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## **Forbes Names Ridgewood Savings Bank to its List of Best-in-State Banks 2020**

***Ridgewood Ranks #2 in New York State Based on Customer Surveys***

### **Customers Say They're Highly Satisfied and Would Recommend Ridgewood's Services**

**RIDGEWOOD, N.Y. (July 1, 2020)**— Ridgewood Savings Bank has been named to the prestigious Forbes annual list of Best-in-State Banks 2020, ranking #2 in New York State. The Forbes Best-in-State ranking is based on an impartial national survey of checking account customers conducted by Statista Inc. The list of Best-in-State Banks 2020 can be found [here](#).

"As a community bank, our first priority is to provide customers with the best possible service and banking experience," says Leonard Stekol, CEO, President, and Chairman of Ridgewood Savings Bank. "We are extremely pleased that our hard work and commitment to our customers have been recognized by Forbes and Statista."

Forbes Best-In-State Banks 2020 comprises the top banks based on the results of independent surveys involving approximately 25,000 U.S. consumers who were asked to rate the financial institutions at which they have or have had checking accounts. Participants made recommendations regarding overall satisfaction; they also assessed banks in the following areas: "Trust," Digital Services," "Branch Services," "Financial Advice," and "Terms & Conditions."

Ridgewood is proud to successfully pair personal with the digital banking services that consumers demand. Ridgewood's online banking and highly rated mobile app enable customers to do their banking anytime, anywhere; Alexa voice banking helps busy families manage their accounts while they multitask; and Ridgewood's Mobile Wallet lets customers pay for purchases by using their smartphones or smartwatches. Yet, Ridgewood does not use

automated phone systems for customer service: call the bank, and a real person answers the phone.

Such personal service is important to customers like Rosa Pena, who lives in the Bronx, New York and switched her checking account to Ridgewood to save money on fees. “I deal with real people there. I recently needed to change the password on my Ridgewood mobile app. I called the customer service phone number, and I spoke to a live person! There are real people there to answer questions and give support,” she explains.

Business checking customers are equally enthusiastic about Ridgewood’s support, particularly during the current COVID-19 pandemic. “We heard numerous rumors about the Paycheck Protection Program rolled out by the SBA, but neither the internet nor my CPA could shed light on how the program worked,” says Paul DeMarinis, who with his wife Antonella DeMarinis owns GSCE Construction in Ridgewood, New York.

Mr. DeMarinis walked into his local Ridgewood branch and spoke to a business banking relationship manager. “I rapidly fired off 15 questions in two minutes, and he had answers for all of them. Within an hour, he had an email out to my office, citing exactly what was needed from my company to apply for the loan,” he says.

Among the other courtesies that Ridgewood customers enjoy are the Bank’s network of 55,000 no-fee ATMs and free access to EZShield ID Restoration for all checking customers. In addition, for a nominal fee, customers can add EZShield Identity Theft Protection® to their checking accounts.

### **About Ridgewood Savings Bank**

Founded in 1921, Ridgewood Savings Bank continues to serve the community as a strong and stable mutual savings bank with over \$6 billion in assets and 35 branches located throughout the New York metropolitan area. Since inception, Ridgewood Savings Bank has remained true to its community bank roots and mission to provide its customers the best possible service and banking experience. As it continues to refine and enhance its services and delivery channels, Ridgewood Savings Bank will continuously strive to be the bank that offers “Traditional Values with Modern Solutions.”