

Facts about the Surveys & Definitions

		All	Large
Organisation	Interviews with Trade Finance Director, Treasurer, Risk Manager & CFO	106	43
Response Rate	80 per cent		
Method	Telephone interviews by TNS SIFO Prospera's interviewers		
Time Period	February 7th – April 7th, 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 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.		
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 5

All Organisations	Rank	Mean value	Rank Market Penetration
Industry mean value 3,79	1	3,92 Danske Bank	4
	2	3,86 Handelsbanken	*2
	3	3,81 SEB	1
	4	3,75 Swedbank	5
	5	3,74 Nordea	*2
Large			
Industry mean value 3,75	1	3,84 SEB	1
	2	3,78 Danske Bank	5
	3	3,77 Swedbank	4
	4	3,75 Nordea	2
	5	3,73 Handelsbanken	3