

2022 Greenwich Excellence Awards for U.S. Small Business Banking

Among More Than 500 Banks Evaluated, 21 Have Distinctive Quality



National Winners¹

Likelihood to Recommend²

First Citizens Bank
First Horizon
FNB Corporation
Frost Bank
Hancock Whitney
Pinnacle Financial
South State Bank
Synovus Financial

RM Proactively Provides Advice

Comerica Bank
First Horizon
Frost Bank
Synovus Financial

Overall Satisfaction

Capital One
Chase
Comerica Bank
First Horizon
FNB Corporation
Frost Bank
Hancock Whitney
Pinnacle Financial
South State Bank
Synovus Financial

Data and Analytics Driven Insights

*

Overall Satisfaction with RM

Comerica Bank
First Citizens Bank
First Horizon
Frost Bank
M&T Bank
Synovus Financial

Industry Understanding

Comerica Bank
First Citizens Bank
First Horizon
Frost Bank
M&T Bank
Synovus Financial

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

Note: ¹Comparisons are based on all banks covered across the United States. ²Promoters on the net promoter scale. Based on nearly 12,000 interviews with businesses with sales of \$1–10 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 Coalition Greenwich or its staff.

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Regional Winners¹

Overall Satisfaction

Northeast

FNB Corporation
PNC Bank

Midwest

Capital One
Wintrust Financial
Corporation

South

Capital One
Hancock Whitney
Pinnacle Financial
Renasant Bank
Synovus Financial
United Community Bank

West

Capital One
Comerica Bank
Frost Bank

Likelihood to Recommend²

Northeast

FNB Corporation

Midwest

*

South

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

West

Frost Bank

RM Proactively Provides Advice

Northeast

KeyBank

Midwest

*

South

First Horizon
M&T Bank
Pinnacle Financial
Synovus Financial

West

Frost Bank

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National Winners—Cash Management¹

Customer Service	Overall Satisfaction	Product Capabilities	Overall Digital Experience
First Citizens Bank	Capital One	Chase	Chase
First Horizon	Chase	First Horizon	
Frost Bank	Comerica Bank	Frost Bank	Innovation in Products and Services
KeyBank	First Citizens Bank	Synovus Financial	*
Regions Bank	Frost Bank		
Synovus Financial	Synovus Financial	Ease of Product Implementation	Making Commercial Payments Easier
Digital Product Capabilities	Digital Platform Design	Chase	Chase
Chase	Chase	First Citizens Bank	Frost Bank
		Frost Bank	Synovus Financial
		KeyBank	
		Synovus Financial	

Regional Winners—Cash Management²

Overall Satisfaction

Northeast	Midwest	South	West
FNB Corporation	Capital One	First Citizens Bank	Capital One
PNC Bank		Hancock Whitney	Citi
Webster Bank		Pinnacle Financial	Comerica Bank
		Synovus Financial	Frost Bank

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