

## **M&T Bank Makes \$9 Million Investment in Philadelphia Branches** **17 branches to be redesigned during comprehensive renovation project**

**PHILADELPHIA, PA. August 21, 2019**—M&T Bank is investing \$9 million to further enhance its customer experience by redesigning 17 branches throughout the greater Philadelphia region. The renovations will be completed by December 2019.

The new branch design is being informed by input from customer surveys and feedback on a prototype design that was shared during a demonstration period. The intent is to remove barriers between customers and employees, create an inviting floor plan and install public wifi, providing better tools for both customers and M&T employees.

Most of the branches will be completely redesigned and modernized with teller lines replaced by convenient service desks, enabling employees to rapidly assist customers with a range of routine financial transactions. The new design also features remodeled front vestibules and customer seating areas, coffee stations, updated flooring, LED lighting, fresh paint, advanced technology, and updated furniture. The branch design will incorporate office space for a range of specialists, including mortgage, investments, consumer lending, and business banking.

“We are committed to investing in our facilities and our people in order to deliver an outstanding customer experience,” said Ira Brown, M&T Bank’s Philadelphia Area Executive. “Our new branch design reflects our customer and community-centric focus and enables us to more efficiently bring the whole bank directly to our customers.”

The branches will remain open throughout the renovation period, giving customers uninterrupted access to M&T’s full suite of services.

“The redesign of our branches will enhance the overall customer and employee experience,” said M&T Bank’s Retail Regional Manager Brandon Smith. “Our talented, professional bankers and convenient hours will be complemented by our newest branch design and latest technology.”

Much of the renovation work is being provided by local Philadelphia contractors.

“After several months of planning and working to understand what’s important to our Philadelphia customers in a branch design, we are utilizing several local companies to advance the project,” said Bernie Shields, M&T Bank Philadelphia Regional President.

### **About M&T Bank**

M&T Bank Corporation is a financial holding company headquartered in Buffalo, New York. M&T’s principal banking subsidiary, M&T Bank, operates banking offices in New York, Maryland, New Jersey, Pennsylvania, Delaware, Connecticut, Virginia, West Virginia and the District of Columbia. Trust-related services are provided by M&T’s Wilmington Trust-affiliated companies and by M&T Bank.

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