

### Facts about the Surveys & Definitions

		All	Large
<b>Organisation</b>	Interviews with Trade Finance Director, Treasurer, Risk Manager & CFO	90	43
<b>Response Rate</b>	76 per cent		
<b>Method</b>	Telephone interviews by TNS SIFO Prospera's interviewers		
<b>Time Period</b>	March 2nd - May 3rd, 2011		
<b>Overall Performance</b>	Weighted average of 17 criteria covering the banks' sales' and support's performance, risk, analysis, documentation/routines and general criteria. The scale used is 1-5, 5 represents the highest score. Each criterion is weighted by its importance.		
	In all 11 Nordic and 12 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 trade finance services 2010.		

### Overall Performance - Top List

	Rank	Mean value		Rank Market Penetration
<b>All Organisations</b>				
Industry mean value	3,92			
	1	3,97	Nordea	1
	2	3,87	Danske Bank	2
<b>Large</b>				
Industry mean value	3,90			
	1	3,94	Nordea	1
	2	3,86	Danske Bank	2