

2022 Greenwich Excellence Awards for U.S. Middle Market Banking

Among More Than 500 Banks Evaluated, 23 Have Distinctive Quality



National Winners¹

Likelihood to Recommend²

First Citizens Bank
First Republic Bank
FNB Corporation
Frost Bank
Hancock Whitney
Regions Bank
Wintrust Financial Corporation
Zions Bancorporation

Industry Understanding

First Horizon
Frost Bank
Regions Bank
Zions Bancorporation

Overall Satisfaction

Ally Bank
Capital One
Comerica Bank
First Citizens Bank
First Horizon
First Republic Bank
FNB Corporation
Frost Bank
Hancock Whitney
Huntington National Bank
Pinnacle Financial
Regions Bank
Wintrust Financial Corporation
Zions Bancorporation

Data and Analytics Driven Insights

Chase

RM Proactively Provides Advice

First Horizon
Frost Bank
Huntington National Bank
Regions Bank
Zions Bancorporation

Overall Satisfaction with RM

Comerica Bank
First Horizon
Frost Bank
Huntington National Bank
Wintrust Financial Corporation
Zions Bancorporation

Inquiries can be directed to Kevin Seiler (kevin.seiler@greenwich.com) at Coalition Greenwich — +1 203.625.5177

Note: ¹Comparisons are based on all banks covered across the United States. ²Promoters on the net promoter scale. Based on nearly 10,000 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 Coalition Greenwich or its staff.

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Regional Winners¹

Overall Satisfaction

Northeast

FNB Corporation
Signature Bank (NY)

Midwest

Busey Bank
Comerica Bank
Commerce Bank (MO)

South

First Citizens Bank
First Horizon
Hancock Whitney
Pinnacle Financial
Regions Bank

West

Ally Bank
Capital One
Chase
Citizens Business Bank
First Republic Bank
Frost Bank
Zions Bancorporation

Likelihood to Recommend²

Northeast

*

Midwest

Wintrust Financial
Corporation

South

First Citizens Bank
Hancock Whitney
Pinnacle Financial

West

Chase
Citizens Business Bank
Comerica Bank
First Republic Bank
Frost Bank
Zions Bancorporation

RM Proactively Provides Advice

Northeast

*

Midwest

*

South

First Citizens Bank
Pinnacle Financial

West

First Republic Bank
Frost Bank
Zions Bancorporation

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National Winners—Cash Management¹

Customer Service

Citizens Bank
Comerica Bank
First Horizon
Frost Bank
Huntington National Bank
Regions Bank
Synovus Financial
TD Bank
Wintrust Financial Corporation
Zions Bancorporation

Overall Digital Experience

Chase

Overall Satisfaction

Capital One
Comerica Bank
First Citizens Bank
First Horizon
First Republic Bank
Frost Bank
Hancock Whitney
Huntington National Bank
Regions Bank
Synovus Financial
Zions Bancorporation

Product Capabilities

Comerica Bank
Frost Bank
Huntington National Bank
Regions Bank
TD Bank
Zions Bancorporation

Making Commercial Payments Easier

Chase
Frost Bank
Regions Bank
Zions Bancorporation

Digital Product Capabilities

Chase

Ease of Product Implementation

Chase
First Horizon
Huntington National Bank
KeyBank
Regions Bank
Zions Bancorporation

Innovation in Products and Services

Chase

Digital Platform Design

Chase

Regional Winners—Cash Management²

Overall Satisfaction

Northeast

Signature Bank (NY)

Midwest

Huntington National Bank

South

First Citizens Bank
First Horizon
Hancock Whitney
Pinnacle Financial
Regions Bank

West

Chase
Frost Bank
Zions Bancorporation

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