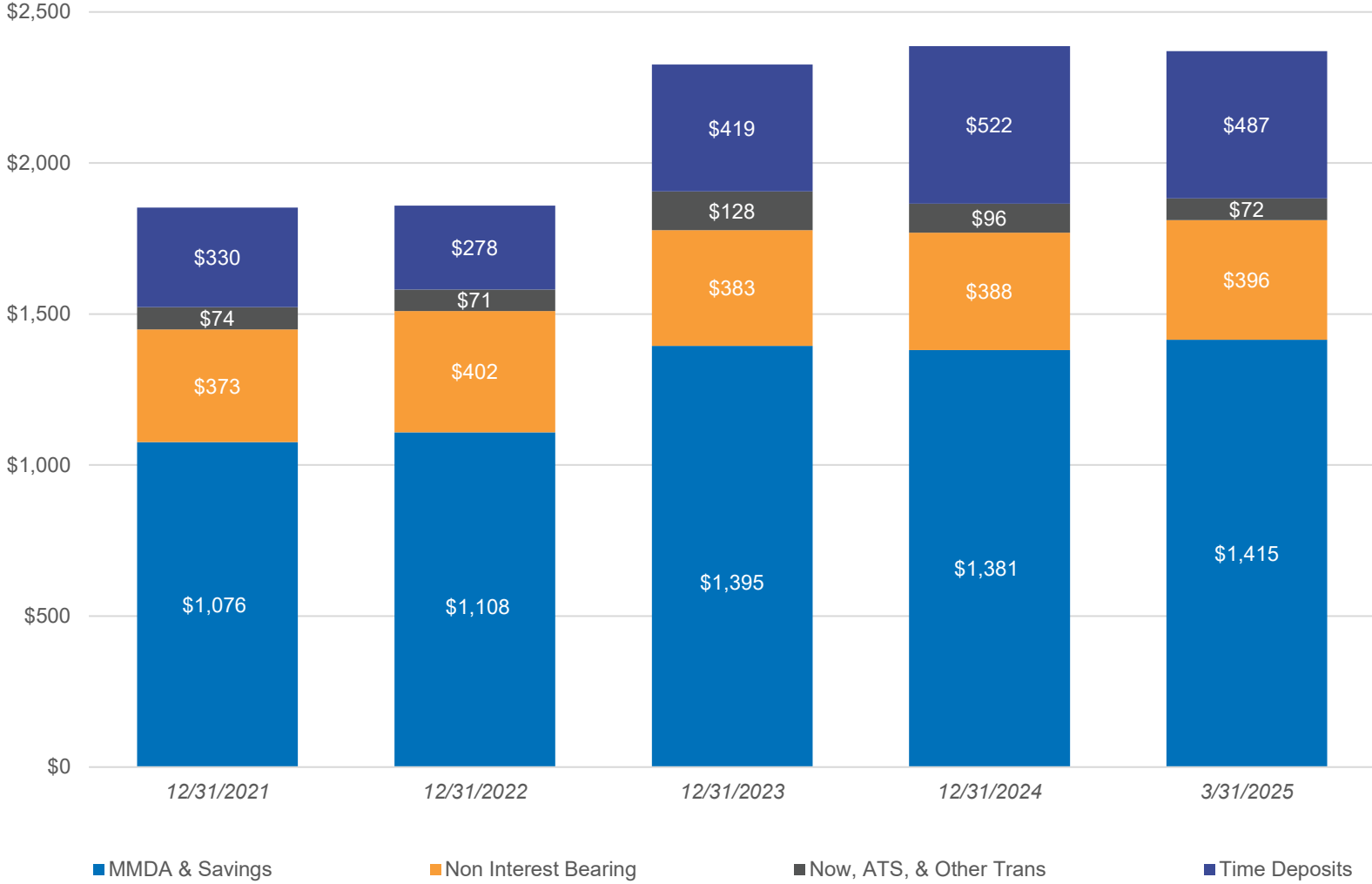
## Liquidity Well-Managed to Cover Short-Term Needs

| Liquidity Sources                 | March 31, 2025     | December 31, 2024  |
|-----------------------------------|--------------------|--------------------|
|                                   | \$ in Thousands    | \$ in Thousands    |
| Cash and Cash Equivalents         | \$40,411           | \$45,827           |
| FHLB Borrowing Capacity Remaining | 616,996            | 551,861            |
| Brokered Deposits Capacity        | 524,437            | 510,550            |
| FRB Borrowing Capacity            | 49,101             | 33,284             |
| <b>Total</b>                      | <b>\$1,230,945</b> | <b>\$1,141,522</b> |
| Investments                       |                    |                    |
| US Gov't & Agency                 | \$210,727          | \$220,351          |
| MBS & CMO                         | \$134,639          | \$124,843          |
| Municipals                        | \$102,792          | \$103,137          |
| Corporates                        | \$11,230           | \$11,206           |
| Less: Pledged Securities          | (362,098)          | -332,651           |
| <b>Net Unpledged Securities</b>   | <b>\$97,290</b>    | <b>\$126,886</b>   |
| <b>Total Liquidity Sources</b>    | <b>\$1,328,235</b> | <b>\$1,268,408</b> |

# Deposit Mix

## Deposit Mix Analysis

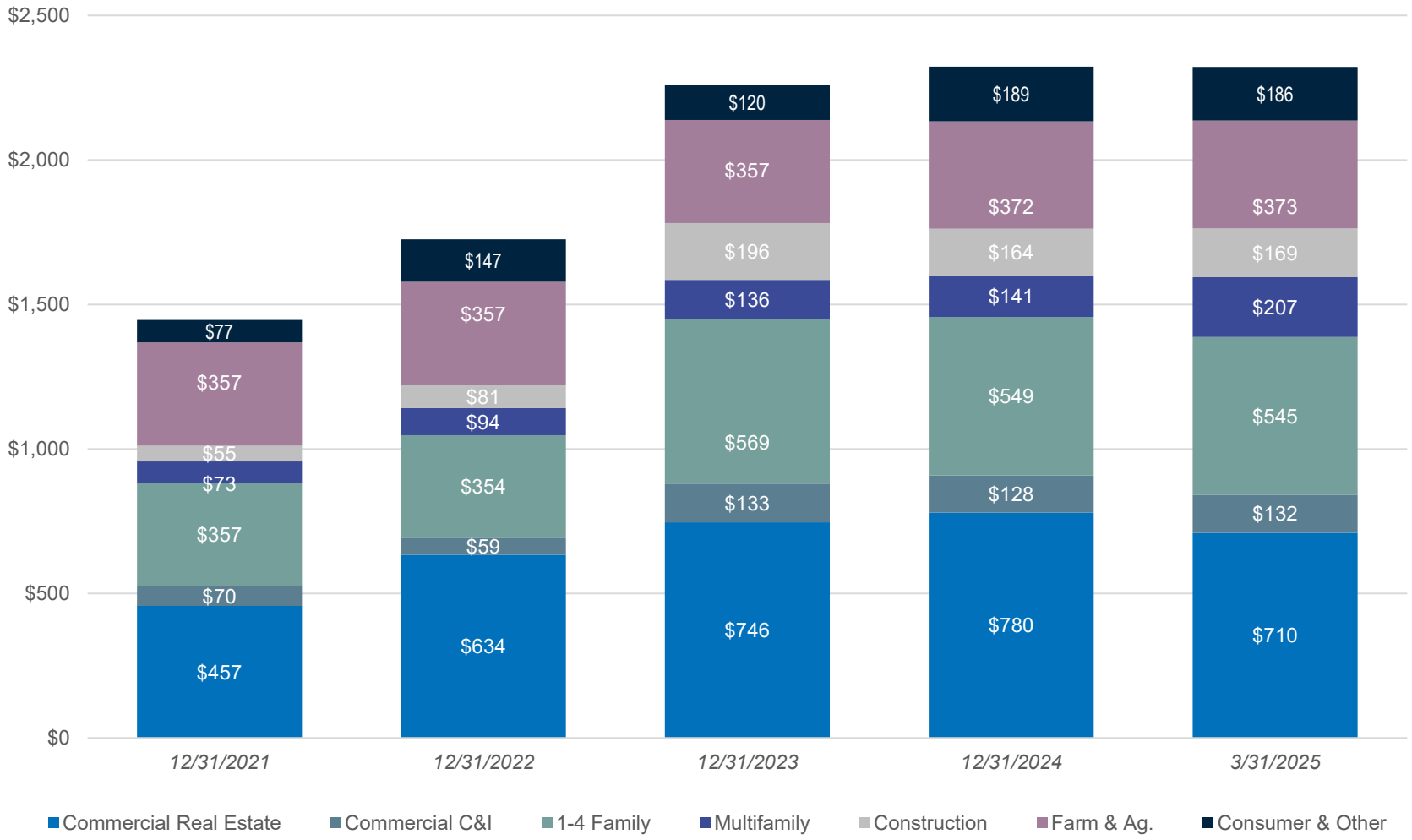
Deposits by Category (\$M's)



# Loan Portfolio Mix

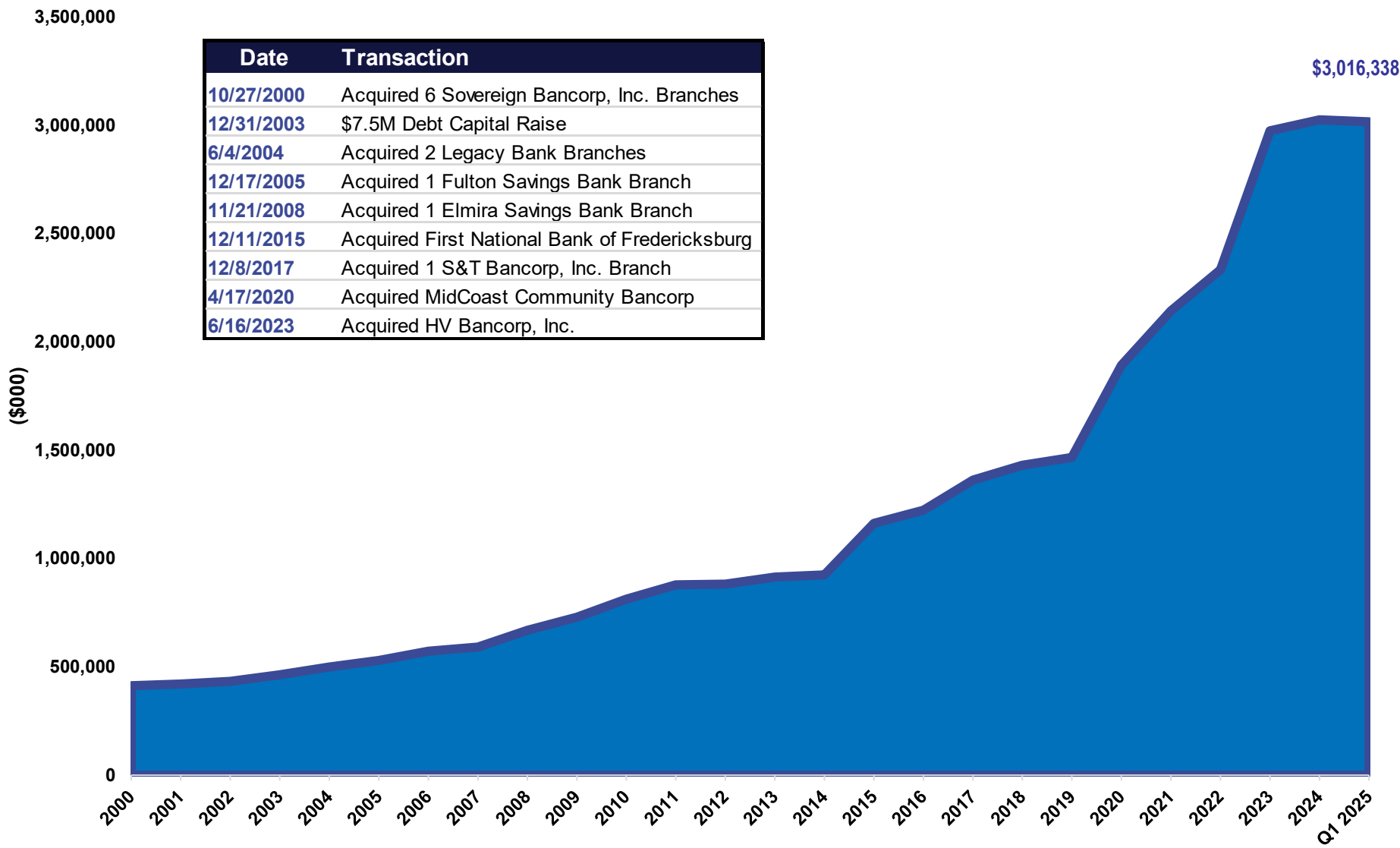
## Loan Type Analysis

Loans Outstanding (\$M's)



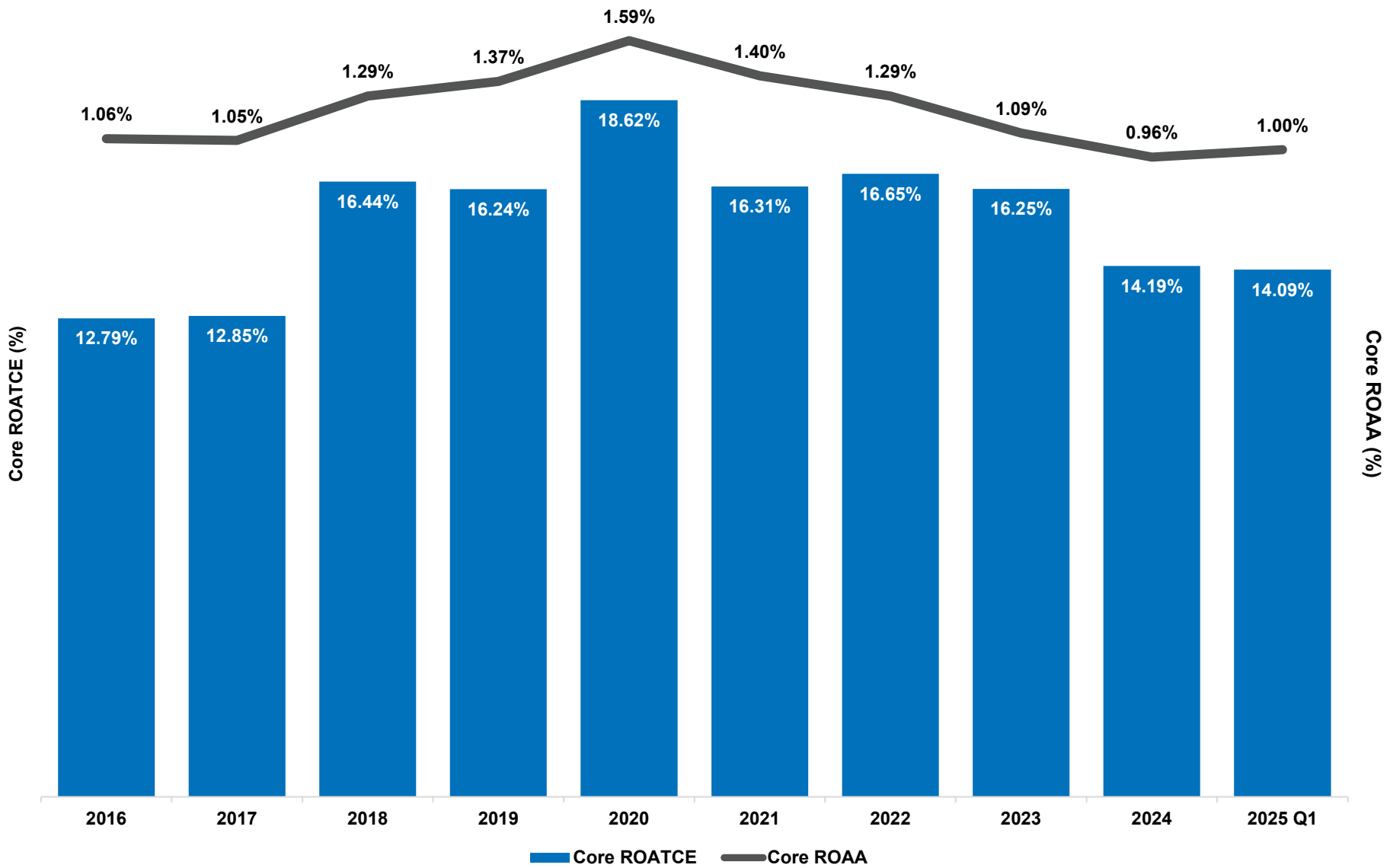
# History of Successful Growth

## Total Asset Growth since 2000 (\$000)



# Consistent & Attractive Returns

## Historical **Core ROAA** (1) & **ROATCE** (1)

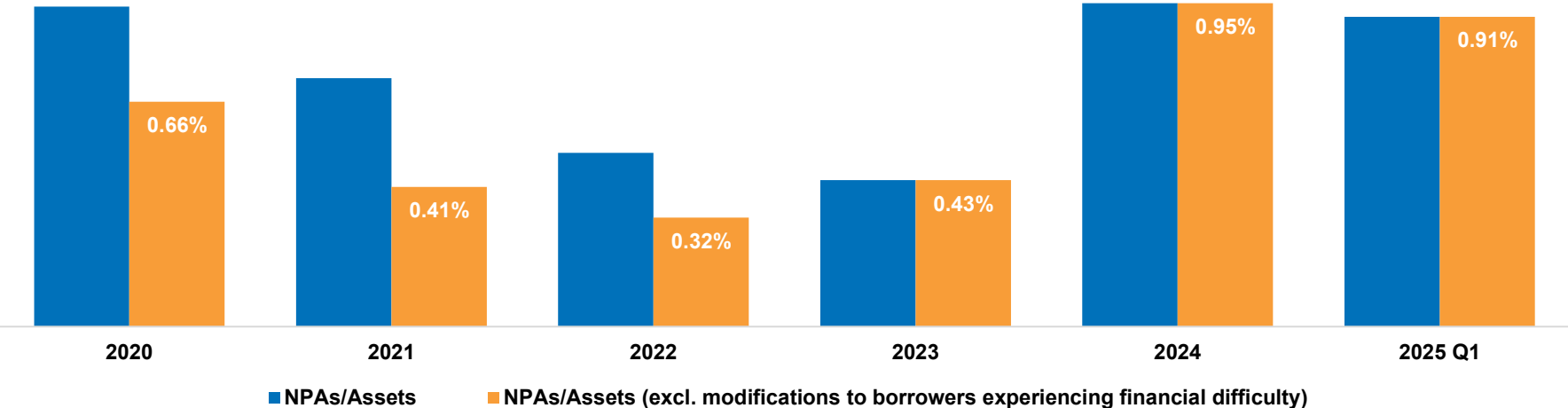


(1) Please see appendix for non-GAAP reconciliations

# History of Strong Asset Quality




## Historical NPAs/Assets Trends

NCOs/Avg Loans:



# Successful Track Record of Prudent Acquisitions

## CZFS Acquisitions since January 1, 2015

| Transaction:                      | <br><small>FIRST NATIONAL BANK<br/>FREDERICKSBURG</small><br><b>FNB of<br/>Fredericksburg</b> | <br><small>MIDCOAST<br/>COMMUNITY BANCORP, INC.</small><br><b>MidCoast Community<br/>Bancorp, Inc.</b> | <br><b>HV Bancorp, Inc.</b> | <b>Total Whole Bank<br/>Acquisitions Since<br/>January 1, 2015</b> |
|-----------------------------------|--|---|--|--|
| <b>Geography:</b>                 | Fredericksburg,<br>PA  | Wilmington,<br>DE   | Doylestown,<br>PA  | --   |
| <b>Date Closed:</b>               | 12/11/2015   | 4/17/2020   | 6/16/2023  | --   |
| <b>Locations:</b>                 | 7  | 3   | 12   | 22   |
| <b>Purchase Price:</b>            | Cash & Stock:<br>\$23.0 million  | Cash & Stock:<br>\$29.5 million   | Cash & Stock:<br>\$67.9 million  | --   |
| <b>Target Assets<br/>(\$M):</b>   | \$232  | \$269   | \$571  | \$1,072  |
| <b>Target Loans<br/>(\$M):</b>    | \$146  | \$231   | \$391  | \$769  |
| <b>Target Deposits<br/>(\$M):</b> | \$214  | \$213   | \$482  | \$909  |

# APPENDIX

# Non-GAAP Reconciliation – Tangible Book Value

| Dollars in Thousands                 | For the Twelve Months Ended, |             |             | For the Quarter Ended, |             |             |             |
|--------------------------------------|------------------------------|-------------|-------------|------------------------|-------------|-------------|-------------|
|                                      | 12/31/2022                   | 12/31/2023  | 12/31/2024  | 6/30/2024              | 9/30/2024   | 12/31/2024  | 3/31/2025   |
| Dollars in thousands                 |                              |             |             |                        |             |             |             |
| Total common equity                  | \$200,147                    | \$279,666   | \$299,734   | \$286,470              | \$298,654   | \$299,734   | \$308,296   |
| Less: Total intangible assets        | 32,648                       | 89,408      | 88,650      | 89,002                 | 88,841      | 88,650      | 88,464      |
| Tangible common equity               | \$167,499                    | \$190,258   | \$211,084   | \$197,468              | \$209,813   | \$211,084   | \$219,832   |
| Total assets                         | \$2,333,393                  | \$2,975,321 | \$3,025,724 | \$2,947,531            | \$3,026,468 | \$3,025,724 | \$3,016,338 |
| Less: Total intangible assets        | 32,648                       | 89,408      | 88,650      | 89,002                 | 88,841      | 88,650      | 88,464      |
| Tangible assets                      | \$2,300,745                  | \$2,885,913 | \$2,937,074 | \$2,858,529            | \$2,937,627 | \$2,937,074 | \$2,927,874 |
| Accumulated other comprehensive loss | (\$33,141)                   | (\$24,911)  | (\$23,521)  | (\$25,932)             | (\$18,916)  | (\$23,521)  | (\$20,239)  |
| TCE / TA                             | 7.28%                        | 6.59%       | 7.19%       | 6.91%                  | 7.14%       | 7.19%       | 7.51%       |
| TCE / TA (Excl. AOCI)                | 8.72%                        | 7.46%       | 7.99%       | 7.82%                  | 7.79%       | 7.99%       | 8.20%       |
| Tangible Book Value Per Share        | \$41.29                      | \$40.02     | \$44.35     | \$41.49                | \$44.08     | \$44.35     | \$46.19     |

# Non-GAAP Reconciliation

| For the Twelve Months Ended, |                 |                 |                 |                 |                 |                 |                 |                 | For the        | Year to        |
|------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|----------------|----------------|
| 12/31/2016                   | 12/31/2017      | 12/31/2018      | 12/31/2019      | 12/31/2020      | 12/31/2021      | 12/31/2022      | 12/31/2023      | 12/31/2024      | Quarter        | Date           |
|                              |                 |                 |                 |                 |                 |                 |                 |                 | 3/31/2025      | 3/31/2025      |
| \$12,638                     | \$13,025        | \$18,034        | \$19,490        | \$25,103        | \$29,118        | \$29,060        | \$17,811        | \$27,818        | \$7,621        | \$7,621        |
| -                            | -               | -               | -               | -               | (1,155)         | -               | -               | -               | -              | -              |
| -                            | -               | -               | -               | -               | -               | -               | 3,627           | -               | -              | -              |
| -                            | -               | -               | -               | -               | -               | -               | -               | (712)           | -              | -              |
| -                            | -               | -               | -               | -               | -               | -               | -               | 1,427           | -              | -              |
| -                            | 165             | -               | 466             | 2,179           | -               | -               | 7,513           | -               | -              | -              |
| <b>\$12,638</b>              | <b>\$13,190</b> | <b>\$18,034</b> | <b>\$19,956</b> | <b>\$27,282</b> | <b>\$27,963</b> | <b>\$29,060</b> | <b>\$28,951</b> | <b>\$28,533</b> | <b>\$7,621</b> | <b>\$7,621</b> |
| 3,777,686                    | 3,751,555       | 3,741,135       | 3,722,293       | 3,968,825       | 4,069,883       | 4,055,520       | 4,429,162       | 4,750,185       | 4,750,538      | 4,750,538      |
| <b>\$3.35</b>                | <b>\$3.52</b>   | <b>\$4.82</b>   | <b>\$5.36</b>   | <b>\$6.87</b>   | <b>\$6.87</b>   | <b>\$7.17</b>   | <b>\$6.54</b>   | <b>\$6.01</b>   | <b>\$1.60</b>  | <b>\$1.60</b>  |
| \$1,192,380                  | \$1,258,925     | \$1,400,499     | \$1,453,957     | \$1,719,757     | \$2,002,634     | \$2,255,966     | \$2,666,841     | 2,981,322       | 3,042,963      | 3,042,963      |
| <b>1.06%</b>                 | <b>1.05%</b>    | <b>1.29%</b>    | <b>1.37%</b>    | <b>1.59%</b>    | <b>1.40%</b>    | <b>1.29%</b>    | <b>1.09%</b>    | <b>0.96%</b>    | <b>1.00%</b>   | <b>1.00%</b>   |
| \$123,418                    | \$129,756       | \$138,691       | \$149,887       | \$176,674       | \$204,222       | \$223,955       | \$241,124       | \$290,094       | \$304,881      | \$304,881      |
| <b>10.24%</b>                | <b>10.17%</b>   | <b>13.00%</b>   | <b>13.31%</b>   | <b>15.44%</b>   | <b>13.69%</b>   | <b>12.98%</b>   | <b>12.01%</b>   | <b>9.84%</b>    | <b>10.00%</b>  | <b>10.00%</b>  |
| \$98,850                     | \$102,611       | \$109,712       | \$122,871       | \$146,505       | \$171,450       | \$174,568       | \$178,131       | \$201,063       | \$216,311      | \$216,311      |
| <b>12.79%</b>                | <b>12.85%</b>   | <b>16.44%</b>   | <b>16.24%</b>   | <b>18.62%</b>   | <b>16.31%</b>   | <b>16.65%</b>   | <b>16.25%</b>   | <b>14.19%</b>   | <b>14.09%</b>  | <b>14.09%</b>  |