

Customer Treasury Services

Key Findings: Ipsos MRBI Survey
December 2013

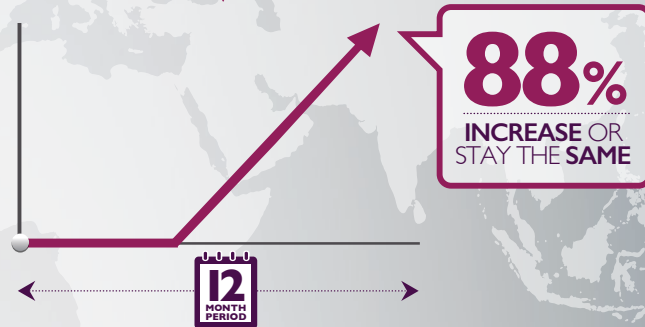


1

Further Growth & Activity Expected



USE OF FX PRODUCTS



2

Overall FX Market Hedging Trends

6.2
MONTHS

AVERAGE PREFERRED
HEDGING PERIOD

61% UNHEDGED
36% HEDGED

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3

Positive Feedback about staff



CTS STAFF
ARE HIGHLY RATED WITH
OVER HALF OF RESPONDENTS
GIVING A **RATING OF 9 OR 10**



4

High Satisfaction Levels with Service

% between 7 and 10 (10 being excellent)

88%
FX

73%
TRADE
FINANCE

82%
PAYMENTS

5

SEPA Creating Efficiencies

70% of customers are considering
consolidating payments with one supplier

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70%
CONSIDERING
CONSOLIDATING
TO ONE
SUPPLIER



6

Improving Technology & Automation

Our customers have welcomed
improvements in the iBB system
in particular.

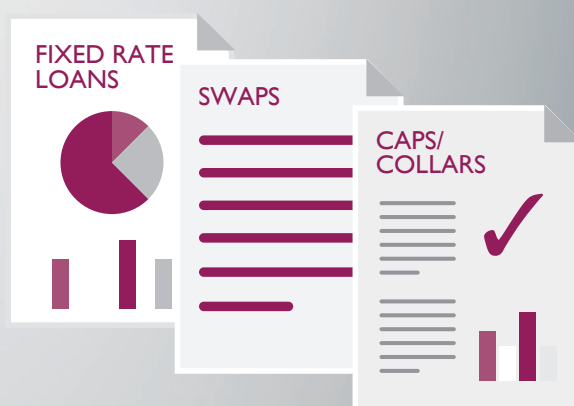
Significant developments are
underway to further improve
automation and technology.



7

Managing Interest Rate Risk

Those considering hedging
Interest Rate fluctuations are
considering a range of products.



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8

Understanding of Derivatives

Respondents indicated a desire
for a better understanding of FX
& Interest Rate Derivatives. We
would like to invite you to take
part in workshops on their
features and potential benefits.

Please [click here](#) if you would be
interested in taking part.

WORKSHOP ON
DERIVATIVES



We're here to help.

To ensure you're availing of our services in a way that is both cost effective and efficient for your business, please contact your Treasury Relationship Manager to discuss the options available to you.

Business & Commercial Treasury	01 772 4003
Corporate & Institutional Treasury	01 772 4004
Cash Management	01 641 7790
Trade Finance	01 641 7336 01 641 7908

