

# 2023 Greenwich Excellence Awards for U.S. Small Business Banking

Among More Than 500 Banks Evaluated, 39 Have Distinctive Quality



## National Winners<sup>1</sup>

### **Likelihood to Recommend<sup>2</sup>**

Chase  
First Citizens Bank  
First Horizon  
Frost Bank  
Hancock Whitney  
Pinnacle Financial  
South State Bank  
Synovus Financial  
TowneBank  
United Community Bank  
U.S. Bank

### **RM Proactively Provides Advice**

Comerica Bank  
First Citizens Bank  
First Horizon  
Frost Bank  
Fulton Bank  
Pinnacle Financial  
Regions Bank  
South State Bank  
Synovus Financial  
Zions Bancorporation

### **Overall Satisfaction**

Ameris Bank  
Capital One  
First Bank (NC)  
First Citizens Bank  
Frost Bank  
Fulton Bank  
Hancock Whitney  
Pinnacle Financial  
South State Bank  
Synovus Financial  
United Community Bank  
Valley National Bank  
Zions Bancorporation

### **Data and Analytics Driven Insights**

Chase  
First Horizon  
Frost Bank  
Pinnacle Financial  
South State Bank  
Zions Bancorporation

### **Overall Satisfaction with RM**

Comerica Bank  
First Citizens Bank  
First Horizon  
Frost Bank  
Fulton Bank  
Pinnacle Financial  
South State Bank  
Synovus Financial  
Zions Bancorporation

### **Industry Understanding**

First Citizens Bank  
First Horizon  
Frost Bank  
Pinnacle Financial  
South State Bank  
Synovus Financial

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

Note: <sup>1</sup>Comparisons are based on all banks covered across the United States. <sup>2</sup>Promoters on the net promoter scale. Based on more than 15,000 interviews with businesses with sales of \$1–10 million across the country.

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## Regional Winners<sup>1</sup>

### Overall Satisfaction

#### Northeast

First Commonwealth Bank  
NBT Bank  
Valley National Bank

#### Midwest

Citi  
Citizens Bank  
Wintrust Financial Corporation

#### South

Ameris Bank  
First Bank (NC)  
First Horizon  
Hancock Whitney  
Pinnacle Financial  
South State Bank  
TowneBank  
United Community Bank

#### West

Frost Bank  
Prosperity Bank  
Zions Bancorporation

### Likelihood to Recommend<sup>2</sup>

#### Northeast

Chase  
NBT Bank

#### Midwest

Wintrust Financial Corporation

#### South

Ameris Bank  
Citizens Bank  
First Bank (NC)  
First Citizens Bank  
First Horizon  
Hancock Whitney  
Pinnacle Financial  
Sandy Spring Bank  
Seacoast Bank  
South State Bank  
TowneBank  
United Community Bank  
U.S. Bank

#### West

City National Bank (CA)  
Frost Bank  
Prosperity Bank  
Zions Bancorporation

### RM Proactively Provides Advice

#### Northeast

Fulton Bank  
KeyBank

#### Midwest

Bank of America  
BMO  
Chase  
Citi  
Fifth Third Bank  
Huntington National Bank  
KeyBank  
Nicolet National Bank  
Old National Bank  
PNC Bank  
U.S. Bank  
Wells Fargo

#### South

Ameris Bank  
First Bank (NC)  
First Citizens Bank  
First Horizon  
Pinnacle Financial  
United Community Bank

#### West

Frost Bank  
Zions Bancorporation

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## National Winners—Cash Management<sup>1</sup>

<b>Customer Service</b>	<b>Overall Satisfaction</b>	<b>Overall Product Capabilities</b>	<b>Overall Digital Experience</b>
First Citizens Bank	Ameris Bank	First Citizens Bank	Chase
First Horizon	Capital One	First Horizon	<b>Innovation in Products and Services</b>
Frost Bank	First Citizens Bank	Frost Bank	Chase
Fulton Bank	First Horizon	Pinnacle Financial	<b>Making Commercial Payments Easier</b>
Pinnacle Financial	Frost Bank	South State Bank	First Citizens Bank
Regions Bank	Fulton Bank	United Community Bank	First Horizon
South State Bank	Hancock Whitney	Zions Bancorporation	Frost Bank
Synovus Financial	Pinnacle Financial	<b>Ease of Product Implementation</b>	Fulton Bank
United Community Bank	South State Bank	First Horizon	Pinnacle Financial
Zions Bancorporation	United Community Bank	Frost Bank	South State Bank
<b>Digital Product Capabilities</b>	Zions Bancorporation	Fulton Bank	Synovus Financial
Chase	<b>Overall Satisfaction with CM Specialist</b>	Pinnacle Financial	Zions Bancorporation
<b>Digital Platform Design</b>	Huntington National Bank	South State Bank	
Chase	Regions Bank	Zions Bancorporation	
	Truist		

## Regional Winners—Cash Management<sup>2</sup>

### Overall Satisfaction

<b>Northeast</b>	<b>Midwest</b>	<b>South</b>	<b>West</b>
Fulton Bank	Associated Bank	Citizens Bank	Frost Bank
NBT Bank	Citi	First Bank (NC)	Zions Bancorporation
Truist	Citizens Bank	First Citizens Bank	
		First Horizon	
		Hancock Whitney	
		Pinnacle Financial	
		South State Bank	
		TowneBank	
		United Community Bank	

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