

## ***FOR IMMEDIATE RELEASE***

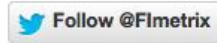
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## **Fimetrix Announces 2019 *Distinguished Provider* designees for Global Transaction Banking Services**

*Global research identifies key service attributes for determining overall customer satisfaction among the world's largest banks*

**Pennington, NJ, April 2019** – Fimetrix, LLC, a leading market research firm for Financial Institutions, announces the 7th annual “Distinguished Provider” accolade – a designation to recognize leading performers in the complex Global Transaction Banking Services landscape.

This recognition category was created from interviews with Senior Level Executives at 551 banks in 84 countries across 5 regions–Asia/Pacific Rim, Central & Eastern Europe, Latin America, Middle East/North Africa, and Western Europe/North America. The banks included in the survey represent the largest banks within their respective country, and they maintain significant cross-border cash and trade activity.

“Our Distinguished Provider accolade, now in its seventh year, provides an annual benchmark based on dependable data and thorough analysis in an understandable and usable format. The foundation of the model comes from direct customer feedback about their provider network,” states Fimetrix CEO, David Burnett.

“Our clients use our research to assist them in building their international payment, clearing, cash management, and trade banking businesses across a variety of products and multiple markets. As banks build their global marketing strategies, they need consistent, reliable, and comparable market research information across borders and over time.”

### **About the “Distinguished Provider” Accolade**

Senior bank executives participating in the Fimetrix survey evaluate the relationships that they maintain with U.S. and Western European banks in support of their international cash and trade transaction service needs. Currencies evaluated in the interview are U.S. Dollar, Euro, and Pound Sterling. Respondents rate their leading providers on 18 attributes that relate to operational efficiency, customer service, technology, product range, and the skill set of their people.

Within each of the 5 regions, the leading attributes that have the greatest influence on predicting overall satisfaction are identified. Based on this analysis, each provider is scored on their ability to deliver a high degree of customer satisfaction to the banks within the region. A consolidated Global Satisfaction Score is produced by weighting each provider’s regional customer satisfaction score to reflect the given region’s contribution to World GDP. (GDP statistics are based upon figures published by the World Bank.)

Providers who are active in regions that cumulatively account for more than half of the total World GDP are eligible for consideration. Any provider whose Global Satisfaction Score exceeds the average is bestowed the designation of “Distinguished Provider”, indicating that they have gone above and

beyond the market standard in delivering services to their customers. The 2019 designees for U.S. Dollar transaction services include: BNY Mellon, Citi, Standard Chartered, and Wells Fargo. Those for Euro transaction services include: Commerzbank, Deutsche Bank, Société Générale, and Standard Chartered. HSBC and Barclays are the 2019 designees for Pound Sterling transaction services.

### **About FImetrix**

FImetrix is a recognized leader in global financial institution performance measurement. The firm has developed and implemented market research studies (both qualitative and quantitative) that evaluate Bank-to-Bank and Bank-to-Corporate services in multiple currencies from all major financial regions in the world. This unequaled insight is the foundation of their advisory services practice, which focuses its expertise on competitive positioning, transaction services, and supporting product lines of the global banking industry.