# **PUBLIC DISCLOSURE**

March 30, 2006

# COMMUNITY REINVESTMENT ACT PERFORMANCE EVALUATION

EverBank 8100 Nations Way Jacksonville, Florida 32256 Docket #: 15115

Office of Thrift Supervision Southeast Region 1475 Peachtree Street, Northeast Atlanta, Georgia 30309

NOTE: This evaluation is not, nor should it 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.



# **Office of Thrift Supervision** Department of the Treasury

Southeast Region

Atlanta Regional Office • Telephone: (404) 888-0771 •1475 Peachtree Street, NE, Atlanta, GA 30309

September 13, 2006

Board of Directors EverBank 8100 Nations Way Jacksonville, Florida 32256

Members of the Board:

Enclosed is your institution's written Community Reinvestment Act (CRA) Performance Evaluation prepared by the Office of Thrift Supervision as of March 30, 2006. Pursuant to the provisions of the CRA and OTS regulations (12 C.F.R. 563e), this evaluation, and your institution's CRA rating as contained therein, must be made available to the public by your institution.

In accordance with 12 C.F.R. 563e, this written CRA Performance Evaluation must be made available to the public within 30 business days of its receipt by your institution. The evaluation must be placed in your CRA public file located at your home office and each branch within this 30 business day time frame. The evaluation may not be altered or abridged in any manner. At your discretion, previous written CRA Performance Evaluations(s) may be retained with the most recent evaluation in your CRA public file.

Your institution is invited to prepare a response to the evaluation. The response may be placed in each CRA public file along with the evaluation. In the event your institution elects to prepare such a response, please forward a copy of it to this office.

All appropriate personnel, particularly customer contact personnel, need to be aware of the responsibilities that the institution has to the public with regard to making this evaluation available. Consequently, we suggest that your institution review internal procedures for handling CRA inquiries, including those pertaining to the evaluation and other contents of the CRA public file.

We strongly encourage the Board of Directors, senior management, and other appropriate personnel to review this document and to take an active interest and role in the CRA activities of your institution.

Sincerely,

Valorie Owen Compliance Specialist

Enclosure

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#### General Information

The Community Reinvestment Act (CRA) requires each federal financial supervisory agency to use its authority when examining financial institutions subject to its supervision, to assess the 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. Upon conclusion of such examination, the agency must prepare a written evaluation of the institution's record of meeting the credit needs of its community.

This document is an evaluation of the CRA performance of EverBank, or Institution, prepared by the Office of Thrift Supervision, the institution's supervisory agency, as of March 30, 2006. The agency evaluates performance in assessment area(s), as they are delineated by the institution, rather than individual branches. This assessment area evaluation may include the visits to some, but not necessarily all of the institution's branches. The agency rates the CRA performance of an institution consistent with the provisions set forth in Appendix A to 12 CFR Part 563e.

#### Institution

#### Overall Rating

**INSTITUTION'S CRA RATING:** EverBank is rated "Satisfactory record of meeting community credit needs."

At the preceding evaluation, conducted as of April 30, 2003, EverBank, formerly First Alliance Bank, was assigned a CRA rating of "Satisfactory record of meeting community credit needs" using the streamlined procedures for small institutions. For this evaluation, the Institution's performance was based upon the standards for large institutions.

Under the new OTS CRA guidelines, large institutions (\$1.0 billion in assets or larger) can choose the percentage of weight to be given to the Lending, Investment, and Service Tests. EverBank chose to be evaluated with a 50.0 percent weight to the Lending Test, a 25.0 percent weight to the Investment Test, and a 25.0 percent weight to the Service Test. To determine the point total, the Lending Test weight of 50.0 percent is multiplied by the High Satisfactory factor of 18 (9.0 points), the Investment Test weight of 25.0 percent is multiplied by the High Satisfactory factor of 18 (4.5 points), and the Service Test weight of 25.0 percent is multiplied by the High Satisfactory factor of 18 (4.5 points). The grand total of 18 points warrants an overall Satisfactory rating.

Throughout the review period, EverBank's mortgage lending within the assessment area was not high given the mortgage banking nature of the Institution's operation, averaging 2.3 percent of all mortgage loan originations/purchases. An analysis of EverBank's mortgage lending indicated that the distribution of mortgage loans to low- and moderate-income (LMI) borrowers was lower than the assessment area's demographics. In addition, the Institution's overall lending to LMI borrowers was lower than that of all other lenders for 2003 and 2004, the latest years for which information relative to other lenders was available.

Everbank's mortgage lending within LMI census tracts was lower than the assessment area's demographics, although lending in the low-income tracts exceeded the demographics. In addition, the Institution's overall lending in LMI census tracts was lower than that of all other lenders for 2003 and 2004, although it was higher than peer in the low-income tracts. In addition, EverBank's level of community development lending within the assessment area was strong during the review period. Based upon Everbank's overall lending performance, a rating of "High Satisfactory" was assigned for the Lending Test.

EverBank's record of qualified investments consisted primarily of the purchase of mortgage-backed securities, investments in community groups, and monetary contributions. Financial contributions of \$1,072,638 were made to non-profit organizations whose primary purpose was CRA-related. The Institution is commended for supporting a wide variety of non-profit civic organizations within the

various communities it serves. Accordingly, a rating of "High Satisfactory" was assigned for the Investment Test.

EverBank provides a high level of banking services through its deposit taking locations, including, but not limited to, toll free telephone service, Internet access, and a wide range of deposit and loan products. Although not necessarily designed to meet the needs of LMI individuals or geographies, the Basic Checking account is considered beneficial to that segment of the population. In addition, the Institution has developed a checking account designed specifically for non-profit organizations. Further, Institution personnel have taken leadership positions in dealing with housing issues for LMI individuals and families within the assessment area. Based upon EverBank's overall service performance, a rating of "High Satisfactory" was assigned for the Service Test.

#### Institution

#### Lending, Investment, Service Test Table

The following table indicates the performance level of EverBank with respect to the Lending, Investment, and Service tests.

	EverBank 3/30/2006			
PERFORMANCE	PERFORMANCE TESTS <sup>1</sup>			
LEVELS	Lending Investment Service Test Test Test			
Outstanding				
High Satisfactory	X (50%)	X (25%)	X (25%)	
Low Satisfactory				
Needs to Improve				
Substantial Noncompliance				

#### Description Of Institution

EverBank is a federally chartered, stock savings institution headquartered in Jacksonville, Florida, with approximately \$3.7 billion in assets at December 31, 2005, and is a wholly owned subsidiary of EverBank Financial Corporation, a unitary, non-diversified savings and loan holding company that focuses upon mortgage loan production and servicing, nationwide consumer banking, and nationwide commercial real estate lending. The Institution has several subsidiaries/service corporations, and has requested that the mortgage lending activity of two of them, EverHome Mortgage Company and Priceline Mortgage Company, LLC, be included with EverBank's mortgage lending activity for the purposes of this evaluation.

EverBank has three full service offices located in Duval County, Florida. EverBank operates automated teller machines (ATM) or drive-in windows at its branch locations. The Institution also operates an additional ATM at its operations center that is accessible by the public and also accepts deposits.

<sup>&</sup>lt;sup>1</sup> Weight selections used for the evaluation of the institution's CRA performance could result in unrated Performance Test factors.

EverBank's historical business strategy has been one of a mortgage banker, focusing upon the origination of fixed- and adjustable-rate mortgage loans for retention in its loan portfolio, as well as for sale in the secondary market. Time deposits generated through the Institution's Internet web site have been utilized as the primary source of funding for operation and growth during the review period rather than gathering short-term retail deposits. EverBank continues to exceed all regulatory capital requirements and the FDICIA well capitalized standard.

EverBank has a total of 1,542 employees, 1,473 full-time and 69 part-time.

EverBank focuses primarily on the origination of residential real estate loans. As of December 31, 2005, 80.2 percent of the Institution's total assets consisted of mortgage loans secured by permanent mortgages on single-family residences, multi-family dwellings, nonresidential property, and home improvements, as well as mortgage pool securities. In addition, 1.5 percent of total assets are invested in non-mortgage loans and 7.7 percent are invested in other types of securities.

EverBank offers mortgage loans with terms of up to 30 years for the purchase, refinance, and construction of single-family dwellings. Consumer, multi-family residential, and commercial loans are also available. EverBank also offers an array of deposit products with various features designed to compete with those offered by other local financial institutions.

The evaluation disclosed no legal (other than the statutory limitations on investment authority currently imposed on the charters of all federal savings associations) or regulatory impediments adversely affecting EverBank's ability to meet the credit needs of the communities it serves.

#### Description of Assessment Area

EverBank has designated an assessment area that consists of all of Duval County, Florida, and meets the requirements of the CRA regulation. Duval County is located within the Jacksonville, Florida Metropolitan Assessment Area (MSA).

According to the 2000 Census the assessment area is comprised of 150 census tracts (CTs) including 11 low-income, 44 moderate-income, 69 middle-income, and 26 upper-income CTs. The 2000 Census data will be used for analysis of the Institution's 2003, 2004, and 2005 mortgage lending activity.

A low-income CT is one with a median family income (MFI) of less than 50.0 percent of the MFI for the MSA. A moderate-income CT is one with a MFI of at least 50.0 percent, and less than 80.0 percent, of the MFI for the MSA. A middle-income CT is one with a MFI of at least 80.0 percent, and less than 120.0 percent, of the MFI for the MSA. An upper-income CT is one with a MFI in excess of 120.0 percent of the MFI for the MSA.

The assessment area's economy appears to be diversified and not heavily dependent upon any one industry or employer. Some of the largest employers in the area are Mayport Naval Station, Jacksonville Naval Air Station, Winn Dixie Stores, Blue Cross/Blue Shield of Florida, Publix Supermarkets, and Wal-Mart, as well as numerous medical, municipal, federal, banking, and educational systems.

The following chart summarizes certain demographic characteristics of EverBank's assessment area based upon 2000 Census Data:

Income Category	Number of Census Tracts	Population	Distribution of Families	Distribution of O.O.H.U.*
Low	11	36,201	21.2%	3.0%
Moderate	44	195,359	19.0%	20.8%
Middle	69	377,691	23.2%	49.7%
Upper	26	169,628	36.6%	26.5%
TOTAL	150	778,879	100.0%	100.0%

#### **Demographic Characteristics of the Assessment Area**

\*\* O.O.H.U. - Owner Occupied Housing Units

The examiner's review of 2000 Census data also disclosed the following additional information about the assessment area:

Total Population	778,879
Population 16 and older	595,693 (76.5%)
Population Over 65	81,753 (10.5%)
Total Housing Units	329,778
Rental Occupied Units	112,025 (33.9%)
1 - 4 Family Units	242,501 (73.5%)
Multi-Family Units	64,540 (19.6%)
Total Families	203,227
Families Below the Poverty Level	18,641 (9.2%)

Conclusions With Respect To Performance Tests

#### LENDING TEST

#### Assessment Area Concentration

Since the preceding evaluation, Everbank originated/purchased a significant volume of mortgage loans in relationship to its resources. However, given the Institution's mortgage banking nature, the vast majority of these loans were not secured by properties located within the assessment area, as described below:

MORTGAGE LOAN ORIGINATIONS/PURCHASES IN 2003, 2004, AND 2005						
Loan Originations	Number	Percent -	Volume	Percent of		
		Number	(000s)	Volume		
Inside Assessment Area	3,512	2.3%	\$ 553,792	1.8%		
Outside Assessment Area	148,908	97.7%	31,651,907	98.2%		
Total	152,420	100.0%	\$32,205,699	100.0%		

As an aside to the above, the examiner notes that the Institution's deposits are dispersed throughout the United States. As of the date of this review, the Institution had 6,090 depository accountholders located in 28 states. However, 5,444 accountholders, 89.4 percent, were located within the assessment area.

#### Distribution by Borrower Income within the Assessment Area

The examiner performed a review to determine the dispersion of lending to borrowers of different income levels. Specifically, the examiner analyzed the percentage of residential mortgage loans, by number and dollar amount, originated by the Institution to LMI borrowers compared to the percentage of families located within the assessment area. In conducting this analysis, the Institution's lending patterns were compared to the distribution of families based upon income within the assessment area as of the 2000 Census.

As noted below, for 2003 through 2005 EverBank's level of lending to low-income borrowers within the assessment area is lower than the assessment area's demographics. In addition, the level of lending to moderate-income borrowers is also lower than the percentage of families located within the moderate-income category based upon the 2000 Census. The examiner notes that the Institution's ability to lend to low-income borrowers is likely affected by the number of families with incomes below the poverty level. The examiner noted that according to the 2000 Census, approximately 43.3 percent of the low-income families residing within the assessment area have incomes below the poverty level (9.2 percent of all families living within the assessment area have incomes below the poverty level).

Income	Percent	Number	No. Pct.	Volume	Pct. of \$	Distribution
Category	Of MFI			( <b>\$000</b> s)		Of Families
Low	<50%	370	13.0%	19,226	4.0%	21.2%
Moderate	<u>&gt;</u> 50-<80%	332	11.6%	37,502	7.8%	19.0%
Middle	<u>&gt;</u> 80-<120%	595	20.8%	83,756	17.4%	23.2%
Upper	<u>≥</u> 120%	<u>1,562</u>	54.6%	<u>341,521</u>	70.8%	<u>36.6%</u>
Total		2,859*	100.0%	\$482,005	100.0%	100.0%

\*Applicant income was not available for 653 originations totaling approximately \$71.8 million.

#### Comparison to other mortgage lenders within the assessment area

EverBank's overall record of lending to borrowers of different income levels was also compared to the lending activity of other lenders subject to the CRA. In accordance with the HMDA, creditors with total assets greater than \$250 million and a branch office located within an MSA must submit certain information regarding mortgage loans for purchase, refinance, and home improvement purposes. This information was derived from 2003 and 2004 HMDA Aggregate information, the latest available.

In order to provide a more accurate comparison, the lending activity was compiled for all types of mortgage loans for single-family dwellings originated by lenders subject to the CRA, focusing upon mortgage lending to LMI borrowers.

Based upon the data shown below, EverBank's overall record of lending to LMI borrowers was lower than that of other lenders within the assessment area, as well as the assessment area's demographics for LMI borrowers.

# 2003/2004 Aggregate HMDA Borrower Income Analysis for Mortgage Loan Originations of similar products by All Lenders within the Assessment Area

Income	Percent	EverBank	Other Lenders	Distribution
Category	Of MFI	Percent of No.	Percent of No.	of Families
Low	<50%	6.6%	8.0%	21.2%
Moderate	<u>&gt;</u> 50-<80%	11.8%	21.9%	19.0%

#### Geographic Distribution within the Assessment Area

The examiner also performed a review to determine the adequacy of dispersion of lending among census tracts by income level. Specifically, the examiner analyzed the percentage of residential mortgage loans, by number and dollar amount, originated by the Institution within LMI census tracts compared to the percentage of owner-occupied housing units (OOHUs) located within the assessment area. In conducting this analysis, the Institution's lending patterns were compared to the distribution of OOHUs within the assessment area as of the 2000 Census.

As noted below, EverBank's 2003, 2004, and 2005 level of lending in the low-income CTs within the assessment area is significantly higher than the area's demographics based upon the 2000 Census. However, the Institution's level of lending in the moderate-income CTs within the assessment area is lower than the area's demographics based upon the 2000 Census.

Income	Percent	Number	No. Pct.	Volume	Pct. of \$	Distribution
Category	of MFI			( <b>\$000s</b> )		of OOHUs
Low	<50%	296	8.4%	9,719	1.8%	3.0%
Moderate	<u>&gt;</u> 50-<80%	390	11.1%	33,491	6.1%	20.8%
Middle	<u>&gt;</u> 80-<120%	1,193	34.0%	172,472	31.1%	49.7%
Upper	<u>≥</u> 120%	<u>1,633</u>	46.5%	<u>338,110</u>	61.0%	<u>26.5</u> %
Total		3,512	100.0%	\$553,792	100.0%	100.0%

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#### Institution (continued)

#### Comparison to other lenders within the assessment area

EverBank's overall record of lending within different geographic areas was also compared to the lending activity of other lenders subject to the CRA. This information was derived from 2003 and 2004 HMDA Aggregate information, the latest available. In order to provide a more accurate comparison, the lending activity was compiled for all types of mortgage loans for single-family dwellings originated by lenders subject to the CRA, focusing upon mortgage lending in LMI CTs.

Based upon this data, EverBank's penetration of loans within low-income geographies was much higher than that of all lenders subject to the CRA within the assessment area, as well as the assessment area's demographics. However, the level of lending in moderate-income geographies was lower than that of other lenders, as well as the assessment area's demographics as indicated below:

# 2003/2004 Aggregate HMDA Geographic Distribution Analysis for Mortgage Loan Originations of similar products by All Lenders within the Assessment Area

Income	Percent	EverBank	Other Lenders	Distribution
Category	of MFI	Percent of No.	Percent of No.	of O.O.H.U.
Low	<50%	5.6%	1.5%	3.0%
Moderate	<u>≥</u> 50-<80%	9.4%	15.9%	20.8%

The examiner notes that Everbank encounters significant competition for both deposits and loans within the assessment area. As of June 30, 2005, the most recent date for which information is available, EverBank competed with 24 other financial institutions with 173 offices, including 19 commercial banks and five savings associations. The top competitors included Wachovia Bank, N.A., Bank of America, N.A., Regions Bank, SunTrust Bank, Compass Bank, and AmSouth Bank. The Institution's market share of deposits for the assessment area was approximately 12.9 percent.

#### Small Business/Farm Loans

Based upon its size and resources, EverBank originated a high number of loans to small businesses/ small farms during the review period. The majority (78.1 percent) of these loans were to businesses/ farms located within the assessment area. Moreover, approximately 34.6 percent of these loans were granted to businesses/farms within the assessment area with revenues of less than \$1 million. Based upon information derived from the Institution's CRA Disclosures, the examiner compiled the following summary for 2003, 2004, and 2005:

Loan Amount	No.	Pct. of No.	Amt. (000s)	Pct. Of Amt.
<=\$100,000	254	62.4%	\$ 9,600	17.5%
>\$100,000<=\$250,000	89	21.9%	15,489	28.3%
>\$250,000	64	15.7%	29,689	54.2%
Total	407	100.0%	\$54,778	100.0%

#### Distribution of Business/Farm Loans by Loan Size within the Assessment Area

In order to further evaluate EverBank's small business/farm lending activity, the examiner compared the Institution to other lenders that reported small business/farm loans in 2003 and 2004 in accordance with CRA reporting requirements. Under the CRA regulations, institutions with total assets greater than \$250 million are required to collect certain information regarding business and farm loans. Based upon Aggregate CRA Disclosure Reports for 2003 and 2004, the latest available, the examiner noted that EverBank's percentage of small business/farm lending is less than that of other lenders based upon the number of loans made under \$100,000. The results of the comparative analysis are as follows:

# 2003/2004 Aggregate CRA Data Comparison of Business/Farm Loans within Assessment Area

Loan Amount	EverBank Pct. Of No.	All Lenders Pct. Of No.
<=\$100,000	65.6%	94.1%
>\$100,000<=\$250,000	20.6%	2.9%
>\$250,000	13.8%	3.0%
Total	100.0%	100.0%

However, during 2003 and 2004 approximately 30.8 percent of EverBank's small business/farm loans were to businesses/farms with annual revenues less than \$1 million, comparing favorably to approximately 28.7 percent for all other lenders.

#### **Community Development Lending**

Since the preceding evaluation, EverBank reported originating six community development loans totaling approximately \$25.8 million, which were secured by property located within the assessment area. These loans include, but are not limited to, the following:

Jacksonville, Florida – three lines of credit totaling \$19,000,000. The proceeds were used by Habitat for Humanity of Jacksonville to provide working capital for the construction of Habitat homes in Duval County.

Jacksonville, Florida – one loan of \$3,600,000. The loan proceeds are to be used for the purchase and redevelopment of an empty movie theater into retail/office space in a moderate-income CT in Duval County.

Jacksonville, Florida – one loan of \$1,700,000. The loan proceeds are to be used for the purchase and redevelopment of a retail/shopping plaza in a moderate-income CT in Duval County.

Jacksonville, Florida – one loan of \$1,520,000. The loan proceeds are to be used for the revitalization of two multi-family buildings for affordable housing purposes in LMI areas in Duval County.

In addition to the above, the Institution reported originating three community development loans totaling approximately \$3.2 million in moderate-income CTs in areas close to the assessment area, and one loan totaling approximately \$2.6 million in an area outside the assessment area, but still within Florida.

In addition to those loans reported as Community Development Lending, the Institution originated 15 small business loans totaling approximately \$3.1 million within the assessment area whose purposes were community development related. These included, but are not limited to the following:

Jacksonville, Florida – a line of credit totaling \$250,000 to an entity that provides transitional housing, a daily feeding program, and vocational training to homeless men.

Jacksonville, Florida – a line of credit totaling \$100,000 to a certified community development company to provide loans to small businesses.

Jacksonville, Florida – a loan totaling \$80,000 to a mission based agency that provides a residential group home for young adults with developmental disabilities.

#### Innovative or Flexible Loan Programs

EverBank participated in several lending programs designed to be attractive to LMI borrowers as follows:

- Federal National Mortgage Association (FNMA) Mortgage Recovery Lending Program a joint effort with FNMA and the Housing Partnership of Northeast Florida (HPNF), this program is an anti-predatory lending initiative. EverBank has approved a \$2 million line of credit for the HPNF to be used to fund the refinance of loans originated or serviced in conjunction with abusive lending practices. EverBank will purchase the loans from HPNF and subsequently sell them to FNMA. The examiner notes that as of the end of 2005 no loans had been purchased due to the newness of the program.
- Department of Housing and Urban Development and FNMA Reverse Mortgage Programs EverBank participates in the reverse mortgage programs of both agencies. These programs are typically designed to allow older homeowners on fixed incomes to convert equity in their homes into cash to meet day-to-day, medical, and emergency expenses. The examiner notes that during the review period the Institution closed 53 reverse mortgages in Duval County, 145 in other parts of Florida, and an additional 257 nationwide.
- Jacksonville Small and Emerging Business Revolving Loan Program (JSEB) The JSEB is a collaborative effort among the city of Jacksonville, 21 area financial institutions, and local businesses. The JSEB will provide financial and technical assistance to small and emerging businesses doing business with the city. The revolving fund will serve those businesses that lack access to traditional capital resources. The examiner notes that during the review period EverBank invested \$35,000 in the program. JSEB funds were used to assist eight borrowers, with the assistance totaling approximately \$272,000.
- Neighborhood Lending Partners of North Florida, Inc. (NLP). NLP is a nonprofit lending consortium. The North Florida chapter is comprised of approximately 15 financial institutions and was formed in 2004. The NLP is certified as a Community Development Financial Institution and provides a revolving loan pool (member participation interests are proportional to area deposit size) for the permanent financing of affordable multifamily housing projects.

NLP targets distressed neighborhoods, implementing a strategy to reach low- and very lowincome families by requiring each property to restrict a certain number of units to those families with below market rents. The Institution purchased a participation in Duval County during the review period for \$352,540, and has another participation in adjacent St. Johns County totaling approximately \$1,500,000. The Institution purchased two participations during the review period totaling approximately \$4.9 million involving projects in two other Florida counties.

 Lutheran Social Services Immigrant Loan Program (LSS) – in 1999 LSS was awarded a fiveyear Federal contract to assist immigrants with refugee status to obtain automobile financing. LSS participants referred to EverBank were able to open savings accounts with which to accumulate funds for a down payment and LSS would match the funds deposited. The examiner notes that the Institution originated 153 automobile loans totaling approximately \$604,000 using this program during the review period.

Based upon Everbank's overall record of lending within the assessment area, a rating of "High Satisfactory" was assigned for the Lending Test. As noted, the majority of the mortgage loan originations/purchases were not secured by properties located within the assessment area. Lending to LMI borrowers was generally below that of area demographics, as well as below that of other lenders for 2003 and 2004. Lending in LMI geographies was generally commensurate with area demographics, as well as that of other lenders for 2003 and 2004. The rating was largely based upon EverBank's overall lending volume, lending within the assessment area, level of community development lending, and flexible loan programs.

#### **INVESTMENT TEST**

During the review period, EverBank's performance under this criteria consisted primarily of monetary contributions, investments, and mortgage-backed securities. EverBank made a strong level of charitable contributions, primarily within the assessment area. Specifically, EverBank made charitable contributions totaling \$1,151,160 (\$183,233, \$470,035, and \$497,892 during 2003, 2004, and 2005, respectively). Based upon the examiner's review of an itemized list of the recipients of these contributions, it was determined that a large number of the contributed funds were to non-profit organizations. Further, a good percentage of these contributions met the definition of community development purposes. The examiner was able to determine that monetary contributions/grants totaling \$1,072,638 (\$167,563, \$447,760, and \$457,315 for 2003, 2004, and 2005, respectively) were to organizations that addressed these needs. Some of the more significant investments and contributions within the assessment area include:

- Community Reinvestment Partners The CRP is an investment fund established to acquire and renovate real estate throughout Florida, including Duval County. The CRP will focus primarily upon grocery-anchored community centers, strip centers, and power centers located in LMI CTs. The examiner notes that EverBank invested \$1,575,000 in the program during the review period.
- Habitat for Humanity of Jacksonville \$423,708, the Institution made grants for the purpose of constructing ten homes.

In addition, the Institution holds approximately \$10.9 million of mortgage-backed securities and municipal bonds whose proceeds were used to develop affordable housing within the assessment area's LMI CTs or to LMI residents. These include, but are not limited to:

Florida Housing Tax Bond (\$417,076)– originally purchased in 2004, the proceeds were used to finance the construction of a 288-unit rental complex targeting LMI occupants in Duval County, Florida.

Based upon EverBank's overall level of qualified investments, a rating of "High Satisfactory" was assigned for its performance under the Investment Test.

#### SERVICE TEST

EverBank serves the assessment area with three Jacksonville area branch offices, Downtown, San Jose, and Oceanway, and a free standing ATM at its operations center, all located in Jacksonville, Duval County, Florida. The Oceanway branch and the operations center are located in moderate-income CTs, the Downtown branch is located in a low-income CT, and the San Jose branch is located in an upper-income CT. The Oceanway branch and the operations center have ATMs and both accept deposits. Since the preceding evaluation, EverBank has not opened or closed any branch offices.

The office hours of all branch offices are considered convenient and consistent with those offered by other financial institutions within the assessment area. The offices' lobbies are open from 9:00 a.m. to 4:00 p.m. on Mondays through Thursdays and until 5:00 p.m. on Fridays. None of the lobbies are open on Saturday. The drive-in windows of the Downtown branch are open on Mondays through Thursday, from either 7:30 a.m.to 4:30 p.m., and until 5:00 p.m. on Friday. The drive-in windows of the San Jose branch are open on Mondays through Thursday, from either 8:30 a.m.to 4:30 p.m., and until 6:00 p.m. on Friday. The drive-in windows of the Oceanway branch are open on Mondays

through Thursday, from either 7:30 a.m.to 4:30 p.m., and until 6:00 p.m. on Friday, and on Saturday from 9:00 a.m. to noon.

The ATMs are located outside of their respective branch offices, which enables customers to have access seven days a week. With ATM access, customers can make withdrawals, transfer funds from other EverBank accounts, and make account inquiries. In addition, the Institution's ATM cards can be used at machines connected to the PLUS, STAR, and PRESTO systems.

EverBank also issues ATM and debit cards. Customers can receive either an ATM card or a Visa Check Card. The check card can be used to make point of sale purchases, as well as withdraw cash from ATMs. The VISA Check Card can also function as a credit card. When used to withdraw cash, the cards have a daily limit of \$200.00 and the Visa Check Card has a purchase limit of \$1,000.00 a day. There is no annual fee for either card.

EverBank offers a wide range of deposit products including personal and commercial checking accounts. Although not specifically targeted to LMI individuals, the Institution offers a checking account, Basic Checking, which could be attractive to LMI individuals. The Basic Checking account has no minimum balance requirement, unlimited check writing, no monthly service fee, an opening deposit of \$100.00, and the initial order of checks is free. However, in order to avoid a service charge accountholders must have a payroll or Social Security check directly deposited into the account. Interest is not paid on this account. As of the start of this evaluation, the Institution had 23 Basic Checking accounts with balances totaling approximately \$56,340.

In addition, EverBank offers a checking account, Infinity Care, which is targeted toward "not-forprofit" businesses. This account has unlimited check writing and an opening deposit of \$100.00. This account has a minimum average daily balance requirement of \$2,500.00 to avoid the monthly service fee; otherwise a monthly fee of \$15.00 is assessed. Interest is not paid on this account. As of the start of this evaluation, the Institution had 160 Infinity Care checking accounts with balances totaling approximately \$24.0 million.

EverBank has developed the Infinity Youth Savings account targeted toward accountholders below 18 years of age. This account can be opened for as little as \$25.00 and there is no minimum balance to avoid a service charge. A balance of at least \$500.00 is required to earn interest. As of the start of this evaluation, the Institution had 223 Infinity Youth Savings accounts with balances totaling approximately \$466,000.

EverBank maintains a transactional Internet web site that provides general information about the Institution, as well as a listing of available products and services, branch office locations, and telephone numbers for each location. Customers can also check account balances and transfer funds

between EverBank accounts, pay bills, and review checks that have cleared. The inquiry, transfer functions, and the bill paying service are free.

Everbank has two toll-free numbers for customers to use in learning about available products and services and account activity. One number connects the caller to an automated system and one to a live person. Both numbers can be used 24 hours a day, seven days a week, but actual Institution employees are only available Monday through Friday from 8:00 a.m. to 5:00 p.m. At other times, callers can speak to an agent of the Institution. When speaking to an Institution employee or agent, EverBank customers can make transfers between checking, savings, and money market accounts, get information about the most recent checks that cleared, get various pieces of information about these types of accounts, and get information about mortgage, installment, line of credit, or commercial loans they may have with the Institution.

Further, the Institution has created a position known as the Community Development and Emerging Markets Coordinator. The person in this position actively pursues the assessment area's non-profit Hispanic markets. This position is responsible for coordinating loan requests, service activities, financial education, and charitable donations.

There are also staff members that are bilingual and the Institution's toll free numbers have a "prompt" that allows callers to hear information in Spanish as well as English.

#### **Community Development Services**

In an effort to increase its knowledge of local business trends and opportunities, EverBank has created a business development board in Duval County. Board members are chosen based upon their respective fields of expertise and experience in the various communities and provide advice to management about policies and procedures, as well as promoting the Institution and referring new business whenever possible. The board does not have any policy-making authority or supervisory responsibility.

A number of EverBank employees and directors are active in official capacities in various civic organizations, many of which are engaged in community development activities. Below is a partial list of the official capacities in which Institution individuals serve:

Board Member/Treasurer/Finance Committee Member– Habitat for Humanity of Jacksonville Board Member- Neighborhood Lending Partners, Inc. Board Member- Neighborhood Lending Partners of North Florida Board Member – United Way of Northeast Florida Board Member – Jacksonville Economic Development Company

Board Member – Grove House – provides affordable housing to adults with disabilities Board Member/Treasurer – Youth Crisis Center – provides short-term shelter care and counseling to troubled children

In addition, EverBank services 1,332 loans totaling approximately \$56.0 million for Habitat for Humanity of Jacksonville at no charge.

Based upon EverBank's overall level of performance, a rating of "High Satisfactory" was assigned for its performance under the Service Test.

#### Record of Compliance with Anti-discrimination Laws and Regulations

A sample of loan application files was reviewed at the Institution's most recent compliance examination to determine the Institution's level of compliance with anti-discrimination laws and regulations, including the OTS Nondiscrimination Regulations; the Equal Credit Opportunity Act and its implementing regulation, Regulation B; and the Fair Housing Act. That review disclosed no evidence of prohibited discriminatory lending practices, and it appeared that all applicants were treated consistently and in accordance with the Institution's written underwriting guidelines.

#### Response to Community Complaints

No complaints concerning EverBank's performance in meeting the credit needs of the combined assessment area have been received since the preceding evaluation.

# Appendix A

Scope of Examination

SCOPE OF EXAMINATION						
TIME PERIOD REVIEWED:	January 1, 20	03 – December 31, 2005				
FINANCIAL INSTITUTION		PRODUCTS REVIEWED				
EverBank		HMDA reportable loans originated and purchased				
AFFILIATE(S)	AFFILIATE RELATIONSHIP	PRODUCTS REVIEWED				
EverHome Mortgage Company	Subsidiary	HMDA reportable loans				
Priceline Mortgage Company, LLC	Subsidiary	HMDA reportable loans				

LIST OF ASSESSMENT AREAS AND TYPE OF EXAMINATION						
ASSESSMENT AREA	TYPE OF EXAMINATION	BRANCHES VISITED <sup>i</sup>	OTHER INFORMATION			
Duval County, Florida	Full	1	N/A			

<sup>&</sup>lt;sup>i</sup> There is a statutory requirement that the written evaluation of a multi-state institution's performance must list the individual branches examined in each state.

# Appendix B

Summary of State and Multi-state MSA Ratings<sup>2</sup>

State or Multi-state MSA Name	Lending Test Rating	Investment Test Rating	Service Test Rating	Overall State Rating
N/A				

 $<sup>^{2}</sup>$  Weight selections used for the evaluation of the institution's CRA performance could result in unrated Performance Test factors.

Evaluation Date: 03/30/2006 Docket Number:

15115

Appendix C

FFIEC Aggregate Core Tables

#### CRA Rating Definitions

There are four separate and distinct CRA assessment methods set forth in the CRA: the lending, investment, and service tests for large, retail institutions; the streamlined examination method for small institutions; the community development test for wholesale and limited purpose institutions; and the strategic plan option for all institutions. OTS will assign an institution one of the four assigned ratings required by Section 807 of the CRA:

- 1. "Outstanding record of meeting community credit needs."
- 2. "Satisfactory record of meeting community credit needs."
- 3. "Needs to improve record of meeting community credit needs."
- 4. "Substantial noncompliance in meeting community credit needs."

OTS judges an institution's performance under the test and standards in the rule in the context of information about the institution, its community, its competitors, and its peers. Among the factors to evaluate in an examination are the economic and demographic characteristics of the assessment area(s); the lending, investment, and service opportunities in the assessment area(s); the institution's product offerings and business strategy; the institution's capacity and constraints; the prior performance of the institution; in appropriate circumstances, the performance of a similarly situated institution; and other relevant information. An institution's performance need not fit each aspect of a particular rating profile in order to receive that rating, and exceptionally strong performance, however, must be consistent with safe and sound banking practices and generally with the appropriate rating profile. In addition, OTS adjusts the evaluation of an institution's performance or an institution's performance with §563e.21 and §563e.28, which provide for adjustments on the basis of evidence of discriminatory or other illegal credit practices.