2018 Greenwich Excellence Awards for Middle Market Banking
Among More Than 600 Banks Evaluated, 40 Have Distinctive Quality

National Winners

Overall Satisfaction
Ally Bank
City National Bank (CA)
CoBiz Bank NA
First Citizens Bank
First Tennessee
Frost Bank
Hancock Whitney
Huntington National Bank
IBERIABANK
M&T Bank
Northern Trust Bank
Pinnacle Financial
Synovus Financial
United Bank

Proactively Provides Advice
BB&T
First Tennessee
Frost Bank
Hancock Whitney
IBERIABANK
SunTrust

Credit Process *

Likelihood to Recommend
BB&T
CoBiz Bank NA
Commerce Bank (MO)
First Citizens Bank
Frost Bank
Hancock Whitney
IBERIABANK
M&T Bank
People’s United Bank (CT)
Pinnacle Financial
PNC Bank
Synovus Financial

Ease of Product Implementation
CoBiz Bank NA
Comerica Bank
First Citizens Bank
First Tennessee
Frost Bank
Hancock Whitney
Huntington National Bank
IBERIABANK
Pinnacle Financial
Synovus Financial

CASH MANAGEMENT Overall Satisfaction
BB&T
City National Bank (CA)
CoBiz Bank NA
First Citizens Bank
First Tennessee
Frost Bank
Hancock Whitney
Huntington National Bank
IBERIABANK
KeyBank
M&T Bank
Pinnacle Financial
PNC Bank
Regions Bank
Synovus Financial

Product Capabilities
First Tennessee
Frost Bank
Hancock Whitney
Pinnacle Financial
PNC Bank
Synovus Financial

Customer Service
City National Bank (CA)
CoBiz Bank NA
Comerica Bank
First Tennessee
FNBS Corporation
Frost Bank
Hancock Whitney
Huntington National Bank
IBERIABANK
Pinnacle Financial
Synovus Financial

Overall Satisfaction with CM Specialist
Regions Bank
Zions Bancorporation

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Note: *Performance evaluations did not yield statistically differentiated providers. 1 Comparisons are based on all banks covered across the United States.
2 Promoters on the net promoter scale. Based on over 14,000 interviews with businesses with sales of $10–500 million across the country.

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Among More Than 600 Banks Evaluated, 40 Have Distinctive Quality

Regional Winners

Overall Satisfaction
Northeast
M&T Bank
PNC Bank
Signature Bank (NY)
Midwest
Ally Bank
Johnson Bank
KeyBank
Stock Yards Bank & Trust Co.
Wintrust Financial Corporation
South
First Tennessee
Hancock Whitney
IBERIABANK
Pinnacle Financial
Renasant Bank
ServisFirst Bank
South State Bank
Synovus Financial
Trustmark
United Community Bank
West
Bank of Nevada
Bank of Oklahoma
Citizens Business Bank
City National Bank (CA)
CoBiz Bank NA
Comerica Bank
East-West Bank
Frost Bank
Zions Bancorporation

Proactively Provides Advice
Northeast
*
Midwest
Enterprise Bank (MO)
South
Pinnacle Financial
South State Bank
West
BBVA Compass Bank
First Republic Bank
Frost Bank

Likelihood to Recommend
Northeast
M&T Bank
People’s United Bank (CT)
PNC Bank
Signature Bank (NY)
Midwest
Commerce Bank (MO)
Enterprise Bank (MO)
KeyBank
Wintrust Financial Corporation
South
First Citizens Bank
Hancock Whitney
IBERIABANK
Pinnacle Financial
ServisFirst Bank
Synovus Financial
West
Bank of Nevada
Citizens Business Bank
City National Bank (CA)
CoBiz Bank NA
Comerica Bank
Frost Bank

CASH MANAGEMENT
Overall Satisfaction
Northeast
M&T Bank
PNC Bank
Signature Bank (NY)
Midwest
Enterprise Bank (MO)
Huntington National Bank
KeyBank
Wintrust Financial Corporation
South
First Citizens Bank
First Tennessee
Hancock Whitney
IBERIABANK
Pinnacle Financial
ServisFirst Bank
Synovus Financial
West
Bank of Nevada
Bank of Oklahoma
Citizens Business Bank
City National Bank (CA)
CoBiz Bank NA
Comerica Bank
Frost Bank
Zions Bancorporation

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Note: *Performance evaluations did not yield statistically differentiated providers. ^Promoters on the net promoter scale. °Comparisons are based on only those banks operating in each region. Based on over 14,000 interviews with businesses with sales of $10–500 million across the country.

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