CSISG Quarter 1

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2016-2017 Year-on-Year Change / % Change	SECTOR / Sub-sector / Company Measured
68.5	68.1	65.8	68.2	70.6	69.1	72.2	69.6	70.0	71.7	72.1	+0.37 (+0.5%)	**RETAIL (Sector)**
68.7	66.3	65.5	70.0	70.8	70.3	75.2	68.4	68.6	70.2	71.2	+0.95 (+1.4%)	*Department Stores (Sub-sector)*
69.3	66.0	66.2	76.7	72.5	74.1	79.8	71.4	71.7	73.2	73.6	+0.36 (+0.5%)	DFS
69.8	66.6	66.4	70.0	71.6	71.9	75.2	69.5	70.9	71.7	72.1	+0.44 (+0.6%)	Takashimaya
68.4	67.2	65.3	67.0	72.0	69.7	75.0	69.4	69.4	71.2	72.1	+0.93 (+1.3%)	Robinsons
NM	NM	64.5	68.1	70.4	68.6	75.1	68.0	67.0	69.1	71.7	+2.62 (+3.8%)	Metro
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.8	71.2	+0.39 (+0.6%)	BHG
NM	67.0	65.0	67.0	70.6	68.5	76.2	69.7	70.8	71.0	70.9	−0.14 (−0.2%)	Isetan
NM	NM	65.5	70.2	71.8	71.9	75.8	67.9	67.3	68.6	70.1	+1.49 (+2.2%)	Tangs
NM	NM	62.9	67.0	66.4	69.3	70.7	66.7	69.4	NM	69.2	NA NA	OG
67.5	65.7	64.4	64.6	68.3	67.0	73.0	66.0	65.8	67.5	70.3	+2.77 (+4.1%)	Other department stores
66.6	63.3	64.1	65.4	67.9	67.9	70.0	71.1	70.6	71.5	72.4	+0.90 (+1.3%)	*Supermarkets (Sub-sector)*
68.9	64.6	64.7	65.4	66.3	68.5	71.4	70.9	70.7	71.7	73.1	+1.41 (+2.0%)	NTUC FairPrice
NM	64.0	63.8	65.8	68.0	67.0	66.8	71.6	69.4	71.9	72.4	+0.50 (+0.7%)	Sheng Siong
67.3	63.9	64.4	67.1	69.0	67.9	69.5	71.7	71.6	72.5	72.3	−0.26 (−0.4%)	Cold Storage
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.1	71.6	+0.43 (+0.6%)	Giant
65.3	59.9	63.7	64.9	68.1	65.5	66.3	69.2	67.3	67.6	70.0	+2.45 (+3.6%)	Other supermarkets
68.7	67.2	66.1	66.4	68.5	70.0	71.5	69.2	69.3	71.9	72.5	+0.63 (+0.9%)	*Fashion Apparels (Sub-sector)*
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	75.5	+5.88 (+8.4%)	Zara
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	73.6	NA NA	Adidas
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.8	73.2	−1.53 (−2.0%)	Bossini
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.1	72.9	−0.16 (−0.2%)	G2000
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.5	72.4	−2.09 (−2.8%)	Uniqlo
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	NA NA	Esprit
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.9	71.9	+2.02 (+2.9%)	Cotton On
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.5	71.7	+0.20 (+0.3%)	Giordano
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.0	71.2	−2.82 (−3.8%)	Hang Ten
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.5	71.1	−1.35 (−1.9%)	H&M
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.4	72.7	+1.30 (+1.8%)	Other fashion apparels stores
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.1	71.4	+0.35 (+0.5%)	*e-Commerce (Sub-sector)*
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.2	73.7	+0.54 (+0.7%)	Zalora
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.0	73.1	+1.09 (+1.5%)	Groupon
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.6	72.6	+1.06 (+1.5%)	Ebay
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.0	71.7	−0.24 (−0.3%)	Taobao/Tmall
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.3	71.5	+1.27 (+1.8%)	Qoo10
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.6	71.4	+0.84 (+1.2%)	Carousell
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.3	70.0	+0.70 (+1.0%)	Amazon
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	69.2	NA NA	Other e-Commerce
67.4	67.2	66.4	64.4	64.3	65.9	67.7	66.8	67.4	68.5	69.6	+1.10 (+1.6%)	**INFO-COMMUNICATIONS (Sector)**
NM	67.5	66.6	64.7	64.5	66.3	67.7	67.2	68.4	69.2	70.2	+1.08 (+1.6%)	*Mobile Telecom (Sub-sector)*
68.2	66.8	66.3	63.5	64.5	65.6	69.3	68.1	69.4	72.0	73.0	+0.95 (+1.3%)	Singtel
67.4	69.1	68.0	65.7	64.1	66.6	66.8	67.2	69.0	67.5	69.2	+1.75 (+2.6%)	StarHub
66.5	66.0	64.8	65.7	65.3	68.0	64.3	64.4	63.9	65.0	66.6	+1.62 (+2.5%)	M1
NM	65.7	65.2	63.6	62.9	64.2	67.5	65.3	64.9	67.0	68.2	+1.14 (+1.7%)	*Broadband (Sub-sector)*
66.8	65.3	66.1	63.8	63.7	64.4	67.5	65.8	66.9	67.0	68.2	+1.22 (+1.8%)	StarHub
66.6	65.3	60.3	65.6	63.7	63.9	64.3	66.2	66.2	67.5	68.2	+0.71 (+1.1%)	M1
67.6	66.1	65.1	63.1	62.2	64.0	67.7	65.1	64.1	66.9	68.0	+1.16 (+1.7%)	Singtel
NM	NM	NM	NM	NM	NM	NM	66.5	65.1	66.6	67.4	+0.75 (+1.1%)	*PayTV (Sub-sector)*
NM	NM	NM	NM	NM	NM	NM	67.0	66.6	67.7	67.6	−0.04 (−0.1%)	StarHub
NM	NM	NM	NM	NM	NM	NM	65.0	64.4	65.8	66.9	+1.09 (+1.7%)	Singtel
NM	NM	NM	NM	NM	NM	NM	61.5	59.6	69.6	70.3	+0.73 (+1.1%)	*Wireless@SG (Sub-sector)*

NM Not Measured
NA Not Appilcable   Customer Satisfaction scores are based on a 0 to 100 scale.

CSISG Quarter 2

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2016–2017 Year-on-Year Change	/ % Change	SECTOR / *Sub-sector* / Company Measured
NM	NM	NM	NM	NM	NM	NM	NM	72.8	75.5	74.4	−1.10	(−1.5%)	AIR TRANSPORT (Sector)
69.7	71.9	72.6	71.8	73.2	74.6	77.1	73.3	73.2	73.5	74.2	+0.66	(+0.9%)	*Full Service Airlines (Sub-sector)*
73.9	74.6	75.7	79.3	76.6	77.8	79.4	74.9	76.1	76.7	77.5	+0.79	(+1.0%)	Singapore Airlines
70.0	70.2	70.1	69.0	72.4	72.9	74.1	71.7	69.4	71.9	73.6	+1.71	(+2.4%)	Qantas
NM	68.1	70.4	68.4	72.3	68.9	76.5	71.4	70.5	71.7	72.8	+1.19	(+1.7%)	SilkAir
68.9	70.0	71.4	71.7	72.9	73.2	76.3	73.3	73.0	73.3	74.2	+0.92	(+1.3%)	Cathay Pacific Airways
NM	74.4	71.3	71.6	74.5	76.5	76.1	73.0	73.3	74.1	75.1	+1.08	(+1.5%)	Emirates
NM	NM	NM	NM	NM	NM	NM	NM	NM	75.1	76.1	+0.91	(+1.2%)	Garuda Indonesia
64.8	66.7	67.0	65.8	69.2	68.2	70.6	69.8	69.3	70.8	71.5	+0.67	(+0.9%)	Other airlines
NM	63.6	59.0	59.5	65.7	62.7	67.5	68.3	68.3	69.5	71.2	+1.69	(+2.4%)	*Budget Airlines (Sub-sector)*
NM	NM	NM	NM	NM	63.2	66.0	65.2	65.8	68.6	70.4	+1.79	(+2.6%)	Tigerair
NM	NM	NM	NM	NM	62.2	66.9	68.0	67.5	70.3	72.0	+1.70	(+2.4%)	Jetstar Asia
NM	NM	NM	NM	NM	61.9	68.3	66.9	68.0	69.9	71.6	+1.66	(+2.4%)	AirAsia
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.2	71.8	+3.61	(+5.3%)	Scoot
NM	NM	NM	NM	NM	63.7	70.3	71.5	70.3	70.9	70.8	−0.14	(−0.2%)	Other budget airlines
NM	NM	71.6	73.7	78.6	72.8	85.5	75.4	75.1	81.4	77.1	−4.23	(−5.2%)	*Airport (Sub-sector)*
NM	NM	NM	NM	NM	NM	NM	NM	63.3	66.8	67.8	+0.99	(+1.5%)	LAND TRANSPORT (Sector)
69.9	67.8	67.0	64.1	67.8	61.9	64.1	59.7	62.0	66.4	64.8	−1.60	(−2.4%)	*MRT System (Sub-sector)*
69.3	67.7	67.3	63.8	67.6	61.5	63.3	59.6	61.5	66.3	64.6	−1.73	(−2.6%)	SMRT Trains
69.9	68.2	66.3	65.5	69.0	63.2	67.3	60.3	63.9	66.5	65.1	−1.34	(−2.0%)	SBS Transit Trains
64.3	64.0	62.9	61.1	66.4	61.6	60.6	58.5	60.9	62.7	64.9	+2.23	(+3.6%)	*Public Buses (Sub-sector)*
63.8	64.7	64.4	61.9	66.6	63.9	62.2	60.5	62.2	64.4	66.6	+2.20	(+3.4%)	SMRT Buses
65.3	63.8	62.2	58.9	66.3	60.8	60.1	57.7	60.4	61.9	64.0	+2.04	(+3.3%)	SBS Transit Buses
67.1	64.7	64.4	64.4	66.6	64.3	67.3	63.2	65.9	70.0	71.8	+1.85	(+2.6%)	*Taxi Services (Sub-sector)*
67.4	63.1	64.1	64.2	66.6	64.4	65.5	62.9	65.6	69.3	71.4	+2.13	(+3.1%)	ComfortDelGro Taxis
NM	66.0	63.9	63.8	66.6	63.6	70.5	63.5	66.2	70.1	71.8	+1.67	(+2.4%)	SMRT Taxis
NM	NM	NM	65.4	67.8	64.6	69.4	64.3	67.4	71.9	73.4	+1.58	(+2.2%)	Transcab
NM	NM	NM	65.4	65.3	62.7	72.0	65.1	66.9	72.2	73.3	+1.09	(+1.5%)	Premier
NM	NM	NM	NM	NM	NM	NM	59.5	62.3	68.5	69.3	+0.79	(+1.2%)	Prime
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.8	69.3	+0.52	(+0.8%)	*Transport Booking Apps (Sub-sector)*
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.0	69.5	+0.46	(+0.7%)	Grab
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.7	70.4	+0.73	(+1.0%)	Uber
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.0	68.3	+0.32	(+0.5%)	ComfortDelGro
NM	NM	NM	NM	NM	NM	NM	NM	NM	67.2	67.5	+0.35	(+0.5%)	Other transport booking apps

NM Not Measured
NA Not Applicable

Customer Satisfaction scores are based on a 0 to 100 scale.

2015 was the first year of measure for the Air Transport and Land Transport sectors. Previously, they were measured as one sector (i.e., the Transport & Logistics sector).

The following sectors were removed from CSISG measurement in 2017: Logistics, Public Education, Private Education.

CSISG Quarter 3

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2016–2017 Year-on-Year Change / % Change		SECTOR / Sub-sector / Company Measured
67.7	65.4	65.0	65.1	67.5	67.7	70.3	65.8	67.1	70.1	71.7	+1.68	(+2.4%)	FOOD & BEVERAGE (Sector)
67.5	67.4	65.8	66.5	68.4	68.2	71.7	64.1	66.2	69.8	71.5	+1.76	(+2.5%)	Restaurants (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.2	72.0	+1.72	(+2.5%)	Swensen's
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.1	72.0	+0.88	(+1.2%)	Tung Lok Signatures
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.8	71.2	+1.40	(+2.0%)	Sakae Sushi
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.8	69.9	−0.83	(−1.2%)	Dian Xiao Er
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	72.6	+2.54	(+3.6%)	Jack's Place
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	71.4	+1.85	(+2.7%)	Seoul Garden
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.3	71.4	+3.16	(+4.6%)	Imperial Treasure Noodle & Congee
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.9	72.6	+1.66	(+2.3%)	Crystal Jade Kitchen
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.7	70.6	+0.85	(+1.2%)	Crystal Jade La Mian Xiao Long Bao
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	72.3	+2.34	(+3.3%)	Nando's
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.4	73.5	+2.06	(+2.9%)	Boon Tong Kee
NM	NM	NM	NM	NM	NM	NM	NM	70.0	71.2	72.7	+1.53	(+2.1%)	Sushi Tei
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.3	73.0	+1.70	(+2.4%)	Din Tai Fung
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.7	71.1	−0.62	(−0.9%)	Fish & Co
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	72.3	+2.36	(+3.4%)	Ajisen Ramen
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	70.6	+0.48	(+0.7%)	Manhattan Fish Market
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	73.4	+3.38	(+4.8%)	Astons
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.4	73.5	+3.08	(+4.4%)	Thai Express
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.3	69.6	+0.26	(+0.4%)	Xin Wang Hong Kong Cafe
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.6	71.1	+0.51	(+0.7%)	Pizza Hut
NM	67.9	65.7	66.8	68.1	68.0	71.8	63.4	67.8	68.0	70.9	+2.92	(+4.3%)	Other restaurants
68.4	64.4	64.2	62.4	67.6	68.2	67.9	69.0	69.4	70.7	71.7	+0.92	(+1.3%)	Fast Food Restaurants (Sub-sector)
69.4	62.9	65.8	63.4	65.9	68.9	67.6	71.6	72.2	72.3	72.7	+0.35	(+0.5%)	McDonalds
NM	65.3	62.9	61.1	68.2	68.2	66.8	67.9	67.5	70.4	70.4	+0.09	(+0.1%)	KFC
66.5	64.7	63.6	62.0	70.3	67.5	68.9	69.6	67.6	71.0	72.9	+1.88	(+2.6%)	Burger King
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.5	71.6	+2.09	(+3.0%)	Mos Burger
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.8	70.7	+1.92	(+2.8%)	Subway
68.2	67.1	62.3	61.1	70.4	66.1	69.6	62.6	64.3	67.9	70.3	+2.37	(+3.5%)	Other fast food restaurants
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	71.9	NA	NA	Cafes & Coffee Houses (Sub-sector)
NM	68.1	67.0	64.3	68.0	68.8	73.4	69.1	70.1	72.7	73.2	+0.53	(+0.7%)	Starbucks
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	70.3	+0.68	(+1.0%)	Toast Box
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	70.2	+0.05	(+0.1%)	Ya Kun
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	72.2			Other cafes & coffee houses
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	73.6	NA	NA	Snack Bars & Food Kiosks (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	72.6	NA	NA	Old Chang Kee
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	71.0	NA	NA	Jollibean
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	74.2	NA	NA	Other snack bars & food kiosks
71.0	68.6	67.1	69.3	73.5	70.0	74.5	69.1	69.4	71.1	74.2	+3.14	(+4.4%)	TOURISM (Sector)
71.5	71.0	67.9	70.3	75.3	72.6	79.8	72.6	70.3	72.8	73.3	+0.43	(+0.6%)	Attractions (Sub-sector)
72.3	70.4	67.5	70.3	74.5	73.1	78.1	71.6	71.6	74.3	74.9	+0.59	(+0.8%)	Sentosa
NM	NM	NM	NM	72.6	70.1	76.2	70.1	70.7	72.6	73.9	+1.30	(+1.8%)	Jurong Bird Park
NM	NM	NM	NM	76.6	70.8	78.7	70.8	71.6	73.3	74.5	+1.17	(+1.6%)	Singapore Zoo
NM	NM	NM	NM	73.2	71.7	76.1	70.7	70.7	72.2	71.1	−1.11	(−1.5%)	Night Safari
NM	NM	NM	NM	NM	NM	NM	NM	71.4	72.3	72.8	+0.44	(+0.6%)	River Safari
NM	NM	NM	NM	75.7	74.9	81.6	73.2	71.0	73.1	71.9	−1.20	(−1.6%)	Universal Studios
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	70.4	+0.32	(+0.5%)	Singapore Discovery Centre
NM	NM	NM	NM	NM	NM	NM	NM	69.9	71.1	71.8	+0.61	(+0.9%)	Adventure Cove
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	73.2	NA	NA	Singapore Flyer
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	73.2	+1.03	(+1.4%)	Gardens By The Bay
NM	NM	NM	NM	NM	NM	NM	NM	72.1	72.8	73.4	+0.61	(+0.8%)	S.E.A. Aquarium
70.7	70.8	67.9	70.8	75.8	71.5	79.3	69.1	68.7	70.5	71.2	+0.73	(+1.0%)	Other attractions
73.5	71.4	68.9	74.1	74.5	70.1	77.5	69.4	70.8	72.5	74.4	+1.88	(+2.6%)	Hotels (Sub-sector)
NM	74.6	74.4	78.0	79.9	72.8	80.5	69.6	70.3	73.0	74.2	+1.17	(+1.6%)	Grand Hyatt
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.9	72.1	−1.85	(−2.5%)	Marina Mandarin
NM	71.6	73.5	77.7	79.8	73.1	80.7	71.2	72.0	73.3	72.2	−1.12	(−1.5%)	Mandarin Orchard
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.9	73.5	−0.34	(−0.5%)	Pan Pacific Singapore
NM	76.5	74.4	78.2	80.5	73.7	84.4	72.9	73.1	75.6	72.8	−2.79	(−3.7%)	Shangri-La
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	73.7	NA	NA	Hotel Michael
NM	76.9	78.0	83.6	81.3	75.4	83.4	72.8	72.6	74.9	75.1	+0.27	(+0.4%)	The Ritz-Carlton
NM	NM	NM	NM	NM	NM	NM	NM	NM	66.8	70.6	+3.77	(+5.6%)	Fragrance Hotel
NM	NM	NM	NM	NM	NM	NM	NM	NM	67.8	69.5	+1.65	(+2.4%)	Hotel 81
NM	NM	NM	NM	NM	75.5	84.1	74.4	74.3	77.2	74.6	−2.65	(−3.4%)	Marina Bay Sands
NM	70.3	65.8	72.1	72.7	68.5	74.8	68.1	69.7	72.5	74.9	+2.38	(+3.3%)	Other hotels

NM Not Measured
NA Not Applcable

Customer Satisfaction scores are based on a 0 to 100 scale.
2017 was the first year of measure for the Cafes & Coffee Houses and Snack Bars & Food Kiosks Sub-sectors. Previously, they were measured as one sub-sector (i.e., the Cafes, Coffee Houses, & Snack Bars Sub-sector).
The following sectors were removed from CSISG measurement in 2017: Bars & Pubs, Food Courts, Travel & Tour Services, and Online Travel Agencies.

CSISG Quarter 4

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2016–2017 Year-on-Year Change / % Change		SECTOR / Sub-sector / Company Measured
68.4	67.0	68.2	66.6	68.5	71.7	69.1	72.4	70.9	72.4	73.4	+1.05	(+1.5%)	**FINANCE & INSURANCE (Sector)**
68.5	67.6	69.1	66.7	69.1	71.8	69.4	72.2	71.1	72.9	74.1	+1.27	(+1.7%)	*Banks (Sub-sector)*
NM	69.0	70.1	68.2	68.3	74.5	70.2	75.7	70.6	72.5	73.9	+1.35	(+1.9%)	Citibank
66.8	67.3	66.0	65.1	71.1	69.1	71.9	75.8	71.6	73.1	74.5	+1.41	(+1.9%)	DBS
NM	69.4	72.7	67.1	67.9	74.0	69.7	69.5	69.7	71.3	72.8	+1.55	(+2.2%)	HSBC
NM	NM	NM	67.3	67.4	70.8	69.0	68.2	71.9	72.5	73.6	+1.12	(+1.5%)	Maybank
68.7	67.0	68.5	65.3	68.5	69.0	71.3	71.8	71.6	72.9	73.8	+0.91	(+1.2%)	OCBC
NM	NM	NM	68.2	65.7	73.5	70.1	71.2	71.3	71.9	73.1	+1.19	(+1.7%)	Standard Chartered
68.6	66.9	71.5	67.1	68.4	71.2	71.4	71.6	70.8	71.7	72.4	+0.67	(+0.9%)	UOB
69.9	68.1	68.8	68.0	66.9	72.1	68.8	67.0	70.1	70.8	72.0	+1.26	(+1.8%)	Other banks
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.7	71.9	+1.22	(+1.7%)	*Credit Cards (Sub-sector)*
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	72.8	+0.72	(+1.0%)	American Express
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	72.4	+0.33	(+0.5%)	Citibank
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.9	72.3	+1.45	(+2.0%)	DBS
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.4	71.4	+1.06	(+1.5%)	HSBC
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.7	72.0	+1.27	(+1.8%)	Maybank
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	71.5	+1.56	(+2.2%)	OCBC
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.7	72.0	+1.30	(+1.8%)	UOB
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.0	70.6	+1.61	(+2.3%)	Other credit cards
NM	NM	NM	65.8	67.3	67.8	69.1	72.4	70.2	70.8	71.9	+1.04	(+1.5%)	*Health & Medical Insurance (Sub-sector)*
NM	NM	NM	NM	NM	71.1	73.4	69.7	70.5	72.2		+1.65	(+2.3%)	AIA
NM	NM	NM	65.4	66.8	70.3	67.5	72.0	69.4	70.1	71.1	+0.98	(+1.4%)	Great Eastern
NM	NM	NM	66.0	67.3	70.2	68.4	72.6	70.2	71.4	72.1	+0.72	(+1.0%)	NTUC Income
NM	NM	NM	64.8	67.9	69.5	68.7	73.2	70.0	70.7	72.2	+1.50	(+2.1%)	Prudential
NM	NM	NM	67.2	67.9	66.5	69.4	71.8	70.6	71.3	71.7	+0.37	(+0.5%)	Other health & medical insurers
NM	65.7	66.6	66.2	66.7	70.6	66.1	73.6	70.6	71.6	72.5	+0.86	(+1.2%)	*Life Insurance (Sub-sector)*
NM	65.0	65.3	66.2	66.2	70.7	69.8	75.2	71.5	72.8	73.1	+0.31	(+0.4%)	AIA
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.1	70.1	+1.02	(+1.5%)	Aviva
NM	64.7	67.4	64.9	66.7	72.8	69.5	75.2	72.1	73.2	74.4	+1.18	(+1.6%)	Great Eastern
NM	64.3	67.8	65.0	67.4	70.0	64.8	73.3	70.5	71.3	72.4	+1.05	(+1.5%)	NTUC Income
NM	64.5	66.9	67.0	66.1	70.1	67.5	73.9	69.7	71.1	72.0	+0.96	(+1.4%)	Prudential
NM	68.3	66.2	67.2	66.6	69.1	61.5	71.5	69.5	70.2	71.1	+0.85	(+1.2%)	Other life insurers
NM	66.7	64.8	67.1	67.3	69.8	70.2	71.5	70.5	71.8	72.4	+0.66	(+0.9%)	*Motor & Personal Insurance (Sub-sector)*
NM	66.2	64.9	67.4	66.2	71.4	69.5	75.0	71.0	72.2	73.0	+0.84	(+1.2%)	AIG
NM	67.9	64.8	66.9	66.7	69.7	68.6	72.4	71.2	72.6	73.0	+0.42	(+0.6%)	AXA
NM	67.8	64.6	66.7	66.8	70.0	69.3	73.9	71.1	72.3	73.1	+0.81	(+1.1%)	NTUC Income
NM	66.2	64.8	67.1	68.0	69.1	71.3	69.8	70.3	71.2	71.8	+0.58	(+0.8%)	Other motor & personal insurers
67.7	67.6	68.9	68.6	66.6	71.3	69.9	71.0	69.6	71.0	71.8	+0.85	(+1.2%)	**HEALTHCARE (Sector)**
NM	65.4	65.9	62.3	62.1	66.6	65.9	68.9	69.6	70.3	71.0	+0.71	(+1.0%)	*Polyclinics (Sub-sector)*
NA	NA	NA	NA	NA	NA	NA	NA	NA	Note 1	70.4	NA	NA	NHG
NA	NA	NA	NA	NA	NA	NA	NA	NA	Note 1	72.2	NA	NA	NUP
NA	NA	NA	NA	NA	NA	NA	NA	NA	Note 1	70.8	NA	NA	SingHealth
72.8	69.9	72.4	68.7	69.0	72.7	72.2	71.6	72.0	73.2	74.4	+1.15	(+1.6%)	*Private Hospitals (Sub-sector)*
NM	NM	NM	68.1	67.7	72.5	71.6	70.8	71.5	73.6	74.2	+0.61	(+0.8%)	Gleneagles
NM	69.1	72.3	68.3	70.4	71.1	72.1	70.3	72.6	74.3	75.4	+1.09	(+1.5%)	Mount Alvernia
NM	NM	NM	68.6	70.5	72.4	73.0	71.9	72.5	73.1	74.7	+1.64	(+2.2%)	Mount Elizabeth Orchard
NM	NM	NM	NM	NM	NM	NM	NM	71.0	72.7	73.9	+1.24	(+1.7%)	Mount Elizabeth Novena
NM	NM	NM	69.6	68.4	74.3	69.9	72.1	71.7	74.2	74.2	+0.05	(+0.1%)	Parkway East
NM	71.3	73.0	69.0	68.4	73.7	73.6	72.4	72.2	73.5	74.6	+1.04	(+1.4%)	Raffles
NM	69.4	73.3	69.7	66.9	72.8	69.5	71.4	71.7	71.2	73.7	+2.45	(+3.4%)	Thomson Medical
NM	68.4	67.1	67.0	66.1	70.5	69.0	69.3	68.6	70.0	70.7	+0.68	(+1.0%)	*Restructured Hospitals (Sub-sector)*
NM	68.4	66.8	67.4	63.6	74.2	66.4	68.3	NM	68.5	70.3	+1.76	(+2.6%)	Alexandra
NM	68.3	64.9	64.9	66.0	70.7	68.2	70.0	70.5	70.9	71.5	+0.66	(+0.9%)	Changi General
NM	NM	NM	67.2	65.7	72.9	71.6	68.9	69.7	70.9	71.4	+0.51	(+0.7%)	Khoo Teck Puat
NM	70.2	66.2	67.4	63.9	70.6	69.1	69.2	70.6	71.2	71.8	+0.63	(+0.9%)	KK Women's & Children's
NM	NM	NM	NM	NM	NM	NM	NM	69.0	70.1	70.8	+0.69	(+1.0%)	Ng Teng Fong
NM	68.3	66.0	66.2	68.4	69.4	69.8	69.6	68.4	69.8	71.0	+1.20	(+1.7%)	National University
NM	69.4	69.4	68.2	65.1	69.1	67.4	68.9	66.7	67.3	68.6	+1.26	(+1.9%)	Singapore General
NM	67.0	67.2	67.0	66.6	72.7	69.6	69.7	68.8	69.9	70.7	+0.75	(+1.1%)	Tan Tock Seng
68.7	67.8	68.0	67.2	69.1	69.9	70.7	71.1	70.2	71.8	72.9	+1.09	(+1.5%)	**SINGAPORE NATIONAL**

NM Not Measured
NA Not Applicable

Customer Satisfaction scores are based on a 0 to 100 scale.

Note 1: All existing polyclinics were regrouped into 3 clusters namely NHG, NUP & SingHealth from 2017. Thus, there will be no year-on-year trends at company level.