

Greenwich Associates

Recognizes

Excellence in Middle Market Banking



2016 Greenwich Excellence Awards for Middle Market Banking

Among More Than 600 Banks Evaluated, 37 Had Distinctive Quality

National Winners¹

Overall Satisfaction

Ally Bank
City National Bank (CA)
CoBiz Bank NA
Comerica Bank
Commerce Bank (MO)
First Tennessee
FNB Corporation
Frost Bank
Hancock and Whitney Bank
Huntington National Bank
MB Financial Bank
PNC Bank
ServisFirst Bank
Synovus Financial
UMB Bank
Zions Bancorporation

Proactively Provides Advice

BB&T
City National Bank (CA)
CoBiz Bank NA
First Citizens Bank & Trust
First Tennessee
Frost Bank
Hancock and Whitney Bank
Huntington National Bank
PNC Bank
Synovus Financial

Credit Process

PNC Bank

Industry Expertise

City National Bank (CA)
CoBiz Bank NA

Comerica Bank
First Citizens Bank & Trust
Frost Bank
Huntington National Bank
Synovus Financial

Likelihood to Recommend

City National Bank (CA)
CoBiz Bank NA
First Citizens Bank & Trust
Frost Bank
Hancock and Whitney Bank
Huntington National Bank
People's United Bank (CT)
Synovus Financial
Zions Bancorporation

CASH MANAGEMENT

Overall Satisfaction

City National Bank (CA)
CoBiz Bank NA
Comerica Bank
Commerce Bank (MO)
First Citizens Bank & Trust
First Tennessee
FNB Corporation
Frost Bank
Huntington National Bank
MB Financial Bank
People's United Bank (CT)
Regions Bank
Synovus Financial
Zions Bancorporation

Accuracy of Operations

BB&T
City National Bank (CA)

CoBiz Bank NA
First Citizens Bank & Trust
Frost Bank
PNC Bank
Synovus Financial

Customer Service

BB&T
BBVA Compass Bank
City National Bank (CA)
CoBiz Bank NA
First Citizens Bank & Trust
First Tennessee
Frost Bank
Fulton Bank
Huntington National Bank
People's United Bank (CT)
Regions Bank
Synovus Financial
Zions Bancorporation

Digital Functionality

Chase
City National Bank (CA)
First Tennessee
Frost Bank
Huntington National Bank
People's United Bank (CT)
PNC Bank
Wells Fargo

Ease of Product

Implementation

BB&T
City National Bank (CA)
First Citizens Bank & Trust

First Tennessee
FNB Corporation
Frost Bank
Fulton Bank
Huntington National Bank
Zions Bancorporation

Functionality and Range of Online Services

Chase
City National Bank (CA)
First Tennessee
Frost Bank
Huntington National Bank
People's United Bank (CT)
PNC Bank
Synovus Financial
Wells Fargo

Product Capabilities

BB&T
First Tennessee
Frost Bank
PNC Bank
Synovus Financial

Sales Specialist Performance

Comerica Bank
Frost Bank
Regions Bank

CM Specialist— Quality of Advice

Comerica Bank
Frost Bank

Based on nearly 15,000 interviews with businesses with sales of \$10–500 million across the country.

¹Comparisons are based on all banks covered across the United States.

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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2016 Greenwich Excellence Awards for Middle Market Banking Among More Than 600 Banks Evaluated, 37 Had Distinctive Quality

Regional Winners²

Overall Satisfaction

Northeast

Ally Bank
Eastern Bank
FNB Corporation
Fulton Bank
PNC Bank

Midwest

Ally Bank
Bremer Bank
Commerce Bank (MO)
Enterprise Bank (MO)
Huntington National Bank
MB Financial Bank
Stock Yards Bank & Trust Co.
Wintrust Financial Corporation

South

First Tennessee
Hancock and Whitney Bank
ServisFirst Bank
Synovus Financial
United Bank

West

Bank of Nevada
Citizens Business Bank
City National Bank (CA)
First Republic Bank
Frost Bank
Texas Capital Bank

Proactively Provides Advice

Northeast

PNC Bank

Midwest

Huntington National Bank

South

Iberiabank
ServisFirst Bank

West

City National Bank (CA)
CoBiz Bank NA
Frost Bank

Likelihood to Recommend

Northeast

Eastern Bank
People's United Bank (CT)
PNC Bank

Midwest

Enterprise Bank (MO)
Huntington National Bank

South

First Citizens Bank & Trust
Pinnacle Financial
ServisFirst Bank
Synovus Financial

West

Bank of Nevada
Citizens Business Bank
CoBiz Bank NA
Columbia State Bank (WA)
Frost Bank
Texas Capital Bank

CASH MANAGEMENT

Overall Satisfaction

Northeast

FNB Corporation
People's United Bank (CT)
PNC Bank

Midwest

Commerce Bank (MO)
Enterprise Bank (MO)
Huntington National Bank
MB Financial Bank
Wintrust Financial Corporation

South

BB&T
First Tennessee
Regions Bank
ServisFirst Bank
Synovus Financial

West

Citizens Business Bank
City National Bank (CA)
CoBiz Bank NA
Frost Bank
Texas Capital Bank

Based on nearly 15,000 interviews with businesses with sales of \$10–500 million across the country.

²Comparisons are based on only those banks operating in each region.

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