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Huntington Mortgage Relocation Earns Number One Ranking for Customer Satisfaction, Beating Out Larger Competitors

Trippel's 8th annual survey of corporate relocation managers finds Huntington earned the highest corporate satisfaction ratings among 14 companies surveyed

COLUMBUS, Ohio, Dec. 21, 2010 /PRNewswire/ -- In a national survey of corporate relocation managers, Huntington's (Nasdaq: HBAN; www.huntington.com) mortgage relocation business has scored highest in customer satisfaction among the 14 companies included in the survey.

Trippel Survey & Research, LLC, conducted its eighth annual survey to obtain evaluations from corporate relocation managers regarding their level of satisfaction with various service suppliers within the national mortgage relocation industry. The survey included responses from 238 relocation managers at companies from across the country.

"We are excited to be ranked highest in customer satisfaction in the Trippel survey, as it is validation of our commitment to provide best-in-class mortgage service to both relocation managers and their employees," said Daniel B. Benhase, Huntington senior executive vice president, who leads home lending, wealth management and government finance.

Corporate client satisfaction was measured using two metrics: net satisfaction and average score. Among the 14 largest suppliers surveyed, relocation managers indicated Huntington earned the highest corporate client satisfaction ratings in both average score and net satisfaction.

Huntington received an average score of 8.94 (out of a possible score of 10) and a 67% net satisfaction rate for overall customer service. The industry performed with an average score of 7.70 and net satisfaction of 22%. And when asked to rate their level of satisfaction with their mortgage providers' ability to meet their transferees' needs, survey respondents again gave Huntington an average satisfaction rate of 67% – an impressive 13 percentage points higher than the second highest ranked company in the survey.

"Customer service is the most important component of all our client relationships," said Irish Bowers, Huntington senior vice president in mortgage lending. "We assign designated counselors to each account to ensure a consistent contact point, underwrite all our own loans and offer portfolio loan products, enabling us to respond quickly to our customers' needs."

Huntington Relocation, which provides conventional financing to relocating employees in all 50 states, is recognized as a leader in offering products and services designed to meet the ever changing needs of corporate clients and borrowers alike.

For more information, visit www.huntington.com/mortgage/corporaterelo/.

Trippel Survey Methodology

This survey utilized the Internet to distribute, collect and report survey results via *Zoomerang*, a service provider. The survey was launched April 23rd and closed May 6th. Of 768 initial invitations sent via email to relocation managers nationwide, 21 were undeliverable. Consequently, 747 invitations reached the intended recipient. From this population 238 corporate relocation managers participated, a 32% participation rate.

About Huntington

Huntington Bancshares Incorporated is a \$53 billion regional bank holding company headquartered in Columbus, Ohio. Founded in 1866, Huntington provides a full range of financial services through its affiliated companies, including checking, loans, savings, insurance and investment services. It has more than 600 branches and also offers retail and commercial financial services online at Huntington.com; through its telephone bank; and through its network of over 1,350 ATMs. Huntington's Auto Finance and Dealer Services group offers automobile loans to consumers and commercial loans to automobile dealers within its six-state banking franchise area, as well as selected New England states.

SOURCE Huntington Bancshares Incorporated