

Greenwich Associates

Recognizes

Excellence in Middle Market Banking



2013 Greenwich Excellence Awards for Middle Market Banking

Among More Than 750 Banks Evaluated, 34 Had Distinctive Quality

National Winners¹

Overall Satisfaction

Ally Bank
Bank of the West
BB&T
Comerica
First Citizens Bank & Trust (NC/VA)
First Tennessee
Frost Bank
Fulton Bank
M&T Bank
People's United Bank (CT)
Regions Bank
Synovus Financial
UMB Bank
Webster Bank
Zions Bancorp

Likelihood to Recommend

BB&T
Comerica
First Tennessee
Frost Bank
M&T Bank
Regions Bank
Synovus Financial
US Bank

Relationship Manager Capability³

Comerica
First Citizens Bank & Trust (NC/VA)
First Niagara
First Tennessee
Frost Bank
PNC
Regions Bank
Synovus Financial
US Bank
Zions Bancorp

Credit Policy

Ally Bank
International Service

Bank of America

Chase
Citi
Comerica
Frost Bank
HSBC
Wells Fargo
Online Services
Chase
First Tennessee
Huntington National Bank
Regions Bank
Wells Fargo

Personal Banking Satisfaction

BB&T
Comerica
PNC
US Bank

Financial Stability

BB&T
Comerica
First Citizens Bank & Trust (NC/VA)
First Tennessee
Frost Bank
M&T Bank
PNC
Silicon Valley Bank
Union Bank
US Bank
Wells Fargo

Investment Banking

Bank of America
Bank of the West
BB&T
Comerica
First Tennessee
Frost Bank
M&T Bank
Wells Fargo

TREASURY MANAGEMENT

Overall Satisfaction

Bank of the West
BB&T
Comerica
First Citizens Bank & Trust (NC/VA)
First Tennessee
Frost Bank
Regions Bank
Synovus Financial
UMB Bank
Zions Bancorp
Accuracy of Operations
Chase
Comerica
First Niagara
First Tennessee
Huntington National Bank
US Bank

Customer Service

City National Bank (CA)
Comerica
First Niagara
First Tennessee
Huntington National Bank
Regions Bank
Synovus Financial
US Bank
Zions Bancorp

Product Capabilities

Bank of the West
Comerica
First Tennessee
PNC
US Bank

Sales Specialist Performance

Comerica

Regional Winners²

Overall Satisfaction

Northeast

Ally Bank
FNB Corporation
Fulton Bank
NBT Bank
People's United Bank (CT)
PNC
Webster Bank

South

Ally Bank
BB&T
Chase
First Citizens Bank & Trust (NC/VA)
First Tennessee
M&T Bank
Pinnacle Financial
Synovus Financial
United Bank

Midwest

Ally Bank
Comerica
Commerce Bank (MO)
UMB Bank
US Bank
West
Bank of Oklahoma
CoBiz Bank NA
Comerica
Frost Bank
Zions Bancorp

TREASURY MANAGEMENT

Overall Satisfaction

Northeast
First Niagara
Fulton Bank
M&T Bank
Wells Fargo
South
BB&T
Chase
First Tennessee
Synovus Financial

Midwest

Comerica Bank
UMB Bank
West
CoBiz Bank NA
Comerica
Frost Bank
Zions Bancorp

Based on nearly 14,000 interviews with businesses with sales of \$10–500 million across the country.

¹Comparisons are based on all banks covered across the United States. ²Comparisons are based on only those banks operating in each region.

³Note: methodology change. Recognition now based on evaluations of senior relationship manager's capabilities.

The findings reported in this document reflect solely the views reported to Greenwich Associates by the research participants. They do not represent opinions or endorsements by Greenwich Associates or its staff.

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