



# COMMERCE BANCSHARES, INC.

Investor Update  
May 2017

Charles G. Kim  
Chief Financial Officer

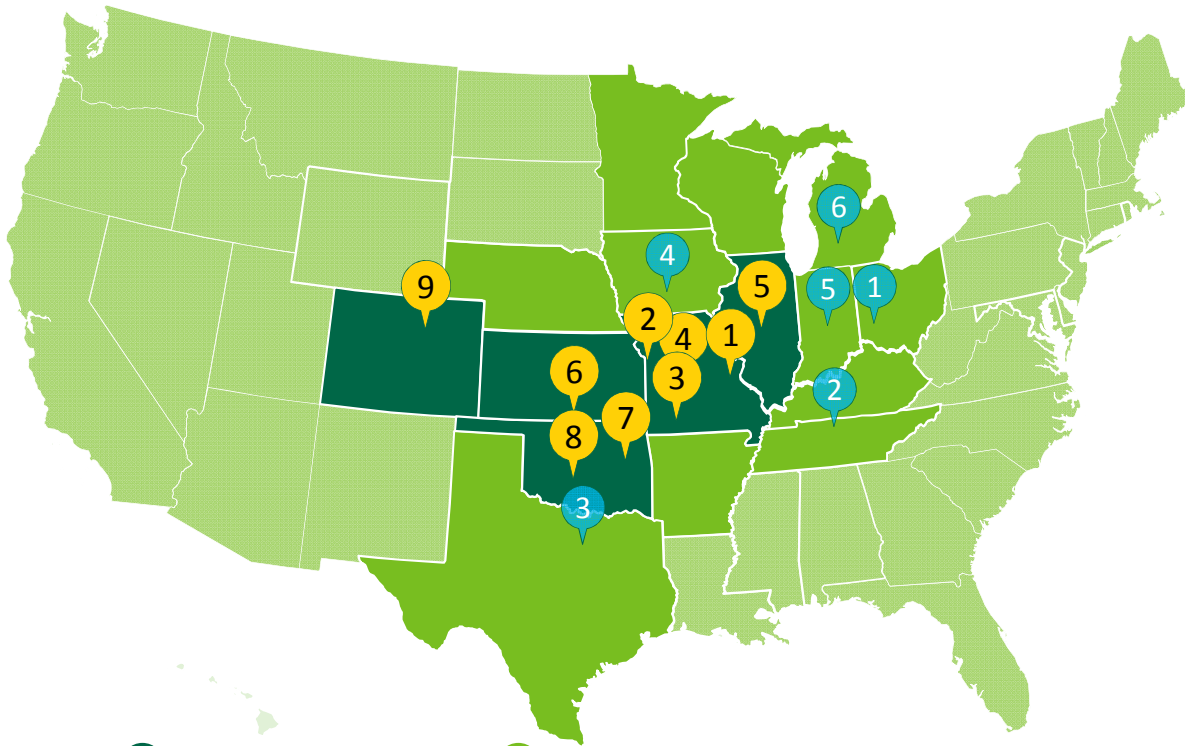
Jeffery Aberdeen  
Controller

# CAUTIONARY STATEMENT

**This presentation may contain “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, such as statements of the Corporation’s plans, goals, objectives, expectations, projections, estimates and intentions. These forward-looking statements involve significant risks and uncertainties and are subject to change based on various factors (some of which are beyond the Corporation’s control). Factors that could cause the Corporation’s actual results to differ materially from such forward-looking statements made herein or by management of the Corporation are set forth in the Corporation’s 2017 1<sup>st</sup> Quarter Report on Form 10-Q and the Corporation’s Current Reports on Form 8-K.**

# ABOUT COMMERCE BANCSHARES

FOUNDED IN 1865 AND OVER  
150 YEARS OF...



● Branch Footprint ● Extended Commercial Markets  
● Commercial Payment Services

● Nine key markets

- |               |                    |                 |
|---------------|--------------------|-----------------|
| ① St. Louis   | ④ Central Missouri | ⑦ Tulsa         |
| ② Kansas City | ⑤ Central Illinois | ⑧ Oklahoma City |
| ③ Springfield | ⑥ Wichita          | ⑨ Denver        |

● Commercial offices

- |              |              |                |
|--------------|--------------|----------------|
| ① Cincinnati | ③ Dallas     | ⑤ Indianapolis |
| ② Nashville  | ④ Des Moines | ⑥ Grand Rapids |

**Super-Community Bank**  
founded in 1865

**38<sup>th</sup>** largest U.S. bank based on  
asset size<sup>1</sup>

**\$25.3** billion in assets

**\$21.1** billion in total deposits

**\$44.5** billion in Trust assets

**184** branches and **378** ATMs

**152** thousand mobile customers

**396** thousand active online  
banking customers

Source: <sup>1</sup>SNL Financial as of 12/31/2016  
Company reports and filings as of 03/31/2017

# SUPER-COMMUNITY BANK PLATFORM

A CONSISTENT STRATEGY WITH A LONG TERM VIEW

## Community Bank



- Responsive to customer needs and changing preferences
- Core values embraced by employees
- Award winning customer service
- Focus on the full client relationship

Customer relationship-based  
*We ask, listen and solve.*

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High performing teams and engaged workforce

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Investment in distinctive, high-return businesses

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Long history of top quartile credit quality metrics

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Disciplined approach to acquisitions

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Focus on operational efficiencies

## Super-Regional Bank



- Sophisticated payment system capabilities
- Broad consumer product offerings
- Private Banking; Trust; Capital Markets
- Shareholder driven and strong financial performance
- Competitive on unit costs



Commerce Bancshares, Inc.

# A STRONG EMPHASIS ON CULTURE

## Giving **VOICE** to our **VALUES**

We have a  
long term  
**V**iew

We  
collaborate as  
**O**ne team

We act with  
**I**ntegrity

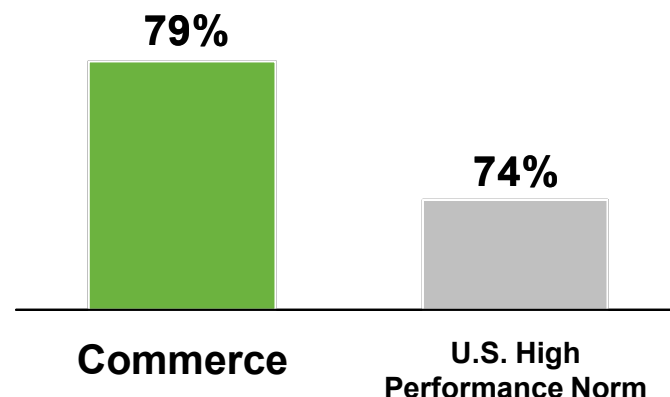
We are  
**C**ustomer  
focused

We strive for  
**E**xcellence



- Engaged, long-term leadership team
- Focus on people and talent development
- Knowledge of customers and markets
- Collaboration drives sales across business lines
- Focus on EPS growth
- Investing in the communities in which we operate

## 2016 Employee Engagement<sup>1</sup>



- Provided almost \$4 million in community support<sup>2</sup>
- Rated “outstanding” from the Federal Reserve for community reinvestment
- Employees heavily engaged in the communities we serve

**ENABLES EXECUTION OF CORPORATE STRATEGIES**

<sup>1</sup>The Hay Group – 2016 survey results

<sup>2</sup>Commerce and its related foundation

# STRONG FINANCIAL PERFORMANCE IN 2016

1 year TOTAL RETURN ON COMMON STOCK **↑45%**

Growth in Earnings per  
Share

**↑7%**

Market capitalization

**\$5.9B**

Revenue growth

**↑7%**

Deposit growth  
\$1.1 billion

**↑6%**

Growth in loans  
\$983 million

**↑8%**

Net loan charge-  
offs to loans

**.25%**

*Long term performance remains strong*

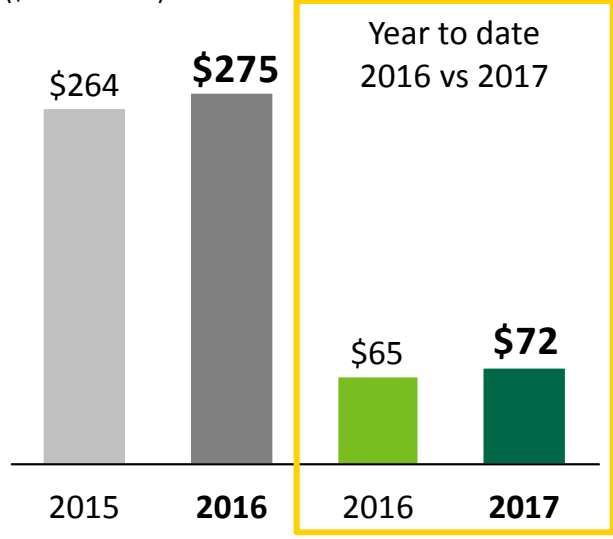
**10 year TOTAL SHAREHOLDER RETURN @ 9.66%**

# FINANCIAL PERFORMANCE VS. PRIOR YEAR

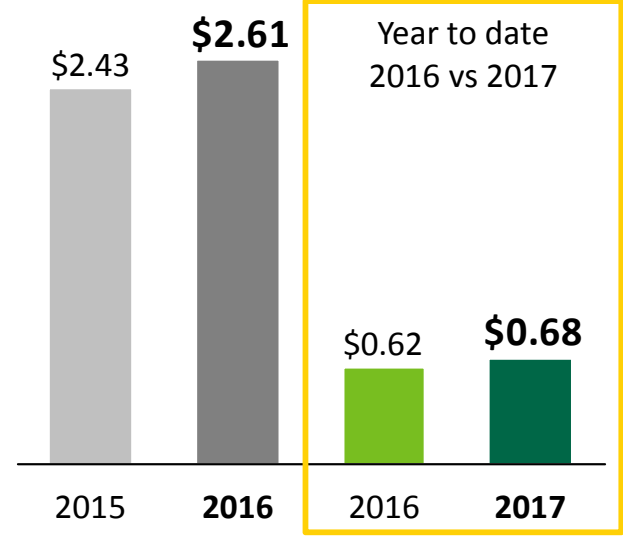
YE 2015   YE 2016  
YTD 2016   YTD 2017

## Net Income Attributable to CBI

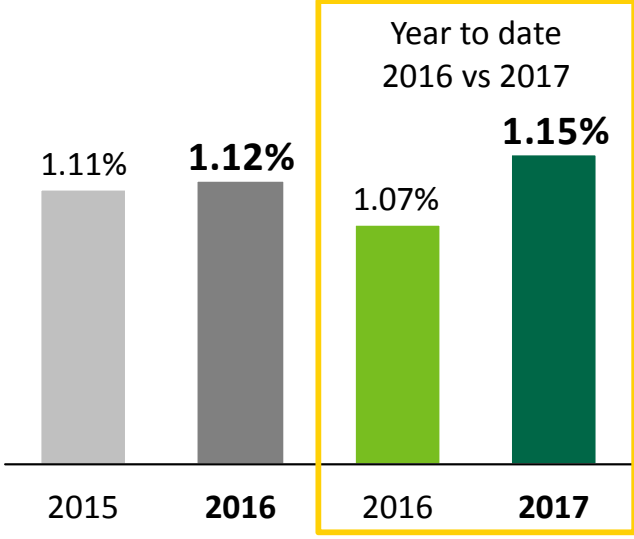
(\$ in Millions)



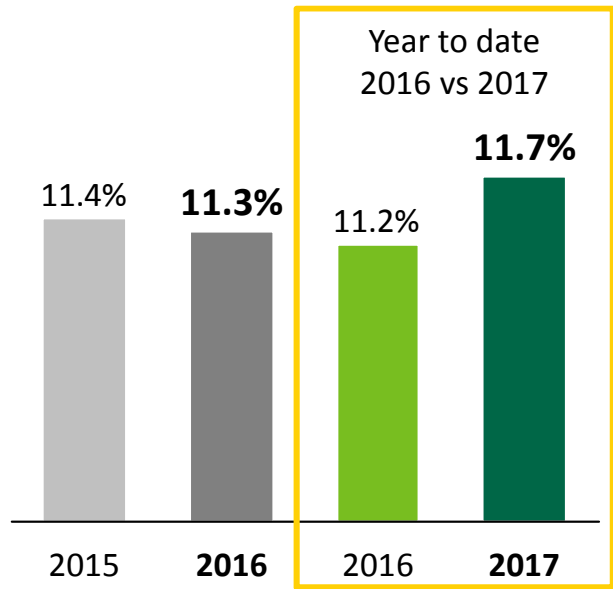
## Earnings per Common Share



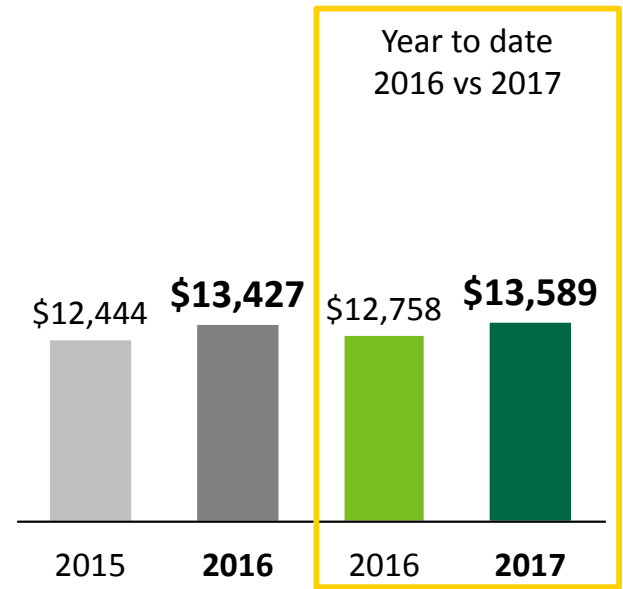
## Return on Total Assets



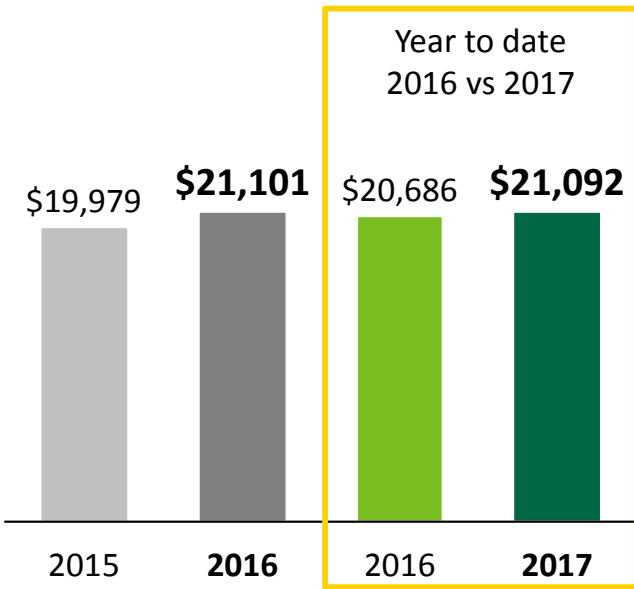
## Return on Average Common Equity



## Period End Loans (\$ in Billions)

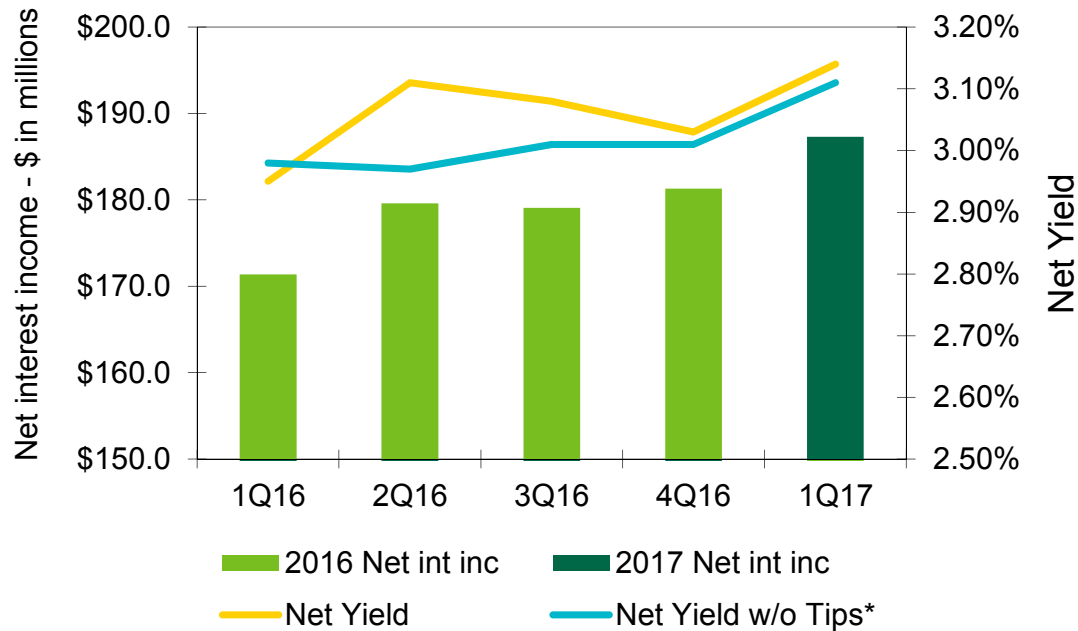


## Period End Deposits (\$ In Billions)



# NET INTEREST INCOME: YTD - March 31, 2017

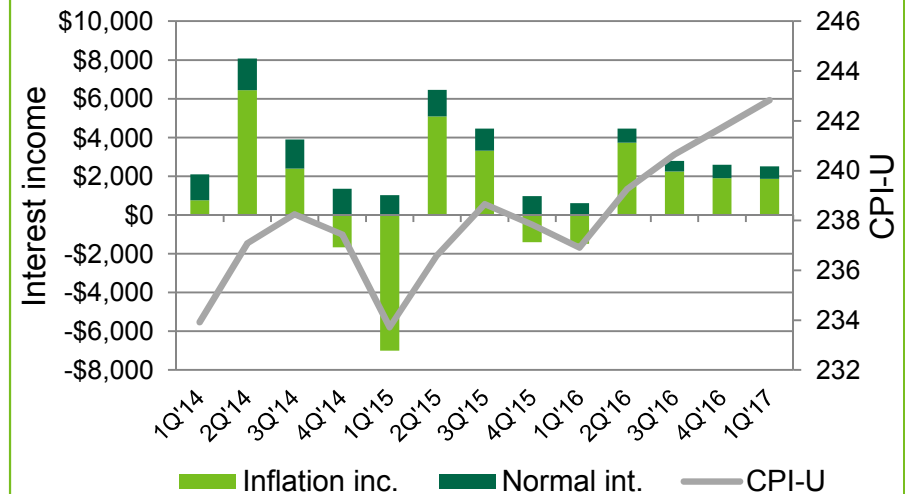
## Quarterly Net Interest Income



- TIPs inflation income was \$1.9 million in both the current quarter and prior quarter, but negative (\$1.5) million last year.
- Net interest income this quarter included one-time interest of \$2.7 million from a private equity investment. Excluding this item lowers our net interest margin to 3.09%.
- Growth in net interest income results from higher loan balances, rates on commercial loans and higher inflation income this year.

| Tax equivalent – YTD              | 2016         | 2017         | Change       |
|-----------------------------------|--------------|--------------|--------------|
| Rates earned – assets             | 3.10%        | 3.30%        | 0.20%        |
| Rates paid – liabilities          | 0.23%        | 0.26%        | 0.03%        |
| <b>Net yield – earning assets</b> | <b>2.95%</b> | <b>3.14%</b> | <b>0.19%</b> |

## TIPs Interest - \$ in 000s

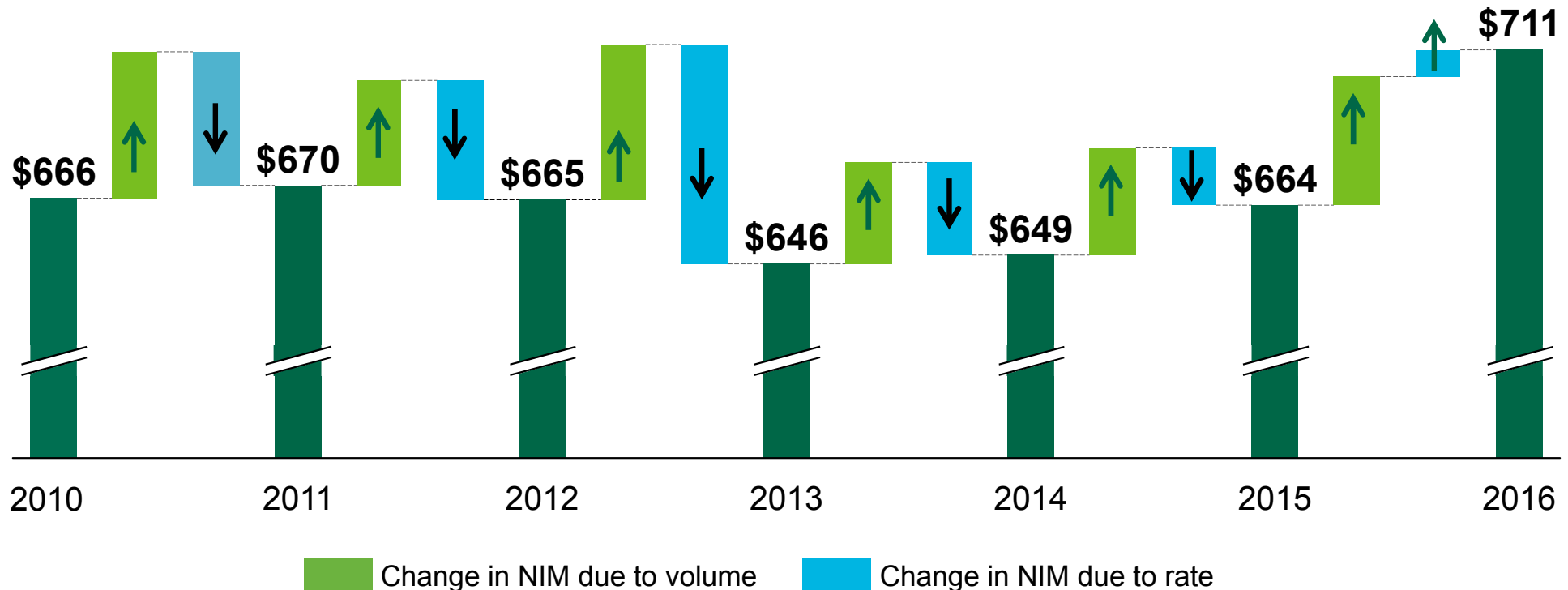


\*Excludes inflation income on TIPs



# GROWTH IN VOLUME DRIVING \$46million INCREASE IN NIM

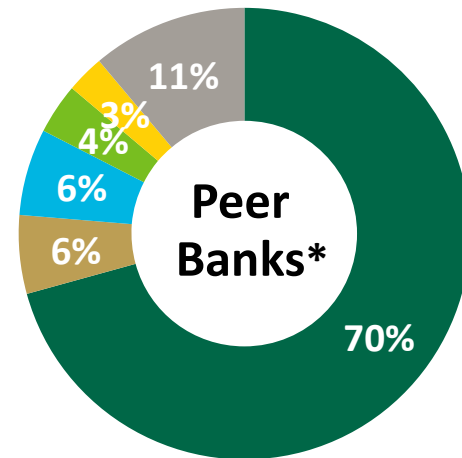
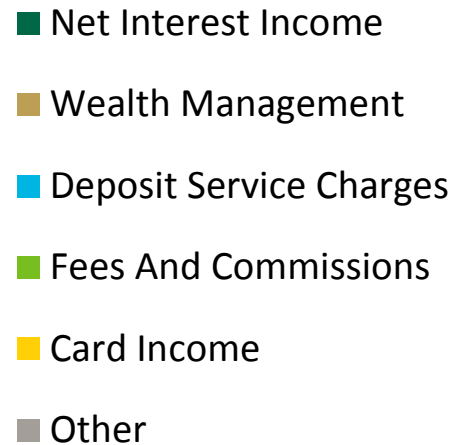
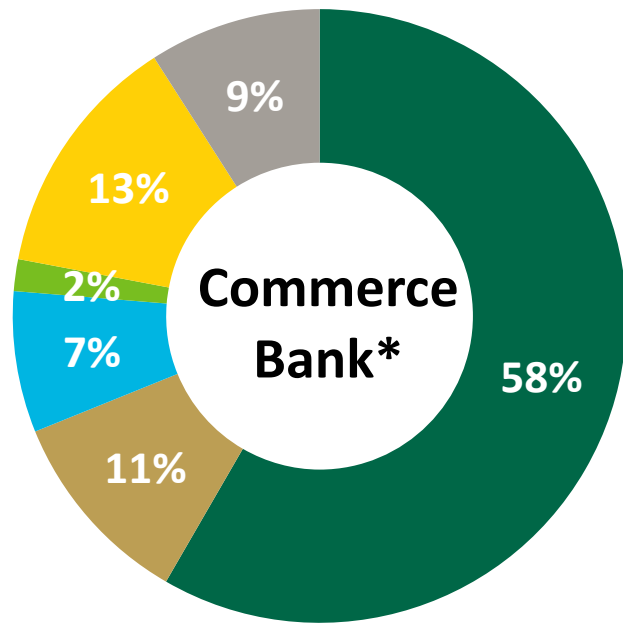
**Tax Equivalent Net interest Income: 2010 – 2016**  
*\$s in millions*



- Lower rates have been pushing the net interest margin lower since 2008
- A larger balance sheet mitigated some pressure from lower rates
- Looking forward, the net interest margin has room to expand when rates move noticeably

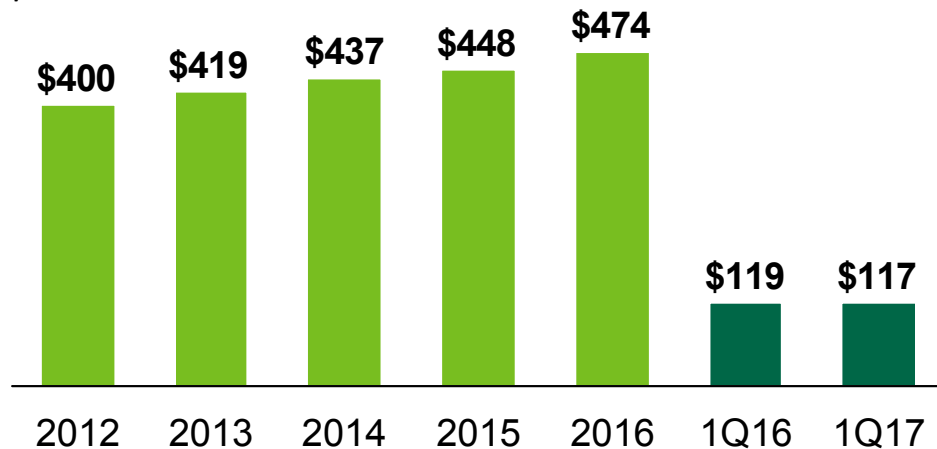
# FEE INCOME REACHES 42% OF TOTAL REVENUE

*Balanced mix of interest and non-interest income*



## Non-Interest Income

\$ - millions



Continued focus on growing fee income through new and existing product and services offerings

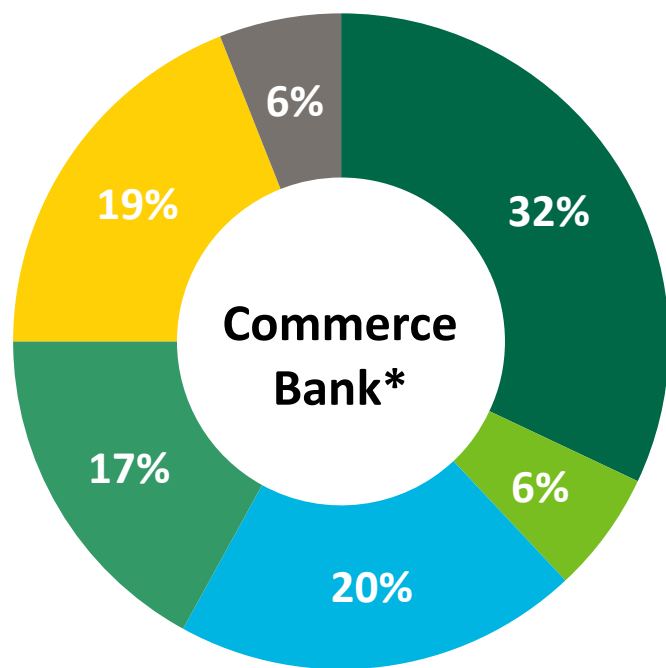
*Examples:*

- Toggle™
- Remitconnect™
- Supply chain finance
- Insurance claims payment processing
- Accounts Payable automation
- Swaps

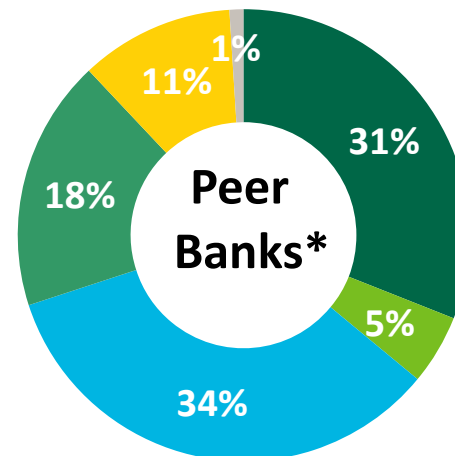
Peer Banks include: ASB, BKU, BOKF, CFR, FHN, FNB, FULT, HBHC, IBKC, ISBC, MBFI, PB, SNV, TCB, UMBF, UMPQ, VLY, WBS, WTFC

\*Source: SNL & FIS as of 12/31/2016

# WELL-DIVERSIFIED LOAN PORTFOLIO

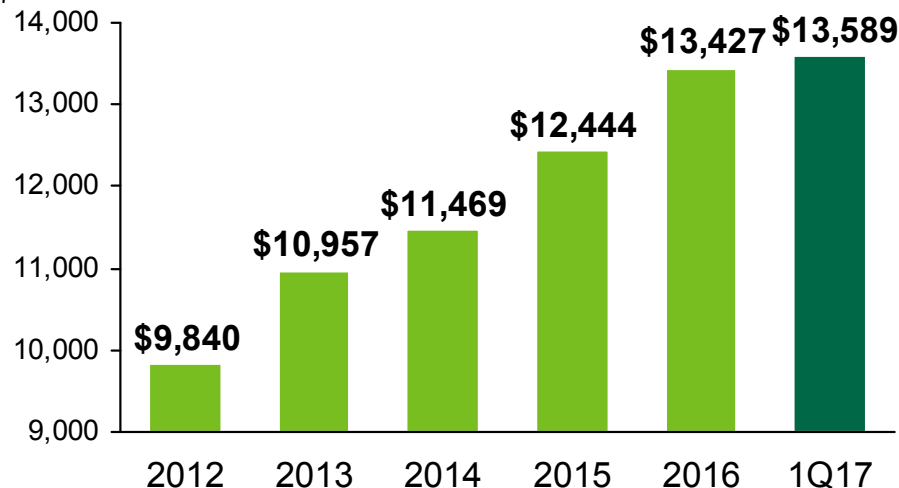


- Business Loans
- Construction
- Business RE
- Residential RE
- Consumer/HELOCs
- Credit Card
- Loans Held for Sale



## Period End Loan Growth

\$s in millions



Solid loan growth this quarter, 8% annualized, due mostly to higher commercial loan demand.

|                    |   |               |
|--------------------|---|---------------|
| Business           | ↑ | \$175 million |
| Business RE        | ↑ | \$87 million  |
| Personal RE        | ↑ | \$27 million  |
| All other consumer | ↓ | \$24 million  |

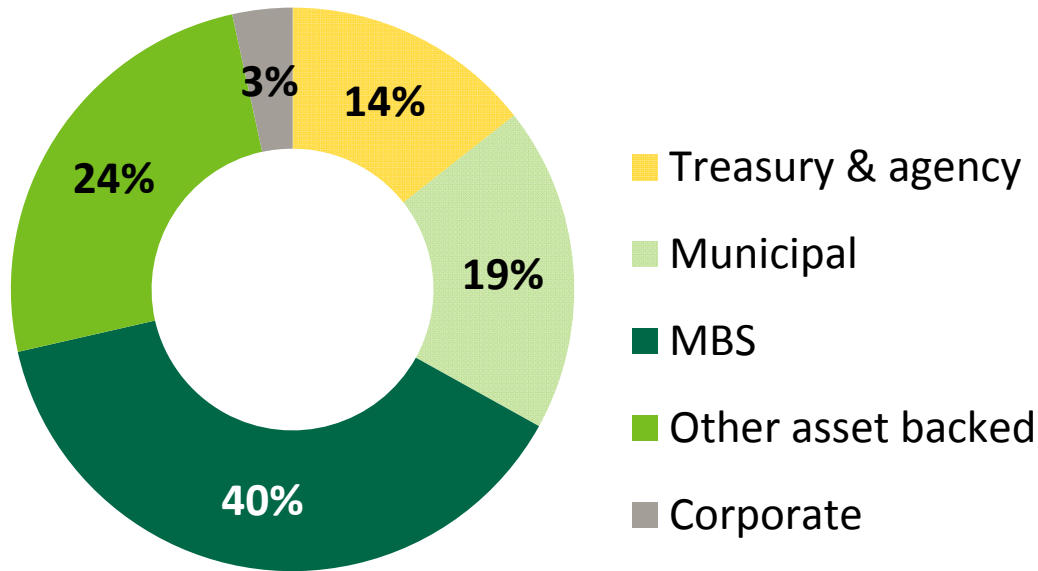
Period end December 31, 2016

Peer Banks include: ASB, BKU, BOKF, CFR, FHN, FNB, FULT, HBHC, IBKC, ISBC, MBFI, PB, SNV, TCB, UMBF, UMPQ, VLY, WBS, WTFC

\*Source: Financial Information Systems data as of 12/31/2016

# INVESTMENT PORTFOLIO: HIGH QUALITY, DIVERSE, SHORT DURATION

## Composition of AFS Portfolio



### AFS Portfolio as of 3/31/17

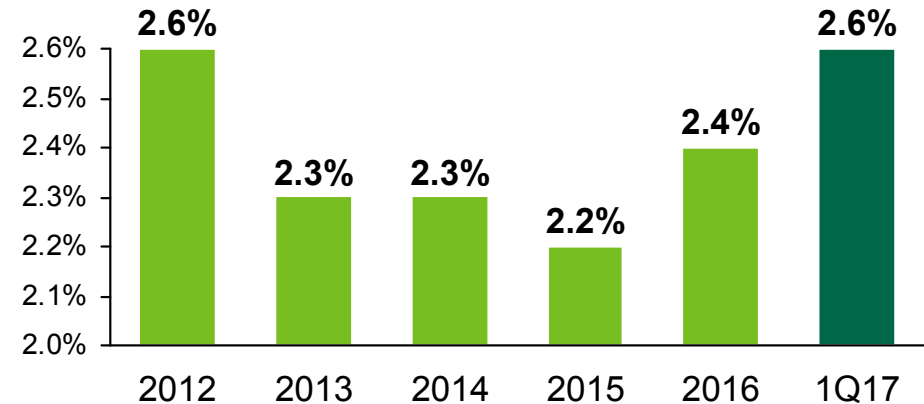
|                                 |               |
|---------------------------------|---------------|
| Total investments               | \$9.7 billion |
| Unrealized gain                 | \$80 million  |
| 12 month maturities / pay-downs | \$2.1 billion |

#### Duration

|               |           |
|---------------|-----------|
| December 2014 | 2.4 years |
| December 2015 | 2.9 years |
| December 2016 | 2.9 years |
| March 2017    | 2.9 years |

| March 31, 2017     | Weighted Avg rate | Weighted Life (years) |
|--------------------|-------------------|-----------------------|
| Treasury & agency* | 1.4%              | 3.9                   |
| Municipal - TE     | 3.7%              | 5.0                   |
| MBS                | 2.5%              | 3.7                   |
| Other asset-backed | 1.7%              | 2.2                   |
| Corporate          | 2.5%              | 4.8                   |

### YTD TE Rate - Investments

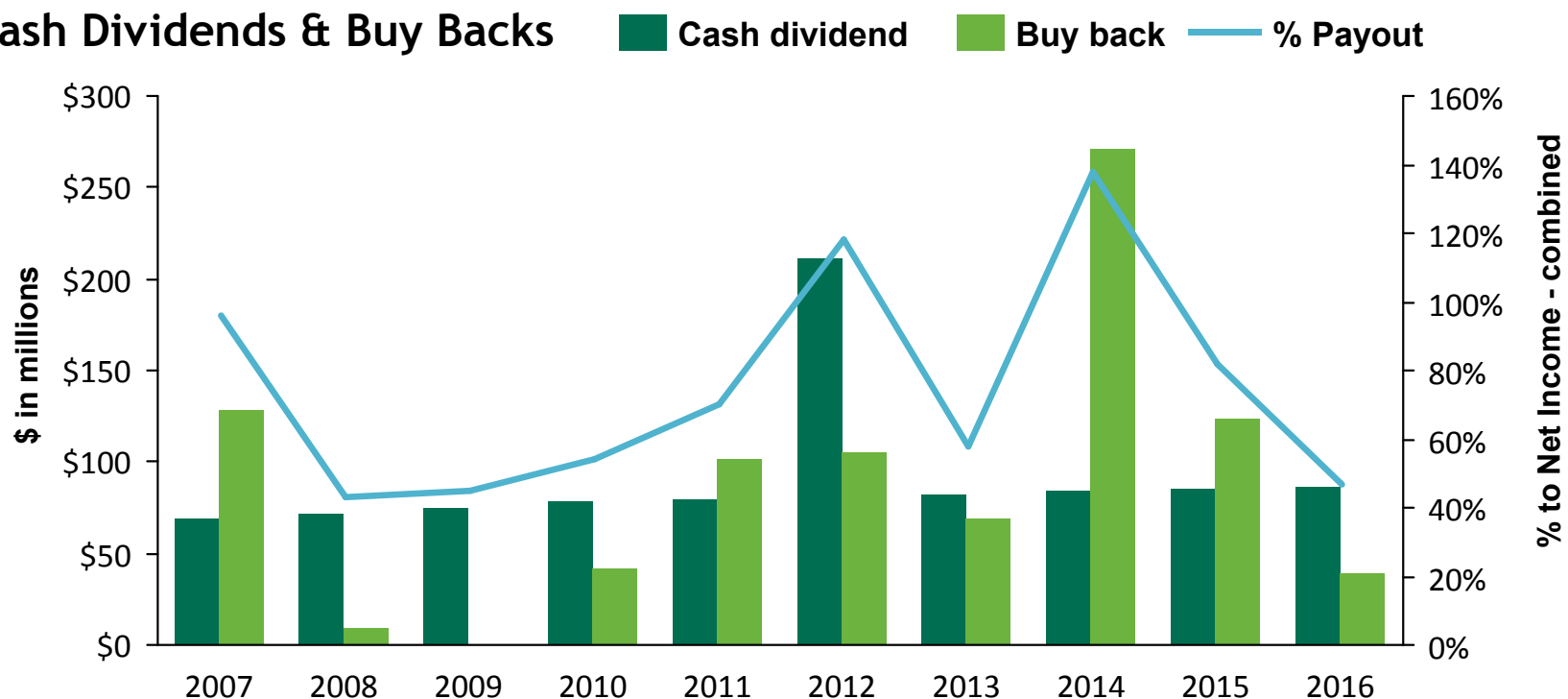


\*Excludes inflation effect on TIPs  
Sources: InTrader, AFS portfolio

# STRONG CAPITAL POSITION

## *FLEXIBILITY IN CAPITAL PLANNING*

### Cash Dividends & Buy Backs



### Year-end capital ratios

|                                         |              |
|-----------------------------------------|--------------|
| <b>Tier 1 common risk-based capital</b> | <b>11.6%</b> |
| <b>Tier 1 risk-based capital</b>        | <b>12.4%</b> |
| <b>Total risk-based capital</b>         | <b>13.3%</b> |
| <b>Leverage ratio</b>                   | <b>9.6%</b>  |

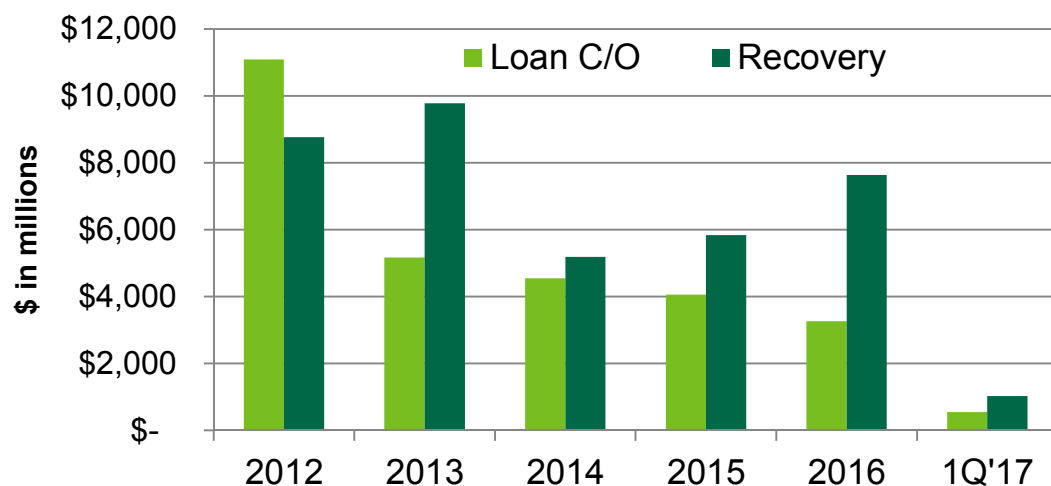
- ASR transactions totaled \$200 million in 2014 and \$100 million in 2015.
- Market transactions totaled \$39 million in 2016.
- 2012 included a special cash dividend of \$212 million.

# NET LOAN CHARGE-OFFS YTD - March 31, 2017

| \$ in 000s   | YTD<br>2016 | YTD<br>2017 | \$ Chge  | '17 Loss<br>Rate |
|--------------|-------------|-------------|----------|------------------|
| Business     | \$ 463      | \$ 97       | \$ (366) | 0.01%            |
| Overdraft    | 219         | 435         | 216      | 42.15%           |
| Construction | (11)        | (353)       | (524)    | -0.26%           |
| Business R/E | (242)       | (39)        | 203      | -0.01%           |
| Personal R/E | (195)       | 19          | 214      | 0.00%            |
| Consumer     | 2,599       | 2,096       | (503)    | 0.43%            |
| HELOC        | 88          | 7           | (81)     | 0.01%            |
| Credit Card  | 5,918       | 7,148       | 1,230    | 3.88%            |
| Total        | \$ 8,839    | \$ 9,228    | \$ 389   | 0.28%            |

- Higher credit card loss rates this year reflect growing delinquencies over the last several quarters. Staffing with more collectors should help to address higher losses.
- Non-accrual loans at very low levels - 0.11% of total loans

Commercial Loan Charge-offs & Recoveries



\$ in 000's

|                   | 2016             | 2017             |
|-------------------|------------------|------------------|
| Non-accrual loans | \$ 29,367        | \$ 14,803        |
| Foreclosed assets | 1,997            | 387              |
|                   | <u>\$ 31,364</u> | <u>\$ 15,190</u> |

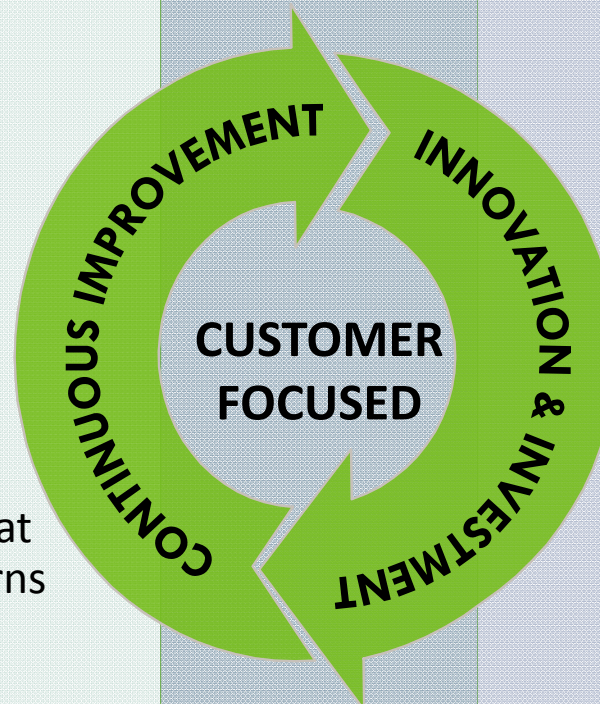


# MAINTAINING THE BALANCE



## Strong performance; ongoing refinement of the “Core Bank”

- Super-Community Bank platform
- Relationship-based banking
- High-touch customer service
- Full suite of product and service offerings
- Disciplined attention to risk return
- Divest in businesses & activities that no longer provide acceptable returns
- A highly engaged workforce
- Focus on profitability and shareholder return



## Disciplined focus on priority blue chip investments

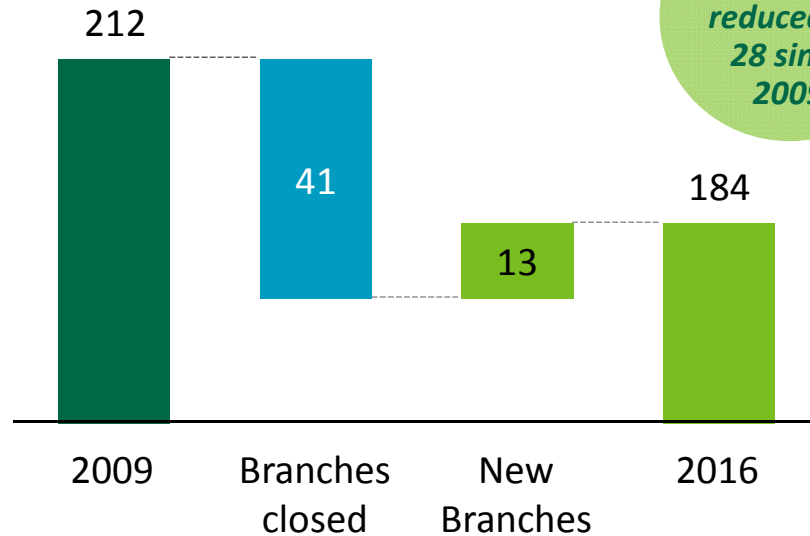
-  Funding Future Growth
-  Expansion Market Growth
-  Transform the Retail Model
-  Enhance Private Client Model
-  Health Services Financing
-  Claims Payments
-  Supply Chain Finance
-  Commerce Bank Mortgage
-  Enterprise CRM
-  Succession Planning



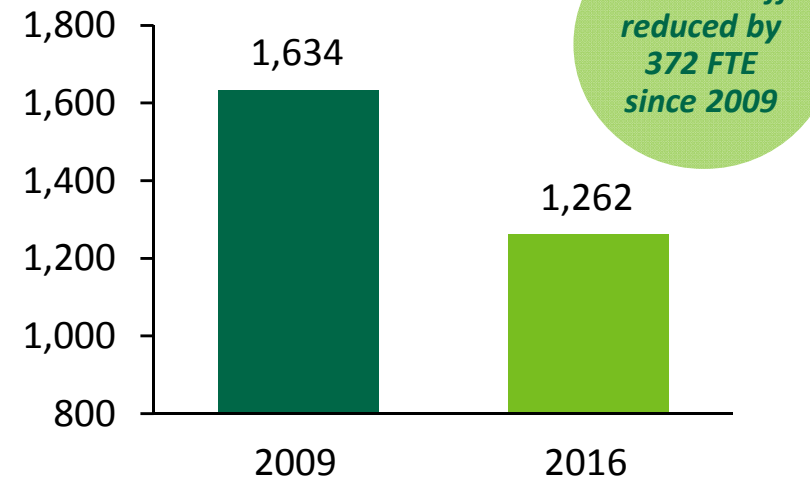


# TRANSFORMING THE RETAIL MODEL

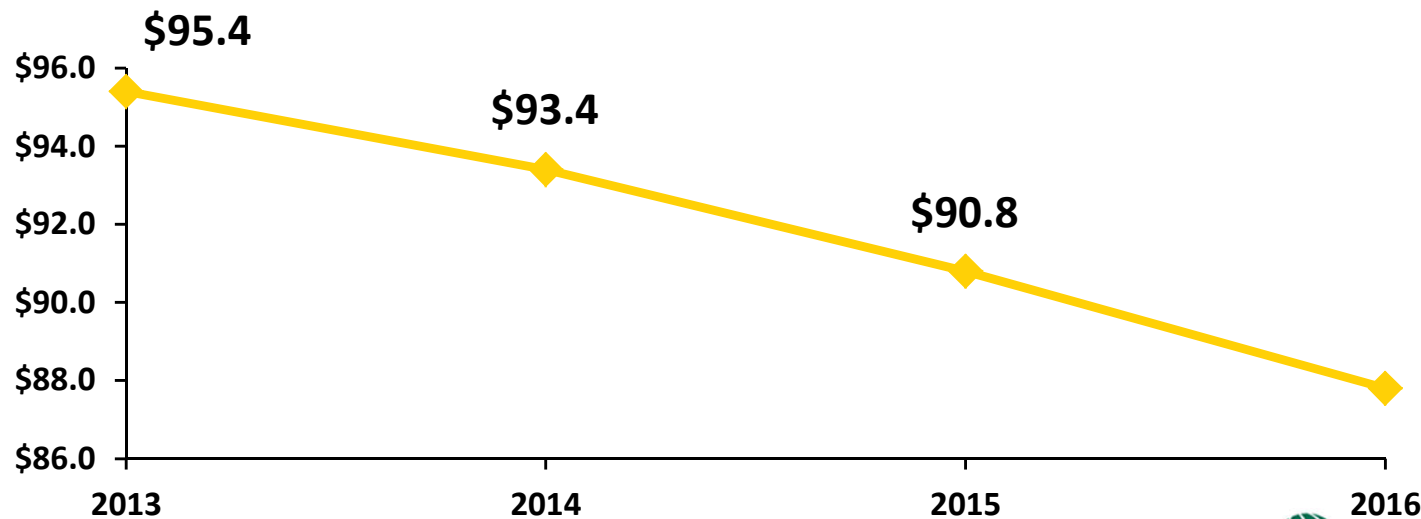
## Branch Locations



## Total Branch FTEs



Branch expense  
\$s in millions



**Expense reduction efforts continue**

Nearly \$17 million in savings since 2009.



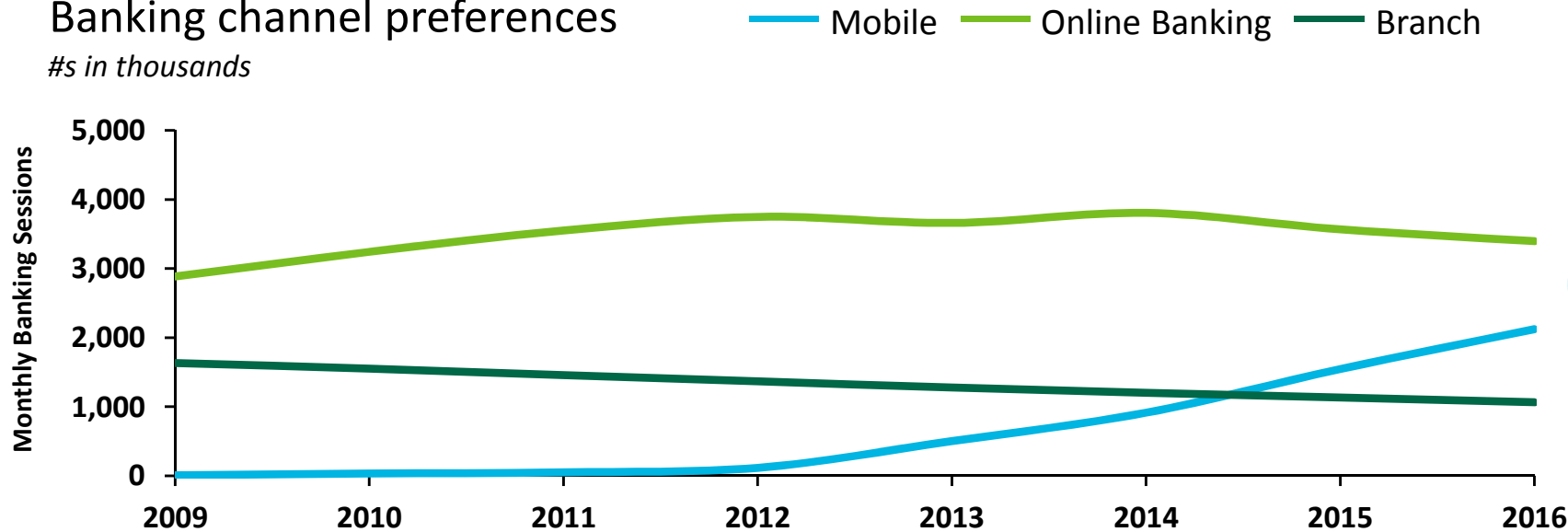
**Commerce Bancshares, Inc.**



# TRANSFORMING THE RETAIL MODEL

## Banking channel preferences

#s in thousands



Customer channel preference shifting to mobile

## Key retail objectives

- Grow priority segments
- Invest in digital channels / Improve digital sales & client experience
- Develop new fee income programs
- Develop innovative product offerings and marketing approaches

Grow Revenue



Optimize Cost



Retain Customer and Employee Engagement



Commerce Bancshares, Inc.

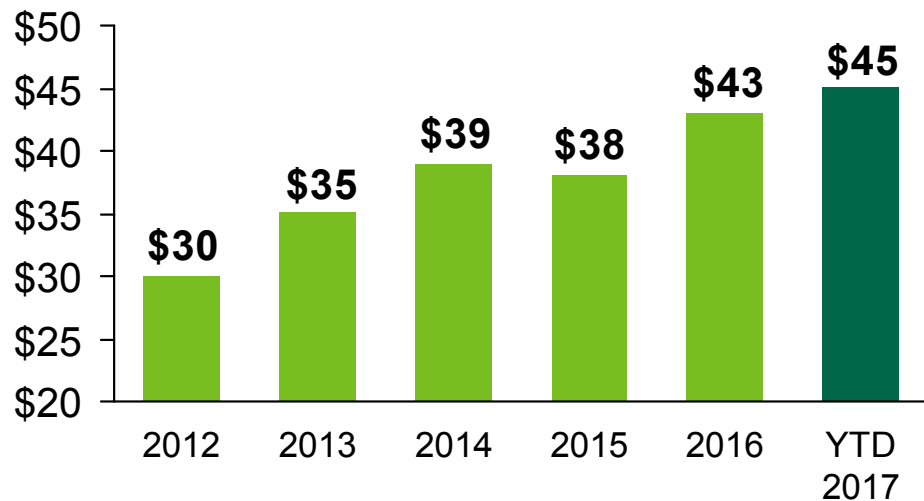
For high net worth individuals who are looking to simplify their complex financial life, The Commerce Trust Company provides a full-service approach to wealth management.

- **\$44.5 billion** in total client assets<sup>1</sup>
- **\$26.7 billion** in assets under management
- **22<sup>nd</sup> largest bank-owned Trust Company** in the United States<sup>2</sup>
- **Record sales in Asset Management up 7% over prior year**



## Trust Assets

\$s billions



## Key Priorities

- Enhanced Private Client model
- Asset Management sales growth
- Institutional Trust Asset Management sales growth
- Implement Marketing strategies
- Enhanced sales partnerships from Commercial & Retail channels

<sup>1</sup>Assets under Administration

<sup>2</sup>SNL Ranking as of 12/31/2016

## *A Full Spectrum of Planning Solutions*

Core Private Client

Commerce Family Office

New Private Client  
Delivery Model

- Scenario Plans
- Modular Solutions
- Topical tools and information

Financial Advisory  
Services

- Comprehensive & Continuous Financial Planning

Family Wealth  
Stewardship

- Family Mission Statement
- Wealth Education
- Philanthropic Planning

Client RM

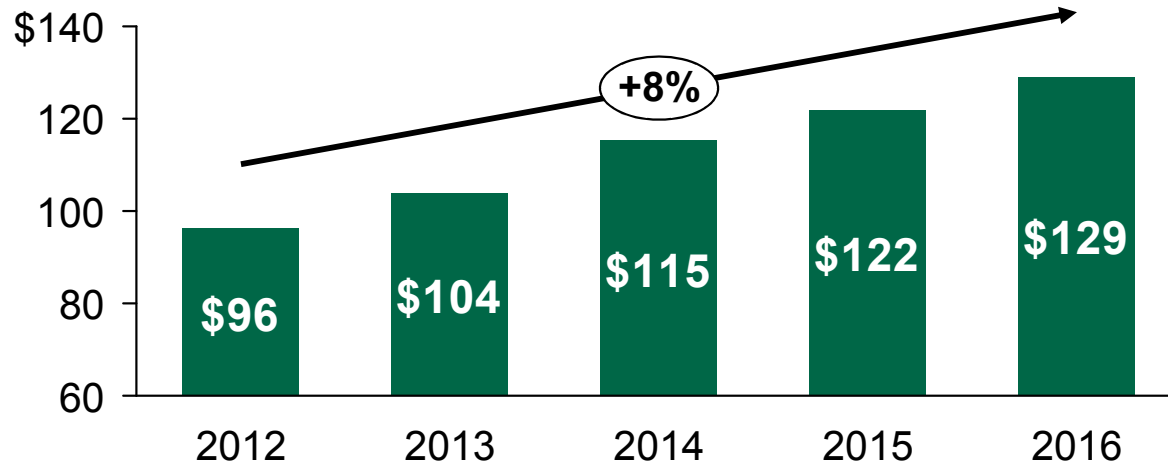
FAS Planner

CFO Team

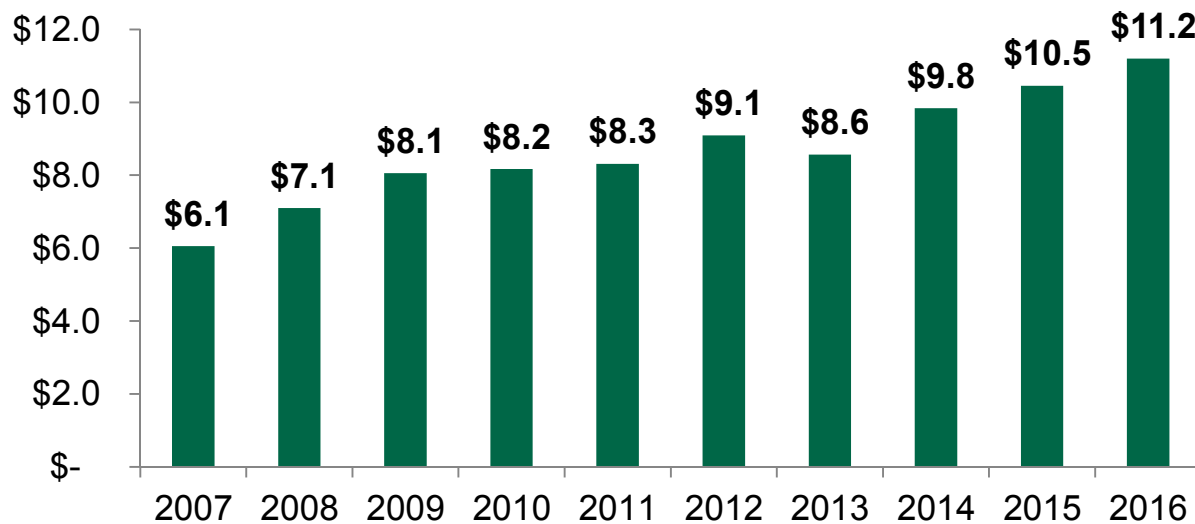
# TRENDS IN TRUST REVENUE AND SALES

## Asset Management Revenues

\$s in millions



## Asset Management Sales - \$ 000's



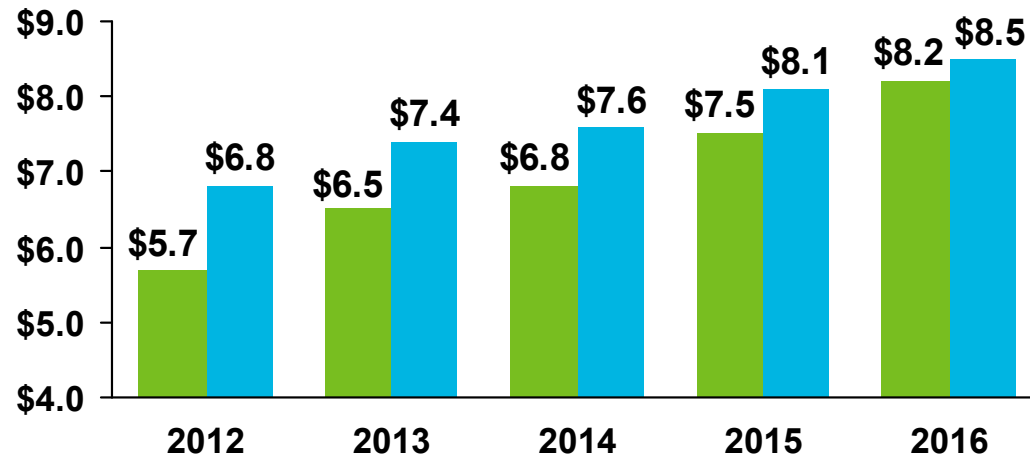
- Solid growth in fee continues; profit margins reach 40% in 2016.
- Attrition rates remain below industry results.
- Demand continues for asset management services.
- Record sales of \$11.2 million achieved in 2016.

# COMMERCIAL - REVENUE GROWTH OPPORTUNITIES

## Commercial Banking - Total Loans and Deposits

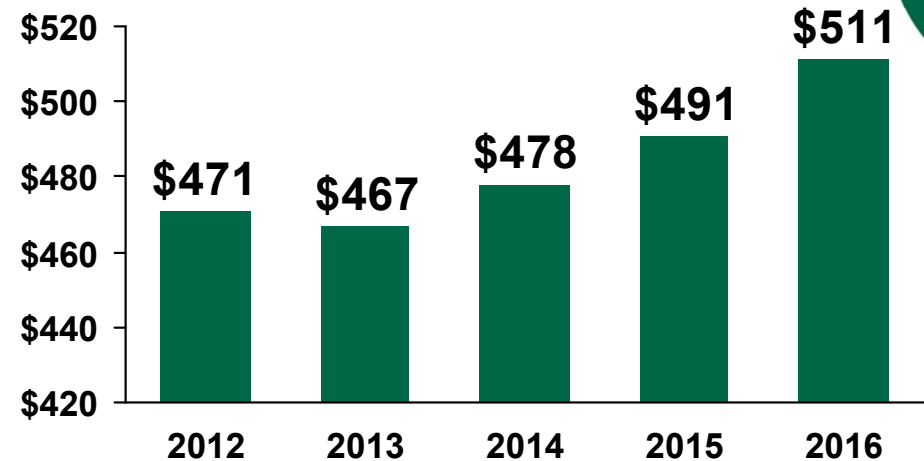
\$s in billions

Loans Deposits



## Commercial Banking Revenue

\$s in millions

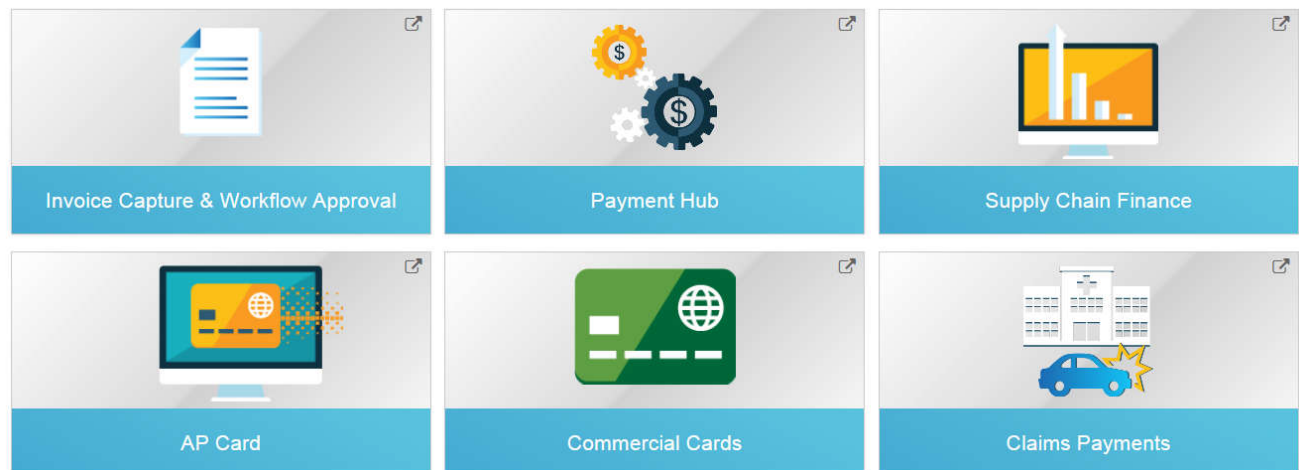


### Key Priorities:

- Build out capabilities in Expansion Markets
- Refine Healthcare Banking strategy
- Embrace innovation in the Payments Systems

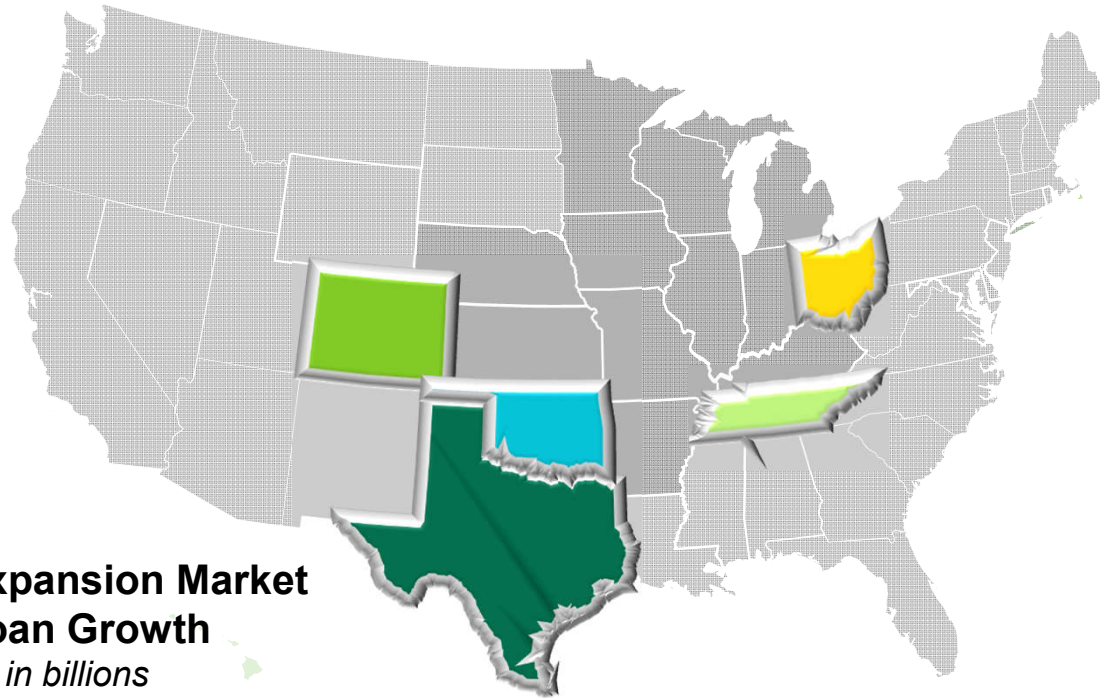
## EMBRACING INNOVATION IN THE PAYMENTS SYSTEMS

*Our full suite of products and services brings real value to client relationships*

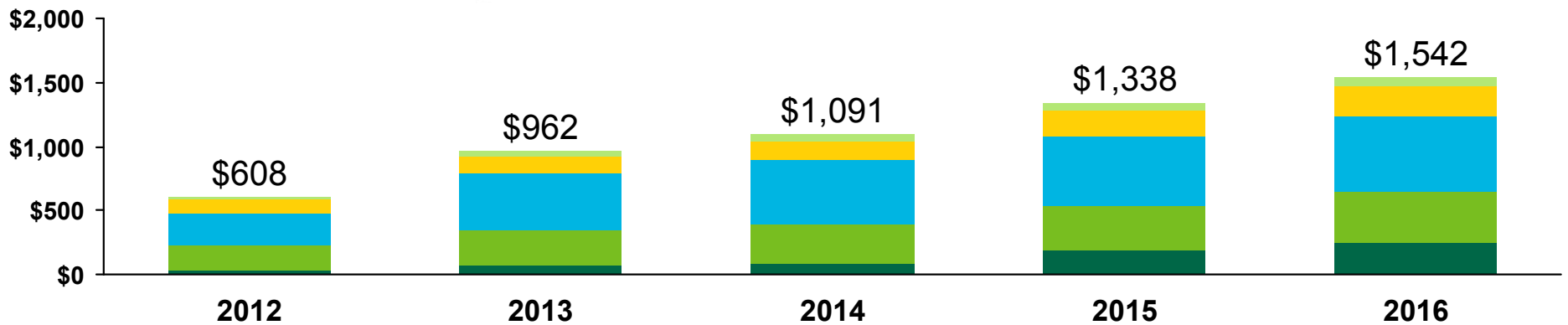


# COMMERCIAL BANKING - EXPANSION MARKETS

■ Nashville 
 ■ Cincinnati 
 ■ Oklahoma 
 ■ Denver 
 ■ Dallas

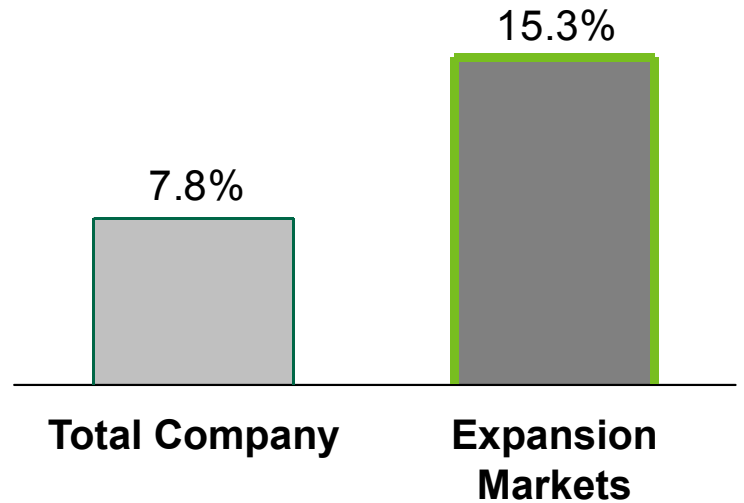


**Expansion Market  
Loan Growth**  
*\$s in billions*



**Loan Growth 2016 vs 2015**

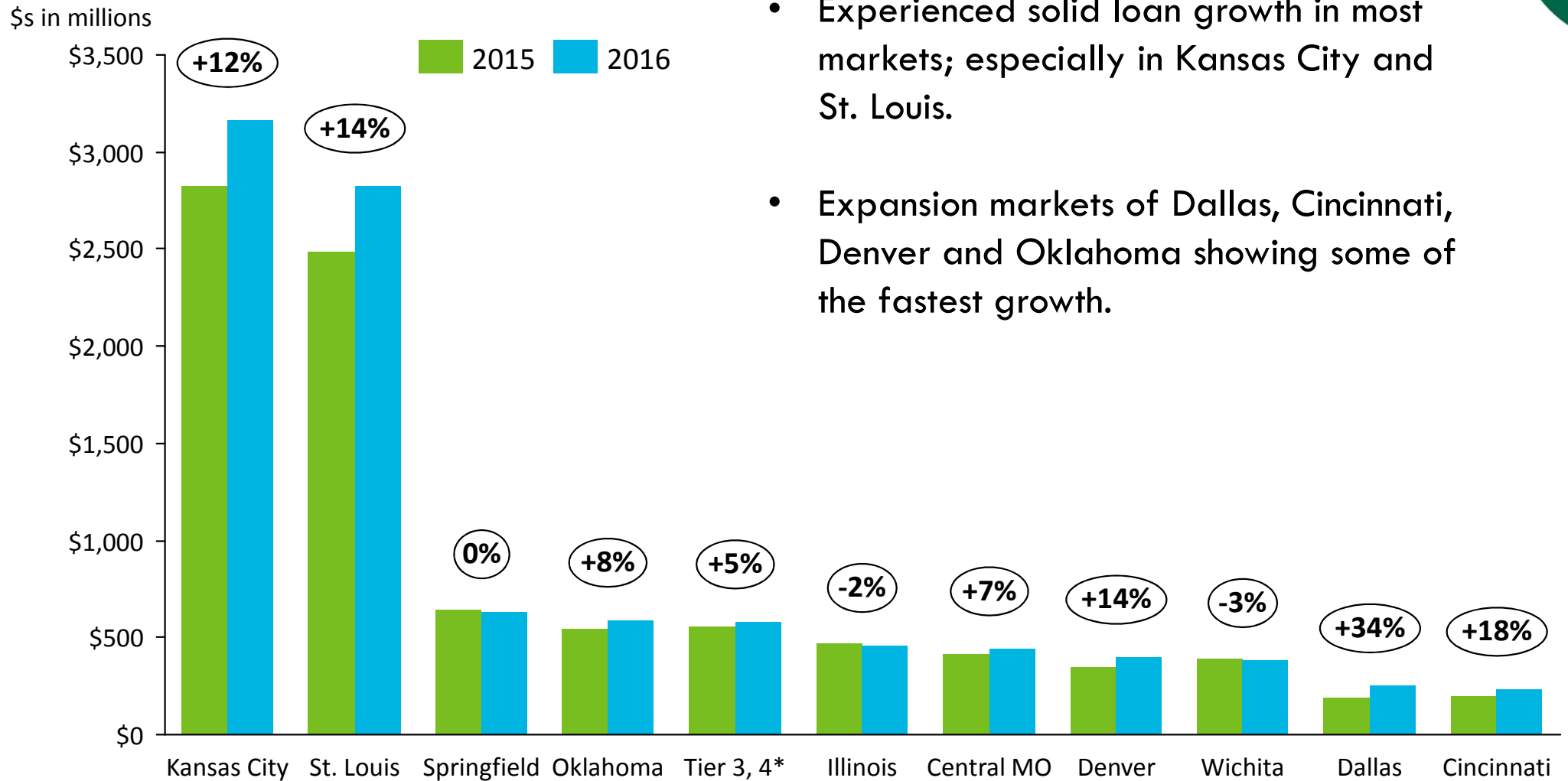
*\$s in billions*



**EXPANSION MARKETS OFFERING GROWTH OPPORTUNITIES**



# LOAN GROWTH REMAINS STRONG IN MOST MARKETS



- Experienced solid loan growth in most markets; especially in Kansas City and St. Louis.
- Expansion markets of Dallas, Cincinnati, Denver and Oklahoma showing some of the fastest growth.

\*Includes MOKAN, Garden City, SEMO, Manhattan and Hays

# CARD PRODUCTS - A LEADER AMONGST U.S.BANKS

*CONSISTENTLY RANKED AMONG THE TOP ISSUERS IN THE NILSON REPORT*

Commercial  
Card Issuer

#11

Purchasing  
Card Issuer

#7

Bank  
Acquirer

#10

Consumer  
Card

#13

Debit Card

#19

Prepaid Card

#13

*A FULL SUITE OF INNOVATIVE CARD AND PAYMENT PRODUCT OFFERINGS*

Supply  
Chain  
Finance

Health  
Services  
Financing

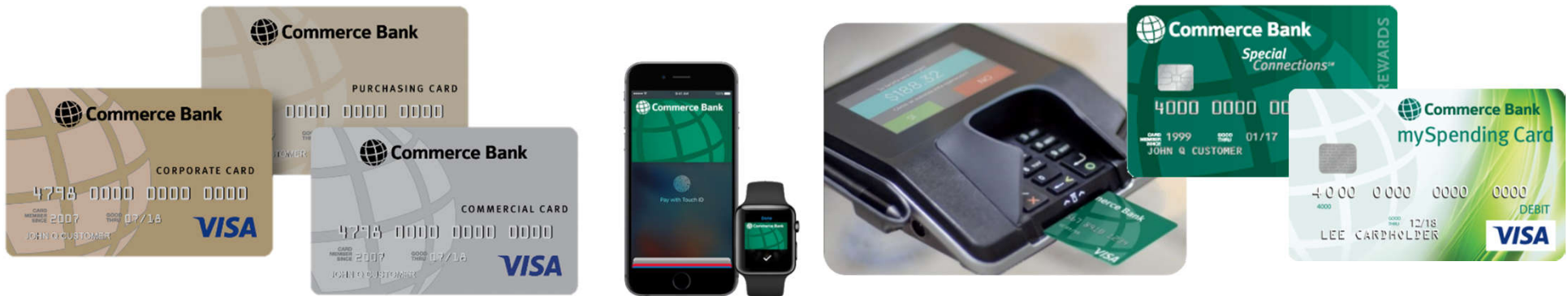
Claims  
Payments

Multi  
Account  
Chip

Co-Brand

**toggle®**

Prepaid  
Expense

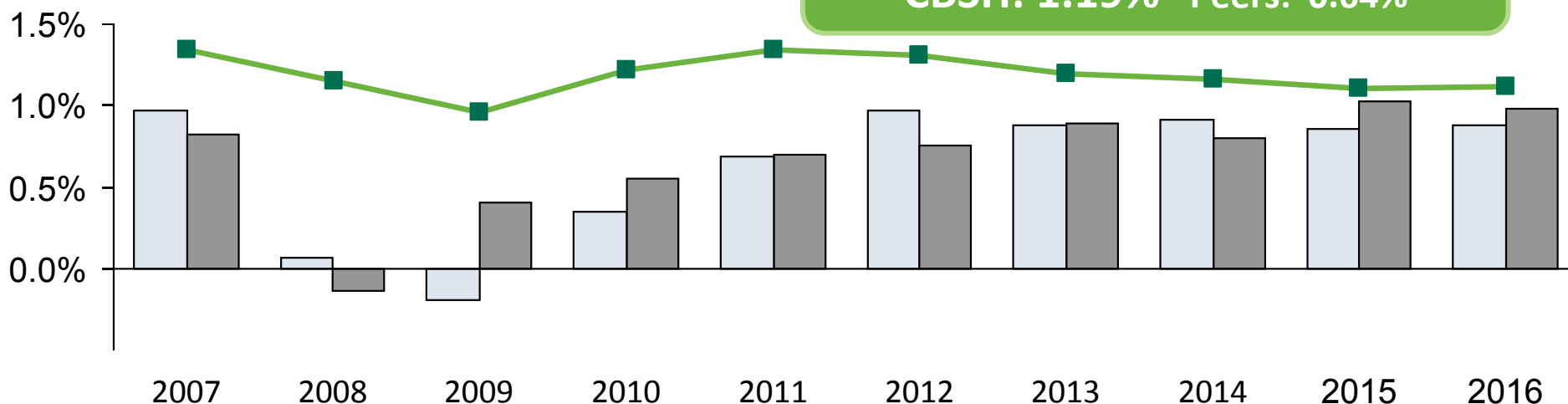


Source: Nilson Reports (Debit: April 2016; Consumer Card: February 2016; Prepaid: July 2016; Merchant: March 2016; Purchasing: June 2016; Commercial Card June 2016), based on the top 50 U.S. banks ranked by total assets as of 12/31/2016, SNL Financial

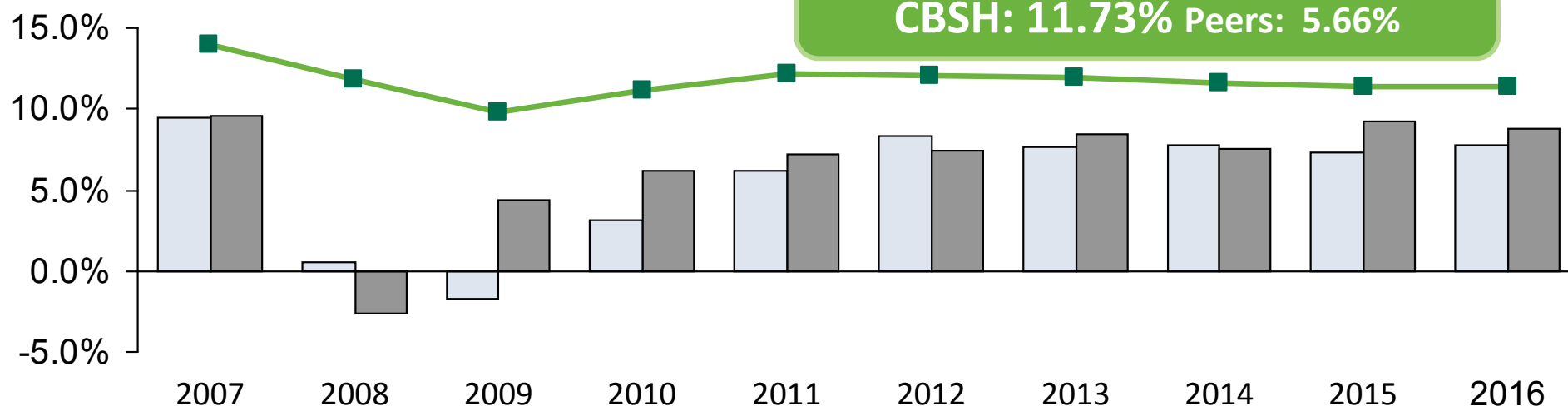
# COMMERCE BANK MAINTAINS SOLID PERFORMANCE OVER TIME

■ Commerce Bank ■ Peer Banks ■ Large Banks

## Return on Assets



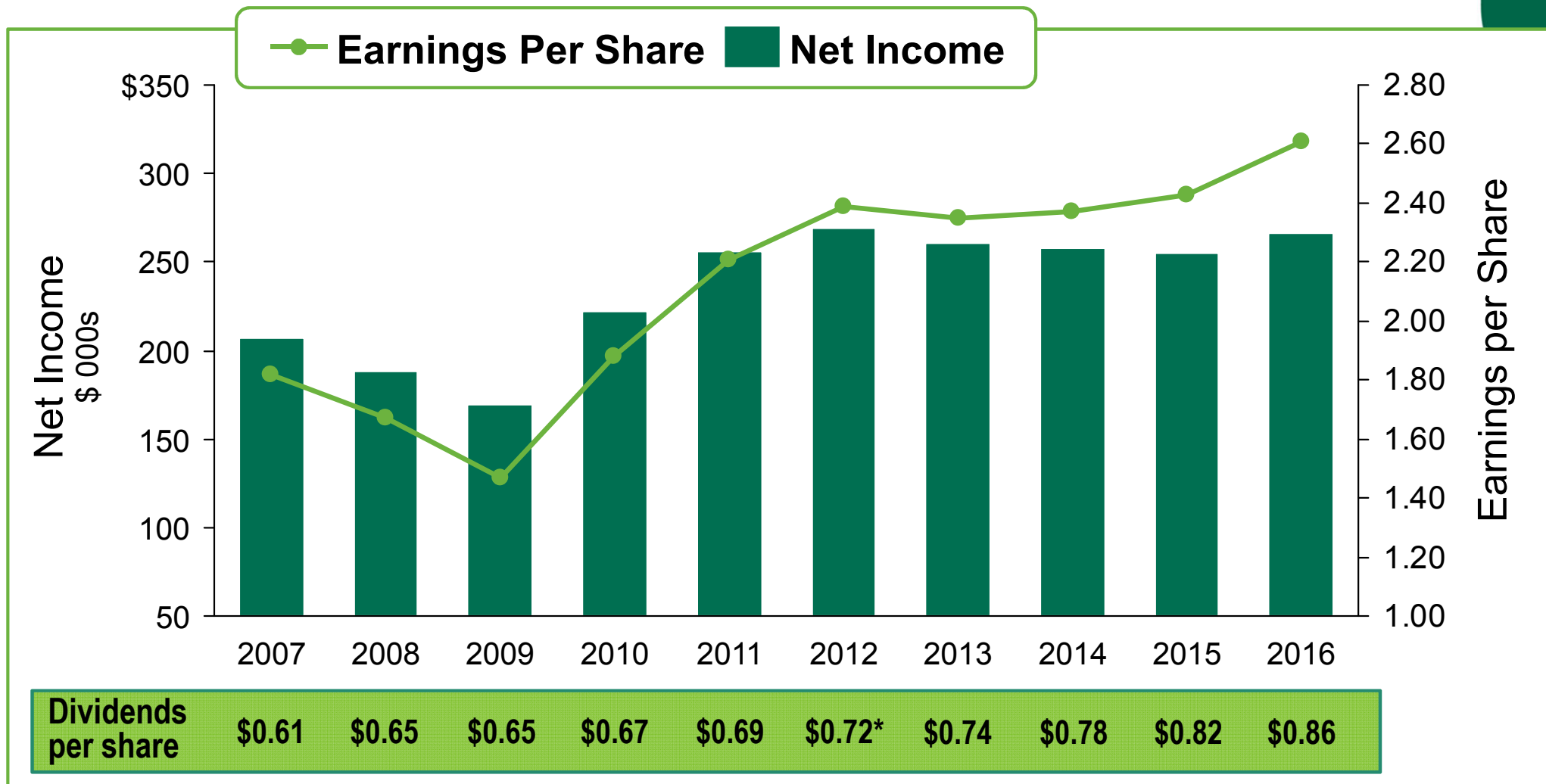
## Return on Equity



Peer Banks include: ASB, BKU, BOKF, CFR, FHN, FNB, FULT, HBHC, IBKC, ISBC, MBFI, PB, SNV, TCB, UMBF, UMPQ, VLY, WBS, WTFC; Large Banks include: JPM, BAC, C, WFC USB, PNC, FITH, RF

Source: SNL Financial; data as of 12/31/2016; CBI 2015 & 2016 numbers via internal reporting

# LONG TERM VIEW: NET INCOME AND EARNINGS PER SHARE



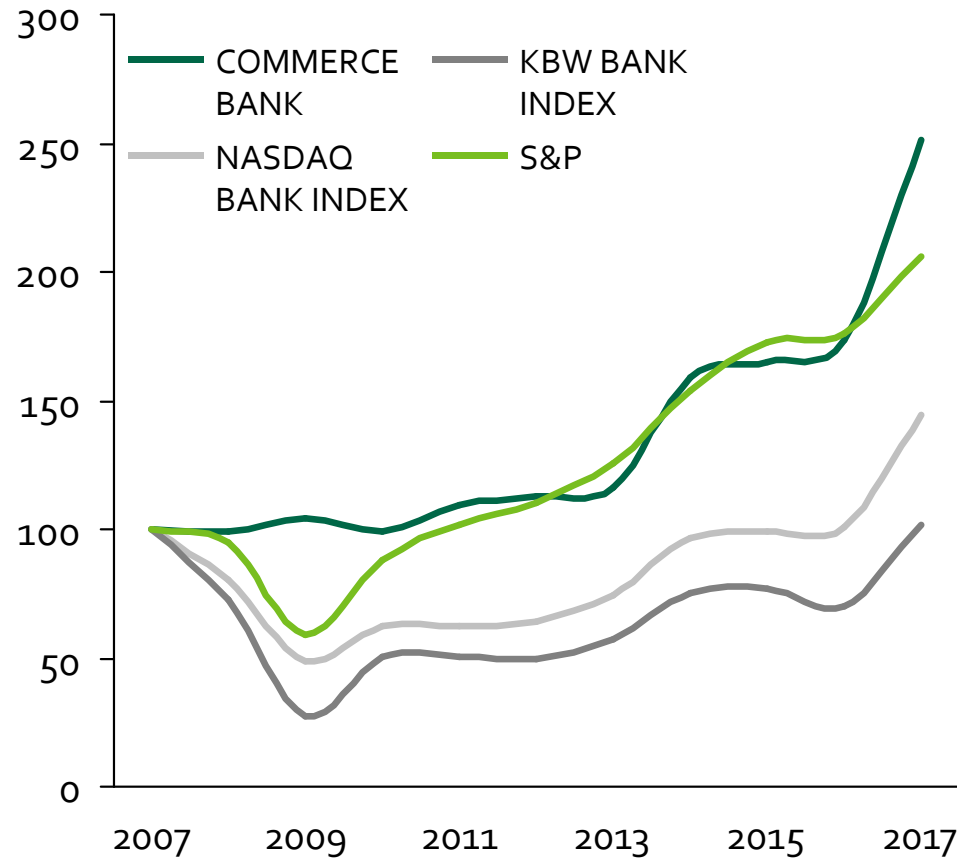
**2017 MARKS THE 49<sup>TH</sup> CONSECUTIVE YEAR OF DIVIDEND GROWTH**

# STEADY SHAREHOLDER RETURNS

(as of March 31, 2017)

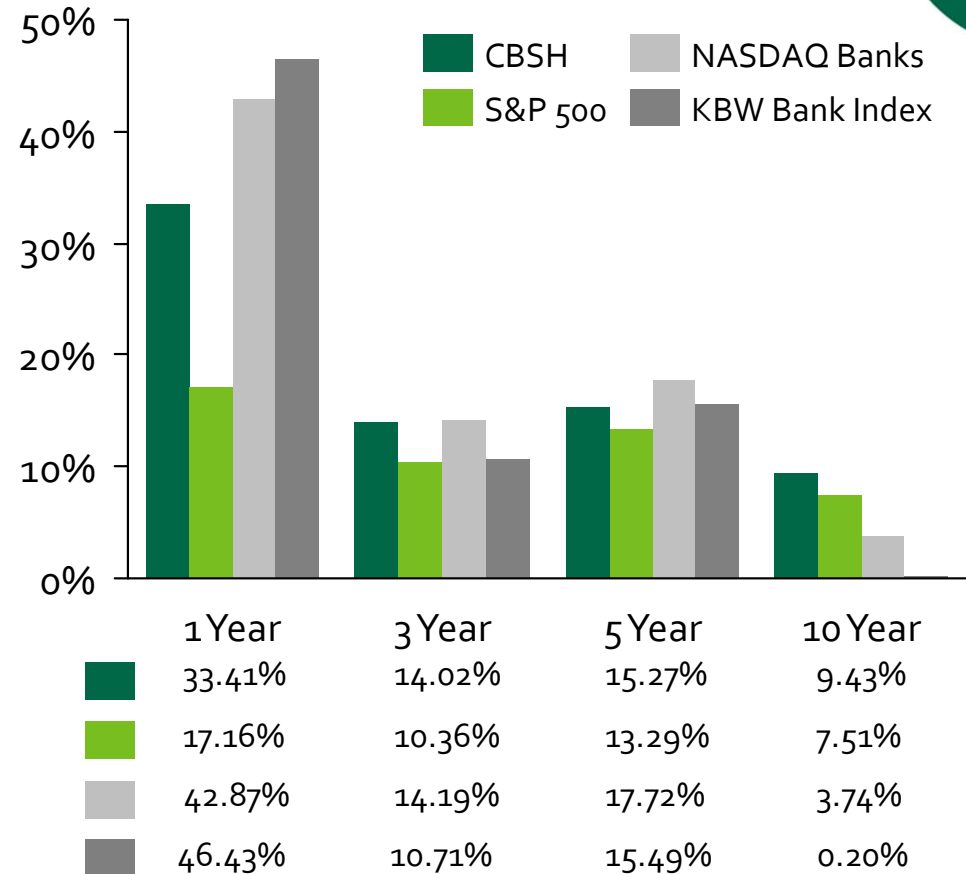
## Total Shareholder Returns

Indexed, 03/31/2007 = 100



## Annualized Comparison Total Shareholder Returns

Percent



**Consistent, positive returns to shareholders**  
**Significant outperformance relative to banks over long period**