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According to *Forbes* Magazine, First Citizens Community Bank Gets Top Ranking from Customers

MANSFIELD, PA (July 2018) *Forbes* Magazine regularly evaluates and ranks banks based on balance sheets and financial indicators; however, earlier this year they took a different approach to identify the Nation's best banks — by reaching out to bank customers for their opinions on a variety of service issues such as trust, financial advice, and branch and digital services. In June, after analyzing the results of 25,000 surveys, *Forbes* listed the Best-in-State Banks. Out of five Pennsylvania banks who made the list, First Citizens ranked in the top position as the number one bank in Pennsylvania for customer service.

This honor is not the Banks first. First Citizens continues to attract attention from a variety of organizations who report on the performance of banks across the country. American Banker Magazine evaluates the Nation's Community Banks each year based on a three-year return on equity. For the eleventh consecutive year, the bank ranked in the top 100, placing 51st in 2017. Bauer Financial, Inc., who have analyzed the performance of U.S. banks since 1983, consistently assign First Citizens a top 5-star rating. Moreover, when The American Bankers Association recently announced the top Agricultural Lending banks in the nation, First Citizens ranked 81st —one of only two banks on the list headquartered in Pennsylvania.

Each ranking is something to be proud of, but according to Randall E. Black, the Bank's CEO and President, the *Forbes* Customer Satisfaction ranking is different.

"We've been very humbled by the consistent recognition received for our financial performance. But this honor shows we're taking care of our customers and their families. That is one of our core values, and it's what a Community Bank is all about. Where you choose to bank matters. Although we have similar products and services compared to larger financial institutions, we spend more time focused on people, not transactions. That makes a difference, and we have our employees to thank for that."

The First Citizens Community Bank headquarters is located in Mansfield, Pennsylvania. They currently operate 28 offices throughout Pennsylvania and New York. For more information about First Citizens, visit firstcitizensbank.com, or find them on Facebook.

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