



# 2009 Bank Leader Survey



## OUR VALUE PROPOSITION

Provide the industry's best total global treasury solution, as evidenced by operational excellence, exceptional service, product leadership and consultative expertise.

This independent survey was conducted by Warabak Research. The 750 respondents were corporate decision makers from large companies (sales in excess of \$500 million) across the country. For more information contact John Warabak of Warabak Research at 1 877 664 4344

## OVERALL SATISFACTION

BANK	% VERY SATISFIED
The Bank of New York Mellon	56
PNC	48
Wells Fargo	44
JPMorgan Chase	35
Bank of America	32
Citibank	17
Average*	40

<b>OPERATING QUALITY</b>	
<b>BANK</b>	<b>% VERY SATISFIED</b>
The Bank of New York Mellon	52
PNC	43
Wells Fargo	42
JPMorgan Chase	32
Bank of America	28
Citibank	19
Average*	35

<b>CUSTOMER SERVICE</b>	
<b>BANK</b>	<b>% VERY SATISFIED</b>
The Bank of New York Mellon	60
PNC	53
Wells Fargo	48
JPMorgan Chase	41
Bank of America	37
Citibank	24
Average*	44

<b>PRODUCT LEADERSHIP/INNOVATION</b>	
<b>BANK</b>	<b>% VERY SATISFIED</b>
The Bank of New York Mellon	39
Bank of America	29
Wells Fargo	28
JPMorgan Chase	26
PNC	25
Citibank	24
Average*	27

<b>PROACTIVE COMMUNICATIONS VIA E-MAILS AND NEWSLETTERS</b>	
<b>BANK</b>	<b>% VERY SATISFIED</b>
The Bank of New York Mellon	32
PNC	29
Wells Fargo	26
JPMorgan Chase	23
Citibank	19
Bank of America	18
Average*	26

<b>IMPLEMENTATION/CHANGES — QUALITY &amp; TIMELINESS</b>	
<b>BANK</b>	<b>% VERY SATISFIED</b>
The Bank of New York Mellon	34
PNC	31
Wells Fargo	29
Bank of America	22
JPMorgan Chase	22
Citibank	14
Average*	28

<b>QUALITY OF CASH MANAGEMENT SPECIALIST</b>	
<b>BANK</b>	<b>% VERY SATISFIED</b>
The Bank of New York Mellon	54
PNC	45
Wells Fargo	43
JPMorgan Chase	41
Bank of America	36
Citibank	25
Average*	40



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*\*Averages shown are calculated based on the percent very satisfied reported for all participating cash management providers.*

*The material presented herein is intended to provide a general overview of our services and is not an offer or commitment to provide credit facilities or services. The Bank of New York Mellon Treasury Services. Services may be provided by one or more legal entities of The Bank of New York Mellon Corporation. Not all services are offered at all locations.*

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