

Facts about the Survey & Definitions

		Nordics	Denmark	Finland	Norway	Sweden
All Organisations	Real estate companies	125	14	21	33	57
Response Rate	%	78	70	75	80	83
Interviewees	CFO & Treasurer					
Method & Time	Telephone interviews by TNS SIFO Prospera's interviewers, March 28 th - April 25 th , 2012					
Overall Performance	<p>Weighted average of 11 criteria covering banking needs, understanding of industry, financial issues competence, service level, coordination of specialists, understanding of strategic goals, analytical speaking partner, strategic advice, proactivity, customization of financial solutions & quick decisions.</p> <p>Scale 1-5. Each criterion is weighted by its importance. Banks of which less than 7-8 interviewees have an opinion are excluded. The order of banks with an equal overall performance score is decided by the market penetration. In case the rank is tied only the bank with the highest market penetration is included among the Top 5.</p>					

Overall Performance Top List - Nordics

All Organisations	Rank	Mean Value	Bank	Rank Market Penetration
Industry mean value 3,58	1	3,79	DNB	*5
	2	3,75	SEB	2
	3	3,59	Nordea	1
	*4	3,58	Handelsbanken	3
	*4	3,58	Swedbank	*5

Overall Performance Top List

	Rank	Mean Value	Bank
Denmark			
Industry mean value 3,54	1	3,59	Danske Bank
	2	3,50	Nordea
Finland			
Industry mean value 3,70	1	3,79	Nordea
	*2	3,75	Sampo/Danske Bank
	*2	3,75	Pohjola
	4	3,74	SEB
	5	3,47	Handelsbanken
Norway			
Industry mean value 3,64	1	3,97	DNB
	2	3,81	Nordea
	3	3,67	Handelsbanken
	4	3,62	SEB
	5	3,43	Swedbank
Sweden			
Industry mean value 3,55	1	3,81	SEB
	2	3,68	DNB
	3	3,64	Swedbank
	4	3,59	Handelsbanken
	5	3,43	Nordea