

2022 Q4 SCORES FINANCE AND INSURANCE

→ 75.5 Finance

→ 75.6 e-Payment Apps

⊷ 80.9 DBS PayLah!*

→ 75.2 GrabPay

•• **73.8** Fave Pay

▶ 74.0 Other digital payment apps

•••• 75.6 Banks

••••• **75.9** DBS

•••• 75.1 Citibank

••••• **75.0** OCBC

•••• **75.0** UOB

•••• **74.9** HSBC

••••• **74.8** Mavbank

•••• 74.6 Standard Chartered

•••• 74.4 Other banks

•••• 73.8 Credit Cards

•••• **74.5** Citibank

•••• **74.5** Maybank

•••• 74.5 American Express

•••• **74.5** HSBC

--- 74.0 Standard Chartered

•••• **73.9** OCBC

•••• **73.5** DBS

•••• **73.5** UOB

•••• 73.1 Other credit cards

••• 74.8 Insurance

→ 74.8 Insurance

→ 76.0 Great Eastern

35.5 AIA

••• **75.0** Income

••• 74.4 Prudential

••• 73.2 Other insurers

This chart summarises the results of the CSISG 2022 satisfaction scores in the Finance and Insurance sectors at the sector, sub-sector and company levels.

The sector scores (in gold) represents a weighted average of their respective sub-sector scores (in blue). Satisfaction scores for sub-sectors with individual company scores are weighted averages of these individual company scores.

All scores displayed are accurate to one-decimal place. Entities are presented in decreasing levels of satisfaction.

- * Companies indicated with an asterisk(*) are companies that have performed significantly above their sub-sector average at 90% confidence.
- * Sub-sectors indicated with an asterisk(*) are sub-sectors that have performed significantly above their sector average at 90% confidence.

The sparklines indicate the satisfaction score of their respective sectors, sub-sectors, and companies over the past few years.

Statistically significant increase in customer satisfaction from 2021 to 2022

Statistically significant decrease in customer satisfaction from 2021 to 2022

No significant year-on-year change in customer satisfaction score

Entities shown in this scorecard have samples of N≥50.