

2017 Greenwich Excellence Awards for Middle Market Banking

Among More Than 600 Banks Evaluated, 43 Have Distinctive Quality



National Winners¹

Overall Satisfaction

Ally Bank
Bank of Oklahoma
BB&T
Capital One
CoBiz Bank NA
Comerica Bank
Commerce Bank (MO)
First Tennessee
Frost Bank
Hancock Whitney
IBERIABANK
MB Financial Bank
Pinnacle Financial
PNC Bank
Regions Bank
ServisFirst Bank
Synovus Financial
Wintrust Financial Corporation
Zions Bancorporation

Proactively Provides Advice

Frost Bank
Hancock Whitney
IBERIABANK
Regions Bank
Zions Bancorporation

International Capabilities

Bank of America
Merrill Lynch
Chase

Credit Process

Ally Bank

Industry Expertise

CoBiz Bank NA
Frost Bank
Fulton Bank
Hancock Whitney
IBERIABANK
Pinnacle Financial

Regions Bank
SunTrust
Zions Bancorporation

Likelihood to Recommend²

Ally Bank
CoBiz Bank NA
Commerce Bank (MO)
First Citizens Bank
First Tennessee
Frost Bank
Hancock Whitney
M&T Bank
Pinnacle Financial
PNC Bank
Regions Bank
Synovus Financial

Overall Satisfaction with Relationship Manager

CoBiz Bank NA
Frost Bank
Fulton Bank
Hancock Whitney
IBERIABANK
Pinnacle Financial
Regions Bank
Synovus Financial
Zions Bancorporation

CASH MANAGEMENT

Overall Satisfaction

Bank of Oklahoma
BB&T
CoBiz Bank NA
Comerica Bank
Commerce Bank (MO)
First Tennessee
Frost Bank
Hancock Whitney
IBERIABANK
MB Financial Bank
People's United Bank (CT)

Pinnacle Financial
PNC Bank
Regions Bank
Synovus Financial
Wintrust Financial Corporation
Zions Bancorporation

Accuracy of Operations

BB&T
First Tennessee
Frost Bank
Fulton Bank
Hancock Whitney
Pinnacle Financial
Regions Bank
Zions Bancorporation

Customer Service

BB&T
CoBiz Bank NA
First Citizens Bank
First Tennessee
Frost Bank
Hancock Whitney
Huntington National Bank
IBERIABANK
Pinnacle Financial
PNC Bank
Regions Bank
Synovus Financial
Zions Bancorporation

Overall Digital Experience

BB&T
Frost Bank
Hancock Whitney
IBERIABANK
People's United Bank (CT)
Pinnacle Financial
PNC Bank
Synovus Financial
Zions Bancorporation

Ease of Product Implementation

BB&T
CoBiz Bank NA
First Citizens Bank
First Tennessee
Frost Bank
Fulton Bank
Hancock Whitney
IBERIABANK
Regions Bank
Synovus Financial

Mobile Banking Functionality

Chase
Regions Bank

Online Banking Functionality

Chase
First Tennessee
Frost Bank
Hancock Whitney
People's United Bank (CT)
Regions Bank
Synovus Financial
Zions Bancorporation

Product Capabilities

BB&T
First Tennessee
Frost Bank
Hancock Whitney
Pinnacle Financial
PNC Bank
Regions Bank
Zions Bancorporation

Overall Satisfaction with CM Specialist

Frost Bank
Regions Bank
Zions Bancorporation

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Note: ¹Comparisons are based on all banks covered across the United States. ²Promoters on the net promoter scale. Based on over 15,000 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 Greenwich Associates or its staff.

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Among More Than 600 Banks Evaluated, 43 Have Distinctive Quality



Regional Winners³

Overall Satisfaction

Northeast

Ally Bank
Huntington National Bank
NBT Bank
Signature Bank (NY)
Univest Bank

Midwest

Ally Bank
Bremer Bank
Capital One
Commerce Bank (MO)
Enterprise Bank (MO)
MB Financial Bank
Wintrust Financial Corporation

South

BancorpSouth
EagleBank
Hancock Whitney
IBERIABANK
Pinnacle Financial
Regions Bank
Renasant Bank
ServisFirst Bank
United Community Bank

West

Ally Bank
Bank of Oklahoma
Banner Bank
Citizens Business Bank
CoBiz Bank NA
Comerica Bank
Community Bank (CA)
East-West Bank
Frost Bank
PlainsCapital Bank
Zions Bancorporation

Proactively Provides Advice

Northeast

Eastern Bank
Fulton Bank

Midwest

Commerce Bank (MO)
Enterprise Bank (MO)
Wintrust Financial Corporation

South

IBERIABANK
Regions Bank
ServisFirst Bank

West

CoBiz Bank NA
Frost Bank
Zions Bancorporation

Likelihood to Recommend²

Northeast

Chase
Eastern Bank
M&T Bank
PNC Bank

Midwest

Commerce Bank (MO)
Enterprise Bank (MO)
Wintrust Financial Corporation

South

Hancock Whitney
IBERIABANK
Pinnacle Financial
Regions Bank
ServisFirst Bank
Synovus Financial
United Community Bank

West

Bank of Oklahoma
City National Bank (CA)
CoBiz Bank NA
Comerica Bank
Frost Bank

CASH MANAGEMENT

Overall Satisfaction

Northeast

Eastern Bank
M&T Bank
People's United Bank (CT)
PNC Bank

Midwest

Commerce Bank (MO)
Enterprise Bank (MO)
MB Financial Bank
Wintrust Financial Corporation

South

EagleBank
Hancock Whitney
IBERIABANK
Pinnacle Financial
Regions Bank
ServisFirst Bank

West

Bank of Oklahoma
Banner Bank
CoBiz Bank NA
Comerica Bank
Frost Bank
PlainsCapital Bank
Zions Bancorporation

Overall Digital Experience

Northeast

Chase
People's United Bank (CT)

Midwest

Enterprise Bank (MO)

South

IBERIABANK
PNC Bank
ServisFirst Bank

West

Frost Bank
Zions Bancorporation

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Note: ²Promoters on the net promoter scale. ³Comparisons are based on only those banks operating in each region. Based on over 15,000 interviews with businesses with sales of \$10-500 million across the country.

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