Business banking service quality - Great Britain

Independent service quality survey results

Business current accounts

Published August 2019

As part of a regulatory requirement, an independent survey was conducted to ask customers of the 14 largest business current account providers if they would recommend their provider to other small and medium-sized enterprises (SMEs*). The results represent the view of customers who took part in the survey.

These results are from an independent survey carried out between July 2018 and June 2019 by BVA BDRC as part of a regulatory requirement, and we have published this information at the request of the providers and the Competition and Markets Authority so you can compare the quality of service from business current account providers. In providing this information, we are not giving you any advice or making any recommendation to you.

SME customers with business current accounts were asked how likely they would be to recommend their provider, their provider’s online and mobile banking services, services in branches and business centres, SME overdraft and loan services and relationship/account management services to other SMEs. The results show the proportion of customers of each provider who said they were ‘extremely likely’ or ‘very likely’ to recommend each service.


Approximately 1,200 customers a year are surveyed across Great Britain for each provider; results are only published where at least 100 customers have provided an eligible score for that service in the survey period.

16,800 people were surveyed in total.

Results are updated every six months, in August and February.

*SMEs include businesses, clubs, charities and societies with an annual turnover/income of up to £25m (exclusive of VAT and other turnover-related taxes).
Overall service quality

We asked customers how likely they would be to recommend their business current account provider to other SMEs.

Ranking

1. Handelsbanken 85%
2. Metro Bank 69%
3. Santander 66%
4. Lloyds Bank 61%
5. Yorkshire Bank 60%
6. Barclays 58%
7. HSBC UK 52%
7. Bank of Scotland 52%
9. NatWest 50%
9. Co-operative Bank 50%
11. Clydesdale Bank 48%
12. Allied Irish Bank (GB) 47%
13. Royal Bank of Scotland 43%
14. TSB 38%
Online and mobile banking services

We asked customers how likely they would be to recommend their provider’s online and mobile banking services to other SMEs.

Ranking

1. BARCLAYS
   
2. Metro Bank
   
3. Santander

4. LLOYDS BANK

5. NatWest

6. = HSBC UK

6. = Handelsbanken

6. = BANK OF SCOTLAND

6. = Royal Bank of Scotland

10. Yorkshire Bank

11. Clydesdale Bank

12. Allied Irish Bank (GB)

13. The co-operative bank

14. TSB

75%
73%
72%
71%
69%
62%
62%
62%
62%
57%
53%
47%
44%
33%
SME overdraft and loan services

We asked customers how likely they would be to recommend their provider’s SME overdraft and loan services to other SMEs.

Ranking

1. Handelsbanken 81%
2. Santander 70%
3. Bank of Scotland 62%
4. HSBC UK 61%
5. Yorkshire Bank 60%
5. Lloyds Bank 60%
7. Barclays 59%
8. NatWest 56%
9. Allied Irish Bank (GB) 55%
10. Clydesdale Bank 51%
11. Royal Bank of Scotland 48%
12. TSB 46%

These providers offer loan and overdraft services but the results for this service are not displayed as fewer than 100 of their customers provided an eligible score.
Relationship/account management

We asked customers how likely they would be to recommend their provider’s relationship/account management to other SMEs.

Ranking

1. Handelsbanken - 89%
2. Santander - 65%
2. ETRO Bank - 65%
4. Yorkshire Bank - 61%
4. LLOYDS BANK - 61%
6. BARCLAYS - 58%
7. Allied Irish Bank (GB) - 57%
8. Clydesdale Bank - 53%
9. BANK OF SCOTLAND - 51%
9. NatWest - 51%
9. HSBC UK - 51%
12. The co-operative Bank - 46%
13. Royal Bank of Scotland - 45%
14. TSB - 37%
Service in branches and business centres

We asked customers how likely they would be to recommend their provider’s branch and business centre services to other SMEs.

**Ranking**

<table>
<thead>
<tr>
<th>Rank</th>
<th>Bank</th>
<th>Recommendation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handelsbanken</td>
<td>78%</td>
</tr>
<tr>
<td>2</td>
<td>Metro Bank</td>
<td>76%</td>
</tr>
<tr>
<td>3</td>
<td>Lloyds Bank</td>
<td>61%</td>
</tr>
<tr>
<td>4</td>
<td>Bank of Scotland</td>
<td>56%</td>
</tr>
<tr>
<td></td>
<td>Yorkshire Bank</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Santander</td>
<td>56%</td>
</tr>
<tr>
<td>6</td>
<td>TSB</td>
<td>55%</td>
</tr>
<tr>
<td>7</td>
<td>Barclays</td>
<td>52%</td>
</tr>
<tr>
<td>8</td>
<td>Clydesdale Bank</td>
<td>51%</td>
</tr>
<tr>
<td>9</td>
<td>HSBC UK</td>
<td>48%</td>
</tr>
<tr>
<td>10</td>
<td>NatWest</td>
<td>45%</td>
</tr>
<tr>
<td>11</td>
<td>The Co-operative Bank</td>
<td>41%</td>
</tr>
<tr>
<td>12</td>
<td>Allied Irish Bank (GB)</td>
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<td>13</td>
<td>Royal Bank of Scotland</td>
<td>38%</td>
</tr>
<tr>
<td></td>
<td>Scottish Bank</td>
<td></td>
</tr>
</tbody>
</table>

Note: The ranking is based on the percentage of customers likely to recommend their provider's services.