

Facts about the Surveys & Definitions

		Corporates	Institutions
Organisations	In all 63 interviews	50	13
Large organisations	17 organisations with a turnover in foreign exchange of minimum EUR 2 billion		
Small organisations	46 smaller organisations		
Interviewees	Person responsible for the daily FX trade		
Response Rate	76 per cent		
Method	Telephone interviews by TNS SIFO Prospera's interviewers		
Time Period	April 27 th – June 28 th , 2011		
Overall Performance	<p>Weighted average of 20 criteria covering the banks' general features, analytical competence, sales' performance and price quoting. The scale used is 1-5, 5 represents the highest score. Each criterion is weighted by its importance.</p> <p>In all 10 Nordic and 15 international banks are covered by the survey. However, banks which less than 7-8 of the interviewees have an opinion of are excluded. Only banks included in both the Large and Small categories constitute the base for the ranks in the All Organisation category.</p> <p>Banks with an equal overall performance score are on the top list placed in order according to their market penetration. Asterisk * marks tied ranks.</p>		
Rank Market Penetration	<p>The market penetration measures the percentage of organisations mentioning a certain FX dealer as a trading partner in the last 12 months.</p>		

Overall Performance - Top 5

All Organisations	Rank	Mean value	Rank Market Penetration
Industry mean value 3,80	1	3,99 SEB	*3
	2	3,97 Danske Markets	2
	3	3,90 Nordea	1
	4	3,58 Handelsbanken	5
	5	3,55 Pohjola	*3
Large			
Industry mean value 3,71	1	3,93 Danske Markets	3
	2	3,84 SEB	2
	*3	3,78 Nordea	1
	*3	3,78 Citigroup	5
	5	3,49 Pohjola	4
Small			
Industry mean value 3,84	1	4,07 SEB	4
	2	3,99 Danske Markets	2
	3	3,94 Nordea	1
	4	3,64 Handelsbanken	5
	5	3,57 Pohjola	3

Overall Performance - Top 5

	Rank	Mean value	Rank Market Penetration
Corporates			
Industry mean value 3,81			
	1	4,08 SEB	4
	2	3,93 Danske Markets	2
	3	3,89 Nordea	1
	4	3,59 Handelsbanken	5
	5	3,54 Pohjola	3
Institutions			
Industry mean value 3,84			
	1	4,15 Danske Markets	*2
	2	3,96 Nordea	*2
	3	3,77 SEB	1
	4	3,76 Citigroup	*4
	5	3,55 Handelsbanken	*4