

### Facts about the Surveys & Definitions

		All	Large
<b>Organisation</b>	Interviews with Trade Finance Director, Treasurer, Risk Manager & CFO	61	32
<b>Response Rate</b>	75 per cent		
<b>Method</b>	Telephone interviews by TNS SIFO Prospera's interviewers		
<b>Time Period</b>	February 18th – April 19th, 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 9 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 5

All Organisations	Rank	Mean value	Rank Market Penetration
Industry mean value 3,76	1	3,92 Pohjola	3
	2	3,84 Danske/Sampo Bank	2
	3	3,77 SEB	*4
	4	3,66 Nordea	1
	5	3,62 Handelsbanken	*4
<b>Large</b>			
Industry mean value 3,79	1	3,97 Pohjola	*2
	2	3,92 Danske/Sampo Bank	*2
	3	3,82 SEB	5
	4	3,70 Nordea	1
	5	3,54 Handelsbanken	4