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Huntington Bank Ranks Highest in the Midwest in J.D. Power Small Business Customer Satisfaction Study

COLUMBUS, Ohio--(BUSINESS WIRE)-- Small business owners rank Huntington Bank highest in overall customer satisfaction in the Midwest region in a study released today by J.D. Power. According to J.D. Power, Huntington performs particularly well in facility, fees, account information and channel activities.

“J.D. Power’s recognition demonstrates that our passion for helping businesses thrive is making a difference,” said Huntington Business Banking Director Deb Stein. “Small businesses are the backbone of our economy. They create most new jobs and keep our communities strong. Our business bankers, branch managers and service teams strive to give small business owners the advice and service they need to grow and be successful over the long term.”

The very essence of the Huntington brand is one of feeling welcomed. Huntington representatives value relationships and serving in a branch environment where they strive to build personal rapport and constantly look out for customers by delivering solutions that help businesses excel.

The result follows recognition Huntington received from J.D. Power for ranking highest in retail banking satisfaction in the North Central region in 2013 and again this year according to the [J.D. Power 2014 U.S. Retail Banking Satisfaction StudySM](#). It also follows Huntington’s recent designation as [the nation’s largest SBA lender](#) for making more loans than any other bank in the country. Huntington made 4,183 SBA loans in its six-state footprint, an increase of 37 percent over last year when the bank ranked as the nation’s third largest lender.

Huntington’s small business initiatives in recent years include:

- Completion of a \$4 billion commitment to small business lending that began in 2010.
- Second-look lending, where every loan application that may not meet initial eligibility is reviewed again to ensure that all options to qualify the borrower are considered.
- A basic business checking account that is easy to manage. There are no monthly service fees for businesses that have up to 100 transactions, online statements, and up to \$5,000 cash handling.
- A strong focus on deep customer relationships and business bankers who know their customers’ businesses.

About Huntington

Huntington Bancshares Incorporated is a \$64 billion asset regional bank holding company headquartered in Columbus, Ohio. The Huntington National Bank, founded in 1866, and its

affiliates provide full-service commercial, small business, and consumer banking services; mortgage banking services; treasury management and foreign exchange services; equipment leasing; wealth and investment management services; trust services; brokerage services; customized insurance brokerage and service programs; and other financial products and services. The principal markets for these services are Huntington's six-state retail banking franchise: Ohio, Michigan, Pennsylvania, Indiana, West Virginia, and Kentucky. The primary distribution channels include a banking network of more than 700 traditional branches and convenience branches located in grocery stores and retirement centers, and through an array of alternative distribution channels including internet and mobile banking, telephone banking, and more than 1,500 ATMs. Through automotive dealership relationships within its six-state retail banking franchise area and selected other Midwest and Northeast states, Huntington also provides commercial banking services to the automotive dealers and retail automobile financing for dealer customers.

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