

Our strategic priorities

1

Loyal and satisfied retail customers

2

'Bank of Choice' for UK companies

3

Consistent profitability and a strong balance sheet

Current account switchers

1-in-4

We gained more customers than any other UK bank as part of the Current Account Switch Scheme ('CASS') since it launched in September 2013.

Retail customer satisfaction ('FRS')⁽¹⁾

61.7%

Significantly improved customer satisfaction since June 2012.
