

## **M&T Bank Recognized Nationally for Leadership in Business Customer Service**

BUFFALO, N.Y., Feb. 7, 2019 -- Greenwich Associates, a leading global company known for benchmarking the best in the financial industry, has recognized M&T Bank with 10 regional and national Greenwich Excellence Awards for small business and middle market banking.

Since 2011, M&T Bank has earned a total of 99 Greenwich Excellence Awards, of which 75 were in small business. The company has been in the top five percent of banks evaluated in the small business category for the past seven years.

"These awards are especially important to us because they represent the opinions of the businesses we serve," said M&T Senior Vice President for Business Banking Eric Feldstein. "They are also a tribute to our bankers, who are working closely with their clients day after day, providing them with the capital they need, and also sharing solutions and advice to help them achieve their financial goals and dreams."

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 34 received awards in small business banking, while 40 received awards in the middle market category.

Nationally, M&T Bank received Excellence Awards in:

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

Regionally, in the Northeast category, M&T Bank received Excellence Awards in:

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

"Understanding the needs of our business customers and helping them succeed is an important part of our mission," said Senior Vice President and Commercial Banking Area Executive, Mike Keegan. "We strive to consistently provide the best products and customer service, and these awards further validate the dedication and hard work of our entire team."

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 2018 was named the 7th 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 Syracuse, N.Y.

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.

**Media Contacts:**

*Upstate New York:*

Julia Berchou

(716) 842-5385

[Jshanahan@mtb.com](mailto:Jshanahan@mtb.com)

*New Jersey, Connecticut, New York City:*

Chet Bridger

(716) 842-5182

[Cbridger@mtb.com](mailto:Cbridger@mtb.com)

*Delaware, Maryland, Pennsylvania, Virginia and Washington, DC:*

Philip Hosmer

(410) 949-3042

[Phosmer@mtb.com](mailto:Phosmer@mtb.com)

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