

# Independent service quality survey results

## Business current accounts

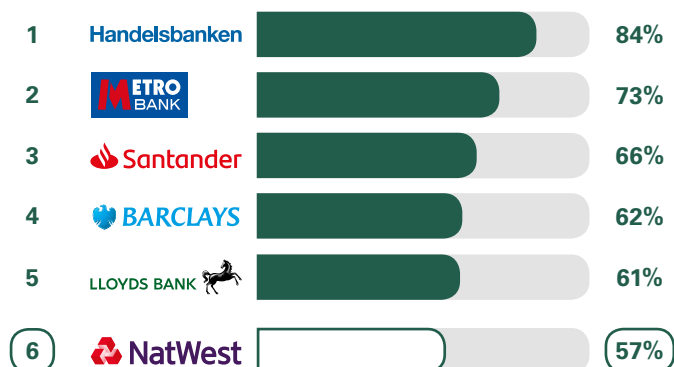
Published 15th August 2018

As part of a regulatory requirement, an independent survey was conducted to ask customers of the 14 largest business current account providers if they would recommend their provider to other small and medium-sized enterprises (SMEs\*).

### Overall service quality

We asked customers how likely they would be to recommend their business current account provider to other SMEs.

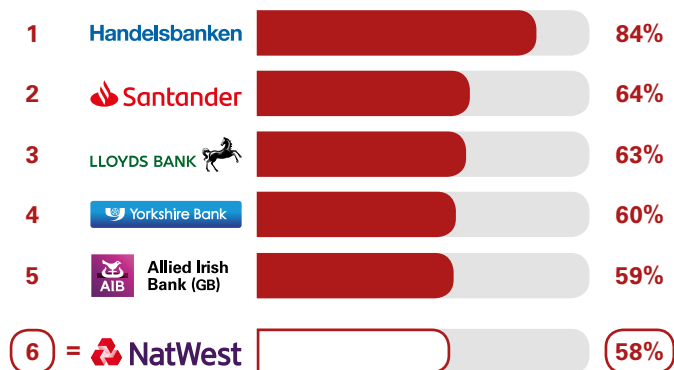
#### Ranking



### SME overdraft and loan services

We asked customers how likely they would be to recommend their provider's SME overdraft and loan services to other SMEs.

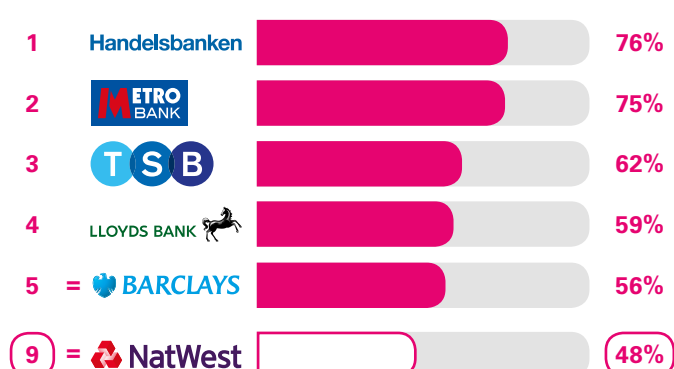
#### Ranking



### Service in branches and business centres

We asked customers how likely they would be to recommend their provider's branch and business centre services to other SMEs.

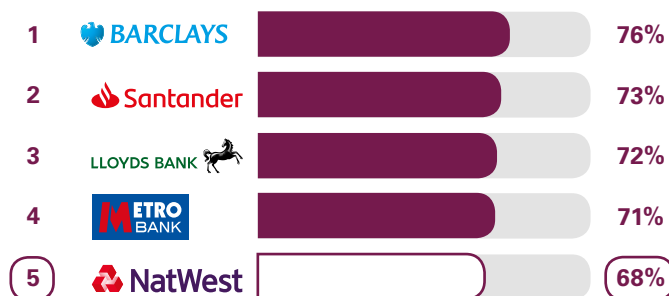
#### Ranking



### Online and mobile banking services

We asked customers how likely they would be to recommend their provider's online and mobile banking services to other SMEs.

#### Ranking



### Relationship/account management

We asked customers how likely they would be to recommend their provider's relationship/account management to other SMEs.

#### Ranking



These results are from an independent survey carried out between September 2017 and June 2018 by BDRC as part of a regulatory requirement.

NatWest have published this information at the request of the Competition and Markets Authority so you can compare the quality of service from business current account providers. In providing this information, we are not giving you any advice or making any recommendation to you and we can only give you information about our own products and services.

SME customers with business current accounts were asked how likely they would be to recommend their provider, their provider's online and mobile banking services, services in branches and business centres, SME overdraft and loan services and relationship/account management services to other SMEs.

The results show the proportion of customers of each provider who said they were 'extremely likely' or 'very likely' to recommend each service.

Participating providers: Allied Irish Bank (GB), Bank of Scotland, Barclays Bank UK, Clydesdale Bank, Handelsbanken, HSBC UK, Lloyds Bank, Metro Bank, NatWest, Royal Bank of Scotland, Santander UK, The Co-Operative Bank, TSB and Yorkshire Bank.

Approximately 1200 customers a year are surveyed across Great Britain for each provider; results are only published where at least 100 customers have provided an eligible score for that service in the survey period.

16802 people were surveyed in total.

Results are updated every six months, in August and February.

\*SMEs include businesses, clubs, charities and societies with an annual turnover/income of up to £25m (exclusive of VAT and other turnover-related taxes).

To find out more visit [bdrc-group.com/business-banking-service-quality](http://bdrc-group.com/business-banking-service-quality)

For more information about the independent service quality survey see the answers to [Frequently Asked Questions](#).

Find out how our personal current accounts rank in the independent service quality results [here](#)

The requirement to publish the Financial Conduct Authority Service Quality Information for business current accounts can be found [here](#).