Independent service quality survey results
Business current accounts

Published August 2024

As part of a regulatory requirement, an independent survey was conducted to ask approximately **1,200** customers of each of the **16 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.

Overall service quality

We asked customers how likely they would be to recommend their business current account provider to other SMEs.

Ranking

1	monzo	85%
2	Starling Bank	83%
3 =	tide	75%
3 =	Handelsbanken	75%
5	ZEMPLER BANK	69%
9	NatWest	57%

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	monzo	88%
2	Starling Bank	87%
3	tide	78%
4	ZEMPLER BANK	76%
5	LLOYDS BANK	70%
6 =	NatWest	68%

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	68%
2	ZEMPLER BANK	64%
3	LLOYDS BANK	58%
4	HSBC UK	56%
5 =	NatWest	55%

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	84%
2	monzo	81%
3	Starling Bank	75%
4	tide	67%
5 =	METRO BANK	65%
8	NatWest	56%

Services 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

1	METRO BANK	72%
2	Handelsbanken	70%
3	LLOYDS BANK	59%
4	BANK OF SCOTLAND	54%
5	Santander	51%
10	NatWest	48%

These results are from an independent survey carried out between July 2023 and June 2024 by BVA BDRC 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 business 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 about our own products and services.

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.

Participating providers: Bank of Scotland, Barclays, Handelsbanken, HSBC UK, Lloyds Bank, Metro Bank, Monzo, NatWest, Royal Bank of Scotland, Santander, Starling Bank, The Co-operative Bank, Tide, TSB, Virgin Money, Zempler Bank**.

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.

19,200 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).

**Interviews with customers of Cashplus Bank are reported as Zempler Bank.

To find out more visit BVA-BDRC.com/business-banking-service-quality

For more information about the independent service quality survey see the answers to Frequently Asked Questions.

Find out how our personal current accounts rank in the independent service quality results here.

The requirement to publish the Financial Conduct Authority Service Quality Information for business current accounts can be found here.