

YouGov/uSwitch Survey Results

Sample Size: 10269

Fieldwork: 25/9 - 3/10 2012

Do you have a current account?

	Gender		Age					
Total	Male	Female	18-24	25-34	35-44	45-54	55+	
Unweighted Base:	10268	6079	4189	63	776	1148	1591	6690
Base: All	10268	5127	5141	282	1847	1922	1900	4317
Yes	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-

How long have you held your MAIN current account?
(If you are not sure, please give your best estimate)

	Unweighted Base	10269	6079	4190	63	776	1148	1591	6691
Base: All		10269	5127	5142	282	1847	1922	1900	4318
Less than 3 months	-	-	-	-	-	-	-	-	-
3 - 6 months	1%	1%	1%	-	2%	1%	1%	1%	1%
Between 6 and 12 months	1%	1%	1%	-	2%	1%	1%	1%	1%
Between 1 and 2 years	3%	3%	3%	6%	6%	3%	2%	1%	1%
Between 2 and 3 years	3%	3%	4%	5%	5%	4%	3%	2%	2%
Between 3 and 5 years	5%	5%	5%	28%	9%	6%	4%	3%	3%
Between 5 and 10 years	14%	12%	15%	47%	25%	15%	10%	8%	8%
More than 10 years	72%	75%	70%	11%	51%	69%	79%	84%	84%
Don't know/Can't recall	1%	0%	1%	4%	1%	0%	1%	0%	0%

Which letter of the alphabet does your MAIN current account provider start with? (For example if your main current account is with HSBC select option E-H below)

	Unweighted Base	10269	6079	4190	63	776	1148	1591	6691
Base: All		10269	5127	5142	282	1847	1922	1900	4318
A - D	19%	19%	19%	17%	18%	21%	17%	20%	20%
E - H	28%	27%	29%	31%	32%	30%	29%	25%	25%
I - O	36%	37%	35%	42%	36%	35%	35%	37%	37%
P - Z	17%	16%	17%	10%	14%	15%	19%	18%	18%

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	Gender		Age				
Total	Male	Female	18-24	25-34	35-44	45-54	55+

Which of the following issues your MAIN current account? (if the issuer is not listed please tick other)

Unweighted Base	2003	1212	791	10	149	236	271	1337
Base: All with current account provider A-D	1962	992	970	47	334	399	326	856
Barclays	61%	60%	62%	62%	60%	60%	60%	62%
Clydesdale Bank	4%	5%	3%	-	2%	3%	5%	5%
Coop	21%	19%	22%	39%	23%	21%	17%	20%
Other	15%	17%	13%	-	16%	15%	19%	14%

Which of the following issues your MAIN current account? (if the issuer is not listed please tick other)

Unweighted Base	2719	1572	1147	19	256	353	458	1633
Base: All with current account provider E-H	2872	1406	1466	88	592	567	557	1066
First Direct	25%	27%	22%	-	12%	32%	36%	24%
Halifax	33%	30%	36%	62%	34%	32%	33%	31%
HSBC	41%	41%	41%	38%	54%	34%	29%	44%
Other	1%	1%	1%	-	0%	2%	1%	1%

Which of the following issues your MAIN current account? (if the issuer is not listed please tick other)

Unweighted Base	3751	2258	1493	26	269	392	561	2503
Base: All with current account provider I-O	3713	1888	1825	117	668	671	657	1599
Leeds BS	0%	-	0%	-	-	-	-	0%
Lloyds	41%	41%	41%	37%	32%	40%	43%	44%
Natwest	33%	33%	33%	26%	40%	37%	29%	32%
Nationwide	23%	22%	23%	37%	26%	19%	24%	21%
Other	3%	3%	3%	-	3%	4%	4%	3%

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	Gender		Age				
Total	Male	Female	18-24	25-34	35-44	45-54	55+

Which of the following issues your MAIN current account? (if the issuer is not listed please tick other)

Unweighted Base	1796	1037	759	8	102	167	301	1218
Base: All with current account provider P-Z	1722	841	881	28	252	285	360	797
RBS	26%	25%	26%	69%	35%	21%	25%	24%
Santander	51%	50%	53%	20%	47%	50%	54%	53%
Smile	12%	12%	12%	-	12%	22%	10%	10%
Yorkshire Bank	6%	7%	5%	11%	2%	4%	8%	7%
Other	5%	5%	4%	-	5%	3%	4%	6%

Overall, how satisfied are you with your MAIN current account provider? Please consider all the factors, including customer service, rates and charges, billing, range of services, everything.

Unweighted Base	10269	6079	4190	63	776	1148	1591	6691
Base: All	10269	5127	5142	282	1847	1922	1900	4318
Very satisfied	38%	39%	37%	31%	29%	34%	39%	43%
Fairly satisfied	44%	42%	46%	55%	52%	45%	42%	40%
Neither satisfied nor dissatisfied	13%	14%	13%	9%	14%	16%	14%	12%
Fairly dissatisfied	4%	4%	3%	3%	4%	4%	4%	4%
Very dissatisfied	1%	1%	1%	1%	1%	2%	1%	1%
Don't know	0%	0%	0%	1%	0%	-	0%	0%
Net: Satisfied	82%	81%	83%	86%	81%	79%	81%	83%
Net: Dissatisfied	5%	5%	5%	4%	5%	6%	5%	5%

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	Gender		Age				
Total	Male	Female	18-24	25-34	35-44	45-54	55+

How likely are you to recommend your MAIN current account provider to a friend?

Unweighted Base	10269	6079	4190	63	776	1148	1591	6691
Base: All	10269	5127	5142	282	1847	1922	1900	4318
Very Likely	29%	30%	29%	24%	27%	29%	31%	30%
Quite likely	41%	40%	42%	51%	46%	41%	40%	39%
Probably not	18%	18%	17%	15%	15%	19%	17%	18%
Definitely not	4%	5%	4%	1%	4%	4%	4%	5%
Don't know	8%	7%	8%	9%	7%	7%	8%	8%

Have you ever switched current account?

Unweighted Base	10269	6079	4190	63	776	1148	1591	6691
Base: All	10269	5127	5142	282	1847	1922	1900	4318
Yes	47%	48%	46%	24%	43%	47%	53%	48%
No	53%	52%	54%	76%	57%	54%	47%	52%

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	Gender		Age				
Total	Male	Female	18-24	25-34	35-44	45-54	55+

How satisfied are you with the in-house switching team at your MAIN current account provider?

Unweighted Base	5020	2984	2036	15	346	545	859	3255
Base: All who have switched current account provider	4858	2473	2385	66	803	894	1014	2081
Very satisfied	31%	30%	31%	15%	28%	32%	28%	32%
Fairly satisfied	25%	24%	26%	19%	30%	26%	25%	24%
Neither satisfied nor dissatisfied	14%	15%	12%	29%	13%	13%	13%	14%
Fairly dissatisfied	3%	2%	3%	-	5%	4%	2%	2%
Very dissatisfied	1%	1%	1%	-	1%	2%	1%	1%
Don't know	26%	27%	25%	37%	23%	23%	30%	27%
Net: Satisfied	56%	54%	57%	34%	58%	58%	53%	56%
Net: Dissatisfied	4%	4%	5%	-	6%	6%	4%	3%

How much do you trust your current account provider?

Unweighted Base	10269	6079	4190	63	776	1148	1591	6691
Base: All	10269	5127	5142	282	1847	1922	1900	4318
Trust completely	15%	17%	13%	8%	13%	13%	14%	17%
Trust highly	42%	42%	43%	45%	39%	39%	42%	45%
Trust slightly	28%	27%	30%	33%	33%	32%	26%	26%
Slightly distrust	8%	8%	8%	7%	8%	9%	9%	7%
Highly distrust	2%	2%	1%	-	2%	2%	2%	1%
Do not trust at all	2%	3%	2%	3%	1%	2%	3%	2%
Don't know	3%	3%	4%	6%	4%	3%	4%	2%
Net: Trust	85%	85%	85%	85%	85%	84%	81%	87%
Net: Distrust	12%	12%	11%	9%	12%	12%	14%	11%

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	Gender		Age				
Total	Male	Female	18-24	25-34	35-44	45-54	55+

How satisfied are you with the online banking service offered by your MAIN current account provider?
Please consider all factors including the ease of use, range and quality of the services available, reliability, everything.

Unweighted Base	10269	6079	4190	63	776	1148	1591	6691
Base: All	10269	5127	5142	282	1847	1922	1900	4318
Very satisfied	51%	51%	51%	49%	49%	47%	51%	54%
Fairly satisfied	33%	33%	33%	42%	40%	39%	32%	27%
Neither satisfied nor dissatisfied	5%	6%	5%	2%	6%	6%	5%	5%
Fairly dissatisfied	2%	2%	1%	-	2%	2%	1%	1%
Very dissatisfied	0%	1%	0%	-	1%	0%	0%	0%
Don't know	9%	8%	10%	7%	2%	6%	10%	12%

How satisfied are you with the customer service you receive from your MAIN current account provider in branch? Please consider all the factors that contribute to service in this area, such as the length of time to communicate, having helpful staff who are effective at dealing with your issue.

Unweighted Base	10269	6079	4190	63	776	1148	1591	6691
Base: All	10269	5127	5142	282	1847	1922	1900	4318
Very satisfied	31%	31%	31%	24%	25%	24%	29%	38%
Fairly satisfied	37%	36%	38%	50%	44%	37%	39%	32%
Neither satisfied nor dissatisfied	11%	12%	10%	9%	12%	13%	11%	10%
Fairly dissatisfied	5%	5%	5%	10%	7%	5%	5%	4%
Very dissatisfied	2%	2%	2%	2%	1%	2%	2%	2%
Don't know	2%	2%	2%	4%	2%	2%	2%	2%
Not applicable	12%	12%	12%	2%	9%	16%	13%	12%
Net: Satisfied	68%	67%	69%	74%	69%	61%	67%	70%
Net: Dissatisfied	7%	7%	7%	12%	8%	7%	7%	6%

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	Gender		Age				
Total	Male	Female	18-24	25-34	35-44	45-54	55+

How satisfied are you with the customer service you receive from your MAIN current account provider over the phone? Please consider all the factors that contribute to service in this area, such as the length of time to communicate, having helpful staff who are effective at dealing with your issue.

Unweighted Base	10269	6079	4190	63	776	1148	1591	6691
Base: All	10269	5127	5142	282	1847	1922	1900	4318
Very satisfied	24%	23%	25%	20%	20%	23%	24%	26%
Fairly satisfied	28%	27%	29%	25%	32%	29%	28%	27%
Neither satisfied nor dissatisfied	12%	13%	10%	8%	11%	12%	12%	12%
Fairly dissatisfied	6%	6%	6%	7%	8%	6%	6%	5%
Very dissatisfied	3%	3%	3%	2%	3%	3%	3%	3%
Don't know	5%	6%	4%	9%	5%	5%	5%	5%
Not applicable	22%	21%	22%	30%	21%	22%	21%	22%
Net: Satisfied	52%	51%	54%	44%	52%	53%	52%	53%
Net: Dissatisfied	9%	9%	9%	9%	10%	9%	9%	9%

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	Gender		Age				
Total	Male	Female	18-24	25-34	35-44	45-54	55+

Overall how satisfied are you with the customer service you've receive from your MAIN current account provider when you contact them by email or online? Please consider all the factors that contribute to service in this area, such as the length of time to communicate, having helpful staff who are effective at dealing with your issue.

Unweighted Base	10269	6079	4190	63	776	1148	1591	6691
Base: All	10269	5127	5142	282	1847	1922	1900	4318
Very satisfied	20%	21%	18%	10%	16%	19%	19%	23%
Fairly satisfied	24%	25%	23%	25%	26%	25%	23%	22%
Neither satisfied nor dissatisfied	10%	11%	8%	9%	9%	12%	10%	9%
Fairly dissatisfied	3%	3%	3%	2%	2%	3%	3%	3%
Very dissatisfied	1%	1%	1%	-	2%	1%	1%	1%
Don't know	7%	7%	7%	8%	9%	7%	7%	7%
Not applicable	36%	31%	40%	46%	36%	33%	36%	36%
Net: Satisfied	43%	46%	41%	35%	43%	44%	42%	44%
Net: Dissatisfied	4%	5%	4%	2%	4%	4%	5%	4%

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	Gender		Age				
Total	Male	Female	18-24	25-34	35-44	45-54	55+

How satisfied are you with the benefits or incentives (eg cashback/rewards vouchers) offered by your MAIN current account provider? Please consider the size of the benefits/incentives and the ease of claiming them.

Unweighted Base	10269	6079	4190	63	776	1148	1591	6691
Base: All	10269	5127	5142	282	1847	1922	1900	4318
Very satisfied	9%	9%	8%	8%	9%	8%	8%	9%
Fairly satisfied	16%	16%	16%	13%	19%	17%	13%	16%
Neither satisfied nor dissatisfied	20%	23%	18%	10%	20%	20%	21%	21%
Fairly dissatisfied	11%	10%	12%	22%	15%	13%	11%	8%
Very dissatisfied	8%	9%	8%	8%	8%	10%	10%	8%
Don't know	4%	4%	3%	10%	4%	2%	3%	4%
Not applicable	32%	29%	35%	29%	25%	30%	33%	35%
Net: Satisfied	25%	26%	24%	21%	29%	25%	21%	25%
Net: Dissatisfied	20%	19%	20%	30%	23%	23%	21%	15%

Taking account of everything your current account provides along with its rates and charges, how satisfied are you with the value for money you receive from your MAIN current account?

Unweighted Base	10269	6079	4190	63	776	1148	1591	6691
Base: All	10269	5127	5142	282	1847	1922	1900	4318
Very satisfied	22%	25%	20%	14%	20%	19%	22%	25%
Fairly satisfied	37%	37%	38%	48%	38%	38%	36%	37%
Neither satisfied nor dissatisfied	27%	25%	28%	22%	27%	29%	27%	25%
Fairly dissatisfied	9%	8%	9%	9%	9%	9%	9%	8%
Very dissatisfied	3%	4%	3%	1%	2%	3%	4%	4%
Don't know	2%	1%	2%	5%	3%	2%	1%	1%
Net: Satisfied	60%	62%	58%	62%	58%	57%	59%	62%
Net: Dissatisfied	12%	12%	11%	10%	12%	12%	13%	11%

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Do you have a current account?

	Social grade			Government Office Region							
	Total	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland	Northern Ireland
Unweighted Base	10268	7689	2579	2170	1546	1035	1100	2987	495	841	94
Base: All	10268	6345	3924	2122	1540	1011	1234	2919	498	843	102
Yes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-	-	-	-

How long have you held your MAIN current account?
(If you are not sure, please give your best estimate)

Unweighted Base	10269	7690	2579	2171	1546	1035	1100	2987	495	841	94
Base: All	10269	6345	3924	2122	1540	1011	1234	2919	498	843	102
Less than 3 months	-	-	-	-	-	-	-	-	-	-	-
3 - 6 months	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	5%
Between 6 and 12 months	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%
Between 1 and 2 years	3%	3%	3%	3%	3%	2%	3%	2%	2%	2%	4%
Between 2 and 3 years	3%	3%	3%	3%	2%	4%	4%	3%	2%	4%	6%
Between 3 and 5 years	5%	5%	6%	5%	4%	5%	6%	7%	5%	4%	5%
Between 5 and 10 years	14%	14%	14%	14%	14%	13%	15%	13%	14%	16%	15%
More than 10 years	72%	73%	72%	72%	74%	73%	69%	73%	75%	73%	63%
Don't know/Can't recall	1%	0%	1%	0%	1%	1%	0%	1%	-	0%	-

Which letter of the alphabet does your MAIN current account provider start with? (For example if your main current account is with HSBC select option E-H below)

Unweighted Base	10269	7690	2579	2171	1546	1035	1100	2987	495	841	94
Base: All	10269	6345	3924	2122	1540	1011	1234	2919	498	843	102
A - D	19%	19%	19%	16%	17%	21%	19%	17%	23%	32%	14%
E - H	28%	28%	28%	32%	29%	27%	30%	27%	29%	12%	32%
I - O	36%	35%	37%	31%	39%	38%	35%	42%	37%	21%	28%
P - Z	17%	17%	16%	20%	14%	13%	16%	13%	11%	34%	26%

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	Social grade		Government Office Region							
Total	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland	Northern Ireland

Which of the following issues your MAIN current account? (if the issuer is not listed please tick other)

Unweighted Base	2003	1515	488	367	271	224	213	515	110	289	14
Base: All with current account provider A-D	1962	1229	732	349	268	217	232	498	113	270	14
Barclays	61%	58%	65%	69%	64%	68%	68%	76%	68%	6%	5%
Clydesdale Bank	4%	5%	3%	0%	-	0%	0%	0%	1%	25%	-
Coop	21%	21%	20%	25%	29%	26%	21%	17%	24%	7%	23%
Other	15%	17%	12%	5%	7%	6%	11%	7%	7%	61%	73%

Which of the following issues your MAIN current account? (if the issuer is not listed please tick other)

Unweighted Base	2719	2039	680	678	431	260	309	777	144	99	21
Base: All with current account provider E-H	2872	1783	1089	683	454	277	376	799	147	104	33
First Direct	25%	29%	17%	23%	26%	27%	28%	25%	12%	30%	15%
Halifax	33%	28%	41%	39%	31%	31%	22%	32%	34%	54%	46%
HSBC	41%	41%	41%	37%	42%	42%	50%	42%	53%	14%	10%
Other	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	29%

Which of the following issues your MAIN current account? (if the issuer is not listed please tick other)

Unweighted Base	3751	2804	947	683	609	406	392	1283	182	165	31
Base: All with current account provider I-O	3713	2248	1465	664	604	383	432	1235	185	181	29
Leeds BS	0%	0%	-	0%	-	-	-	-	-	-	-
Lloyds	41%	39%	44%	43%	42%	38%	35%	38%	49%	64%	-
Natwest	33%	35%	30%	34%	34%	33%	43%	33%	33%	9%	11%
Nationwide	23%	22%	23%	18%	21%	23%	19%	26%	17%	24%	49%
Other	3%	4%	3%	4%	2%	6%	3%	2%	1%	3%	40%

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	Social grade		Government Office Region							
Total	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland	Northern Ireland

Which of the following issues your MAIN current account? (if the issuer is not listed please tick other)

Unweighted Base	1796	1332	464	443	235	145	186	412	59	288	28
Base: All with current account provider P-Z	1722	1085	638	427	214	134	194	387	53	288	26
RBS	26%	26%	25%	25%	15%	12%	16%	11%	12%	72%	2%
Santander	51%	50%	54%	43%	58%	59%	63%	69%	71%	21%	48%
Smile	12%	16%	6%	9%	14%	18%	18%	16%	8%	4%	10%
Yorkshire Bank	6%	4%	8%	18%	9%	1%	-	1%	-	1%	-
Other	5%	4%	7%	4%	4%	10%	4%	3%	9%	2%	41%

Overall, how satisfied are you with your MAIN current account provider? Please consider all the factors, including customer service, rates and charges, billing, range of services, everything.

Unweighted Base	10269	7690	2579	2171	1546	1035	1100	2987	495	841	94
Base: All	10269	6345	3924	2122	1540	1011	1234	2919	498	843	102
Very satisfied	38%	37%	38%	40%	41%	39%	33%	37%	36%	31%	32%
Fairly satisfied	44%	44%	44%	43%	42%	44%	45%	46%	41%	43%	55%
Neither satisfied nor dissatisfied	13%	13%	14%	12%	11%	13%	15%	13%	15%	20%	10%
Fairly dissatisfied	4%	4%	3%	3%	4%	3%	4%	3%	4%	5%	2%
Very dissatisfied	1%	2%	1%	1%	1%	1%	2%	1%	2%	1%	1%
Don't know	0%	0%	0%	0%	0%	-	0%	0%	1%	-	-
Net: Satisfied	82%	81%	82%	83%	84%	83%	78%	83%	77%	74%	86%
Net: Dissatisfied	5%	6%	4%	5%	5%	4%	7%	5%	6%	6%	3%

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		Social grade			Government Office Region							
Total		ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland	Northern Ireland	
How likely are you to recommend your MAIN current account provider to a friend?												
Unweighted Base	10269	7690	2579	2171	1546	1035	1100	2987	495	841	94	
Base: All	10269	6345	3924	2122	1540	1011	1234	2919	498	843	102	
Very Likely	29%	29%	30%	32%	32%	31%	29%	29%	27%	23%	26%	
Quite likely	41%	41%	41%	40%	40%	41%	40%	43%	40%	39%	50%	
Probably not	18%	18%	16%	16%	18%	16%	18%	17%	20%	22%	15%	
Definitely not	4%	5%	4%	4%	4%	4%	5%	4%	5%	7%	1%	
Don't know	8%	7%	9%	8%	7%	8%	8%	7%	8%	10%	8%	
Have you ever switched current account?												
Unweighted Base	10269	7690	2579	2171	1546	1035	1100	2987	495	841	94	
Base: All	10269	6345	3924	2122	1540	1011	1234	2919	498	843	102	
Yes	47%	50%	44%	48%	48%	46%	45%	49%	43%	46%	49%	
No	53%	51%	56%	52%	52%	54%	55%	51%	57%	54%	51%	

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	Social grade		Government Office Region							
Total	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland	Northern Ireland

How satisfied are you with the in-house switching team at your MAIN current account provider?

Unweighted Base	5020	3857	1163	1090	766	490	520	1492	221	392	49
Base: All who have switched current account provider	4858	3142	1716	1026	746	461	558	1420	213	384	51
Very satisfied	31%	31%	30%	30%	32%	32%	29%	32%	31%	24%	30%
Fairly satisfied	25%	26%	25%	28%	23%	24%	25%	25%	19%	27%	39%
Neither satisfied nor dissatisfied	14%	13%	14%	13%	12%	16%	14%	14%	15%	18%	4%
Fairly dissatisfied	3%	3%	3%	2%	3%	3%	4%	3%	2%	3%	3%
Very dissatisfied	1%	2%	1%	2%	1%	1%	1%	1%	0%	1%	1%
Don't know	26%	26%	27%	24%	29%	24%	27%	26%	33%	28%	23%
Net: Satisfied	56%	56%	55%	59%	55%	56%	54%	57%	50%	50%	69%
Net: Dissatisfied	4%	4%	4%	5%	4%	5%	5%	4%	2%	4%	4%

How much do you trust your current account provider?

Unweighted Base	10269	7690	2579	2171	1546	1035	1100	2987	495	841	94
Base: All	10269	6345	3924	2122	1540	1011	1234	2919	498	843	102
Trust completely	15%	14%	15%	16%	16%	16%	14%	14%	17%	11%	12%
Trust highly	42%	43%	41%	42%	43%	45%	39%	44%	38%	38%	37%
Trust slightly	28%	28%	28%	27%	26%	27%	31%	29%	30%	31%	30%
Slightly distrust	8%	8%	7%	8%	9%	6%	9%	7%	7%	9%	12%
Highly distrust	2%	2%	2%	2%	1%	1%	2%	1%	1%	4%	3%
Do not trust at all	2%	2%	2%	2%	2%	2%	2%	2%	4%	3%	3%
Don't know	3%	3%	4%	3%	3%	3%	4%	3%	4%	4%	3%
Net: Trust	85%	85%	85%	85%	85%	88%	83%	86%	85%	80%	79%
Net: Distrust	12%	12%	11%	12%	12%	10%	13%	10%	12%	16%	18%

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	Social grade		Government Office Region							
Total	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland	Northern Ireland

How satisfied are you with the online banking service offered by your MAIN current account provider?
Please consider all factors including the ease of use, range and quality of the services available, reliability, everything.

Unweighted Base	10269	7690	2579	2171	1546	1035	1100	2987	495	841	94
Base: All	10269	6345	3924	2122	1540	1011	1234	2919	498	843	102
Very satisfied	51%	51%	51%	55%	54%	52%	47%	51%	47%	45%	43%
Fairly satisfied	33%	34%	32%	30%	32%	31%	38%	33%	36%	36%	43%
Neither satisfied nor dissatisfied	5%	5%	6%	5%	4%	5%	6%	6%	4%	7%	3%
Fairly dissatisfied	2%	2%	1%	1%	1%	2%	2%	1%	2%	2%	1%
Very dissatisfied	0%	1%	0%	0%	0%	1%	1%	1%	1%	0%	-
Don't know	9%	8%	10%	9%	9%	10%	6%	8%	10%	10%	10%

How satisfied are you with the customer service you receive from your MAIN current account provider in branch? Please consider all the factors that contribute to service in this area, such as the length of time to communicate, having helpful staff who are effective at dealing with your issue.

Unweighted Base	10269	7690	2579	2171	1546	1035	1100	2987	495	841	94
Base: All	10269	6345	3924	2122	1540	1011	1234	2919	498	843	102
Very satisfied	31%	29%	34%	34%	32%	32%	22%	31%	37%	31%	35%
Fairly satisfied	37%	36%	38%	35%	35%	36%	37%	38%	38%	38%	46%
Neither satisfied nor dissatisfied	11%	11%	11%	11%	11%	13%	14%	10%	7%	12%	5%
Fairly dissatisfied	5%	5%	5%	4%	6%	5%	7%	5%	5%	6%	3%
Very dissatisfied	2%	2%	2%	2%	2%	2%	4%	2%	1%	1%	-
Don't know	2%	2%	2%	2%	2%	1%	2%	2%	3%	2%	6%
Not applicable	12%	14%	9%	12%	13%	12%	14%	12%	8%	9%	6%
Net: Satisfied	68%	66%	72%	69%	67%	68%	59%	70%	75%	70%	81%
Net: Dissatisfied	7%	8%	6%	6%	7%	6%	11%	6%	7%	7%	3%

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	Social grade		Government Office Region							
Total	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland	Northern Ireland

How satisfied are you with the customer service you receive from your MAIN current account provider over the phone? Please consider all the factors that contribute to service in this area, such as the length of time to communicate, having helpful staff who are effective at dealing with your issue.

Unweighted Base	10269	7690	2579	2171	1546	1035	1100	2987	495	841	94
Base: All	10269	6345	3924	2122	1540	1011	1234	2919	498	843	102
Very satisfied	24%	25%	23%	25%	25%	25%	26%	22%	24%	21%	26%
Fairly satisfied	28%	28%	28%	28%	28%	29%	30%	28%	25%	30%	34%
Neither satisfied nor dissatisfied	12%	12%	11%	13%	10%	10%	13%	12%	10%	13%	9%
Fairly dissatisfied	6%	6%	6%	6%	6%	4%	8%	6%	10%	5%	3%
Very dissatisfied	3%	3%	3%	3%	3%	3%	4%	3%	3%	4%	0%
Don't know	5%	5%	5%	5%	5%	4%	4%	6%	7%	5%	11%
Not applicable	22%	21%	24%	21%	23%	25%	16%	23%	21%	22%	17%
Net: Satisfied	52%	53%	51%	53%	53%	54%	56%	50%	49%	51%	60%
Net: Dissatisfied	9%	9%	9%	9%	9%	7%	12%	9%	13%	9%	3%

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	Social grade		Government Office Region							
Total	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland	Northern Ireland

Overall how satisfied are you with the customer service you've receive from your MAIN current account provider when you contact them by email or online? Please consider all the factors that contribute to service in this area, such as the length of time to communicate, having helpful staff who are effective at dealing with your issue.

Unweighted Base	10269	7690	2579	2171	1546	1035	1100	2987	495	841	94
Base: All	10269	6345	3924	2122	1540	1011	1234	2919	498	843	102
Very satisfied	20%	21%	18%	21%	20%	21%	17%	19%	18%	21%	21%
Fairly satisfied	24%	25%	22%	23%	24%	24%	25%	24%	23%	20%	30%
Neither satisfied nor dissatisfied	10%	10%	9%	10%	9%	8%	11%	10%	9%	10%	8%
Fairly dissatisfied	3%	3%	2%	2%	3%	2%	4%	3%	4%	3%	2%
Very dissatisfied	1%	2%	1%	1%	1%	1%	2%	1%	1%	2%	-
Don't know	7%	7%	8%	7%	7%	6%	6%	8%	7%	6%	8%
Not applicable	36%	33%	39%	36%	35%	36%	36%	34%	39%	38%	31%
Net: Satisfied	43%	45%	40%	43%	45%	45%	41%	44%	41%	41%	51%
Net: Dissatisfied	4%	5%	4%	4%	4%	4%	6%	4%	5%	5%	2%

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	Social grade		Government Office Region							
Total	ABC1	C2DE	North	Midlands	East	London	South	Wales	Scotland	Northern Ireland

How satisfied are you with the benefits or incentives (eg cashback/rewards vouchers) offered by your MAIN current account provider? Please consider the size of the benefits/incentives and the ease of claiming them.

Unweighted Base	10269	7690	2579	2171	1546	1035	1100	2987	495	841	94
Base: All	10269	6345	3924	2122	1540	1011	1234	2919	498	843	102
Very satisfied	9%	8%	9%	9%	10%	10%	8%	7%	11%	9%	7%
Fairly satisfied	16%	17%	15%	17%	15%	15%	15%	16%	15%	19%	17%
Neither satisfied nor dissatisfied	20%	21%	19%	20%	19%	20%	22%	21%	18%	21%	30%
Fairly dissatisfied	11%	11%	11%	12%	11%	10%	13%	11%	12%	9%	21%
Very dissatisfied	8%	9%	8%	7%	8%	8%	10%	9%	9%	8%	10%
Don't know	4%	3%	4%	3%	3%	3%	4%	4%	7%	2%	1%
Not applicable	32%	31%	33%	33%	34%	34%	28%	31%	29%	32%	14%
Net: Satisfied	25%	25%	24%	26%	25%	25%	23%	24%	25%	28%	24%
Net: Dissatisfied	20%	20%	19%	19%	19%	18%	22%	20%	21%	17%	31%

Taking account of everything your current account provides along with its rates and charges, how satisfied are you with the value for money you receive from your MAIN current account?

Unweighted Base	10269	7690	2579	2171	1546	1035	1100	2987	495	841	94
Base: All	10269	6345	3924	2122	1540	1011	1234	2919	498	843	102
Very satisfied	22%	23%	22%	24%	24%	23%	20%	22%	22%	21%	15%
Fairly satisfied	37%	38%	37%	37%	38%	38%	33%	39%	39%	36%	39%
Neither satisfied nor dissatisfied	27%	26%	28%	27%	26%	28%	30%	25%	23%	27%	26%
Fairly dissatisfied	9%	9%	8%	8%	8%	7%	9%	9%	9%	10%	13%
Very dissatisfied	3%	3%	3%	3%	2%	2%	5%	3%	5%	3%	4%
Don't know	2%	2%	2%	1%	1%	2%	3%	2%	1%	2%	2%
Net: Satisfied	60%	60%	59%	61%	62%	61%	53%	61%	61%	57%	54%
Net: Dissatisfied	12%	12%	11%	11%	11%	9%	14%	12%	14%	14%	17%

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Do you have a current account?

	Current Account Provider															
Total	Barclays	Clydesdale Bank	Coop	First Direct	Halifax	HSBC	Leeds BS	Lloyds	Natwest	Nationwide	RBS	Santander	Smile	Yorkshire Bank	Other	
Unweighted Base:	10268	1205	92	401	724	823	1131	1	1570	1235	818	438	933	225	111	561
Base: All	10268	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
Yes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

How long have you held your MAIN current account?
(If you are not sure, please give your best estimate)

Unweighted Base	10269	1205	92	401	724	824	1131	1	1570	1235	818	438	933	225	111	561
Base: All	10269	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
Less than 3 months	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3 - 6 months	1%	-	-	4%	3%	2%	-	-	0%	1%	1%	-	2%	0%	-	1%
Between 6 and 12 months	1%	0%	-	5%	1%	2%	0%	-	0%	0%	1%	-	3%	-	-	1%
Between 1 and 2 years	3%	1%	-	12%	6%	7%	2%	-	1%	0%	2%	1%	4%	2%	1%	1%
Between 2 and 3 years	3%	1%	2%	12%	2%	7%	1%	-	2%	2%	1%	0%	9%	2%	3%	4%
Between 3 and 5 years	5%	4%	-	5%	6%	9%	3%	-	5%	3%	8%	3%	10%	5%	1%	6%
Between 5 and 10 years	14%	8%	6%	15%	11%	20%	9%	-	9%	13%	25%	17%	16%	40%	3%	17%
More than 10 years	72%	87%	91%	46%	70%	51%	84%	100%	82%	81%	61%	79%	57%	50%	92%	69%
Don't know/Can't recall	1%	-	-	0%	1%	1%	0%	-	1%	0%	1%	0%	0%	-	-	1%

Which letter of the alphabet does your MAIN current account provider start with? (For example if your main current account is with HSBC select option E-H below)

Unweighted Base	10269	1205	92	401	724	824	1131	1	1570	1235	818	438	933	225	111	561
Base: All	10269	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
A - D	19%	100%	100%	100%	-	-	-	-	-	-	-	-	-	-	-	55%
E - H	28%	-	-	-	100%	100%	100%	-	-	-	-	-	-	-	-	7%
I - O	36%	-	-	-	-	-	-	100%	100%	100%	100%	-	-	-	-	22%
P - Z	17%	-	-	-	-	-	-	-	-	-	-	100%	100%	100%	100%	16%

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	Current Account Provider														
Total	Barclays	Clydesdale Bank	Coop	First Direct	Halifax	HSBC	Leeds BS	Lloyds	Natwest	Nationwide	RBS	Santander	Smile	Yorkshire Bank	Other

Which of the following issues your MAIN current account? (if the issuer is not listed please tick other)

Unweighted Base	2003	1205	92	401	-	-	-	-	-	-	-	-	-	-	305
Base: All with current account provider A-D	1962	1190	74	403	-	-	-	-	-	-	-	-	-	-	294
Barclays	61%	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Clydesdale Bank	4%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-
Coop	21%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
Other	15%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%

Which of the following issues your MAIN current account? (if the issuer is not listed please tick other)

Unweighted Base	2719	-	-	-	724	824	1131	-	-	-	-	-	-	-	40
Base: All with current account provider E-H	2872	-	-	-	705	952	1179	-	-	-	-	-	-	-	35
First Direct	25%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
Halifax	33%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
HSBC	41%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-
Other	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%

Which of the following issues your MAIN current account? (if the issuer is not listed please tick other)

Unweighted Base	3751	-	-	-	-	-	-	1	1570	1235	818	-	-	-	127
Base: All with current account provider I-O	3713	-	-	-	-	-	-	1	1520	1237	836	-	-	-	119
Leeds BS	0%	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
Lloyds	41%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
Natwest	33%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
Nationwide	23%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
Other	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%

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	Current Account Provider														
Total	Barclays	Clydesdale Bank	Coop	First Direct	Halifax	HSBC	Leeds BS	Lloyds	Natwest	Nationwide	RBS	Santander	Smile	Yorkshire Bank	Other

Which of the following issues your MAIN current account? (if the issuer is not listed please tick other)

Unweighted Base	1796	-	-	-	-	-	-	-	-	-	438	933	225	111	89
Base: All with current account provider P-Z	1722	-	-	-	-	-	-	-	-	-	444	885	210	100	83
RBS	26%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
Santander	51%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-
Smile	12%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-
Yorkshire Bank	6%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
Other	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%

Overall, how satisfied are you with your MAIN current account provider? Please consider all the factors, including customer service, rates and charges, billing, range of services, everything.

Unweighted Base	10269	1205	92	401	724	824	1131	1	1570	1235	818	438	933	225	111	561
Base: All	10269	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
Very satisfied	38%	31%	34%	65%	78%	32%	29%	-	31%	30%	52%	27%	25%	69%	58%	32%
Fairly satisfied	44%	47%	53%	29%	18%	51%	49%	100%	48%	49%	41%	41%	49%	26%	33%	44%
Neither satisfied nor dissatisfied	13%	17%	13%	5%	2%	12%	16%	-	16%	15%	5%	23%	16%	5%	6%	18%
Fairly dissatisfied	4%	4%	1%	1%	1%	3%	5%	-	3%	5%	1%	6%	7%	-	2%	4%
Very dissatisfied	1%	1%	-	0%	1%	2%	2%	-	1%	1%	0%	2%	3%	-	0%	1%
Don't know	0%	0%	-	0%	-	-	0%	-	0%	0%	0%	-	0%	-	-	1%
Net: Satisfied	82%	78%	87%	94%	96%	82%	78%	100%	80%	79%	93%	68%	74%	95%	92%	76%
Net: Dissatisfied	5%	5%	1%	1%	2%	5%	6%	-	5%	6%	2%	9%	10%	-	3%	5%

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		Current Account Provider															
		Total	Barclays	Clydesdale Bank	Coop	First Direct	Halifax	HSBC	Leeds BS	Lloyds	Natwest	Nationwide	RBS	Santander	Smile	Yorkshire Bank	Other
How likely are you to recommend your MAIN current account provider to a friend?																	
Unweighted Base		10269	1205	92	401	724	824	1131	1	1570	1235	818	438	933	225	111	561
Base: All		10269	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
Very Likely		29%	21%	25%	63%	70%	23%	21%	-	21%	20%	45%	19%	19%	68%	51%	25%
Quite likely		41%	43%	39%	29%	23%	47%	46%	100%	42%	45%	45%	34%	42%	25%	24%	40%
Probably not		18%	22%	25%	4%	4%	15%	20%	-	20%	22%	6%	30%	22%	5%	16%	19%
Definitely not		4%	4%	2%	1%	2%	5%	4%	-	4%	4%	1%	7%	9%	-	2%	7%
Don't know		8%	9%	9%	2%	1%	10%	8%	-	11%	9%	3%	10%	9%	1%	8%	8%
Have you ever switched current account?																	
Unweighted Base		10269	1205	92	401	724	824	1131	1	1570	1235	818	438	933	225	111	561
Base: All		10269	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
Yes		47%	26%	31%	78%	85%	65%	27%	-	30%	27%	67%	41%	68%	89%	46%	53%
No		53%	74%	69%	22%	15%	35%	73%	100%	70%	73%	33%	59%	32%	11%	54%	47%

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	Current Account Provider														
Total	Barclays	Clydesdale Bank	Coop	First Direct	Halifax	HSBC	Leeds BS	Lloyds	Natwest	Nationwide	RBS	Santander	Smile	Yorkshire Bank	Other

How satisfied are you with the in-house switching team at your MAIN current account provider?

Unweighted Base	5020	313	30	308	615	594	328	-	485	338	617	181	656	203	55	297
Base: All who have switched current account provider	4858	313	23	314	601	622	320	-	462	337	564	183	605	188	46	280
Very satisfied	31%	20%	27%	39%	54%	30%	22%	-	21%	16%	34%	16%	25%	52%	36%	27%
Fairly satisfied	25%	24%	15%	23%	18%	34%	17%	-	25%	22%	27%	17%	35%	21%	20%	26%
Neither satisfied nor dissatisfied	14%	16%	29%	10%	6%	13%	15%	-	22%	17%	11%	21%	16%	4%	10%	15%
Fairly dissatisfied	3%	3%	-	5%	0%	5%	2%	-	3%	2%	2%	4%	3%	4%	-	3%
Very dissatisfied	1%	3%	-	0%	1%	2%	2%	-	1%	2%	1%	0%	2%	-	1%	3%
Don't know	26%	35%	30%	23%	22%	16%	42%	-	28%	42%	24%	41%	19%	19%	34%	26%
Net: Satisfied	56%	44%	42%	62%	71%	64%	39%	-	46%	37%	61%	34%	61%	73%	55%	52%
Net: Dissatisfied	4%	6%	-	5%	1%	7%	4%	-	5%	3%	3%	4%	5%	4%	1%	6%

How much do you trust your current account provider?

Unweighted Base	10269	1205	92	401	724	824	1131	1	1570	1235	818	438	933	225	111	561
Base: All	10269	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
Trust completely	15%	13%	13%	29%	36%	12%	13%	-	12%	9%	19%	9%	6%	31%	31%	13%
Trust highly	42%	38%	53%	54%	47%	39%	45%	100%	39%	42%	57%	32%	34%	53%	40%	37%
Trust slightly	28%	31%	25%	14%	11%	33%	27%	-	32%	32%	19%	34%	39%	14%	24%	31%
Slightly distrust	8%	10%	3%	2%	2%	8%	8%	-	9%	11%	2%	13%	10%	1%	1%	9%
Highly distrust	2%	3%	-	0%	0%	2%	1%	-	2%	1%	-	3%	3%	0%	-	2%
Do not trust at all	2%	3%	1%	0%	2%	2%	2%	-	2%	2%	1%	6%	3%	1%	0%	3%
Don't know	3%	2%	5%	1%	2%	4%	5%	-	4%	3%	3%	3%	4%	0%	3%	4%
Net: Trust	85%	82%	91%	97%	94%	84%	84%	100%	83%	84%	94%	75%	79%	98%	95%	81%
Net: Distrust	12%	15%	4%	3%	4%	12%	11%	-	14%	14%	3%	22%	17%	2%	2%	15%

YouGov/uSwitch Survey Results

Sample Size: 10269

Fieldwork: 25/9 - 3/10 2012

	Current Account Provider														
Total	Barclays	Clydesdale Bank	Coop	First Direct	Halifax	HSBC	Leeds BS	Lloyds	Natwest	Nationwide	RBS	Santander	Smile	Yorkshire Bank	Other

How satisfied are you with the online banking service offered by your MAIN current account provider?

Please consider all factors including the ease of use, range and quality of the services available, reliability, everything.

Unweighted Base	10269	1205	92	401	724	824	1131	1	1570	1235	818	438	933	225	111	561
Base: All	10269	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
Very satisfied	51%	43%	48%	59%	77%	48%	48%	-	50%	46%	61%	45%	44%	78%	54%	45%
Fairly satisfied	33%	36%	21%	32%	15%	35%	38%	-	35%	36%	29%	33%	38%	21%	19%	33%
Neither satisfied nor dissatisfied	5%	7%	12%	3%	3%	6%	5%	100%	6%	5%	3%	7%	5%	1%	5%	8%
Fairly dissatisfied	2%	2%	2%	1%	1%	2%	1%	-	1%	2%	0%	1%	3%	0%	1%	2%
Very dissatisfied	0%	0%	-	0%	-	1%	1%	-	0%	1%	0%	0%	1%	-	-	0%
Don't know	9%	12%	17%	6%	4%	8%	8%	-	8%	10%	6%	13%	9%	-	21%	11%

How satisfied are you with the customer service you receive from your MAIN current account provider in branch? Please consider all the factors that contribute to service in this area, such as the length of time to communicate, having helpful staff who are effective at dealing with your issue.

Unweighted Base	10269	1205	92	401	724	824	1131	1	1570	1235	818	438	933	225	111	561
Base: All	10269	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
Very satisfied	31%	36%	43%	41%	16%	29%	27%	-	36%	32%	41%	33%	23%	17%	48%	25%
Fairly satisfied	37%	43%	38%	29%	9%	42%	42%	100%	41%	43%	40%	38%	34%	11%	24%	32%
Neither satisfied nor dissatisfied	11%	11%	11%	8%	5%	13%	13%	-	12%	12%	8%	12%	15%	3%	10%	10%
Fairly dissatisfied	5%	5%	3%	3%	1%	6%	7%	-	5%	6%	4%	6%	9%	0%	4%	5%
Very dissatisfied	2%	1%	2%	1%	1%	3%	2%	-	2%	2%	1%	2%	4%	-	7%	1%
Don't know	2%	1%	3%	2%	1%	2%	2%	-	1%	2%	2%	4%	4%	2%	3%	2%
Not applicable	12%	3%	2%	16%	66%	5%	6%	-	3%	3%	3%	6%	13%	67%	3%	25%
Net: Satisfied	68%	78%	80%	70%	25%	71%	70%	100%	77%	75%	81%	71%	57%	28%	73%	56%
Net: Dissatisfied	7%	6%	4%	4%	1%	9%	9%	-	7%	8%	5%	7%	12%	0%	11%	7%

YouGov/uSwitch Survey Results

Sample Size: 10269

Fieldwork: 25/9 - 3/10 2012

	Current Account Provider														
Total	Barclays	Clydesdale Bank	Coop	First Direct	Halifax	HSBC	Leeds BS	Lloyds	Natwest	Nationwide	RBS	Santander	Smile	Yorkshire Bank	Other

How satisfied are you with the customer service you receive from your MAIN current account provider over the phone? Please consider all the factors that contribute to service in this area, such as the length of time to communicate, having helpful staff who are effective at dealing with your issue.

Unweighted Base	10269	1205	92	401	724	824	1131	1	1570	1235	818	438	933	225	111	561
Base: All	10269	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
Very satisfied	24%	15%	31%	55%	77%	17%	15%	-	18%	16%	24%	21%	14%	45%	33%	26%
Fairly satisfied	28%	28%	31%	30%	15%	31%	31%	100%	28%	30%	27%	29%	30%	25%	22%	33%
Neither satisfied nor dissatisfied	12%	15%	10%	4%	2%	15%	14%	-	13%	13%	8%	12%	13%	4%	4%	11%
Fairly dissatisfied	6%	9%	4%	2%	1%	7%	8%	-	6%	8%	1%	5%	10%	0%	7%	4%
Very dissatisfied	3%	4%	1%	1%	0%	2%	4%	-	4%	2%	1%	5%	6%	-	6%	4%
Don't know	5%	6%	4%	1%	1%	5%	5%	-	6%	6%	7%	7%	6%	6%	8%	3%
Not applicable	22%	24%	19%	7%	4%	24%	23%	-	24%	24%	32%	21%	22%	19%	19%	19%
Net: Satisfied	52%	42%	63%	85%	92%	47%	46%	100%	47%	46%	51%	50%	44%	71%	55%	59%
Net: Dissatisfied	9%	12%	5%	3%	1%	9%	12%	-	10%	10%	2%	10%	16%	0%	13%	8%

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Sample Size: 10269

Fieldwork: 25/9 - 3/10 2012

	Current Account Provider														
Total	Barclays	Clydesdale Bank	Coop	First Direct	Halifax	HSBC	Leeds BS	Lloyds	Natwest	Nationwide	RBS	Santander	Smile	Yorkshire Bank	Other

Overall how satisfied are you with the customer service you've receive from your MAIN current account provider when you contact them by email or online? Please consider all the factors that contribute to service in this area, such as the length of time to communicate, having helpful staff who are effective at dealing with your issue.

Unweighted Base	10269	1205	92	401	724	824	1131	1	1570	1235	818	438	933	225	111	561
Base: All	10269	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
Very satisfied	20%	10%	23%	31%	57%	13%	15%	-	12%	13%	26%	17%	14%	69%	26%	23%
Fairly satisfied	24%	21%	21%	19%	20%	24%	29%	-	21%	23%	28%	17%	27%	26%	17%	26%
Neither satisfied nor dissatisfied	10%	11%	6%	6%	4%	10%	11%	-	10%	10%	8%	11%	13%	2%	5%	10%
Fairly dissatisfied	3%	3%	3%	1%	1%	3%	2%	-	3%	4%	2%	3%	5%	1%	3%	4%
Very dissatisfied	1%	1%	1%	1%	0%	2%	2%	-	1%	2%	1%	2%	3%	-	2%	2%
Don't know	7%	9%	7%	4%	2%	9%	7%	100%	9%	9%	7%	10%	7%	1%	3%	3%
Not applicable	36%	45%	41%	38%	16%	39%	34%	-	43%	39%	28%	40%	32%	2%	44%	33%
Net: Satisfied	43%	31%	43%	50%	77%	37%	44%	-	34%	36%	55%	34%	41%	95%	43%	48%
Net: Dissatisfied	4%	5%	3%	2%	1%	5%	4%	-	4%	5%	3%	5%	8%	1%	5%	6%

YouGov/uSwitch Survey Results

Sample Size: 10269

Fieldwork: 25/9 - 3/10 2012

	Current Account Provider														
Total	Barclays	Clydesdale Bank	Coop	First Direct	Halifax	HSBC	Leeds BS	Lloyds	Natwest	Nationwide	RBS	Santander	Smile	Yorkshire Bank	Other

How satisfied are you with the benefits or incentives (eg cashback/rewards vouchers) offered by your MAIN current account provider? Please consider the size of the benefits/incentives and the ease of claiming them.

Unweighted Base	10269	1205	92	401	724	824	1131	1	1570	1235	818	438	933	225	111	561
Base: All	10269	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
Very satisfied	9%	6%	3%	15%	6%	20%	3%	-	8%	5%	8%	7%	14%	9%	10%	9%
Fairly satisfied	16%	10%	8%	17%	9%	36%	8%	-	19%	12%	20%	12%	20%	19%	5%	16%
Neither satisfied nor dissatisfied	20%	23%	21%	24%	21%	17%	19%	100%	20%	18%	27%	17%	19%	24%	17%	19%
Fairly dissatisfied	11%	13%	5%	3%	6%	8%	14%	-	13%	16%	9%	11%	10%	12%	4%	9%
Very dissatisfied	8%	10%	12%	2%	5%	5%	14%	-	9%	10%	5%	12%	8%	4%	5%	8%
Don't know	4%	5%	3%	3%	4%	2%	4%	-	3%	5%	5%	4%	3%	1%	1%	3%
Not applicable	32%	33%	48%	35%	50%	12%	37%	-	28%	34%	25%	38%	25%	31%	58%	36%
Net: Satisfied	25%	17%	11%	32%	15%	56%	11%	-	27%	17%	29%	18%	34%	28%	14%	25%
Net: Dissatisfied	20%	23%	17%	6%	11%	12%	29%	-	22%	26%	14%	22%	18%	15%	10%	17%

Taking account of everything your current account provides along with its rates and charges, how satisfied are you with the value for money you receive from your MAIN current account?

Unweighted Base	10269	1205	92	401	724	824	1131	1	1570	1235	818	438	933	225	111	561
Base: All	10269	1190	74	403	705	952	1179	1	1520	1237	836	444	885	210	100	532
Very satisfied	22%	18%	19%	42%	47%	22%	16%	-	17%	15%	29%	20%	19%	41%	37%	22%
Fairly satisfied	37%	39%	43%	33%	34%	44%	34%	100%	39%	36%	43%	31%	36%	35%	23%	37%
Neither satisfied nor dissatisfied	27%	27%	28%	20%	13%	23%	35%	-	28%	34%	20%	32%	27%	20%	25%	25%
Fairly dissatisfied	9%	11%	8%	4%	4%	8%	9%	-	11%	10%	4%	9%	11%	3%	2%	12%
Very dissatisfied	3%	3%	2%	1%	2%	3%	4%	-	4%	3%	2%	4%	5%	1%	8%	4%
Don't know	2%	2%	-	1%	1%	1%	3%	-	1%	2%	2%	4%	1%	-	5%	1%
Net: Satisfied	60%	57%	62%	75%	80%	66%	50%	100%	56%	51%	72%	50%	55%	76%	60%	59%
Net: Dissatisfied	12%	14%	10%	4%	6%	11%	13%	-	15%	13%	6%	13%	16%	4%	10%	15%