

ZIONS BANCORPORATION

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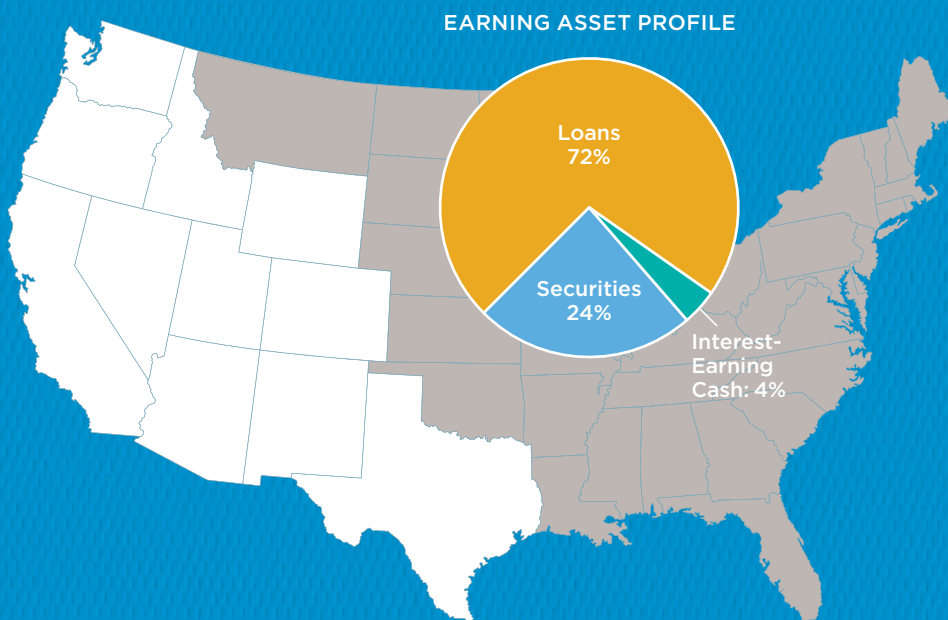
YEAR IN REVIEW

# Investing in Simple



## A COLLECTION OF GREAT BANKS

*We remain committed to our distinctively local approach to banking, operating as a “Collection of Great Banks” with local brand names and management teams in each of our major western markets. This approach has yielded many customer satisfaction awards over recent years. We’re simplifying our operational processes, major operating policies, and the products we offer to our customers. We expect these changes to provide a better experience for our customers and to produce strong improvements in profitability.*



### ZIONS BANK

**Zions Bank**  
Salt Lake City, UT /  
Boise, ID / Jackson, WY  
\$16.8 billion deposits

### NEVADA STATE BANK

**Nevada State Bank**  
Las Vegas, NV  
\$4.2 billion deposits

### AmegyBank of Texas

**Amegy Bank of Texas**  
Houston, TX  
\$11.9 billion deposits

### VECTRA BANK COLORADO

**Vectra Bank Colorado**  
Denver, CO  
\$2.8 billion deposits



**California Bank & Trust**  
San Diego, CA  
\$11.0 billion deposits



**The Commerce Bank of Washington**  
Seattle, WA  
**The Commerce Bank of Oregon**  
Portland, OR  
\$1.2 billion deposits



**National Bank of Arizona**  
Phoenix, AZ  
\$4.6 billion deposits

# FINANCIAL HIGHLIGHTS

	2016/2015 Percent Change	2016	2015	2014	2013	2012
<i>(Amounts in millions, except per share amounts)</i>						
<b>FOR THE YEAR</b>						
Net interest income	9%	\$ 1,867	\$ 1,715	\$ 1,680	\$ 1,696	\$ 1,732
Noninterest income	44	516	357	493	327	412
Total revenue	15	2,383	2,073	2,173	2,023	2,143
Provision for loan losses	NM	93	40	-98	-87	14
Noninterest expense	<1	1,585	1,581	1,649	1,704	1,587
Impairment loss on goodwill	NM	—	—	—	—	1
Income before income taxes	56	705	452	621	406	542
Income taxes	66	236	142	223	143	193
Net income	52	469	310	399	264	348
Net loss applicable to noncontrolling interests	NM	—	—	—	0	-1
Net income applicable to controlling interest	52	469	310	399	264	350
Net earnings applicable to common shareholders	67	411	247	327	294	179
<b>PER COMMON SHARE</b>						
Net earnings – diluted	66%	\$ 2.00	\$ 1.20	\$ 1.68	\$ 1.58	\$ 0.97
Net earnings – basic	66	1.99	1.20	1.68	1.58	0.97
Dividends declared	27	0.28	0.22	0.16	0.13	0.04
Book value <sup>1</sup>	4	34.10	32.67	31.35	29.57	26.73
Market price – end		43.04	27.30	28.51	29.96	21.40
Market price – high		44.15	33.42	33.33	31.40	22.81
Market price – low		19.65	23.72	25.02	21.56	16.40
<b>AT YEAR-END</b>						
Assets	6%	\$ 63,239	\$ 59,665	\$ 57,203	\$ 56,021	\$ 55,499
Net loans and leases	5	42,649	40,650	40,064	39,043	37,670
Deposits	6	53,236	50,374	47,848	46,363	46,134
Long-term debt	-34	535	812	1,086	2,263	2,324
Shareholders' equity:						
Preferred equity	-14	710	829	1,004	1,004	1,128
Common equity	4	6,925	6,679	6,366	5,461	4,924
Noncontrolling interests	NM	—	—	—	—	-3
<b>PERFORMANCE RATIOS</b>						
Return on average assets		0.78%	0.53%	0.71%	0.48%	0.66%
Return on average common equity		5.95	3.75	5.42	5.73	3.76
Tangible return on average tangible common equity		7.07	4.55	6.70	7.44	5.18
Net interest margin		3.37	3.19	3.26	3.36	3.57
<b>CAPITAL RATIOS<sup>1</sup></b>						
Equity to assets		12.1%	12.6%	12.9%	11.5%	10.9%
Common equity tier 1 (Basel III), tier 1 common (Basel I) <sup>2</sup>		12.1	12.2	11.9	10.2	9.8
Tier 1 leverage <sup>2</sup>		11.1	11.3	11.8	10.5	11.0
Tier 1 risk-based capital <sup>2</sup>		13.5	14.1	14.5	12.8	13.4
Total risk-based capital <sup>2</sup>		15.2	16.1	16.3	14.7	15.1
Tangible common equity		9.5	9.6	9.5	8.0	7.1
Tangible equity		10.6	11.1	11.3	9.9	9.2
<b>SELECTED INFORMATION</b>						
Average common and common-equivalent shares		204.3	203.7	192.8	184.3	183.2
Common dividend payout ratio		14.0%	18.3%	9.6%	8.2%	4.1%
Full-time equivalent employees (actual)		10,057	10,200	10,462	10,452	10,368
Commercial banking offices (actual)		436	450	460	469	480

<sup>1</sup>At year-end, as a percent of total assets (GAAP), or risk-weighted assets (regulatory)

<sup>2</sup>For 2015 and 2016, ratios are based on Basel III. For years prior to 2015, ratios are based on Basel I

Numbers may not sum due to rounding

# TO OUR SHAREHOLDERS

*2016 was a momentous year for Zions Bancorporation. Earnings per fully diluted share increased 66%, and the total return to shareholders, consisting of common dividends paid plus the appreciation in our share price, was 59%. We have among the strongest balance sheets in the industry as measured by capital, loss reserves, and the nature and size of our core deposit franchise.*



Harris H. Simmons, Chairman and CEO

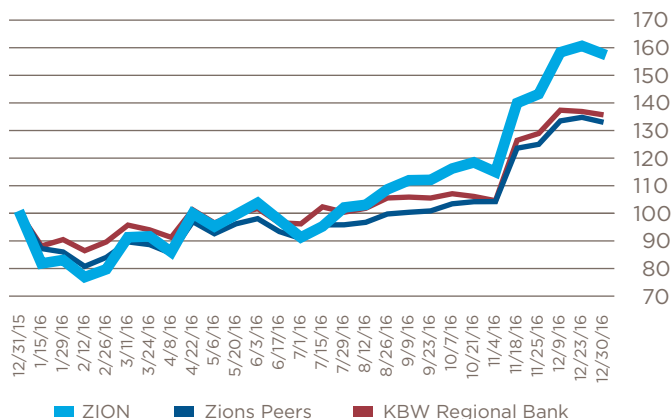
2016 was a momentous year for Zions Bancorporation. We delivered dramatic improvement in our financial performance while undergoing significant organizational changes designed to ensure our competitiveness in an industry that is itself rapidly changing. Earnings per fully diluted share increased 66% to \$1.99 from \$1.20 in 2015, and our total return to shareholders, consisting of common dividends paid plus the appreciation in our share price, was 59%. This compares to a 36% increase in the Keefe Regional Bank Index over the same period. In mid-2016 we increased the quarterly dividend by 33% to eight cents per share per quarter, and we initiated a share repurchase program in the amount of \$45 million per quarter.

We've made tremendous progress over the past two years in building a stronger business. We have among the strongest balance sheets in the industry as measured by capital, loss reserves, the nature and size of our core deposit franchise and our very modest level of indebtedness. Credit quality remains very healthy. We're making significant investments in foundational technology that should position us to be a leader in delivering digital banking solutions to our customers in the years ahead. And we're focused on deepening our market penetration with high-value business and retail customers in some of the best growth markets in the nation.

## A Focus on Simple, Easy, Fast

We've been working hard this past year on simplifying our business. The regulatory environment has become much more complex and challenging in the wake of the 2008-2009 financial crisis and the implementation of

2016 STOCK PRICE PERFORMANCE  
Indexed to 100





the Dodd-Frank Act, with the result that we and others in the industry have overhauled our internal policies and governance structures, added additional people and invested in risk management and compliance systems, creating pressure on operating costs. We've also been operating in a period of historically low interest rates and lackluster loan demand, making revenue growth difficult to achieve. And the emergence of mobile devices and digital banking products and delivery channels – many provided by nimble and focused start-up companies in Silicon Valley and elsewhere – makes it more important than ever that we invest in new technologies. Our response to this challenging environment has been to focus on a goal that we refer to as “Simple, Easy, Fast” as we think about how we design internal processes, how we create products, and the experience we want to provide to customers.

Our historical organizational structure, consisting of a multi-bank holding company with individually chartered banks in each major market, had become increasingly unwieldy as we attempted in many cases to customize back office support to the varying products and needs of each of our subsidiary banks. While we operated with the same set of technology systems, they were often used in very different ways across the enterprise. This structure also occasionally resulted in quite material inconsistencies with respect to how we defined and gathered data, requiring a great deal of effort and expense to translate varying data definitions in order to produce standardized regulatory and internal reports.

At the close of business on December 31, 2015, we consolidated our seven bank subsidiaries under the umbrella of a single national bank charter, ZB, N.A., making 2016 the first year operating under this new structure. We remain committed to our distinctively local approach to banking, operating as a “Collection of Great Banks” with local brand names and management teams in each of our major western markets. But we're intent on simplifying our operational

processes, major operating policies, and the products we offer to our customers. While we have made a great deal of progress over the past fifteen years in centralizing the majority of the non-customer-facing functions that support our frontline bankers, the consolidation of our banking charters has enabled us to take further steps to reduce costs while providing exceptional service. During the first year under our consolidated charter structure, we undertook a number of initiatives to simplify and improve how we operate. The following are just a few examples:

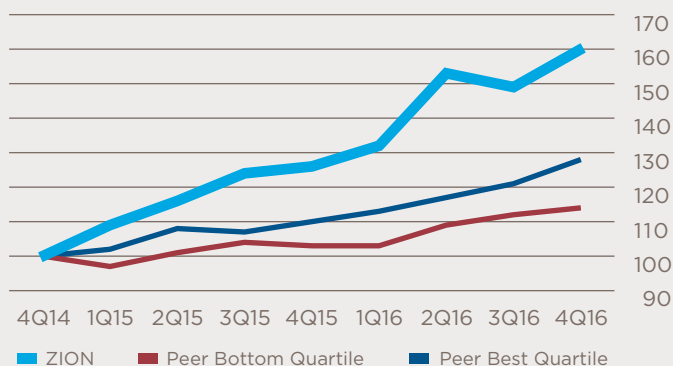
- We began the process of consolidating and simplifying all of our retail deposit products, reducing the number of products and variations thereof that we support by 75%, from 529 to 132. The first wave of these new product offerings – including certificates of deposit and individual retirement accounts – was launched in January 2017, reducing the number of such products from 98 to 17.
- We simplified the consumer loan approval process, leveraging technology to improve the customer experience. In doing so, we reduced the time it takes from receiving an application to the point of funding some products, such as personal unsecured loans, from as long as three days to as little as fifteen minutes. The improved customer experience fueled renewed confidence on the part of our frontline bankers, with the result that application volumes for home equity credit lines, for example, were up 42% in 2016 over 2015 totals.
- We initiated a review and reengineering of our Business Banking lending processes. This line of business, which focuses on smaller businesses with revenues of up to about \$10 million and credit needs of up to about \$3 million, encompasses a substantial portion of our total commercial lending volume, and the preponderance of commercial lending activity in terms of numbers of loans made and customers served. The changes we

# PERFORMANCE METRICS

Certain financial measures containing descriptive words such as "core" or "adjusted" are subject to GAAP-to-Non-GAAP reconciliation tables, which can be found on page 18.

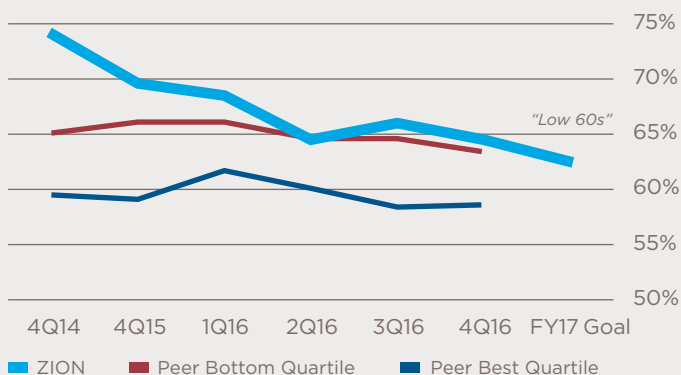
## ADJUSTED PRE-PROVISION NET REVENUE GROWTH

Indexed: 4Q14=100



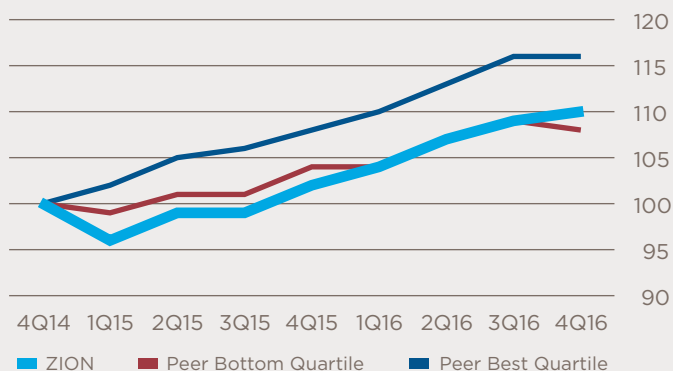
## EFFICIENCY RATIO

Adjusted noninterest expense as a percent of adjusted total revenue



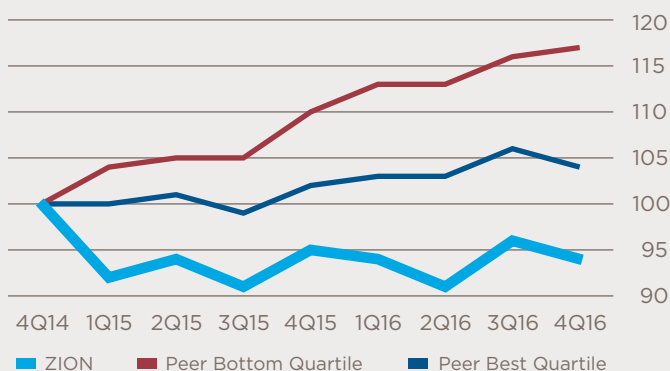
## ADJUSTED REVENUE GROWTH

Indexed: 4Q14=100

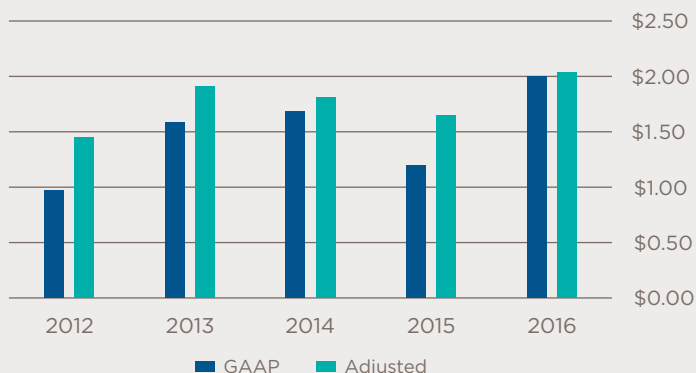


## ADJUSTED NONINTEREST EXPENSE GROWTH

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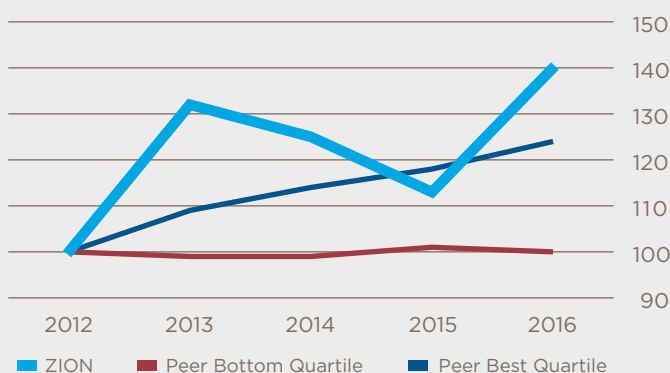


## EARNINGS PER SHARE



## ADJUSTED EARNINGS PER SHARE GROWTH

Indexed: 2012=100



plan to implement in 2017 are expected to reduce the time it takes to complete and fund most of these loans from several days to under four hours, with associated reductions in cost.

- We combined the parent company and subsidiary bank risk management organizations into a single enterprise-wide group with regional credit executives and a streamlined process for approving larger commercial loans.
- We consolidated our financial accounting staff, organizing a single enterprise group from the multiple groups operating in our various subsidiaries, and reducing the overall number of employees in this function by 18%.
- We consolidated decentralized recruiting groups into an enterprise-wide recruiting organization, with a 22% reduction in staffing.
- We consolidated the Business Intelligence Analytics groups that had served each of our subsidiary banks, reducing staffing by 16% in the process.
- We completed the consolidation of our mortgage banking operations, organizing all of our activities under a single enterprise-wide entity. This contributed to a 41% increase in mortgage origination volumes over 2015 levels.
- We simplified our Wealth Management and Trust business, consolidating two trust entities into one, three registered investment advisors into one and two broker-dealers into a single entity, while consolidating the systems that support these groups. At the same time, we increased revenue by 16% and reduced expenses by 5% in this line of business, with additional savings and revenue growth expected in 2017.

- We completed the centralization of our loan operations function, reducing from fifteen to two the number of sites at which we prepare documents and service commercial and commercial real estate loans.
- We completed the installation of a new “front end” system for commercial lenders, substantially simplifying the process of renewing and modifying loans while providing much more reliable and consistent data on our borrowers.
- In our Enterprise Technology and Operations division alone, a focus on continuous improvement resulted in our employees identifying 118 ideas and process improvements with a value of \$25,000 or more, and an aggregate value of \$22.2 million in “hard dollar” savings and revenue improvements and \$6.4 million in “soft dollar” savings in 2016.

We also continue to work toward the replacement of our core technology – applications that support our loan and deposit activities – with a more robust and modern integrated core system. We expect the first of three “releases,” or modules, one that supports consumer lending, to be deployed in mid-2017, with two future releases supporting commercial lending and depository activities to be deployed in the future. We expect our investment in these systems will allow us to simplify operations, better manage risk, allow for innovation in product development and provide a better experience to our customers and the employees who serve them.

### **Financial Results**

Our operating results continued to improve in 2016, as evidenced by a 67% increase in net earnings applicable to common shareholders, and a 66% increase in fully diluted earnings per share. When adjusted for securities gains and losses, and other non-operating items, earnings per share increased 23%, from \$1.66 in 2015 to \$2.05 in 2016.

Our adjusted return on average tangible common equity improved to 7.1% from 6.1% in 2015. We expect to continue to improve returns both on and of equity.

Our focus on simplification and cost containment is paying real dividends, as total operating expenses were held essentially flat in 2016. Our core operating expenses, adjusted to exclude relatively modest severance and restructuring costs, debt extinguishment, intangible asset amortization and foreclosed property expense, and provisions for unfunded lending commitments, increased 1.2% during the year to \$1,579 million. These core operating costs have been generally flat for a four-year period.

While costs were carefully controlled, taxable-equivalent revenue, adjusted to exclude investment securities gains and losses and fair value and non-hedge derivatives income, increased a strong 7.2% to \$2,399 million. This

revenue growth was primarily a product of strong growth in securities and moderate growth in loans. An improved mix of earning assets more than offset the drag of continued low interest rates, and produced a net interest margin of 3.37% in 2016, up from 3.19% in 2015.

Noninterest income, adjusted to exclude securities gains and losses and fair value and nonhedge derivative income, increased 4.5% to \$506 million in 2016. However, non-interest income derived from customer-related activities (i.e., excluding investment securities gains, dividend income, etc.) increased 6.9% to \$473 million, with strong gains in credit and debit card revenues, treasury services and corporate cash management income, wealth management fees and loan sales and servicing income.

The combination of solid revenue growth and well-contained operating expenses – known as positive operating leverage –

## Zions Announced Financial Targets


On June 1, 2015 Zions announced several financial targets, including:

	Second Half of 2015		Full Year 2016		Full Year 2017	
	Goal	Achieved?	Goal	Achieved?	Goal	Achieved?
Adjusted Noninterest Expense <sup>(1)</sup>	Hold to below \$1.58 <sup>(2)</sup> billion	✓	Hold to below \$1.58 <sup>(1)</sup> billion	✓	Slightly above \$1.58 <sup>(1)</sup> billion	TBD
Efficiency Ratio	≤70%	✓	<66%	✓	Low 60s	TBD
Gross Cost Savings of \$120 million	50%	✓	>80%	✓	100%	TBD
Pay Off High Cost Subordinated Debt	100%	✓	—	—	—	—
Preferred Equity Dividends	—	—	—	—	Lower by ~\$20 million vs. 2014A	Expected to beat by \$10mm+

(1) Adjusted for items such as severance, provision for unfunded lending commitments, securities gains and losses and debt extinguishment costs. See page 18 for a GAAP to non-GAAP reconciliation table.

(2) Reduced by \$20 million from original stated target of “less than \$1.60 billion,” driven by an accounting adjustment made in 1Q16 which effectively re-categorized corporate card rewards program expense from noninterest expense to be netted against associated revenue.



A portrait of Oai Duong, a man with short dark hair, wearing a dark blue suit, white shirt, and a blue patterned tie. He is standing in front of a dark metal railing and a building with large windows. The background is slightly blurred.

**Investing in Simple:** “The Enterprise Business Intelligence team united the specialized business intelligence skill sets among the affiliate banks to accelerate the sharing of ideas, reporting and data insights across the Bancorporation. We are focused on expanding the availability of data intelligence to all levels of the organization, from management to front line colleagues.”

*Oai Duong, Senior Vice President, Director of Enterprise Business Intelligence, Zions Bancorporation*





**Investing in Simple:** “The partnerships we have created throughout the enterprise to solve problems and share solutions on everything from policy streamlines to workflow improvements, produce wins that we can all participate in. Simplifying delivery – whether internally or externally – is key to being a great bank.”

*Jill S. Vaughan, Executive Vice President, Southwest Regional Credit Executive, Zions Bancorporation*

produced a very strong 25% increase in adjusted pre-tax, pre-loan loss provision operating income. This was one of the strongest performances in this regard among the industry's largest banks in 2016. We're determined to produce additional positive operating leverage in 2017.

We established a goal in June 2015 to contain expenses while achieving significant improvement in our "efficiency ratio," a measure of adjusted operating expense relative to adjusted revenue. In late 2014 our efficiency ratio exceeded 74%. We set a goal to reduce the ratio to less than 66% during 2016 while holding adjusted operating expense at under \$1.58 billion, and to further reduce our efficiency ratio to a percentage in the "low '60's" in 2017. I'm pleased to report that we achieved our goal in 2016, with an efficiency ratio of 65.8% and adjusted operating expenses of \$1.579 billion. We remain committed to continued improvement in our cost structure relative to revenues in 2017 and beyond.

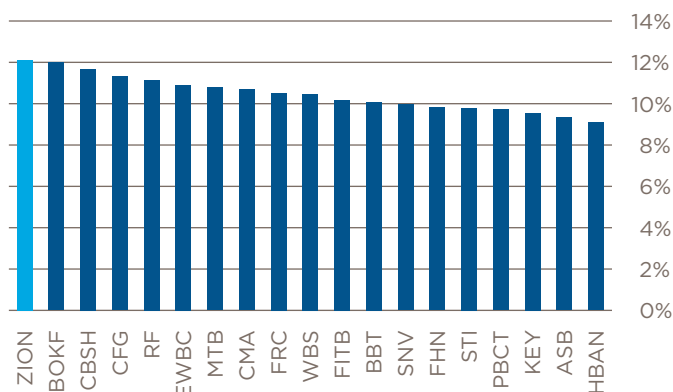
### A Strong Balance Sheet

Many long-time investors in bank stocks posit that, over time, a disproportionate share of the value of a bank's franchise is determined by the composition of the "right side" of the

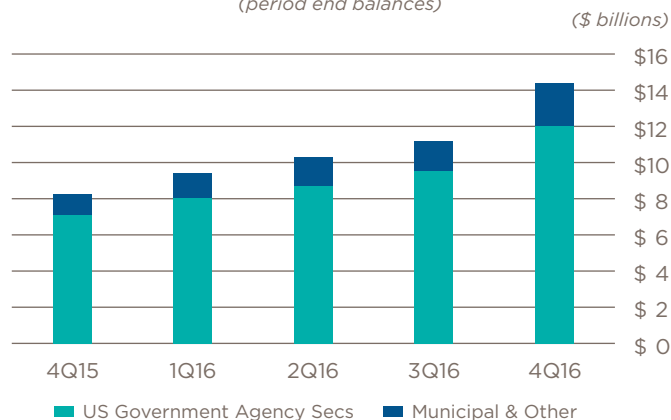
balance sheet, consisting primarily of deposits, debt and other market funding, and equity. Zions Bancorporation continues to have one of the strongest funding structures of any of the nation's largest banks. We ended the year with a "Common Equity Tier 1" ratio, which is fundamentally tangible common shareholders' equity divided by risk-weighted assets, of 12.1%; and a "Tier 1 Risk-based Capital" ratio (which includes preferred stock) of 13.5%. At the same time, our debt as a percentage of Common Equity Tier 1 capital was a modest 23% at year end, which compares to a peer median of nearly 120%. Each of these measures was the strongest among any of the 18 peer banking companies enumerated in our proxy materials. We also continue to maintain an allowance for credit losses which, at 1.5% of loans, is substantially stronger than most of our peers' ratios despite the fact that our net charge-offs as a percentage of loans were at about the median level for our peer group in 2016.

A major source of our balance sheet value is derived from our strong core deposit base, with average noninterest-bearing demand deposits providing funding for 40% of our total average interest-earning assets, up slightly from 39% in 2015. A substantial portion of these low-cost deposits are

**COMMON EQUITY TIER 1 RATIO (CET1)**  
(Percent of risk-weighted assets)



**TOTAL SECURITIES**  
(period end balances)





derived from small and medium-sized businesses, which are a major focus of our marketing activities.

We significantly reengineered the asset side of our balance sheet during 2016. For the past several years, we've held substantial amounts of very liquid short-term assets and money market investments, much of it in the form of deposits held with the Federal Reserve. This positioned us well for the possibility of rising interest rates, as the yield on these investments would improve almost immediately with an increase in short term rates. But in light of the unusually low short term interest rates that have been prevalent over the past several years, this also created a great deal of pressure on our net interest margin, and thus on our profitability. In the latter part of 2015 and through 2016 we deployed much of this short term cash primarily into highly liquid United States government agency mortgage-backed securities and municipal bonds, both with relatively short "duration," a measure of the effective maturity of a bond. This provided improved yields while still affording us substantive protection against rising interest rates. Average money market investments decreased 56% or \$4.6 billion

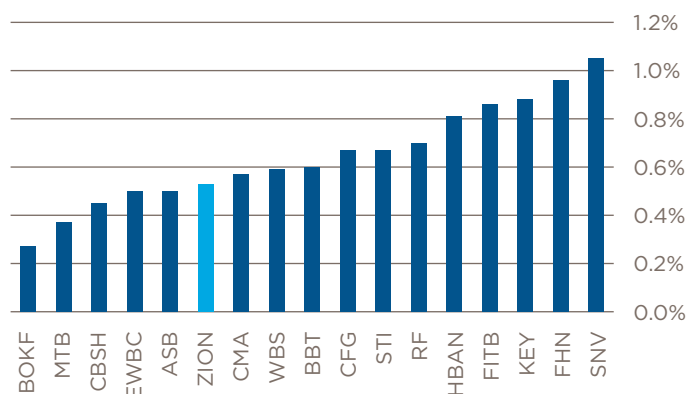
in 2016, while average investment securities increased 77% or \$4.5 billion. At the same time, we improved the yield on this combined pool of approximately \$14 billion of liquid money market investments and securities by 61 hundredths of a percentage point, yielding an improvement in income of \$84 million during the year.

Total average loans and leases increased 4.7% to \$42.1 billion during the year, despite a decrease of \$0.5 billion in oil and gas-related loans. Such loans comprised 5% of total loans held for investment at the end of 2016, down from 7% a year ago. And while our overall asset quality remained strong during 2016, oil and gas-related loans remained under stress due to low commodity prices that have persisted over the past two-and-a-half years, with oil prices reaching a trough in the high \$20 range in early 2016. The market has subsequently strengthened, with recent prices in the low \$50 range.

Asset quality in 2016 was really a "tale of two portfolios," with the remaining 95% of the portfolio that excludes these energy credits continuing to be in very strong condition. Notably,

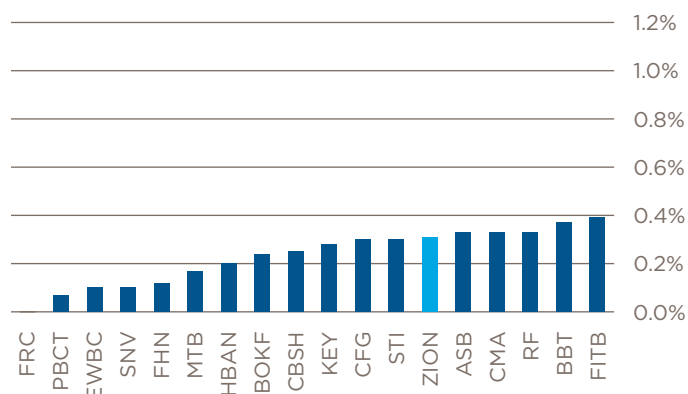
### 25 YEARS OF CREDIT QUALITY

Average annual NCOs as a percentage of average loans  
1990-2015



### NET CHARGE-OFFS / AVERAGE LOANS

More than 99% of 2016 NCOs were  
attributable to the oil and gas loan portfolio






**Investing in Simple:** “Making processes simple, easy and fast requires efficiency, speed and certainty of execution. We are making significant investments in financial technology with the primary goal of achieving those objectives. Clients frequently comment that Zions’ competitive advantage is our strong local decision authority within a community bank model, but with access to the financial products and services of a large regional bank. These attributes enable our team of professionals to offer custom financial solutions to a wide range of clients.”

*Mark Young, President and Chief Executive Officer, National Bank of Arizona*



A portrait of Ken Collins, a middle-aged man with a bald head and light skin, wearing a dark grey suit, white shirt, and a grey and black plaid tie. He is standing outdoors with a blurred background of trees and a building. The image is used as a background for the text overlay.

**Investing in Simple:** “The Deposit, Treasury, and Bank Operations team members have implemented 14,000 improvement ideas in the last two years. Their ideas have allowed us to improve the customer experience, simplify processes, improve our ability to mitigate risk, and to decrease organizational expense by \$13 million annually. In the past, team members focused each day on getting their work done. Now, it’s about improving the work they’re accomplishing each day.”

*Ken Collins, Executive Vice President, Director of Operations, Systems, and Services*



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*Our response to this challenging environment – including very low interest rates, lackluster loan demand, and intensified regulatory requirements – has been to focus on a goal that we refer to as “Simple, Easy, Fast” as we think about how we design internal processes, how we create products, and the experience we want to provide to customers.*

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of the Company’s \$131 in net charged-off loans in 2016, \$130 million came from the \$2.2 billion oil and gas-related loan portfolio, with the remaining \$39.9 billion of loans producing only \$1 million in losses. The provision for loan losses was \$93 million in 2016, an increase from \$40 million in 2015. With recent improvements in oil prices and a great deal of work by both borrowers and the bank, we expect losses in the oil and gas-related loan portfolio to subside in 2017, with credit quality in the rest of the portfolio remaining strong.

#### **Changing Political Winds**

The 2016 election will long be remembered as not only being characterized by a very bitter and vitriolic campaign season, but even more for its surprising result. With Republicans capturing the Presidency and continuing to control both houses of Congress, equity markets, after initially selling off due to the surprise and uncertainty with respect to policies that may come from a Trump administration, quickly began to grasp the possibility of substantive changes to Obama-era laws and regulations, as well as pro-growth reform of our nation’s income tax system. The market particularly rewarded the prospect of reform in the financial sector, with the Keefe Regional Bank Stock Index rising 28% in the month following the election. Zions Bancorporation fared even better, as our common share price appreciated 33% in the 30 days following the vote, perhaps reflecting in part the disproportionate cost burden we’ve borne as the smallest of the “Systemically Important Financial Institutions,” or “SIFIs” as defined by the Dodd-Frank Act.

In fairness, regulators had already begun to recognize the need to attempt to tailor some of the more onerous requirements of Dodd-Frank to better align with huge size disparities between the handful of the nation’s very largest banks that inarguably pose systemic risk to the nation’s economy, and the regional banks that clearly do not. The Federal Reserve Board of Governors had, for example, recently modified its capital planning expectations to take into account the size and complexity of banks subject to its capital rules, and had proposed changes that would eliminate the formal qualitative assessment from the Comprehensive Capital Analysis and Review (CCAR) process for regional banks with less than \$250 billion in assets. Nevertheless, such changes had been relatively modest.

There has been growing recognition in Washington that the Dodd-Frank Act is a very blunt instrument in need of reform, including the elimination of the arbitrary \$50 billion asset threshold that automatically establishes a bank holding company as being systemically important. Accordingly, in the waning days of the 114th Congress, the House of Representatives passed with a 254-161 vote a bi-partisan bill, for which we lobbied intensively. The Systemic Risk Designation Improvement Act (HR 6392) would eliminate the \$50 billion threshold and instead require the federal government to take into account a variety of factors, including not only size, but a financial institution’s complexity and interconnectedness with the larger financial system. The significance of this bill for

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*We have truly extraordinary bankers serving vibrant communities throughout the West. They're not only great bankers doing all they can to apply our resources to build strong local economies; they're great citizens – providing leadership and voluntary service in countless non-profit organizations and local government councils and boards, and making their communities better places to live.*

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Zions Bancorporation is that it would almost certainly relieve us from the “Enhanced Prudential Standards” requirements of the Dodd-Frank Act, including the Federal Reserve’s requirement that we participate in the CCAR process and be subject to the Federal Reserve’s own stress testing models, the specifics of which have never been published and are therefore inherently challenging to comply with. Instead, we would use our own models, which have been developed at great cost and effort – and which would remain subject to regulatory oversight – in determining our risk tolerances and capital needs in excess of regulatory minimums.

While HR 6392 did not become law, it sets the stage for deliberations in the new Congress. With a 52 vote majority in a Senate that will likely continue to require 60 votes to avoid a stalemate, Republicans are not assured of achieving their entire financial reform agenda. Nevertheless, there are a number of promising signs that the new administration and Congress will make significant progress in bringing better balance to the legal and regulatory framework in which we operate. Areas we’ll be watching include:

- The new chairman of the Senate Banking Committee, Senator Mike Crapo (R-Idaho) has demonstrated an ability to work productively with his Democratic colleagues. He has a particular interest in both Dodd-Frank Reform, and on ensuring the stability and safety of the nation’s largest government sponsored enterprises, Fannie Mae and Freddie Mac.
- House Financial Services Committee Chairman Jeb Hensarling (R-Texas) is highly focused on Dodd-Frank Act reform. His proposed “CHOICE” Act would exempt banks that have strong capitalization from many regulations and would reform the governance structure of the Consumer Financial Protection Bureau (CFPB).
- It is expected that in the near term, President Trump will appoint a new Comptroller of the Currency and a new Federal Reserve Board Vice Chairman for Bank Supervision, a post required by the Dodd-Frank Act that was not filled by President Obama. By 2018, a new Chairman of the FDIC will also likely be appointed. These regulators will set the tone for how regulations are administered, and will help establish an agenda for regulatory reform.
- Three weeks into his new administration, President Trump signed executive orders limiting the cost of new regulations and establishing a set of core principles for financial regulations that would, among other things, endeavor to rationalize the regulatory framework, foster greater competitiveness and make regulation efficient, effective and appropriately tailored while also empowering Americans to make independent and informed financial decisions and preventing taxpayer-funded bailouts. Small businesses across the nation have cited excessive regulation as a primary reason for

depressed levels of optimism about future sales. In the wake of the election, the survey that measures small business optimism jumped from near-recessionary levels to robust, expansionary levels. Because a high percentage of Zions' customers are small and medium sized businesses, we believe a reduced pace of regulation should help improve loan and revenue growth.

- The new administration and congressional leaders have indicated that tax reform will be a major priority. According to the Organization for Economic Cooperation and Development (OECD), the United States, at 35%, has the highest federal corporate income tax rate among its 35 member nations. The median federal tax rate among OECD members is 22% - the tax rate found in such progressive countries as Sweden and Denmark. Because we've been very conservative in the deployment of strategies that reduce federal taxes, a reduction in the corporate tax rate is expected to be highly beneficial to Zions Bancorporation.

### **The Great Markets We Serve**

I'm very optimistic about the future for the dynamic western markets in which we operate. The trajectory of population growth in the United States is working in our favor. Every ten years, the U.S. Census Bureau calculates the "center of population" for the nation, calculated as the place where an imaginary, flat map of the U.S. would balance perfectly - if all of the nation's residents were of identical weight! In 1790, the center of population was in Kent County, Maryland. By 2010, it was a thousand miles west - in Texas County, Missouri - owing to the disproportionate rate of growth in the South and the West. Our headquarters market, Utah, was ranked as the best state for business in 2016 by both Forbes and CNBC, and was reported by the U.S. Census Bureau to be the nation's fastest growing state in 2016. Eight of the eleven states which constitute our primary

market area were among the ten fastest growing states last year, and six of those states were among the top ten in terms of aggregate population growth. We're extremely well positioned to capitalize on this growth, and to serve the tens of thousands of new businesses and the hundreds of thousands of new consumers that arrive in the West each year.

We have truly extraordinary bankers serving vibrant communities throughout the West. They're not only great bankers doing all they can to apply our resources to build strong local economies; they're great citizens - providing leadership and voluntary service in countless non-profit organizations and local government councils and boards, and making their communities better places to live. As I travel throughout the West and see their exceptional work, their integrity and their determination to be the very best at serving our customers, I'm reminded of what a privilege it is to work with such outstanding people. I'm proud of the great bank they've built, and hope you'll invite your friends and acquaintances to allow us to serve their needs as well as your own.



Harris H. Simmons  
Chairman and Chief Executive Officer

February 14, 2017





## IN THE COMMUNITY

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*For more than 140 years our employees have invested their time, resources and passion and proudly volunteered for a wide variety of non-profit/civic groups throughout the communities we serve. Here is a small sample of the many ways they worked in 2016 to make their communities stronger, and better places to live.*

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### **A The Commerce Bank of Washington**

The Commerce Bank selected The Children's Therapy Center as a focus of community outreach in 2016 as they serve special needs children throughout the Puget Sound region. The bank's staff painted, landscaped, pressure washed, and contributed in various other ways to improve the facility. Since 1979, the Center has helped maximize the potential of children with special needs by providing essential services and products including physical, occupational and speech therapy, as well as early intervention services.

### **B Vectra Bank Colorado**

The Gathering Place is Denver's only daytime drop-in center for women, children, and transgender individuals who are experiencing poverty or homelessness. Each year, the employees of Vectra's treasury management department dedicate their time, money and talents to supporting this valuable nonprofit in the community. To increase sustainable funding for The Gathering Place, it launched Art Restart, a social enterprise which sells licensed original artwork in the form of cards created by its clients. Vectra is proud to provide additional support to The Gathering Place through the purchase of annual holiday cards.

### **C Nevada State Bank**

On Memorial Day Weekend 2016, Nevada State Bank executives attended the dedication of the Nevada State Veterans Memorial, a tribute to veterans of all eras. In honor of its 56 years in Nevada, the Bank purchased 56 memorial bricks honoring Nevada service members who lost their lives serving our country.

### **D Amegy Bank of Texas**

Amegy Bank raised more funds than any other bank in Houston for the United Way. During the annual United Way Day of Caring, volunteers supported Career and Recovery Resources by revitalizing a garden for the organization's clients to enjoy and enhancing the interior of the building.

Work included mulching, lattice repair, painting and cleaning. Career and Recovery Resources seeks to help people identify and overcome barriers to employment by offering veteran services, employment services, substance abuse counseling, career development and technology education.

### **E National Bank of Arizona**

During NB|AZ® Volunteer Day, employees gathered across the state to dedicate their time to a worthy cause. One of the nonprofits supported was Victory House, which provides affordable housing to homeless veterans. Volunteers renovated the apartments by painting walls, landscaping, and installing cabinets and appliances.

### **F California Bank & Trust**

California Bank & Trust (CB&T) partnered with Accion, a nonprofit micro lender dedicated to connecting entrepreneurs with accessible financing and resources, and two governmental agencies devoted to small business success to host the "Financing for Business Success" event series in 2016. Events included panel discussions on the basics of banking and keys to financial success. "Serving the small businesses in the communities where we do business is vital to our local economy and workforce development. The Financing for Business Success event gives us an opportunity to provide economic development resources to many promising entrepreneurs," said CB&T Vice President and Community Reinvestment Liaison Lisa Brooks.

### **G Zions Bank**

For the past 18 years, Zions Bank has hosted a traveling exhibit of the Natural History Museum of Utah, visiting nearly 100 financial centers across Utah, many in rural communities without ready access to museums. In 2016, the Traveling Treasures exhibit previewed the museum's "Power of Poison" exhibit and featured venomous snakes, a live black widow spider and toxic plants and minerals.

# GAAP TO NON-GAAP RECONCILIATION

(\$ in thousands except per share amounts)

	2016	2015	2014	2013	2012
<b>PRE-PROVISION NET REVENUE (PPNR)</b>					
(a) <b>Total noninterest expense</b>	<b>1,585,274</b>	<b>1,580,607</b>	<b>1,649,367</b>	<b>1,703,916</b>	<b>1,586,657</b>
LESS adjustments:					
Severance costs	4,649	11,005	8,644	4,936	5,398
Other real estate expense	(1,597)	(647)	(1,251)	1,712	19,723
Provision for unfunded lending commitments	(9,927)	(6,238)	(8,629)	(17,104)	4,387
Debt extinguishment cost	353	2,530	44,422	120,192	—
Amortization of core deposit and other intangibles	7,853	9,247	10,923	14,375	17,010
Restructuring costs	4,682	3,852	—	—	—
(b) <b>Total adjustments</b>	<b>6,013</b>	<b>19,749</b>	<b>54,109</b>	<b>124,111</b>	<b>46,518</b>
(a-b)=(c) <b>Adjusted noninterest expense</b>	<b>1,579,261</b>	<b>1,560,858</b>	<b>1,595,258</b>	<b>1,579,805</b>	<b>1,540,139</b>
(d) Net interest income	1,867,348	1,715,260	1,680,004	1,696,359	1,731,969
(e) Fully taxable-equivalent adjustments	25,329	17,898	16,142	15,422	18,185
(d+e)=(f) Taxable-equivalent net interest income (TENII)	1,892,677	1,733,158	1,696,146	1,711,781	1,750,154
(g) Noninterest Income	515,609	357,241	492,704	326,884	411,510
(f+g)=(h) <b>Combined Income</b>	<b>2,408,286</b>	<b>2,090,399</b>	<b>2,188,850</b>	<b>2,038,665</b>	<b>2,161,664</b>
LESS adjustments:					
Fair value and nonhedge derivative income (loss)	2,206	(111)	(11,390)	(18,152)	(21,782)
Impairment losses on investment securities, net	—	—	(27)	(165,134)	(104,061)
Equity securities gains (losses), net	7,168	11,875	13,471	8,520	11,253
Fixed income securities gains (losses), net	102	(138,735)	10,419	(2,898)	19,544
(i) <b>Total adjustments</b>	<b>9,476</b>	<b>(126,971)</b>	<b>12,473</b>	<b>(177,664)</b>	<b>(95,046)</b>
(h-i)=(j) <b>Adjusted revenue</b>	<b>2,398,810</b>	<b>2,217,370</b>	<b>2,176,377</b>	<b>2,216,329</b>	<b>2,256,710</b>
(j-c) <b>Adjusted pre-provision net revenue (PPNR)</b>	<b>819,549</b>	<b>656,512</b>	<b>581,119</b>	<b>636,524</b>	<b>716,571</b>
<b>NET EARNINGS APPLICABLE TO COMMON SHAREHOLDERS (NEAC)</b>					
(k) Net earnings applicable to common	411,309	246,614	326,568	293,979	178,631
(l) Diluted Shares	204,269	203,698	192,789	184,297	183,236
GAAP EPS	1.99	1.20	1.68	1.58	0.97
PLUS Adjustments:					
Adjustments to noninterest expense	6,013	19,749	54,109	124,111	46,518
Adjustments to revenue	(9,476)	126,971	(12,473)	177,664	95,046
Tax effect for adjustments (38%)	1,316	(55,754)	(15,822)	(114,675)	(53,794)
Preferred stock redemption	9,759	—	—	(125,700)	—
(m) <b>Total adjustments</b>	<b>7,612</b>	<b>90,966</b>	<b>25,814</b>	<b>61,401</b>	<b>87,770</b>
(k+m)=(n) <b>Adjusted net earnings applicable to common (NEAC)</b>	<b>418,921</b>	<b>337,580</b>	<b>352,382</b>	<b>355,380</b>	<b>266,401</b>
(n)/(l) <b>Adjusted EPS</b>	<b>2.05</b>	<b>1.66</b>	<b>1.83</b>	<b>1.93</b>	<b>1.45</b>
(o) Average assets	60,049,827	58,044,527	55,881,833	54,932,118	53,265,542
(p) Average tangible common equity	5,887,519	5,546,026	4,978,709	4,072,158	3,670,814
<b>PROFITABILITY</b>					
(n)/(o) Adjusted Return on Assets	0.70%	0.58%	0.63%	0.65%	0.50%
(n)/(p) Adjusted Return on Tangible Common Equity	7.12%	6.09%	7.08%	8.73%	7.26%
(c)/(j) Efficiency Ratio	65.8%	70.4%	73.3%	71.3%	68.2%



# ZIONS BANCORPORATION

The complete list of officers and directors for Zions Bancorporation and its subsidiaries is available at [zionsbancorporation.com](http://zionsbancorporation.com).

## BOARD OF DIRECTORS

**Jerry C. Atkin**  
Chairman  
Skywest Airlines  
St. George, Utah

**Gary L. Crittenden**  
Private Investor  
Salt Lake City, Utah

**Patricia Frobes**  
Lead Director  
Retired/Former Senior Vice President  
The Irvine Company  
Portland, Oregon

**Suren K. Gupta**  
Executive Vice President of  
Technology and Strategic Ventures  
Allstate Insurance Company  
Chicago, Illinois

**J. David Heaney**  
Chairman  
Heaney Rosenthal, Inc.  
Houston, Texas

**Vivian S. Lee**  
CEO  
University of Utah Health Care  
Salt Lake City, Utah

**Edward F. Murphy**  
Retired/Former CFO  
Federal Reserve Bank of New York  
East Williston, New York

**Roger B. Porter**  
IBM Professor of Business  
and Government  
Harvard University  
Cambridge, Massachusetts

**Stephen D. Quinn**  
Retired/Former Managing Director  
and General Partner  
Goldman, Sachs & Co.  
Naples, Florida

**Harris H. Simmons**  
Chairman and  
Chief Executive Officer  
Salt Lake City, Utah

## CORPORATE OFFICERS

**Harris H. Simmons**  
Chairman and Chief Executive Officer

**Scott J. McLean**  
President and Chief Operating Officer

### Executive Vice Presidents

**Bruce K. Alexander**  
CEO, Vectra Bank Colorado

**A. Scott Anderson**  
CEO, Zions First National Bank

**David E. Blackford**  
CEO, California Bank & Trust

**Paul E. Burdiss**  
Chief Financial Officer

**Dianne R. James**  
Chief Human Resources Officer

**Thomas E. Laursen**  
General Counsel

**LeeAnne B. Linderman**  
Retail Banking

**Keith D. Maio**  
Chief Banking Officer

**Michael Morris**  
Chief Credit Officer

**Joseph L. Reilly**  
Chief Technology Strategist

**Rebecca K. Robinson**  
Wealth Management

**Stanley D. Savage**  
CEO, The Commerce Bank  
of Washington

**Edward P. Schreiber**  
Chief Risk Officer

**Terry A. Shirey**  
CEO, Nevada State Bank

**Jennifer A. Smith**  
Chief Information Officer

**Steven D. Stephens**  
CEO, Amegy Bank

**Mark Young**  
CEO, National Bank of Arizona

### Senior Vice Presidents

**James R. Abbott**  
Investor Relations

**Jason J. Brock**  
Strategic Planning

**Travis E. Finstad**  
Internal Audit

**Jacob C. Heugly**  
Fee Income Strategies

**Alexander J. Hume**  
Controller

**Jennifer R. Johnston**  
Special Projects

**Alvin Lee**  
Corporate Development

**Karin J. Lockovitch**  
Compliance

**Michael W. MacDonald**  
Syndications

**Marylyn Manis-Hassanein**  
Enterprise Initiatives

**Zachary S. Price**  
Finance Operations & Systems

**Dale L. Stephens**  
Credit Examination

**J. Brandon Thomas**  
Chief Data Officer

**Matthew L. Tyler**  
Treasurer

### Vice Presidents

**Melvin D. Leibsla**  
**John A. Payne**

## Ticker Symbol Key

ASB	Associated Banc Corp.
BBT	BB&T Corp.
BOKF	BOK Financial Corp.
CBSH	Commerce Bancshares
CFG	Citizens Financial Group
CMA	Comerica Incorporated
EWBC	East West Bancorp
FHN	First Horizon National Corp.
FITB	Fifth Third Bancorp
FRC	First Republic Bank
HBAN	Huntington Bancshares
KEY	KeyCorp
MTB	M&T Bank Corp.
PBCT	People's United Financial, Inc.
RF	Regions Financial Corp.
SNV	Synovus Financial Corp.
STI	SunTrust Banks, Inc.
WBS	Webster Financial Corp.
ZION	Zions Bancorporation



# CORPORATE INFORMATION

## EXECUTIVE OFFICES

One South Main Street  
Salt Lake City, Utah 84133-1109  
800-974-8800

## ANNUAL SHAREHOLDERS' MEETING

Friday, June 2, 2017, 1 p.m. MDT  
Zions Bancorporation Executive Offices  
Founders Room, 18th Floor

## TRANSFER AGENT

Zions Bank  
Corporate Trust Department  
One South Main Street, 12th Floor  
Salt Lake City, Utah 84133-1109  
801-844-7545 or 888-416-5176

## REGISTRAR

Zions Bank  
One South Main Street, 12th Floor  
Salt Lake City, Utah 84133-1109

## AUDITORS

Ernst & Young LLP  
178 S. Rio Grande Street, Suite 400  
Salt Lake City, Utah 84101

## NASDAQ GLOBAL SELECT

**MARKET SYMBOL**  
ZION

## OTHER LISTED SECURITIES

Series A Preferred Stock - NYSE: ZBPRA  
Series F Preferred Stock - NYSE: ZBPRF  
Series G Preferred Stock - NYSE: ZBPRG  
Series H Preferred Stock - NYSE: ZBPRH  
Series I Preferred Stock - CUSIP: 989701BD8  
Series J Preferred Stock - CUSIP: 989701BF3

## DIVIDEND REINVESTMENT PLAN

Shareholders can reinvest their cash dividends in additional shares of our common stock at the market price on the dividend payment date. Shareholders, as well as brokers and custodians who hold our common stock for clients, can obtain a prospectus of the plan on the Zions Bancorporation website at [zionsbancorporation.com](http://zionsbancorporation.com) or by writing to:

Zions Bancorporation  
Dividend Reinvestment Plan  
P.O. Box 30880  
Salt Lake City, Utah 84130-0880

## CREDIT RATINGS

Credit ratings are updated regularly and may be found on the Zions Bancorporation website at [zionsbancorporation.com](http://zionsbancorporation.com).

## OPTION MARKET MAKERS

Chicago Board Options Exchange  
Philadelphia Stock Exchange

## SELECTED INDEX MEMBERSHIPS

S&P 500  
S&P Global 1200  
KBW Bank  
NASDAQ Financial 100

## INVESTOR RELATIONS

For financial information about the corporation, analysts, investors and news media representatives should contact:

James R. Abbott  
801-844-7637  
[James.Abbott@zionsbancorp.com](mailto:James.Abbott@zionsbancorp.com)

## ZIONS BANCORPORATION

### NEWS RELEASES

Our news releases are available on our website at:  
[zionsbancorporation.com](http://zionsbancorporation.com).

To be added to the email distribution list, please visit [zionsbancorporation.com](http://zionsbancorporation.com) and click on "Email Notification."

## INTERNET SITES

Zions Bancorporation  
[zionsbancorporation.com](http://zionsbancorporation.com)

Zions First National Bank  
[zionsbank.com](http://zionsbank.com)

California Bank & Trust  
[calbanktrust.com](http://calbanktrust.com)

Amegy Bank  
[amegybank.com](http://amegybank.com)

National Bank of Arizona  
[nbarizona.com](http://nbarizona.com)

Nevada State Bank  
[nsbank.com](http://nsbank.com)

Vectra Bank Colorado  
[vectrabank.com](http://vectrabank.com)

The Commerce Bank of Washington  
[tcbwa.com](http://tcbwa.com)

The Commerce Bank of Oregon  
[tcboregon.com](http://tcboregon.com)

Zions Direct Inc.  
[zionsdirect.com](http://zionsdirect.com)

This document may contain statements that could be considered "forward looking." Readers should review the forward-looking statement disclaimer of Zions' Annual Report on Form 10-K, which can be found on the website at [zionsbancorporation.com](http://zionsbancorporation.com) and applies equally to this document.

Certain financial measures containing descriptive words such as "core" or "adjusted" are subject to GAAP-to-Non-GAAP reconciliation tables, which can be found on page 18.



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# ZIONS BANCORPORATION

One South Main Street  
Salt Lake City, Utah 84133

[ZIONSBANCORPORATION.COM](https://www.zionsbancorporation.com)