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Forbes says HarborOne Bank is the “Best-In-State” financial institution in Massachusetts



Nationwide survey places HarborOne near top of all mid-sized banks in U.S.

(Brockton, MA) – August 6, 2018 – HarborOne Bank announced today that it has been rated by Forbes as the top bank in Massachusetts and one of the two top banks in New England, based on data and rankings compiled by Forbes in collaboration with the analytics firm Statista.

The “Best-In-State” rating for HarborOne, which also ranked near the top among banks nationwide, was based on interviews with more than 25,000 bank customers nationally using criteria such as trustworthiness, digital services, financial advice, branch services and general satisfaction.

A bank's score is a direct reflection of customer opinion and satisfaction. Only banks receiving the highest ratings were awarded the title "Best-In-State" – less than 2.5 percent of all banks nationwide. Larger national and international banks and financial institutions that have branches in more than 15 states were excluded from the survey by Forbes and Statista, which focused on mid-sized banks.

“This is a tribute to the hard work done every day by the men and women of HarborOne who are dedicated to exactly the qualities that Forbes rated banks on: Trustworthiness, advice, services and the general satisfaction of our customers,” said James Blake, CEO of HarborOne. “Our objective is to continue to earn this number one ranking with strong customer service every day.”

Participants in the survey must live in the United States and have a checking or savings account at a bank. To be part of the assessed group, banks needed to score at least 70 out of 100 percent on the measurement tool. The mean score for all banks was 75.19. HarborOne scored 92.84.

“Our customers really value and appreciate the banking experience we provide at HarborOne, and they tell us this in some way just about every day,” said HarborOne President Joseph Casey. “This recognition, however, is very special. It further validates our customer-centric approach and reinforces our position as an industry leader in service.”

To learn more visit: <https://www.harborone.com/forbes>

About HarborOne Bank

HarborOne Bank is the largest state chartered co-operative bank in New England with \$2.9 billion in assets as of 6/30/18. HarborOne Bank serves the financial needs of consumers, businesses, and municipalities throughout Eastern Massachusetts through a network of 14 full-service branches, two limited service branches, a commercial loan office in Providence, Rhode Island and Boston, Massachusetts, and a residential lending office in Westford, Massachusetts. The Bank also provides a range of educational services through “HarborOne U,” with classes on small business, financial literacy and personal enrichment at two campuses located adjacent to our Brockton and Mansfield locations. HarborOne Mortgage, LLC, a subsidiary of HarborOne Bank, is a full-service mortgage lender with 34 offices in Massachusetts, New Hampshire and Maine, and also does business in seven additional states.

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