

# Problematic Journeys: Banking

## KEY TAKEAWAYS

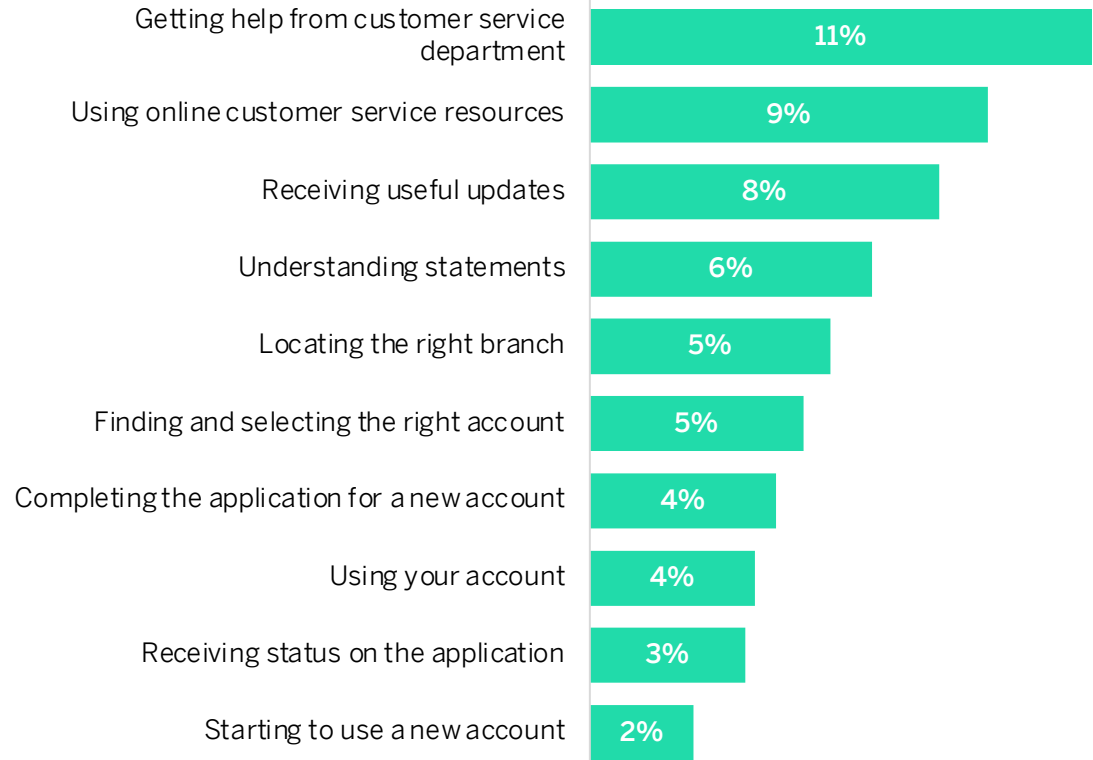
- + The journey that bank consumers most want to see improved is 'getting help from the customer service department', with 11% saying this journey is broken.
- + The journey the fewest consumers think needs improvement is 'starting to use the new account'.

## ABOUT

This chart shows the percentage of consumers that think each interaction with a specific bank needs to be improved, aggregated across all bank companies included in the analysis.

### Thinking of your interactions with [a bank], which of these experiences most needs to be improved?

(Select up to two options)



# How Journeys Impact NPS: Banking

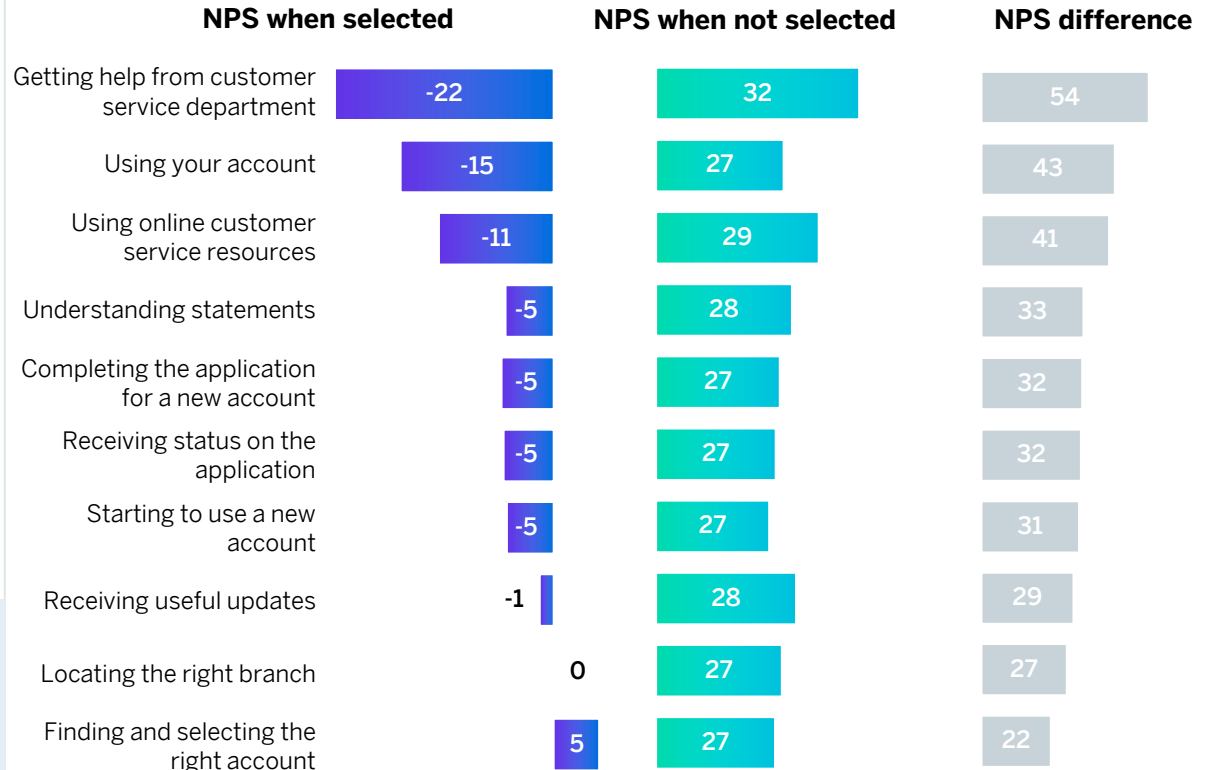
## KEY TAKEAWAYS

- + When none of these journeys are identified as broken, consumers provide banks with an NPS of 46. When one or more journey needs improvement, consumers give an NPS of -7.
- + Consumers that say 'getting help from the customer service department' is a broken journey provide an NPS 54 points lower than those that didn't say so.
- + 'Finding and selecting the right account' is the journey that, when broken, has the least impact on a bank's NPS.

## ABOUT

These charts show the NPS that consumers give a bank when they say a journey needs improvement, the NPS consumers give banks when a journey is not in need of improvement, and the difference between those two NPS scores.

## NPS difference when consumers identify a bank journey that needs improvement



## STUDY OVERVIEW

The data for this report comes from a U.S. Consumer study that Qualtrics XM Institute conducted in the third quarter of 2021. Using an online survey, XM Institute collected data from 9,055 consumers within the United States of America. To ensure that the data was reflective of the population, we set quotas for responses to match the gender, age, ethnicity, geographical region, and income according to the latest available U.S. Census.

## DATA CALCULATION

In **Figure 1**, we calculated the chart by taking the total number of consumers that identified that journey as needing improvement for all qualifying companies within this industry and dividing it by the total number of respondents for all qualifying companies in this industry. A qualifying company had 100+ respondents that recently interacted with that company.

In **Figure 2**, we derived the NPS scores for the first chart by taking the total number of promoters and detractors that selected each journey for improvement for all qualifying companies within this industry and performing the NPS calculation using the total number of respondents in this industry that chose that journey for improvement. The second chart was calculated by taking the total number of promoters and detractors that didn't select each journey for improvement for all qualifying companies within this industry and performing the NPS calculation using the total number of respondents in this industry that didn't choose that journey for improvement. The difference was calculated by subtracting the NPS for those that did select each journey for improvement from the NPS for those that did not select that journey for improvement\*.

The NPS calculated for consumers who thought none of the journeys needed improvement was calculated by using an exclusive 'none of these need improvement' option in place of the journey and calculating an NPS as was done for the first chart.

\*NPS difference numbers may appear slightly different than expected due to rounding.

### AUTHORS

Bruce Temkin, XMP, CCXP – Head of Qualtrics XM Institute  
Moira Dorsey, XMP – XM Catalyst  
Talia Quaadgras – Senior Research Associate

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