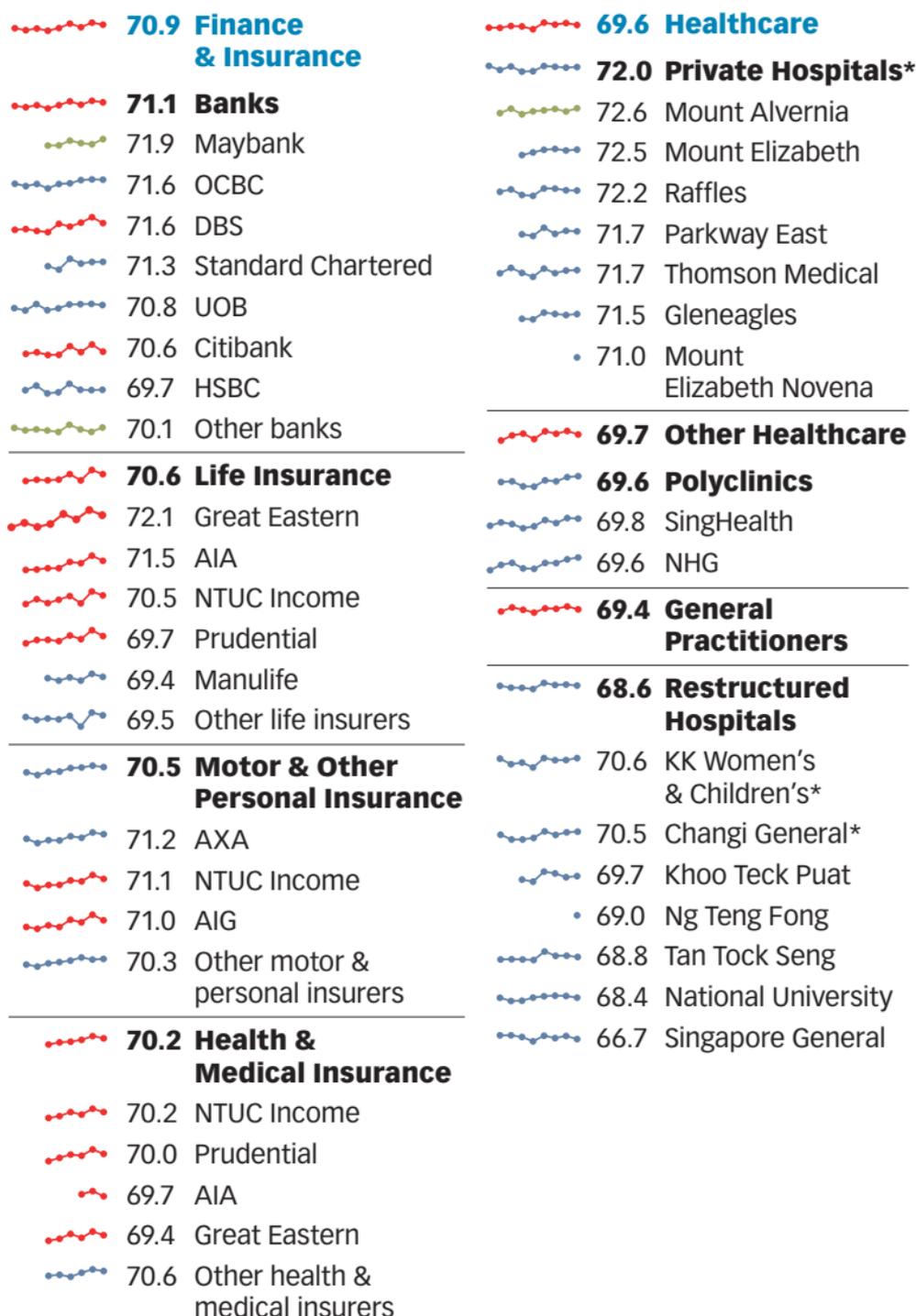


# 2015 scores

Finance & insurance and healthcare sectors

## 2015 national score

 **70.2**



The chart summarises the results of the CSISG 2015 satisfaction scores at the national, sector, sub-sector and company levels. The national score of 70.2 represents a weighted average of the 11 sector scores (in gold), which themselves are weighted averages of their respective sub-sector scores (in blue). Satisfaction scores for sub-sectors with individual company scores are weighted averages of these individual company scores. Entities are presented in decreasing levels of satisfaction.

The sparklines indicate the satisfaction score of their respective sectors, sub-sectors, and companies over time. A green line represents a statistically significant improvement between 2014 and 2015. A red line represents a statistically significant decline between 2014 and 2015. A blue line indicates no significant change between the two years. An asterisk (\*) denotes a score that is significantly higher than its corresponding sub-sector, sector, or national score. Statistical significance is determined at a 90% level of confidence.