

Cash Management Survey 2021 Financial Institutions: Methodology

Overview

Euromoney surveyed cash managers, treasurers and financial officers worldwide to rank and assess their top provider(s) of cash management services. The survey was split into separate questionnaires for corporations and financial institutions.

Respondents were asked:

- To indicate which banks they currently use most for their cash management services
- To rate their most used cash managers from Unsatisfactory to Exceptional across various service categories.

Survey of Financial Institutions

Market Leader Rankings

Voting

Respondents are asked to nominate their cash management provider(s) by transactional currency.

Institutions can respond more than once, but only for separate locations where they have cash management operations.

If more than one vote is received for an individual location from the same institution, then where possible the respondents will be contacted and their votes aggregated into one response. If this is not possible, then the most senior person's response will be counted.

Scoring

In the Financial Institutions survey, each voter's nominated top bank is awarded four points, second place three points and third place two points.

Best in Service (CSAT) Rankings

The service category rankings are calculated the same way for both the corporates and financial institutions surveys.

We received 562 verified votes for the financial institutions survey.

Please direct comments and questions to : insight@euromoney.com

