



You matter more.

**J. D. Power and Associates® Ranks Bangor Savings Bank
Highest in New England for Customer Satisfaction**

*Maine's largest independent bank recognized for their commitment to
providing outstanding satisfaction to customers*

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BANGOR, ME - Bangor Savings Bank received the highest score for banking customer satisfaction in all of New England based on study results released by J.D. Power and Associates®, a national market research company. The study is considered the most in-depth assessment of the retail banking industry. This is the first year Bangor Savings Bank has met the criteria to be included in the study. The Bank's President & CEO, Jim Conlon, announced this recognition at a press conference today.

Bangor Savings Bank received a satisfaction score of 831 out of a possible 1,000 points, ranking the Bank highest for New England. The survey asked nearly 52,000 banking customers around the country for feedback on various aspects of their banking experience, including account information; channel activities; facility; fees; problem resolution; and product offerings.

Bangor Savings Bank was cited for performing particularly well in product offerings, fees and channel activities. The Bank was one of the first in Maine to offer free ATMs in November of 2006 and continues to offer this benefit to its customers.

Jim Conlon, President and CEO of Bangor Savings Bank, commented on the results. "We are honored that our customers give us such high marks when it comes to satisfaction. We live by our motto - You Matter More – and do everything we can to put our customers' needs first. This is a demonstration of the hard work and dedication of each and every one of our 750 employees in Maine," said Conlon.

Headquartered in Westlake Village, CA., J.D. Power and Associates is a global marketing information services company providing forecasting, performance improvement, social media and customer satisfaction insights and solutions.

For complete study results visit www.jdpower.com .

About Bangor Savings Bank: Bangor Savings Bank, with more than \$2.8 billion in assets, offers retail banking and investment management services to Maine consumers as well as comprehensive commercial, corporate, payroll administration, merchant services, insurance, and small business banking services to Maine businesses. The Bank, founded in 1852, is in its 161st year of service to the people of Maine, with 57 branches and on the Web at www.bangor.com. The Bangor Savings Bank Foundation was created in 1997. Together the Bank and its Foundation invest more than a million dollars per year into the community in the form of nonprofit sponsorships, grants and partnership initiatives.

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