

Cash Management Survey 2023: Methodology

Overview

Euromoney surveys cash managers, treasurers and financial officers worldwide to rank and assess their top provider(s) of cash management services. The survey is split into separate questionnaires for non-financial and financial institutions.

Respondents:

- indicate which banks they use most for their cash management services
- rate their most used cash managers from 'Very good' to 'Very poor' across various service categories.

Survey for Non-Financial Institutions

Market Leader Rankings

Voting

Respondents are asked to vote for their cash management provider(s) based on their remit and related ability to vote on behalf of their company's use of cash management.

Companies can respond more than once, but only for separate territories or regions where they have cash management operations.

If more than one vote is received for an individual territory or region from the same company, where possible, the respondents will be contacted and their votes aggregated into one response. If this is not possible, the most senior person's response will be counted.

Scoring

Each voter's nominated top bank is awarded five points, second place four points, third place three points, fourth place two points and fifth place one point. These scores are then totalled for each bank in each territory, region and globally.

Final scores for the above mentioned groups are then further adjusted by a factor, calculated by the gross sales of the respondents. In addition, a geographical normalisation will be applied using a calculated weighting.

For any ranking to be published, a minimum of at least 10 votes per bank is required.

Best in Service (CSAT) Rankings

Voting

Service categories are assigned a qualitative designation of "Very poor", "Somewhat poor", "Neither good nor poor", "Somewhat good" and "Very good", which are assigned numeric values of 1 to 5.

Scoring

We perform a calculation on the % of respondents who answer in a certain way in order to calculate a net score for each institution. This is used to produce a ranking.

Survey of Financial Institutions

Market Leader Rankings

Voting

Respondents are asked to nominate their cash management provider(s) by transactional currency.

Institutions can respond more than once, but only for separate locations where they have cash management operations.

If more than one vote is received for an individual location from the same institution, where possible the respondents will be contacted and their votes aggregated into one response. If this is not possible, the most senior person's response will be counted.

Scoring

In the Financial Institutions survey each voter's nominated top bank is awarded four points, second place three points and third place two points.

Best in Service (CSAT) Rankings

The service category rankings are calculated in the same way for both the non-financial and financial institutions surveys.

Please direct comments and questions to: insight@euromoney.com