

NEWS

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HUNTINGTON BANK RANKS HIGHEST IN J.D. POWER U.S. RETAIL BANKING SATISFACTION STUDY FOR 4TH STRAIGHT YEAR

COLUMBUS, Ohio – Huntington Bank holds the top spot for customer satisfaction within the North Central Region for the fourth consecutive year according to the 2016 J.D. Power U.S. Retail Banking Satisfaction Study(SM). Huntington outperformed its closest North Central Region competitor by 18 points and received the highest score in the region for Facility, Account Information, Fees and Channel Activities.

“All of us at Huntington value the opportunity to connect and work closely with customers to make a difference in their lives and across the communities where they live and work,” said Mary Navarro, retail and business banking director. “We take great pride in listening intently to customer needs and working hard to facilitate their financial security. In light of that, we’re grateful customers continue to rate their experiences at Huntington among the industry’s best.”

Huntington’s prominence atop the J.D. Power U.S. Retail Banking Satisfaction Study for four consecutive years reflects ongoing efforts to develop groundbreaking financial services, answering the call for a simpler, more straight-forward approach to helping customers manage their financial lives.

Through calculated investments in customers, employees and infrastructure, and in a distinct move to add value through the advent of its ‘Fair Play’ banking philosophy and delivery of Asterisk-Free Checking and industry first, 24-Hour Grace®, Huntington has experienced industry-leading consumer household growth of 62 percent (585,000 households) over the last six years. During that time, Huntington experienced 8 percent compound annual revenue growth (28 percent total revenue growth), and profits have increased significantly, as its cumulative stock price rose by 161 percent.

About Huntington

Huntington Bancshares Incorporated is a \$73 billion asset regional bank holding company headquartered in Columbus, Ohio, with a network of more than 750 branches and more than 1,500 ATMs across six 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 for more information.



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