



Bangor Savings Bank Recognized as a J. D. Power & Associates® 2014 Customer Champion

Maine's largest community bank is one of only 50 U.S. companies to receive this honor

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BANGOR, ME - Bangor Savings Bank has been recognized by J.D. Power & Associates® as a 2014 Customer Champion—one of only [50 companies](#) nationally to earn this honor.

According to J.D. Power and Associates®, to qualify for inclusion on this elite list companies must excel both within their own industry and also among the nine industries included in the Customer Champions analysis. To determine the 2014 Customer Champions, J.D. Power and Associates® examined five factors: People, Presentation, Process, Product, and Price.

For the 2014 Customer Champions, J.D. Power & Associates® evaluated more than 600 brands. The Champions were identified based on customer feedback, opinions, and perceptions gathered primarily from J.D. Power's syndicated research in 2013. This group of 50 represents the highest-performing U.S. companies that deliver service excellence.

In 2013, J.D. Power & Associates® ranked Bangor Savings Bank the highest retail bank in New England for customer satisfaction.

Bangor Savings Bank President and CEO Jim Conlon commented on the recognition. "We are honored to receive this distinction and to be included in this top group of U.S. companies. We take our commitment to providing our customers with excellent service seriously, and we appreciate this external confirmation from J.D. Power & Associates® on behalf of our customers."

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

About Bangor Savings Bank: *Bangor Savings Bank, with more than \$3 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 and organizations. The Bank, founded in 1852, is in its 162nd 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 \$1 million per year into the community in the form of nonprofit sponsorships, grants and partnership initiatives.*

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