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Huntington Bank Ranks Highest for 3rd Year in a Row in National 2015 J.D. Power U.S. Retail Banking Satisfaction Study

COLUMBUS, Ohio--(BUSINESS WIRE)-- For the third year in a row, Huntington Bank has been ranked the highest in the North Central Region in J.D. Power's 2015 U.S. Retail Banking Satisfaction StudySM. The findings show Huntington as maintaining the top spot for the third consecutive year among the largest financial institutions in the region.

This year's survey results show Huntington Bank as scoring 835, an increase of 7 points from last year, out of a 1,000-point scale in the North Central Region.

J.D. Power's study indicates that Huntington has performed particularly well in the product offerings and fees factors.

"We are grateful to our customers for their continuous recognition of our bankers who work hard to always provide them with great service," said Mary Navarro, retail and business banking director. "We've made key investments to make banking more convenient, and we plan to continue building a culture that looks out for our customers."

The 2015 U.S. Retail Banking Satisfaction Study took into account a total of 23 banks when reviewing the North Central Region and measured satisfaction in six factors: account information; channel activities; facility; fees; problem resolution; and product offerings.

In an effort to create a welcome culture that focuses on doing the right thing for customers, Huntington has implemented several Fair Play banking initiatives over the past several years that have contributed to industry-leading account acquisition driven by innovative products and services.

Huntington has made significant investments in its customers starting with its 2010 introduction of 24-Hour Grace® and Asterisk-Free Checking® account. It has also invested in making access to accounts faster and easier with investments in Huntington Mobile Deposit and Huntington Quick Balance. The bank also recently debuted a new website that is compatible across all digital platforms and one that resonates with its Welcome culture.

About Huntington

Huntington Bancshares Incorporated is a \$68 billion asset regional bank holding company headquartered in Columbus, Ohio, with a network of more than 700 branches and almost 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.

Member FDIC. The logo mark and Huntington® are federally registered service marks of Huntington Bancshares Incorporated. Asterisk-Free Checking®, and 24-Hour Grace® are federally registered service marks of Huntington Bancshares Incorporated. The 24-Hour Grace® system and method are patented: US Pat. No. 8,364,581.

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