

# NEWS



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## **Huntington Ranks Highest Among Regional Banks in the J.D. Power 2021 U.S. Banking Mobile App Satisfaction Study for the Third Year in a Row**

*Award reflects Huntington's continued commitment to looking out for customers and producing best-in-class digital tools*

**COLUMBUS, Ohio** – Huntington Bank (Nasdaq: HBAN) has claimed the top spot among regional banks in the J.D. Power 2021 U.S. Banking Mobile App Satisfaction Study for the third year in a row.

“Mobile and online banking became increasingly important in the past year given our customers’ shift in banking preferences,” said Mark Sheehan, chief consumer digital officer. “Our digital philosophy is grounded in proactively looking out for customers and anticipating their needs – including how we make updates to the Huntington Mobile app. I’m pleased to see this recognition and am thrilled our customers are continuing to see our People-First, Digitally Powered vision come to life.”

The 2021 U.S. Banking Mobile App Satisfaction study measures overall satisfaction with banking and credit card digital channels based on four factors: navigation; speed; visual appeal; and information/content. The study is based on responses from 8,438 retail bank and credit card customers nationwide and was fielded in March-April 2021.

Huntington saw mobile use more than double from 2019 to 2020, along with an overall increase in mobile users.

Huntington has a long history of proactively looking out for customers by delivering exceptional digital tools like [The Hub](#), [Heads-Up®](#) and [Money Scout®](#). In early June, Huntington launched its first digital-only product [Standby Cash<sup>SM</sup>](#), a line of credit giving eligible customers immediate access up to \$1,000 with no interest or fees if customers sign up for automatic payments (otherwise, a 1% monthly interest charge, 12% APR, applies to outstanding balances). Qualification is based primarily on how customers manage their checking account, not on customers’ credit reports. The bank also just launched [Early Pay](#) giving Huntington customers access to their paychecks up to two days early, at no additional cost. This includes salary, Social Security, pension and military income payments.

### **About Huntington**

Huntington Bancshares Incorporated (Nasdaq: HBAN) is a \$175 billion asset regional bank holding company headquartered in Columbus, Ohio. Founded in 1866, The Huntington National Bank and its affiliates provide consumers, small and middle-market businesses, corporations, municipalities, and other organizations with a comprehensive suite of banking, payments, wealth management, and risk management products and services. Huntington operates more

than 1,100 branches in 12 states, with certain businesses operating in extended geographies. Visit [Huntington.com](http://Huntington.com) for more information.

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