

Recognitions

BB&T and its subsidiaries are consistently recognized for superior client service, financial strength, stability and community service.



BB&T was named on the *FORTUNE* “**World’s Most Admired Companies**®” list in the superregional bank category in 2019.



BB&T received 11 **Greenwich Excellence Awards in Small Business and Middle Market Banking** from *Greenwich Associates* for our overall satisfaction and outstanding client service in 2018. Greenwich Associates provides data, analytics and insights to the financial services industry.

BB&T has been ranked **No. 7 for Customer Experience Among Traditional Retail Banks** in the *2019 Forrester US CX Index Benchmark*. The CX Index measures how successfully a company delivers customer experiences that create and sustain loyalty.



BB&T was named an overall leader in the **2019 Online Banking scorecard** from *Javelin Strategy & Research*. In addition, BB&T was named a leader in the Customer Service and Security Empowerment scorecard categories. BB&T also earned a leader recognition in Financial Fitness and Security Empowerment categories in the **2019 Mobile Banking scorecard**.



BB&T Insurance Holdings, Inc., is the **Fifth-Largest Insurance Broker in the Nation and Sixth-Largest Insurance Broker in the World**, according to *Business Insurance* 2019 ranking.



Training magazine recognized BB&T as one of the world’s **Top 125 Organizations for Excellent Training** in 2019. This marks the 17th consecutive year BB&T has received this coveted recognition.



BB&T has been named one of the **2019 Best Banks in America** by *Forbes*.



Greenwich Associates has named BB&T a winner of nine **Best Brand Awards** for 2018 in small business and middle market banking. BB&T is tops among large regional banks and won awards for overall best brand, as well as best brand for trust and cash management among others.



Freddie Mac named BB&T a **2019 Home Possible RISE Award Winner for Education**. The award recognizes Freddie Mac’s top clients for excellence with Home Possible mortgages, an affordable lending solution for low-to-moderate income homebuyers.



BB&T has been named a **2018 Winning Company** by *2020 Women on Boards* for our commitment to board diversity. The award recognizes company corporate boards with 20% or more women.



BB&T ranked **No. 246** on the 2019 *FORTUNE 500* list of America’s largest corporations.



BB&T tied for **fifth overall** among the 22 largest U.S. regional and national banks for digital banking according to the *Dynatrace Banker Scorecard* for Q4 2018.



All we see is you.®



BB&T has been named a **2018 Champion** by the National Cyber Security Alliance & the U.S. Department of Homeland Security for *National Cyber Security Awareness Month*, noting our dedication to promoting a safer, more secure and trusted internet.



The U by BB&T mobile app is consistently rated highly by app users on the App Store and Google Play Store, at 4.8/5 stars and 4.7/5 stars respectively.



The BBT.com homepage was named a **Top 5% Most Accessible Homepage** by *WebAIM Million* in August 2019. The accessibility benchmarking study regularly reviews the million most visited homepages on the web.¹



Since we began **The BB&T Lighthouse** Project in 2009, we have completed more than 12,000 community service projects, provided more than 700,000 volunteer hours and helped change the lives of more than 18 million people! In 2019, we completed 1,100 community service projects, provided more than 70,000 volunteer hours and helped change the lives of more than 1.3 million people!

BB&T has paid a cash dividend every year since 1903.



BB&T Retirement & Institutional Services earned 17 **Best in Class Awards** and eight **Service Commendations** in the 2018 Defined Contribution Survey conducted by *PLANSPONSOR* magazine.

17 awards including:

- Sponsor services
- Investments and fee transparency
- Plan administration

Eight Service Commendations including:

- Participant website
- Online meetings and support
- Responsiveness

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¹ © WebAIM. <https://webaim.org/projects/million/update>

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The 2018 Greenwich Associates Commercial Banking Study is with companies with sales of \$1MM to \$500MM and is based on more than 28,400 interviews.

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