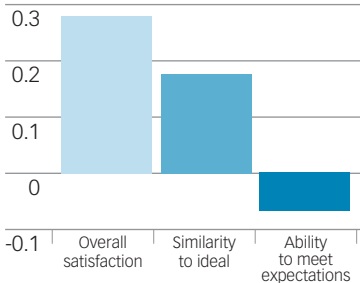


Strong account

Y-O-Y change in score



Individually measured banks improved on two of the three CSISG component questions, year-on-year.

Source: Institute of Service Excellence at SMU