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United Community Bank Awarded for Excellence in Middle Market and Small Business Banking

GREENVILLE, S.C. – March 5, 2020 – [United Community Bank](#) is pleased to announce it has received five Greenwich Excellence Awards for middle market and small business banking. Greenwich Associates is the leading global provider of data and analytics to the financial services industry. Frequently recognized for exceptional customer service, these awards highlight the bank’s commitment to providing quality banking solutions and financial guidance for its business customers.

“We are honored by this recognition from our customers, said Lynn Harton, Chairman and Chief Executive Officer of United Community Banks, Inc. “At United, we have an outstanding team of bankers and support staff working to help our commercial clients succeed. I want to thank each one of them for their efforts and congratulate them on these well-deserved awards.”

In the small business banking categories, United is proud to earn a national award for Overall Satisfaction as well as three regional awards for small business banking in the South in the categories of Overall Satisfaction, Cash Management Overall Satisfaction and Likelihood to Recommend. These results are based on interviews with over 14,000 businesses in the U.S. with sales of \$1-\$10 million. Of the 600 banking platforms evaluated, only 36 have the distinctive quality required to win a Greenwich Excellence Award in Small Business Banking.

United is also recognized for Overall Satisfaction in middle market banking in the South which is based on interviews with over 13,000 U.S. businesses with sales of \$10-\$500 million across the country. More than 600 banking platforms were evaluated and only 33 are deemed distinctive enough to be awarded a Greenwich Excellence Award in Middle Market Banking.

About United Community Banks, Inc.

United Community Banks, Inc. (NASDAQ: UCBI) is a bank holding company headquartered in Blairsville, Georgia, with executive offices in Greenville, South Carolina. United is one of the southeast region’s largest full-service financial institutions with \$12.9 billion in assets, and 149 offices in Georgia, North Carolina, South Carolina and Tennessee. It operates principally through United Community Bank, its bank subsidiary, which specializes in personalized community banking services for individuals, small businesses and companies. Services include a full range of consumer and commercial banking products, including mortgage, advisory, and treasury management. Respected national research firms consistently recognize United Community Bank for outstanding customer service. For five of the past six years, J.D. Power has ranked United Community Bank first in customer satisfaction in the Southeast. In 2019, for the sixth consecutive year, Forbes magazine included United on its list of the 100 Best Banks in America,



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and for the first time included United on its list of The World's Best Banks. Additional information about UCBI and the Bank can be found at www.ucbi.com.