

Australia’s favourite banks revealed

Wednesday, 14 June 2017: The country’s favourite banking providers have been revealed in a national survey as part of the annual [Mozo’s People’s Choice Banking Awards](#).

The financial comparison site asked customers to rate their current banking provider on a range of factors including customer service, trustworthiness, staff friendliness and satisfaction with credit cards and everyday banking products.

“Unlike other industry awards, the People’s Choice Awards are truly unique as the winners aren’t chosen by industry experts but by real customers who use these services everyday,” says Mozo director Kirsty Lamont.

“Our People’s Choice Awards give recognition to the banks that have captured customer’s hearts.”

Smaller providers were awarded the highest marks in this year’s People’s Choice Awards, outdoing the Big 4 banks in all award categories except one – Excellent Banking App.

“Our results indicate that the happiest banking customers in Australia are with smaller providers which have continually outperformed the Big 4 in the customer service stakes each year,” says Lamont.

Of the 118 banking providers reviewed by customers, the biggest winner was Bendigo Bank, which bagged an award in every category including the highly coveted Outstanding Customer Satisfaction.

Customers scored mutuals high marks in trustworthiness and staff friendliness, with four out of the five mutual winners scooping a win in both categories.

Some of the biggest winners from Mozo People’s Choice Banking Awards are:

Provider	Awards Category
Bendigo Bank	<ul style="list-style-type: none"> • Outstanding Customer Satisfaction • Excellent Customer Service • Highly Trusted • Staff Friendliness • Most Recommended • Excellent Banking App • Customer Satisfaction Everyday Banking • Customer Satisfaction Credit Cards
Beyond Bank	<ul style="list-style-type: none"> • Outstanding Customer Satisfaction • Excellent Customer Service • Highly Trusted • Staff Friendliness • Most Recommended
ING DIRECT	<ul style="list-style-type: none"> • Outstanding Customer Satisfaction • Excellent Customer Service • Most Recommended

	<ul style="list-style-type: none"> • Excellent Banking App • Customer Satisfaction Everyday Banking
Newcastle Permanent	<ul style="list-style-type: none"> • Outstanding Customer Satisfaction • Highly Trusted • Staff Friendliness • Most Recommended
CUA	<ul style="list-style-type: none"> • Highly Trusted • Staff Friendliness • Customer Satisfaction Everyday Banking

Source: [Mozo.com.au](http://mozo.com.au)

For a full list of winners, visit <http://mozo.com.au/peopleschoice>

-ENDS-

About the Mozo People’s Choice Awards

The Mozo People’s Choice Awards are announced regularly, to recognise companies with the highest customer satisfaction levels in their industries. The award winners are determined solely by the votes of customers. Mozo makes no assessment of the value or performance of products or providers. For the Mozo People’s Choice Awards in 2017, Mozo commissioned IPSOS to conduct a national survey to measure people’s attitudes and opinions towards their current providers of banking, car insurance, home insurance and energy. A total of 3,726 individuals were surveyed in May 2017. People were asked in detail about up to two banking providers and up to one of each of the other categories, resulting in a total of 5,146 ratings of Banking providers, 2,967 ratings of Car insurers, 2,621 ratings of Home insurers and 3,223 Electricity retailer ratings. For the full list of winners and Awards methodology, visit: <https://mozo.com.au/peopleschoice>

For unique quotes contact:

Kirsty Timsans at Mozo
 PH: 02 9037 4375
 E: kirsty.timsans@mozo.com.au

About Mozo.com.au

Mozo compares 1,800 products from 200 banking, insurance and energy providers to help over 300,000 Australians find a better deal each month via its award winning comparison tools and calculators. Mozo is proud to partner with some of the country’s biggest online publishers, making it one of the most visited comparison sites in Australia.