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

Maine's largest independent bank maintains customer satisfaction as its top priority

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BANGOR, ME – [Bangor Savings Bank](#) has received the highest score among qualifying retail banks in the New England region, based on study results released by J.D. Power, a global market research company that represents the voice of the customer. The J.D. Power 2015 Retail Banking Satisfaction StudySM is considered the industry's most in-depth assessment of the retail banking industry. The Bank's President and CEO, Bob Montgomery-Rice, recently announced this recognition to Bangor Savings Bank employees, Directors, and Corporators.

The 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 a satisfaction score of 844 out of a possible 1,000 points, outperforming all other qualifying banks in New England. The bank scored well across all categories, including product offerings and fee factors.

Montgomery-Rice commented on the results. "We work hard to provide an exceptional customer experience every day and our efforts have clearly made an impact. It is gratifying to get this news. Even though Bangor Savings Bank has just come through a year of significant transition, we have stayed focused on providing an exceptional customer experience. All of us are committed to providing the best customer experience possible. This recognition is different than many other national surveys

which often focus on financial metrics. 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. 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.”

Bangor Savings Bank received the highest numerical score among retail banks in the New England region in the proprietary J.D. Power 2015 Retail Banking Satisfaction StudySM. Study based on 82,030 total responses measuring 12 providers in the New England region and measures opinions of consumers with their primary banking provider. Proprietary study results are based on experiences and perceptions of consumers surveyed April — February 2015. Your experiences may vary. Visit jdpower.com.

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 163rd 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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