

# 2026 Coalition Greenwich Awards: Small Business Banking in the U.S.

Q1 2026

The following tables present the complete list of 2026 Coalition Greenwich Share Leaders and Best Banks in Small Business Banking in the U.S.

## Coalition Greenwich Share Leaders — 2026



### Share Leader – Small Business Banking Market Share in the U.S.

| Bank            | Market Share | Statistical Rank |
|-----------------|--------------|------------------|
| J.P. Morgan     | 12.1%        | 1                |
| Bank of America | 6.2%         | 2T               |
| Wells Fargo     | 5.8%         | 2T               |
| PNC Bank        | 4.9%         | 4                |
| Truist          | 3.9%         | 5                |

Note: Based on 6,557 interviews with businesses with sales of \$1–10 million across the country. Comparisons are based on all banks covered across the United States.

Source: Coalition Greenwich Voice of Client - 2025 U.S. Commercial Banking Study; Coalition Greenwich Money in Motion: Explorer

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## Coalition Greenwich Best Banks — 2026

### Small Business Banking in the U.S. – National winners



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#### Best Bank – Advisory Capabilities of RM for Small Business Banking in the U.S.

First Horizon  
FNB Corporation  
Frost Bank  
Hancock Whitney  
Huntington National Bank  
Pinnacle Financial  
Regions Bank  
South State Bank  
Truist  
U.S. Bank

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#### Best Bank – Customer Service for Small Business Banking in the U.S.

First Citizens Bank  
First Horizon  
Frost Bank  
Hancock Whitney  
Huntington National Bank  
KeyBank  
M&T Bank  
Pinnacle Financial  
Regions Bank  
South State Bank  
Truist  
UMB Bank  
Zions Bancorporation

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#### Best Bank – Data and Analytics for Small Business Banking in the U.S.

J.P. Morgan  
Truist  
U.S. Bank

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#### Best Bank – Digital Experience for Small Business Banking in the U.S.

J.P. Morgan

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#### Best Bank – Ease of Doing Business for Small Business Banking in the U.S.

First Citizens Bank  
First Horizon  
Frost Bank  
Hancock Whitney  
Huntington National Bank  
KeyBank  
Pinnacle Financial  
South State Bank  
UMB Bank

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#### Best Bank – Ease of Making Payments for Small Business Banking in the U.S.

First Horizon  
Frost Bank  
M&T Bank  
Pinnacle Financial  
Regions Bank  
South State Bank

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Note: Based on more than 11,000 interviews with businesses with sales of \$1–10 million across the country. Comparisons are based on all banks covered across the United States.

Source: Coalition Greenwich Voice of Client – 2025 U.S. Commercial Banking Study

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## Coalition Greenwich Best Banks — 2026

Small Business Banking in the U.S. – National winners *(continued)*



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### Best Bank – Ease of Product Implementation for Small Business Banking in the U.S.

Frost Bank  
Hancock Whitney  
Huntington National Bank  
J.P. Morgan  
Pinnacle Financial  
Regions Bank  
South State Bank

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### Best Bank – Innovation for Small Business Banking in the U.S.

J.P. Morgan

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### Best Bank – Likelihood to Recommend for Small Business Banking in the U.S.

Frost Bank  
J.P. Morgan  
Pinnacle Financial  
South State Bank  
Synovus Financial  
TowneBank  
UMB Bank  
Zions Bancorporation

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### Best Bank – Overall Satisfaction for Small Business Banking in the U.S.

Ally Bank  
Capital One  
First Citizens Bank  
First Horizon  
Frost Bank  
Hancock Whitney  
Huntington National Bank  
J.P. Morgan  
Pinnacle Financial  
South State Bank  
Truist  
UMB Bank  
United Bank  
WesBanco Bank

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### Best Bank – Product Capabilities in Cash Management for Small Business Banking in the U.S.

First Horizon  
FNB Corporation  
Frost Bank  
M&T Bank  
Pinnacle Financial  
U.S. Bank  
Zions Bancorporation

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### Best Bank – Satisfaction in Cash Management for Small Business Banking in the U.S.

First Horizon  
Frost Bank  
Hancock Whitney  
Huntington National Bank  
J.P. Morgan  
Pinnacle Financial  
South State Bank  
Truist  
UMB Bank

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Note: Based on more than 11,000 interviews with businesses with sales of \$1–10 million across the country. Comparisons are based on all banks covered across the United States.

Source: Coalition Greenwich Voice of Client – 2025 U.S. Commercial Banking Study

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## Coalition Greenwich Best Banks — 2026

Small Business Banking in the U.S. – National winners *(continued)*



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### Best Bank – Satisfaction with Cash Management Sales Specialist for Small Business Banking in the U.S.

First Citizens Bank  
First Horizon  
Huntington National Bank  
Regions Bank  
Truist

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### Best Bank – Satisfaction with RM for Small Business Banking in the U.S.

First Citizens Bank  
First Horizon  
FNB Corporation  
Frost Bank  
Hancock Whitney  
Huntington National Bank  
KeyBank  
Pinnacle Financial  
Regions Bank  
South State Bank  
Truist  
Zions Bancorporation

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### Best Bank – Trust for Small Business Banking in the U.S.

First Citizens Bank  
First Horizon  
FNB Corporation  
Frost Bank  
Hancock Whitney  
Huntington National Bank  
KeyBank  
M&T Bank  
Pinnacle Financial  
Regions Bank  
South State Bank  
Truist  
U.S. Bank  
Zions Bancorporation

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### Best Bank – Values Long-Term Relationships for Small Business Banking in the U.S.

First Horizon  
FNB Corporation  
Frost Bank  
Hancock Whitney  
Huntington National Bank  
Pinnacle Financial  
Regions Bank  
South State Bank  
Synovus Financial  
U.S. Bank  
UMB Bank  
Zions Bancorporation

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Note: Based on more than 11,000 interviews with businesses with sales of \$1–10 million across the country. Comparisons are based on all banks covered across the United States.

Source: Coalition Greenwich Voice of Client – 2025 U.S. Commercial Banking Study

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## Coalition Greenwich Best Banks — 2026

Small Business Banking in the U.S. – Regional winners



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### Best Bank – Likelihood to Recommend for Small Business Banking in the U.S. (Midwest)

Bank of America  
UMB Bank

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### Best Bank – Likelihood to Recommend for Small Business Banking in the U.S. (South)

Ameris Bank  
First Bank (NC)  
J.P. Morgan  
Pinnacle Financial  
Seacoast Bank  
South State Bank  
TowneBank  
U.S. Bank

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### Best Bank – Overall Satisfaction for Small Business Banking in the U.S. (Midwest)

Capital One  
UMB Bank

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### Best Bank – Overall Satisfaction for Small Business Banking in the U.S. (South)

Ally Bank  
Ameris Bank  
BMO  
First Citizens Bank  
Hancock Whitney  
Pinnacle Financial  
Renesant Bank  
Seacoast Bank  
TowneBank  
United Bank

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### Best Bank – Likelihood to Recommend for Small Business Banking in the U.S. (Northeast)

Rockland Trust

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### Best Bank – Likelihood to Recommend for Small Business Banking in the U.S. (West)

Frost Bank  
Zions Bancorporation

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### Best Bank – Overall Satisfaction for Small Business Banking in the U.S. (Northeast)

Community Bank (NY)  
Rockland Trust

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### Best Bank – Overall Satisfaction for Small Business Banking in the U.S. (West)

Frost Bank  
J.P. Morgan

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Note: Based on more than 11,000 interviews with businesses with sales of \$1–10 million across the country. Comparisons are based on all banks covered across the United States.

Source: Coalition Greenwich Voice of Client – 2025 U.S. Commercial Banking Study

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## Coalition Greenwich Best Banks — 2026

Small Business Banking in the U.S. – Regional winners *(continued)*



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### Best Bank – Satisfaction in Cash Management for Small Business Banking in the U.S. (Midwest)

Capital One  
UMB Bank

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### Best Bank – Satisfaction in Cash Management for Small Business Banking in the U.S. (South)

Ameris Bank  
BMO  
First Bank (NC)  
Hancock Whitney  
J.P. Morgan  
Pinnacle Financial  
TowneBank  
United Community Bank

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### Best Bank – Satisfaction with RM for Small Business Banking in the U.S. (Midwest)

Citizens Bank  
Huntington National Bank  
KeyBank

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### Best Bank – Satisfaction with RM for Small Business Banking in the U.S. (South)

First Citizens Bank  
First Horizon  
Hancock Whitney  
Pinnacle Financial  
Regions Bank  
South State Bank  
TowneBank  
Truist  
United Bank  
United Community Bank

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### Best Bank – Satisfaction in Cash Management for Small Business Banking in the U.S. (Northeast)

Community Bank (NY)  
NBT Bank

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### Best Bank – Satisfaction in Cash Management for Small Business Banking in the U.S. (West)

Frost Bank  
J.P. Morgan

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### Best Bank – Satisfaction with RM for Small Business Banking in the U.S. (Northeast)

NBT Bank

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### Best Bank – Satisfaction with RM for Small Business Banking in the U.S. (West)

Frost Bank  
U.S. Bank  
Zions Bancorporation

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Note: Based on more than 11,000 interviews with businesses with sales of \$1–10 million across the country. Comparisons are based on all banks covered across the United States.

Source: Coalition Greenwich Voice of Client – 2025 U.S. Commercial Banking Study

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## METHODOLOGY

Based on more than 11,000 interviews with businesses with sales of \$1–10 million across the United States. Share leaders are based on the proportion of the dollars available that is earned by the bank. Market Share is derived via: The total dollars available (Market Size), the proportion of companies that use the bank (Penetration), the proportion of the total Market Size those companies represent (Dollar-Weighted Penetration), and the proportion of those clients' total spend/balances that is earned by the bank (Share of Wallet).

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