# 2020 Greenwich Excellence Awards for U.S. Middle Market Banking

Among More Than 600 Banks Evaluated, 30 Have Distinctive Quality

## National Winners

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<th>Category</th>
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<tr>
<td>Overall Satisfaction with RM</td>
<td>BBVA, First Horizon, Frost Bank, Huntington National Bank, M&amp;T Bank, Pinnacle Financial, Truist</td>
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Note: *Performance evaluations did not yield statistically differentiated providers. **Comparisons are based on all banks covered across the United States. *Promoters on the net promoter scale. Based on over 11,000 interviews with businesses with sales of $10–500 million across the country.

The findings reported in this document reflect solely the views reported to us by the research participants and do not represent opinions or endorsements by Greenwich Associates or its staff.
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Regional Winners³

Overall Satisfaction
Northeast
Fulton Bank
M&T Bank
PNC Bank

Midwest
Ally Bank
Busey Bank
Huntington National Bank
Old National Bank
Wintrust Financial Corporation

South
BBVA
CenterState Bank
Hancock Whitney
IBERIABANK
Pinnacle Financial
South State Bank

West
Ally Bank
Citizens Business Bank
Frost Bank
PlainsCapital Bank
Texas Capital Bank
Zions Bancorporation

Likelihood to Recommend²
Northeast
FNB Corporation
Fulton Bank
M&T Bank
Midwest
Commerce Bank (MO)
Huntington National Bank
TCF Bank
Wintrust Financial Corporation
South
Hancock Whitney
IBERIABANK
Pinnacle Financial
Synovus Financial
West
BBVA
Chase
Frost Bank
Zions Bancorporation

RM Proactively Provides Advice
Northeast
*
Midwest
Huntington National Bank
South
Chase
Pinnacle Financial
West
BBVA
BOK Financial
Chase
Frost Bank

CASH MANAGEMENT
Overall Satisfaction
Northeast
Fulton Bank
M&T Bank
People’s United Bank (CT)
PNC Bank
Midwest
Huntington National Bank
Old National Bank
TCF Bank
Wintrust Financial Corporation
South
BBVA
CenterState Bank
Hancock Whitney
IBERIABANK
Pinnacle Financial
South State Bank
West
Ally Bank
Citizens Business Bank
Frost Bank
PlainsCapital Bank
Texas Capital Bank
Zions Bancorporation

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Note: *Performance evaluations did not yield statistically differentiated providers. ²Promoters on the net promoter scale. ³Comparisons are based on only those banks operating in each region. Based on over 11,000 interviews with businesses with sales of $10–500 million across the country.

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