This presentation prepared by Integrated Financial Holdings, Inc. (together, with its subsidiaries, “IFH”) contains “forward-looking statements.” Statements included in this presentation that are not historical in nature are intended to be, and are hereby identified as, forward-looking statements. These statements generally relate to IFH’s financial condition, results of operations, plans, objectives, future performance, business, and/or the performance of the commercial banking industry and economy in general. They usually can be identified by the use of forward-looking terminology, such as “believes,” “expects,” or “are expected to,” “plans,” “projects,” “goals,” “estimates,” “will,” “may,” “should,” “could,” “would,” “continues,” “intends to,” “outlook” or “anticipates,” or variations of these and similar words. These statements are not guarantees of future performance and are subject to certain risks, uncertainties, and other factors, some of which remain beyond IFH’s control, are difficult to predict, and could cause actual results to differ materially from those expressed or forecasted in the forward-looking statements. Risks and uncertainties that could cause actual results to differ materially from the results anticipated may include, but are not limited to, the following: (1) deterioration in the financial condition of borrowers resulting in significant increases in our loan losses and provisions for those losses and other adverse impacts to our results of operations and financial condition; (2) the failure of assumptions underlying the establishment of reserves for possible loan losses; (3) legislative and regulatory changes, including changes in banking, tax, and securities laws and regulations and their application by our regulators; (4) changes in Small Business Administration rules, regulations, or loan products, including the section 7(a) program; (5) changes in other government guaranteed loan programs or our ability to participate in such programs; (6) changes in interest rates that affect the level and composition of deposits, loan demand, and the values of loan collateral, securities, and interest-sensitive assets and liabilities; (7) changes in financial market conditions, either internationally, nationally, or locally in areas in which we conduct operations; (8) changes in accounting principles, policies, and guidelines applicable to bank holding companies and banking; (9) impairment of investment securities, goodwill, other intangible assets or deferred tax assets, including any of the foregoing associated with our acquisition activity; (10) the effects of competition from other commercial banks, non-bank lenders, consumer finance companies, credit unions, securities brokerage firms, insurance companies, money market and mutual funds, and other financial institutions operating in our market area and elsewhere, together with such competitors offering banking products and services by mail, telephone, and the Internet that compete with the services we offer in our markets; (11) our ability to attract and retain key personnel experienced in banking and financial services; (12) the effect of any mergers, acquisitions, or other transactions, to which we or our subsidiaries may from time to time be a party, including management’s ability to successfully integrate any businesses acquired; (13) operational risks, including data processing system failures or fraud; (14) cyber-attacks and other data breaches that compromise the security of our customer information; and (15) such other matters as discussed in this presentation or identified in IFH’s audited financial statements. Forward-looking statements speak only as of the date they are made, and IFH undertakes no obligation to update or revise forward-looking statements in this presentation to reflect changed assumptions, the occurrence of unanticipated events, or changes to future operating results over time, except as otherwise required by law.

This presentation is being furnished for informational purposes only and does not constitute an offer to sell or a solicitation of offers to buy securities of IFH.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>ABOUT US</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Who We Are</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• What We Do</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Core Values</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Executive Management Team</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>IFH CORPORATE STRUCTURE</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Subsidiaries &amp; Minority Investments</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Core Banking Services &amp; Strategic Partnerships</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>COVID-19 &amp; PPP IMPACTS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• West Town Bank &amp; Trust</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• IFH Subsidiaries</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>KEY METRICS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Credit Quality</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Loan Mix</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Deposit Mix</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>GROWTH STRATEGIES</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Lending Strategies</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Deposit Strategies</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• IFH Ventures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• “Behind the Scenes”</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>BOARD OF DIRECTORS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Director Biographies</td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>APPENDIX</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• A-B: IFH Financial Statements</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• C-F: Hemp Banking Case Study</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• G-H: Windsor Advantage Company Profile</td>
<td></td>
</tr>
</tbody>
</table>
ABOUT US

- Who We Are
- What We Do
- Core Values
- Executive Management Team
ABOUT US

WHO WE ARE

Integrated Financial Holdings, Inc. (OTC PNK: IFHI) is a North Carolina-based financial services holding company, specializing in small business lending solutions and targeted bank deposit products to underserved verticals with a focus on technology and collaborative, opportunistic investments. Through its six wholly owned subsidiaries (West Town Bank & Trust, West Town Insurance Agency, Windsor Advantage, LLC, Glenwood Structured Finance, LLC, SBA Loan Documentation Services, LLC and Patriarch, LLC) the IFH family of companies employs nearly 130 people in approximately 12 locations across 7 states. IFH holds a minority interest in two additional companies (RiskScout, Inc. and Dogwood State Bank) and recently formed a strategic partnership with West Town Payments, LLC. IFH is registered with, and supervised by, the Federal Reserve.

WHAT WE DO

IFH seeks to build a strong, multi-directional referral ecosystem of financial services companies through acquisitions, strategic partnerships and organic growth. IFH continued to actively build that ecosystem last year, instituting several transformational changes: IFH divested the majority of its ownership in Sound Bank, expanded product offerings aligned to create synergies with its primary focus on government guaranteed lending and launched several initiatives designed to increase deposits within new, targeted underserved industries. IFH is committed to embracing a spirit of entrepreneurship and strategic growth initiatives in an effort to advance the organization's overall financial core competencies for its small business customers throughout the United States.
ABOUT US

CORE VALUES

Our highest priorities are solving problems and helping people. We run our business day-in and day-out with a focus on these four core values.

PASSION: Everything we do revolves around a passionate approach to getting the job done, whatever that job may be. We are guided by trust, respect and honesty, and we’re driven by “what’s next”.

COLLABORATION: The whole is greater than the sum of its parts. Together, everyone achieves more, and synergies across the IFH family of companies are what take us to the next level, bringing unparalleled value to our clients.

OWNERSHIP: Productivity ceases through micromanagement. We are entrepreneurs, highly skilled operators, niche subject matter experts and trust our colleagues to take extreme ownership in everything they do.

EMPATHY: Client success is our success. Our single-focused purpose is to understand what’s important to our clients, what’s getting in their way, and what they hope to achieve, so we can help them get there.

“As demands for more efficient financial service offerings from small businesses increase, providers must harness collaboration and technology to bring themselves closer to the consumers to provide faster, higher quality service. Our entire family of companies are deeply rooted in synergies with our core banking services offered through West Town Bank & Trust, enabling us to more effectively serve our small business clients. New deposit strategies, coupled with strong capital levels, should allow us to continue to expand on growth initiatives and launch new strategic partnerships beyond 2020 that drive financial success and ultimately client retention.”

– Eric J. Bergevin, President & CEO
ABOUT US
EXECUTIVE MANAGEMENT TEAM (EMT)

ERIC J. BERGEVIN
- President & CEO | IFH, Inc. & West Town Bank & Trust
- Member of the Board | Dogwood State Bank

In his roles as President & CEO of West Town Bank & Trust and IFH, Eric establishes the overall vision and strategic direction of each IFH wholly-owned subsidiary. In addition, Eric serves as a Member of the North Carolina State Banking Commission and Member of the Board of Directors at Dogwood State Bank. Eric’s prior experiences include Advisory Board Member of the Federal Home Loan Bank of Chicago, CEO of Sound Bank, President & CEO of New Vision Mortgage, President of Anova Financial Corporation and Senior Vice President & COO of OBA Bank. Eric has been active in establishing, acquiring, selling and recapitalizing banks, as well as being the lead organizer of a de novo bank.

(252) 482-4400 | eric@ifhinc.com

MELISSA D. MARsal
- EVP, Chief Operating Officer | IFH, Inc. & West Town Bank & Trust
- Strategic Partnership Director | RiskScout, Inc.

Melissa is the Chief Operating Officer of West Town Bank & Trust and has been with the Bank for over a decade. In addition to overseeing all aspects of Operations, she’s responsible for helping the Bank build a program uniquely tailored to the challenges of hemp-related businesses. Melissa and her team of Commercial Account Service specialists are dedicated to designing cash management solutions for the Bank’s business customers. Through the Bank’s partnership with RiskScout, Melissa and her team help to provide a first-class onboarding and client experience that reduces the time to open an account from weeks to a matter of hours.

(919) 647-9575 | melissa@ifhinc.com

MICHAEL J. BRECKHEIMER
- President & CEO | Windsor Advantage, LLC & Glenwood Structured Finance, LLC
- EVP, Corporate Strategy | IFH, Inc. & West Town Bank & Trust

Mike is responsible for the overall management and direction of Windsor Advantage, LLC as well as guiding the long-term vision of Glenwood Structured Finance, LLC. He also serves as an Executive Vice President at IFH, Inc. and West Town Bank & Trust. Prior to joining the IFH family of companies, Mike was a Senior Management Consultant with KPMG where he gained extensive experience working with diversified financial firms to implement efficiencies and risk management strategies. He began his career with PNC Capital Markets and graduated with honors from Miami University of Ohio with a degree in Finance and Accounting.

(312) 763-3219 | mbreckheimer@ifhinc.com
Steve has nearly 30 years of banking experience and recently joined the IFH family of companies in 2019. In addition to overseeing the financial management of the Holding Company, he is responsible for facilitating Board Audit Committees and managing IT functions for the Bank. Prior to his tenure, Steve was the Chief Financial Officer at Paragon Bank (now Towne Bank).

Riddick joined West Town Bank & Trust in 2011 and leads the Bank’s Government Guaranteed Lending division. Providing strategic and business development oversight, Riddick is responsible for all SBA and USDA front-end loan production, including pricing, creative structuring, product diversity and strategic partnerships.

Earl has over 18 years of banking experience and oversees all aspects of the Bank’s lending functions. This includes supervision of all department managers within government lending, loan operations, credit administration and underwriting, and responsibility for ensuring each vertical operates in accordance with established policies and procedures.
IFH CORPORATE STRUCTURE

- Subsidiaries & Minority Investments
- Core Banking Services & Strategic Partnerships
Windsor provides community banks and credit unions with a comprehensive outsourced SBA 7(a) and USDA lending platform, servicing over $1.7 billion in assets for hundreds of lenders across the country.

SBA Loan Docs provides a holistic and sequenced approach to the preparation of loan documentation under the SBA’s 7(a) Loan Program. Staff is comprised of seasoned loan closers and veteran attorneys with decades of SBA lending experience.

Glenwood is a transaction advisory and placement agent created to fill the gaps in the financing processes for community and regional lenders, providing a full suite of services for sub-middle market capital transactions.

West Town Insurance Agency is a Trusted Choice® independent insurance agency based in Edenton, North Carolina with access to dozens of carriers to bind coverage for commercial, consumer and life insurance needs.

Patriarch is a real-estate management company focused on asset preservation and the rapid resolution associated with select assets purchased from the Bank at Fair-Market-Value.

RiskScout is a “RegTech” (Regulatory Technology) platform designed to accelerate WTBT’s review of hemp-related businesses by automating the onboarding, validation and monitoring processes needed for enhanced due diligence for underserved markets.

The divestiture of Sound Bank (now Dogwood State Bank) in 2019, allowed IFH to expand and improve West Town Bank & Trust’s government lending and other niche financial service offerings. In addition to owning Windsor Advantage, LLC and West Town Insurance Agency, Inc., IFH launched three new wholly-owned subsidiaries (SBA Loan Documentation Services, LLC, Glenwood Structured Finance, LLC and Patriarch, LLC), and made an investment in RiskScout, Inc. to help ignite its hemp banking initiative.

IFH Key Financial Metrics:
(as of September 30, 2020)

- Total Assets: $374.0 mm
- Loans HFI: $244.9 mm
- Loans HFS: $35.7 mm
- Total Deposits: $285.7 mm
- Total Equity: $75.0 mm
- Net Income YTD: $7.0 mm
- ROAE YTD: 13.3%
- ROAA YTD: 2.75%
West Town Bank & Trust (WTBT) an Illinois-chartered bank headquartered in North Riverside which offers traditional banking services but selectively specializes in Government Guaranteed Lending (GGL) nationally and tailored deposit products for specific lines of business. WTBT defines GGL, GGL “Small Loans”, Hemp Banking, Commercial Account Services and West Town Mortgage as its five primary banking verticals. In addition, WTBT recently established a strategic partnership with a payment processing team to form West Town Payments, LLC.

**WTBT Key Financial Metrics:**
(as of September 30, 2020)

- Total Assets: $333.9 mm
- Loans HFI: $244.9 mm
- Loans HFS: $35.7 mm
- Total Deposits: $290.0 mm
- Total Equity: $35.7 mm
- Net Income YTD: ($789,000)
- ROAE YTD: (0.35%)
- ROAA YTD: (2.95%)

**Core Banking Services & Strategic Partnerships**

- **Wholly Owned Subsidiary**
- **Core Banking Services**
- **Strategic Partnership**

**Commercial Account Services**
WTBT has a team dedicated to help design cash management solutions based on the unique needs of its small business clients.

**Hemp Banking Services**
WTBT built a hemp program uniquely tailored to the challenges of hemp-related businesses and trademarked “Hemp Banks Here”.

**Government Lending “Small Loans”**
WTBT is focused on lending programs supported by the U.S. Federal Government, including the SBA (7(a), 504) and USDA (B&I, REAP, FSA, CF) programs. Since 2011, WTBT has authorized more than $1 billion in loans to businesses located in 41 states.

**Government Lending**
WTBT offers technology enabled loan processing solutions to serve small businesses with financing needs of less than $350,000.

**Mortgage Lending**
WTBT promotes homeownership through a variety of mortgage programs, including FHA, USDA, Jumbo and Conventional loan programs.

As a direct acquirer, West Town Payments offers payment processing solutions for small and medium sized businesses of all types, including underserved markets through its strategic partnership with WTBT.
COVID-19 & PPP IMPACTS

- West Town Bank & Trust
- IFH Subsidiaries
COVID-19 & PPP IMPACTS
WEST TOWN BANK & TRUST

Asset Quality & Loan Deferrals (1)

<table>
<thead>
<tr>
<th>Portfolio</th>
<th># of Loans</th>
<th>Total</th>
<th>WTBT Exposure</th>
</tr>
</thead>
<tbody>
<tr>
<td>USDA</td>
<td>17</td>
<td>$54,402,713</td>
<td>$13,291,197</td>
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<tr>
<td>SBA</td>
<td>6</td>
<td>$12,844,597</td>
<td>$3,211,149</td>
</tr>
<tr>
<td>Watchlist</td>
<td>6</td>
<td>$8,457,808</td>
<td>$2,421,899</td>
</tr>
<tr>
<td>Portfolio</td>
<td>52</td>
<td>$28,650,592</td>
<td>$28,650,592</td>
</tr>
<tr>
<td>Consumer</td>
<td>34</td>
<td>$6,587,058</td>
<td>$6,587,058</td>
</tr>
<tr>
<td>Totals</td>
<td>115</td>
<td>$110,942,768</td>
<td>$54,161,895</td>
</tr>
</tbody>
</table>

**Portfolio:**
- USDA - $13.3 mm Exposure
- SBA - $3.2 mm Exposure
- Watchlist - $2.4 mm Exposure
- Portfolio - $28.7 mm Exposure
- Consumer - $6.6 mm Exposure

25.6% - Borrower is currently in their 2nd deferral term or has requested further assistance.

16.2% - Borrower has concluded a deferral term and/or is within 60 days of their deferral maturity.

58.2% - Borrower has stated no further assistance is needed or has resumed regular payments for at least 60 days.

COVID Borrower Outreach

- Called all 461 WTBT business customers across GGL (240), Commercial (73) and Consumer (148) segments, totaling more than 644 loans, to review the status of their businesses and payment abilities.
- Developed “Red” light, “Yellow” light and “Green” light system based on discussions to measure progress of each customer.
- Remains ongoing as WTBT continues to proactively monitor clients’ status and progression.

PPP “By the “Numbers”

- WTBT authorized 216 PPP loans totaling $22.3 million ($103,240 avg. loan size). Approximately 90% of the loans authorized were to help support existing WTBT clients.
- As of October 31, 2020, 101 of WTBT’s PPP borrowers had submitted applications to the SBA for Forgiveness, totaling $10.1 million.
- As of October 31, 2020, 24 of those applications submitted have been approved by the SBA, totaling $947,000.

Fed Cuts Rates by 1.50% (March 2020)

- Bank margins narrow industry wide – WTBT maintains net-interest margin of 4.93% YTD even with slightly asset sensitive portfolio.
- Record low mortgage rates (sub 3% in many cases) creating a massive wave of refinances.
- Primary and secondary home purchase volume remains strong, particularly in the South.

Fed Cuts Rates by 1.50% (March 2020)

- Bank margins narrow industry wide – WTBT maintains net-interest margin of 4.93% YTD even with slightly asset sensitive portfolio.
- Record low mortgage rates (sub 3% in many cases) creating a massive wave of refinances.
- Primary and secondary home purchase volume remains strong, particularly in the South.

Red Notes: 4 of 22 expected to progress to Yellow status by year-end.
Yellow Notes: 12 of 16 expected to progress to Green status by year-end.

(1) “Loan Deferrals” defined as 3-month period with no payments
Note: All PPP data as of October 31, 2020
Windsor Advantage, LLC (Windsor) authorized 17,452 PPP loan applications for over $2.63 billion via its online platform ($151,157 avg. loan size).

Utilized customized, fully-integrated online loan intake, application and documentation software which was acquired through the acquisition of Meridian Loan Partners, LP on January 1, 2020.

More than $13 million in revenue and total income in excess of $9 million from PPP loan processing.

As of October 31, 2020, 2,135 of PPP borrowers had submitted applications to the SBA for Forgiveness, totaling $469.7 million.

As of October 31, 2020, 610 of those applications submitted have been approved by the SBA, totaling $21.2 million.

SBA Loan Documentation Services, LLC (SBA Loan Docs) documented over 600 PPP loans and more than 100 SBA 7(a) loans YTD for its lender clients.

The Company has added 15 new lender clients YTD and secured more than $500,000 in revenues from PPP loans alone.

PPP Borrower & Lender Aid

- PPP loans processed through Windsor’s platform helped preserve more than 400,000 jobs across the U.S.

- Windsor assisted 40 lender clients with closing PPP loans. Top 10 PPP clients by dollar volume represented banks chartered in 9 states:

  - Top client authorized more than $1.5 billion in PPP loans

PPP Future Outlook

- PPP allowed the opportunity for Windsor to stay fully engaged with its clients, opening the door for potential future growth.

- PPP has allowed SBA Loan Docs to engage several new lenders and the Company expects these institutions to become long-term clients, helping support rapid growth.

- Potential Stimulus Bill TBD.
KEY METRICS

- Credit Quality
- Loan Mix
- Deposit Mix
- Mortgage Dept. Overview
- GGL Dept. Overview
- Windsor Advantage Overview
- IFH Consolidated Earnings
- Shareholder Focused
CREDIT QUALITY

Allowance for Loan Losses & Net Charge-Offs

Increase due to hospitality portfolio and COVID-19

Nonperforming Assets

Increase due to hospitality portfolio and COVID-19

Source: S&P Global Market Intelligence
**Commentary**

- Limited exposure to non-owner occupied CRE helps support well-balanced portfolio.
- Strong yields in low-rate environment.
- Diversity in GGL portfolio with “Renewable Energy” (USDA REAP) being the largest portfolio.
- Bridge-Other loans to be converted to guaranteed loans at permanent status.
- Mortgage HFS average days in portfolio is less than 30 days.
- Slightly asset sensitive portfolio.

---

**Loan Composition**
(dollars in thousands)

**Total Loans & Leases: $280,736**

- Community Bank $64,582 (23%)
- GGL $197,901 (70%)
- Other CRE $8,259 (3%)
- C&D $699 (0%)
- Total 1-4 Family $36,788 (13%)
- All Other $14,051 (5%)
- C&I $150,989 (54%)

**Yield on Loans**
6.16%

---

**Loan Composition By Origination**
(dollars in thousands)

- SBA & USDA $159,493 (81%)
- SBA 7(a) $60.1 mm
- SBA 504 $3.7 mm
- SBA PPP $21.6 mm
- USDA B&I $6.8 mm
- USDA REAP $67.3 mm

---

**SBA & USDA**

- SBA 7(a) $60.1 mm
- SBA 504 $3.7 mm
- SBA PPP $21.6 mm
- USDA B&I $6.8 mm
- USDA REAP $67.3 mm

---

**Note:** West Town Bank & Trust loan data as of September 30, 2020; YTD loan yields
Source: S&P Global Market Intelligence
**Commentary**

- Non-Interest-bearing deposits have grown by 61% YTD in 2020, up from $51.6 million as of Dec 31, 2019.
- Commercial Account Services provides treasury management functions for non-community bank customers, such as Hemp and GGL.
- Hemp and GGL operating accounts are currently our fastest growing non-interest-bearing deposits.
- Ability to reduce COF as CD’s mature with excess capacity at FHLB Chicago ($4.0 million in advances as of Sept 30, 2020).

---

**Deposit Composition**

**Total Deposits: $290,034**

- **Core Deposit Composition By Origination**
  - Community Bank $135,685 59%
  - Commercial Account Services $94,196 41%

- **Non-Interest**
  - $83,121 28%

- **Retail CDs**
  - $92,258 32%

- **Int-DDA, MM, Savings**
  - $54,502 19%

- **Brokered**
  - $60,153 21%

---

**Cost of Funds**

1.35%

---

(1) “Core Deposits” not inclusive of brokered deposits
Note: West Town Bank & Trust deposit data as of September 30, 2020; YTD cost of funds
Source: S&P Global Market Intelligence
MORTGAGE DEPT. OVERVIEW

**Profitable Mortgage Lending Division**

- Originated 443 loans for $117.4 million YTD (97.6% YoY increase in $) with an average loan size of $264,955.
- 48% of loans attributed to new home purchases and 52% of loans attributed to refinance volume YTD.
- 55% conventional loan originations and 45% government-backed (FHA, USDA and VA) loan originations YTD.
- Average of 24 days “Held for Sale”.
- Zero repurchases, repairs, EPO’s, EPD’s and secondary market leakage YTD.
- Pull through ratios of over 85% YTD.
- Largest states by volume include NC, MD and FL.

### Originations/Sold (dollars in thousands)

<table>
<thead>
<tr>
<th>Year</th>
<th>Originations</th>
<th>Sold</th>
<th>Avg. Margin</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>$193,800</td>
<td>$195,100</td>
<td>4.28%</td>
</tr>
<tr>
<td>2017</td>
<td>$110,700</td>
<td>$112,300</td>
<td>4.28%</td>
</tr>
<tr>
<td>2018</td>
<td>$56,900</td>
<td>$58,900</td>
<td>3.99%</td>
</tr>
<tr>
<td>2019</td>
<td>$79,700</td>
<td>$74,900</td>
<td>4.32%</td>
</tr>
<tr>
<td>2020 YTD</td>
<td>$156,300 (1)</td>
<td>$138,130 (2)</td>
<td>4.20%</td>
</tr>
</tbody>
</table>

(1) Represents annualized loan originations
(2) Represents annualized sold loans

Average Margin

- 4.20%
- 4.10%
- 4.00%
- 3.90%
- 3.80%
- 3.70%
- 3.60%
- 3.50%
Leveraging capital by “Originate and Hold” strategy in 2020, defined as holding all guaranteed loan portions with amortization of over 10-years.

Strong secondary market premiums for 10-year paper.

USDA REAP continues to be largest product by dollar volume with a focus on solar farms, biogas and anaerobic digestors.

SBA “small loan” production (powered by Accel) is the largest origination source by number of loans.

Originations stopped for a period due to COVID while focus was shifted to PPP loans for existing customers.

Main Street Loan Program – additional $70mm with $66.5mm participated (not included in below chart).

---

### Robust Guaranteed Lending Platform

**Originations/Sold (dollars in thousands)**

<table>
<thead>
<tr>
<th>Year</th>
<th>Originations</th>
<th>Sold</th>
<th>Gain on Sale</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>$136,219</td>
<td>$104,133</td>
<td>$112,727 (1)</td>
</tr>
<tr>
<td>2017</td>
<td>$102,556</td>
<td>$78,264</td>
<td>$25,087 (2)</td>
</tr>
<tr>
<td>2018</td>
<td>$215,431</td>
<td>$158,257</td>
<td>$112,727 (1)</td>
</tr>
<tr>
<td>2019</td>
<td>$125,230</td>
<td>$96,665</td>
<td>$84,545</td>
</tr>
<tr>
<td>2020 YTD</td>
<td>$119,230</td>
<td>$84,545</td>
<td>$25,087 (2)</td>
</tr>
</tbody>
</table>

- **Gain on Sale** includes all premium, net of any fees, for the sale of the guaranteed portion of government guaranteed business loans.
- **Gain on Sale** represents annualized sold loans.
- **Originations** represents annualized loan originations.

---

(1) Represents annualized loan originations
(2) Represents annualized sold loans
(3) Gain on sale includes all premium, net of any fees, for the sale of the guaranteed portion of government guaranteed business loans
In April 2018, IFH acquired 100% ownership of Windsor Advantage, LLC for a purchase price of approximately $10 million.

- EBITDA of $13.5 million YTD and core servicing portfolio of $1.73 billion as of Sep 30, 2020 ($2.63 billion of PPP)

### Core EBITDA Trends

- FY 2018 Total: $4.14 million
- FY 2019 Total: $6.53 million (57.7% increase YoY)

### Portfolio Growth

- FY 2018 Total: $4.14 million
- FY 2019 Total: $6.53 million (57.7% increase YoY)

(1) EBITDA less excess EBITDA directly attributable to PPP
(2) PPP Servicing Portfolio expected to be Forgiven and should not be treated as servicing income
(3) Includes WT Bank & Trust Revenues
IFH CONSOLIDATED EARNINGS

IFH is Historically a Consistent, High-Performing Earner

- Strong core earnings YoY – Loans authorized in Q4 of 2017 were sold in 2018 due to changes in tax laws.
- M&A activity has consistently produced healthy one-time gains.
- IFH has leveraged its expertise in non-interest income to achieve superior historical ROAA & ROAE.
- Earnings are starting to become more accretive as the result of gaining traction with new companies and verticals.
- Being slighted assets sensitive with declining COF due to non-interest-bearing deposit programs prepares the Bank for a rising rate environment.

Net Income (dollars in thousands)

<table>
<thead>
<tr>
<th>Year</th>
<th>Net Income</th>
<th>Gain on Consolidation of Windsor</th>
<th>Gain on Sale of Sound Bank</th>
<th>Core Net Income</th>
<th>Linear (Core Net Income)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>$1,800</td>
<td>$3,773</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>$2,892</td>
<td>$8,363</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>$5,627</td>
<td></td>
<td>$3,773</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>$7,086</td>
<td></td>
<td>$8,363</td>
<td>$5,627</td>
<td></td>
</tr>
<tr>
<td>2020YTD</td>
<td>$9,058</td>
<td></td>
<td>$5,627</td>
<td>$7,086</td>
<td></td>
</tr>
</tbody>
</table>

ROAA (%) and ROAE (%)

<table>
<thead>
<tr>
<th>Year</th>
<th>ROAA (%)</th>
<th>ROAE (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>0.74%</td>
<td>6.7%</td>
</tr>
<tr>
<td>2017</td>
<td>0.83%</td>
<td>16.4%</td>
</tr>
<tr>
<td>2018</td>
<td>2.24%</td>
<td>2.73%</td>
</tr>
<tr>
<td>2019</td>
<td>2.73%</td>
<td>2.73%</td>
</tr>
<tr>
<td>2020YTD</td>
<td>2.73%</td>
<td>2.73%</td>
</tr>
</tbody>
</table>

Note: Year-to-date financials as of September 30, 2020
Source: S&P Global Market Intelligence

(1) Excludes after-tax gain on consolidation of Windsor in 2018 Q2 and gain on sale of Sound Bank in 2019 Q2 for $3.8 and $5.2 million, respectively
SHAREHOLDER FOCUSED

Commentary

- Historically strong annual EPS and growth in TBV.
- 2019 stock repurchase program accretive to EPS.
- 2.2 million shares outstanding down from high of 3.1 million.
- Insider ownership exceeds 30%, aligning interests with that of shareholders.
- As of September 30, 2020, TBV was $24.83 and BV was $34.09 mainly due to Windsor acquisition in 2018, creating $21.7 million in intangibles and goodwill.
- COVID adversely impacted bank stocks industry wide but are now rebounding with expectations of manageable asset quality.

(1) Stock price as of November 11, 2020
Note 1: Presented for discussion purposes only and past performance is not indicative of future results
Note 2: YTD as of September 30, 2020 // Market data as of September 30, 2020
Source: S&P Global Market Intelligence
GROWTH STRATEGIES

- Lending Strategies
- Deposit Strategies
- IFH Ventures
- “Behind the Scenes”
GROWTH STRATEGIES

THREE-PRONGED APPROACH

LENDING Strategies

1. Expanded GGL Segments
2. GGL < $350,000 Platform
3. Monetization Alternatives

Brokerage & Syndication

Processing & Servicing

Document Review

IFH VENTURES

100%

GLENWOOD STRUCTURED FINANCE

100%

WINDSOR ADVANTAGE

SBA Loan

RiskScout

West Town Payments

100%

100%

30%

48%

DEPOSIT Strategies

1. Hemp Banking Initiative
2. West Town Payments strategic partnership
3. Commercial Account Services

On-Boarding & Compliance

Payment Processing
Since inception of the Bank’s Government Guaranteed Lending (GGL) division in 2011, West Town Bank & Trust has closed and funded over 500 SBA and USDA loans in excess of $1 billion for borrowers located in 41 states (map below), including D.C. and Guam, across 140 industries. These loans have helped create and preserve jobs for over 10,000 employees.

### 1. EXPANDED GGL SEGMENTS

- **Industries**
  - Solar
  - Biogas
  - Anaerobic digesters

- **Programs**
  - USDA Water & Environmental Programs (WEP)
  - SBA International Trade

### 2. GGL < $350,000 PLATFORM

**Loan Origination**
- Lender Match & Google Ads
- Technology Enabled Processing (Windsor’s “Accel”)

**Portfolio Management**
- Industry Diversification

### 3. MONETIZATION ALTERNATIVES

- **Cross-Selling**
  - Cash Management
  - Debt Reserve Accounts
  - IOLTA

- **Down-Selling**
  - Brokering (Glenwood Structured Finance)
  - Insurance

- **Syndication Network**
  - Lead Participant (Glenwood Structured Finance)

### 4. FUTURE STRATEGIES

- Leasing
- ABL / ABL Light
- Factoring
- Renewable Energy Verticals
In late 2019, the Bank launched several new intuitive deposit programs rooted in synergies with its core government lending focus. These funding strategies, such as hemp banking (6-month growth below), commercial account services and its recent strategic partnership with West Town Payments, LLC, coupled with strong capital levels, should allow for future growth.

1. HEMP BANKING INITIATIVE

- Compliance
  - RiskScout On-Boarding
  - RiskScout Monitoring

- Solutions-Based Sales
  - Cash Management
  - Lending
  - Leasing
  - Merchant Processing
  - Insurance

2. WEST TOWN PAYMENTS strategic partnership

3. COMMERCIAL ACCOUNT SERVICES

- Warm Referrals
  - Hemp
  - GGL
  - West Town Payments

- Customized Solutions
  - Dedicated Account Representative
  - Cash Management Service Offerings
  - Account Types (IOLTA, Debt Reserve, Operating, Property Management, Escrow)

4. FUTURE STRATEGIES

- Cannabis
- Private ATM’s
- Money Services
- Parking Garages
- Underserved Industries

DEPOSIT STRATEGIES
IFH VENTURES

COMPANIES & COMPLEMENTARY BANKING STRATEGIES

HQ: Raleigh, NC (Inc. 2019)
In 2019, IFH launched a transaction advisory and placement agent in efforts to create additional monetization channels outside of the Bank’s traditional government lending facets. With an expansive lender and investor network, the Company provides comprehensive solutions and informed decisions regarding debt and equity transaction opportunities. Primary services include sourcing, structuring, underwriting, syndication and funding coordination.

HQ: Chicago, IL (Inc. 2010)
Processed more than $3.0 billion in SBA and USDA loans since 2010. Largest LSP in the country, currently servicing a portfolio of nearly $2.0 billion for over 100 banks and credit unions in 30 states. Recently acquired another industry leading LSP, Capital Growth Solutions. Authorized more than 14,000 PPP loans totaling roughly $2.6 billion. Assuming midpoint of published rates by the SBA, fee income earned on PPP originations could approach $10 million.

HQ: Chicago, IL (Inc. 2019)
Last October, IFH established a documentation review company, which charges a fixed amount per loan to provide the closing documentation for SBA loans. The Company made progress building its clientele during the COVID pandemic and has numerous long-term growth opportunities. The Company helped document and review nearly 580 PPP loan packages on behalf of its institutional clients.

HQ: Austin, TX (Inc. 2019)
In conjunction with its hemp banking initiative, IFH made a minority investment in a regulatory technology company which provides outsourced compliance services for this segment through streamlined on-boarding processes. Not only do hemp-related businesses, present potential upside for generating deposits, lending and fee revenue, but other underserved segments, such as private ATMs, alcohol and tobacco, can be banked using the RiskScout platform.

HQ: Raleigh, NC (Inc. 2020)
Most recently, IFH engaged in a strategic partnership with a provider of payment processing solutions to merchants. The Company offers a highly secure platform for point-of-sale, online and mobile interfaces to compliance-driven businesses, such as hemp. With decades of experience in risk management, financial services and technology, the team is uniquely positioned to bridge the gaps between traditional banking systems and the regulatory demands of underserved businesses.
MARKETING INITIATIVES

Content Marketing
- 47 pieces of content created and distributed YTD
- 30% increase in social media following across all IFH outlets YTD
- See West Town Bank & Trust Article Library

Salesforce Implementation
- "Agile Methodology" to implement CRM across 9 IFH verticals
- Increase pipeline efficiencies
- Maximize data centralization
- Increase performance visibility

Department Head Meetings
- Establish monthly recurring marketing meetings with each of the 9 IFH vertical leaders
- Increase visibility into various IFH strategic marketing projects
BOARD OF DIRECTORS

- Director Biographies
The IFH Board of Directors have a combined wealth of leadership experience derived from service guiding large organizations as executive leaders or board members. They collectively have substantive knowledge and skills applicable to the IFH business model, including legal, risk management, banking and financial services backgrounds.

**MARC H. MCCONNELL**  
(Chairman)  
Mr. McConnell joined the Board of Directors in 2009. Mr. McConnell serves as Chairman of Art’s-Way Manufacturing Co., Inc. He is also President of Bauer Corporation of Wooster, Ohio, and Vice-Chairman of McConnell Holdings, Inc. of Kinston, North Carolina, among other business interests.

**ERIC J. BERGEVIN**  
As President & CEO of West Town Bank & Trust and IFH, Eric establishes the overall vision and strategic direction of each IFH wholly-owned subsidiary. In addition, Eric serves as a Member of the North Carolina State Banking Commission and Member of the Board of Directors at Dogwood State Bank.

**JAMES J. KEMP, JR.**  
Founder and Partner in the law firm of Kemp & Grzelakowski, Ltd. Mr. Kemp’s prior experience includes General Counsel to the Illinois Commission of Savings and Loan Associations. Mr. Kemp joined the Board of Directors in 1995 and has served as General Counsel since 1990.

**JEFFREY K. MOORE, MD**  
Dr. Moore is the owner of Moore Orthopedic and Sports Medicine, P.A. which he opened in 2010. He is also a Founding Board Member of Sound Bank (now Dogwood State Bank). He is an Active Fellow in the American Academy of Orthopedic Surgeons and a member of several orthopedic and medical societies.
Mr. Ramsey is Founder & President of Jarrett Bay Boat Works, Inc. since 1987. He is the Chairman of the Board of Governors for the University of North Carolina School System and Chairman of the North Carolina Manufacturer’s Association, as well as a Founding Board Member of Sound Bank (now Dogwood State Bank).

RANDALL RAMSEY

Founder and President of Snyder Insurance and Financial Services. Licensed in many states in all lines of insurance, Mr. Snyder has received many national achievement awards within the industry. He holds his securities license and is a Registered Representative. Mr. Snyder joined the Board of Directors in 2009.

JOSEPH T. SNYDER

Founder of the Chowan Agency, a Farm Bureau Insurance company which grew to a multi-million-dollar agency. Mr. Stallings (now retired) has served on the Edenton Town Council for many years, having first been elected in 1999. He currently serves as Mayor of Edenton. Mr. Stallings also serves on the Edenton Chowan Partnership.

JIMMY E. STALLINGS

Sandra Warren is the Founder and Owner of Executive Personnel Group. A regional staffing and employment service, Executive Personnel Group has 8 offices in North Carolina as well as placement contracts nationwide. Ms. Warren manages operations and employs over 5,000 employees annually. Ms. Warren joined the Board of Directors in 2016.

SANDRA WARREN

David is the Director of Advisory Services at Plansmith Corporation. He provides asset/liability management consulting and training services to banks, regulators, and trade groups. Formerly, he was a Senior Bank Examiner with the FDIC where he led exams, developed training materials, and authored articles on liquidity and interest rate risk management.

DAVID WICKLUND
APPENDIX

• A – B: IFH Financial Statements
• C – F: Hemp Banking Case Study
• G – H: Windsor Advantage Company Profile
## APPENDIX A

### IFH HISTORICAL HIGHLIGHTS

**Balance Sheet ($000s)**

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>YTD 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Assets</td>
<td>280,158</td>
<td>544,134</td>
<td>556,647</td>
<td>314,191</td>
<td>374,017</td>
</tr>
<tr>
<td>Total Loans Held for Investment</td>
<td>170,112</td>
<td>378,552</td>
<td>410,594</td>
<td>223,470</td>
<td>244,994</td>
</tr>
<tr>
<td>Total Loans Held for Sale</td>
<td>58,923</td>
<td>66,706</td>
<td>16,552</td>
<td>12,568</td>
<td>35,743</td>
</tr>
<tr>
<td>Total Net Loans</td>
<td>226,717</td>
<td>441,831</td>
<td>423,146</td>
<td>232,201</td>
<td>275,708</td>
</tr>
<tr>
<td>Total Deposits</td>
<td>216,820</td>
<td>392,734</td>
<td>432,937</td>
<td>220,442</td>
<td>285,762</td>
</tr>
<tr>
<td>Total Equity</td>
<td>27,954</td>
<td>65,579</td>
<td>78,061</td>
<td>67,725</td>
<td>75,014</td>
</tr>
</tbody>
</table>

### Profitability (%)

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>YTD 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROAA</td>
<td>0.74</td>
<td>0.83</td>
<td>2.24</td>
<td>2.72</td>
<td>2.75</td>
</tr>
<tr>
<td>ROAE</td>
<td>7.0</td>
<td>6.7</td>
<td>16.4</td>
<td>14.7</td>
<td>13.3</td>
</tr>
<tr>
<td>Net Interest Margin</td>
<td>4.39</td>
<td>4.53</td>
<td>4.41</td>
<td>4.83</td>
<td>4.93</td>
</tr>
<tr>
<td>Efficiency Ratio</td>
<td>75.1</td>
<td>67.4</td>
<td>74.9</td>
<td>69.2</td>
<td>64.3</td>
</tr>
</tbody>
</table>

### Asset Quality (%)

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>YTD 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>NPA (Excl. TDRs) / Assets</td>
<td>1.54</td>
<td>1.16</td>
<td>1.35</td>
<td>3.99</td>
<td>3.29</td>
</tr>
<tr>
<td>NCOs / Avg Loans</td>
<td>0.42</td>
<td>0.38</td>
<td>0.32</td>
<td>0.40</td>
<td>1.64</td>
</tr>
<tr>
<td>Loan Loss Reserves / Loans HFI</td>
<td>1.36</td>
<td>0.91</td>
<td>0.97</td>
<td>1.72</td>
<td>2.05</td>
</tr>
</tbody>
</table>

### Capital Adequacy (%)

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>YTD 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tang Common Equity / Tang Assets</td>
<td>9.98</td>
<td>10.52</td>
<td>8.97</td>
<td>15.96</td>
<td>15.45</td>
</tr>
<tr>
<td>Bank Leverage Ratio</td>
<td>10.34</td>
<td>12.01</td>
<td>11.40</td>
<td>12.65</td>
<td>10.26</td>
</tr>
<tr>
<td>Bank Tier 1 Ratio</td>
<td>12.92</td>
<td>13.53</td>
<td>15.12</td>
<td>14.95</td>
<td>13.88</td>
</tr>
<tr>
<td>Bank Total Capital Ratio</td>
<td>14.02</td>
<td>14.78</td>
<td>16.37</td>
<td>16.21</td>
<td>15.14</td>
</tr>
</tbody>
</table>

### Per Share Information ($)

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>YTD 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Common Shares Outstanding (Actual)</td>
<td>1,463,105</td>
<td>2,952,088</td>
<td>3,020,517</td>
<td>2,187,848</td>
<td>2,169,017</td>
</tr>
<tr>
<td>Basic Tangible Book Value per Share</td>
<td>19.11</td>
<td>19.07</td>
<td>15.62</td>
<td>21.39</td>
<td>24.83</td>
</tr>
<tr>
<td>Diluted EPS</td>
<td>1.24</td>
<td>1.54</td>
<td>3.92</td>
<td>4.04</td>
<td>3.23</td>
</tr>
</tbody>
</table>

*Note: YTD as of September 30, 2020*

Source: S&P Global Market Intelligence
# IFH INCOME STATEMENT

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Interest Income</td>
<td>9,634</td>
<td>14,087</td>
<td>14,433</td>
<td>16,917</td>
<td>10,899</td>
<td></td>
</tr>
<tr>
<td>Provision for Loan Losses</td>
<td>1,339</td>
<td>2,177</td>
<td>1,167</td>
<td>2,005</td>
<td>4,259</td>
<td></td>
</tr>
<tr>
<td><strong>Net Interest Income After Prov. for Loan Losses</strong></td>
<td><strong>8,315</strong></td>
<td><strong>11,910</strong></td>
<td><strong>13,286</strong></td>
<td><strong>14,912</strong></td>
<td><strong>6,649</strong></td>
<td></td>
</tr>
<tr>
<td>GGL Revenue</td>
<td>5,831</td>
<td>4,426</td>
<td>10,528</td>
<td>5,905</td>
<td>1,363</td>
<td></td>
</tr>
<tr>
<td>Mortgage Revenue</td>
<td>8,539</td>
<td>4,709</td>
<td>2,181</td>
<td>3,239</td>
<td>5,391</td>
<td></td>
</tr>
<tr>
<td>Service Charge Revenue</td>
<td>105</td>
<td>324</td>
<td>64</td>
<td>377</td>
<td>89</td>
<td></td>
</tr>
<tr>
<td>Loan Servicing Rights</td>
<td>1,298</td>
<td>(333)</td>
<td>(1,285)</td>
<td>(572)</td>
<td>(93)</td>
<td></td>
</tr>
<tr>
<td>Government Loan Servicing Revenue</td>
<td>-</td>
<td>1,500</td>
<td>4,838</td>
<td>7,487</td>
<td>18,478</td>
<td></td>
</tr>
<tr>
<td>Fair Value Adjustment on Equity Investment</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>6,635</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Gain (loss) on Sale of Securities</td>
<td>-</td>
<td>(7)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Gain on Consolidation</td>
<td>-</td>
<td>-</td>
<td>4,776</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>797</td>
<td>908</td>
<td>1,359</td>
<td>1,193</td>
<td>2,180</td>
<td></td>
</tr>
<tr>
<td><strong>Total Non-Interest Income</strong></td>
<td><strong>16,570</strong></td>
<td><strong>11,527</strong></td>
<td><strong>22,461</strong></td>
<td><strong>24,264</strong></td>
<td><strong>27,408</strong></td>
<td></td>
</tr>
<tr>
<td>Salaries and Employee Benefits</td>
<td>12,291</td>
<td>11,342</td>
<td>11,879</td>
<td>14,595</td>
<td>13,857</td>
<td></td>
</tr>
<tr>
<td>Loan Expenses</td>
<td>1,362</td>
<td>1,154</td>
<td>530</td>
<td>484</td>
<td>649</td>
<td></td>
</tr>
<tr>
<td>Occupancy and Equipment Expense</td>
<td>1,337</td>
<td>1,417</td>
<td>1,214</td>
<td>1,408</td>
<td>756</td>
<td></td>
</tr>
<tr>
<td>Core Processing Expense</td>
<td>915</td>
<td>854</td>
<td>577</td>
<td>813</td>
<td>500</td>
<td></td>
</tr>
<tr>
<td>Advertising Expense</td>
<td>666</td>
<td>369</td>
<td>623</td>
<td>358</td>
<td>379</td>
<td></td>
</tr>
<tr>
<td>Professional Fees</td>
<td>2,417</td>
<td>1,130</td>
<td>1,232</td>
<td>1,943</td>
<td>1,700</td>
<td></td>
</tr>
<tr>
<td>Insurance Expenses</td>
<td>168</td>
<td>292</td>
<td>266</td>
<td>279</td>
<td>342</td>
<td></td>
</tr>
<tr>
<td>OREO Impairment and Expenses</td>
<td>234</td>
<td>(67)</td>
<td>579</td>
<td>153</td>
<td>1,422</td>
<td></td>
</tr>
<tr>
<td>Strategic Advisory Expenses</td>
<td>325</td>
<td>588</td>
<td>124</td>
<td>976</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>Amortization of Other Intangibles</td>
<td>-</td>
<td>238</td>
<td>496</td>
<td>935</td>
<td>558</td>
<td></td>
</tr>
<tr>
<td>Other Expenses</td>
<td>1,939</td>
<td>2,261</td>
<td>2,176</td>
<td>3,068</td>
<td>4,476</td>
<td></td>
</tr>
<tr>
<td><strong>Total Non-Interest Expense</strong></td>
<td><strong>21,654</strong></td>
<td><strong>19,578</strong></td>
<td><strong>19,696</strong></td>
<td><strong>25,012</strong></td>
<td><strong>24,660</strong></td>
<td></td>
</tr>
<tr>
<td>Income Before Taxes</td>
<td>3,231</td>
<td>3,859</td>
<td>16,051</td>
<td>14,164</td>
<td>9,397</td>
<td></td>
</tr>
<tr>
<td>Income Taxes</td>
<td>1,431</td>
<td>967</td>
<td>3,925</td>
<td>3,295</td>
<td>2,337</td>
<td></td>
</tr>
<tr>
<td><strong>Net Income</strong></td>
<td><strong>1,800</strong></td>
<td><strong>2,892</strong></td>
<td><strong>12,136</strong></td>
<td><strong>10,869</strong></td>
<td><strong>7,080</strong></td>
<td></td>
</tr>
<tr>
<td>Noncontrolling Interest</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td><strong>Net Income Attributable to IFH, Inc.</strong></td>
<td><strong>$1,800</strong></td>
<td><strong>$2,892</strong></td>
<td><strong>$12,136</strong></td>
<td><strong>$10,869</strong></td>
<td><strong>$7,146</strong></td>
<td></td>
</tr>
</tbody>
</table>

Note: YTD as of September 30, 2020
Source: S&P Global Market Intelligence
LEAD GENERATION

- **New Leads**
  - Jan: 150
  - Feb: 200
  - Mar: 175
  - Apr: 250
  - May: 225
  - Jun: 18
  - Q1 Total: 68
  - Q1 Total: 541
  - Total: 1,320

- **Page Visits**
  - Jan: 275
  - Feb: 18
  - Mar: 12
  - Apr: 9
  - May: 15
  - Jun: 18
  - Total: 1,320

W: HempBanksHere.com
P: (877) BNK-HEMP
DEPOSIT GROWTH

APPENDIX D
HEMP BANKING CASE STUDY
January – June 2020

DEPOSIT GROWTH

Jan  $17MM
Feb $20MM
Mar $25MM
Q1 19
Q1 $17MM

$0 $5MM $10MM $15MM $20MM $25MM Total
$0 $5MM $10MM $15MM $20MM $25MM Total

Deposits
New Accounts

Total 35

W: HempBanksHere.com
P: (877) BNK-HEMP
HEMP BANKING CASE STUDY
January – June 2020

CROSS-SELL OPPORTUNITIES

(Internal Departments Include: Insurance, Lending, Leasing, and Merchant Services)

23 of 35
65%

Internal Referrals

W: HempBanksHere.com
P: (877) BNK-HEMP
APPENDIX F
HEMP BANKING
CASE STUDY
January – June 2020

1. 1,320 PAGE VISITS
   - 45% Google Searches

2. 68 NEW LEADS
   - 5% Lead Acquire Rate

3. 35 ACCOUNTS
   - 51% Conversion Rate

4. $24MM DEPOSITS
   - 11% Deposit Growth
   - *Since 12/31/2019

W: HempBanksHere.com
P: (877) BNK-HEMP
Windsor Advantage, LLC provides banks and credit unions across the country with a comprehensive outsourced government guaranteed lending platform inclusive of the below key market differentiators.

**SACLE:**
- $3.0 billion in SBA 7(a) and USDA loans processed since 2010.
- $1.73 billion servicing portfolio (as of September 30, 2020).
- 90+ banks and credit unions.

**REACH:**
- Clients range in size from $50 million (in assets) to more than $30 billion (in assets) in thirty (30) states.
- Serviced loans for Borrowers in all fifty (50) states.

**PEOPLE:**
- Nearly 30 employees with more than 150 years of cumulative in-house SBA 7(a) Loan Program experience.

**TECHNOLOGY:**
- Highly automated, control based, integrated systems designed to improve Lender and Borrower experience.

**COMPLIANCE:**
- SOC I Type II certified (previous 10 years).

With more than 150 years of cumulative SBA lending experience, cutting edge technology, rigid controls and consistent processes, Windsor is uniquely qualified to assist any size Lender with implementing a thoughtful and profitable government guaranteed lending initiative.

Windsor Advantage is headquartered in Chicago, Illinois with additional offices in Indianapolis, Indiana and Charleston, South Carolina and Seattle, Washington.
Windsor’s turn-key solution is provided with no minimum volume requirements. Enabling Lender Clients to scale Government Guaranteed Lending departments by utilizing Industry Leading processes on a variable cost platform. Windsor defines its services across eight (8) key silos:

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategy</strong></td>
<td><strong>Pre-Approval</strong></td>
<td><strong>Processing &amp; Closing</strong></td>
<td><strong>Loan Sales</strong></td>
<td><strong>Servicing &amp; Operations</strong></td>
<td><strong>Loan Audit</strong></td>
<td><strong>Portfolio Management</strong></td>
<td><strong>Special Assets</strong></td>
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