

Facts about the Survey & Definitions

		All	Tier 1
	Interviews	19	14
	Minimum turnover the past 12 months, EUR million		100
Interviewees	Person responsible for the trade in interest rate swaps		
Response Rate	70 per cent		
Method & Time	Telephone interviews by TNS SIFO Prospera's interviewers, March 23rd - April 26th, 2012		
Overall Performance	<p>Weighted average of 9 criteria covering a bank's general features, sales' performance, analytical competence and price quoting. Scale 1-5. Each criterion is weighted by its importance.</p> <p>Banks of which less than 7-8 interviewees have an opinion are excluded. Only banks included in Tier 1 constitute the base for the ranks among All Interviewees.</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	Market penetration is measured by the percentage of organisations mentioning a certain bank as a trading partner during the past 12 months.		

Banks Included in Performance Benchmark

All Interviewees & Tier 1

Danske Markets
Handelsbanken
Nordea
Pohjola
SEB

Overall Performance **Top 5**

All Interviewees

Industry mean value 3,75

Rank	Mean Value	Banks	Rank Market Penetration
1	3,98	Danske Markets	1
2	3,91	Nordea	*2
3	3,74	Pohjola	*2
4	3,60	Handelsbanken	4
5	3,54	SEB	5

Tier 1

Industry mean value 3,81

1	3,99	Danske Markets	1
2	3,94	Nordea	*2
3	3,83	Pohjola	*2
4	3,65	Handelsbanken	*4
5	3,63	SEB	*4