

# NEWS

## FOR IMMEDIATE RELEASE

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### **HUNTINGTON BANK RANKS HIGHEST IN J.D. POWER U.S. RETAIL BANKING SATISFACTION STUDY FOR 5<sup>th</sup> CONSECUTIVE YEAR**

*Customers again rank Huntington highest for overall satisfaction in the North Central Region, and for the first time, highest in the Mid-Atlantic Region*

**COLUMBUS, Ohio** – Huntington Bank has claimed the top ranking for overall customer satisfaction in the 2017 J.D. Power U.S. Retail Banking Satisfaction Study<sup>SM</sup> as highest ranked in both the North Central and Mid-Atlantic regions. Huntington customers reported greater overall satisfaction over any other bank customers surveyed within the states of Ohio, Michigan, Indiana, Kentucky, West Virginia, Pennsylvania, Virginia, Maryland, Delaware, New Jersey and New York, and the District of Columbia.

While this is Huntington's fifth consecutive year earning the top spot in the North Central region, it is the first time earning top honors in the Mid-Atlantic where the Bank's performance has steadily improved since 2014. Huntington is the only bank in the country to earn the top spot in more than one region.

"At Huntington, our purpose is to help people. We are pleased our 'Welcome' customer experience continues to build and maintain strong relationships and satisfaction," said Steve Steinour, chairman, president and chief executive officer of Huntington. "Positive feedback from our customers resulting in J.D. Power recognition is validation our customer-first strategy continues to work and is the right way to do business."

"We thank our customers for their loyalty and support in expressing satisfaction with Huntington," said Mary Navarro, consumer and business banking director. "At Huntington, we work hard every day to look out for our customers. This recognition is another testament to our colleagues' commitment to provide the highest level of service to our customers."

Huntington's "Fair Play" banking philosophy is designed to help attract and retain customers through transparency and a commitment to doing the right thing. Hallmarks include All Day Deposit<sup>SM</sup> enabling customers to make a deposit through Mobile Deposit and Huntington ATMs up until midnight and have it post the same day, free overdraft protection transfers<sup>1</sup> from savings or money market accounts, Asterisk-Free Checking<sup>®</sup> and 24-Hour Grace<sup>®</sup> providing customers the opportunity to avoid overdraft fees by establishing a positive balance the next business day.

<sup>1</sup>Regulations limit the number of transfers in a statement cycle.

## About Huntington

Huntington Bancshares Incorporated is a regional bank holding company headquartered in Columbus, Ohio, with \$100 billion of assets and a network of 996 branches and 1,855 ATMs across eight Midwestern states. Founded in 1866, The Huntington National Bank and its affiliates provide consumer, small business, commercial, treasury management, wealth management, brokerage, trust, and insurance services. Huntington also provides auto dealer, equipment finance, national settlement and capital market services that extend beyond its core states. Visit [huntington.com](http://huntington.com) for more information.



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