

2023 Greenwich Excellence Awards for U.S. Middle Market Banking

Among More Than 500 Banks Evaluated, 23 Have Distinctive Quality



National Winners¹

Likelihood to Recommend²

Capital One
Chase
FNB Corporation
Frost Bank
Pinnacle Financial
U.S. Bank

Industry Understanding

BMO
Frost Bank
Zions Bancorporation

Overall Satisfaction

Ally Bank
Capital One
Chase
Frost Bank
Hancock Whitney
Pinnacle Financial
Synovus Financial
United Community Bank

Data and Analytics Driven Insights

Capital One
Frost Bank
Pinnacle Financial
Zions Bancorporation

RM Proactively Provides Advice

FNB Corporation
Frost Bank
Regions Bank
Synovus Financial

Overall Satisfaction with RM

First Citizens Bank
First Horizon
FNB Corporation
Frost Bank
Regions Bank
Synovus Financial
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 12,000 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

Rockland Trust

Midwest

Chase

Commerce Bank (MO)

Wintrust Financial
Corporation

South

Ally Bank

Chase

Hancock Whitney

Pinnacle Financial

Synovus Financial

United Community Bank

West

Capital One

Chase

Frost Bank

Likelihood to Recommend²

Northeast

Capital One

FNB Corporation

U.S. Bank

Midwest

*

South

Pinnacle Financial

U.S. Bank

West

Capital One

Frost Bank

TD Bank

U.S. Bank

RM Proactively Provides Advice

Northeast

FNB Corporation

Midwest

KeyBank

South

Hancock Whitney

Pinnacle Financial

Synovus Financial

West

Frost Bank

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Note: *Performance evaluations did not yield statistically differentiated providers.¹Comparisons are based on only those banks operating in each region.
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National Winners—Cash Management¹

Customer Service

First Citizens Bank
First Horizon
FNB Corporation
Frost Bank
Huntington National Bank
Pinnacle Financial
Regions Bank
Synovus Financial
Zions Bancorporation

Overall Digital Experience

*

Overall Satisfaction

Capital One
Chase
Frost Bank
Hancock Whitney
Pinnacle Financial
Synovus Financial

Overall Satisfaction with CM Specialist

Synovus Financial

Digital Product Capabilities

*

Overall Product Capabilities

Citizens Bank
First Citizens Bank
Regions Bank
Synovus Financial
Zions Bancorporation

Making Commercial Payments Easier

FNB Corporation
Regions Bank
Synovus Financial
Zions Bancorporation

Ease of Product Implementation

Capital One
FNB Corporation
Frost Bank
Synovus Financial
Zions Bancorporation

Innovation in Products and Services

Chase

Digital Platform Design

Bank of America
Capital One

Regional Winners—Cash Management²

Overall Satisfaction

Northeast

*

Midwest

Chase
Wintrust Financial
Corporation

South

Chase
Hancock Whitney
Pinnacle Financial
Synovus Financial
United Community Bank

West

Capital One
Chase
Frost Bank

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