

CONSUMER BANKING BEST BANK IN SERVICE QUALITY

#	NAME	BANK PERFORMANCE	RANK	RATINGS
1	Universal Merchant Bank Limited	100%	1st	OVERALL BEST
2	Stanbic Bank Ghana Limited	98%	2nd	1ST RUNNER-UP
3	Republic Bank (Ghana) Plc	98%	3rd	2ND RUNNER-UP

NET PROMOTER SCORE

#	NAME	BANK PERFORMANCE	RANK	RATINGS
1	Access Bank (Ghana) Plc	87%	1st	EXCEPTIONALLY GOOD
2	Fidelity Bank Ghana Limited	77%	2nd	EXCEPTIONALLY GOOD
3	Standard Chartered Bank Ghana Plc	76%	3rd	EXCEPTIONALLY GOOD

SERVICE QUALITY

#	NAME	BANK PERFORMANCE	RANK	RATINGS
1	Universal Merchant Bank Limited	100%	1st	5-STARS
2	Stanbic Bank Ghana Limited	98%	2nd	5-STARS
3	Republic Bank (Ghana) PLC	98%	3rd	5-STARS
4	Absa Bank Ghana Limited	98%	4th	5-STARS
5	First Atlantic Bank Limited	98%	5th	5-STARS
6	Standard Chartered Bank Ghana Plc	97%	6th	5-STARS
7	CalBank PLC	97%	7th	5-STARS
8	Access Bank (Ghana) Plc	96%	8th	5-STARS
9	FBNBank (Ghana) Limited	96%	9th	5-STARS
10	Fidelity Bank Ghana Limited	96%	10th	5-STARS
11	First National Bank (Ghana) Limited	96%	11th	5-STARS
12	Prudential Bank Limited	95%	12th	5-STARS
13	United Bank for Africa (Ghana) Limited	95%	13th	5-STARS
14	Guaranty Trust Bank (Ghana) Limited	94%	14th	5-STARS
15	National Investment Bank Limited	93%	15th	5-STARS
16	OmniBSIC Bank Ghana Limited	93%	16th	5-STARS
17	Consolidated Bank Ghana Limited	93%	17th	5-STARS
18	Zenith Bank (Ghana) Limited	92%	18th	5-STARS
19	GCB Bank Plc	92%	19th	5-STARS

BEST BANK IN CUSTOMER SATISFACTION

#	NAME	BANK PERFORMANCE	RANK	RATINGS
1	Universal Merchant Bank Limited	100%	1st	JOINT OVERALL BEST
2	First National Bank (Ghana) Limited	100%	1st	JOINT OVERALL BEST
3	Standard Chartered Bank Ghana Plc	100%	1st	JOINT OVERALL BEST
4	Absa Bank Ghana Limited	100%	1st	JOINT OVERALL BEST

CUSTOMER SATISFACTION

#	NAME	BANK PERFORMANCE	RANK	RATINGS
1	Universal Merchant Bank Limited	100%	1st	5-STARS
2	First National Bank (Ghana) Limited	100%	1st	5-STARS
3	Standard Chartered Bank Ghana Plc	100%	1st	5-STARS
4	Absa Bank Ghana Limited	100%	1st	5-STARS
5	Republic Bank (Ghana) PLC	99%	5th	5-STARS
6	Access Bank (Ghana) Plc	99%	6th	5-STARS
7	Stanbic Bank Ghana Limited	98%	7th	5-STARS
8	FBNBank (Ghana) Limited	98%	8th	5-STARS
9	First Atlantic Bank Limited	98%	9th	5-STARS
10	CalBank PLC	97%	10th	5-STARS
11	Consolidated Bank Ghana Limited	96%	11th	5-STARS
12	National Investment Bank Limited	95%	12th	5-STARS
13	OmniBSIC Bank Ghana Limited	95%	13th	5-STARS
14	Guaranty Trust Bank (Ghana) Limited	95%	14th	5-STARS
15	United Bank for Africa (Ghana) Limited	94%	15th	5-STARS

16	Prudential Bank Limited	94%	16th	5-STARS
17	Zenith Bank (Ghana) Limited	94%	17th	5-STARS
18	Fidelity Bank Ghana Limited	94%	18th	5-STARS
19	GCB Bank Plc	92%	19th	5-STARS
20	Societe Generale Ghana Plc	92%	20th	5-STARS
21	Ecobank Ghana Plc	91%	21st	5-STARS

BUSINESS BANKING BEST BANK IN SERVICE QUALITY

#	NAME	BANK PERFORMANCE	RANK	RATINGS
1	CalBank PLC	100%	1st	OVERALL BEST
2	Stanbic Bank Ghana Limited	100%	2nd	1ST RUNNER-UP

NET PROMOTER SCORE

#	NAME	BANK PERFORMANCE	RANK	RATINGS
1	Prudential Bank Limited	79%	1st	EXCEPTIONALLY GOOD

SERVICE QUALITY

#	NAME	BANK PERFORMANCE	RANK	RATINGS
1	CalBank PLC	100%	1st	5-STARS
2	Stanbic Bank Ghana Limited	100%	2nd	5-STARS
3	Access Bank (Ghana) Plc	100%	3rd	5-STARS
4	Standard Chartered Bank Ghana Plc	99%	4th	5-STARS
5	First National Bank (Ghana) Limited	99%	5th	5-STARS
6	Prudential Bank Limited	99%	6th	5-STARS
7	FBNBank (Ghana) Limited	98%	7th	5-STARS
8	OmniBSIC Bank Ghana Limited	98%	8th	5-STARS
9	United Bank for Africa (Ghana) Limited	96%	9th	5-STARS
10	Ecobank Ghana Plc	96%	10th	5-STARS
11	National Investment Bank Limited	96%	11th	5-STARS
12	Societe General Ghana Plc	95%	12th	5-STARS
13	Consolidated Bank Ghana Limited	92%	13th	5-STARS
14	First Atlantic Bank Limited	92%	14th	5-STARS
15	Guaranty Trust Bank (Ghana) Limited	92%	15th	5-STARS
16	Zenith Bank (Ghana) Limited	91%	16th	5-STARS

BEST BANK IN CUSTOMERSATISFACTION

#	NAME	BANK PERFORMANCE	RANK	RATINGS
1	CalBank PLC	100%	1st	OVERALL BEST

CUSTOMER SATISFACTION

#	NAME	BANK PERFORMANCE	RANK	RATINGS
1	CalBank PLC	100%	1st	5-STARS
2	Stanbic Bank Ghana Limited	99%	2nd	5-STARS
3	Prudential Bank Limited	98%	3rd	5-STARS
4	Ecobank Ghana Plc	98%	4th	5-STARS
5	Bank of Africa Ghana Limited	98%	5th	5-STARS
6	Zenith Bank (Ghana) Limited	97%	6th	5-STARS
7	Standard Chartered Bank Ghana Plc	97%	7th	5-STARS
8	National Investment Bank Limited	96%	8th	5-STARS
9	United Bank for Africa (Ghana) Limited	96%	9th	5-STARS
10	Consolidated Bank Ghana Limited	96%	10th	5-STARS
11	First National Bank (Ghana) Limited	94%	11th	5-STARS
12	FBNBank (Ghana) Limited	94%	12th	5-STARS
13	Guaranty Trust Bank (Ghana) Limited	94%	13th	5-STARS
14	OmniBSIC Bank Ghana Limited	93%	14th	5-STARS
15	First Atlantic Bank Limited	92%	15th	5-STARS
16	Universal Merchant Bank Limited	91%	16th	5-STARS
17	Societe Generale Ghana Plc	91%	17th	5-STARS
18	Access Bank (Ghana) Plc	91%	18th	5-STARS