

Survey Design

		Nordics	Denmark	Finland	Norway	Sweden
All Organisations	# large organisations	395	83	76	135	101
Tier 1	# largest organisations	164	38	37	46	43
Response Rate	per cent of Universe	76	73	75	72	83
Interviewees	Trade Finance Director, CFO, Risk Manager & Treasurer					
Method & Time	Telephone interviews by TNS Sifo Prospera's interviewers December 13 th , 2012 - March 11 th , 2013					
Overall Performance	Weighted average of criteria the sales function, risk, risk advisory, the operation/support function and general features. The scale used is 1-5, 5 represents the highest score. Each criterion is weighted by its importance.					

Overall Performance Top 5 Nordics

	Rank	Mean Value	
All Organisations	1	4,03	Danske Bank
	2	3,82	Nordea
	3	3,79	SEB
Tier 1	1	4,01	Danske Bank
	2	3,87	Nordea
	3	3,82	SEB

Overall Performance Top List All Organisations

	Rank	Mean Value	
Denmark	1	3,97	Danske Bank
	2	3,85	Nordea
	3	3,58	SEB
Finland	1	3,98	Pohjola
	2	3,91	SEB
	3	3,82	Danske Bank
	4	3,70	Nordea
	5	3,47	Handelsbanken
Norway	1	4,20	Danske Bank
	2	3,99	DNB
	3	3,97	SEB
	4	3,95	Nordea
Sweden	1	4,05	Danske Bank
	2	3,79	Swedbank
	3	3,74	Nordea
	4	3,66	SEB
	5	3,62	Handelsbanken

Overall Performance Top List Tier 1

	Rank	Mean Value	
Denmark	1	3,88	Danske Bank
	2	3,78	Nordea
	3	3,53	SEB
Finland	1	4,00	Pohjola
	2	3,94	SEB
	3	3,83	Danske Bank
	4	3,74	Nordea
	5	3,41	Handelsbanken
Norway	1	4,27	Danske Bank
	2	4,16	DNB
	3	4,13	SEB
	4	4,03	Nordea
Sweden	1	4,00	Danske Bank
	2	3,88	Nordea
	3	3,72	Swedbank
	4	3,66	SEB
	*5	3,50	Handelsbanken
	*5	3,50	DNB