

## Facts about the Surveys & Definitions

		<b>All</b>	<b>Large</b>
<b>Organisation</b>	Interviews with Cash Manager, Treasurer & CFO Minimum turnover 2010, EUR billion	73 0,5	34 1,5
<b>Response Rate</b>	82 per cent		
<b>Method</b>	Telephone interviews by TNS SIFO Prospera's interviewers		
<b>Time Period</b>	February 14th - March 21st, 2011		
<b>Overall Performance</b>	Weighted average of 22 criteria covering the banks' sales' and support's performance, geographical regions, services/products and price/supply. The scale used is 1-5, 5 represents the highest score. Each criterion is weighted by its importance.		
	In all 9 Nordic and 13 international banks are covered by the survey. However, banks which less than 7-8 of the interviewees have an opinion of are excluded.		
	Banks with an equal overall performance score are on the top list placed in order according to their market penetration. Asterisk * marks tied ranks.		
<b>Rank Market Penetration</b>	Market penetration is measured by the percentage of organisations mentioning a certain bank as a supplier of cash management services 2010.		

### Overall Performance - Top 5

All Organisations	Rank	Mean value	Bank	Rank Market Penetration
Industry mean value 3,60	1	3,83	Nordea	1
	2	3,73	SEB	4
	3	3,72	Danske/Sampo Bank	2
	4	3,42	Pohjola	3
	5	3,28	Handelsbanken	5
<b>Large</b>				
Industry mean value 3,53	1	3,87	Nordea	1
	2	3,83	SEB	4
	3	3,58	Danske/Sampo Bank	3
	4	3,39	Pohjola	2
	5	2,96	Handelsbanken	5