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CORRECTING and REPLACING Huntington Bank Ranks Highest in National 2013 J.D. Power and Associates U.S. Retail Banking Satisfaction Study

COLUMBUS, Ohio--(BUSINESS WIRE)-- Fifth graph, end of second sentence of release should read: ...which are open 75 hours a week (sted ...which are open 25 hours a week.)

The corrected release reads:

HUNTINGTON BANK RANKS HIGHEST IN NATIONAL 2013 J.D. POWER AND ASSOCIATES U.S. RETAIL BANKING SATISFACTION STUDY

Retail banking customers have rated Huntington Bank (NASDAQ: HBAN; www.huntington.com) highest in the North Central Region, according to the J.D. Power and Associates 2013 U.S. Retail Banking Satisfaction StudySM. The findings rank Huntington highest among the largest financial institutions in the region. In total, the study surveyed more than 50,000 customers.

Huntington has an overall score of 814 on a 1,000-point scale, up from 790 in 2012. The regional average was 776 and includes 25 banks in the region. J.D. Power's study indicates that Huntington performs particularly well in the account information, fees and channel activities factors. Overall satisfaction among retail customers averaged 763 in 2013, an increase of 10 index points from 2012.

"Huntington is thrilled to have received recognition from such a respected and highly authoritative organization as J.D. Power and Associates," said Mary Navarro, Huntington's retail and business banking director. "Exceeding customer expectations by getting to know them and looking out for them is part of our culture, and our colleagues do a great job with this every day. We are very appreciative of our customers and thank them for banking with us."

J.D. Power's ranking comes on the heels of Huntington's recognition last year as ranking "Highest in Customer Satisfaction with Small Business Banking" by J.D. Power and Associates. And recently, Huntington was named the winner of the 2013 TNS Choice Award for Consumer Banking in the Central Region, which includes the 20 states in the center of the United States.

Over the past three years, Huntington has developed 24-Hour Grace[®], a unique service that gives Huntington consumer checking customers who are overdrawn until the next business day to cover overdrafts and avoid overdraft fees. Additionally, the bank has introduced an innovative checking account called Asterisk-Free Checking[®], developed mobile applications

for the iPhone®, iPad® and smartphones with Android™ operating systems, strengthened its commitment to small business by lending \$4 billion in the last three years, extended Saturday branch hours and opened 107 new branches in Giant Eagle and Meijer grocery stores, which are open 75 hours a week.

The J.D. Power study concluded that many banks have eliminated free checking and implemented new fees, which have often negatively impacted overall customer satisfaction. With the introduction of Asterisk-Free Checking®, Huntington has eased consumer checking fee concerns for customers. Additionally, the bank's 24-Hour Grace® program has become popular with customers because it gives customers more time to cover an overdraft and avoid overdraft fees.

J.D. Power also highlighted that customers appreciate the personal service they receive at their branch, but that such transactions are slowly declining. Huntington has always been customer focused, as evidenced by the numerous awards the bank has garnered over the years. Every customer who walks into a branch is greeted with the word, "Welcome" and asked what the staff can do to help them.

Huntington also has recently been recognized for its consistently outstanding consumer customer satisfaction by the MSR Group, which announced that Huntington has received its APECS® Customer Advocacy Award for the Midwestern Region for a fourth consecutive year. This survey represents top consumer feedback from more than 2,400 households throughout Huntington's competitive markets. The MSR Group is a nationally recognized full-service market research company.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company providing forecasting, performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [car reviews and ratings](#), [car insurance](#), [health insurance](#), [cell phone ratings](#), and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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About Huntington

Huntington Bancshares Incorporated is a \$56 billion regional bank holding company headquartered in Columbus, Ohio. The Huntington National Bank, founded in 1866, provides 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 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 1,400 ATMs. Through automotive dealership relationships within its six-state banking franchise area and selected other Midwest and New England states, Huntington also provides commercial banking services to the automotive dealers and retail automobile financing for dealer customers.

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