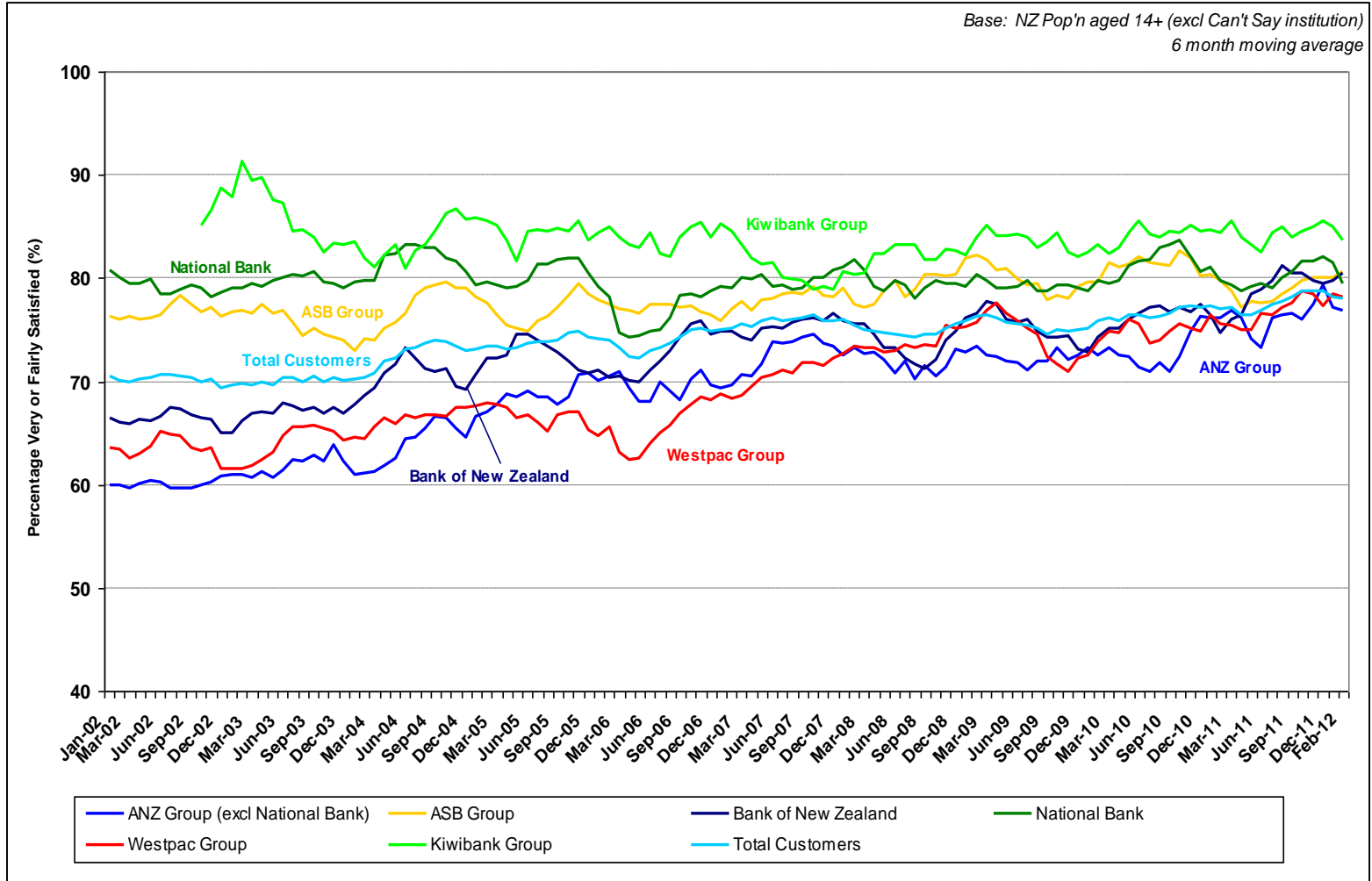


Customer Satisfaction - Banking Customers

Long Term Trends (January 2002 – February 2012)



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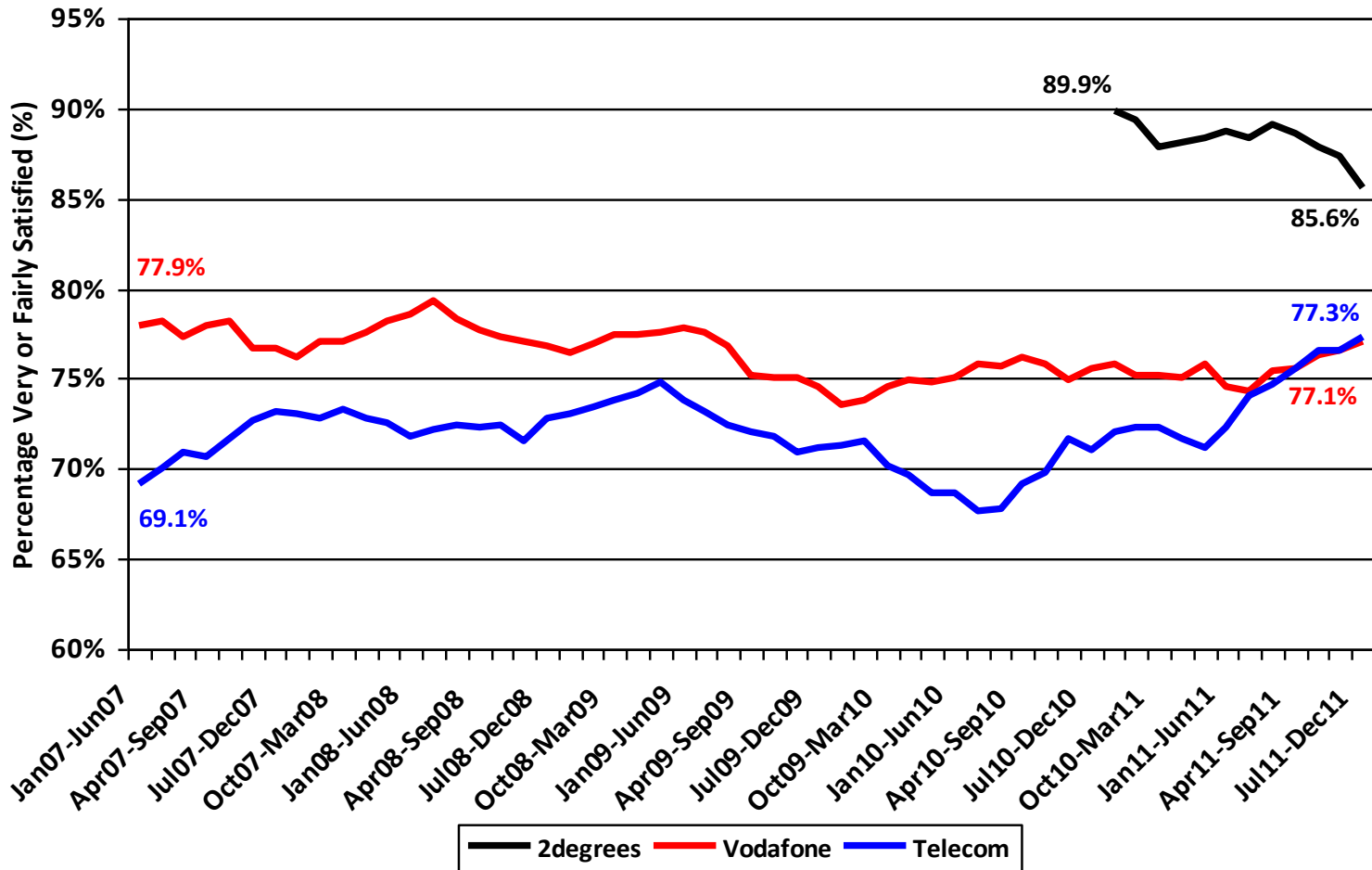
Kiwibank was introduced in the questionnaire in May 2002 and the first time period shown is when there is a full 6 months of data, i.e. October 2002.

Refer to Glossary for definitions

Satisfaction is based on customers who answered Very or Fairly Satisfied

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Mobile Phone Service Provider Customer Satisfaction



Base: NZ main mobile users 14+, average 2degrees 6 month sample = 520, Vodafone = 2,200 and Telecom = 2,250

Satisfaction is based on customers who answered Very or Fairly Satisfied

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