



Private Businesses and Their Banks 2002: The Awards

3rd December 2002

Allied Irish Bank (GB) has won the Best Bank 2002 Award from the Forum of Private Business (FPB).

The award was made after more than 6,500 responses from UK business owners were analysed in the Private Businesses and Their Banks 2002 report from the FPB in conjunction with the University of Nottingham.

Nick Goulding, chief executive said, "In winning the award for an unprecedented five times, AIB has demonstrated an understanding of the needs of its business customer base which is unrivalled. Their performance sets a benchmark for other banks to emulate."

Aidan McKeon, Managing Director, Allied Irish Bank, commented, "We are delighted to have been voted Best Business Bank in Britain. Our advantage is that we are able to focus on providing quality services to small business by getting to know and understand their business and what they need from their bank."

FPB members judged Clydesdale Bank the Most Improved Bank 2002 and HSBC, the Best Clearing Bank 2002.

David Thorburn, chief operating officer of Clydesdale Bank said he was delighted that Clydesdale Bank has been recognised as Britain's most improved bank in the survey.

"This award reflects the broad range of improvements we have introduced at Clydesdale and we look forward to building on these improvements in the future."

John Rendall, head of business banking at HSBC Bank, said: "The FPB's findings confirm that not all banks are the same. At HSBC we concentrate on straightforward, transparent banking, delivered by highly experienced managers based in the communities they serve. It is a formula that appeals to businesses and we are delighted to have been voted 'Best Clearing Bank for Small Businesses'."

Nick Goulding says:

"The report indicates a small improvement in the overall assessment of UK bank performance as perceived by small businesses. Key messages for the future emerge from the steep increase in electronic banking and a clear message concerning the advantages of negotiation over 'off the peg' relationships."

Ends

NOTES TO EDITORS

FPB's mission is to influence laws and policies that affect private businesses and support members' profitability. The FPB is the only small business organisation whose policies are always determined by its members through research, including a unique Referendum postal ballot.

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