

## **M&T Bank Tops in Business Customer Service**

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BUFFALO, N.Y., Feb. 12, 2018 -- M&T Bank has been recognized once again for providing exceptional service quality to businesses. In its recently released survey results, Greenwich Associates recognized M&T Bank as a national and regional winner of 10 Excellence Awards based on customer satisfaction.

Every year, Greenwich Associates surveys approximately 30,000 businesses in markets across the U.S. to benchmark the quality of banking products and services in the marketplace. Of more than 600 banks evaluated, only 33 received awards in small business banking, while 43 received awards in the middle market category.

Since 2011, M&T Bank has earned a total of 89 Greenwich Excellence Awards, of which 71 were in small business. The company has been in the top five percent of banks evaluated in the small business category for the past six years.

"These awards are especially meaningful to us because they're based on customer feedback," said M&T Senior Vice President for Business Banking, Eric Feldstein. "Our bankers work closely with their clients day after day, providing them with the capital they need, and also sharing solutions, experience and advice to help them achieve their business goals, and this recognition confirms our customers value the level of service we provide."

Nationally, M&T Bank received Excellence Awards in:

- Branch Satisfaction - Small Business
- Customer Service, Cash Management - Small Business
- Ease of Product Implementation, Cash Management - Small Business
- Likelihood to Recommend - Middle Market
- Overall Satisfaction with Relationship Manager - Small Business

Regionally, M&T Bank received Excellence Awards in:

- Likelihood to Recommend - Middle Market
- Likelihood to Recommend - Small Business
- Overall Digital Experience, Cash Management - Small Business
- Overall Satisfaction, Cash Management - Middle Market
- Overall Satisfaction, Cash Management - Small Business

"We're pleased that Greenwich Associates and our customers have recognized M&T as a bank committed to exceptional service," said Senior Vice President and Commercial Banking Area Executive, Mike Keegan. "Our bankers work hard to understand what's important to our clients, providing the right solutions to help them grow and manage their companies."

M&T Bank provides a full range of banking, investment, insurance and mortgage products and services designed for businesses and their owners. The company ranks as one of the 20 largest U.S.-based commercial banks, and in 2017 was cited as the 8th largest U.S. Small Business Administration (SBA) lender in the nation and number one lender in most of its larger communities, including Baltimore, Md., Buffalo, N.Y., Delaware and Washington, D.C.

Additional information on M&T Bank can be accessed at <https://newsroom.mtb.com>.

### **About Greenwich Associates**

Greenwich Associates is the leading provider of global market intelligence and advisory services to the financial services industry. We specialize in providing fact based insights and practical recommendations to improve business results. Our data focuses on the key metrics required for effective business management: operations performance, service quality, sales effectiveness, share of wallet, market share, brand, and behavioral trends. Please visit our website, [www.greenwich.com](http://www.greenwich.com), for more information.

### **M&T Bank**

M&T Bank Corporation is a financial holding company headquartered in Buffalo, New York. M&T's principal banking subsidiary, M&T Bank, operates banking offices in New York, Maryland, New Jersey, Pennsylvania, Delaware, Connecticut, Virginia, West Virginia and the District of Columbia. Trust-related services are provided

by M&T's Wilmington Trust-affiliated companies and by M&T Bank.

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