

Independent service quality survey results

Personal current accounts

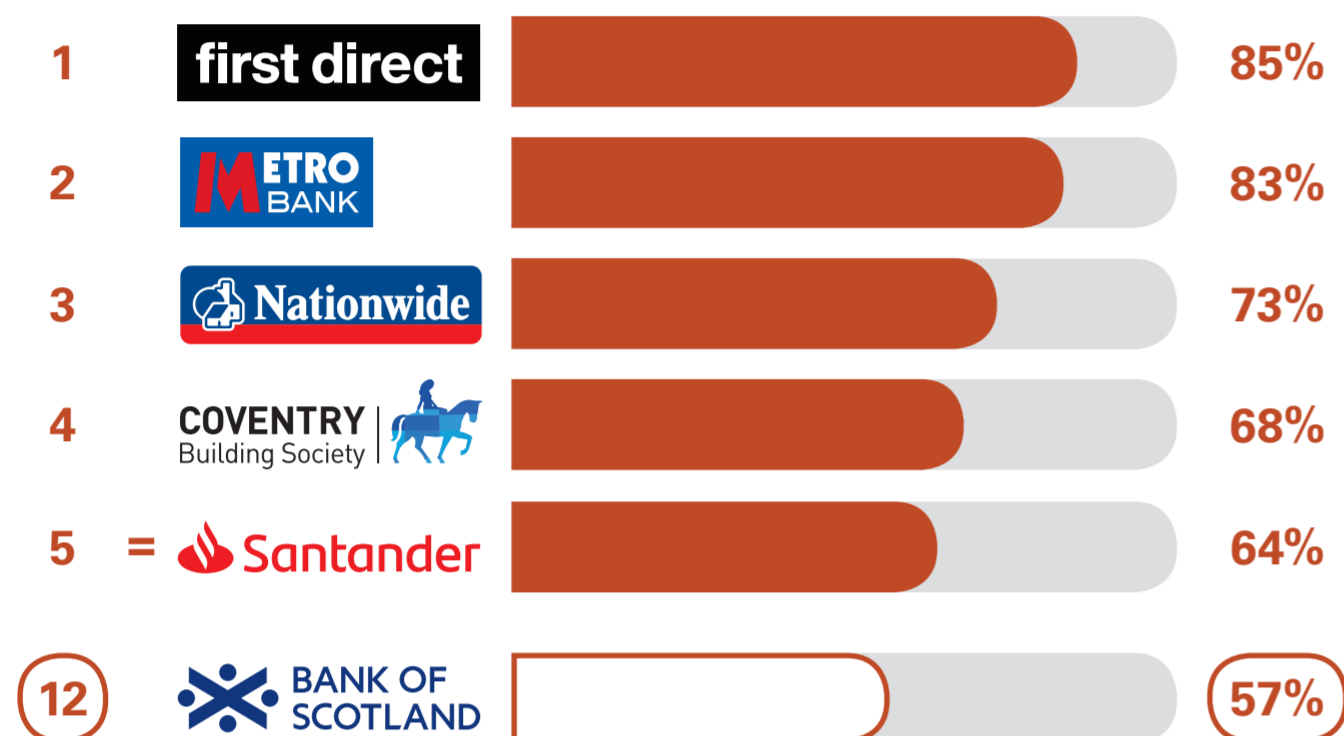
Published August 2018

As part of a regulatory requirement, an independent survey was conducted to ask customers of the 16 largest personal current account providers if they would recommend their provider to friends and family.

Overall service quality

We asked customers how likely they would be to recommend their personal current account provider to friends and family.

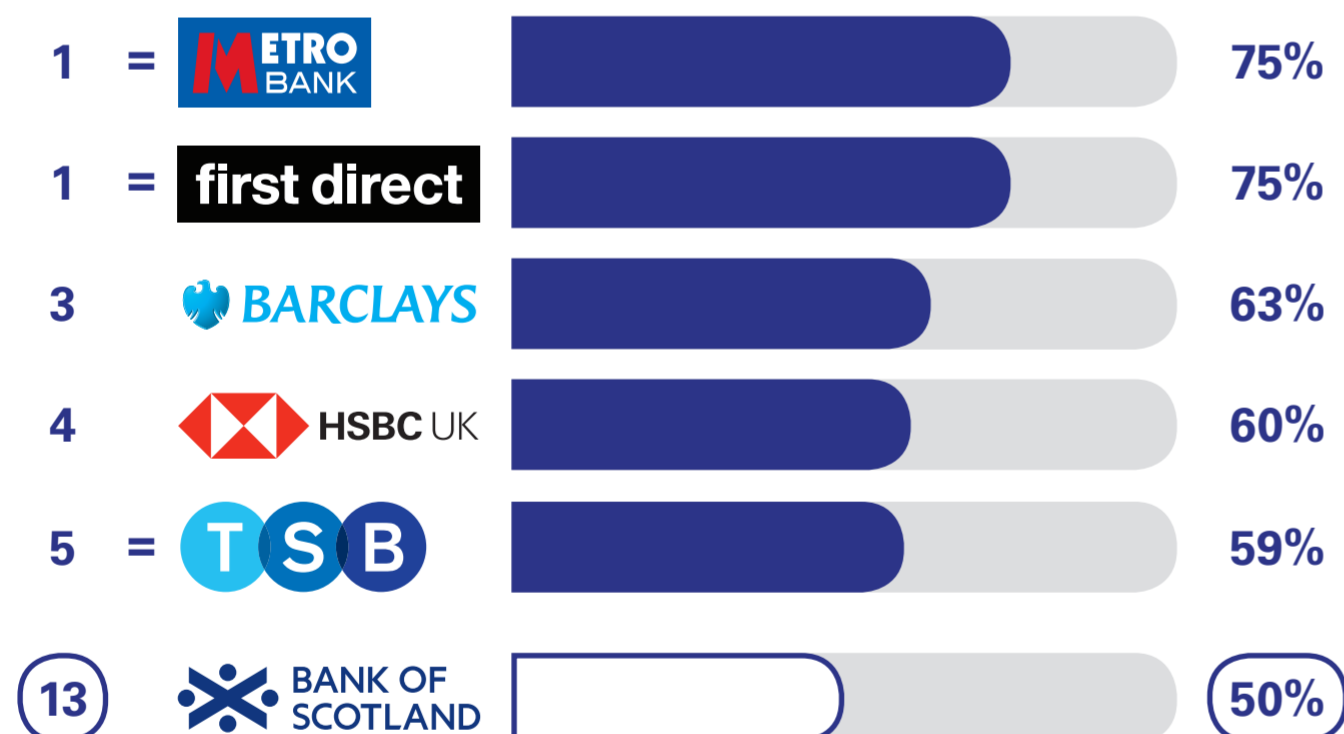
Ranking



Overdraft services

We asked customers how likely they would be to recommend their provider's overdraft services to friends and family.

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 friends and family.

Ranking



Services in branches

We asked customers how likely they would be to recommend their provider's branch services to friends and family.

Ranking



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

Bank of Scotland have published this information at the request of the Competition and Markets Authority so you can compare the quality of service from personal 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.

Customers with personal 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 overdraft services to friends and family.

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: Bank of Scotland, Barclays Bank UK, Clydesdale Bank, Coventry Building Society, first direct, Halifax, HSBC UK, Lloyds Bank, Metro Bank, Nationwide, NatWest, Royal Bank of Scotland, Santander UK, The Co-Operative Bank, TSB and Yorkshire Bank.

Approximately 1,000 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.

16,012 people were surveyed in total.

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

To find out more visit GfK.com/personal-banking-service-quality

BOS_PER_GB_A2 (08/18)