

2023 Greenwich Leaders: U.S. Large Corporate Banking, Cash Management and Trade Finance

Q4 2023

The following tables present the complete list of 2023 Greenwich Share and Quality Leaders in U.S. Large Corporate Banking, Cash Management and Trade Finance, as well as the 2023 Greenwich Excellence Awards.

Greenwich Share and Quality Leaders — 2023



U.S. Large Corporate Banking Market Penetration

Bank	Total Relationships	Statistical Rank
Bank of America	83%	1
J.P. Morgan	79%	2
Wells Fargo	73%	3
Citi	57%	4
U.S. Bank	47%	5

U.S. Large Corporate Banking Quality

Bank
Mizuho Bank

U.S. Large Corporate Cash Management Market Penetration¹

Bank	Total Relationships	Statistical Rank
J.P. Morgan	67%	1T
Bank of America	65%	1T
Citi	47%	3T
Wells Fargo	44%	3T
HSBC	33%	5

U.S. Large Corporate Cash Management Quality¹

Bank
J.P. Morgan

U.S. Large Corporate Trade Finance Market Penetration²

Bank	Total Relationships	Statistical Rank
J.P. Morgan	55%	1
Bank of America	47%	2
Citi	38%	3
Wells Fargo	31%	4
HSBC	25%	5

U.S. Large Corporate Trade Finance Quality²

Bank
J.P. Morgan

Note: Based on responses from 236 U.S. firms with \$2 billion or more in sales for large corporate banking, 265 for large corporate cash management and 108 for large corporate trade finance. Market penetration refers to the proportion of companies interviewed that consider each bank one of their trade finance providers. Share leaders are based on top 5 leading banks, including ties. Quality leaders are cited in alphabetical order, including ties. Source: Coalition Greenwich Voice of Client – 2023 U.S. Large Corporate Banking Study, ¹Coalition Greenwich Voice of Client – 2023 U.S. Large Corporate Cash Management Study, ²Coalition Greenwich Voice of Client – 2023 U.S. Large Corporate Trade Finance Study

2023 Greenwich Excellence Awards for U.S. Large Corporate Finance

Among More Than 100 Banks Evaluated, 5 Have Distinctive Quality



U.S. Large Corporate Banking

Ability to Support on ESG Journey

No winners

Ease of Doing Business

Bank of America
J.P. Morgan
Mizuho Bank

Effective Senior Management Support

Bank of America
J.P. Morgan

Effectiveness of Main Contact to Support KYC Processes

No winners

Coordination of Product Specialists

Bank of America
J.P. Morgan
Mizuho Bank

Frequency of Contact

Bank of America
Mizuho Bank

Knowledge of International Banking Needs

Citi

Digital

Overall Digital Experience

Bank of America

Knowledge of Transaction Banking Needs

Bank of America
J.P. Morgan

Proactive Provision of Advice

Goldman Sachs
J.P. Morgan
Mizuho Bank

Timely Follow-Up

Bank of America
Mizuho Bank

Ability to Digitize KYC Processes

No winners

Note: Based on interviews with 236 firms with annual revenues of \$2 billion or more for Large Corporate Banking.

2023 Greenwich Excellence Awards for U.S. Large Corporate Finance

Among More Than 100 Banks Evaluated, 3 Have Distinctive Quality



U.S. Large Corporate Cash Management

Accuracy of Operations J.P. Morgan	Customer Service J.P. Morgan	Ease of Doing Business Bank of America J.P. Morgan	Innovation J.P. Morgan
International Network Breadth Citi	International Product Capability J.P. Morgan	Real-Time Execution of Payments <i>No winners</i>	Real-Time Insights and Analytics on Payments and Receivables <i>No winners</i>
Provision of Liquidity Management Solutions <i>No winners</i>	Quality of Advice J.P. Morgan	Frequency of Contact J.P. Morgan	Timely Follow-Up J.P. Morgan

Digital

Digital Platform Design Bank of America J.P. Morgan	Digital Platform Functionality Bank of America J.P. Morgan	Integration with Corporate IT Systems <i>No winners</i>	Digital Platform Security Capabilities <i>No winners</i>
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Account Opening or Product Implementation

Digitization of Implementation Process from End-to-End <i>No winners</i>	Satisfaction with Documentation <i>No winners</i>	Account Opening Process <i>No winners</i>
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Note: Based on interviews with 265 firms with annual revenues of \$2 billion or more for Large Corporate Cash Management.

2023 Greenwich Excellence Awards for U.S. Large Corporate Finance

Among More Than 100 Banks Evaluated, 1 Has Distinctive Quality



U.S. Large Corporate Trade Finance

Effectiveness at Reducing Paperwork

J.P. Morgan

Error-Free Execution

J.P. Morgan

Speed of Error Correction

No winners

Turnaround Time

No winners

International Network Breadth

No winners

Ability to Match Products and Services to Client Needs

No winners

Frequency of Contact

J.P. Morgan

Quality of Advice

J.P. Morgan

Timely Follow-Up

J.P. Morgan

Ease of Doing Business

J.P. Morgan

Digital

Digital Platform Capabilities for Trade Finance

No winners

Note: Based on interviews with 108 U.S. firms actively using trade finance.

Dr. Tobias Miarka, Chris McDonnell, Don Raftery, Matthew Noujaim, Amos Welder, and Kassie Krivo specialize in corporate banking, cash management, trade finance, and digital banking.

METHODOLOGY

From April through November 2023, Coalition Greenwich conducted 236 interviews in large corporate banking, 265 interviews in large corporate cash management and 108 interviews in trade finance at U.S.-based companies with \$2 billion or more in annual revenue. Participants were asked about market trends and their relationships with their banks. Trade finance interview topics included product demand, quality of coverage and capabilities in specific product areas.

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