

Looking for a new bank can be stressful – You're in **good hands** with BOK Financial.

96% of clients would recommend BOK Financial to a colleague



88% of clients designate BOK Financial as a prime or key long-term service provider

78%

of clients said there was a very good chance they would do additional business with BOK Financial



64% of clients said they have relationships with both credit and treasury management

“Our customers experience an unmatched level of hands-on, face-to-face service. It’s called the BOK Financial difference and the reason why we’re rated A+ for customer service by Phoenix-Hecht.”

Steve Bradshaw
President and Chief Executive Officer
BOK Financial



BOK FINANCIAL®

BOK Financial Earns Top Grades In Phoenix-Hecht Survey

For the past 40 years, Phoenix-Hecht has been one of the nation's foremost providers of market research and education for the financial services industry. In the most recent Phoenix-Hecht Treasury Management Monitor Survey*, the treasury management division of BOK Financial earned high grades in the following Middle Market Quality Index™ categories and the areas of general perception and relationship management:

TREASURY SERVICES	BOK FINANCIAL
PRODUCT SATISFACTION	A
Web Info Reporting	A
Wire Transfer	A+
Controlled Disbursement / Positive Pay	A+
ACH Services	A-
Wholesale Lockbox	A
Remote Deposit Capture	A+
PRODUCT OPERATIONS	A
Timeliness For Web-Based Information Reporting	A+
Accuracy Of Payee Recognition	A+
Accuracy Of Processing Wholesale Lockbox	A
OVERALL CUSTOMER SERVICE	A+
OVERALL TECHNICAL SUPPORT	A+
RELATIONSHIP MANAGER SUPPORT	A+
Anticipates Needs For Services	A
Prompt Call Follow-up	A+
Overall Effectiveness	A+

Here's what Phoenix-Hecht had to say about BOK Financial:



*“Overall customer service is an A+ with very strong evaluations for **the speed of the initial response and resolving issues on first attempt.**”*



*“It appears that BOK Financial has found a way of **balancing risk and compliance with the ease of doing business...a key differentiator**”*



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