



Insight Portal

Feature Guide:

Ratings Tables





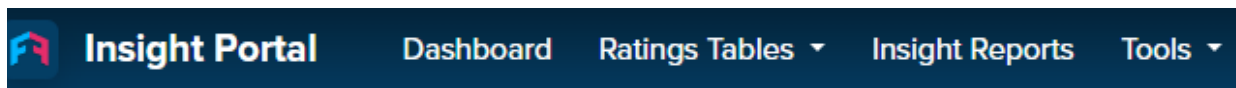
Ratings Tables

INTRODUCTION

We have extensive product ratings covering insurance and banking sectors where we give every product a rating from 1 to 5 stars.

We complete our customer experience ratings twice a year. They include polling of customers, transparency analysis and FOS complaints scoring.

You can see all our ratings tables easily from inside the portal.



Click on 'Ratings Tables' in the toolbar at the top of the Portal and then select either product ratings or customer experience ratings.



Ratings Tables

PRODUCT RATINGS TABLES

You can see which products are awarded our highest 5 star rating and quickly navigate to them by clicking 'view' to get details on that product.

Basic bank accounts							Current accounts	Foreign use bank accounts	Overdrafts	Premier bank accounts	Premium bank accounts	Student bank accounts
5 STARS		4 STARS		3 STARS		2 STARS		1 STAR				
Brand	Product	Annual fee	Maximum cash machine withdrawal per day	Part of FSCS	Star rating	Actions						
	Club Lloyds	£36 (£0 if you deposit £2000+ per month)	£500.00	Yes		View						
	Reward	£24.00	£300.00	Yes		View						
	Edge Current Account	£36.00	£300.00	Yes		View						
	Edge Current Account (First 12 Months)	£36.00	£300.00	Yes		View						
	Edge Up Current Account	£60.00	£300.00	Yes		View						



















Ratings Tables

CUSTOMER EXPERIENCE RATINGS TABLES

The customer experience ratings table allows you to see the full list of scores for each sector in our customer experience ratings.

You can see which brands were awarded gold, silver and bronze ribbons and what their scores were.

By clicking on the 'More details' button you can navigate to that customer experience rating and dive into detail on the different components of the score.

Brand	Customer happiness [?]	Customer trust [?]	Complaints performance [?]	Transparency rating [?]	Overall score [?]	Actions
 First Direct 	81.68%	73.23%	58.62%	877%	75.31%	More details
 Starling Bank 	82.62%	75.94%	67.22%	74.25%	75.01%	More details
 Monzo 	83.26%	77.06%	68.5%	62.65%	72.87%	More details
 Nationwide 	70.93%	68.47%	67.97%	82.54%	72.48%	More details
 CardOneMoney 	65.09%	68.87%	86.25%	59.51%	69.93%	More details
 Halifax 	62.83%	59.35%	71.47%	82.91%	69.14%	More details
 Lloyds Bank 	62.25%	58.52%	70.31%	81.29%	68.09%	More details





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TRY IT OUT

You can try out this feature and others now on our insight portal:

<https://insight.fairerfinance.com/>