

Synovate Best Banking Awards Recipients 2009



	Big 5 Banks	Any Financial Institution
Customer Service Excellence	TD Canada Trust	Credit Unions
Value for Money	Scotiabank TD Canada Trust	President's Choice Financial
Recommend to Friends & Family	TD Canada Trust	Credit Unions President's Choice Financial
Values My Business	RBC Royal Bank Scotiabank TD Canada Trust	Credit Unions
Products & Services Excellence	Scotiabank TD Canada Trust	ING DIRECT
Interest Rates & Service Charges	BMO Bank of Montreal Scotiabank TD Canada Trust	ING DIRECT President's Choice Financial
Financial Planning & Advice	BMO Bank of Montreal CIBC RBC Royal Bank Scotiabank TD Canada Trust	BMO Bank of Montreal Credit Unions Desjardins RBC Royal Bank Scotiabank TD Canada Trust
Branch Service Excellence	BMO Bank of Montreal RBC Royal Bank TD Canada Trust	Credit Unions
ATM Banking Excellence	TD Canada Trust	Desjardins Caisses Populaires
Online Banking Excellence	TD Canada Trust	President's Choice Financial TD Canada Trust
Telephone Banking Excellence	TD Canada Trust	Credit Unions Desjardins Caisses Populaires ING DIRECT TD Canada Trust

Notes:

1. Where more than one financial institution shares an Award, it means that there was no statistically significant difference between their scores for that category.
2. Non-subscribers cannot claim an award.