## Independent service quality survey results

Published February 2024

Personal current accounts

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

Ranking

1	monzo	80%
2	Starling Bank	<b>78</b> %

be to recommend their provider's online and

mobile banking services to friends and family.

Royal Bank of Scotland

# StarlingBank

nonzo

LLOYDS BANK

Starling Bank

monzo

84%

84%

**77%** 

68%

**77%** 

**74%** 

71%

**74%** 

**74%** 

**70%** 

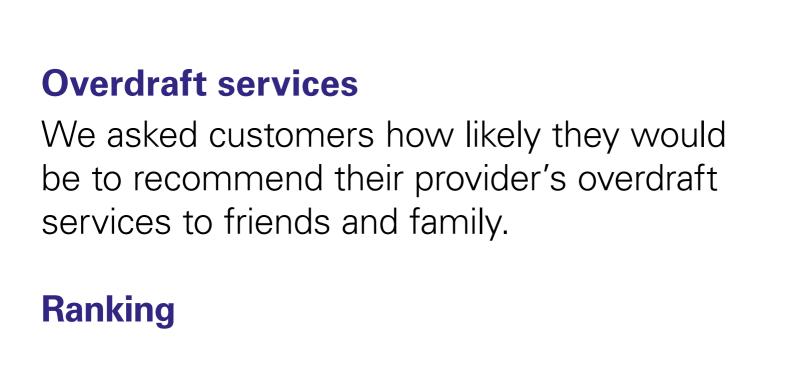
**69%** 

68%

first direct 80% **79%** 4 **HALIFAX** 

## **Royal Bank** of Scotland

5



### first direct 3

2

4 =	LLOYDS BANK		<b>67</b> %
4 =	ETRO		67%
16	Royal Bank of Scotland		49%
Servic	es in branches		
	ked customers how mmend their provides	, ,	

### 3 LLOYDS BANK

**HALIFAX** 

to friends and family.

nationwide

BANK OF SCOTLAND

Ranking

5

and services.

13	Royal Bank of Scotland		51%
survey and De	results are from carried out between comber 2023 by tory requiremen	ween Janu / Ipsos as p	ary 2023

The Royal Bank of Scotland has published this

information at the request of the Competition

and Markets Authority so you can compare

the quality of service from personal current

we are not giving you any advice or making

any recommendation to you and we can only

give you information about our own products

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

banking services, services in branches and

overdraft services to friends and family.

account providers. In providing this information,

of each provider, among those who took part in the survey, who said they were 'extremely likely' or 'very likely' to recommend each service. 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.

To find out more visit

results here.

customers here.

here.

16,088 people were surveyed in total.

Results are updated every six months,

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 quality

Conduct Authority Service Quality Information

for personal current accounts can be found

The requirement to publish the Financial

Find out how we support all personal