Greenwich Associates Recognizes Excellence in Middle Market Banking

2016 Greenwich Excellence Awards for Middle Market Banking
Among More Than 600 Banks Evaluated, 37 Had Distinctive Quality

National Winners1

**Overall Satisfaction**
- Ally Bank
- City National Bank (CA)
- CoBiz Bank NA
- Comerica Bank
- Commerce Bank (MO)
- First Tennessee
- FNB Corporation
- Frost Bank
- Hancock and Whitney Bank
- Huntington National Bank
- MB Financial Bank
- PNC Bank
- ServisFirst Bank
- Synovus Financial
- UMB Bank
- Zions Bancorporation

**Likelihood to Recommend**
- City National Bank (CA)
- CoBiz Bank NA
- First Citizens Bank & Trust
- Frost Bank
- Hancock and Whitney Bank
- Huntington National Bank
- People’s United Bank (CT)
- Synovus Financial
- Zions Bancorporation

**Customer Service**
- BB&T
- BBVA Compass Bank
- City National Bank (CA)
- CoBiz Bank NA
- First Citizens Bank & Trust
- Frost Bank
- Fulton Bank
- Huntington National Bank
- People’s United Bank (CT)
- Regions Bank
- Synovus Financial
- Zions Bancorporation

**Functionality and Range of Online Services**
- Chase
- City National Bank (CA)
- First Citizens Bank & Trust
- Frost Bank
- Fulton Bank
- Huntington National Bank
- People’s United Bank (CT)
- Regions Bank
- Synovus Financial
- Zions Bancorporation

**CASH MANAGEMENT**

**Overall Satisfaction**
- City National Bank (CA)
- CoBiz Bank NA
- Comerica Bank
- Commerce Bank (MO)
- First Citizens Bank & Trust
- Frost Bank
- Huntington National Bank
- MB Financial Bank
- People’s United Bank (CT)
- Synovus Financial
- Zions Bancorporation

**Digital Functionality**
- BB&T
- City National Bank (CA)
- First Citizens Bank & Trust
- Frost Bank
- Huntington National Bank
- People’s United Bank (CT)
- PNC Bank
- Synovus Financial
- Wells Fargo

**Ease of Product Implementation**
- BB&T
- City National Bank (CA)
- First Citizens Bank & Trust

**Product Capabilities**
- BB&T
- First Citizens Bank & Trust
- Frost Bank
- PNC Bank
- Regions Bank

**Sales Specialist Performance**
- Comerica Bank
- Frost Bank
- Regions Bank

**CM Specialist—Quality of Advice**
- Comerica Bank
- Frost Bank

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1 Comparisons are based on all banks covered across the United States.

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Regional Winners²

<table>
<thead>
<tr>
<th>Overall Satisfaction</th>
<th>Proactively Provides Advice</th>
<th>Likelihood to Recommend</th>
<th>CASH MANAGEMENT Overall Satisfaction</th>
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Based on nearly 15,000 interviews with businesses with sales of $10–500 million across the country.

²Comparisons are based on only those banks operating in each region.

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