

Overview

Euromoney surveyed consumers of trade-finance services to rank and assess their top providers.

Market leader rankings

Voting

Respondents were asked to vote for their trade finance provider(s) based on their remit and related ability to vote on behalf of their company's use of trade-finance services. Respondents were able to vote for up to five of their top trade-finance providers.



Companies could respond more than once, but only for separate territories or regions where they have trade-finance providers.

If more than one vote was received for an individual territory or region from the same company, then the remit of the respondent(s) role(s), the location of the global headquarters or regional treasury centre and the seniority of the respondent were taken into consideration when selecting which vote will count.

If it is still unclear, the respondents were contacted to resolve the issue.

Scoring

Each voter's nominated top bank was awarded five points, second place four points, third place three points, fourth place two points and fifth place one point. These scores were then totalled for each bank in each territory, region and globally.

The final scores for the groups are then further adjusted by a factor, calculated by the gross sales of the respondent(s).

For any ranking to be published, there must be at least 10 votes for one bank within that territory.

Best in service (CSAT) rankings

Voting

Service categories are assigned a qualitative designation of: 1 – meaning unsatisfactory; 2 – meaning improvement needed; 3 – meaning meets expectations; 4 – meaning exceeds expectations; or 5 – meaning exceptional.

Scoring

We calculated the percentage of respondents who answer in a certain way to give a net score for each institution. This was used to produce a ranking.

[The Euromoney Trade Finance Survey](#) recognises the leading providers of trade finance products and services. **This year we collected 10,714 valid responses.**

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