

ABN AMRO Asset Based Finance Customer Satisfaction Results 2021

91%

of our clients agree that we are reliable

- Professional, friendly, flexible – ABN AMRO cares about our business.
- Regular contact with our Relationship Manager who knows our business well and ensures proactive, relevant assistance.

UK client*

2020 NPS score: 30

NPS stands for Net Promoter Score and it measures the loyalty of customers to a company. It ranks from -100 to +100, which means a positive number reflects the company has more **promoters** than detractors

- Customer-oriented and pragmatic with simple processes that save us time.
- ABN AMRO has a partnership approach which is both proactive and creative in expanding the business relationship.

DE client*

- ABN AMRO is close to its clients, constantly adapting to their needs.
- We are satisfied with ABN AMRO's support, very good commercial, client and financial follow-up. The long-term relationship is a real plus.

FRA client*

Key drivers:



ABN AMRO offers possibilities that meet my needs



I feel valued by ABN AMRO as a long-term partner



ABN AMRO is a partner in our sustainability transition

- The key contacts are experts, proactive and think along with you.
- We have been able to build a good relationship over time and are very satisfied with the way ABN AMRO approach problems and their speed of action.

NL client*

84%

of our clients think we are there when it matters

*Data retrieved from clients of ABN AMRO Commercial Finance and Lease (ABN AMRO Asset Based Finance)