Business banking service quality - Great Britain

Independent service quality survey results

Business current accounts

Published February 2020

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 January 2019 and December 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, among those who took part in the survey, 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 - 82%
2. Metro Bank - 68%
3. Santander - 64%
4. Yorkshire Bank - 57%
4. Barclays - 57%
6. Lloyds Bank - 56%
7. HSBC UK - 51%
7. Clydesdale Bank - 51%
7. NatWest - 51%
10. Bank of Scotland - 49%
11. Co-operative Bank - 48%
12. TSB - 45%
13. Royal Bank of Scotland - 44%
14. Royal Bank of Scotland - 41%
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 = Metro Bank 73%
1 = Barclays 73%
3 = Santander 70%
4 = Lloyds Bank 68%
5 = NatWest 66%
6 = HSBC UK 62%
6 = Handelsbanken 62%
6 = Royal Bank of Scotland 62%
9 = Yorkshire Bank 60%
10 = Bank of Scotland 58%
11 = Clydesdale Bank 54%
12 = RBS 43%
12 = TSB 43%
14 = The Co-operative Bank 41%
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 80%
2. Santander 65%
3. = Yorkshire Bank 60%
3. = HSBC UK 60%
5. Lloyds Bank 59%
6. Barclays 58%
7. = NatWest 55%
7. = Bank of Scotland 55%
9. Clydesdale Bank 53%
10. Royal Bank of Scotland 51%
11. TSB 50%
12. = Metro Bank 47%

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 86%
2. Metro Bank 65%
3. Santander 64%
4. Yorkshire Bank 61%
5. BARCLAYS 59%
6. LLOYDS BANK 57%
7. Clydesdale Bank 55%
7. NatWest 55%
9. HSBC UK 54%
10. Bank of Scotland 53%
11. The Co-operative Bank 48%
12. Royal Bank of Scotland 46%
12. TSB 46%
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>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handelsbanken</td>
<td>76%</td>
</tr>
<tr>
<td>2</td>
<td>METRO Bank</td>
<td>75%</td>
</tr>
<tr>
<td>3</td>
<td>LLOYDS BANK</td>
<td>61%</td>
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<tr>
<td>4</td>
<td>TSB</td>
<td>57%</td>
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<tr>
<td>4</td>
<td>Yorkshire Bank</td>
<td>57%</td>
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<tr>
<td>6</td>
<td>Santander</td>
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<tr>
<td>7</td>
<td>BANK OF SCOTLAND</td>
<td>52%</td>
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<td>8</td>
<td>Clydesdale Bank</td>
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<tr>
<td>13</td>
<td>Royal Bank of Scotland</td>
<td>38%</td>
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