

Regions Bank Earns Top Ranking from J.D. Power for Small Business Banking Satisfaction in the South

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BIRMINGHAM, Ala.--(BUSINESS WIRE)-- [Regions Bank](#) (NYSE:RF) was recognized by J.D. Power Thursday as the highest-ranked bank in the South for customer satisfaction in small business banking.

Regions earned the ranking as part of J.D. Power's 2014 U.S. Small Business Banking Satisfaction StudySM. The annual study measures how satisfied small businesses are with a variety of services they receive from their bank.

"Small businesses are vital to the strength of our communities and our economy," said Grayson Hall, chairman, president, and chief executive officer of Regions Financial Corporation. "Each small business faces its own unique challenges and opportunities. At Regions, our associates focus on providing financial services and solutions designed to help small businesses succeed and grow."

To develop its overall satisfaction rankings, J.D. Power analyzed responses from thousands of small business owners or their financial decision makers. Financial institutions were ranked based on a variety of factors such as product offerings, credit services, problem resolution, and more.

The J.D. Power ranking is the latest recognition of Regions' continuing efforts to deliver an exceptional customer experience. Earlier this year, [Regions was the highest-ranked bank in the 2014 Temkin Experience Ratings](#) compiled by customer experience research and consulting firm Temkin Group. Temkin asked individual consumers to rate their experiences with various companies across 19 industries. Regions was listed as the top bank in the national survey and was among the highest-rated companies across all industries represented in the study.

Regions [also received six National Greenwich Excellence Awards](#) in Middle Market Banking. Regions was among winners for Overall Satisfaction, Likelihood to Recommend, Relationship Manager Capability, Online Services, Treasury Management - Overall Satisfaction, and Treasury Management - Customer Service.

About Regions Financial Corporation

Regions Financial Corporation (NYSE:RF), with \$119 billion in assets, is a member of the S&P 500 Index and is one of the nation's largest full-service providers of consumer and commercial banking, wealth management, mortgage, and insurance products and services. Regions serves customers in 16 states across the South, Midwest and Texas, and through its subsidiary, Regions Bank, operates approximately 1,700 banking offices and 2,000 ATMs. Additional information about Regions and its full line of products and services can be found at www.regions.com.

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