

Survey Design

		Nordics	Denmark	Finland	Norway	Sweden
All Organisations	That manage their own back office	111	22	27	28	34
Tier 1	Large turnover in front office surveys	63	12	18	16	17
Product Segments	Domestic equity	110	21	27	28	34
	Foreign equity	100	20	25	24	31
	Equity derivatives	58	13	13	13	19
Response Rate	Per cent of Universe	79	76	84	78	79
Interviewees	Person responsible for the daily administration Head of back office or person referred to					
Method & Time	Telephone interviews by TNS Sifo Prospera's interviewers September 23 rd - November 26 th , 2013					
Overall Performance	Weighted average of criteria covering accessibility, problem solving, technical solutions, personal contacts, routines, product knowledge, rules & standards, register, confirmations, settlement, error handling and special inquiries. Scale 1-5. Each criterion is weighted by its importance.					

Overall Performance Nordics

All Organisations

Rank	Mean Value	
1	4,13	ABG Sundal Collier
2	4,04	SEB
3	4,02	Carnegie
*4	3,98	Nordea Markets
*4	3,98	Handelsbanken

Tier 1

1	4,17	ABG Sundal Collier
2	4,10	SEB
3	4,08	Carnegie
4	4,01	Handelsbanken
5	4,00	Nordea Markets

Overall Performance All Organisations

	Rank	Mean Value	
Denmark	1	4,00	Jyske Bank
	2	3,94	Nordea Markets
	*3	3,92	Danske Bank Markets
	*3	3,92	Sydbank
	*5	3,90	Carnegie
	*5	3,90	J.P. Morgan
Finland	1	4,01	Swedbank
	2	3,98	Carnegie
	3	3,92	Evli Bank
	4	3,91	FIM
	5	3,86	SEB
Norway	1	4,39	DNB Markets
	2	4,37	SEB
	*3	4,36	ABG Sundal Collier
	*3	4,36	Pareto Securities
	5	4,33	Nordea Markets
Sweden	1	4,12	Erik Penser
	2	4,03	ABG Sundal Collier
	3	4,02	SEB
	4	3,99	Handelsbanken
	5	3,98	Nordea Markets

Overall Performance Tier 1

	Rank	Mean Value	
Denmark	1	3,99	Nordea Markets
	2	3,98	Danske Bank Markets
	*3	3,92	Jyske Bank
	*3	3,92	J.P. Morgan
	*3	3,92	Carnegie
Finland	1	4,05	Carnegie
	2	4,04	SEB
	3	4,01	Swedbank
	4	3,95	FIM
	5	3,92	Pohjola
Norway	1	4,46	DNB Markets
	2	4,40	Nordea Markets
	3	4,39	SEB
	*4	4,37	Pareto Securities
	*4	4,37	Fondsfinans
Sweden	1	4,12	Erik Penser
	2	4,10	ABG Sundal Collier
	*3	4,01	Handelsbanken
	*3	4,01	SEB
	5	3,99	Swedbank