PUBLIC DISCLOSURE

March 30, 2026

COMMUNITY REINVESTMENT ACT PERFORMANCE EVALUATION

Provident Savings Bank, FSB
Charter Number: 706051

6570 Magnolia Avenue
Riverside, CA 92506

Office of the Comptroller of the Currency

Carlsbad Field Office
1925 Palomar Oaks Way, Suite 202
Carlsbad, CA 92008

NOTE: This document is an evaluation of this institution's record of meeting the credit needs of its entire community, including low- and moderate-income neighborhoods, consistent with safe and sound operation of the institution. This evaluation is not, and should not be construed as, an assessment of the financial condition of this institution. The rating assigned to this institution does not represent an analysis, conclusion, or opinion of the federal financial supervisory agency concerning the safety and soundness of this financial institution.

Contents

Overall CRA Rating

Institution's CRA Rating: This institution is rated **Satisfactory**

The Lending Test is rated: Satisfactory
The Community Development Test is rated: Outstanding

The major factors that support this rating include:

- The bank had a more than reasonable loan-to-deposit ratio (LTD) which demonstrates effective use of deposits to support lending activities.
- The geographic distribution of lending in low- and moderate-income (LMI) census tracts (CTs) was reasonable.
- The bank's lending activities to individuals of different income levels were reasonable.
- The bank did not receive any consumer complaints during the evaluation period.
- The Community Development (CD) test rating is based on the aggregate assessment of the bank's CD activities for loans, investments and donations, and services in the bank's AA. The bank's CD activities demonstrate an excellent level of responsiveness based on the limited affordable housing inventory and available opportunities in the AA during the review period.

Loan-to-Deposit Ratio

Considering the bank's size, financial condition, and credit needs of the AA, the bank's LTD ratio was more than reasonable.

OCC examiners analyzed the bank's quarterly average LTD ratio for the twelve quarters since the prior Community Reinvestment Act (CRA) examination through December 31, 2024. Provident's average LTD ratio for this period was 110.1 percent, with a high of 119.6 percent and a low of 91.8 percent. For purposes of comparison, the OCC selected four banks that Provident considers direct competitors for loans and deposits in its AA. The combined average quarterly LTD ratios ranged from a high of 95.8 percent to a low of 76.2 percent.

Lending in Assessment Area

A majority of the bank's loans were outside its AA.

The bank originated and purchased 24.3 percent by number, and 18.9 percent by dollar volume of its total loans inside its AA during the evaluation period. This performance is partially attributed to the bank's constraints within the AA by the geography and land use. While the AA spans approximately 27,298 square miles and includes the Riverside and San Bernardino Counties, 70.5 percent of the land consists of federally protected desert and wilderness areas, such as Joshua Tree National Park, San Bernardino National Forest, Cleveland National Forest, the Sand to Snow National Monument, and the Santa Rosa-San Jacinto Mountains National Monument. Additionally, approximately 8.5 percent of the land is designated for military use, including March Air Reserve Base, Twentynine Palms Marine Corps Air Ground Combat Center, and various other installations. The remaining 21 percent of the land is used for housing, agriculture, industrial purposes, transportation infrastructure, utilities, and parks. The high proportion of federally protected and military installations significantly limits the availability and suitability of land for development and lending opportunities within the region.

The bank originated 245 loans in adjacent counties, including Orange County and Los Angeles County, where housing decisions are often driven by lifestyle priorities, geography, and personal preferences. Although the bank's AA is considered more affordable than these neighboring regions, factors such as access to diverse industries, enhanced employment opportunities, and a larger housing inventory drive investment and lending in these contiguous areas. In addition, Riverside population includes a significant number of students and military personnel, many of whom are not in a position to pursue homeownership. Consequently, the ratio of the bank's lending inside its AA compared with outside its AA does not fully reflect its lending activities, which extend throughout Southern California and beyond its defined AA.

Table 1: Lending Inside and Outside of the Assessment Area										2022 - 2024
Loan Category	Number of Loans				Total #	Dollar Amount of Loans $(000s)				Total $(000s)
	Inside		Outside			Inside		Outside		
	#	%	#	%		$	%	$	%	
Home Mortgage	163	24.3	508	75.7	671	98,225	18.9	422,300	81.1	520,526

Source: 1/1/2022 - 12/31/2024 Bank Data.

Due to rounding, totals may not equal 100.0%

Description of Institution

Provident Savings Bank is a locally owned, single state, full-service, federally chartered stock savings bank headquartered in Riverside, California. It was established in July 1956 as a federally chartered savings and loan association before converting to a shareholder owned federal savings bank in June 1996. In May 2006, Provident established the Provident Savings Bank Charitable Foundation (Foundation). The Foundation was established to promote and provide charitable contributions to local community organizations in the bank's AA. The bank is a wholly owned subsidiary of Provident Financial Holdings, Inc. (PFH), a one-bank holding company, which is located at 3756 Central Avenue, Riverside, California, 92506. As of December 31, 2024, parent company filings reported total assets were $128,726,000. The parent company does not conduct operations but is responsible for managing dividends. Additionally, the bank has no affiliate relationships.

Provident has designated the Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area (MSA) (Riverside-San Bernardino AA) as its sole AA. The MSA consists of both Riverside and San Bernardino Counties, which is also known as the Inland Empire (IE).

The bank offers traditional banking products and services to consumers and small to mid-sized businesses. Deposit products include personal and business checking, savings accounts, certificates of deposit, and money market accounts. Loan products include SFR mortgages, multifamily, consumer, commercial and industrial, commercial real estate, and Small Business Administration (SBA) loans. Consumer and business credit cards are co-branded with Elan Financial Services.

As of December 31, 2024, Provident reported total assets of $1.3 billion with loans totaling $1.1 billion, or 84.2 percent of total assets. Total deposits were $878.3 million, and common equity tier 1 capital totaled $121 million. Loans secured by residential real estate totaled $976.3 million, or 92.1 percent of the bank's total loans as of December 31, 2024. Of this total, $539.9 million is secured by 1-4 family homes, and the remainder is secured by multifamily housing (five or more residents).

There are no known legal, financial, or other factors that impede the bank's ability to help meet the credit needs of its AA. Provident received a "Satisfactory" rating under the intermediate small bank (ISB) CRA procedures at their February 27, 2023, CRA examination.

Scope of the Evaluation

Evaluation Period/Products Evaluated

This performance evaluation assesses the CRA performance of Provident Savings Bank, using Intermediate Small Bank CRA examination procedures. The Lending Test evaluated the bank's record of meeting the credit needs of its AA through mortgage loans, its primary product. Although the bank originated a limited number of commercial and consumer loans within its AAs, a meaningful analysis was not conducted as the activity was insufficient to support a comprehensive evaluation.

The community development test assessed the bank's performance in meeting the needs of its AA through CD loans, qualified investments, and services, considering the needs of the community and the bank's capacity.

A full-scope examination of the bank's sole AA was conducted, covering the evaluation period January 1, 2022, through December 31, 2024. Refer to appendix A for detailed information. There were no boundary changes that affected the bank's AA during the evaluation period.

Selection of Areas for Full-Scope Review

In each state where the bank has an office, one or more AAs within that state were selected for a full-scope review. For purposes of this evaluation, bank delineated AAs located within the same metropolitan statistical area (MSA) are combined and evaluated as a single AA. Refer to the "Scope" section under each State Rating for details regarding how full-scope AAs were selected. Refer to appendix A, Scope of Examination, for a list of full-scope AAs.

Ratings

The bank's overall rating is based on the lending performance in the state of California.

Provident has designated one AA, with full weighting for the evaluation placed on the Riverside-San Bernardino AA.

For rating areas with a single AA, the state rating is based on performance in that AA. Refer to the "Scope" section under each State Rating section for details regarding how areas were weighted in arriving at the respective ratings.

Discriminatory or Other Illegal Credit Practices Review

Pursuant to 12 CFR 25.28(c) (March 29, 2024) in determining a national banks or federal savings association's (collectively, bank) CRA rating, the OCC considers evidence of discriminatory or other illegal credit practices in any geography by the bank, or in any AA by an affiliate whose loans have been considered as part of the bank's lending performance. As part of this evaluation process, the OCC consults with other federal agencies with responsibility for compliance with the relevant laws and regulations, including the U.S. Department of Justice, the U.S. Department of Housing and Urban Development, and the Consumer Financial Protection Bureau, as applicable.

The OCC has not identified that this institution has engaged in discriminatory or other illegal credit practices that require consideration in this evaluation.

The OCC will consider any information that this institution engaged in discriminatory or other illegal credit practices, identified by or provided to the OCC before the end of the institution's next performance evaluation in that subsequent evaluation, even if the information concerns activities that occurred during the evaluation period addressed in this performance evaluation.

State Rating

State of California

CRA rating for the State of California: Satisfactory

The Lending Test is rated: Satisfactory
The Community Development Test is rated: Outstanding

The major factors that support this rating include:

- Lending activities represent a reasonable distribution of loans to LMI census tracts.
- Lending activities represent a reasonable distribution of loans to individuals of different income levels.
- Provident's level of responsiveness to CD needs is excellent.
- The bank did not receive any complaints related to credit practices during the review period.

Description of Institution's Operations in California

Riverside-San Bernardino Assessment Area

Provident Savings Bank, FSB designated the Riverside-San Bernardino-Ontario, CA MSA as its AA, which is comprised of Riverside and San Bernardino Counties. Based on the 2020 American Community Survey (ACS) data, the AA consisted of 984 CTs: 48 low-income; 282 moderate-income; 362 middle-income; and 279 upper-income. In addition, 13 CTs do not report data. The MSA is part of the larger, Los Angeles-Long Beach, CA Combined Statistical Area (CSA) which encompasses all Southern California. The CSA encompasses multiple MSAs because it recognizes the integrated economic, housing, employment, transit, and geographic relationships and movement across the area.

The Riverside-San Bernardino AA represents 100.0 percent of the bank's deposits. According to the FDIC Deposit Market Share report as of June 30, 2024, the bank had $894.7 million in deposits, ranked 13th in the AA, and held 1.2 percent of the AA's deposit market share. The AA included 40 financial institutions with a combined 456 branches competing for $77.3 billion in insured deposits. Three mega-banks, with a combined 289 branches, accounted for 73.2 percent of the total deposit market share, representing $56.6 billion in deposits. This high level of competition presents significant challenges for smaller community banks such as Provident.

Competition for mortgage lending in Provident's AA is intense, with 708 traditional and non-traditional financial institutions actively originating loans during the evaluation period. Non-traditional financial institutions dominate the market, accounting for 88 percent of mortgage lending. Additionally, mega-banks, aggressive mortgage brokers, and fintech firms contribute to significant challenges, as they benefit from additional resources, aggressive pricing strategies, and flexible underwriting standards. Geographic constraints within the Riverside-San Bernardino AA further complicate lending opportunities, as rural and less densely populated areas frequently feature lower homeownership rates, limited mortgage inventory, and economic hurdles for LMI borrowers. According to HMDA data, while 143 banks originated loans in the AA, only 36 banks operate directly within this area, underscoring the strong external competition.

The 2023 banking system stress, exacerbated by several California bank failures, shifted consumer confidence toward mega-banks, which were perceived as more stable institutions. This led to significant deposit migration from community banks to larger institutions, further challenging Provident's ability to compete for deposits and loan opportunities. Rising interest rates also compounded these difficulties by reducing consumer demand for mortgage lending. Higher borrowing costs increasingly forced potential homebuyers, particularly LMI borrowers, to defer home purchases, refinancing, or opt for renting. Additionally, the disparity between California's escalating median home prices and LMI wages created further barriers to homeownership. In the Riverside-San Bernardino AA specifically, standard home prices often exceeded conforming loan limits, making affordability a persistent issue. The area's demographic composition, including a younger population associated with higher education institutions and an influx of young families attracted by relative affordability, further contributed to these challenges, as these groups are more likely to rent than purchase homes, reducing demand for mortgage financing.

Despite these hurdles, Provident Bank remains committed to addressing affordable housing needs and supporting its community. To combat increased competition and affordability challenges, the bank collaborates with housing agencies and actively participates in committees dedicated to affordable housing initiatives across the Inland Empire. It continually seeks opportunities by working with open-market brokers and sellers and evaluating affordable housing loan solutions through quarterly reviews. Provident's operating model involves retaining all single-family residential loans in its portfolio, requiring stricter underwriting standards to effectively manage risks while maintaining a focus on community needs.

Provident also provided loan products to address evolving borrower demands and economic pressures. The bank provides both 30-year fixed-rate mortgages and adjustable-rate mortgages (ARMs), prioritizing solutions that promote affordable housing access. Although demand for traditional fixed-rate loans declined during the review period due to rising interest rates, ARMs gained popularity as borrowers sought more flexible financing options. By maintaining strong underwriting practices and leveraging its local expertise, Provident continues to responsibly serve its AA while prioritizing credit needs and adapting to changing market dynamics. The bank's commitment to engaging with the community and finding innovative ways to address affordability underscores its dedication to overcoming competitive challenges and supporting LMI borrowers.

The bank operates 13 full-service branches:12 in Riverside County and one branch in San Bernardino County. The Blythe, Moreno Valley, Downtown Riverside, Hemet, and Sun City branches are located in moderate-income census tracts (CTs). Redlands branch, listed as middle income during the last assessment period, is now in a moderate CT. The Canyon Crest, Home Office, and La Sierra branches are located in middle-income CTs, while the Corona, Orangecrest, Rancho Mirage, and Temecula branches are located in upper-income CTs. No branches were opened or closed during the evaluation period.

All branches, except Redlands, offer night depository services and have either a walk-up or drive-up ATM, with the Blythe and Home Office branches having both. Only the Rancho Mirage and Sun City branches have drive-thru teller access. Provident is also part of the Allpoint ATM network which provides surcharge-free access to over 55 thousand ATMs worldwide. All branches are open for business Monday through Thursday from 9:00 a.m. to 5:00 p.m. and until 6:00 p.m. on Friday. Saturday hours are from 10:00 a.m. to 2:00 p.m. Due to its municipal location, the Downtown branch is closed on Saturday. Provident offers a variety of alternative banking services including direct deposit, bill payment, on-line banking, telephone banking, mobile banking, remote deposit capture, Zelle money transfer, Automated clearing house (ACH) services, merchant banking, and cash management services.

The information in the following table provides Riverside-San Bernardino AA demographic information for 2024.

Assessment Area(s) - Riverside - San Bernadino MSA						
						2022 - 2024
Demographic Characteristics	**#**	**Low % of #**	**Moderate % of #**	**Middle % of #**	**Upper % of #**	**NA* % of #**
Geographies (Census Tracts)	984	4.9	28.7	36.8	28.4	1.3
Population by Geography	4,599,839	4.0	27.3	37.4	30.4	1.0
Housing Units by Geography	1,566,442	4.2	27.3	37.8	29.9	0.7
Owner-Occupied Housing by Geography	882,033	2.2	21.5	38.3	37.4	0.6
Occupied Rental Units by Geography	494,470	7.5	37.1	37.1	17.7	0.7
Vacant Units by Geography	189,939	4.7	29.4	37.4	26.9	1.6
Businesses by Geography	159,347	2.7	24.0	37.7	35.0	0.6
Farms by Geography	3,990	2.6	21.1	40.9	34.9	0.5
Family Distribution by Income Level	1,029,309	21.8	17.5	19.3	41.4	0.0
Household Distribution by Income Level	1,376,503	24.3	15.8	17.9	42.0	0.0
Unemployment rate (%)	7.2	13.2	9.2	7.0	5.3	9.7
Households Below Poverty Level (%)	13.1	32.2	19.6	11.6	6.4	16.8
Median Family Income (40140 - Riverside-San Bernardino-Ontario, CA MSA)		$76,686	Median Housing Value			$335,700
Median Family Income (40140 - Riverside-San Bernardino-Ontario, CA MSA) for 2024		$97,500	Median Gross Rent			$1,415
			Families Below Poverty Level			10.5

FFIEC File - 2020 Census

FFIEC File - 2024 Census

2024 Dun & Bradstreet SBSF Demographics

Due to rounding, totals may not equal 100.0%

(*) The NA category consists of geographies that have not been assigned an income classification

Economic Data

According to Moody's Analytics, this region has experienced modest employment growth; however, its pace of recovery remains slower than the national average. Healthcare has emerged as a key driver of employment, providing stability, but struggles in other industries are evident. The housing market is showing signs of weakness, characterized by declining home prices, which raise concerns about the overall economic resilience of the area. Military, education, health care, and retail remained vital components of the local economy, supported by major employers such as the U.S. Marine Corps Air Ground Combat Center, Fort Irwin, Amazon, Loma Linda University, March Air Reserve Base, and the University of California, Riverside.

According to the U.S. Bureau of Labor Statistics, as of December 2024, the AA had a civilian labor force of 2.24 million. The unemployment rate throughout the assessment period varied between 3.5 percent and 6.0 percent. The unemployment rate has had little consistency throughout the review period, reflecting inconsistent stability in the region.

Community Contact

The identified community needs in the AA remain consistent with the previous evaluation period and include improved access to affordable housing, the creation of skilled job opportunities, and increased access to financial education. Cities in Riverside and San Bernardino are focusing on expanding commercial business opportunities to generate higher tax revenues for municipal development. However, the availability of skilled labor in these areas is being impacted by the nearby Los Angeles and Orange Counties, which continue to attract workers away from the region. Furthermore, Riverside and San Bernardino have a significant unbanked population due to factors such as a lack of trust in financial institutions, reliance on alternative financial services like check-cashing services, and challenges related to residents' lack of permanent addresses or credit history needed to open accounts. Financial institutions are partnering with community organizations to address these issues through initiatives like Bank On, aiming to provide financial education and services to underserved communities. Despite these efforts, barriers persist, including language access, with the need for banks to offer bilingual services, particularly for Spanish-speaking residents.

Additionally, community members noted, "housing prices have more than doubled in the area since the pandemic, income for residents is not growing in tandem with the economic landscape of the housing sector. The average MSA income is more modest than those who live in Los Angeles or Orange Counties. The primary source of local cities tax revenue comes from commercial businesses; thus, cities push for commercial/industrial business rather than housing. This has contributed to the lack of housing in the area, especially affordable housing. In addition, jobs in Los Angeles and Orange Counties are increasing opportunities for people in Riverside and San Bernardino Counties to search for jobs there. A depleting skilled labor force is hindering the job growth in Riverside and San Bernardino Counties. Much of the skilled labor is working in other counties for higher wages."

Scope of Evaluation in California

The rating for the state of California is based on the full-scope review of the performance in the Riverside-San Bernardino AA. Given the attributes of the AA and the aggregate lending data, we determined that equal weight should be applied to the bank's borrower and geographic distribution performance during this evaluation.

CONCLUSIONS WITH RESPECT TO PERFORMANCE TESTS IN CALIFORNIA

LENDING TEST

The bank's performance under the Lending Test in California is rated Satisfactory.

Conclusions for Area Receiving a Full-Scope Review

Based on a full-scope review of the bank's sole AA, the Riverside-San Bernardino AA, the bank's lending performance in the state of California was reasonable.

Distribution of Loans by Income Level of the Geography

The bank exhibited reasonable geographic distribution of loans in the state.

Home Mortgage Loans

Refer to Table 7 in the State of California section of appendix D for the facts and data used to evaluate the geographic distribution of the bank's home mortgage loan originations and purchases.

The bank's distribution of home mortgage loans to low- and moderate-income geographies in the Riverside-San Bernardino AA reflects a reasonable distribution.

The bank originated 2.5 percent of home mortgage loans in low-income CTs, which exceeds the 2.2 percent of owner-occupied housing unit's demographic and the percent of aggregate lending. In moderate-income CTs, the bank originated 10.4 percent of home mortgage loans which is slightly lower than the 21.5 percent of owner-occupied housing units and the 20.2 percent of aggregate lending within the AA. The lending activity also shows that 1.8 percent was in unknown income tracts which exceeded the aggregate and the percentage of owner-occupied units.

Lending Gap Analysis

The OCC reviewed summary reports and maps and analyzed the bank's home mortgage lending activity over the evaluation period to identify any gaps in geographic distribution of loans. The OCC did not identify any unexplained conspicuous gaps in the bank's AAs.

Distribution of Loans by Income Level of the Borrower

The bank exhibited a reasonable distribution of loans to individuals of different income levels.

Home Mortgage Loans

Refer to Table 8 in the state of California section of appendix D for the facts and data used to evaluate the borrower distribution of the bank's home mortgage loan originations and purchases.

The bank did not originate or purchase any mortgage loans for low-income borrowers, and lending to moderate-income borrowers was significantly low at 1.2 percent, compared to the aggregate of 8.4 percent. Due to the AA being a high-cost area, the intense competition from traditional and non-financial institutions, and the bank's limited resources, it was determined that the distribution was reasonable based on the bank's resources and size.

In addition, examiners conducted a manual review of the 12.9 percent loans that lacked borrower income data. Of the 21 loans, 10 or 47.6 percent were secured by properties in LMI CTs. Furthermore, while the loans were not made directly to low- or moderate-income borrowers, loan proceeds were used for affordable multifamily housing and benefited LMI individuals with rents subject to rent control and/or less than 50 percent area median income.

Rising housing costs and limited owner-occupied units within the AA created significant barriers to serving LMI borrowers. The AA demographic data reflects that 32.2 percent of households are below the poverty level, and the limited number of densely populated areas further affected the bank's lending opportunities. External factors, such as competition from large banks, mortgage lenders, and fintech with more resources, compounded these challenges.

The lower aggregate lending percentages reflect the challenging mortgage lending opportunities in the AA, particularly for low-income families. Assuming a 30-year mortgage at a 6.8 percent interest rate, excluding costs such as the down payment, homeowners' insurance, property taxes, or other monthly expenses, a low-income borrower earning $48,750 (or less than 50 percent of the 2024 FFIEC adjusted median family income in the AA) could qualify for a $164,001 mortgage with a monthly payment of $1,069. Similarly, a moderate-income borrower earning $78,000 annually (less than 80 percent of the 2024 FFIEC-adjusted median family income in the AA) could qualify for a $262,402 mortgage with a monthly payment of $1,711.

This demonstrates that LMI borrowers face significant challenges qualifying for a mortgage loan in the AA, where estimated monthly payments can reach $2,948. At the end of 2024, median listing prices in the AA were $605,000 in Riverside County and $527,400 in the San Bernardino County, according to the U.S. Census Bureau. These figures far exceeded the 2024 median housing value of $402,205, underscoring the affordability gap in the region.

Responses to Complaints

The bank did not receive any CRA-related comments or complaints during the evaluation period.

COMMUNITY DEVELOPMENT TEST

The bank's performance under the Community Development Test in the state of California is rated Outstanding.

Conclusions for Area Receiving a Full-Scope Review

Based on a full-scope review, the bank exhibited excellent responsiveness to community development needs in the state through community development loans, qualified investments, and community development services, as appropriate, considering the bank's capacity and the need and availability of such opportunities for community development in the bank's AA.

During the evaluation period, Provident's aggregate CD loans, investments, and donations inside the AA totaled over $11 million, which represented approximately 9 percent of the bank's tier 1 capital. Most of the volume was attributed to the originations of twelve qualified CD multifamily mortgage loans, two investments in mortgage-backed securities, and two Community Development Financial Institutions (CDFIs). Donations were also made to more than 30 qualified organizations. In addition, employees provided an aggregate of 3,159 service hours to thirteen qualified organizations that focus on providing affordable housing, financial literacy, and education services, as well as promoting economic development, to LMI individuals and families in the AA.

Number and Amount of Community Development Loans

The Community Development Loans Table, shown below, sets forth the information and data used to evaluate the bank's level of CD lending. The table includes all CD loans, including multifamily loans that also qualify as CD loans.

Table 3: Community Development Loans				
Assessment Area	Total			
	#	% of Total #	$(000's)	% of Total $
Riverside – San Bernardino AA	12	100.0	6,514	100.0

The following are examples of CD loans the bank originated or purchased in this AA:

The level of CD loans represents a reasonable responsiveness to identified needs within the AA. During the evaluation period, the bank made 12 qualified CD loans inside the AA totaling $6.5 million, demonstrating meaningful efforts to address critical community priorities. There were 10 loans that provided funding for multifamily housing projects that provided affordable housing for LMI individuals and families, directly addressing the significant need for affordable housing in the AA. The bank also made a loan to support improvements to a mobile home park, further contributing to accessible housing options. Additionally, the bank provided a line of credit to a nonprofit serving LMI families, which qualified for support from the State of California due to its essential community services, including daycare programs that support financial stability and workforce participation.

Number and Amount of Qualified Investments

Table 4: Qualified Investments										
Assessment Area	Prior Period*		Current Period		Total				Unfunded Commitments**	
	#	$(000's)	#	$(000's)	#	% of Total #	$(000's)	% of Total $	#	$(000's)
Riverside – San Bernardino AA	0	0	30	4,529	30	100.0	4,529	100.0	0	0

Provident demonstrated excellent responsiveness to CD investment opportunities. During the evaluation period, the bank provided 30 qualified investments and donations totaling over $4.5 million. The qualified investments included a total of $4 million in investments in mortgage-backed securities and $400,000 in CDs at CDFIs during the evaluation period. The bank's donations, facilitated by the Foundation, totaled $86,178 to organizations that provide affordable housing to low-income families, support children in foster care, provide after school tutoring for LMI students, and offer financial assistance to low-income veterans. In addition, Provident continued to participate in a Pandemic Relief program implemented by the Federal Home Loan Bank (FHLB) of San Francisco which matched contributions made by member banks to nonprofit organizations and small businesses that were impacted by the COVID-19 pandemic. During the evaluation period the bank made numerous contributions to qualified organizations and businesses totaling $42,835. The contributions were matched by the FHLB, resulting in the organizations and businesses affected by the pandemic receiving additional needed funds in 2022.

* 'Prior Period Investments' means investments made in a previous evaluation period that are outstanding as of the examination date.

Extent to Which the Bank Provides Community Development Services

The bank's level of CD services reflects an excellent responsiveness to identified needs within the AA. Nine bank employees contributed 3,159 hours to ten qualified CD organizations during the evaluation period. Examples of CD services provided by bank staff include the following:

- An employee demonstrated leadership using their technical and financial expertise by serving as a board member for a public agency chartered by the State of California that develops, finances, and administers affordable housing programs for low-income residents, seniors, and individuals with disabilities.
- An employee serves as board member for a program that connects job seekers with employment and training opportunities while helping businesses recruit and retain skilled workers.
- An employee showed leadership using their technical and financial expertise by providing financial education regarding fraud and other common risks to LMI people in the AA.

During the evaluation period, the Cities for Financial Empowerment (CFE) Fund's Bank On coalition certified Provident's eVantage and Teen Checking Accounts as meeting their "National Account Standards." Bank On aims to provide unbanked and underbanked individuals access to safe, affordable banking options through mainstream financial institutions. To qualify, accounts must meet specific criteria, including being a checking account (checkless options permitted), offering a debit card, requiring a minimum opening deposit of $25 or less, charging no more than $5 in monthly fees, and having no overdraft or nonsufficient funds fees. Certified accounts must also provide direct deposit, bill payment, online and mobile banking, free in-network ATMs, and free electronic statements. While Provident previously offered eVantage accounts, Teen Checking Accounts were newly introduced in 2023 and certified by Bank On in early 2024. By the end of 2024, Provident had 1,079 eVantage accounts with deposits totaling $1.9 million and 445 Teen Checking Accounts with deposits totaling $329,000, demonstrating the impact of its commitment to providing safe and affordable banking options.

In addition, seven or 54 percent of the bank's 13 branches are in moderate-income CTs. This compares favorably to the AA demographics, which note that low-income CTs represent 4.9 percent and moderate-income CTs represent 28.7 percent of total CTs in the AA. This increases the level of financial services that are available to LMI individuals in the AA.

Appendix A: Scope of Examination

The following table identifies the time period covered in this evaluation, affiliate activities that were reviewed, and loan products considered. The table also reflects the MSA(s) and non-MSA(s) that received comprehensive examination review, designated by the term "full-scope," and those that received a less comprehensive review, designated by the term "limited-scope".

Time Period Reviewed:	1/1/2022 to 12/31/2024	
Bank Products Reviewed:	Home mortgage loans, Community development loans, qualified investments, community development services	
Affiliate(s)	**Affiliate Relationship**	**Products Reviewed**
N/A		
List of Assessment Areas and Type of Examination		
Rating and Assessment Areas	**Type of Exam**	**Other Information**
California	Full-scope	
Riverside-San Bernardino MSA	Full-scope	

Appendix B: Summary of State Ratings

RATINGS			
Overall Bank:	Lending Test Rating*	CD Test Rating	Overall Bank/State/ Multistate Rating
Provident Savings Bank, FSB	Satisfactory	Outstanding	Satisfactory
State:			
California	Satisfactory	Outstanding	Satisfactory

(*) The Lending Test and Community Development Test carry equal weight in the overall rating.

Appendix C: Definitions and Common Abbreviations

The following terms and abbreviations are used in this performance evaluation, including the CRA tables. The definitions are intended to provide the reader with a general understanding of the terms, not a strict legal definition.

Affiliate: Any company that controls, is controlled by, or is under common control with another company. A company is under common control with another company if the same company directly or indirectly controls both companies. For example, a bank subsidiary is controlled by the bank and is, therefore, an affiliate.

Aggregate Lending (Aggt.): The number of loans originated and purchased by all reporting lenders (HMDA or CRA) in specified income categories as a percentage of the aggregate number of loans originated and purchased by all reporting lenders in the state/assessment area.

Census Tract (CT): A small, relatively permanent statistical subdivision of a county delineated by a local committee of census data users for the purpose of presenting data. Census tracts nest within counties, and their boundaries normally follow visible features, but may follow legal geography boundaries and other non-visible features in some instances. Census tracts ideally contain about 4,000 people and 1,600 housing units.

Combined Statistical Area (CSA): A geographic entity consisting of two or more adjacent Core Based Statistical Areas with employment interchange measures of at least 15. An employment interchange measure is a measure of ties between two adjacent entities. The employment interchange measure is the sum of the percentage of workers living in the smaller entity who work in the larger entity and the percentage of employment in the smaller entity that is accounted for by workers who reside in the larger entity.

Community Development (CD): Affordable housing (including multifamily rental housing) for low- or moderate-income individuals; community services targeted to low- or moderate-income individuals; activities that promote economic development by financing businesses or farms that meet the Small Business Administration Development Company or Small Business Investment Company programs' size eligibility standards or have gross annual revenues of $1 million or less; or activities that revitalize or stabilize low- or moderate-income geographies, distressed or underserved nonmetropolitan middle-income geographies, or designated disaster areas.

Community Reinvestment Act (CRA): The statute that requires the OCC to evaluate a bank's record of meeting the credit needs of its entire community, including low- and moderate-income areas, consistent with the safe and sound operation of the bank, and to take this record into account when evaluating certain corporate applications filed by the bank.

Consumer Loan(s): Loan(s) to one or more individuals for household, family, or other personal expenditures. A consumer loan does not include a home mortgage, small business, or small farm loan. This definition includes the following categories: motor vehicle loans, credit card loans, other secured consumer loans, and other unsecured consumer loans.

Family: Includes a householder and one or more other persons living in the same household who are related to the householder by birth, marriage, or adoption. The number of family households always equals the number of families; however, a family household may also include non-relatives living with the family. Families are classified by type as either a married-couple family or other family, which is further classified into 'male householder' (a family with a 'male householder' and no wife present) or 'female householder' (a family with a 'female householder' and no husband present).

Full-Scope Review: Performance under the Lending, Investment, and Service Tests is analyzed considering performance context, quantitative factors (e.g., geographic distribution, borrower distribution, and total number and dollar amount of investments), and qualitative factors (e.g., innovativeness, complexity, and responsiveness).

Geography: A census tract delineated by the United States Bureau of the Census in the most recent decennial census.

Home Mortgage Disclosure Act (HMDA): The statute that requires certain mortgage lenders that conduct business or have banking offices in a metropolitan statistical area to file annual summary reports of their mortgage lending activity. The reports include such data as the race, gender, and the income of applicants, the amount of loan requested, the disposition of the application (e.g., approved, denied, and withdrawn), the lien status of the collateral, any requests for preapproval, and loans for manufactured housing.

Home Mortgage Loans: A closed-end mortgage loan or an open-end line of credit as these terms are defined under 12 CFR 1003.2, and that is not an excluded transaction under 12 CFR 1003.3(c)(1) through (c)(10) and (c)(13).

Household: Includes all persons occupying a housing unit. Persons not living in households are classified as living in group quarters. In 100 percent tabulations, the count of households always equals the count of occupied housing units.

Limited-Scope Review: Performance under the Lending, Investment, and Service Tests is analyzed using only quantitative factors (e.g., geographic distribution, borrower distribution, total number and dollar amount of CD loans and qualified investments, branch distribution, and CD services).

Low-Income: Individual income that is at less than 50 percent of the area median income, or a median family income that is less than 50 percent in the case of a geography.

Market Share: The number of loans originated and purchased by the institution as a percentage of the aggregate number of loans originated and purchased by all reporting lenders in the state/assessment area.

Median Family Income (MFI): The median income determined by the U.S. Census Bureau every five years and used to determine the income level category of geographies. The median is the point at which half of the families have income above, and half below, a range of incomes. Also, the median income determined by the Federal Financial Institutions Examination Council (FFIEC) annually that is used to determine the income level category of individuals. For any given area, the median is the point at which half of the families have income above, and half below, a range of incomes.

Metropolitan Division: As defined by Office of Management and Budget, a county or group of counties within a Core Based Statistical Area that contains an urbanized population of at least 2.5 million. A Metropolitan Division consists of one or more main/secondary counties that represent an employment center or centers, plus adjacent counties associated with the main/secondary county or counties through commuting ties.

Metropolitan Statistical Area: An area, defined by the Office of Management and Budget, as a Core Based Statistical Area associated with at least one urbanized area that has a population of at least 50,000. The Metropolitan Statistical Area comprises the central county or counties containing the core, plus adjacent outlying counties having a high degree of social and economic integration with the central county or counties as measured through commuting.

Middle-Income: Individual income that is at least 80 percent and less than 120 percent of the area median income, or a median family income that is at least 80 percent and less than 120 percent, in the case of a geography

Moderate-Income: Individual income that is at least 50 percent and less than 80 percent of the area median income, or a median family income that is at least 50 percent and less than 80 percent, in the case of a geography.

Multifamily: Refers to a residential structure that contains five or more units**.**

Multistate Metropolitan Statistical Area (MMSA): Any multistate metropolitan statistical area or multistate combined statistical area, as defined by the Office of Management and Budget.

Owner-Occupied Units: Includes units occupied by the owner or co-owner, even if the unit has not been fully paid for or is mortgaged.

Prior Period Investments: Investments made in a previous evaluation period that are outstanding as of the end of the evaluation period.

Qualified Investment: A qualified investment is defined as any lawful investment, deposit, membership share, or grant that has as its primary purpose community development.

Rating Area: A rated area is a state or multistate metropolitan statistical area. For an institution with domestic branches in only one state, the institution's CRA rating would be the state rating. If an institution maintains domestic branches in more than one state, the institution will receive a rating for each state in which those branches are located. If an institution maintains domestic branches in two or more states within a multistate metropolitan statistical area, the institution will receive a rating for the multistate metropolitan statistical area.

Small Loan(s) to Business(es): A loan included in 'loans to small businesses' as defined in the Consolidated Report of Condition and Income (Call Report) instructions. These loans have original amounts of $1 million or less and typically are either secured by nonfarm or nonresidential real estate or are classified as commercial and industrial loans.

Small Loan(s) to Farm(s): A loan included in 'loans to small farms' as defined in the instructions for preparation of the Consolidated Report of Condition and Income (Call Report). These loans have original amounts of $500,000 or less and are either secured by farmland or are classified as loans to finance agricultural production and other loans to farmers.

Tier 1 Capital: The total of common shareholders' equity, perpetual preferred shareholders' equity with non-cumulative dividends, retained earnings and minority interests in the equity accounts of consolidated subsidiaries.

Unfunded Commitments: Legally binding investment commitments that are tracked and recorded by the institution's financial reporting system.

Upper-Income: Individual income that is at least 120 percent of the area median income, or a median family income that is at least 120 percent, in the case of a geography.

Appendix D: Tables of Performance Data

Content of Standardized Tables

A separate set of tables is provided for each state. All multistate metropolitan statistical areas, if applicable, are presented in one set of tables. References to the "bank" include activities of any affiliates that the bank provided for consideration (refer to appendix A: Scope of the Examination). For purposes of reviewing the Lending Test tables, the following are applicable: (1) purchased are treated as originations; and (2) "aggregate" is the percentage of the aggregate number of reportable loans originated and purchased by all HMDA or CRA-reporting lenders in the MMSA/AA. Deposit data are compiled by the FDIC and are available as of June 30th of each year. Tables without data are not included in this PE.

The following is a listing and brief description of the tables included in each set:

Table 7. **Assessment Area Distribution of Home Mortgage Loans by Income Category of the Geography** - Compares the percentage distribution of the number of loans originated and purchased by the bank in low-, moderate-, middle-, and upper-income geographies to the percentage distribution of owner-occupied housing units throughout those geographies. The table also presents aggregate peer data for the years the data is available.

Table 8. **Assessment Area Distribution of Home Mortgage Loans by Income Category of the Borrower** - Compares the percentage distribution of the number of loans originated and purchased by the bank to low-, moderate-, middle-, and upper-income borrowers to the percentage distribution of families by income level in each MMSA/AA. The table also presents aggregate peer data for the years the data is available.

Table 7: Assessment Area Distribution of Home Mortgage Loans by Income Category of the Geography																			2022 - 2024
Assessment Area:	Total Home Mortgage Loans				Low-Income Tracts			Moderate-Income Tracts			Middle-Income Tracts			Upper-Income Tracts			Not Available-Income Tracts		
	#	$	% of Total Number	Overall Market	% of Owner-Occupied Housing Units	% Bank Loans	% Aggregate	% of Owner-Occupied Housing Units	% Bank Loans	% Aggregate	% of Owner-Occupied Housing Units	% Bank Loans	% Aggregate	% of Owner-Occupied Housing Units	% Bank Loans	% Aggregate	% of Owner-Occupied Housing Units	% Bank Loans	% Aggregate
Riverside - San Bernadino MSA	163	98,225	100.0	332,411	2.2	2.5	2.2	21.5	10.4	20.2	38.3	22.7	37.6	37.4	62.6	39.2	0.6	1.8	0.7

Source: FFIEC File - 2020, 2024 Census; 1/1/2022 - 12/31/2024 Bank Data, 2022, 2023, 2024 HMDA Aggregate Data, "--" data not available.
Due to rounding, totals may not equal 100.0%

Table 8: Assessment Area Distribution of Home Mortgage Loans by Income Category of the Borrower																			2022 - 2024
Assessment Area:	Total Home Mortgage Loans				Low-Income Borrowers			Moderate-Income Borrowers			Middle-Income Borrowers			Upper-Income Borrowers			Not Available-Income Borrowers		
	#	$	% of Total Number	Overall Market	% Families	% Bank Loans	% Aggregate	% Families	% Bank Loans	% Aggregate	% Families	% Bank Loans	% Aggregate	% Families	% Bank Loans	% Aggregate	% Families	% Bank Loans	% Aggregate
Riverside - San Bernadino MSA	163	98,225	100.0	332,411	21.8	--	3.8	17.5	1.2	8.4	19.3	4.3	19.5	41.4	81.6	46.9	--	**12.9**	**21.4**

Source: FFIEC File - 2020, 2024 Census; 1/1/2022 - 12/31/2024 Bank Data, 2022, 2023, 2024 HMDA Aggregate Data, "--" data not available.
Due to rounding, totals may not equal 100.0%

The total loan amount presented in the tables for each assessment area may differ from the total loan amount reported in the aggregate table due to how the underlying loan data is rounded in each table.