In CR’s recent survey of its members about banks and credit unions, 75 percent of the more than 68,000 customers of traditional banks reported that they were highly satisfied with their bank. This map highlights the 31 states and D.C.* in which one of the three largest banks—JPMorgan Chase, Wells Fargo, and Bank of America—is the most-used.

But in 28 of those, there’s a higher-scoring option that has 10 or more branches. The higher-rated banks may have fewer branches, but more than a quarter of the traditional bank customers said they had no in-person interaction with a bank employee in the previous year, suggesting that proximity to a branch may not be a top priority for all.

* Wells Fargo is both the most-used and highest-rated bank in Alaska, not shown on the map.