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**City National Bank honored by J.D. Power with  
customer satisfaction award for second year in a row**

Charleston, W.Va. (April 29, 2019) — City National Bank received the highest ranking in customer satisfaction in the north central region in J.D. Power’s 2019 U.S. Retail Banking Satisfaction Study, claiming the top honor in its region for the second year in a row. City beat out all other banks in West Virginia, Kentucky, Ohio, Indiana and Michigan.

“While it is always nice to be acknowledged, I can think of no greater achievement than to be honored by our customers for the service they receive. Our most important goal is to provide exceptional personal service, so being recognized by our customers for this award two years in a row is an incredible honor,” said President & CEO Skip Hageboeck.

Executive Vice President for Retail Craig Stilwell commended City’s employees, “This achievement is a testament to all City employees who are committed to making the overall customer experience as efficient, personal and helpful as possible. City’s true measure of success is how our customers feel about us, and we are grateful that our team’s efforts have been recognized and rewarded for the second year in a row.”

The U.S. Retail Banking Satisfaction Study, now in its 14th year, measures satisfaction in six factors: account opening; communication and advice; channel activities; convenience; problem resolution; and products and fees. Channel activities include seven sub-factors: ATM; assisted online; branch; call center; IVR; mobile; and website.

In addition to ranking highest overall in its region, City also fared best in the factors of “products and fees” and “communication and advice.”

The study is based on responses from more than 84,000 retail banking customers of more than 200 of the largest banks in the United States. To view the full J.D. Power 2019 U.S. Retail Banking Satisfaction Study, [click here](#).

**About City National Bank**

Headquartered in Charleston, W. Va., City National Bank operates more than 90 branches in West Virginia, Kentucky, Ohio and Virginia. With \$4.9 billion in assets, City offers a variety of financial products and services for both consumer and business customers. In addition to being recognized by J.D. Power, City was recently honored by banking trade publication American Banker when President & CEO Skip Hageboeck was named 2018 Community Banker of the Year.

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