

Facts about the Survey & Definitions

		Large	All
Institutions	Number of interviews	14	26
	Minimum turnover credit products (excl CPs) past 12 months, MSEK	2 500	500
	("All" includes another 3 institutions solely active in CPs)		
	Portion of of total turnover past 12 months, %	95	
Interviewees	Portfolio managers		
Response Rate	84 per cent		
Method	Telephone interviews by TNS Prospera's interviewers		
Time Period	November 24 2008 till January 12 2009		
Overall Performance	Weighted average of 21 criteria covering a bank's general features, product supply, analytical competence, distribution's performance. Scale 1-5. Each criterion is weighted by its importance. Banks of which less than 8 interviewees have an opinion are excluded. Only banks included in the Large category constitute the base for the ranks in the All category. In the top list the order of banks with an equal overall performance score is decided by the market penetration.		
Rank Market Penetration	Market penetration is measured by the percentage of institutions mentioning a certain bank as a trading partner in credit products the past 12 months.		

Overall Performance – Top 3

	Rank	Mean value		Rank Market Penetration
Large				
Industry mean value 3,5	1	3,6	Handelsbanken	*4
	*2	3,5	Nordea	*1
	*2	3,5	Swedbank	*4
All Interviewees				
Industry mean value 3,5	1	3,7	Handelsbanken	5
	*2	3,6	SEB	*1
	*2	3,6	Nordea	*3