

# Bangor Savings Bank

**You matter more.**

Member FDIC

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## **J.D. Power and Associates® Ranks Bangor Savings Bank Highest in New England for Retail Banking Customer Satisfaction for Second Consecutive Year** *Maine bank maintains customer satisfaction as its top priority*

**BANGOR, Maine** – [Bangor Savings Bank](#) has received the highest score among qualifying retail banks in the New England region in the J.D. Power 2016 Retail Banking Satisfaction Study<sup>SM</sup>. The bank's performance earned it the highest rating of "among the best" in its online ratings on JDPower.com and marked the second straight year ranking highest in New England.

The 11th annual customer satisfaction study is the longest-running and most in-depth survey of the U.S. retail banking industry, with more than 75,000 customers evaluating various aspects of their banking experience. Bangor Savings Bank President and CEO Bob Montgomery-Rice recently announced the results of the study to bank employees, directors, and corporators.

"Our clear focus is to provide an exceptional customer experience every day and our efforts have undoubtedly made an impact on our valued customers," said Montgomery-Rice. "It is gratifying to receive this news and to share it with our employees who work tirelessly to make it happen."

The J.D Power study asks banking customers around the country for feedback on various aspects of their banking experience, including account information; channel activities; quality of personal interactions; facilities; and product offerings and fees. Bangor Savings Bank achieved an overall satisfaction score of 842 out of a possible 1,000 points, outperforming all other qualifying banks in New England. The bank scored well across all categories.

“A high ranking from this study is earned only by the objective feedback of customers, so we are especially honored to learn how our customers rank our services and experience,” said Montgomery-Rice. “When it comes to our own job satisfaction, the personal interaction we have with our customers and communities is what drives us to go the extra mile. Maine customers deserve the best and they are our top priority. Our motto - You Matter More – is something we live and breathe.”

Key findings and trends from the 2016 Retail Banking Satisfaction Study<sup>SM</sup>, and a list of the top-ranking banks in 11 regions can be found on the J.D. Power website [here](#).

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**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. The Bank, founded in 1852, is in its 164th year of service to the people of Maine, with 55 branches and on the Web at [www.bangor.com](http://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.