Independent service quality survey results Personal current accounts

Published February 2024 As part of a regulatory requirement, an

independent survey was conducted to ask approximately 1,000 customers of each of the 16 largest personal current account providers if they would recommend their provider to friends and family. The results represent the view of customers who took part in the survey. **Overall service quality**

provider to friends and family. Ranking

We asked customers how likely they would be

to recommend their personal current account

1	monzo	80%
2	Starling Bank	78 %

be to recommend their provider's online and

mobile banking services to friends and family.

NatWest

Ranking StarlingBank 84%

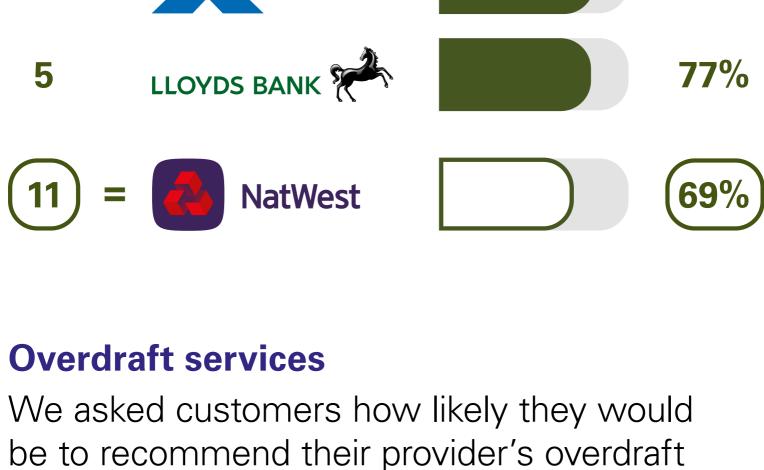
nonzo 84% first direct 80%

4 **HALIFAX**

Ranking

2

3



79%

77%

74%

71%

69%

68%

monzo first direct

Services in branches

to friends and family.

Ranking

services to friends and family.

StarlingBank

LLOYDS BANK **67%** 4



We asked customers how likely they would be

to recommend their provider's branch services



BANK OF SCOTLAND

NatWest

about our own products and services.

These results are from an independent

service.

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survey carried out between January 2023 and December 2023 by Ipsos as part of a regulatory requirement. NatWest has published this information at the request of the Competition and Markets Authority so you can compare the quality of service from personal current account providers. In providing this information, we are not giving you any advice or making any recommendation to you and we can only give you information

Customers with personal current accounts were

asked how likely they would be to recommend

their provider, their provider's online and mobile

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

banking services, services in branches and

overdraft services to friends and family.

Participating providers: Bank of Scotland, Barclays, first direct, Halifax, HSBC UK, Lloyds Bank, Metro Bank, Monzo, Nationwide, NatWest, Royal Bank of Scotland, Santander, Starling Bank, The Co-operative Bank, TSB, Virgin Money. Approximately 1,000 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.

in August and February.

quality results here.

customers here.

16,088 people were surveyed in total.

Results are updated every six months,

To find out more visit Ipsos.uk/personal-banking-service-quality For more information about the independent service quality survey see the answers to Frequently Asked Questions Find out how our business current

accounts rank in the independent service

Conduct Authority Service Quality Information

for personal current accounts can be found here.

The requirement to publish the Financial

Find out how we support all personal