## **QUALITY SURVEY 2025**

## **GENERAL SATISFACTION RESULTS**



TOPICS	AVERAGE SATISFACTION	
	1 Very dissatisfied	Very satisfied 5
		42
Website		4.3
The newsletter		4.5
Release management STEP2/RT1		4.4
Service communication		4.4
Incident management		4.2
Data analytics and reporting		4.3
Customer support		4.2
Customer portal		4.2
Business continuity and resilience testing		4.4
Participant provisioning STEP2/RT1		4.2
Release management EURO1/STEP1		4.4
Billing and invoicing		4.1
GENERAL AVERAGE SATISFACTION		4.3

NUMBER OF UNIQUE BANKS CONTACTED: 337 PARTICIPATED: 108 (32%)

- In total, the survey featured 12 topic areas which consisted of a general satisfaction questions and multiple specific questions.
- Survey participants received topic areas based on their service participation and contact role, i.e. not all respondents received all questions.

We thank all respondents for taking the time to participate in our survey. Your feedback is important to us and will help us to further improve our services for you.