

24%

of UK SME executives believe that banks have failed to change the way they behave since the 2008 financial crisis.

55% of business leaders find that it is not a priority for banks to act in a 'civilised' manner.



Why UK SME decision makers are unhappy with banks



73%

would consider a bank that behaves in a civilised way over others that don't



What about being civilised in business?

of SMEs think it is extremely important for their suppliers and partners to act in a civilised way

46%



59%

selected 'fair treatment of customers' as representing what being civilised means to their business

32%

of businesses are actively taking steps to make their business more civilised