

Facts about the Surveys & Definitions

		All	Large
Organisation	Interviews with Trade Finance Director, Treasurer, Risk Manager & CFO	341	162
Response Rate	77 per cent		
Method	Telephone interviews by TNS SIFO Prospera's interviewers		
Time Period	February 7th - May 3rd, 2011		
Overall Performance	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.		
Rank Market Penetration	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

All Organisations	Rank	Mean value	Rank Market Penetration
Industry mean value 3,82	1	3,96 Danske Bank	2
	2	3,90 SEB	3
	3	3,83 Nordea	1
	4	3,60 Handelsbanken	4
Large	1	3,89 SEB	3
Industry mean value 3,77	2	3,88 Danske Bank	2
	3	3,85 Nordea	1
	4	3,44 Handelsbanken	4