NEWS RELEASE

Wintrust Ranks ‘Best in Customer Satisfaction With Retail Banking in the Midwest Region’

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ROSEMONT, Ill., April 30, 2019 (GLOBE NEWSWIRE) -- Wintrust Financial Corporation (Wintrust) (Nasdaq: WTFC) has received the J.D. Power Award for ranking highest in the J.D. Power 2019 U.S. Retail Banking Satisfaction Study for the Midwest Region. The study is based on ratings responses from more than 84,000 retail banking customers on six factors. Wintrust has received the recognition two out of the last three years.

“We’re honored to be recognized again by J.D. Power and we have our customers to thank,” said Wintrust President, CEO & Founder Edward J. Wehmer. “We do our best to ensure the people and communities we serve are always front and center. This recognition affirms that our customers know they are our top priority.”

Wintrust Community Banks had a top score of “among the best” in five of the six factors in the study, including overall satisfaction, account opening, communication and advice, convenience, products and fees, and channel activities, which measures customer experience with transaction channels like in-person, websites and mobile. The company received “better than most” in the sixth category, problem resolution. On the study’s 1,000-point scale, Wintrust scored 845.

“We also know this is a recognition that points to the great work our employees do every day,” Mr. Wehmer continued. “We offer the very best customer service because our staff understands the importance of putting our customers first and consistently delivers on the promises we make as a company.”

The J.D. Power Award comes on the heels of some additional recognitions Wintrust has received recently: The Chicago Tribune Top Workplaces Award for the fifth consecutive year; three Greenwich Excellence Awards from Greenwich Associates in the Middle Market Banking in the Midwest category; and the 2019 Forbes Best Banks in

America list.

ABOUT WINTRUST

Wintrust is a financial holding company with assets of over $32 billion whose common stock is traded on the NASDAQ Global Select Market. Built on the "HAVE IT ALL" model, Wintrust offers sophisticated technology and resources of a large bank while focusing on providing service-based community banking to each and every customer. Wintrust operates fifteen community bank subsidiaries, with over 160 banking locations located in the greater Chicago and southern Wisconsin market areas. Additionally, Wintrust operates various non-bank business units including business units which provide commercial and life insurance premium financing in the United States, a premium finance company operating in Canada, a company providing short-term accounts receivable financing and value-added out-sourced administrative services to the temporary staffing services industry, a business unit engaging primarily in the origination and purchase of residential mortgages for sale into the secondary market throughout the United States, and companies providing wealth management services and qualified intermediary services for tax-deferred exchanges.

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