

2017 Q4 SCORES FINANCE & INSURANCE AND HEALTHCARE

HOW WELL DID COMPANIES SATISFY THEIR CUSTOMERS?

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• 73.4 Finance & Insurance
                                      71.9 Credit Cards
                                                                        •••• 71.8 Healthcare
                                      72.8 American Express
                                      •• 72.4 Citibank
   74.1 Banks
                                                                        •••• 74.4 Private Hospitals*
                                      •• 72.3 DBS
  •• 74.5 DBS
                                                                        75.4 Mount Alvernia
   73.9 Citibank
                                      → 72.0 Maybank
                                                                        •••• 74.7 Mount Elizabeth Orchard
                                      → 72.0 UOB
  → 73.8 OCBC
                                                                        74.6 Raffles
   73.6 Maybank
                                      → 71.5 OCBC
                                                                        74.2 Gleneagles
  73.1 Standard Chartered
                                      •• 71.4 HSBC
72.8 HSBC
                                                                        74.2 Parkway East
                                      → 70.6 Other credit cards
72.4 UOB
                                                                          73.9 Mount Elizabeth Novena
72.0 Other banks
                                                                        73.7 Thomson Medical
                                    71.9 Health & Medical Insurance
                                    72.2 Prudential
     72.5 Life Insurance
                                   72.2 AIA
                                                                        71.0 Polyclinics
74.4 Great Eastern
                                    72.1 NTUC Income
                                                                           • 72.2 NUP
73.1 AIA
                                   71.1 Great Eastern
                                                                            • 70.8 SingHealth
   72.4 NTUC Income
                                   71.7 Other health & medical insurers
                                                                            • 70.4 NHG
  72.0 Prudential
  •• 70.1 Aviva
                                                                        •••• 70.7 Restructured Hospitals
     71.1 Other life insurers
                                                                        71.8 KK Women's & Children's
                                                                         71.5 Changi General
72.4 Motor & Other Personal Insurance
73.1 NTUC Income
                                                                        71.4 Khoo Teck Puat
73.0 AXA
                                                                        71.0 National University
73.0 AIG
                                                                          70.8 Ng Teng Fong
71.8 Other motor & personal insurers
                                                                        70.7 Tan Tock Seng
                                                                           → 70.3 Alexandra
                                                                        68.6 Singapore General
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This chart summarises the results of the CSISG 2017 satisfaction scores in the Finance & Insurance and Healthcare sectors at the sector, sub-sector and company levels.

The sector scores (in gold) represents a weighted average of their respective sub-sector scores (in blue). Satisfaction scores for sub-sectors with individual company scores are weighted averages of these individual company scores.

All scores displayed are accurate to one-decimal place. Entities are presented in decreasing levels of satisfaction.

- * Companies indicated with an asterisk(*) are companies that have performed significantly above their sub-sector average.
- * Sub-sectors indicated with an asterisk(*) are sub-sectors that have performed significantly above their sector average.

The sparklines indicate the satisfaction score of their respective sectors, sub-sectors and companies over the past few years.

statistically significant increase in customer satisfaction from 2016 to 2017

statistically significant decrease in customer satisfaction from 2016 to 2017

no significant year-on-year change in customer satisfaction score