

Overall Net Promoter Score®

NatWest

Retail Banking

Q4 2023	Q4 2022
21	22

Source: Strategic NPS benchmarking study run through InMoment, England & Wales, 12-month rolling

Business Banking

Q4 2023	Q4 2022
-8	-6

Source: MarketVue Business Banking from Savanta, England & Wales, Businesses with a turnover up to £750k, 12-month rolling

Commercial Mid-Market Banking

Q4 2023	Q4 2022
8	16

Source: MarketVue Business Banking from Savanta, England & Wales, Businesses with a turnover above £750k, 12-month rolling

Royal Bank of Scotland

Retail Banking

Q4 2023	Q4 2022
18	10

Source: Strategic NPS benchmarking study run through InMoment, Scotland, 12-month rolling

Business Banking

Q4 2023	Q4 2022
-5	-6

Source: MarketVue Business Banking from Savanta, Scotland, Businesses with a turnover up to £750k, 12-month rolling

Commercial Mid-Market Banking

Q4 2023	Q4 2022
7	12

Source: MarketVue Business Banking from Savanta, Scotland, Businesses with a turnover above £750k, 12-month rolling

Retail Banking - key measures

Account opening

Q4 2023	Q4 2022
34	32

Source: NatWest Strategic NPS benchmarking study run through InMoment, Current Account & Savings Account opening, England & Wales, 12-month rolling

Mortgages

Q4 2023	Q4 2022
23	24

Source: NatWest Strategic NPS benchmarking study run through InMoment, England & Wales, 12-month rolling

Mobile banking

Q4 2023	Q4 2022
47	49

Source: NatWest Strategic NPS benchmarking study run through InMoment, England & Wales, 12-month rolling

Online banking

Q4 2023	Q4 2022
31	33

Source: NatWest Strategic NPS benchmarking study run through InMoment, England & Wales, 12-month rolling