

Survey Design

		Nordics	Denmark	Finland	Norway	Sweden
All Organisations	That manage their own back office	156	38	35	40	43
Tier 1	Large turnover in front office surveys	80	18	21	23	18
Product Segments	Fixed Income	133	29	29	36	39
	Foreign Exchange	141	35	31	37	38
	Derivatives & Options	110	31	24	21	34
Response Rate	Per cent of Universe	79	76	78	85	78
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 May 31 st - June 27 th , 2013					
Overall Performance	Weighted average of criteria covering accessibility, problem solving, technical solutions, personal contacts, routines, products knowledge, rules & standards, register, confirmations, settlement, error handling and special inquiries. Scale 1-5. Each criterion is weighted by its importance.					

Overall Performance Nordics

	Rank	Mean Value
All Organisations	1	4,19 SEB
	2	4,18 Swedbank
	3	4,16 Nordea Markets
	4	4,13 Handelsbanken
	5	4,07 Danske Bank Markets
Tier 1	1	4,25 Swedbank
	2	4,22 Nordea Markets
	3	4,20 SEB
	4	4,19 Handelsbanken
	5	4,11 Danske Bank Markets

Overall Performance All Organisations

	Rank	Mean Value	
Denmark	1	4,24	Nykredit
	2	4,16	Nordea Markets
	3	4,15	Danske Bank Markets
	4	4,12	SEB
	5	4,08	Jyske Bank
Finland	1	4,12	SEB
	2	4,11	Nordea Markets
	*3	4,04	Pohjola
	*3	4,04	Swedbank
	5	3,98	Handelsbanken
Norway	1	4,41	DNB
	2	4,38	Nordea Markets
	3	4,36	SEB
	4	4,31	Swedbank
	5	4,30	Handelsbanken
Sweden	1	4,13	SEB
	2	4,10	Swedbank
	3	4,07	Handelsbanken
	4	3,99	Nordea Markets
	5	3,95	Danske Bank Markets

Overall Performance Tier 1

	Rank	Mean Value	
Denmark	1	4,46	Nykredit
	2	4,26	Nordea Markets
	3	4,18	Danske Bank Markets
	4	4,09	Jyske Bank
	5	4,04	SEB
Finland	*1	4,12	SEB
	*1	4,12	Pohjola
	3	4,11	Nordea Markets
	4	4,07	Swedbank
	5	4,02	Handelsbanken
Norway	1	4,38	SEB
	2	4,35	DNB
	3	4,34	Nordea Markets
	4	4,33	Swedbank
	5	4,30	Handelsbanken
Sweden	1	4,22	Swedbank
	2	4,21	Handelsbanken
	3	4,19	SEB
	4	4,13	Nordea Markets
	5	4,12	J.P. Morgan