



Allied Irish Bank (GB) comes top again in comprehensive UK banking survey
27th November 2000

Allied Irish Bank (GB) has today been named Best Business Bank for the fourth consecutive time in the Forum of Private Business's (FPB) comprehensive survey into the strength of service offered by banks to private businesses.

The FPB report, *Private Businesses and Their Banks 2000*, is a biennial survey of tens of thousands of British businesses and shows that Allied Irish Bank (GB) has maintained its No. 1 position over other major UK banks since 1994.

Aidan McKeon, General Manager of Allied Irish Bank (GB) and Managing Director AIB Group (UK) p.l.c., commented: "While we are delighted to win this award for the fourth time, we are far from complacent. We continue to listen closely to our customers and to invest in the cornerstones of our business: recruiting, training and retaining quality people; building 'true' business relationships; and ongoing commitment to maintaining short lines of decision making. At the same time, we are exploiting technology to make our service as customer-responsive and efficient as possible."

Allied Irish Bank (GB), one of the forerunners in relationship banking, scores highest in the survey for knowledge and understanding. The bank also scored highly on efficiency, reliability and customer satisfaction.

Mr. McKeon continued: "We recognise that business customers have particular needs and concerns and we are always striving to ensure that our customers receive a continually improved service. We shall look carefully at this survey and liaise with our customers to further strengthen our service."

Stan Mendham, Chief Executive of the FPB commented: "The FPB congratulates Allied Irish Bank (GB) on being voted Best Business Bank in Britain for the fourth time. It is clear from the results that Allied Irish maintains strong and close relationships with their customers and really knows about their businesses."

Table of Performance Indices by Bank		
Bank	2000	Significantly higher than:-
Allied Irish Bank (GB)	58.6	Bank of Scotland, Barclays, Clydesdale, Co-op, Lloyds/TSB, Nat West
Fleming	58.2	Bank of Scotland, Barclays, Clydesdale, Co-op, Lloyds/TSB, Nat West
RBS	57.8	Bank of Scotland, Barclays, Clydesdale, Co-op, Lloyds/TSB, Nat West
Midland /HSBC	57.6	Clydesdale, Lloyds/TSB, Nat West
Yorkshire	54.5	-

Co-op	54.3	Clydesdale
Barclays	54.1	Clydesdale
Lloyds /TSB	54.1	Clydesdale
Nat West	53.2	-
Bank of Scotland	52.9	-
Clydesdale	47.8	-

Banks Ranked on Key Performance Indicators			
Bank	Basic Product	Knowledge/ Understanding	Efficiency
Allied Irish Bank	3.54 (1)	3.47 (1)	3.98 (2)
RBS	3.50 (2)	3.29 (2)	3.81 (5)
HSBC	3.42 (3)	3.11 (3)	3.84 (4)
Barclays	3.36 (4)	3.03 (4)	3.73 (7)
Yorkshire	3.27 (5)	2.67 (11)	3.74 (6)
Lloyds/TSB	3.25 (6)	2.95 (6)	3.66 (8)
Nat West	3.22 (7)	2.95 (5)	3.62 (9)
B of S	3.21 (8)	2.92 (7)	3.60 (10)
Co-op	3.07 (9)	2.83 (9)	3.93 (3)
Clydesdale	2.97 (10)	2.68 (10)	3.34 (11)
Fleming	2.87 (11)	2.88 (8)	4.16 (1)

Key: 1 = very poor, 5 = very good (the higher the score, the better)