

Backbase Value Consulting										
Consulting Playbook - Metrics Benchmark										
Journey	Vendor	Type	Direct / Derived	KPI	Description	Country	Customer	Year	Unit	Data
General		Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	USA	Tech CU	2021	#	186,000
General		Business	Bank Data	Total number of Contact Center calls by Type	Total number of calls by Contact Center, including breakout by reason	USA	Tech CU	2021	#	200,000
General		Business	Bank Data	Total number of branch visits	Total number of branch visits, including breakout by reason	USA	Tech CU	2021	#	84,000
General		Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	USA	Tech CU	2021	%	45%
General		Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month)	USA	Tech CU	2021	%	30%
General	ncino	Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	USA	Sandy Spring	2021	#	152,587
General	ncino	Business	Bank Data	Total number of Contact Center calls by Type	Total number of calls by Contact Center, including breakout by reason	USA	Sandy Spring	2021	#	41,452
General	ncino	Business	Bank Data	Total number of branch visits	Total number of branch visits, including breakout by reason	USA	Sandy Spring	2021	#	83,878
General	ncino	Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	USA	Sandy Spring	2021	%	33%
General	ncino	Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month)	USA	Sandy Spring	2021	%	33%
General	Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	Philippines	EWB	2021	#	1,800,000	
General	Business	Bank Data	Total number of Contact Center calls by Type	Total number of calls by Contact Center, including breakout by reason	Philippines	EWB	2021	#	1,000,000	
General	Business	Bank Data	Total number of branch visits	Total number of branch visits, including breakout by reason	Philippines	EWB	2021	#	600,000	
General	Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	Philippines	EWB	2021	%	34%	
General	Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month)	Philippines	EWB	2021	%	18%	
General	Self Build	Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	Slovakia	Postova banka / Bank 365	2020	#	No Data
General	Self Build	Business	Bank Data	Total number of Contact Center calls by Type	Total number of calls by Contact Center, including breakout by reason	Slovakia	Postova banka / Bank 365	2020	#	111,581
General	Self Build	Business	Bank Data	Total number of branch visits	Total number of branch visits, including breakout by reason	Slovakia	Postova banka / Bank 365	2020	#	936,197
General	Self Build	Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	Slovakia	Postova banka / Bank 365	2020	%	25%
General	Self Build	Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month)	Slovakia	Postova banka / Bank 365	2020	%	25%
General	Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	Colombia	Caja Social	2021	#	No Data	
General	Business	Bank Data	Total number of Contact Center calls by Type	Total number of calls by Contact Center, including breakout by reason	Colombia	Caja Social	2021	#	No Data	
General	Business	Bank Data	Total number of branch visits	Total number of branch visits, including breakout by reason	Colombia	Caja Social	2021	#	No Data	
General	Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	Colombia	Caja Social	2021	%	No Data	
General	Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month)	Colombia	Caja Social	2021	%	28%	
General	Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	Costa Rica	BNCR	2021	#	No Data	
General	Business	Bank Data	Total number of Contact Center calls by Type	Total number of calls by Contact Center, including breakout by reason	Costa Rica	BNCR	2021	#	No Data	
General	Business	Bank Data	Total number of branch visits	Total number of branch visits, including breakout by reason	Costa Rica	BNCR	2021	#	No Data	
General	Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	Costa Rica	BNCR	2021	%	No Data	
General	Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month)	Costa Rica	BNCR	2021	%	51%	
General	Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	Kuwait	ABK	2022	#	86,000	
General	Business	Bank Data	Total number of Contact Center calls by Type	Total number of calls by Contact Center, including breakout by reason	Kuwait	ABK	2022	#	278,000	
General	Business	Bank Data	Total number of branch visits	Total number of branch visits, including breakout by reason	Kuwait	ABK	2022	#	276,000	
General	Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	Kuwait	ABK	2022	%	55%	
General	Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month)	Kuwait	ABK	2022	%	30%	
General	Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	USA	CCCU	2021	#	28,751	
General	Business	Bank Data	Total number of Contact Center calls by Type	Total number of calls by Contact Center, including breakout by reason	USA	CCCU	2021	#	60,000	
General	Business	Bank Data	Total number of branch visits	Total number of branch visits, including breakout by reason	USA	CCCU	2021	#	No Data	
General	Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	USA	CCCU	2021	#	13,042	
General	Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month)	USA	CCCU	2021	#	11,410	

General		Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	USA	Mascoma	2021	#	70,828		
General		Business	Bank Data	Total number of Contact Center calls by Type	Total number of calls by Contact Center, including breakout by reason	USA	Mascoma	2021	#	24,800		
General		Business	Bank Data	Total number of branch visits	Total number of branch visits, including breakout by reason	USA	Mascoma	2021	#	No Data		
General		Business	Derived	Total Digital Customers (registered / enrolled active or not)	Total of Digital Customers (registered / enrolled in digital banking, active or not)	USA	Mascoma	2021	#	29,000		
General		Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month)	USA	Mascoma	2021	%	No Data		
General		Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	USA	UFCU	2021	#	No Data		
General		Business	Bank Data	Total number of Contact Center calls by Type	Total number of calls by Contact Center, including breakout by reason	USA	UFCU	2021	#	500,000		
General		Business	Bank Data	Total number of branch visits	Total number of branch visits, including breakout by reason	USA	UFCU	2021	#	No Data		
General		Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	USA	UFCU	2021	%	No Data		
General		Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month)	USA	UFCU	2021	%	No Data		
General		Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	UK	Weatherbys Racing Bank	2022	#	16,000		
General		Business	Bank Data	Total number of Contact Center calls by Type	Total number of calls by Contact Center, including breakout by reason	UK	Weatherbys Racing Bank	2022	#	No Data		
General		Business	Bank Data	Total number of branch visits	Total number of branch visits, including breakout by reason	UK	Weatherbys Racing Bank	2022	#	No Data		
General		Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	UK	Weatherbys Racing Bank	2022	%	25%		
General		Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month)	UK	Weatherbys Racing Bank	2022	%	10%		
General		Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	Saudi Arabia	Banque Saudi Fransi	2022	#	1,174,061		
General		Business	Bank Data	Total number of Contact Center calls	Total number of calls by Contact Center in a year	Saudi Arabia	Banque Saudi Fransi	2022	#	2,370,660		
General		Business	Bank Data	Total number of branch visits	Total number of branch visits in a year	Saudi Arabia	Banque Saudi Fransi	2022	#	1,139,700		
General		Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	Saudi Arabia	Banque Saudi Fransi	2022	%	45%		
General		Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month) out of total digital customers	Saudi Arabia	Banque Saudi Fransi	2022	%	67%		
General		Business	Bank Data	Total Number of Service employees in FTEs	FTEs comprising FI's Branch (including back office, mid-office and front office) and Call center Customer Service Representatives (CSR) employees.	Saudi Arabia	Banque Saudi Fransi	2022	#	No Data		
General	Mambu	Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	Botswana	Letshego	2022	#	36,290		
General	Mambu	Business	Bank Data	Total number of Contact Center calls	Total number of calls by Contact Center in a year	Botswana	Letshego	2022	#	5,000		
General	Mambu	Business	Bank Data	Total number of branch visits	Total number of branch visits in a year	Botswana	Letshego	2022	#	45,006		
General	Mambu	Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	Botswana	Letshego	2022	%	6.00%		
General	Mambu	Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month) out of total digital customers	Botswana	Letshego	2022	#	1,669		
General	Mambu	Business	Bank Data	Total Number of Service employees in FTEs	FTEs comprising FI's Branch (including back office, mid-office and front office) and Call center Customer Service Representatives (CSR) employees.	Botswana	Letshego	2022	#	84		
General	Mambu	Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	Pan-Africa	Letshego	2022	#	308,508		
General	Mambu	Business	Bank Data	Total number of Contact Center calls	Total number of calls by Contact Center in a year	Pan-Africa	Letshego	2022	#	7,000		
General	Mambu	Business	Bank Data	Total number of branch visits	Total number of branch visits in a year	Pan-Africa	Letshego	2022	#	200,000		
General	Mambu	Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	Pan-Africa	Letshego	2022	%	17.00%		
General	Mambu	Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month) out of total digital customers	Pan-Africa	Letshego	2022	#	14,500		
General	Mambu	Business	Bank Data	Total Number of Service employees in FTEs	FTEs comprising FI's Branch (including back office, mid-office and front office) and Call center Customer Service Representatives (CSR) employees.	Pan-Africa	Letshego	2022	#	714		
General		Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	Ecuador	Banco Pichincha	2022	#	4,277,000		
General		Business	Bank Data	Total number of Contact Center calls	Total number of calls by Contact Center, including breakout by reason	Ecuador	Banco Pichincha	2022	#	6,711,236		
General		Business	Bank Data	Total number of branch visits	Total number of branch visits, including breakout by reason	Ecuador	Banco Pichincha	2022	#	No Data		
General		Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	Ecuador	Banco Pichincha	2022	%	49%		
General		Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month) out of total digital customers	Ecuador	Banco Pichincha	2022	%	No Data		
General		Business	Bank Data	Total Number of Service employees in FTEs	FTEs comprising FI's Branch (including back office, mid-office and front office) and Call center Customer Service Representatives (CSR) employees.	Ecuador	Banco Pichincha	2022	#	No Data		
General		Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	Morocco	CIH	2022	#	1,993,799		
General		Business	Bank Data	Total number of Contact Center calls	Total number of calls by Contact Center in a year	Morocco	CIH	2022	#	932,235		
General		Business	Bank Data	Total number of branch visits	Total number of branch visits in a year	Morocco	CIH	2022	#	N.A		
General		Business	Derived	Total Digital Customers (registered / enrolled active or not)	Proportion of Digital Customers vs Total Customers (registered / enrolled in digital banking, active or not)	Morocco	CIH	2022	#	1,699,833		

General		Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month) out of total digital customers	Morocco	CiH	2022	#	1,121,890	
General		Business	Bank Data	Total Number of Service employees in FTEs	FTEs comprising FI's Branch (including back office, mid-office and front office) and Call center Customer Service Representatives (CSR) employees.	Morocco	CiH	2022		N.A	
Digital Onboarding		Customer Experience	Workshop	Deposit Product Webpage (Digital)	Overview of different products and their specifications	Ecuador	Banco Pichincha	2022	%	No Data	
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	Ecuador	Banco Pichincha	2022	%	No Data	
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	Ecuador	Banco Pichincha	2022	%	No Data	
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	Ecuador	Banco Pichincha	2022	#	1,813,214	
Digital Onboarding		Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	Ecuador	Banco Pichincha	2022	Time	1:10:00	
Digital Onboarding		Business	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	Ecuador	Banco Pichincha	2022	Time	0:10:00	
Digital Onboarding		Business	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	Ecuador	Banco Pichincha	2022	Time	0:10:00	
Digital Onboarding		Business	Bank Data	Time spent by Call center employees for onboarding-related activities	Average Time spent by Call Center reps on each onboarding related interaction	Ecuador	Banco Pichincha	2022	Time	0:25:00	
Digital Onboarding		Business	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	Ecuador	Banco Pichincha	2022	No Data	No Data	
Digital Onboarding		Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened:	Ecuador	Banco Pichincha	2022	%	100%	
Digital Onboarding		Business	Derived	Overall Leakage during onboarding (% of applications), by products type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Ecuador	Banco Pichincha	2022	%		
Digital Onboarding		Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Digital Onboarding		Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	Ecuador	Banco Pichincha	2022	No Data	No Data	
Digital Onboarding		Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	Ecuador	Banco Pichincha	2022	No Data	No Data	
Digital Onboarding		Business	Derived	Mobile Deposit Account Opening	Total number of deposit accounts opened through the mobile channel	Ecuador	Banco Pichincha	2022	#	0	
Digital Onboarding		Business	Derived	Web Digital Deposit Account Opening	Total number of deposit accounts opened through the web channel	Ecuador	Banco Pichincha	2022	#	471,000	
Digital Onboarding		Customer Experience	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	Ecuador	Banco Pichincha	2022	No Data	No Data	
Digital Onboarding		Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	Ecuador	Banco Pichincha	2022	No Data	No Data	
Digital Onboarding		Customer Experience	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	Ecuador	Banco Pichincha	2022	No Data	No Data	
Digital Onboarding		Operational Excellence	Derived	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	Ecuador	Banco Pichincha	2022	No Data	No Data	
Digital Onboarding		Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	Ecuador	Banco Pichincha	2022	No Data	No Data	
Digital Onboarding		Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	Ecuador	Banco Pichincha	2022	#	1	
Digital Onboarding		Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	Ecuador	Banco Pichincha	2022	No Data	No Data	
Digital Onboarding		Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	Ecuador	Banco Pichincha	2022	No Data	No Data	
Digital Onboarding		Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	Ecuador	Banco Pichincha	2022	#	0	
Digital Onboarding		Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	Ecuador	Banco Pichincha	2022	No Data	No Data	
Digital Onboarding	Backbase	Customer Experience	Workshop	Deposit Product Webpage (Digital)	Overview of different products and their specifications	USA	Eastern Bank	2023	%	No Data	
Digital Onboarding	Backbase	Customer Experience	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	USA	Eastern Bank	2023	%	No Data	
Digital Onboarding	Backbase	Customer Experience	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	USA	Eastern Bank	2023	%	No Data	
Digital Onboarding	Backbase	Customer Experience	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	USA	Eastern Bank	2023	%	No Data	
Digital Onboarding	Backbase	Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	USA	Eastern Bank	2023	Time	No Data	
Digital Onboarding	Backbase	Business	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	USA	Eastern Bank	2023	Time	No Data	
Digital Onboarding	Backbase	Business	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	USA	Eastern Bank	2023	Time	No Data	
Digital Onboarding	Backbase	Business	Bank Data	Time spent by Call center employees for onboarding-related activities	Average Time spent by Call Center reps on each onboarding related interaction	USA	Eastern Bank	2023	Time	No Data	
Digital Onboarding	Backbase	Business	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	USA	Eastern Bank	2023	%	75%	

Digital Onboarding	Backbase	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	USA	Eastern Bank	2023	%	69%		
Digital Onboarding	Backbase	Business	Derived	Overall Leakage during onboarding (% of applications), by products type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	Eastern Bank	2023	%	No Data		
Digital Onboarding	Backbase	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process through Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	Eastern Bank	2023	%	87%		
Digital Onboarding	Backbase	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	USA	Eastern Bank	2023	No Data	No Data		
Digital Onboarding	Backbase	Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	USA	Eastern Bank	2023	No Data	No Data		
Digital Onboarding	Backbase	Business	Derived	Mobile Deposit Account Opening	Total number of deposit accounts opened through the mobile channel	USA	Eastern Bank	2023	#	No Data		
Digital Onboarding	Backbase	Business	Derived	Web Digital Deposit Account Opening	Total number of deposit accounts opened through the web channel	USA	Eastern Bank	2023	#	108		
Digital Onboarding	Backbase	Customer Experience	Bank Data	Auto ID & Validation Rate	Average proportion of automatic ID validation vs total ID validations during the new customer onboarding process	USA	Eastern Bank	2023	%	2%		
Digital Onboarding	Backbase	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	USA	Eastern Bank	2023	No Data	No Data		
Digital Onboarding	Backbase	Customer Experience	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	USA	Eastern Bank	2023	%	75%		
Digital Onboarding	Backbase	Operational Excellence	Derived	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	USA	Eastern Bank	2023	No Data	No Data		
Digital Onboarding	Backbase	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	USA	Eastern Bank	2023	Time	No Data		
Digital Onboarding	Backbase	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	USA	Eastern Bank	2023	#	3		
Digital Onboarding	Backbase	Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	USA	Eastern Bank	2023	Time	No Data		
Digital Onboarding	Backbase	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	USA	Eastern Bank	2023	#	No Data		
Digital Onboarding	Backbase	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	USA	Eastern Bank	2023	#	No Data		
Digital Onboarding	Backbase	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	USA	Eastern Bank	2023	%	No Data		
Digital Onboarding		Customer Experience	Workshop	Deposit Product Webpage (Digital)	Overview of different products and their specifications	Morocco	CIH	2022	#	530,000	Estimation	
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	Morocco	CIH	2022	#	0	Not Available on digital channels	
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	Morocco	CIH	2022		N.A		
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	Morocco	CIH	2022	#	13,250		
Digital Onboarding		Customer Experience	Workshop	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Total Time Spent by the customer from starting the onboarding process	Morocco	CIH	2022	Time	0:12:00		
Digital Onboarding		Business	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard customer	Morocco	CIH	2022	Time	0:20:00	In addition 40 min of waiting time	
Digital Onboarding		Business	Bank Data	Time spent by Bank employees for onboarding	Average time spent by bank employees (i.e. mid-office and/or branch)	Morocco	CIH	2022	Time	0:03:00		
Digital Onboarding		Business	Bank Data	Time spent by Call center employees for onboarding	Average Time spent by Call Center reps on each onboarding process	Morocco	CIH	2022	Time	0:04:47		
Digital Onboarding		Business	Bank Data	# of failed account opening applications due to AML	Application rejected due to missing/invalid information / document	Morocco	CIH	2022	%	30%		
Digital Onboarding		Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	Morocco	CIH	2022		N.A		
Digital Onboarding		Business	Derived	Overall Leakage during onboarding (% of applications)	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Morocco	CIH	2022		N.A		
Digital Onboarding		Business	Derived	Digital Leakage rate during onboarding (% of applications)	Onboarding process through Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Morocco	CIH	2022	%	78%	Deposit Account	
Digital Onboarding		Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	Morocco	CIH	2022	%	0%	Instant opening and Bank Details generation (No AML Check)	
Digital Onboarding		Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	Morocco	CIH	2022		N.A		
Digital Onboarding		Business	Derived	Mobile Deposit Account Opening	Total number of deposit accounts opened through the mobile channel	Morocco	CIH	2022	%	95%	Onboarding via Call Center not available	
Digital Onboarding		Business	Derived	Web Digital Deposit Account Opening	Total number of deposit accounts opened through the web channel	Morocco	CIH	2022	%	5%		
Digital Onboarding		Customer Experience	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations	Morocco	CIH	2022	%	60%		
Digital Onboarding		Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	Morocco	CIH	2022	Time	0:02:00		
Digital Onboarding		Customer Experience	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	Morocco	CIH	2022	%	25%		
Digital Onboarding		Operational Excellence	Derived	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	Morocco	CIH	2022		N.A		
Digital Onboarding		Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	Morocco	CIH	2022	Days	4		
Digital Onboarding		Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding	Average number of internal handoffs between front & back office	Morocco	CIH	2022	#	4		

Digital Onboarding		Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	Morocco	CIH	2022	Time	0:02:00		
Digital Onboarding		Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	Morocco	CIH	2022		N.A		
Digital Onboarding		Business	Derived	Product Penetration per customer	Average number of products new customer originates for due	Morocco	CIH	2022	#	3,2		
Digital Onboarding		Business	Derived	Product sales made in digital channels (as %)	Proportion of product sales through digital channels vs physical channels	Morocco	CIH	2022		N.A		
Cards	3rd Party App (not known)	Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	USA	Tech CU	2021	#	No Data		
Cards	3rd Party App (not known)	Customer Experience	Workshop	Time spent by Customer to order a card though Digital channels	Average Time spent by Customer to order a card through existing digital channels	USA	Tech CU	2021	Time	No Data		
Cards	3rd Party App (not known)	Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	USA	Tech CU	2021	Time	No Data		
Cards	3rd Party App (not known)	Customer Experience	Bank Data	Total Cards management requests	Total Cards management requests (all channels)	USA	Tech CU	2021	#	No Data		
Cards	3rd Party App (not known)	Customer Experience	Bank Data	Card management request on Mobile	Card management request on Mobile	USA	Tech CU	2021	#	35,784		
Cards	3rd Party App (not known)	Operational Excellence	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	USA	Tech CU	2021	#	3,000		
Cards	3rd Party App (not known)	Operational Excellence	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	USA	Tech CU	2021	#	11,400		
Cards	3rd Party App (not known)	Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	USA	Tech CU	2021	Time	No Data		
Cards	3rd Party App (not known)	Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	USA	Tech CU	2021	Time	No Data		
Cards	3rd Party App (not known)	Customer Experience	Workshop	Time required by the customer to block a card on digital channels	Average time spent by the customer to block a card in digital channel application	USA	Tech CU	2021	Time	No Data		
Cards	3rd Party App (not known)	Operational Excellence	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	USA	Tech CU	2021	Time	No Data		
Cards	3rd Party App (not known)	Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in digital channel application	USA	Tech CU	2021	Time	No Data		
Cards	3rd Party App (not known)	Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	USA	Tech CU	2021	Time	No Data		
Cards	3rd Party App (not known)	Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employee to re-issue card PIN in Branch	USA	Tech CU	2021	Time	No Data		
Cards	3rd Party App (not known)	Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employee to re-issue card PIN in Call center	USA	Tech CU	2021	Time	No Data		
Cards	Apiture	Customer Experience	Derived	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered)	USA	Sandy Spring	2021	%	0%		
Cards	Apiture	Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	USA	Sandy Spring	2021	#	2,384		
Cards	Apiture	Customer Experience	Workshop	Time spent by Customer to order a card though Digital channels	Average Time spent by Customer to order a card through existing digital channels	USA	Sandy Spring	2021	Time	No Data		
Cards	Apiture	Operational Excellence	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	USA	Sandy Spring	2021	Time	No Data		
Cards	Apiture	Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	USA	Sandy Spring	2021	Time	No Data		
Cards	Apiture	Customer Experience	Bank Data	Total Cards management requests	Total Cards management requests (all channels)	USA	Sandy Spring	2021	#	3,679		
Cards	Apiture	Customer Experience	Derived	Total Cards management requests	Total Cards management requests (all channels) as a percentage of total requests	USA	Sandy Spring	2021	%	3%		
Cards	Apiture	Operational Excellence	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	USA	Sandy Spring	2021	#	3,668		
Cards	Apiture	Operational Excellence	Derived	Card related Branch visits (%)	Card related Branch visits as a percentage of total visits	USA	Sandy Spring	2021	%	4.37%		
Cards	Apiture	Operational Excellence	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	USA	Sandy Spring	2021	#	11		
Cards	Apiture	Operational Excellence	Derived	Card related CC calls (%)	Card related CC calls	USA	Sandy Spring	2021	%	0.03%		
Cards	Apiture	Operational Excellence	Bank Data	Card related BO tasks	Card related Back Office tasks	USA	Sandy Spring	2021	#	3,688		
Cards	Apiture	Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	USA	Sandy Spring	2021	Time	10 mins		
Cards	Apiture	Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	USA	Sandy Spring	2021	Time	5 mins		
Cards	Apiture	Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	USA	Sandy Spring	2021	Time	20 mins		
Cards	Apiture	Operational Excellence	Workshop	Time spent by Bank employee to attend to a card block request	Average time spent by Bank employee to attend to a card block request (Branch)	USA	Sandy Spring	2021	Time	5 mins		
Cards	Apiture	Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	USA	Sandy Spring	2021	Time	20 mins		
Cards	Apiture	Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unlock request	Average time spent by Bank employee to attend to a card unlock request (Branch)	USA	Sandy Spring	2021	Time	No data		
Cards	Apiture	Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Bank employee to attend to a card unlock request (call center)	USA	Sandy Spring	2021	Time	No data		
Cards	Apiture	Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	USA	Sandy Spring	2021	Time	No data		
Cards	Apiture	Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employee to re-issue card PIN in Branch	USA	Sandy Spring	2021	Time	No data		

Cards	Apiture	Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employee to re-issue card PIN in Call center	USA	Sandy Spring	2021	Time	No data		
Cards	Temenos	Customer Experience	Bank Data	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered)	Phillipines	EWB	2021	%	No data		
Cards	Temenos	Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	Phillipines	EWB	2021	#	100000		
Cards	Temenos	Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	Phillipines	EWB	2021	Time	0:30:00		
Cards	Temenos	Operational Excellence	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	Phillipines	EWB	2021	Time	0:40:00		
Cards	Temenos	Customer Experience	Workshop	Time required by the customer to get a card ( total process time)	From ordering to receiving it	Phillipines	EWB	2021	Time	2304:00:00		
Cards	Temenos	Customer Experience	Bank Data	Total Cards management requests	Total Cards management requests (all channels)	Phillipines	EWB	2021	#	80000		
Cards	Temenos	Customer Experience	Bank Data	Card management request on Mobile	Card management request on Mobile	Phillipines	EWB	2021	#	No data		
Cards	Temenos	Operational Excellence	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	Phillipines	EWB	2021	%	9.00%		
Cards	Temenos	Operational Excellence	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	Phillipines	EWB	2021	%	7.00%		
Cards	Temenos	Operational Excellence	Bank Data	Visits to branch for card pickup	Visits to branch for card pickup	Phillipines	EWB	2021	#	400000		
Cards	Temenos	Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	Phillipines	EWB	2021	Time	576:00:00		
Cards	Temenos	Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	Phillipines	EWB	2021	Time	0:20:00		
Cards	Temenos	Operational Excellence	Workshop	Time spent by Bank employee to attend to a card block request	Average time spent by Bank employee to attend to a card block request (Branch)	Phillipines	EWB	2021	Time	0:20:00		
Cards	Temenos	Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	Phillipines	EWB	2021	Time	0:20:00		
Cards	Temenos	Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unblock request	Average time spent by Bank employee to attend to a card unblock request (Branch)	Phillipines	EWB	2021	Time	0:20:00		
Cards	Temenos	Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Bank employee to attend to a card unblock request (call center)	Phillipines	EWB	2021	Time	0:20:00		
Cards	Temenos	Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	Phillipines	EWB	2021	Time	0:20:00		
Cards	Temenos	Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employee to re-issue card PIN in Branch	Phillipines	EWB	2021	Time	0:20:00		
Cards	Temenos	Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employee to re-issue card PIN in Call center	Phillipines	EWB	2021	Time	0:20:00		
Cards	Self Build	Customer Experience	Derived	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered)	Slovakia	Postova banka / Bank 365	2020	%	No data		
Cards	Self Build	Customer Experience	Bank Data	Total Cards management requests	Total Cards management requests (all channels)	Slovakia	Postova banka / Bank 365	2020	#	No data		
Cards	Self Build	Operational Excellence	Bank Data	Card management request on Mobile	Card management request on Mobile	Slovakia	Postova banka / Bank 365	2020	#	No data		
Cards	Self Build	Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Customer Experience	Workshop	Time spent by Customer to order a card though Digital channels	Average Time spent by Customer to order a card through existing digital channels	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	Slovakia	Postova banka / Bank 365	2020	#	No data		
Cards	Self Build	Operational Excellence	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Operational Excellence	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	Slovakia	Postova banka / Bank 365	2020	#	No data		
Cards	Self Build	Operational Excellence	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	Slovakia	Postova banka / Bank 365	2020	#	No data		
Cards	Self Build	Customer Experience	Workshop	Time required by the customer to change card spending limit on digital channels.	Average time spent by customer to change debit/credit card spending limit on the digital channels	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Customer Experience	Workshop	Time required by the customer to block a card on digital channels	Average time spent by the customer to block a card in dig. channel application	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in dig. channel application	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Operational Excellence	Workshop	Time spent by Bank employee to attend to a card block request	Average time spent by Bank employee to attend to a card block request (Branch)	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unblock request	Average time spent by Bank employee to attend to a card unblock request (Branch)	Slovakia	Postova banka / Bank 365	2020	Time	No data		

Cards	Self Build	Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Bank employee to attend to a card unblock request (call center)	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employe to re-issue card PIN in Branch	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards	Self Build	Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employe to re-issu card PIN in Call center	Slovakia	Postova banka / Bank 365	2020	Time	No data		
Cards		Customer Experience	Derived	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered)	Colombia	Caja Social	2021	%	No data		
Cards		Customer Experience	Derived	Total Cards management requests	Total Cards management requests (all channels)	Colombia	Caja Social	2021	#	No data		
Cards		Operational Excellence	Bank Data	Card management request on Mobile	Card management request on Mobile	Colombia	Caja Social	2021	Time	No data		
Cards		Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	Colombia	Caja Social	2021	Time	No data		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though Digital channels	Average Time spent by Customer to order a card through existing digital channels	Colombia	Caja Social	2021	Time	No data		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	Colombia	Caja Social	2021	#	No data		
Cards		Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	Colombia	Caja Social	2021	#	No data		
Cards		Operational Excellence	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	Colombia	Caja Social	2021	#	No data		
Cards		Operational Excellence	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	Colombia	Caja Social	2021	#	No data		
Cards		Operational Excellence	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	Colombia	Caja Social	2021	#	No data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on digital channels.	Average time spent by customer to change debit/credit card spending limit on the digital channels	Colombia	Caja Social	2021	#	No data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	Colombia	Caja Social	2021	#	No data		
Cards		Operational Excellence	Workshop	Time spent by Branch employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	Colombia	Caja Social	2021	#	No data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on digital channels	Average time spent by the customer to block a card in dig. channel application	Colombia	Caja Social	2021	Time	No data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	Colombia	Caja Social	2021	Time	No data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in dig. channel application	Colombia	Caja Social	2021	Time	No data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	Colombia	Caja Social	2021	Time	No data		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card block request	Average time spent by Bank employee to attend to a card block request (Branch)	Colombia	Caja Social	2021	Time	No data		
Cards		Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unblock request	Average time spent by Bank employee to attend to a card unblock request (Branch)	Colombia	Caja Social	2021	Time	No data		
Cards		Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Bank employee to attend to a card unblock request (call center)	Colombia	Caja Social	2021	Time	No data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	Colombia	Caja Social	2021	Time	No data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	Colombia	Caja Social	2021	Time	No data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employe to re-issu card PIN in Branch	Colombia	Caja Social	2021	Time	No data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employe to re-issue card PIN in Call center	Colombia	Caja Social	2021	Time	No data		
Cards		Customer Experience	Derived	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered)	Costa Rica	BNCR	2021	%	No Data		
Cards		Customer Experience	Derived	Total Cards management requests	Total Cards management requests (all channels)	Costa Rica	BNCR	2021	#	No Data		
Cards		Operational Excellence	Bank Data	Card management request on Mobile	Card management request on Mobile	Costa Rica	BNCR	2021	Time	No Data		
Cards		Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	Costa Rica	BNCR	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though Digital channels	Average Time spent by Customer to order a card through existing digital channels	Costa Rica	BNCR	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	Costa Rica	BNCR	2021	#	No Data		
Cards		Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	Costa Rica	BNCR	2021	#	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	Costa Rica	BNCR	2021	#	No Data		
Cards		Operational Excellence	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	Costa Rica	BNCR	2021	#	No Data		
Cards		Operational Excellence	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	Costa Rica	BNCR	2021	#	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on digital channels.	Average time spent by customer to change debit/credit card spending limit on the digital channels	Costa Rica	BNCR	2021	#	No Data		

Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	Costa Rica	BNCR	2021	#	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	Costa Rica	BNCR	2021	#	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on digital channels	Average time spent by the customer to block a card in dig. channel application	Costa Rica	BNCR	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	Costa Rica	BNCR	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in dig. channel application	Costa Rica	BNCR	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	Costa Rica	BNCR	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card block request	Average time spent by Bank employee to attend to a card block request (Branch)	Costa Rica	BNCR	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unblock request	Average time spent by Bank employee to attend to a card unblock request (Branch)	Costa Rica	BNCR	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Bank employee to attend to a card unlock request (call center)	Costa Rica	BNCR	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	Costa Rica	BNCR	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	Costa Rica	BNCR	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employe to re-issue card PIN in Branch	Costa Rica	BNCR	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employe to re-issue card PIN in Call center	Costa Rica	BNCR	2021	Time	No Data		
Cards	Infosys	Customer Experience	Derived	Cards ordered through Digital Channels as (% of total card ordered)	Cards ordered through Digital Channels	Kuwait	ABK	2022	%	8%		
Cards	Infosys	Customer Experience	Workshop	Cards ordered through Branch & CC	Cards ordered through Branch & CC	Kuwait	ABK	2022	#	5000		
Cards	Infosys	Customer Experience	Workshop	Time spent by Customer ordering a card	Average Time spent by Customer ordering a card. Includes, branch visit, waiting time and interaction time	Kuwait	ABK	2022	Time	0:20:00		
Cards	Infosys	Operational Excellence	Workshop	Time spent by Bank ordering a card (processing time)	Average Time spent by bank ordering a card. Includes, card ordering at branch and activation	Kuwait	ABK	2022	Time	0:30:00		
Cards	Infosys	Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	Kuwait	ABK	2022	Time	1728:00:00		
Cards	Infosys	Customer Experience	Bank Data	Total Cards management requests	Total Cards management requests ( all channels)	Kuwait	ABK	2022	#	30000		
Cards	Infosys	Customer Experience	Bank Data	Card management request on Mobile	Card management request on Mobile	Kuwait	ABK	2022	#	800		
Cards	Infosys	Operational Excellence	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	Kuwait	ABK	2022	#	29000		
Cards	Infosys	Operational Excellence	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	Kuwait	ABK	2022	#	14000		
Cards	Infosys	Operational Excellence	Derived	Card related CC calls(%)	Card related CC calls (%)	Kuwait	ABK	2022	%	5.04%		
Cards	Infosys	Operational Excellence	Bank Data	Card related BO tasks	Card related Back Office tasks	Kuwait	ABK	2022	#	24000		
Cards	Infosys	Operational Excellence	Bank Data	Visits to branch for card pickup	Visits to branch for card pickup	Kuwait	ABK	2022	#	2000		
Cards	Infosys	Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	Kuwait	ABK	2022	Time	0:30:00		
Cards	Infosys	Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	Kuwait	ABK	2022	Time	0:20:00		
Cards	Infosys	Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	Kuwait	ABK	2022	Time	0:10:00		
Cards	Infosys	Operational Excellence	Workshop	Time spent by Bank employee to attend to a card block request	Average time spent by Bank employee to attend to a card block request (Branch)	Kuwait	ABK	2022	Time	0:10:00		
Cards	Infosys	Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in dig. channel application	Kuwait	ABK	2022	Time	0:10:00		
Cards	Infosys	Operational Excellence	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	Kuwait	ABK	2022	Time	0:20:00		
Cards	Infosys	Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	Kuwait	ABK	2022	Time	0:10:00		
Cards	Infosys	Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employe to re-issue card PIN in Branch	Kuwait	ABK	2022	Time	0:10:00		
Cards	Infosys	Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employe to re-issue card PIN in Call center	Kuwait	ABK	2022	Time	0:10:00		
Cards		Customer Experience	Derived	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered)	USA	CCCU	2021	%	No Data		
Cards		Customer Experience	Derived	Total Cards management requests	Total Cards management requests (all channels)	USA	CCCU	2021	#	No Data		
Cards		Operational Excellence	Bank Data	Card management request on Mobile	Card management request on Mobile	USA	CCCU	2021	Time	No Data		
Cards		Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	USA	CCCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though Digital channels	Average Time spent by Customer to order a card through existing digital channels	USA	CCCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	USA	CCCU	2021	#	No Data		
Cards		Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	USA	CCCU	2021	#	No Data		

Cards		Operational Excellence	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	USA	CCCU	2021	#	No Data		
Cards		Operational Excellence	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	USA	CCCU	2021	#	No Data		
Cards		Operational Excellence	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	USA	CCCU	2021	#	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on digital channels.	Average time spent by customer to change debit/credit card spending limit on the digital channels	USA	CCCU	2021	#	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	USA	CCCU	2021	#	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	USA	CCCU	2021	#	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on digital channels	Average time spent by the customer to block a card in dig. channel application	USA	CCCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	USA	CCCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in dig. channel application	USA	CCCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	USA	CCCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time spent by Bank employee to attend to a card block request	Average time spent by Bank employee to attend to a card block request (Branch)	USA	CCCU	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unblock request	Average time spent by Bank employee to attend to a card unblock request (Branch)	USA	CCCU	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Bank employee to attend to a card unblock request (call center)	USA	CCCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	USA	CCCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	USA	CCCU	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employe to re-issue card PIN in Branch	USA	CCCU	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employe to re-issue card PIN in Call center	USA	CCCU	2021	Time	No Data		
Cards		Customer Experience	Derived	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered	USA	Mascoma	2021	%	No Data		
Cards		Customer Experience	Derived	Total Cards management requests	Total Cards management requests (all channels)	USA	Mascoma	2021	#	No Data		
Cards		Operational Excellence	Bank Data	Card management request on Mobile	Card management request on Mobile	USA	Mascoma	2021	Time	No Data		
Cards		Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	USA	Mascoma	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though Digital channels	Average Time spent by Customer to order a card through existing digital channels	USA	Mascoma	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	USA	Mascoma	2021	#	No Data		
Cards		Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	USA	Mascoma	2021	#	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	USA	Mascoma	2021	#	No Data		
Cards		Operational Excellence	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	USA	Mascoma	2021	#	No Data		
Cards		Operational Excellence	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	USA	Mascoma	2021	#	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on digital channels.	Average time spent by customer to change debit/credit card spending limit on the digital channels	USA	Mascoma	2021	#	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	USA	Mascoma	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	USA	Mascoma	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on digital channels	Average time spent by the customer to block a card in dig. channel application	USA	Mascoma	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	USA	Mascoma	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in dig. channel application	USA	Mascoma	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	USA	Mascoma	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unblock request	Average time spent by Bank employee to attend to a card unblock request (Branch)	USA	Mascoma	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Bank employee to attend to a card unblock request (call center)	USA	Mascoma	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	USA	Mascoma	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	USA	Mascoma	2021	Time	No Data		

Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employee to re-issue card PIN in Branch	USA	Mascoma	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employee to re-issue card PIN in Call center	USA	Mascoma	2021	Time	No Data		
Cards		Customer Experience	Derived	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered)	USA	UFCU	2021	%	No Data		
Cards		Customer Experience	Derived	Total Cards management requests	Total Cards management requests (all channels)	USA	UFCU	2021	#	No Data		
Cards		Operational Excellence	Bank Data	Card management request on Mobile	Card management request on Mobile	USA	UFCU	2021	Time	No Data		
Cards		Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	USA	UFCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card through Digital channels	Average Time spent by Customer to order a card through existing digital channels	USA	UFCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	USA	UFCU	2021	#	No Data		
Cards		Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	USA	UFCU	2021	#	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	USA	UFCU	2021	#	No Data		
Cards		Operational Excellence	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	USA	UFCU	2021	#	No Data		
Cards		Operational Excellence	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	USA	UFCU	2021	#	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on digital channels.	Average time spent by customer to change debit/credit card spending limit on the digital channels	USA	UFCU	2021	#	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	USA	UFCU	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	USA	UFCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on digital channels	Average time spent by the customer to block a card in dig. channel application	USA	UFCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	USA	UFCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in dig. channel application	USA	UFCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	USA	UFCU	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card block request	Average time spent by Bank employee to attend to a card block request (Branch)	USA	UFCU	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unblock request	Average time spent by Bank employee to attend to a card unblock request (Branch)	USA	UFCU	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Bank employee to attend to a card unblock request (call center)	USA	UFCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	USA	UFCU	2021	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	USA	UFCU	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employee to re-issue card PIN in Branch	USA	UFCU	2021	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employee to re-issue card PIN in Call center	USA	UFCU	2021	Time	No Data		
Cards		Customer Experience	Derived	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered)	UK	Weatherbys Racing Bank	2022	%	No Data		
Cards		Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	UK	Weatherbys Racing Bank	2022	#	700		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	UK	Weatherbys Racing Bank	2022	Time	0:05:00		
Cards		Operational Excellence	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	UK	Weatherbys Racing Bank	2022	Time	0:48:00		
Cards		Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	UK	Weatherbys Racing Bank	2022	Time	336:00:00		
Cards		Operational Excellence	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	UK	Weatherbys Racing Bank	2022	#	No Data		
Cards		Operational Excellence	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	UK	Weatherbys Racing Bank	2022	#	No Data		
Cards		Operational Excellence	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	UK	Weatherbys Racing Bank	2022	%	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on digital channels.	Average time spent by customer to change debit/credit card spending limit on the digital channels	UK	Weatherbys Racing Bank	2022	%	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	UK	Weatherbys Racing Bank	2022	%	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	UK	Weatherbys Racing Bank	2022	#	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on digital channels	Average time spent by the customer to block a card in dig. channel application	UK	Weatherbys Racing Bank	2022	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	UK	Weatherbys Racing Bank	2022	Time	No Data		

Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in dig. channel application	UK	Weatherbys Racing Bank	2022	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card block request	Average time spent by Bank employee to attend to a card block request (Branch)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unblock request	Average time spent by Branch employee to attend to a card unblock request (Branch)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Call center employee to attend to a card unblock request (call center)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	UK	Weatherbys Racing Bank	2022	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	UK	Weatherbys Racing Bank	2022	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employee to re-issue card PIN in Branch	UK	Weatherbys Racing Bank	2022	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employee to re-issue card PIN in Call center	UK	Weatherbys Racing Bank	2022	Time	No Data		
Cards		Customer Experience	Derived	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered)	UK	Weatherbys Private Bank	2022	%	No Data		
Cards		Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	UK	Weatherbys Private Bank	2022	#	720		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	UK	Weatherbys Private Bank	2022	Time	0:05:00		
Cards		Operational Excellence	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	UK	Weatherbys Private Bank	2022	Time	0:48:00		
Cards		Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	UK	Weatherbys Private Bank	2022	Time	336:00:00		
Cards		Operational Excellence	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	UK	Weatherbys Private Bank	2022	#	No Data		
Cards		Operational Excellence	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	UK	Weatherbys Private Bank	2022	#	No Data		
Cards		Operational Excellence	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	UK	Weatherbys Private Bank	2022	%	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on digital channels.	Average time spent by customer to change debit/credit card spending limit on the digital channels	UK	Weatherbys Private Bank	2022	%	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	UK	Weatherbys Private Bank	2022	%	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	UK	Weatherbys Private Bank	2022	#	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on digital channels	Average time spent by the customer to block a card in dig. channel application	UK	Weatherbys Private Bank	2022	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	UK	Weatherbys Private Bank	2022	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in dig. channel application	UK	Weatherbys Private Bank	2022	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	UK	Weatherbys Private Bank	2022	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card block request	Average time spent by Bank employee to attend to a card block request (Branch)	UK	Weatherbys Private Bank	2022	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unblock request	Average time spent by Bank employee to attend to a card unblock request (Branch)	UK	Weatherbys Private Bank	2022	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Call center employee to attend to a card unblock request (call center)	UK	Weatherbys Private Bank	2022	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	UK	Weatherbys Private Bank	2022	Time	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	UK	Weatherbys Private Bank	2022	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employee to re-issue card PIN in Branch	UK	Weatherbys Private Bank	2022	Time	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employee to re-issue card PIN in Call center	UK	Weatherbys Private Bank	2022	Time	No Data		
Cards	TCS Bancs	Customer Experience	Derived	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered)	Saudi Arabia	Banque Saudi Fransi	2022	%	39%		
Cards	TCS Bancs	Customer Experience	Derived	Total Cards management requests	Total Cards management requests (all channels)	Saudi Arabia	Banque Saudi Fransi	2022	#	90,000		
Cards	TCS Bancs	Operational Efficiency	Bank Data	Card management request on Mobile	Card management request on Mobile	Saudi Arabia	Banque Saudi Fransi	2022	#	No data		
Cards	TCS Bancs	Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	Saudi Arabia	Banque Saudi Fransi	2022	#	90,000		
Cards	TCS Bancs	Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card through existing digital channels	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Cards	TCS Bancs	Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:38:00		
Cards	TCS Bancs	Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:05:00		
Cards	TCS Bancs	Operational Efficiency	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:09:00		

Cards	TCS Bancs	Operational Efficiency	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	Saudi Arabia	Banque Saudi Fransi	2022	#	No data		
Cards	TCS Bancs	Operational Efficiency	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	Saudi Arabia	Banque Saudi Fransi	2022	#	90,000		
Cards	TCS Bancs	Customer Experience	Workshop	Time required by the customer to change card spending limit on digital channels.	Average time spent by customer to change debit/credit card spending limit on the digital channels	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:03:00		
Cards	TCS Bancs	Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:07:00		
Cards	TCS Bancs	Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:05:00		
Cards	TCS Bancs	Customer Experience	Workshop	Time required by the customer to block a card on digital channels	Average time spent by the customer to block a card in dig. channel application	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:02:00		
Cards	TCS Bancs	Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:05:00		
Cards	TCS Bancs	Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in dig. channel application	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:03:00		
Cards	TCS Bancs	Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:05:00		
Cards	TCS Bancs	Operational Excellence	Workshop	Time spent by Bank employee to attend to a card block request	Average time spent by Bank employee to attend to a card block request (Branch, call center)	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:05:00		
Cards	TCS Bancs	Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unblock request	Average time spent by Bank employee to attend to a card unblock request (Branch)	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Cards	TCS Bancs	Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Bank employee to attend to a card unblock request (call center)	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:05:00		
Cards	TCS Bancs	Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:05:00		
Cards	TCS Bancs	Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:05:00		
Cards	TCS Bancs	Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employee to re-issue card PIN in Branch	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Cards	TCS Bancs	Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employe to re-issue card PIN in Call center	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:05:00		
Cards		Customer Experience	Derived	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered)	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Derived	Total Cards management requests	Total Cards management requests (all channels)	Botswana	Letshego	2022	No Data	No Data		
Cards		Operational Efficiency	Bank Data	Card management request on Mobile	Card management request on Mobile	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though Digital channels	Average Time spent by Customer to order a card through existing digital channels	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs wait for a card from ordering to receiving it	Botswana	Letshego	2022	No Data	No Data		
Cards		Operational Efficiency	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	Botswana	Letshego	2022	No Data	No Data		
Cards		Operational Efficiency	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	Botswana	Letshego	2022	No Data	No Data		
Cards		Operational Efficiency	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on digital channels.	Average time spent by customer to change debit/credit card spending limit on the digital channels	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	Botswana	Letshego	2022	No Data	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on digital channels	Average time spent by the customer to block a card in dig. channel application	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in dig. channel application	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	Botswana	Letshego	2022	No Data	No Data		
Cards		Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Bank employee to attend to a card unblock request (call center)	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	Botswana	Letshego	2022	No Data	No Data		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	Botswana	Letshego	2022	No Data	No Data		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employe to re-issue card PIN in Branch	Botswana	Letshego	2022	No Data	No Data		

Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employee to re-issue card PIN in Call center	Botswana	Leitshego	2022	No Data	No Data	
Cards		Customer Experience	Derived	% of Cards ordered through Digital Channels	Total number of Cards ordered through Digital Channels, as percentage of total card ordered)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Derived	Total Cards management requests	Total Cards management requests (all channels)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Operational Efficiency	Bank Data	Card management request on Mobile	Card management request on Mobile	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Bank Data	Total number of Cards ordered through Branch & Call Center	Total number of Cards ordered through Branch & Call Center	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though Digital channels	Average Time spent by Customer to order a card through existing digital channels	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Workshop	Time spent by Customer to order a card though physical channels	Average Time spent by Customer to order a card. Includes, branch visit, waiting time and interaction time.	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Workshop	Customer waiting time to get a card (total processing and delivery time)	Time the customer needs for wait for a card from ordering to receiving it	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Operational Efficiency	Workshop	Time spent by Bank (Front-office and Back-Office) to process one card order	Average Time spent by FO/BO employee(s) to process one new card request	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Operational Efficiency	Bank Data	Customer Branch visits related to card issues	Card related Branch visits	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Operational Efficiency	Bank Data	Customer Call Center calls related to card issues	Card related Call Center calls	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on digital channels.	Average time spent by customer to change debit/credit card spending limit on the digital channels	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Workshop	Time required by the customer to change card spending limit on physical channels (Branch, contact center)	Average time spent by customer to change debit/credit card spending limit on the physical channels (branch, contact center)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card spending limit change request	Average time spent by a Bank employee to complete a card spending limit extension request.	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Workshop	Time required by the customer to block a card on digital channels	Average time spent by the customer to block a card in dig. channel application	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Workshop	Time required by the customer to block a card on physical channels (branch, call center)	Average time spent by the customer to block a card via physical channels (branch, call center)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on digital channels	Average time spent by the customer to unblock a card in dig. channel application	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Workshop	Time required by the customer to unblock a card on physical channels (branch, call center)	Average time spent by the customer to unblock a card via physical channels (branch, call center)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a card block request	Average time spent by Bank employee to attend to a card block request (Branch)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unblock request	Average time spent by Bank employee to attend to a card unlock request (Branch)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblocking request	Average time spent by Bank employee to attend to a card unlock request (call center)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on digital channels	Average time spent by customer to re-issue card PIN in digital banking applications	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Workshop	Time required by the customer to re-issue PIN on physical channels	Average time spent by customer to re-issue card PIN on physical channels	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (Branch)	Average time spent by bank employee to re-issue card PIN in Branch	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN reissue request (call center)	Average time spent by bank employee to re-issue card PIN in Call center	Ecuador	Banco Pichincha	2022	No Data	No Data	
Cards		Customer Experience	Derived	% of Cards ordered through Digital Channel	Total number of Cards ordered through Digital Channels, as	Morocco	CIH	2022	N.A		
Cards		Customer Experience	Derived	Total Cards management requests	Total Cards management requests (all channels)	Morocco	CIH	2022	# 159,485		
Cards		Operational Efficiency	Bank Data	Card management request on Mobile	Card management request on Mobile	Morocco	CIH	2022	N.A		
Cards		Customer Experience	Bank Data	Total number of Cards ordered through Branch	Total number of Cards ordered through Branch & Call Center	Morocco	CIH	2022	N.A		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card tho	Average Time spent by Customer to order a card through ex	Morocco	CIH	2022	N.A		
Cards		Customer Experience	Workshop	Time spent by Customer to order a card tho	Average Time spent by Customer to order a card. Includes, t	Morocco	CIH	2022	Time 0:40:00		
Cards		Customer Experience	Workshop	Customer waiting time to get a card (total pr	The customer needs for wait for a card from ordering to	Morocco	CIH	2022	Days 4		
Cards		Operational Efficiency	Workshop	Time spent by Bank (Front-office and Back-	Average Time spent by FO/BO employee(s) to process one	Morocco	CIH	2022	Time 0:05:00		
Cards		Operational Efficiency	Bank Data	Customer Branch visits related to card issu	Card related Branch visits	Morocco	CIH	2022	N.A		
Cards		Operational Efficiency	Bank Data	Customer Call Center calls related to card is	Card related Call Center calls	Morocco	CIH	2022	# 159,485		
Cards		Customer Experience	Workshop	Time required by the customer to change ca	Average time spent by customer to change debit/credit card	Morocco	CIH	2022	N.A		
Cards		Customer Experience	Workshop	Time required by the customer to change ca	Average time spent by customer to change debit/credit card	Morocco	CIH	2022	N.A		
Cards		Operational Excellence	Workshop	Time spent by Bank employee to attend to a	Average time spent by Bank employee to attend to a card b	Morocco	CIH	2022	N.A		
Cards		Operational Excellence	Workshop	Time spent by Branch employee to attend to	Average time spent by Bank employee to attend to a card u	Morocco	CIH	2022	N.A		
Cards		Operational Excellence	Workshop	Time spent by Call center employee to atten	Average time spent by Bank employee to attend to a card u	Morocco	CIH	2022	N.A		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue P	Average time spent by customer to re-issue card PIN in digit	Morocco	CIH	2022	N.A		
Cards		Customer Experience	Workshop	Time required by the customer to re-issue P	Average time spent by customer to re-issue card PIN on phy	Morocco	CIH	2022	N.A		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN re	Average time spent by bank employee to re-issue card PIN in	Morocco	CIH	2022	N.A		
Cards		Operational Excellence	Workshop	Time spent by Bank attending a card PIN re	Average time spent by bank employee to re-issue card PIN in	Morocco	CIH	2022	N.A		

Digital Onboarding	No Application	Business	Bank Data	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by channel	Kuwait	ABK	2022	%	8%		
Digital Onboarding	No Application	Business	Bank Data	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown by channel	Kuwait	ABK	2022	%	2%		
Digital Onboarding	No Application	Business	Bank Data	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	Kuwait	ABK	2022	%	6%		
Digital Onboarding	No Application	Customer Experience	Bank Data	Customer Lead Time	Time from marketing actions (i.e. referral generation) to account opening initiation	Kuwait	ABK	2022	Time	1152:00:00		
Digital Onboarding	No Application	Operational Excellence	Workshop	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	Kuwait	ABK	2022	Time	2:00:00		
Digital Onboarding	No Application	Operational Excellence	Workshop	Average Time Spent by branch onboarding 1 Account	Average Time Spent by branch onboarding 1 Account	Kuwait	ABK	2022	Time	1:00:00		
Digital Onboarding	No Application	Operational Excellence	Workshop	Total time spent by Bank in activities during onboarding	Total time spent by the bank in one account	Kuwait	ABK	2022	Man / Hour	0:40:00		
Digital Onboarding	No Application	Operational Excellence	Workshop	Total time spent by sales executive in activities during onboarding	Avg. time spent by bank executive across the onboarding	Kuwait	ABK	2022	Time	0:40:00		
Digital Onboarding	No Application	Operational Excellence	Workshop	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	Kuwait	ABK	2022	Time	0:05:00		
Digital Onboarding	No Application	Operational Excellence	Workshop	Average Time Spent by Branch & BO on 1 Account	Average Time Spent by Branch & BO on 1 Account	Kuwait	ABK	2022	Time	0:40:00		
Digital Onboarding	No Application	Operational Excellence	Derived	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	Kuwait	ABK	2022	%	1%		
Digital Onboarding	No Application	Business	Derived	% Funded Accounts	Total number of funded accounts vs total account opened;	Kuwait	ABK	2022	%	30%		
Digital Onboarding	No Application	Business	Bank Data	Overall Leakage during onboarding (% of applications), by products type		Kuwait	ABK	2022	%	35%		
Digital Onboarding	No Application	Business	Bank Data	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Kuwait	ABK	2022	%	97%		
Digital Onboarding	No Application	Business	Bank Data	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	Kuwait	ABK	2022	%	35%		
Digital Onboarding	No Application	Business	Bank Data	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	Kuwait	ABK	2022	%	No Data		
Digital Onboarding	No Application	Business	Bank Data	Customer Retention	Customer Retention	Kuwait	ABK	2022	%	78%		
Digital Onboarding	No Application	Business	Bank Data	Deposit Growth	Deposit Growth, year over year	Kuwait	ABK	2022	%	2%		
Digital Onboarding	No Application	Business	Bank Data	Mobile Deposit Account Opening	Total number of deposit accounts opened through the mobile channel	Kuwait	ABK	2022	%	0%		
Digital Onboarding	No Application	Business	Bank Data	Web Digital Deposit Account Opening	Total number of deposit accounts opened through the web channel	Kuwait	ABK	2022	%	0%		
Digital Onboarding	No Application	Operational Excellence	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	Kuwait	ABK	2022	%	0%		
Digital Onboarding	No Application	Operational Excellence	Bank Data	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	Kuwait	ABK	2022	%	95%		
Digital Onboarding	No Application	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	Kuwait	ABK	2022	Time	1728:00:00		
Digital Onboarding	No Application	Operational Excellence	Workshop	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	Kuwait	ABK	2022	#	2		
Digital Onboarding	No Application	Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	Kuwait	ABK	2022	Time	0:15:00		
Digital Onboarding	No Application	Customer Experience	Workshop	Access to Account	Time taken to receive access to account	Kuwait	ABK	2022	Time	0:40:00		
Digital Onboarding	No Application	Customer Experience	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	Kuwait	ABK	2022	Time	3 DAYS		
Digital Onboarding	No Application	Operational Excellence	Workshop	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	Kuwait	ABK	2022	Time	No Data		
Digital Onboarding	No Application	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	Kuwait	ABK	2022	#	No Data		
Digital Onboarding	No Application	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	Kuwait	ABK	2022	#	1.46		
Digital Onboarding	No Application	Operational Excellence	Workshop	Time spent by Middle Office	Time spent by Middle Office (Risk & Compliance) in administrative tasks related to onboarding & origination, weekly	Kuwait	ABK	2022	%	No Data		
Digital Onboarding	No Application	Operational Excellence	Workshop	Time spent by Front Office	Time spent by Front Office in administrative tasks related to onboarding & origination, weekly	Kuwait	ABK	2022	%	0:40:00		
Digital Onboarding	No Application	Business	Bank Data	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	Kuwait	ABK	2022	%	0%		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	USA	Tech CU	2021	%	No Data		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	USA	Tech CU	2021	%	3%		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	USA	Tech CU	2021	%	2%		
Digital Onboarding	Avoca (Temenos)	Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	USA	Tech CU	2021	Time	3 DAYS		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	USA	Tech CU	2021	Time	0:20:00		

Digital Onboarding	Avoca (Temenos)	Customer Experience	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	USA	Tech CU	2021	Time	0:40:00		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	USA	Tech CU	2021	Time	0:35:00		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Bank Data	Total time spent by sales executive in activities during onboarding	Avg. time spent by bank executive across the onboarding	USA	Tech CU	2021	Time	No Data		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Bank Data	Time spent by Call center employees for onboarding-related activities	Average Time spent by Call Center reps on each onboarding related interaction	USA	Tech CU	2021	Time	No Data		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	USA	Tech CU	2021	Time	0:35:00		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	USA	Tech CU	2021	%	5%		
Digital Onboarding	Avoca (Temenos)	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	USA	Tech CU	2021	%	34%		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process through Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	Tech CU	2021	%	65%		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Overall Leakage during onboarding (% of applications), by product type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	Tech CU	2021	%	64%		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process through Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	Tech CU	2021	%	96%		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	USA	Tech CU	2021	%	32%		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	USA	Tech CU	2021	%	65%		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Customer Retention	100% minus customer churn %, year	USA	Tech CU	2021	%	60%		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Deposit Growth	Growth of Deposit products #, YoY	USA	Tech CU	2021	%	6%		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Mobile Deposit Account Opening	Average deposit accounts opened through mobile channel	USA	Tech CU	2021	%	0%		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Web Digital Deposit Account Opening	Average deposit accounts opened through web channel	USA	Tech CU	2021	%	32%		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	USA	Tech CU	2021	%	72%		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	USA	Tech CU	2021	%	70%		
Digital Onboarding	Avoca (Temenos)	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	USA	Tech CU	2021	Time	240:00:00		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	USA	Tech CU	2021	#	6		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Workshop	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	USA	Tech CU	2021	Time	0:15:00		
Digital Onboarding	Avoca (Temenos)	Customer Experience	Workshop	Access to Account	Time taken to receive access to account	USA	Tech CU	2021	Time	10 min - 2 days		
Digital Onboarding	Avoca (Temenos)	Customer Experience	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	USA	Tech CU	2021	Time	0:06:00		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	USA	Tech CU	2021	Time	0:06:00		
Digital Onboarding	Avoca (Temenos)	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	USA	Tech CU	2021	#	No Data		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	USA	Tech CU	2021	#	No Data		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Workshop	Time spent by Middle Office	Time spent by Middle Office (Risk & Compliance) in administrative tasks related to onboarding & origination, weekly	USA	Tech CU	2021	%	No Data		
Digital Onboarding	Avoca (Temenos)	Operational Excellence	Workshop	Time spent by Front Office	Time spent by Front Office in administrative tasks related to onboarding & origination, weekly	USA	Tech CU	2021	%	No Data		
Digital Onboarding	Avoca (Temenos)	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	USA	Tech CU	2021	%	No Data		
Digital Onboarding	ncino	Business	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Business	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Business	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	USA	Sandy Spring	2021	Time	No data		
Digital Onboarding	ncino	Operational Excellence	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	USA	Sandy Spring	2021	Time	No data		
Digital Onboarding	ncino	Customer Experience	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	USA	Sandy Spring	2021	Time	No data		
Digital Onboarding	ncino	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	USA	Sandy Spring	2021	Man / Hour	No data		
Digital Onboarding	ncino	Operational Excellence	Bank Data	Total time spent by sales executive in activities during onboarding	Avg. time spent by bank executive across the onboarding	USA	Sandy Spring	2021	Time	No data		

Digital Onboarding	ncino	Operational Excellence	Bank Data	Time spent by Call center employees for onboarding-related activities	Average Time spent by Call Center reps on each onboarding related interaction	USA	Sandy Spring	2021	Time	No data		
Digital Onboarding	ncino	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	USA	Sandy Spring	2021	Time	No data		
Digital Onboarding	ncino	Operational Excellence	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	USA	Sandy Spring	2021	#	No data		
Digital Onboarding	ncino	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process through Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Business	Derived	Overall Leakage during onboarding (% of applications), by product type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process through Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Business	Derived	Customer Retention	100% minus customer churn %, year	USA	Sandy Spring	2021	%	96%		
Digital Onboarding	ncino	Business	Derived	Deposit Growth	Growth of Deposit products #, YoY	USA	Sandy Spring	2021	%	6%		
Digital Onboarding	ncino	Business	Derived	Mobile Deposit Account Opening	Average deposit accounts opened through mobile channel	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Business	Derived	Web Digital Deposit Account Opening	Average deposit accounts opened through web channel	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Operational Excellence	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Operational Excellence	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	USA	Sandy Spring	2021	Time	No data		
Digital Onboarding	ncino	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	USA	Sandy Spring	2021	#	No data		
Digital Onboarding	ncino	Operational Excellence	Workshop	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	USA	Sandy Spring	2021	Time	No data		
Digital Onboarding	ncino	Customer Experience	Workshop	Access to Account	Time taken to receive access to account	USA	Sandy Spring	2021	Time	No data		
Digital Onboarding	ncino	Customer Experience	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	USA	Sandy Spring	2021	Time	No data		
Digital Onboarding	ncino	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	USA	Sandy Spring	2021	Time	No data		
Digital Onboarding	ncino	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	USA	Sandy Spring	2021	#	No data		
Digital Onboarding	ncino	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	USA	Sandy Spring	2021	#	1.95		
Digital Onboarding	ncino	Operational Excellence	Workshop	Time spent by Middle Office	Time spent by Middle Office (Risk & Compliance) in administrative tasks related to onboarding & origination, weekly	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Operational Excellence	Workshop	Time spent by Front Office	Time spent by Front Office in administrative tasks related to onboarding & origination, weekly	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	ncino	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	USA	Sandy Spring	2021	%	No data		
Digital Onboarding	No Application	Business	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	Phillipines	EWB	2021	%	No Data		
Digital Onboarding	No Application	Business	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	Phillipines	EWB	2021	%	No Data		
Digital Onboarding	No Application	Business	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	Phillipines	EWB	2021	%	5%		
Digital Onboarding	No Application	Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	Phillipines	EWB	2021	Time	3 Days		
Digital Onboarding	No Application	Operational Excellence	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	Phillipines	EWB	2021	Time/Hour	1:25:00		
Digital Onboarding	No Application	Customer Experience	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	Phillipines	EWB	2021	Time/Hour	0:48:00		
Digital Onboarding	No Application	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	Phillipines	EWB	2021	Man / Hour	0:48:00		
Digital Onboarding	No Application	Operational Excellence	Bank Data	Total time spent by sales executive in activities during onboarding	Avg. time spent by bank executive across the onboarding	Phillipines	EWB	2021	Time	No data		
Digital Onboarding	No Application	Operational Excellence	Bank Data	Time spent by Call center employees for onboarding-related activities	Average Time spent by Call Center reps on each onboarding related interaction	Phillipines	EWB	2021	Time	0:10:00		
Digital Onboarding	No Application	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	Phillipines	EWB	2021	Time	0:40:00		
Digital Onboarding	No Application	Operational Excellence	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	Phillipines	EWB	2021	%	15%		

Digital Onboarding	No Application	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	Phillipines	EWB	2021	%	40%		
Digital Onboarding	No Application	Business	Derived	Digital Leakage rate during onboaring (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Phillipines	EWB	2021	%	60%		
Digital Onboarding	No Application	Business	Derived	Overall Leakage during onboaring (% of applications), by product type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Phillipines	EWB	2021	%	40%		
Digital Onboarding	No Application	Business	Derived	Digital Leakage rate during onboaring (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Phillipines	EWB	2021	%	92%		
Digital Onboarding	No Application	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for deposit account, through the branch	Phillipines	EWB	2021	%	20%		
Digital Onboarding	No Application	Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	Phillipines	EWB	2021	%	No Data		
Digital Onboarding	No Application	Business	Derived	Customer Retention	100% minus customer churn %, year	Phillipines	EWB	2021	%	78%		
Digital Onboarding	No Application	Business	Derived	Deposit Growth	Growth of Deposit products #, YoY	Phillipines	EWB	2021	%	5%		
Digital Onboarding	No Application	Business	Derived	Mobile Deposit Account Opening	Average deposit accounts opened through mobile channel	Phillipines	EWB	2021	%	No Data		
Digital Onboarding	No Application	Business	Derived	Web Digital Deposit Account Opening	Average deposit accounts opened through web channel	Phillipines	EWB	2021	%	No Data		
Digital Onboarding	No Application	Operational Excellence	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	Phillipines	EWB	2021	%	No Data		
Digital Onboarding	No Application	Operational Excellence	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	Phillipines	EWB	2021	%	90%		
Digital Onboarding	No Application	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	Phillipines	EWB	2021	Time	4 Days		
Digital Onboarding	No Application	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	Phillipines	EWB	2021	#	2		
Digital Onboarding	No Application	Operational Excellence	Workshop	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	Phillipines	EWB	2021	Time	No Data		
Digital Onboarding	No Application	Customer Experience	Workshop	Access to Account	Time taken to receive access to account	Phillipines	EWB	2021	Time	1 Day		
Digital Onboarding	No Application	Customer Experience	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	Phillipines	EWB	2021	Time	0:30:00		
Digital Onboarding	No Application	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	Phillipines	EWB	2021	Time	No Data		
Digital Onboarding	No Application	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	Phillipines	EWB	2021	#	No Data		
Digital Onboarding	No Application	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	Phillipines	EWB	2021	#	1.2		
Digital Onboarding	No Application	Operational Excellence	Workshop	Time spent by Middle Office	Time spent by Middle Office (Risk & Compliance) in administrative tasks related to onboarding & origination, weekly	Phillipines	EWB	2021	%	No Data		
Digital Onboarding	No Application	Operational Excellence	Workshop	Time spent by Front Office	Time spent by Front Office in administrative tasks related to onboarding & origination, weekly	Phillipines	EWB	2021	#	1:30:00		
Digital Onboarding	No Application	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	Phillipines	EWB	2021	%	0.05 %		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	Slovakia	Postova banka / Bank 365	2020	%	78%		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	Slovakia	Postova banka / Bank 365	2020	%	22%		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	Slovakia	Postova banka / Bank 365	2020	%	0%		
Digital Onboarding	Self Build	Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Digital Onboarding	Self Build	Customer Experience	Bank Data	Time to complete the onboarding journey for customer branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	Slovakia	Postova banka / Bank 365	2020	Man / Hour	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Total time spent by sales executive in activities during onboarding	Avg. time spent by bank executive accross the onboarding	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Call center employees for onboarding-related activities	Average Time spent by Call Center reps on each onboarding related interaction	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	Slovakia	Postova banka / Bank 365	2020	#	No Data		
Digital Onboarding	Self Build	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	Slovakia	Postova banka / Bank 365	2020	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboaring (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Slovakia	Postova banka / Bank 365	2020	%	No Data		

Digital Onboarding	Self Build	Business	Derived	Overall Leakage during onboarding (% of applications), by product type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Slovakia	Postova banka / Bank 365	2020	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process through Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Slovakia	Postova banka / Bank 365	2020	%	40%		
Digital Onboarding	Self Build	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	Slovakia	Postova banka / Bank 365	2020	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	Slovakia	Postova banka / Bank 365	2020	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Customer Retention	100% minus customer churn %, year	Slovakia	Postova banka / Bank 365	2020	%	97%		
Digital Onboarding	Self Build	Business	Derived	Deposit Growth	Growth of Deposit products #, YoY	Slovakia	Postova banka / Bank 365	2020	%	11%		
Digital Onboarding	Self Build	Business	Derived	Mobile Deposit Account Opening	Average deposit accounts opened through mobile channel	Slovakia	Postova banka / Bank 365	2020	%	100%		
Digital Onboarding	Self Build	Customer Experience	Derived	Web Digital Deposit Account Opening	Average deposit accounts opened through web channel	Slovakia	Postova banka / Bank 365	2020	%	100%		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	Slovakia	Postova banka / Bank 365	2020	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	Slovakia	Postova banka / Bank 365	2020	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	Slovakia	Postova banka / Bank 365	2020	#	No Data		
Digital Onboarding	Self Build	Business	Workshop	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Digital Onboarding	Self Build	Business	Workshop	Access to Account	Time taken to receive access to account	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Digital Onboarding	Self Build	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	Slovakia	Postova banka / Bank 365	2020	#	No Data		
Digital Onboarding	Self Build	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	Slovakia	Postova banka / Bank 365	2020	#	1		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Middle Office	Time spent by Middle Office (Risk & Compliance) in administrative tasks related to onboarding & origination, weekly	Slovakia	Postova banka / Bank 365	2020	%	No Data		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Front Office	Time spent by Front Office in administrative tasks related to onboarding & origination, weekly	Slovakia	Postova banka / Bank 365	2020	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	Slovakia	Postova banka / Bank 365	2020	%	100%		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	Colombia	Caja Social	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	Colombia	Caja Social	2021	Time	No Data		
Digital Onboarding	Self Build	Customer Experience	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	Colombia	Caja Social	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	Colombia	Caja Social	2021	Man / Hour	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Total time spent by sales executive in activities during onboarding	Avg. time spent by bank executive across the onboarding	Colombia	Caja Social	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Call center employees for onboarding-related activities	Average Time spent by Call Center reps on each onboarding related interaction	Colombia	Caja Social	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	Colombia	Caja Social	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	Colombia	Caja Social	2021	#	No Data		
Digital Onboarding	Self Build	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process through Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Overall Leakage during onboarding (% of applications), by product type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Colombia	Caja Social	2021	%	25.00%		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process through Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Colombia	Caja Social	2021	%	No Data		

Digital Onboarding	Self Build	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Customer Retention	100% minus customer churn %, year	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Growth	Growth of Deposit products #, YoY	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Mobile Deposit Account Opening	Average deposit accounts opened through mobile channel	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Derived	Web Digital Deposit Account Opening	Average deposit accounts opened through web channel	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	Colombia	Caja Social	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	Colombia	Caja Social	2021	#	No Data		
Digital Onboarding	Self Build	Business	Workshop	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	Colombia	Caja Social	2021	Time	No Data		
Digital Onboarding	Self Build	Business	Workshop	Access to Account	Time taken to receive access to account	Colombia	Caja Social	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	Colombia	Caja Social	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	Colombia	Caja Social	2021	Time	No Data		
Digital Onboarding	Self Build	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	Colombia	Caja Social	2021	#	No Data		
Digital Onboarding	Self Build	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	Colombia	Caja Social	2021	#	2.1		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Middle Office	Time spent by Middle Office (Risk & Compliance) in administrative tasks related to onboarding & origination, weekly	Colombia	Caja Social	2021	Time	0:01:00		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Front Office	Time spent by Front Office in administrative tasks related to onboarding & origination, weekly	Colombia	Caja Social	2021	Time	0:00:20		
Digital Onboarding	Self Build	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	Colombia	Caja Social	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	Costa Rica	BNCR	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	Costa Rica	BNCR	2021	Time	No Data		
Digital Onboarding	Self Build	Customer Experience	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	Costa Rica	BNCR	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	Costa Rica	BNCR	2021	Man / Hour	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Total time spent by sales executive in activities during onboarding	Avg. time spent by bank executive across the onboarding	Costa Rica	BNCR	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Call center employees for onboarding-related activities	Average time spent by Call Center reps on each onboarding related interaction	Costa Rica	BNCR	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	Costa Rica	BNCR	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	Costa Rica	BNCR	2021	#	No Data		
Digital Onboarding	Self Build	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process through Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Overall Leakage during onboarding (% of applications), by product type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process through Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Customer Retention	100% minus customer churn %, year	Costa Rica	BNCR	2021	%	No Data		

Digital Onboarding	Self Build	Business	Derived	Deposit Growth	Growth of Deposit products #, YoY	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Mobile Deposit Account Opening	Average deposit accounts opened through mobile channel	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Derived	Web Digital Deposit Account Opening	Average deposit accounts opened through web channel	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	Costa Rica	BNCR	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	Costa Rica	BNCR	2021	#	No Data		
Digital Onboarding	Self Build	Business	Workshop	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	Costa Rica	BNCR	2021	Time	No Data		
Digital Onboarding	Self Build	Business	Workshop	Access to Account	Time taken to receive access to account	Costa Rica	BNCR	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	Costa Rica	BNCR	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	Costa Rica	BNCR	2021	Time	No Data		
Digital Onboarding	Self Build	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	Costa Rica	BNCR	2021	#	No Data		
Digital Onboarding	Self Build	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	Costa Rica	BNCR	2021	#	1.9		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Middle Office	Time spent by Middle Office (Risk & Compliance) in administrative tasks related to onboarding & origination, weekly	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Front Office	Time spent by Front Office in administrative tasks related to onboarding & origination, weekly	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	Costa Rica	BNCR	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	USA	CCCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	USA	CCCU	2021	Time	No Data		
Digital Onboarding	Self Build	Customer Experience	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	USA	CCCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	USA	CCCU	2021	Man / Hour	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Total time spent by sales executive in activities during onboarding	Avg. time spent by bank executive across the onboarding	USA	CCCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Call center employees for onboarding-related activities	Average Time spent by Call Center reps on each onboarding related interaction	USA	CCCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	USA	CCCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	USA	CCCU	2021	#	No Data		
Digital Onboarding	Self Build	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Overall Leakage during onboarding (% of applications), by product type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	CCCU	2021	%	~80%		
Digital Onboarding	Self Build	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Customer Retention	100% minus customer churn %, year	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Growth	Growth of Deposit products #, YoY	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Mobile Deposit Account Opening	Average deposit accounts opened through mobile channel	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Derived	Web Digital Deposit Account Opening	Average deposit accounts opened through web channel	USA	CCCU	2021	%	No Data		

Digital Onboarding	Self Build	Operational Excellence	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	USA	CCCU	2021	Time	7-10 Days		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	USA	CCCU	2021	#	No Data		
Digital Onboarding	Self Build	Business	Workshop	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	USA	CCCU	2021	Time	No Data		
Digital Onboarding	Self Build	Business	Workshop	Access to Account	Time taken to receive access to account	USA	CCCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	USA	CCCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	USA	CCCU	2021	Time	No Data		
Digital Onboarding	Self Build	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	USA	CCCU	2021	#	No Data		
Digital Onboarding	Self Build	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	USA	CCCU	2021	#	1.67		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Middle Office	Time spent by Middle Office (Risk & Compliance) in administrative tasks related to onboarding & origination, weekly	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Front Office	Time spent by Front Office in administrative tasks related to onboarding & origination, weekly	USA	CCCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	USA	CCCU	2021	%	81%		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	USA	Mascoma	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	USA	Mascoma	2021	Time	No Data		
Digital Onboarding	Self Build	Customer Experience	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	USA	Mascoma	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	USA	Mascoma	2021	Man / Hour	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Total time spent by sales executive in activities during onboarding	Avg. time spent by bank executive across the onboarding	USA	Mascoma	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Call center employees for onboarding-related activities	Average Time spent by Call Center reps on each onboarding related interaction	USA	Mascoma	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	USA	Mascoma	2021	Time	0:30:00		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	USA	Mascoma	2021	#	No Data		
Digital Onboarding	Self Build	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Overall Leakage during onboarding (% of applications), by product type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process though Digital channels leakage percentage with break out by products (and product types, i.e. deposit & lending products)	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Customer Retention	100% minus customer churn %, year	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Growth	Growth of Deposit products #, YoY	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Mobile Deposit Account Opening	Average deposit accounts opened through mobile channel	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Derived	Web Digital Deposit Account Opening	Average deposit accounts opened through web channel	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	USA	Mascoma	2021	Time	No Data		

Digital Onboarding	Self Build	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	USA	Mascoma	2021	#	No Data		
Digital Onboarding	Self Build	Business	Workshop	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	USA	Mascoma	2021	Time	No Data		
Digital Onboarding	Self Build	Business	Workshop	Access to Account	Time taken to receive access to account	USA	Mascoma	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	USA	Mascoma	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	USA	Mascoma	2021	Time	No Data		
Digital Onboarding	Self Build	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	USA	Mascoma	2021	#	No Data		
Digital Onboarding	Self Build	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	USA	Mascoma	2021	#	No Data		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Middle Office	Time spent by Middle Office (Risk & Compliance) in administrative tasks related to onboarding & origination, weekly	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Front Office	Time spent by Front Office in administrative tasks related to onboarding & origination, weekly	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	USA	Mascoma	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	USA	UFCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	USA	UFCU	2021	Time	No Data		
Digital Onboarding	Self Build	Customer Experience	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	USA	UFCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	USA	UFCU	2021	Man / Hour	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Total time spent by sales executive in activities during onboarding	Avg. time spent by bank executive across the onboarding	USA	UFCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Call center employees for onboarding-related activities	Average Time spent by Call Center reps on each onboarding related interaction	USA	UFCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	USA	UFCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	USA	UFCU	2021	#	No Data		
Digital Onboarding	Self Build	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Overall Leakage during onboarding (% of applications), by product type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Customer Retention	100% minus customer churn %, year	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Growth	Growth of Deposit products #, YoY	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Mobile Deposit Account Opening	Average deposit accounts opened through mobile channel	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Derived	Web Digital Deposit Account Opening	Average deposit accounts opened through web channel	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	USA	UFCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	USA	UFCU	2021	#	No Data		
Digital Onboarding	Self Build	Business	Workshop	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	USA	UFCU	2021	Time	No Data		
Digital Onboarding	Self Build	Business	Workshop	Access to Account	Time taken to receive access to account	USA	UFCU	2021	Time	No Data		

Digital Onboarding	Self Build	Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	USA	UFCU	2021	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	USA	UFCU	2021	Time	No Data		
Digital Onboarding	Self Build	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	USA	UFCU	2021	#	No Data		
Digital Onboarding	Self Build	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	USA	UFCU	2021	#	No Data		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Middle Office	Time spent by Middle Office (Risk & Compliance) in administrative tasks related to onboarding & origination, weekly	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Front Office	Time spent by Front Office in administrative tasks related to onboarding & origination, weekly	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	USA	UFCU	2021	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	UK	Weatherbys Racing Bank	2022	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	UK	Weatherbys Racing Bank	2022	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	UK	Weatherbys Racing Bank	2022	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	UK	Weatherbys Racing Bank	2022	Time/Days	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	UK	Weatherbys Racing Bank	2022	Time/Hour	1:00:00		
Digital Onboarding	Self Build	Customer Experience	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	UK	Weatherbys Racing Bank	2022	Time/Hour	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	UK	Weatherbys Racing Bank	2022	Man / Hour	5:00:00		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Total time spent by sales executive in activities during onboarding	Avg. time spent by bank executive across the onboarding	UK	Weatherbys Racing Bank	2022	Time	2:30:00		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Call center employees for onboarding-related activities	Average Time spent by Call Center reps on each onboarding related interaction	UK	Weatherbys Racing Bank	2022	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	UK	Weatherbys Racing Bank	2022	Time	2:30:00		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	UK	Weatherbys Racing Bank	2022	#	No Data		
Digital Onboarding	Self Build	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	UK	Weatherbys Racing Bank	2022	%	100%		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	UK	Weatherbys Racing Bank	2022	%	75%		
Digital Onboarding	Self Build	Business	Derived	Overall Leakage during onboarding (% of applications), by product type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	UK	Weatherbys Racing Bank	2022	%	50%		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	UK	Weatherbys Racing Bank	2022	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	UK	Weatherbys Racing Bank	2022	%	50%		
Digital Onboarding	Self Build	Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	UK	Weatherbys Racing Bank	2022	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Customer Retention	100% minus customer churn %, year	UK	Weatherbys Racing Bank	2022	%	96%		
Digital Onboarding	Self Build	Business	Derived	Deposit Growth	Growth of Deposit products #, YoY	UK	Weatherbys Racing Bank	2022	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Mobile Deposit Account Opening	Average deposit accounts opened through mobile channel	UK	Weatherbys Racing Bank	2022	%	0%		
Digital Onboarding	Self Build	Customer Experience	Derived	Web Digital Deposit Account Opening	Average deposit accounts opened through web channel	UK	Weatherbys Racing Bank	2022	%	0%		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	UK	Weatherbys Racing Bank	2022	%	0%		
Digital Onboarding	Self Build	Customer Experience	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	UK	Weatherbys Racing Bank	2022	%	75%		
Digital Onboarding	Self Build	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	UK	Weatherbys Racing Bank	2022	Time	336:00:00		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	UK	Weatherbys Racing Bank	2022	#	6		
Digital Onboarding	Self Build	Business	Workshop	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	UK	Weatherbys Racing Bank	2022	Time	No Data		
Digital Onboarding	Self Build	Business	Workshop	Access to Account	Time taken to receive access to account	UK	Weatherbys Racing Bank	2022	Time	168:00:00		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	UK	Weatherbys Racing Bank	2022	Time	0:30:00		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	UK	Weatherbys Racing Bank	2022	Time	2:10:00		
Digital Onboarding	Self Build	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	UK	Weatherbys Racing Bank	2022	#	No Data		

Digital Onboarding	Self Build	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	UK	Weatherbys Racing Bank	2022	#	1.1		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Middle Office	Time spent by Middle Office (Risk & Compliance) in administrative tasks related to onboarding & origination, weekly	UK	Weatherbys Racing Bank	2022	%	0:30:00		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Front Office	Time spent by Front Office in administrative tasks related to onboarding & origination, weekly	UK	Weatherbys Racing Bank	2022	%	20%		
Digital Onboarding	Self Build	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	UK	Weatherbys Racing Bank	2022	%	0%		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	UK	Weatherbys Private Bank	2022	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	UK	Weatherbys Private Bank	2022	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	UK	Weatherbys Private Bank	2022	%	No Data		
Digital Onboarding	Self Build	Customer Experience	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	UK	Weatherbys Private Bank	2022	Time/Days	No Data		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Time to complete the onboarding journey for customer	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	UK	Weatherbys Private Bank	2022	Time/Hour	1:30:00		
Digital Onboarding	Self Build	Customer Experience	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	UK	Weatherbys Private Bank	2022	Time/Hour	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	UK	Weatherbys Private Bank	2022	Man / Hour	8:00:00		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Total time spent by sales executive in activities during onboarding	Avg. time spent by bank executive across the onboarding	UK	Weatherbys Private Bank	2022	Time	4:00:00		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Call center employees for onboarding-related activities	Average Time spent by Call Center reps on each onboarding related interaction	UK	Weatherbys Private Bank	2022	Time	No Data		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Time spent by Bank employees for onboarding-related activities	Average time spent by bank employees (i.e. mid-office and/or back-office) to onboard one account	UK	Weatherbys Private Bank	2022	Time	4:00:00		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	UK	Weatherbys Private Bank	2022	#	No Data		
Digital Onboarding	Self Build	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	UK	Weatherbys Private Bank	2022	%	100%		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	UK	Weatherbys Private Bank	2022	%	75%		
Digital Onboarding	Self Build	Business	Derived	Overall Leakage during onboarding (% of applications), by product type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	UK	Weatherbys Private Bank	2022	%	50%		
Digital Onboarding	Self Build	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process though Digital channels leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	UK	Weatherbys Private Bank	2022	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	UK	Weatherbys Private Bank	2022	%	50%		
Digital Onboarding	Self Build	Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the Call Center	UK	Weatherbys Private Bank	2022	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Customer Retention	100% minus customer churn %, year	UK	Weatherbys Private Bank	2022	%	75%		
Digital Onboarding	Self Build	Business	Derived	Deposit Growth	Growth of Deposit products #, YoY	UK	Weatherbys Private Bank	2022	%	No Data		
Digital Onboarding	Self Build	Business	Derived	Mobile Deposit Account Opening	Average deposit accounts opened through mobile channel	UK	Weatherbys Private Bank	2022	%	0%		
Digital Onboarding	Self Build	Customer Experience	Derived	Web Digital Deposit Account Opening	Average deposit accounts opened through web channel	UK	Weatherbys Private Bank	2022	%	0%		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validations during the new customer onboarding process	UK	Weatherbys Private Bank	2022	%	0%		
Digital Onboarding	Self Build	Customer Experience	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	UK	Weatherbys Private Bank	2022	%	75%		
Digital Onboarding	Self Build	Customer Experience	Workshop	Total waiting time to get access to Debit Card for first-time customers	Time to get access to Debit Card from the moment the customer gets onboarded	UK	Weatherbys Private Bank	2022	Time	336:00:00		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	UK	Weatherbys Private Bank	2022	#	5		
Digital Onboarding	Self Build	Business	Workshop	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	UK	Weatherbys Private Bank	2022	Time	No Data		
Digital Onboarding	Self Build	Business	Workshop	Access to Account	Time taken to receive access to account	UK	Weatherbys Private Bank	2022	Time	168:00:00		
Digital Onboarding	Self Build	Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	UK	Weatherbys Private Bank	2022	Time	0:30:00		
Digital Onboarding	Self Build	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	UK	Weatherbys Private Bank	2022	Time	3:40:00		
Digital Onboarding	Self Build	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	UK	Weatherbys Private Bank	2022	#	No Data		
Digital Onboarding	Self Build	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	UK	Weatherbys Private Bank	2022	#	1		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Middle Office	Time spent by Middle Office (Risk & Compliance) in administrative tasks related to onboarding & origination, weekly	UK	Weatherbys Private Bank	2022	Time	1:00:00		
Digital Onboarding	Self Build	Business	Workshop	Time spent by Front Office	Time spent by Front Office in administrative tasks related to onboarding & origination, weekly	UK	Weatherbys Private Bank	2022	Time	0:30:00		

Digital Onboarding	Self Build	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	UK	Weatherbys Private Bank	2022	%	0%		
Digital Onboarding		Customer Experience	Workshop	Deposit Product Webpage (Digital)	Overview of different products and their specifications	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Digital Onboarding		Customer Experience	Workshop	Time to complete the onboarding journey for customer (using digital channel)	Average Total Time Spent by the customer from starting the onboarding process	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:44:00		
Digital Onboarding		Business	Bank Data	Time to complete the onboarding journey for customer (using digital channel)	Average Time Spent by branch Front office employee to onboard	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:25:00		
Digital Onboarding		Business	Bank Data	Time spent by Bank employees for onboarding	Average time spent by bank employees (i.e. mid-office and call center)	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:00:00		
Digital Onboarding		Business	Bank Data	Time spent by Call center employees for onboarding	Average Time spent by Call Center reps on each onboarding	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Digital Onboarding		Business	Bank Data	# of failed account opening applications due to rejection	Application rejected due to missing/invalid information / documentation	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Digital Onboarding		Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Digital Onboarding		Business	Derived	Overall Leakage during onboarding (% of applications)	Onboarding process leakage percentage, with break out by channel	Saudi Arabia	Banque Saudi Fransi	2022	%	67%		
Digital Onboarding		Business	Derived	Digital Leakage rate during onboarding (% of applications)	Onboarding process though Digital channels leakage percentage	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Digital Onboarding		Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Digital Onboarding		Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the call center	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Digital Onboarding		Business	Derived	Mobile Deposit Account Opening	Total number of deposit accounts opened through the mobile	Saudi Arabia	Banque Saudi Fransi	2022	#	No data		
Digital Onboarding		Business	Derived	Web Digital Deposit Account Opening	Total number of deposit accounts opened through the web channel	Saudi Arabia	Banque Saudi Fransi	2022	#	50,000		
Digital Onboarding		Customer Experience	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validation	Saudi Arabia	Banque Saudi Fransi	2022	%	50%		
Digital Onboarding		Operational Excellence	Bank Data	Average time spent by bank employee on KYC	KYC manual time spent	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:05:00		
Digital Onboarding		Customer Experience	Derived	Straight thru account processing / opening	% of applications submitted correctly in the first interaction	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Digital Onboarding		Operational Excellence	Derived	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Digital Onboarding		Customer Experience	Workshop	Total waiting time to get access to Debit Card	Time to get access to Debit Card from the moment the customer applied	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:00:00		
Digital Onboarding		Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding	Average number of internal handoffs between front & back office	Saudi Arabia	Banque Saudi Fransi	2022	#	2		
Digital Onboarding		Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:05:00		
Digital Onboarding		Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	Saudi Arabia	Banque Saudi Fransi	2022	#	No data		
Digital Onboarding		Business	Derived	Product Penetration per customer	Average number of products new customer originates for during onboarding	Saudi Arabia	Banque Saudi Fransi	2022	#	No data		
Digital Onboarding		Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	Saudi Arabia	Banque Saudi Fransi	2022	%	40%		
Digital Onboarding		Customer Experience	Workshop	Deposit Product Webpage (Digital)	Overview of different products and their specifications	Botswana	Letshego	2022	No Data	No Data		
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	Botswana	Letshego	2022	No Data	No Data		
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	Botswana	Letshego	2022	No Data	No Data		
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	Botswana	Letshego	2022	No Data	No Data		
Digital Onboarding	Mambu	Customer Experience	Workshop	Time to complete the onboarding journey for customer (using digital channel)	Average Total Time Spent by the customer from starting the onboarding process	Botswana	Letshego	2022	Time	0:15:00		
Digital Onboarding	Mambu	Business	Bank Data	Time to complete the onboarding journey for customer (using digital channel)	Average Time Spent by branch Front office employee to onboard	Botswana	Letshego	2022	Time	1:00:00		
Digital Onboarding		Business	Bank Data	Time spent by Bank employees for onboarding	Average time spent by bank employees (i.e. mid-office and call center)	Botswana	Letshego	2022	No Data	No Data		
Digital Onboarding		Business	Bank Data	Time spent by Call center employees for onboarding	Average Time spent by Call Center reps on each onboarding	Botswana	Letshego	2022	No Data	No Data		
Digital Onboarding	Mambu	Business	Bank Data	# of failed account opening applications due to rejection	Application rejected due to missing/invalid information / documentation	Botswana	Letshego	2022	#	8,553		
Digital Onboarding	Mambu	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	Botswana	Letshego	2022	%	53%		
Digital Onboarding	Mambu	Business	Derived	Overall Leakage during onboarding (% of applications)	Onboarding process leakage percentage, with break out by channel	Botswana	Letshego	2022	%	93.00%		
Digital Onboarding	Mambu	Business	Derived	Digital Leakage rate during onboarding (% of applications)	Onboarding process though Digital channels leakage percentage	Botswana	Letshego	2022	%	93.00%		
Digital Onboarding	Mambu	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	Botswana	Letshego	2022	%	0.00%		

Digital Onboarding		Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the call center	Botswana	Letshego	2022	No Data	No Data		
Digital Onboarding		Business	Derived	Mobile Deposit Account Opening	Total number of deposit accounts opened through the mobile channel	Botswana	Letshego	2022	No Data	No Data		
Digital Onboarding		Business	Derived	Web Digital Deposit Account Opening	Total number of deposit accounts opened through the web channel	Botswana	Letshego	2022	No Data	No Data		
Digital Onboarding		Customer Experience	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validation	Botswana	Letshego	2022	No Data	No Data		
Digital Onboarding	Mambu	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual time spent		Botswana	Letshego	2022	Time	0:20:00		
Digital Onboarding	Mambu	Customer Experience	Derived	Straight thru account processing / opening: % of applications submitted correctly in the first interaction		Botswana	Letshego	2022	%	25%		
Digital Onboarding	Mambu	Operational Excellence	Derived	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the onboarding process	Botswana	Letshego	2022	Time	0:07:00		
Digital Onboarding		Customer Experience	Workshop	Total waiting time to get access to Debit Card	Time to get access to Debit Card from the moment the customer applied	Botswana	Letshego	2022	No Data	No Data		
Digital Onboarding	Mambu	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding	Average number of internal handoffs between front & back office during new customer onboarding	Botswana	Letshego	2022	#	1		
Digital Onboarding	Mambu	Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	Botswana	Letshego	2022	Time	1:00:00		
Digital Onboarding	Mambu	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	Botswana	Letshego	2022	#	536		
Digital Onboarding	Mambu	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	Botswana	Letshego	2022	#	1		
Digital Onboarding	Mambu	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	Botswana	Letshego	2022	%	37.00%		
Digital Onboarding	Mambu	Customer Experience	Workshop	Time to complete the onboarding journey for customer (using digital channel)	Average Total Time Spent by the customer from starting the application to completion (creation of online banking credentials)	Pan-Africa	Letshego	2022	Time	0:15:00		
Digital Onboarding	Mambu	Business	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard one customer	Pan-Africa	Letshego	2022	Time	1:00:00		
Digital Onboarding	Mambu	Business	Bank Data	# of failed account opening applications due to missing / faulty paperwork	Application rejected due to missing/invalid information / document/ KYC fail	Pan-Africa	Letshego	2022	#	75,761		
Digital Onboarding	Mambu	Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened;	Pan-Africa	Letshego	2022	%	30%		
Digital Onboarding	Mambu	Business	Derived	Overall Leakage during onboarding (% of applications), by products type	Onboarding process leakage percentage, with break out by products (and product types, i.e. deposit & lending products)	Pan-Africa	Letshego	2022	%	90.00%		
Digital Onboarding	Mambu	Business	Derived	Digital Leakage rate during onboarding (% of applications), by products type	Onboarding process through Digital channels leakage percentage with break out by products (and product types, i.e. deposit & lending products)	Pan-Africa	Letshego	2022	%	90.00%		
Digital Onboarding	Mambu	Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	Pan-Africa	Letshego	2022	%	0.00%		
Digital Onboarding	Mambu	Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual check activities	KYC manual time spent	Pan-Africa	Letshego	2022	Time	0:20:00		
Digital Onboarding	Mambu	Customer Experience	Derived	Straight thru account processing / opening: First Time Application (%)	% of applications submitted correctly in the first interaction	Pan-Africa	Letshego	2022	%	25%		
Digital Onboarding	Mambu	Operational Excellence	Derived	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	Pan-Africa	Letshego	2022	Time	0:07:00		
Digital Onboarding	Mambu	Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding process	Average number of internal handoffs between front & back office during new customer onboarding	Pan-Africa	Letshego	2022	#	1		
Digital Onboarding	Mambu	Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	Pan-Africa	Letshego	2022	Time	1:00:00		
Digital Onboarding	Mambu	Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	Pan-Africa	Letshego	2022	#	275		
Digital Onboarding	Mambu	Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	Pan-Africa	Letshego	2022	#	1		
Digital Onboarding	Mambu	Business	Derived	Product sales made in digital channels (as % of total sales)	Proportion of product sales through digital channels vs physical channels	Pan-Africa	Letshego	2022	%	39.00%		
Deposits & Loans Transactions & Views	Alogent	Business	Derived	% of Total visits in branch for balance info	% Total visits in branch for balance info	USA	Tech CU	2021	%	0.60%		
Deposits & Loans Transactions & Views	Alogent	Business	Bank Data	# Total Call Center calls for balance info & Transactions related queries	# Total Call Center calls for balance info & Transactions related queries	USA	Tech CU	2021	#	No Data		
Deposits & Loans Transactions & Views	Alogent	Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	USA	Tech CU	2021	%	0.50%		
Deposits & Loans Transactions & Views	Alogent	Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	USA	Tech CU	2021	Time	0:20:00		
Deposits & Loans Transactions & Views	Alogent	Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	USA	Tech CU	2021	Time	0:20:00		

Deposits & Loans Transactions & Views	Alogent	Customer Experience	Bank Data	Account Statements Downloads	Downloads / Total Customers	USA	Tech CU	2021	#	250,000		
Deposits & Loans Transactions & Views	Alogent	Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	USA	Tech CU	2021	%	1.00%		
Deposits & Loans Transactions & Views	Alogent	Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	USA	Tech CU	2021	#	4,100		
Deposits & Loans Transactions & Views	Alogent	Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	USA	Tech CU	2021	Time	20 Min		
Deposits & Loans Transactions & Views	Alogent	Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	USA	Tech CU	2021	Time	20 Min		
Deposits & Loans Transactions & Views	Alogent	Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	USA	Tech CU	2021	%	No Data		
Deposits & Loans Transactions & Views	Alogent	Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	USA	Tech CU	2021	%	No Data		
Deposits & Loans Transactions & Views	Apiture	Business	Derived	% of Total visits in branch for balance info	% Total visits in branch for balance info	USA	Sandy Spring	2021	%	1.00%		
Deposits & Loans Transactions & Views	Apiture	Business	Bank Data	# Total Call Center calls for balance info & Transactions related queries	# Total Call Center calls for balance info & Transactions related queries	USA	Sandy Spring	2021	#	No Data		
Deposits & Loans Transactions & Views	Apiture	Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	USA	Sandy Spring	2021	%	1.00%		
Deposits & Loans Transactions & Views	Apiture	Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	USA	Sandy Spring	2021	Time	5 mins		
Deposits & Loans Transactions & Views	Apiture	Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	USA	Sandy Spring	2021	Time	5 mins		
Deposits & Loans Transactions & Views	Apiture	Customer Experience	Bank Data	Account Statements Downloads	Proportion of Downloads / Total Customers	USA	Sandy Spring	2021	%	58%		
Deposits & Loans Transactions & Views	Apiture	Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	USA	Sandy Spring	2021	%	No Data		
Deposits & Loans Transactions & Views	Apiture	Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	USA	Sandy Spring	2021	%	No Data		
Deposits & Loans Transactions & Views	Apiture	Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	USA	Sandy Spring	2021	Time	10 mins		
Deposits & Loans Transactions & Views	Apiture	Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	USA	Sandy Spring	2021	Time	10 mins		
Deposits & Loans Transactions & Views	Apiture	Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	USA	Sandy Spring	2021	%	No Data		
Deposits & Loans Transactions & Views	Apiture	Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	USA	Sandy Spring	2021	%	No Data		
Deposits & Loans Transactions & Views	Temenos	Business	Derived	% of Total visits in branch for balance info	% Total visits in branch for balance info	Phillipines	EWB	2021	%	1%		
Deposits & Loans Transactions & Views	Temenos	Business	Bank Data	% Total Call Center calls for balance info & Transactions related queries	% Total Call Center calls for balance info & Transactions related queries	Phillipines	EWB	2021	%	2.40%		

Deposits & Loans Transactions & Views	Temenos	Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	Phillipines	EWB	2021	%	No Data		
Deposits & Loans Transactions & Views	Temenos	Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	Phillipines	EWB	2021	Time	0:05:00		
Deposits & Loans Transactions & Views	Temenos	Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	Phillipines	EWB	2021	Time	0:05:00		
Deposits & Loans Transactions & Views	Temenos	Customer Experience	Bank Data	Account Statements Downloads	Proportion of Downloads / Total Customers	Phillipines	EWB	2021	%	34%		
Deposits & Loans Transactions & Views	Temenos	Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	Phillipines	EWB	2021	#	No Data		
Deposits & Loans Transactions & Views	Temenos	Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	Phillipines	EWB	2021	#	No Data		
Deposits & Loans Transactions & Views	Temenos	Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	Phillipines	EWB	2021	Time	0:15:00		
Deposits & Loans Transactions & Views	Temenos	Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	Phillipines	EWB	2021	Time	0:15:00		
Deposits & Loans Transactions & Views	Temenos	Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	Phillipines	EWB	2021	Time	0:15:00		
Deposits & Loans Transactions & Views	Temenos	Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	Phillipines	EWB	2021	Time	0:15:00		
Deposits & Loans Transactions & Views	Self Build	Business	Bank Data	% Total Call Center calls for balance info & Transactions related queries	% Total Call Center calls for balance info & Transactions related queries	Slovakia	Postova banka / Bank 365	2020	%	0%		
Deposits & Loans Transactions & Views	Self Build	Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	Slovakia	Postova banka / Bank 365	2020	%	0%		
Deposits & Loans Transactions & Views	Self Build	Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Deposits & Loans Transactions & Views	Self Build	Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Deposits & Loans Transactions & Views	Self Build	Customer Experience	Bank Data	Account Statements Downloads	Proportion of Downloads / Total Customers	Slovakia	Postova banka / Bank 365	2020	%	No Data		
Deposits & Loans Transactions & Views	Self Build	Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	Slovakia	Postova banka / Bank 365	2020	#	No Data		
Deposits & Loans Transactions & Views	Self Build	Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	Slovakia	Postova banka / Bank 365	2020	#	No Data		
Deposits & Loans Transactions & Views	Self Build	Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Deposits & Loans Transactions & Views	Self Build	Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Deposits & Loans Transactions & Views	Self Build	Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Deposits & Loans Transactions & Views	Self Build	Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		

Deposits & Loans Transactions & Views		Business	Bank Data	% Total Call Center calls for balance info & Transactions related queries	% Total Call Center calls for balance info & Transactions related queries	Colombia	Caja Social	2021	%	No Data		
Deposits & Loans Transactions & Views		Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	Colombia	Caja Social	2021	%	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	Colombia	Caja Social	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	Colombia	Caja Social	2021	Time	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Account Statements Downloads	Proportion of Downloads / Total Customers	Colombia	Caja Social	2021	%	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	Colombia	Caja Social	2021	#	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	Colombia	Caja Social	2021	#	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	Colombia	Caja Social	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	Colombia	Caja Social	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	Colombia	Caja Social	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	Colombia	Caja Social	2021	Time	25%		
Deposits & Loans Transactions & Views		Business	Bank Data	% Total Call Center calls for balance info & Transactions related queries	% Total Call Center calls for balance info & Transactions related queries	Costa Rica	BNCR	2021	%	No Data		
Deposits & Loans Transactions & Views		Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	Costa Rica	BNCR	2021	%	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	Costa Rica	BNCR	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	Costa Rica	BNCR	2021	Time	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Account Statements Downloads	Proportion of Downloads / Total Customers	Costa Rica	BNCR	2021	%	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	Costa Rica	BNCR	2021	#	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	Costa Rica	BNCR	2021	#	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	Costa Rica	BNCR	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	Costa Rica	BNCR	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	Costa Rica	BNCR	2021	Time	No Data		

Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	Costa Rica	BNCR	2021	Time	40%		
Deposits & Loans Transactions & Views	Infosys	Business	Bank Data	% Total Call Center calls for balance info & Transactions related queries	% Total Call Center calls for balance info & Transactions related queries	Kuwait	ABK	2022	%	4%		
Deposits & Loans Transactions & Views	Infosys	Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	Kuwait	ABK	2022	#	5%		
Deposits & Loans Transactions & Views	Infosys	Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	Kuwait	ABK	2022	Time	0:05:00		
Deposits & Loans Transactions & Views	Infosys	Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	Kuwait	ABK	2022	Time	0:05:00		
Deposits & Loans Transactions & Views	Infosys	Customer Experience	Bank Data	Account Statements Downloads	Proportion of Downloads / Total Customers	Kuwait	ABK	2022	%	No Data		
Deposits & Loans Transactions & Views	Infosys	Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	Kuwait	ABK	2022	%	5%		
Deposits & Loans Transactions & Views	Infosys	Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	Kuwait	ABK	2022	%	No Data		
Deposits & Loans Transactions & Views	Infosys	Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	Kuwait	ABK	2022	Time	0:15:00		
Deposits & Loans Transactions & Views	Infosys	Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	Kuwait	ABK	2022	Time	0:15:00		
Deposits & Loans Transactions & Views	Infosys	Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	Kuwait	ABK	2022	%	No Data		
Deposits & Loans Transactions & Views	Infosys	Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	Kuwait	ABK	2022	%	No Data		
Deposits & Loans Transactions & Views		Business	Bank Data	% Total Call Center calls for balance info & Transactions related queries	% Total Call Center calls for balance info & Transactions related queries	USA	CCCU	2021	%	No Data		
Deposits & Loans Transactions & Views		Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	USA	CCCU	2021	%	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	USA	CCCU	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	USA	CCCU	2021	Time	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Account Statements Downloads	Proportion of Downloads / Total Customers	USA	CCCU	2021	%	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	USA	CCCU	2021	#	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	USA	CCCU	2021	#	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	USA	CCCU	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	USA	CCCU	2021	Time	No Data		

Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	USA	CCCU	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	USA	CCCU	2021	Time	No Data		
Deposits & Loans Transactions & Views		Business	Bank Data	% Total Call Center calls for balance info & Transactions related queries	% Total Call Center calls for balance info & Transactions related queries	USA	Mascoma	2021	%	No Data		
Deposits & Loans Transactions & Views		Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	USA	Mascoma	2021	%	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	USA	Mascoma	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	USA	Mascoma	2021	Time	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Account Statements Downloads	Proportion of Downloads / Total Customers	USA	Mascoma	2021	%	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	USA	Mascoma	2021	#	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	USA	Mascoma	2021	#	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	USA	Mascoma	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	USA	Mascoma	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	USA	Mascoma	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	USA	Mascoma	2021	Time	No Data		
Deposits & Loans Transactions & Views		Business	Bank Data	% Total Call Center calls for balance info & Transactions related queries	% Total Call Center calls for balance info & Transactions related queries	USA	UFCU	2021	%	No Data		
Deposits & Loans Transactions & Views		Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	USA	UFCU	2021	%	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	USA	UFCU	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	USA	UFCU	2021	Time	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Account Statements Downloads	Proportion of Downloads / Total Customers	USA	UFCU	2021	%	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	USA	UFCU	2021	#	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	USA	UFCU	2021	#	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	USA	UFCU	2021	Time	No Data		

Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	USA	UFCU	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	USA	UFCU	2021	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	USA	UFCU	2021	Time	No Data		
Deposits & Loans Transactions & Views		Business	Bank Data	% Total Call Center calls for balance info & Transactions related queries	% Total Call Center calls for balance info & Transactions related queries	UK	Weatherbys Racing Bank	2022	%	No Data		
Deposits & Loans Transactions & Views		Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	UK	Weatherbys Racing Bank	2022	%	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Account Statements Downloads	Proportion of Downloads / Total Customers	UK	Weatherbys Racing Bank	2022	%	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	UK	Weatherbys Racing Bank	2022	#	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	UK	Weatherbys Racing Bank	2022	#	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Deposits & Loans Transactions & Views		Business	Bank Data	% Total Call Center calls for balance info & Transactions related queries	% Total Call Center calls for balance info & Transactions related queries	UK	Weatherbys Private Bank	2022	%	No Data		
Deposits & Loans Transactions & Views		Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	UK	Weatherbys Private Bank	2022	%	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	UK	Weatherbys Private Bank	2022	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	UK	Weatherbys Private Bank	2022	Time	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Account Statements Downloads	Proportion of Downloads / Total Customers	UK	Weatherbys Private Bank	2022	%	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	UK	Weatherbys Private Bank	2022	#	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	UK	Weatherbys Private Bank	2022	#	No Data		

Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	UK	Weatherbys Private Bank	2022	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	UK	Weatherbys Private Bank	2022	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	UK	Weatherbys Private Bank	2022	Time	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	UK	Weatherbys Private Bank	2022	Time	No Data		
Deposits & Loans Transactions & Views	TCS Bancs	Business	Derived	% of Total visits in branch for balance info	% Total visits in branch for balance info	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Deposits & Loans Transactions & Views	TCS Bancs	Business	Bank Data	# Total Call Center calls for balance info & Transactions related queries	# Total Call Center calls for balance info & Transactions related queries	Saudi Arabia	Banque Saudi Fransi	2022	#	No data		
Deposits & Loans Transactions & Views	TCS Bancs	Business	Derived	% Total CC calls for balance info & Transactions details	% Total CC calls for balance info & Transactions details	Saudi Arabia	Banque Saudi Fransi	2022	%	No Data		
Deposits & Loans Transactions & Views	TCS Bancs	Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	Saudi Arabia	Banque Saudi Fransi	2022	Time	No Data		
Deposits & Loans Transactions & Views	TCS Bancs	Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	Saudi Arabia	Banque Saudi Fransi	2022	Time	No Data		
Deposits & Loans Transactions & Views	TCS Bancs	Customer Experience	Bank Data	Account Statements Downloads	Downloads / Total Customers	Saudi Arabia	Banque Saudi Fransi	2022	#	No Data		
Deposits & Loans Transactions & Views	TCS Bancs	Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	Saudi Arabia	Banque Saudi Fransi	2022	#	No Data		
Deposits & Loans Transactions & Views	TCS Bancs	Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	Saudi Arabia	Banque Saudi Fransi	2022	#	No Data		
Deposits & Loans Transactions & Views	TCS Bancs	Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Branch employee)	Average Time Spent on Account Statements inquiries, per request (Branch employee)	Saudi Arabia	Banque Saudi Fransi	2022	Time	No Data		
Deposits & Loans Transactions & Views	TCS Bancs	Operational Excellence	Workshop	Time Spent on Account Statements inquiries (Call center employee)	Average Time Spent on Account Statements inquiries, per request (call center employee)	Saudi Arabia	Banque Saudi Fransi	2022	Time	No Data		
Deposits & Loans Transactions & Views	TCS Bancs	Operational Excellence	Workshop	Time Spent on general account maintenance requests (Branch employee)	Average time spent on general account maintenance requests, per request (Branch employee)	Saudi Arabia	Banque Saudi Fransi	2022	Time	No Data		
Deposits & Loans Transactions & Views	TCS Bancs	Operational Excellence	Workshop	Time Spent on general account maintenance requests (Call center employee)	Average time spent on general account maintenance requests, per request (Call center employee)	Saudi Arabia	Banque Saudi Fransi	2022	Time	No Data		
Deposits & Loans Transactions & Views	TCS Bancs	Operational Excellence	Workshop	% of Total visits in branch for balance info	% Total visits in branch for balance info	Botswana	Letshego	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Business	Derived	# Total Call Center calls for balance info & T	# Total Call Center calls for balance info & Transactions relat	Botswana	Letshego	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Business	Bank Data	% Total CC calls for balance info & Transact	% Total CC calls for balance info & Transactions details	Botswana	Letshego	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Business	Derived	Average Time Spent on 1 inquiry (Branch empl	Average Time Spent on 1 inquiry (Branch employee)	Botswana	Letshego	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Cente	Average Time Spent on 1 inquiry (Call Center employee)	Botswana	Letshego	2022	No Data	No Data		

Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Account Statements Downloads	Downloads / Total Customers	Botswana	Letshego	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of customer branch visits for account	Customer visits of branch to request an Account Statement	Botswana	Letshego	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of calls at contact center for account	Number of calls to contact center for account statements	Botswana	Letshego	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries	Average Time Spent on Account Statements inquiries, per request	Botswana	Letshego	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries	Average Time Spent on Account Statements inquiries, per request	Botswana	Letshego	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance	Average time spent on general account maintenance requests	Botswana	Letshego	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance	Average time spent on general account maintenance requests	Botswana	Letshego	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Business	Derived	% of Total visits in branch for balance info	% Total visits in branch for balance info	Ecuador	Banco Pichincha	2022	#	33,968		
Deposits & Loans Transactions & Views		Business	Bank Data	# Total Call Center calls for balance info & Transact	# Total Call Center calls for balance info & Transactions relat	Ecuador	Banco Pichincha	2022	#	78,144		
Deposits & Loans Transactions & Views		Business	Derived	% Total CC calls for balance info & Transaction	% Total CC calls for balance info & Transactions details	Ecuador	Banco Pichincha	2022	%	10%		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch empl	Average Time Spent on 1 inquiry (Branch employee)	Ecuador	Banco Pichincha	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Cente	Average Time Spent on 1 inquiry (Call Center employee)	Ecuador	Banco Pichincha	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Account Statements Downloads	Downloads / Total Customers	Ecuador	Banco Pichincha	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of customer branch visits for account	Customer visits of branch to request an Account Statement	Ecuador	Banco Pichincha	2022	#	33,968		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of calls at contact center for account	Number of calls to contact center for account statements	Ecuador	Banco Pichincha	2022	#	58,000		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries	Average Time Spent on Account Statements inquiries, per request	Ecuador	Banco Pichincha	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries	Average Time Spent on Account Statements inquiries, per request	Ecuador	Banco Pichincha	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance	Average time spent on general account maintenance requests	Ecuador	Banco Pichincha	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance	Average time spent on general account maintenance requests	Ecuador	Banco Pichincha	2022	No Data	No Data		
Deposits & Loans Transactions & Views		Business	Derived	% of Total visits in branch for balance info	% Total visits in branch for balance info	Morocco	CIH	2022		N.A.		
Deposits & Loans Transactions & Views		Business	Bank Data	# Total Call Center calls for balance info & T	# Total Call Center calls for balance info & Transactions relat	Morocco	CIH	2022	#	115,367		

Deposits & Loans Transactions & Views		Business	Derived	% Total CC calls for balance info & Transaction details	% Total CC calls for balance info & Transactions details	Morocco	CIH	2022	%	12.38%		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch employee)	Average Time Spent on 1 inquiry (Branch employee)	Morocco	CIH	2022		N.A.		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Center employee)	Average Time Spent on 1 inquiry (Call Center employee)	Morocco	CIH	2022		N.A.		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Account Statements Downloads	Downloads / Total Customers	Morocco	CIH	2022		N.A.		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of customer branch visits for account statements	Customer visits of branch to request an Account Statement	Morocco	CIH	2022		N.A.		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of calls at contact center for account statements	Number of calls to contact center for account statements	Morocco	CIH	2022	#	36,782		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries	Average Time Spent on Account Statements inquiries, per request	Morocco	CIH	2022	Time	0:20:00		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries	Average Time Spent on Account Statements inquiries, per request	Morocco	CIH	2022	Time	0:04:00		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests	Average time spent on general account maintenance requests	Morocco	CIH	2022		N.A.		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance requests	Average time spent on general account maintenance requests	Morocco	CIH	2022		N.A.		
Online reg, Login & Profile update	Alogent	Business	Bank Data	Total number of customers	Total number customers, per segment (if available)	USA	Tech CU	2021	#	No Data		
Online reg, Login & Profile update	Alogent	Business	Bank Data	Total number digital customers	# of users on Web and Mobile apps, with breakdown per channel	USA	Tech CU	2021	#	No Data		
Online reg, Login & Profile update	Alogent	Business	Bank Data	Total number active digital customers	% of users on Web and Mobile apps in the last 30 days	USA	Tech CU	2021	%	32%		
Online reg, Login & Profile update	Alogent	Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	USA	Tech CU	2021	#	1,800		
Online reg, Login & Profile update	Alogent	Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	USA	Tech CU	2021	%	No Data		
Online reg, Login & Profile update	Alogent	Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	USA	Tech CU	2021	%	1%		
Online reg, Login & Profile update	Alogent	Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	USA	Tech CU	2021	Time	No Data		
Online reg, Login & Profile update	Alogent	Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	USA	Tech CU	2021	Time	0:03:00		
Online reg, Login & Profile update	Alogent	Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	USA	Tech CU	2021	%	No Data		
Online reg, Login & Profile update	Alogent	Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	USA	Tech CU	2021	%	1.45%		
Online reg, Login & Profile update	Alogent	Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	USA	Tech CU	2021	Time	No Data		
Online reg, Login & Profile update	Alogent	Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	USA	Tech CU	2021	Time	No Data		
Online reg, Login & Profile update	Alogent	Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	USA	Tech CU	2021	Time	No Data		
Online reg, Login & Profile update	Alogent	Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	USA	Tech CU	2021	Time	2 Days		
Online reg, Login & Profile update	Alogent	Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	USA	Tech CU	2021	%	No Data		

Online reg, Login & Profile update	Alogent	Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	USA	Tech CU	2021	%	No Data		
Online reg, Login & Profile update	Alogent	Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	USA	Tech CU	2021	Time	No Data		
Online reg, Login & Profile update	Alogent	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	USA	Tech CU	2021	Time	No Data		
Online reg, Login & Profile update	Alogent	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	USA	Tech CU	2021	Time	No Data		
Online reg, Login & Profile update	Alogent	Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	USA	Tech CU	2021	Time	No Data		
Online reg, Login & Profile update	Apiture	Business	Bank Data	Total number of customers	Total number customers, per segment (if available)	USA	Tech CU	2021	#	No Data		
Online reg, Login & Profile update	Apiture	Business	Bank Data	Total number digital customers	# of users on Web and Mobile apps, with breakdown per channel	USA	Tech CU	2021	#	No Data		
Online reg, Login & Profile update	Apiture	Business	Bank Data	Total number active digital customers	% of users on Web and Mobile apps in the last 30 days	USA	Sandy Spring	2021	%	33.00%		
Online reg, Login & Profile update	Apiture	Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	USA	Sandy Spring	2021	#	470		
Online reg, Login & Profile update	Apiture	Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	USA	Sandy Spring	2021	%	20.00%		
Online reg, Login & Profile update	Apiture	Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	USA	Sandy Spring	2021	%	20.00%		
Online reg, Login & Profile update	Apiture	Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	USA	Sandy Spring	2021	Time	0:10:00		
Online reg, Login & Profile update	Apiture	Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	USA	Sandy Spring	2021	Time	0:10:00		
Online reg, Login & Profile update	Apiture	Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	USA	Sandy Spring	2021	%	9.69%		
Online reg, Login & Profile update	Apiture	Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	USA	Sandy Spring	2021	%	8.00%		
Online reg, Login & Profile update	Apiture	Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	USA	Sandy Spring	2021	Time	0:10:00		
Online reg, Login & Profile update	Apiture	Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	USA	Sandy Spring	2021	Time	0:20:00		
Online reg, Login & Profile update	Apiture	Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	USA	Sandy Spring	2021	Time	No Data		
Online reg, Login & Profile update	Apiture	Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	USA	Sandy Spring	2021	Time	24:00:00		
Online reg, Login & Profile update	Apiture	Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	USA	Sandy Spring	2021	Time	No Data		
Online reg, Login & Profile update	Apiture	Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	USA	Sandy Spring	2021	Time	No Data		
Online reg, Login & Profile update	Apiture	Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	USA	Sandy Spring	2021	Time	No Data		
Online reg, Login & Profile update	Apiture	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	USA	Sandy Spring	2021	Time	No Data		
Online reg, Login & Profile update	Apiture	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	USA	Sandy Spring	2021	Time	No Data		
Online reg, Login & Profile update	Apiture	Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	USA	Sandy Spring	2021	Time	No Data		
Online reg, Login & Profile update	Temenos	Business	Bank Data	Total number active digital customers	% of users on Web and Mobile apps in the last 30 days	Phillipines	EWB	2021	%	18%		
Online reg, Login & Profile update	Temenos	Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	Phillipines	EWB	2021	%	70.00%		
Online reg, Login & Profile update	Temenos	Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	Phillipines	EWB	2021	%	No Data		

Online reg, Login & Profile update	Temenos	Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	Phillipines	EWB	2021	%	100.00%		
Online reg, Login & Profile update	Temenos	Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	Phillipines	EWB	2021	Time	No Data		
Online reg, Login & Profile update	Temenos	Customer Experience	Workshop	Digital Customers	Average of digital enrolled customers	Phillipines	EWB	2021	%	35%		
Online reg, Login & Profile update	Temenos	Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	Phillipines	EWB	2021	Time	0:10:00		
Online reg, Login & Profile update	Temenos	Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	Phillipines	EWB	2021	%	0.30%		
Online reg, Login & Profile update	Temenos	Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	Phillipines	EWB	2021	%	0.05%		
Online reg, Login & Profile update	Temenos	Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	Phillipines	EWB	2021	Time	0:10:00		
Online reg, Login & Profile update	Temenos	Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	Phillipines	EWB	2021	Time	0:20:00		
Online reg, Login & Profile update	Temenos	Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Phillipines	EWB	2021	Time	No Data		
Online reg, Login & Profile update	Temenos	Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	Phillipines	EWB	2021	Time	3 Days		
Online reg, Login & Profile update	Temenos	Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	Phillipines	EWB	2021	# / Year	No Data		
Online reg, Login & Profile update	Temenos	Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	Phillipines	EWB	2021	# / Year	No Data		
Online reg, Login & Profile update	Temenos	Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	Phillipines	EWB	2021	# / Year	No Data		
Online reg, Login & Profile update	Temenos	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Phillipines	EWB	2021	# / Year	No Data		
Online reg, Login & Profile update	Temenos	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Phillipines	EWB	2021	# / Year	No Data		
Online reg, Login & Profile update	Temenos	Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	Phillipines	EWB	2021	# / Year	No Data		
Online reg, Login & Profile update	Self Build	Business	Bank Data	Total number active digital customers	% of users on Web and Mobile apps in the last 30 days	Slovakia	Postova banka / Bank 365	2020	%	30%		
Online reg, Login & Profile update	Self Build	Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	Slovakia	Postova banka / Bank 365	2020	#	No Data		
Online reg, Login & Profile update	Self Build	Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	Slovakia	Postova banka / Bank 365	2020	%	3.87%		
Online reg, Login & Profile update	Self Build	Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	Slovakia	Postova banka / Bank 365	2020	%	1.40%		
Online reg, Login & Profile update	Self Build	Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	Slovakia	Postova banka / Bank 365	2020	#	No Data		
Online reg, Login & Profile update	Self Build	Customer Experience	Workshop	Digital Customers	Average of digital enrolled customers	Slovakia	Postova banka / Bank 365	2020	%	32%		
Online reg, Login & Profile update	Self Build	Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	Slovakia	Postova banka / Bank 365	2020	#	No Data		
Online reg, Login & Profile update	Self Build	Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	Slovakia	Postova banka / Bank 365	2020	%	3%		
Online reg, Login & Profile update	Self Build	Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	Slovakia	Postova banka / Bank 365	2020	%	1%		
Online reg, Login & Profile update	Self Build	Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Online reg, Login & Profile update	Self Build	Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Online reg, Login & Profile update	Self Build	Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		

Online reg, Login & Profile update	Self Build	Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Online reg, Login & Profile update	Self Build	Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	Slovakia	Postova banka / Bank 365	2020	%	No Data		
Online reg, Login & Profile update	Self Build	Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	Slovakia	Postova banka / Bank 365	2020	%	No Data		
Online reg, Login & Profile update	Self Build	Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Online reg, Login & Profile update	Self Build	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Online reg, Login & Profile update	Self Build	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Online reg, Login & Profile update	Self Build	Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	Slovakia	Postova banka / Bank 365	2020	Time	No Data		
Online reg, Login & Profile update		Business	Bank Data	Total number active digital customers	% of users on Web and Mobile apps in the last 30 days	Colombia	Caja Social	2021	%	28%		
Online reg, Login & Profile update		Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	Colombia	Caja Social	2021	#	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	Colombia	Caja Social	2021	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	Colombia	Caja Social	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	Colombia	Caja Social	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Digital Customers	Average of digital enrolled customers	Colombia	Caja Social	2021	#	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	Colombia	Caja Social	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	Colombia	Caja Social	2021	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	Colombia	Caja Social	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	Colombia	Caja Social	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	Colombia	Caja Social	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Colombia	Caja Social	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	Colombia	Caja Social	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	Colombia	Caja Social	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	Colombia	Caja Social	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	Colombia	Caja Social	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Colombia	Caja Social	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Colombia	Caja Social	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	Colombia	Caja Social	2021	Time	No Data		
Online reg, Login & Profile update		Business	Bank Data	Total number active digital customers	% of users on Web and Mobile apps in the last 30 days	Costa Rica	BNCR	2021	%	51%		
Online reg, Login & Profile update		Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	Costa Rica	BNCR	2021	#	No Data		

Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	Costa Rica	BNCR	2021	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	Costa Rica	BNCR	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	Costa Rica	BNCR	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Digital Customers	Average of digital enrolled customers	Costa Rica	BNCR	2021	#	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	Costa Rica	BNCR	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	Costa Rica	BNCR	2021	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	Costa Rica	BNCR	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	Costa Rica	BNCR	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	Costa Rica	BNCR	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Costa Rica	BNCR	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	Costa Rica	BNCR	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	Costa Rica	BNCR	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	Costa Rica	BNCR	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	Costa Rica	BNCR	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Costa Rica	BNCR	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Costa Rica	BNCR	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	Costa Rica	BNCR	2021	Time	No Data		
Online reg, Login & Profile update	Infosys	Business	Bank Data	Total number active digital customers	% of users on Web and Mobile apps in the last 30 days	Kuwait	ABK	2022	%	35%		
Online reg, Login & Profile update	Infosys	Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	Kuwait	ABK	2022	#	No Data		
Online reg, Login & Profile update	Infosys	Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	Kuwait	ABK	2022	#	No Data		
Online reg, Login & Profile update	Infosys	Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	Kuwait	ABK	2022	#	No Data		
Online reg, Login & Profile update	Infosys	Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	Kuwait	ABK	2022	#	No Data		
Online reg, Login & Profile update	Infosys	Customer Experience	Workshop	Digital Customers	Average of digital enrolled customers	Kuwait	ABK	2022	%	55%		
Online reg, Login & Profile update	Infosys	Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	Kuwait	ABK	2022	Time	No Data		
Online reg, Login & Profile update	Infosys	Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	Kuwait	ABK	2022	%	6%		
Online reg, Login & Profile update	Infosys	Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	Kuwait	ABK	2022	%	8%		
Online reg, Login & Profile update	Infosys	Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	Kuwait	ABK	2022	Time	0:30:00		
Online reg, Login & Profile update	Infosys	Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	Kuwait	ABK	2022	Time	0:10:00		

Online reg, Login & Profile update	Infosys	Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Kuwait	ABK	2022	Time	No Data		
Online reg, Login & Profile update	Infosys	Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	Kuwait	ABK	2022	Time	0:00:00		
Online reg, Login & Profile update	Infosys	Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	Kuwait	ABK	2022	%	12%		
Online reg, Login & Profile update	Infosys	Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	Kuwait	ABK	2022	%	No Data		
Online reg, Login & Profile update	Infosys	Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	Kuwait	ABK	2022	Time	0:10:00		
Online reg, Login & Profile update	Infosys	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Kuwait	ABK	2022	Time	0:10:00		
Online reg, Login & Profile update	Infosys	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Kuwait	ABK	2022	Time	0:10:00		
Online reg, Login & Profile update	Infosys	Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	Kuwait	ABK	2022	Time	2 Days		
Online reg, Login & Profile update		Business	Bank Data	Total number active digital customers	% of users on Web and Mobile apps in the last 30 days	USA	CCCU	2021	#	11410		
Online reg, Login & Profile update		Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	USA	CCCU	2021	#	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	USA	CCCU	2021	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	USA	CCCU	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	USA	CCCU	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Digital Customers	Average of digital enrolled customers	USA	CCCU	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	USA	CCCU	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	USA	CCCU	2021	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	USA	CCCU	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	USA	CCCU	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	USA	CCCU	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	USA	CCCU	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	USA	CCCU	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	USA	CCCU	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	USA	CCCU	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	USA	CCCU	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	USA	CCCU	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	USA	CCCU	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	USA	CCCU	2021	Time	No Data		
Online reg, Login & Profile update		Business	Bank Data	Total number active digital customers	% of users on Web and Mobile apps in the last 30 days	USA	Mascoma	2021	#	11410		

Online reg, Login & Profile update		Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	USA	Mascoma	2021	#	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	USA	Mascoma	2021	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	USA	Mascoma	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	USA	Mascoma	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Digital Customers	Average of digital enrolled customers	USA	Mascoma	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	USA	Mascoma	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	USA	Mascoma	2021	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	USA	Mascoma	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	USA	Mascoma	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	USA	Mascoma	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	USA	Mascoma	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	USA	Mascoma	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	USA	Mascoma	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	USA	Mascoma	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	USA	Mascoma	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	USA	Mascoma	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	USA	Mascoma	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	USA	Mascoma	2021	Time	No Data		
Online reg, Login & Profile update		Business	Bank Data	Total number active digital customers	% of users on Web and Mobile apps in the last 30 days	USA	UFCU	2021	#	11410		
Online reg, Login & Profile update		Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	USA	UFCU	2021	#	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	USA	UFCU	2021	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	USA	UFCU	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	USA	UFCU	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Digital Customers	Average of digital enrolled customers	USA	UFCU	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	USA	UFCU	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	USA	UFCU	2021	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	USA	UFCU	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	USA	UFCU	2021	Time	No Data		

Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	USA	UFCU	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	USA	UFCU	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	USA	UFCU	2021	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	USA	UFCU	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	USA	UFCU	2021	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	USA	UFCU	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	USA	UFCU	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	USA	UFCU	2021	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	USA	UFCU	2021	Time	No Data		
Online reg, Login & Profile update		Business	Bank Data	Total number active digital customers	% of users on Web and Mobile apps in the last 30 days	UK	Weatherbys Racing Bank	2022	%	10.00%		
Online reg, Login & Profile update		Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	UK	Weatherbys Racing Bank	2022	%	100%		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	UK	Weatherbys Racing Bank	2022	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	UK	Weatherbys Racing Bank	2022	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Digital Customers	Average of digital enrolled customers	UK	Weatherbys Racing Bank	2022	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	UK	Weatherbys Racing Bank	2022	Time	0:30:00		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	UK	Weatherbys Racing Bank	2022	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	UK	Weatherbys Racing Bank	2022	%	4.00%		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	UK	Weatherbys Racing Bank	2022	Time	0:10:00		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	UK	Weatherbys Racing Bank	2022	Time	0:30:00		
Online reg, Login & Profile update		Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	UK	Weatherbys Racing Bank	2022	%	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	UK	Weatherbys Racing Bank	2022	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	UK	Weatherbys Racing Bank	2022	Time	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	UK	Weatherbys Racing Bank	2022	Time	0:30:00		

Online reg, Login & Profile update		Business	Bank Data	Total number active digital customers	% of users on Web and Mobile apps in the last 30 days	UK	Weatherbys Private Bank	2022	%	10.00%		
Online reg, Login & Profile update		Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	UK	Weatherbys Private Bank	2022	%	100%		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	UK	Weatherbys Private Bank	2022	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	UK	Weatherbys Private Bank	2022	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	UK	Weatherbys Private Bank	2022	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Digital Customers	Average of digital enrolled customers	UK	Weatherbys Private Bank	2022	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	UK	Weatherbys Private Bank	2022	Time	0:30:00		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	UK	Weatherbys Private Bank	2022	%	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	UK	Weatherbys Private Bank	2022	%	4.00%		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	UK	Weatherbys Private Bank	2022	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	UK	Weatherbys Private Bank	2022	Time	0:10:00		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	UK	Weatherbys Private Bank	2022	Time	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	UK	Weatherbys Private Bank	2022	Time	0:30:00		
Online reg, Login & Profile update		Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	UK	Weatherbys Private Bank	2022	%	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	UK	Weatherbys Private Bank	2022	%	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	UK	Weatherbys Private Bank	2022	Time	No Data		
Online reg, Login & Profile update	Alogent	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	UK	Weatherbys Private Bank	2022	Time	No Data		
Online reg, Login & Profile update	Alogent	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	UK	Weatherbys Private Bank	2022	Time	No Data		
Online reg, Login & Profile update	Alogent	Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	UK	Weatherbys Private Bank	2022	Time	0:30:00		
Online reg, Login & Profile update	TCS Bancs	Business	Bank Data	Total number of customers	Total number customers, per segment (if available)	Saudi Arabia	Banque Saudi Fransi	2022	#	1,174,061		
Online reg, Login & Profile update	TCS Bancs	Business	Bank Data	Total number digital customers	# of users on Web and Mobile apps, with breakdown per channel	Saudi Arabia	Banque Saudi Fransi	2022	#	528,436		
Online reg, Login & Profile update	TCS Bancs	Business	Bank Data	Total number active digital customers	# of users on Web and Mobile apps in the last 30 days	Saudi Arabia	Banque Saudi Fransi	2022	#	353,203		
Online reg, Login & Profile update	TCS Bancs	Operational Excellence	Bank Data	Number of calls received in Call center due to problems with Online Registrations	Number of calls received in CC due to problems in Online Registrations	Saudi Arabia	Banque Saudi Fransi	2022	#	No data		
Online reg, Login & Profile update	TCS Bancs	Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visits	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Online reg, Login & Profile update	TCS Bancs	Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total number of calls	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Online reg, Login & Profile update	TCS Bancs	Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch (Customer)	Average Time Spent for solving a Login issue at Branch (Customer)	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Online reg, Login & Profile update	TCS Bancs	Customer Experience	Workshop	Average Time Spent to solve a Login issue at Call center (Customer)	Average Time Spent to solve a Login issue at call center (Customer)	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Online reg, Login & Profile update	TCS Bancs	Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	Saudi Arabia	Banque Saudi Fransi	2022	%	8.40%		

Online reg, Login & Profile update	TCS Bancs	Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	Saudi Arabia	Banque Saudi Fransi	2022	%	0.33%		
Online reg, Login & Profile update	TCS Bancs	Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch (Customer)	Average Time Spent in a Profile Update at Branch (Customer)	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:37:00		
Online reg, Login & Profile update	TCS Bancs	Customer Experience	Workshop	Average Time Spent for a Profile Update via Call center (Customer)	Average Time Spent in a Profile Update via call center (Customer)	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Online reg, Login & Profile update	TCS Bancs	Operational Excellence	Workshop	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Average Time Spent on a Profile Update request (Call Center + Back Office employees)	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Online reg, Login & Profile update	TCS Bancs	Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data after update in the digital applications	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:00:00		
Online reg, Login & Profile update	TCS Bancs	Customer Experience	Derived	% of branch visits due to KYC Renewals updates	% of Branch visits due to KYC Renewals issues	Saudi Arabia	Banque Saudi Fransi	2022	%	1%		
Online reg, Login & Profile update	TCS Bancs	Customer Experience	Derived	% of calls at call center for KYC Renewals updates	% of CC calls due to KYC Renewals issues	Saudi Arabia	Banque Saudi Fransi	2022	%	0.05%		
Online reg, Login & Profile update	TCS Bancs	Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch (Customer)	Average Time Spent for KYC Renewals at Branch (Customer)	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:38:00		
Online reg, Login & Profile update	TCS Bancs	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Average Time Spent for a KYC renewal request (Call center + Back office employees)	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Online reg, Login & Profile update	TCS Bancs	Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Average Time Spent for a KYC renewal request (Front-office + Back office employees)	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:14:00		
Online reg, Login & Profile update	TCS Bancs	Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status and visualize it in digital applications	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:38:00		
Online reg, Login & Profile update		Business	Bank Data	Total number of customers	Total number customers, per segment (if available)	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Business	Bank Data	Total number digital customers	# of users on Web and Mobile apps, with breakdown per cha	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Business	Bank Data	Total number active digital customers	# of users on Web and Mobile apps in the last 30 days	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Operational Excellence	Bank Data	Number of calls received in Call center due	Number of calls received in CC due to problems in Online Re	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visit	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total n	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue	Average Time Spent for solving a Login issue at Branch (Cu	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue	Average Time Spent to solve a Login issue at call center (Cu	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent in a Profile Update at B	Average Time Spent in a Profile Update at Branch (Customer)	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for a Profile Update via	Average Time Spent in a Profile Update via call center (Cust	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent on a Profile Update req	Average Time Spent on a Profile Update request (Call Cente	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Time to visualize updated info to the custom	Turnaround time to visualize refresh of customer's profile dat	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of branch visits due to KYC Renewals up	% of Branch visits due to KYC Renewals issues	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Customer Experience	Derived	% of calls at call center for KYC Renewals u	% of CC calls due to KYC Renewals issues	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for KYC Renewals at B	Average Time Spent for KYC Renewals at Branch (Customer)	Botswana	Letshego	2022	No Data	No Data		

Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Call center)	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request (Front-office)	Botswana	Letshego	2022	No Data	No Data		
Online reg, Login & Profile update		Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status at Branch	Botswana	Letshego	2022	No Data	No Data	
Online reg, Login & Profile update		Business	Bank Data	Total number of customers	Total number customers, per segment (if available)	Ecuador	Banco Pichincha	2022	#	3,207,750	
Online reg, Login & Profile update		Business	Bank Data	Total number digital customers	# of users on Web and Mobile apps, with breakdown per channel	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Business	Bank Data	Total number active digital customers	# of users on Web and Mobile apps in the last 30 days	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Operational Excellence	Bank Data	Number of calls received in Call center due to Login issues	Number of calls received in CC due to problems in Online Registration	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visit	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total calls	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at Branch	Average Time Spent for solving a Login issue at Branch (Customer Experience)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at call center	Average Time Spent to solve a Login issue at call center (Customer Experience)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	Ecuador	Banco Pichincha	2022	#	36,000	
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	Ecuador	Banco Pichincha	2022	#	36,000	
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch	Average Time Spent in a Profile Update at Branch (Customer Experience)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for a Profile Update via call center	Average Time Spent in a Profile Update via call center (Customer Experience)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent on a Profile Update request	Average Time Spent on a Profile Update request (Call Center)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data	Ecuador	Banco Pichincha	2022	Time	2:00:00	
Online reg, Login & Profile update		Customer Experience	Derived	% of branch visits due to KYC Renewals update	% of Branch visits due to KYC Renewals issues	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Customer Experience	Derived	% of calls at call center for KYC Renewals update	% of CC calls due to KYC Renewals issues	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch	Average Time Spent for KYC Renewals at Branch (Customer Experience)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request	Average Time Spent for a KYC renewal request (Call center)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request	Average Time Spent for a KYC renewal request (Front-office)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status at Branch	Ecuador	Banco Pichincha	2022	No Data	No Data	
Online reg, Login & Profile update		Business	Bank Data	Total number of customers	Total number customers, per segment (if available)	Morocco	CIH	2022			
Online reg, Login & Profile update		Business	Bank Data	Total number digital customers	# of users on Web and Mobile apps, with breakdown per channel	Morocco	CIH	2022	%	No data	
Online reg, Login & Profile update		Business	Bank Data	Total number active digital customers	# of users on Web and Mobile apps in the last 30 days	Morocco	CIH	2022		N.A	
Online reg, Login & Profile update		Operational Excellence	Bank Data	Number of calls received in Call center due to Login issues	Number of calls received in CC due to problems in Online Registration	Morocco	CIH	2022	#	142,236	
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visit	Morocco	CIH	2022		N.A	

Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total in Morocco	CIH	2022	%	12.97%		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at branch	Average Time Spent for solving a Login issue at Branch (Customer Experience)	Morocco	CIH	2022	N.A		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue at call center	Average Time Spent to solve a Login issue at call center (Customer Experience)	Morocco	CIH	2022	N.A		
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	Morocco	CIH	2022	N.A		
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	Morocco	CIH	2022	%	#VALUE!	
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent in a Profile Update at Branch	Average Time Spent in a Profile Update at Branch (Customer Experience)	Morocco	CIH	2022	N.A		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for a Profile Update via call center	Average Time Spent in a Profile Update via call center (Customer Experience)	Morocco	CIH	2022	Time	0:03:01	
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent on a Profile Update request	Average Time Spent on a Profile Update request (Call Center)	Morocco	CIH	2022	N.A		
Online reg, Login & Profile update		Customer Experience	Workshop	Time to visualize updated info to the customer	Turnaround time to visualize refresh of customer's profile data	Morocco	CIH	2022	N.A		
Online reg, Login & Profile update		Customer Experience	Derived	% of branch visits due to KYC Renewals update	% of Branch visits due to KYC Renewals issues	Morocco	CIH	2022	N.A		
Online reg, Login & Profile update		Customer Experience	Derived	% of calls at call center for KYC Renewals update	% of CC calls due to KYC Renewals issues	Morocco	CIH	2022	N.A		
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for KYC Renewals at Branch	Average Time Spent for KYC Renewals at Branch (Customer Experience)	Morocco	CIH	2022	N.A		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request	Average Time Spent for a KYC renewal request (Call center)	Morocco	CIH	2022	N.A		
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal request	Average Time Spent for a KYC renewal request (Front-office)	Morocco	CIH	2022	N.A		
Online reg, Login & Profile update		Operational Excellence	Workshop	Total Turnaround Time for KYC status renewal	Average turnaround time to renew customer's KYC status after renewal	Morocco	CIH	2022	N.A		
Transaction Dispute	Apiture	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute on digital channels	Average time spent by the customer drafting a transaction dispute message in the digital application	USA	Tech CU	2021	Time	0:06:00	
Transaction Dispute	Apiture	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute in branch	Average time spent by the customer raising a transaction dispute in branch	USA	Tech CU	2021	Time	No Data	
Transaction Dispute	Apiture	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute via call center	Average time spent by the customer raising a transaction dispute via call center	USA	Tech CU	2021	Time	No Data	
Transaction Dispute	Apiture	Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated disputes	USA	Tech CU	2021	%	35%	
Transaction Dispute	Apiture	Business	Bank Data	Total number of disputes raised via digital (Web & Mobile)	Total number of Disputes raised via digital channels (web & mobile apps)	USA	Tech CU	2021	#	No Data	
Transaction Dispute	Apiture	Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	USA	Tech CU	2021	#	No Data	
Transaction Dispute	Apiture	Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	USA	Tech CU	2021	#	No Data	
Transaction Dispute	Apiture	Operational Excellence	Workshop	Average total time spent by bank employees on 1 dispute	Average total time spent by bank employees on 1 dispute (Includes branch, call center & back office)	USA	Tech CU	2021	Time	120 Mins	
Transaction Dispute	Apiture	Operational Excellence	Workshop	# of employees required to complete transaction dispute process.	How many handoffs are there in the transaction dispute resolution process?	USA	Tech CU	2021	#	No Data	
Transaction Dispute	Apiture	Customer Experience	Workshop	Average employee handle time per transaction dispute	Average Time to Dispute Resolution per employee	USA	Tech CU	2021	Time	No Data	
Transaction Dispute	Apiture	Customer Experience	Workshop	Total time to solve transaction dispute from customer's perspective	Time to solve transaction dispute in days/weeks	USA	Tech CU	2021	Time	30 Days	
Transaction Dispute	Apiture	Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	USA	Tech CU	2021	%	14%	
Transaction Dispute	Apiture	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute on digital channels	Average time spent by the customer drafting a transaction dispute message in the digital application	USA	Sandy Spring	2021	Time	No Data	
Transaction Dispute	Apiture	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute in branch	Average time spent by the customer raising a transaction dispute in branch	USA	Sandy Spring	2021	Time	No Data	
Transaction Dispute	Apiture	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute via call center	Average time spent by the customer raising a transaction dispute via call center	USA	Sandy Spring	2021	Time	No Data	
Transaction Dispute	Apiture	Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated disputes	USA	Sandy Spring	2021	%	No Data	
Transaction Dispute	Apiture	Business	Bank Data	Total number of disputes raised via digital (Web & Mobile)	Total number of Disputes raised via digital channels (web & mobile apps)	USA	Sandy Spring	2021	#	No Data	
Transaction Dispute	Apiture	Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	USA	Sandy Spring	2021	#	No Data	
Transaction Dispute	Apiture	Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	USA	Sandy Spring	2021	%	5.70%	

Transaction Dispute	Apiture	Operational Excellence	Workshop	Average total time spent by bank employees on 1 dispute	Average total time spent by bank employees on 1 dispute (Includes branch, call center & back office)	USA	Sandy Spring	2021	Time	15 days		
Transaction Dispute	Apiture	Operational Excellence	Workshop	# of employees required to complete transaction dispute process.	How many handoffs are there in the transaction dispute resolution process?	USA	Sandy Spring	2021	#	No Data		
Transaction Dispute	Apiture	Customer Experience	Workshop	Average employee handle time per transaction dispute	Average Time to Dispute Resolution per employee	USA	Sandy Spring	2021	Time	0:20:00		
Transaction Dispute	Apiture	Customer Experience	Workshop	Total time to solve transaction dispute from customer's perspective	Time to solve transaction dispute in days/weeks	USA	Sandy Spring	2021	Time	25 days		
Transaction Dispute	Apiture	Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	USA	Sandy Spring	2021	%	No Data		
Transaction Dispute	Temenos	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute on digital channels	Average time spent by the customer drafting a transaction dispute message in the digital application	Phillipines	EWB	2021	Time	0:06:00		
Transaction Dispute	Temenos	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute in branch	Average time spent by the customer raising a transaction dispute in branch	Phillipines	EWB	2021	Time	No Data		
Transaction Dispute	Temenos	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute via call center	Average time spent by the customer raising a transaction dispute via call center	Phillipines	EWB	2021	Time	No Data		
Transaction Dispute	Temenos	Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated disputes	Phillipines	EWB	2021	%	35%		
Transaction Dispute	Temenos	Business	Bank Data	Total number of disputes raised via digital (Web & Mobile)	Total number of Disputes raised via digital channels (web & mobile apps)	Phillipines	EWB	2021	%	40%		
Transaction Dispute	Temenos	Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	Phillipines	EWB	2021	%	5%		
Transaction Dispute	Temenos	Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	Phillipines	EWB	2021	%	4%		
Transaction Dispute	Temenos	Operational Excellence	Workshop	Average total time spent by bank employees on 1 dispute	Average total time spent by bank employees on 1 dispute (Includes branch, call center & back office)	Phillipines	EWB	2021	Time	0:40:00		
Transaction Dispute	Temenos	Operational Excellence	Workshop	# of employees required to complete transaction dispute process.	How many handoffs are there in the transaction dispute resolution process?	Phillipines	EWB	2021	#	No Data		
Transaction Dispute	Temenos	Customer Experience	Workshop	Average employee handle time per transaction dispute	Average Time to Dispute Resolution per employee	Phillipines	EWB	2021	Time	0:20:00		
Transaction Dispute	Temenos	Customer Experience	Workshop	Total time to solve transaction dispute from customer's perspective	Time to solve transaction dispute in days/weeks	Phillipines	EWB	2021	Time	20-30 Days		
Transaction Dispute	Temenos	Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	Phillipines	EWB	2021	%	65%		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute on digital channels	Average time spent by the customer drafting a transaction dispute message in the digital application	Colombia	Caja Social	2021	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute in branch	Average time spent by the customer raising a transaction dispute in branch	Colombia	Caja Social	2021	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute via call center	Average time spent by the customer raising a transaction dispute via call center	Colombia	Caja Social	2021	Time	No Data		
Transaction Dispute		Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated disputes	Colombia	Caja Social	2021	%	No Data		
Transaction Dispute		Business	Bank Data	Total number of disputes raised via digital (Web & Mobile)	Total number of Disputes raised via digital channels (web & mobile apps)	Colombia	Caja Social	2021	%	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	Colombia	Caja Social	2021	%	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	Colombia	Caja Social	2021	%	No Data		
Transaction Dispute		Operational Excellence	Workshop	Average total time spent by bank employees on 1 dispute	Average total time spent by bank employees on 1 dispute (Includes branch, call center & back office)	Colombia	Caja Social	2021	Time	No Data		
Transaction Dispute		Operational Excellence	Workshop	# of employees required to complete transaction dispute process.	How many handoffs are there in the transaction dispute resolution process?	Colombia	Caja Social	2021	#	No Data		
Transaction Dispute		Customer Experience	Workshop	Average employee handle time per transaction dispute	Average Time to Dispute Resolution per employee	Colombia	Caja Social	2021	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Total time to solve transaction dispute from customer's perspective	Time to solve transaction dispute in days/weeks	Colombia	Caja Social	2021	Time	No Data		
Transaction Dispute		Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	Colombia	Caja Social	2021	%	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute on digital channels	Average time spent by the customer drafting a transaction dispute message in the digital application	Costa Rica	BNCR	2021	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute in branch	Average time spent by the customer raising a transaction dispute in branch	Costa Rica	BNCR	2021	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute via call center	Average time spent by the customer raising a transaction dispute via call center	Costa Rica	BNCR	2021	Time	No Data		
Transaction Dispute		Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated disputes	Costa Rica	BNCR	2021	%	No Data		
Transaction Dispute		Business	Bank Data	Total number of disputes raised via digital (Web & Mobile)	Total number of Disputes raised via digital channels (web & mobile apps)	Costa Rica	BNCR	2021	%	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	Costa Rica	BNCR	2021	%	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	Costa Rica	BNCR	2021	%	No Data		
Transaction Dispute		Operational Excellence	Workshop	Average total time spent by bank employees on 1 dispute	Average total time spent by bank employees on 1 dispute (Includes branch, call center & back office)	Costa Rica	BNCR	2021	Time	No Data		
Transaction Dispute		Operational Excellence	Workshop	# of employees required to complete transaction dispute process.	How many handoffs are there in the transaction dispute resolution process?	Costa Rica	BNCR	2021	#	No Data		
Transaction Dispute		Customer Experience	Workshop	Average employee handle time per transaction dispute	Average Time to Dispute Resolution per employee	Costa Rica	BNCR	2021	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Total time to solve transaction dispute from customer's perspective	Time to solve transaction dispute in days/weeks	Costa Rica	BNCR	2021	Time	No Data		

Transaction Dispute		Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	Costa Rica	BNCR	2021	%	No Data		
Transaction Dispute	Infosys	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute in branch	Average time spent by the customer raising a transaction dispute in branch	Kuwait	ABK	2021	Time	Time		
Transaction Dispute	Infosys	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute via call center	Average time spent by the customer raising a transaction dispute via call center	Kuwait	ABK	2021	Time	No Data		
Transaction Dispute	Infosys	Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated disputes	Kuwait	ABK	2021	%	65%		
Transaction Dispute	Infosys	Business	Bank Data	Total number of disputes raised via digital (Web & Mobile)	Total number of Disputes raised via digital channels (web & mobile apps)	Kuwait	ABK	2021	%	No Data		
Transaction Dispute	Infosys	Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	Kuwait	ABK	2021	%	5%		
Transaction Dispute	Infosys	Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	Kuwait	ABK	2021	%	3%		
Transaction Dispute	Infosys	Operational Excellence	Workshop	Average total time spent by bank employees on 1 dispute	Average total time spent by bank employees on 1 dispute (Includes branch, call center & back office)	Kuwait	ABK	2021	Time	0:40:00		
Transaction Dispute	Infosys	Operational Excellence	Workshop	# of employees required to complete transaction dispute process.	How many handoffs are there in the transaction dispute resolution process?	Kuwait	ABK	2021	#	No Data		
Transaction Dispute	Infosys	Customer Experience	Workshop	Average employee handle time per transaction dispute	Average Time to Dispute Resolution per employee	Kuwait	ABK	2021	Time	0:20:00		
Transaction Dispute	Infosys	Customer Experience	Workshop	Total time to solve transaction dispute from customer's perspective	Time to solve transaction dispute in days/weeks	Kuwait	ABK	2021	Time	30 Days		
Transaction Dispute	Infosys	Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	Kuwait	ABK	2021	%	45%		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute in branch	Average time spent by the customer raising a transaction dispute in branch	USA	CCCU	2021	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute via call center	Average time spent by the customer raising a transaction dispute via call center	USA	CCCU	2021	Time	No Data		
Transaction Dispute		Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated disputes	USA	CCCU	2021	%	No Data		
Transaction Dispute		Business	Bank Data	Total number of disputes raised via digital (Web & Mobile)	Total number of Disputes raised via digital channels (web & mobile apps)	USA	CCCU	2021	%	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	USA	CCCU	2021	%	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	USA	CCCU	2021	%	No Data		
Transaction Dispute		Operational Excellence	Workshop	Average total time spent by bank employees on 1 dispute	Average total time spent by bank employees on 1 dispute (Includes branch, call center & back office)	USA	CCCU	2021	Time	No Data		
Transaction Dispute		Operational Excellence	Workshop	# of employees required to complete transaction dispute process.	How many handoffs are there in the transaction dispute resolution process?	USA	CCCU	2021	#	No Data		
Transaction Dispute		Customer Experience	Workshop	Average employee handle time per transaction dispute	Average Time to Dispute Resolution per employee	USA	CCCU	2021	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Total time to solve transaction dispute from customer's perspective	Time to solve transaction dispute in days/weeks	USA	CCCU	2021	Time	No Data		
Transaction Dispute		Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	USA	CCCU	2021	%	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute in branch	Average time spent by the customer raising a transaction dispute in branch	USA	Mascoma	2021	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute via call center	Average time spent by the customer raising a transaction dispute via call center	USA	Mascoma	2021	Time	No Data		
Transaction Dispute		Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated disputes	USA	Mascoma	2021	%	No Data		
Transaction Dispute		Business	Bank Data	Total number of disputes raised via digital (Web & Mobile)	Total number of Disputes raised via digital channels (web & mobile apps)	USA	Mascoma	2021	%	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	USA	Mascoma	2021	%	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	USA	Mascoma	2021	%	No Data		
Transaction Dispute		Operational Excellence	Workshop	Average total time spent by bank employees on 1 dispute	Average total time spent by bank employees on 1 dispute (Includes branch, call center & back office)	USA	Mascoma	2021	Time	0:20:00		
Transaction Dispute		Operational Excellence	Workshop	# of employees required to complete transaction dispute process.	How many handoffs are there in the transaction dispute resolution process?	USA	Mascoma	2021	#	No Data		
Transaction Dispute		Customer Experience	Workshop	Average employee handle time per transaction dispute	Average Time to Dispute Resolution per employee	USA	Mascoma	2021	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Total time to solve transaction dispute from customer's perspective	Time to solve transaction dispute in days/weeks	USA	Mascoma	2021	Time	No Data		
Transaction Dispute		Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	USA	Mascoma	2021	%	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute in branch	Average time spent by the customer raising a transaction dispute in branch	UK	Weatherbys Racing Bank	2022	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute via call center	Average time spent by the customer raising a transaction dispute via call center	UK	Weatherbys Racing Bank	2022	Time	No Data		
Transaction Dispute		Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated disputes	UK	Weatherbys Racing Bank	2022	%	No Data		
Transaction Dispute		Business	Bank Data	Total number of disputes raised via digital (Web & Mobile)	Total number of Disputes raised via digital channels (web & mobile apps)	UK	Weatherbys Racing Bank	2022	%	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	UK	Weatherbys Racing Bank	2022	%	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	UK	Weatherbys Racing Bank	2022	%	No Data		

Transaction Dispute		Operational Excellence	Workshop	Average total time spent by bank employees on 1 dispute	Average total time spent by bank employees on 1 dispute (Includes branch, call center & back office)	UK	Weatherbys Racing Bank	2022	Time	0:20:00		
Transaction Dispute		Operational Excellence	Workshop	# of employees required to complete transaction dispute process.	How many handoffs are there in the transaction dispute resolution process?	UK	Weatherbys Racing Bank	2022	#	No Data		
Transaction Dispute		Customer Experience	Workshop	Average employee handle time per transaction dispute	Average Time to Dispute Resolution per employee	UK	Weatherbys Racing Bank	2022	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Total time to solve transaction dispute from customer's perspective	Time to solve transaction dispute in days/weeks	UK	Weatherbys Racing Bank	2022	Time	No Data		
Transaction Dispute		Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	UK	Weatherbys Racing Bank	2022	%	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute in branch	Average time spent by the customer raising a transaction dispute in branch	UK	Weatherbys Private Bank	2022	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute via call center	Average time spent by the customer raising a transaction dispute via call center	UK	Weatherbys Private Bank	2022	Time	No Data		
Transaction Dispute		Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated disputes	UK	Weatherbys Private Bank	2022	%	No Data		
Transaction Dispute		Business	Bank Data	Total number of disputes raised via digital (Web & Mobile)	Total number of Disputes raised via digital channels (web & mobile apps)	UK	Weatherbys Private Bank	2022	%	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	UK	Weatherbys Private Bank	2022	%	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	UK	Weatherbys Private Bank	2022	%	No Data		
Transaction Dispute		Operational Excellence	Workshop	Average total time spent by bank employees on 1 dispute	Average total time spent by bank employees on 1 dispute (Includes branch, call center & back office)	UK	Weatherbys Private Bank	2022	Time	0:20:00		
Transaction Dispute		Operational Excellence	Workshop	# of employees required to complete transaction dispute process.	How many handoffs are there in the transaction dispute resolution process?	UK	Weatherbys Private Bank	2022	#	No Data		
Transaction Dispute		Customer Experience	Workshop	Average employee handle time per transaction dispute	Average Time to Dispute Resolution per employee	UK	Weatherbys Private Bank	2022	Time	No Data		
Transaction Dispute		Customer Experience	Workshop	Total time to solve transaction dispute from customer's perspective	Time to solve transaction dispute in days/weeks	UK	Weatherbys Private Bank	2022	Time	No Data		
Transaction Dispute		Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	UK	Weatherbys Private Bank	2022	%	No Data		
Transaction Dispute	TCS Bancs	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute on digital channels	Average time spent by the customer drafting a transaction dispute message in the digital application	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Transaction Dispute	TCS Bancs	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute in branch	Average time spent by the customer raising a transaction dispute in branch	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Transaction Dispute	TCS Bancs	Customer Experience	Workshop	Average Time Spent by customer to raise a dispute via call center	Average time spent by the customer raising a transaction dispute via call center	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:06:00		
Transaction Dispute	TCS Bancs	Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated disputes	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Transaction Dispute	TCS Bancs	Business	Bank Data	Total number of disputes raised via digital (Web & Mobile)	Total number of Disputes raised via digital channels (web & mobile apps)	Saudi Arabia	Banque Saudi Fransi	2022	#	No data		
Transaction Dispute	TCS Bancs	Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	Saudi Arabia	Banque Saudi Fransi	2022	#	No data		
Transaction Dispute	TCS Bancs	Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	Saudi Arabia	Banque Saudi Fransi	2022	#	17,000		
Transaction Dispute	TCS Bancs	Operational Excellence	Workshop	Average total time spent by bank employees on 1 dispute	Average total time spent by bank employees on 1 dispute (Includes branch, call center & back office)	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:20:00		
Transaction Dispute	TCS Bancs	Operational Excellence	Workshop	# of employees required to complete transaction dispute process.	How many handoffs are there in the transaction dispute resolution process?	Saudi Arabia	Banque Saudi Fransi	2022	#	3		
Transaction Dispute	TCS Bancs	Customer Experience	Workshop	Average employee handle time per transaction dispute	Average Time to Dispute Resolution per employee	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Transaction Dispute	TCS Bancs	Customer Experience	Workshop	Total time to solve transaction dispute from customer's perspective	Time to solve transaction dispute in days/weeks	Saudi Arabia	Banque Saudi Fransi	2022	Time/days	10		
Transaction Dispute	TCS Bancs	Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	Saudi Arabia	Banque Saudi Fransi	2022	%	10%		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute	Average time spent by the customer drafting a transaction dispute	Botswana	Letshego	2022	No Data	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute	Average time spent by the customer raising a transaction dispute	Botswana	Letshego	2022	No Data	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute	Average time spent by the customer raising a transaction dispute	Botswana	Letshego	2022	No Data	No Data		
Transaction Dispute		Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated disputes	Botswana	Letshego	2022	No Data	No Data		
Transaction Dispute		Business	Bank Data	Total number of disputes raised via digital (Web & Mobile)	Total number of Disputes raised via digital channels (web & mobile apps)	Botswana	Letshego	2022	No Data	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	Botswana	Letshego	2022	No Data	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	Botswana	Letshego	2022	No Data	No Data		
Transaction Dispute		Operational Excellence	Workshop	Average total time spent by bank employees on 1 dispute	Average total time spent by bank employees on 1 dispute (Includes branch, call center & back office)	Botswana	Letshego	2022	No Data	No Data		
Transaction Dispute		Operational Excellence	Workshop	# of employees required to complete transaction dispute process.	How many handoffs are there in the transaction dispute resolution process?	Botswana	Letshego	2022	No Data	No Data		
Transaction Dispute		Customer Experience	Workshop	Average employee handle time per transaction dispute	Average Time to Dispute Resolution per employee	Botswana	Letshego	2022	No Data	No Data		
Transaction Dispute		Customer Experience	Workshop	Total time to solve transaction dispute from customer's perspective	Time to solve transaction dispute in days/weeks	Botswana	Letshego	2022	No Data	No Data		
Transaction Dispute		Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	Botswana	Letshego	2022	No Data	No Data		

Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a	Average time spent by the customer drafting a transaction d	Ecuador	Banco Pichincha	2022	No Data	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a	Average time spent by the customer raising a transaction dis	Ecuador	Banco Pichincha	2022	Time	0:17:00		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a	Average time spent by the customer raising a transaction dis	Ecuador	Banco Pichincha	2022	Time	0:07:00		
Transaction Dispute		Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiate	Ecuador	Banco Pichincha	2022	%	0%		
Transaction Dispute		Business	Bank Data	Total number of disputes raised via digital (V	Total number of Disputes raised via digital channels (web &	Ecuador	Banco Pichincha	2022	No Data	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	Ecuador	Banco Pichincha	2022	No Data	No Data		
Transaction Dispute		Operational Excellence	Bank Data	Total number of disputes raised via Call Cen	Total number of disputes raised via Call Center	Ecuador	Banco Pichincha	2022	#	33,087		
Transaction Dispute		Operational Excellence	Workshop	Average total time spent by bank employees	Average total time spent by bank employees on 1 dispute (In	Ecuador	Banco Pichincha	2022	Time	0:21:00		
Transaction Dispute		Operational Excellence	Workshop	# of employees required to complete transa	How many handoffs are there in the transaction dispute reso	Ecuador	Banco Pichincha	2022	#	1		
Transaction Dispute		Customer Experience	Workshop	Average employee handle time per transact	Average Time to Dispute Resolution per employee	Ecuador	Banco Pichincha	2022	No Data	No Data		
Transaction Dispute		Customer Experience	Workshop	Total time to solve transaction dispute from c	Time to solve transaction dispute in days/weeks	Ecuador	Banco Pichincha	2022	No Data	No Data		
Transaction Dispute		Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	Ecuador	Banco Pichincha	2022	No Data	No Data		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a	Average time spent by the customer drafting a transaction d)	Morocco	CIH	2022		N.A		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a	Average time spent by the customer raising a transaction dis	Morocco	CIH	2022	Time	0:20:00		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a	Average time spent by the customer raising a transaction dis	Morocco	CIH	2022	Time	0:04:00		
Transaction Dispute		Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiate	Morocco	CIH	2022		N.A		
Transaction Dispute		Business	Bank Data	Total number of disputes raised via digital (V	Total number of Disputes raised via digital channels (web &	Morocco	CIH	2022	#	36,000		
Transaction Dispute		Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	Morocco	CIH	2022	#	10,000		
Transaction Dispute		Operational Excellence	Bank Data	Total number of disputes raised via Call Cen	Total number of disputes raised via Call Center	Morocco	CIH	2022	#	82,728		
Transaction Dispute		Operational Excellence	Workshop	Average total time spent by bank employees	Average total time spent by bank employees on 1 dispute (In	Morocco	CIH	2022	Time	0:50:00		
Transaction Dispute		Operational Excellence	Workshop	# of employees required to complete transa	How many handoffs are there in the transaction dispute reso	Morocco	CIH	2022	#	4		
Transaction Dispute		Customer Experience	Workshop	Average employee handle time per transact	Average Time to Dispute Resolution per employee	Morocco	CIH	2022		N.A		
Transaction Dispute		Customer Experience	Workshop	Total time to solve transaction dispute from c	Time to solve transaction dispute in days/weeks	Morocco	CIH	2022	Days	20		
Transaction Dispute		Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	Morocco	CIH	2022	%	80%		
Payments	Alogent	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	USA	Tech CU	2021	#	400,000		
Payments	Alogent	Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	USA	Tech CU	2021	#	No Data		
Payments	Alogent	Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	USA	Tech CU	2021	#	No Data		
Payments	Alogent	Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	USA	Tech CU	2021	#	No Data		
Payments	Alogent	Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	USA	Tech CU	2021	#	No Data		
Payments	Alogent	Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	USA	Tech CU	2021	#	No Data		
Payments	Alogent	Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	USA	Tech CU	2021	%	88%		
Payments	Alogent	Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	USA	Tech CU	2021	%	12%		
Payments	Alogent	Operational Excellence	Bank Data	Payment abandonment %	Payment initiated vs total submitted payments	USA	Tech CU	2021	%	62%		
Payments	Alogent	Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	USA	Tech CU	2021	Time	0:15:00		
Payments	Alogent	Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	USA	Tech CU	2021	Time	0:02:00		
Payments	Alogent	Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	USA	Tech CU	2021	%	No Data		
Payments	Apiture	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	USA	Sandy Spring	2021	#	379,346		
Payments	Apiture	Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	USA	Sandy Spring	2021	#	No Data		
Payments	Apiture	Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	USA	Sandy Spring	2021	#	No Data		
Payments	Apiture	Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	USA	Sandy Spring	2021	#	No Data		
Payments	Apiture	Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	USA	Sandy Spring	2021	#	No Data		

Payments	Apiture	Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	USA	Sandy Spring	2021	#	No Data
Payments	Apiture	Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	USA	Sandy Spring	2021	%	73.00%
Payments	Apiture	Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	USA	Sandy Spring	2021	%	27.00%
Payments	Apiture	Operational Excellence	Bank Data	Payment abandonment %	Payment initiated vs total submitted payments	USA	Sandy Spring	2021	%	No Data
Payments	Apiture	Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	USA	Sandy Spring	2021	Time	No Data
Payments	Apiture	Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	USA	Sandy Spring	2021	Time	0:02:00
Payments	Apiture	Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	USA	Sandy Spring	2021	%	No Data
Payments	Temenos	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Phillipines	EWB	2021	#	4,450,000
Payments	Temenos	Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	Phillipines	EWB	2021	#	No Data
Payments	Temenos	Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	Phillipines	EWB	2021	#	No Data
Payments	Temenos	Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	Phillipines	EWB	2021	#	No Data
Payments	Temenos	Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	Phillipines	EWB	2021	#	No Data
Payments	Temenos	Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	Phillipines	EWB	2021	#	No Data
Payments	Temenos	Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	Phillipines	EWB	2021	%	73%
Payments	Temenos	Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	Phillipines	EWB	2021	%	27%
Payments	Temenos	Operational Excellence	Bank Data	Payment abandonment %	Payment initiated vs total submitted payments	Phillipines	EWB	2021	%	55%
Payments	Temenos	Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	Phillipines	EWB	2021	Time	0:20:00
Payments	Temenos	Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	Phillipines	EWB	2021	Time	0:05:00
Payments	Temenos	Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Phillipines	EWB	2021	%	No Data
Payments	Self Build	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Slovakia	Postova banka / Bank 365	2020	#	No data
Payments	Self Build	Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	Slovakia	Postova banka / Bank 365	2020	#	No data
Payments	Self Build	Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	Slovakia	Postova banka / Bank 365	2020	#	No data
Payments	Self Build	Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	Slovakia	Postova banka / Bank 365	2020	#	No data
Payments	Self Build	Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	Slovakia	Postova banka / Bank 365	2020	#	No data
Payments	Self Build	Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	Slovakia	Postova banka / Bank 365	2020	#	No data
Payments	Self Build	Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	Slovakia	Postova banka / Bank 365	2020	%	2%
Payments	Self Build	Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	Slovakia	Postova banka / Bank 365	2020	%	98%
Payments	Self Build	Operational Excellence	Bank Data	Payment abandonment %	Payment initiated vs total submitted payments	Slovakia	Postova banka / Bank 365	2020	%	No Data
Payments	Self Build	Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	Slovakia	Postova banka / Bank 365	2020	Time	No Data
Payments	Self Build	Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	Slovakia	Postova banka / Bank 365	2020	Time	No Data
Payments	Self Build	Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Slovakia	Postova banka / Bank 365	2020	%	13.78%
Payments		Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Colombia	Caja Social	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	Colombia	Caja Social	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	Colombia	Caja Social	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	Colombia	Caja Social	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	Colombia	Caja Social	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	Colombia	Caja Social	2021	#	No Data
Payments		Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	Colombia	Caja Social	2021	%	No Data
Payments		Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	Colombia	Caja Social	2021	%	No Data
Payments		Operational Excellence	Bank Data	Payment abandonment %	Payment initiated vs total submitted payments	Colombia	Caja Social	2021	%	No Data
Payments		Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	Colombia	Caja Social	2021	Time	No Data

Payments		Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	Colombia	Caja Social	2021	Time	No Data
Payments		Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Colombia	Caja Social	2021	%	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Costa Rica	BNCR	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	Costa Rica	BNCR	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	Costa Rica	BNCR	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	Costa Rica	BNCR	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	Costa Rica	BNCR	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	Costa Rica	BNCR	2021	#	No Data
Payments		Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	Costa Rica	BNCR	2021	%	No Data
Payments		Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	Costa Rica	BNCR	2021	%	No Data
Payments		Operational Excellence	Bank Data	Payment abandonment %	Payment initiated vs total submitted payments	Costa Rica	BNCR	2021	%	No Data
Payments		Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	Costa Rica	BNCR	2021	Time	No Data
Payments		Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	Costa Rica	BNCR	2021	Time	No Data
Payments		Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Costa Rica	BNCR	2021	%	No Data
Payments	Infosys	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Kuwait	ABK	2022	#	1,800,000
Payments	Infosys	Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	Kuwait	ABK	2021	#	No Data
Payments	Infosys	Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	Kuwait	ABK	2021	#	No Data
Payments	Infosys	Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	Kuwait	ABK	2021	#	No Data
Payments	Infosys	Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	Kuwait	ABK	2021	#	No Data
Payments	Infosys	Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	Kuwait	ABK	2021	#	No Data
Payments	Infosys	Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	Kuwait	ABK	2022	%	88%
Payments	Infosys	Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	Kuwait	ABK	2022	%	12%
Payments	Infosys	Operational Excellence	Bank Data	Payment abandonment %	Payment initiated vs total submitted payments	Kuwait	ABK	2022	%	62%
Payments	Infosys	Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	Kuwait	ABK	2022	Time	0:15:00
Payments	Infosys	Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	Kuwait	ABK	2022	Time	0:02:00
Payments	Infosys	Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Kuwait	ABK	2022	Time	No Data
Payments	Infosys	Customer Experience	Workshop	Time spent by Customer in Transfer (Physical interaction)	Average Time spent by Customer in submitting a transaction	Kuwait	ABK	2022	Time	0:20:00
Payments		Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	USA	CCCU	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	USA	CCCU	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	USA	CCCU	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	USA	CCCU	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	USA	CCCU	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	USA	CCCU	2021	#	No Data
Payments		Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	USA	CCCU	2021	%	No Data
Payments		Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	USA	CCCU	2021	%	No Data
Payments		Operational Excellence	Bank Data	Payment abandonment %	Payment initiated vs total submitted payments	USA	CCCU	2021	%	No Data
Payments		Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	USA	CCCU	2021	Time	No Data
Payments		Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	USA	CCCU	2021	Time	No Data
Payments		Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	USA	CCCU	2021	%	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	USA	Mascoma	2021	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	USA	Mascoma	2021	#	No Data

Payments		Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	USA	Mascoma	2021	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	USA	Mascoma	2021	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	USA	Mascoma	2021	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	USA	Mascoma	2021	#	No Data		
Payments		Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	USA	Mascoma	2021	%	No Data		
Payments		Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	USA	Mascoma	2021	%	No Data		
Payments		Operational Excellence	Bank Data	Payment abandonment %	Payment initiated vs total submitted payments	USA	Mascoma	2021	%	No Data		
Payments		Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	USA	Mascoma	2021	Time	No Data		
Payments		Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	USA	Mascoma	2021	Time	No Data		
Payments		Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	USA	Mascoma	2021	%	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	USA	UFCU	2021	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	USA	UFCU	2021	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	USA	UFCU	2021	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	USA	UFCU	2021	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	USA	UFCU	2021	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	USA	UFCU	2021	#	No Data		
Payments		Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	USA	UFCU	2021	%	No Data		
Payments		Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	USA	UFCU	2021	%	No Data		
Payments		Operational Excellence	Bank Data	Payment abandonment %	Payment initiated vs total submitted payments	USA	UFCU	2021	%	No Data		
Payments		Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	USA	UFCU	2021	Time	No Data		
Payments		Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	USA	UFCU	2021	Time	No Data		
Payments		Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	USA	UFCU	2021	%	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	UK	Weatherbys Racing Bank	2022	#	22,800		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	UK	Weatherbys Racing Bank	2022	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	UK	Weatherbys Racing Bank	2022	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	UK	Weatherbys Racing Bank	2022	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	UK	Weatherbys Racing Bank	2022	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	UK	Weatherbys Racing Bank	2022	#	No Data		
Payments		Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	UK	Weatherbys Racing Bank	2022	%	80%		
Payments		Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	UK	Weatherbys Racing Bank	2022	%	20%		
Payments		Operational Excellence	Bank Data	Payment abandonment %	Payment initiated vs total submitted payments	UK	Weatherbys Racing Bank	2022	%	No Data		
Payments		Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	UK	Weatherbys Racing Bank	2022	Time	1:06:00		
Payments		Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	UK	Weatherbys Racing Bank	2022	Time	0:25:00		
Payments		Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	UK	Weatherbys Racing Bank	2022	%	No Data		
Payments		Customer Experience	Workshop	Time spent by Customer in Transfer (Physical interaction)	Average Time spent by Customer in submitting a transaction	UK	Weatherbys Racing Bank	2022	Time	0:15:00		
Payments		Operational Excellence	Workshop	Payment / Transaction Processing Time (Branch)	Average Time spent processing a payment or transaction	UK	Weatherbys Racing Bank	2022	Time	0:51:00		
Payments		Customer Experience	Workshop	Time spent by Customer in transaction (Digital)	Average Time spent by Customer in submitting a transaction by App	UK	Weatherbys Racing Bank	2022	Time	0:15:00		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	UK	Weatherbys Private Bank	2022	#	22,800		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	UK	Weatherbys Private Bank	2022	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	UK	Weatherbys Private Bank	2022	#	No Data		
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	UK	Weatherbys Private Bank	2022	#	No Data		

Payments		Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	UK	Weatherbys Private Bank	2022	#	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	UK	Weatherbys Private Bank	2022	#	No Data
Payments		Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	UK	Weatherbys Private Bank	2022	%	80%
Payments		Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	UK	Weatherbys Private Bank	2022	%	20%
Payments		Operational Excellence	Bank Data	Payment abandonment %	Payment initiated vs total submitted payments	UK	Weatherbys Private Bank	2022	%	No Data
Payments		Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	UK	Weatherbys Private Bank	2022	Time	1:06:00
Payments		Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	UK	Weatherbys Private Bank	2022	Time	0:25:00
Payments		Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	UK	Weatherbys Private Bank	2022	%	No Data
Payments		Customer Experience	Workshop	Time spent by Customer in Transfer (Physical interaction)	Average Time spent by Customer in submitting a transaction	UK	Weatherbys Private Bank	2022	Time	0:15:00
Payments		Operational Excellence	Workshop	Payment / Transaction Processing Time (Branch)	Average Time spent processing a payment or transaction	UK	Weatherbys Private Bank	2022	Time	0:51:00
Payments		Customer Experience	Workshop	Time spent by Customer in transaction (Digital)	Average Time spent by Customer in submitting a transaction by App	UK	Weatherbys Private Bank	2022	Time	0:15:00
Payments	TCS Bancs	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Saudi Arabia	Banque Saudi Fransi	2022	#	3,000,000
Payments	TCS Bancs	Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	Saudi Arabia	Banque Saudi Fransi	2022	#	No data
Payments	TCS Bancs	Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	Saudi Arabia	Banque Saudi Fransi	2022	#	No data
Payments	TCS Bancs	Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	Saudi Arabia	Banque Saudi Fransi	2022	#	No data
Payments	TCS Bancs	Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	Saudi Arabia	Banque Saudi Fransi	2022	#	No data
Payments	TCS Bancs	Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	Saudi Arabia	Banque Saudi Fransi	2022	#	No data
Payments	TCS Bancs	Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	Saudi Arabia	Banque Saudi Fransi	2022	%	95%
Payments	TCS Bancs	Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	Saudi Arabia	Banque Saudi Fransi	2022	%	5%
Payments	TCS Bancs	Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:10:00
Payments	TCS Bancs	Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:05:00
Payments	TCS Bancs	Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Saudi Arabia	Banque Saudi Fransi	2022	%	No data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Botswana	Letshego	2022	No Data	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	Botswana	Letshego	2022	No Data	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	Botswana	Letshego	2022	No Data	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	Botswana	Letshego	2022	No Data	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	Botswana	Letshego	2022	No Data	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	Botswana	Letshego	2022	No Data	No Data
Payments		Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	Botswana	Letshego	2022	No Data	No Data
Payments		Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	Botswana	Letshego	2022	No Data	No Data
Payments		Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	Botswana	Letshego	2022	No Data	No Data
Payments		Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	Botswana	Letshego	2022	No Data	No Data
Payments		Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Botswana	Letshego	2022	No Data	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Ecuador	Banco Pichincha	2022	#	255,533,180
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: A2A	Number of transfers in a year	Ecuador	Banco Pichincha	2022	No Data	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: wire	Number of transfers in a year	Ecuador	Banco Pichincha	2022	No Data	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: Debit	Number of transfers in a year	Ecuador	Banco Pichincha	2022	No Data	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: ACH	Number of transfers in a year	Ecuador	Banco Pichincha	2022	No Data	No Data
Payments		Business	Bank Data	Total number of outgoing transfers made in a year: SWIFT	Number of transfers in a year	Ecuador	Banco Pichincha	2022	#	192,528
Payments		Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital channels	Ecuador	Banco Pichincha	2022	%	99%

Payments		Operational Excellence	Bank Data	% of transfers processed in physical channels	Proportion of transfers initiated and processed on physical channels	Ecuador	Banco Pichincha	2022	%	1%	
Payments		Operational Excellence	Workshop	Average time spent by Branch employee to set up and process a transfer/payment	Average time to process a payment (branch / CC)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Payments		Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Account on digital channels	Ecuador	Banco Pichincha	2022	No Data	No Data	
Payments		Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Beneficiary setup inquiry calls to CC as proportion of all CC enquiries	Ecuador	Banco Pichincha	2022	No Data	No Data	
Payments	Business	Bank Data	Total number of outgoing transfers made in	Number of transfers in a year	Morocco	CIH	2022				
Payments	Business	Bank Data	Total number of outgoing transfers made in	Number of transfers in a year	Morocco	CIH	2022			N.A	
Payments	Business	Bank Data	Total number of outgoing transfers made in	Number of transfers in a year	Morocco	CIH	2022			N.A	
Payments	Business	Bank Data	Total number of outgoing transfers made in	Number of transfers in a year	Morocco	CIH	2022			N.A	
Payments	Business	Bank Data	Total number of outgoing transfers made in	Number of transfers in a year	Morocco	CIH	2022			N.A	
Payments	Business	Bank Data	Total number of outgoing transfers made in	Number of transfers in a year	Morocco	CIH	2022			N.A	
Payments	Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital cha	Morocco	CIH	2022	%	100%		
Payments	Operational Excellence	Bank Data	% of transfers processed in physical channel	Proportion of transfers initiated and processed on physical ch	Morocco	CIH	2022	%	0%		
Payments	Operational Excellence	Workshop	Average time spent by Branch employee to	Average time to process a payment (branch / CC)	Morocco	CIH	2022			N.A	
Payments	Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Accou	Morocco	CIH	2022	Time	0:01:00		
Payments	Customer Experience	Derived	Beneficiary setup inquiry calls to CC as prop	Beneficiary setup inquiry calls to CC as proportion of all CC	Morocco	CIH	2022			N.A	
Loan Servicing	No Platform	Customer Experience	Bank Data	# of branch visits for loan statements	# of branch visits for loan statements (balance, printed statements)	USA	Tech CU	2021	#	No Data	
Loan Servicing	No Platform	Customer Experience	Bank Data	# of CC calls for loan statements	# of calls for loan statements (balance, printed statements)	USA	Tech CU	2021	#	No Data	
Loan Servicing	No Platform	Operational Excellence	Workshop	Time spent by branch employee to retrieve loan statements	Time spent by branch employee to interact, retrieve statement and share it with customer	USA	Tech CU	2021	Time	0:10:00	
Loan Servicing	No Platform	Operational Excellence	Workshop	Time spent by call center to retrieve loan statements	Time spent by call center employee to interact, retrieve statement and share it with customer	USA	Tech CU	2021	Time	0:10:00	
Loan Servicing	No Platform	Customer Experience	Bank Data	Total number of loan closure & No Objection Certificate (NOC) requests in a year	Customer closes the loan with last payment and requests for no objection certificate	USA	Tech CU	2021	#	3,100	
Loan Servicing	No Platform	Customer Experience	Bank Data	# of branch visits for loan closure & NOC	# of branch visits for loan closure (NOC issue)	USA	Tech CU	2021	#	No Data	
Loan Servicing	No Platform	Customer Experience	Bank Data	# of CC calls for loan closure inquiry	# of calls for loan closure (NOC issue)	USA	Tech CU	2021	#	No Data	
Loan Servicing	No Platform	Operational Excellence	Workshop	Time spent by Back office to create loan closure/NOC	Average time spent by Back office employee to create loan closure/NOC document	USA	Tech CU	2021	#	0:25:00	
Loan Servicing	No Platform	Business	Derived	Customer Churn	Customers who stopped using all bank's services after paying off the loan (or refinance at a different bank)	USA	Tech CU	2021	%	No Data	
Loan Servicing	No Platform	Operational Excellence	Bank Data	% of branch visits for loan closure & NOC	% of branch visits for loan closure (NOC issue)	USA	Tech CU	2021	%	1.80%	
Loan Servicing	No Platform	Operational Excellence	Bank Data	% of CC calls for loan closure inquiry	% of calls for loan closure (NOC issue)	USA	Tech CU	2021	%	0.80%	
Loan Servicing	No Platform	Customer Experience	Bank Data	% of branch visits for loan statements	% of branch visits for loan statements (balance, printed statements)	USA	Tech CU	2021	%	4%	
Loan Servicing	No Platform	Customer Experience	Bank Data	% of CC calls for loan statements	% of calls for loan statements (balance, printed statements)	USA	Tech CU	2021	%	6%	
Loan Servicing		Customer Experience	Bank Data	# of branch visits for loan statements	# of branch visits for loan statements (balance, printed statements)	USA	Sandy Spring	2021	#	11,683.00	
Loan Servicing		Customer Experience	Bank Data	# of CC calls for loan statements	# of calls for loan statements (balance, printed statements)	USA	Sandy Spring	2021	#	2,380.00	
Loan Servicing		Operational Excellence	Workshop	Time spent by branch employee to retrieve loan statements	Time spent by branch employee to interact, retrieve statement and share it with customer	USA	Sandy Spring	2021	Time	No Data	
Loan Servicing		Operational Excellence	Workshop	Time spent by call center to retrieve loan statements	Time spent by call center employee to interact, retrieve statement and share it with customer	USA	Sandy Spring	2021	Time	No Data	
Loan Servicing		Customer Experience	Bank Data	Total number of loan closure & No Objection Certificate (NOC) requests in a year	Customer closes the loan with last payment and requests for no objection certificate	USA	Sandy Spring	2021	#	No Data	
Loan Servicing		Customer Experience	Bank Data	# of branch visits for loan closure & NOC	# of branch visits for loan closure (NOC issue)	USA	Sandy Spring	2021	#	No Data	
Loan Servicing		Customer Experience	Bank Data	# of CC calls for loan closure inquiry	# of calls for loan closure (NOC issue)	USA	Sandy Spring	2021	#	No Data	
Loan Servicing		Operational Excellence	Workshop	Time spent by Back office to create loan closure/NOC	Average time spent by Back office employee to create loan closure/NOC document	USA	Sandy Spring	2021	Time	No Data	
Loan Servicing		Business	Derived	Customer Churn	Customers who stopped using all bank's services after paying off the loan (or refinance at a different bank)	USA	Sandy Spring	2021	#	No Data	
Loan Servicing		Customer Experience	Bank Data	% of branch visits for loan statements	% of branch visits for loan statements (balance, printed statements)	USA	Sandy Spring	2021	%	13.93%	
Loan Servicing		Customer Experience	Bank Data	% of CC calls for loan statements	% of calls for loan statements (balance, printed statements)	USA	Sandy Spring	2021	%	5.74%	
Loan Servicing		Customer Experience	Bank Data	# of branch visits for loan statements	# of branch visits for loan statements (balance, printed statements)	Philippines	EWB	2021	#	No Data	
Loan Servicing		Customer Experience	Bank Data	# of CC calls for loan statements	# of calls for loan statements (balance, printed statements)	Philippines	EWB	2021	#	No Data	
Loan Servicing		Operational Excellence	Workshop	Time spent by branch employee to retrieve loan statements	Time spent by branch employee to interact, retrieve statement and share it with customer	Philippines	EWB	2021	Time	No Data	
Loan Servicing		Operational Excellence	Workshop	Time spent by call center to retrieve loan statements	Time spent by call center employee to interact, retrieve statement and share it with customer	Philippines	EWB	2021	Time	No Data	
Loan Servicing		Customer Experience	Bank Data	Total number of loan closure & No Objection Certificate (NOC) requests in a year	Customer closes the loan with last payment and requests for no objection certificate	Philippines	EWB	2021	#	No Data	
Loan Servicing		Customer Experience	Bank Data	# of branch visits for loan closure & NOC	# of branch visits for loan closure (NOC issue)	Philippines	EWB	2021	#	No Data	
Loan Servicing		Customer Experience	Bank Data	# of CC calls for loan closure inquiry	# of calls for loan closure (NOC issue)	Philippines	EWB	2021	#	No Data	
Loan Servicing		Operational Excellence	Workshop	Time spent by Back office to create loan closure/NOC	Average time spent by Back office employee to create loan closure/NOC document	Philippines	EWB	2021	Time	No Data	
Loan Servicing		Business	Derived	Customer Churn	Customers who stopped using all bank's services after paying off the loan (or refinance at a different bank)	Philippines	EWB	2021	#	No Data	
Loan Servicing		Customer Experience	Bank Data	% of branch visits for loan statements	% of branch visits for loan statements (balance, printed statements)	Philippines	EWB	2021	%	No Data	





Loan Servicing		Operational Excellence	Workshop	Time spent by branch employee to retrieve loan statements	Time spent by branch employee to interact, retrieve statement and share it with customer	Botswana	Letshego	2022	No Data	No Data	
Loan Servicing		Operational Excellence	Workshop	Time spent by call center to retrieve loan statements	Time spent by call center employee to interact, retrieve statement and share it with customer	Botswana	Letshego	2022	No Data	No Data	
Loan Servicing		Customer Experience	Bank Data	Total number of loan closure & No Objection Certificate (NOC) requests in a year	Customer closes the loan with last payment and requests for no objection certificate	Botswana	Letshego	2022	No Data	No Data	
Loan Servicing		Customer Experience	Bank Data	# of branch visits for loan closure & NOC	# of branch visits for loan closure (NOC issue)	Botswana	Letshego	2022	No Data	No Data	
Loan Servicing		Customer Experience	Bank Data	# of CC calls for loan closure inquiry	# of calls for loan closure (NOC issue)	Botswana	Letshego	2022	No Data	No Data	
Loan Servicing		Operational Excellence	Workshop	Time spent by Back office to create loan closure/NOC	Average time spent by Back office employee to create loan closure/NOC document	Botswana	Letshego	2022	No Data	No Data	
Loan servicing		Business	derived	Customer Churn	Customers who stopped using all bank's services after paying off the loan (or refinance at a different bank)	Botswana	Letshego	2022	No Data	No Data	
Loan Servicing		Customer Experience	Bank Data	# of branch visits for loan statements	# of branch visits for loan statements (balance, printed statements)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Loan Servicing		Customer Experience	Bank Data	# of CC calls for loan statements	# of calls for loan statements (balance, printed statements)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Loan Servicing		Operational Excellence	Workshop	Time spent by branch employee to retrieve loan statements	Time spent by branch employee to interact, retrieve statement and share it with customer	Ecuador	Banco Pichincha	2022	No Data	No Data	
Loan Servicing		Operational Excellence	Workshop	Time spent by call center to retrieve loan statements	Time spent by call center employee to interact, retrieve statement and share it with customer	Ecuador	Banco Pichincha	2022	No Data	No Data	
Loan Servicing		Customer Experience	Bank Data	Total number of loan closure & No Objection Certificate (NOC) requests in a year	Customer closes the loan with last payment and requests for no objection certificate	Ecuador	Banco Pichincha	2022	No Data	No Data	
Loan Servicing		Customer Experience	Bank Data	# of branch visits for loan closure & NOC	# of branch visits for loan closure (NOC issue)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Loan Servicing		Customer Experience	Bank Data	# of CC calls for loan closure inquiry	# of calls for loan closure (NOC issue)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Loan Servicing		Operational Excellence	Workshop	Time spent by Back office to create loan closure/NOC	Average time spent by Back office employee to create loan closure/NOC document	Ecuador	Banco Pichincha	2022	No Data	No Data	
Loan servicing		Business	Derived	Customer Churn	Customers who stopped using all bank's services after paying off the loan (or refinance at a different bank)	Ecuador	Banco Pichincha	2022	No Data	No Data	
Loan Servicing		Customer Experience	Bank Data	# of branch visits for loan statements	# of branch visits for loan statements (balance, printed statements)	Morocco	CIH	2022	#	N.A	
Loan Servicing		Customer Experience	Bank Data	# of CC calls for loan statements	# of calls for loan statements (balance, printed statements)	Morocco	CIH	2022	#	3,438	
Loan Servicing		Operational Excellence	Workshop	Time spent by branch employee to retrieve	Time spent by branch employee to interact, retrieve statement	Morocco	CIH	2022	Time	N.A	
Loan Servicing		Operational Excellence	Workshop	Time spent by call center to retrieve loan statements	Time spent by call center employee to interact, retrieve statement	Morocco	CIH	2022	Time	N.A	
Loan Servicing		Customer Experience	Bank Data	Total number of loan closure & No Objection Certificate (NOC) requests in a year	Customer closes the loan with last payment and requests for no objection certificate	Morocco	CIH	2022	#	N.A	
Loan Servicing		Customer Experience	Bank Data	# of branch visits for loan closure & NOC	# of branch visits for loan closure (NOC issue)	Morocco	CIH	2022	#	N.A	
Loan Servicing		Customer Experience	Bank Data	# of CC calls for loan closure inquiry	# of calls for loan closure (NOC issue)	Morocco	CIH	2022	#	N.A	
Loan Servicing		Operational Excellence	Workshop	Time spent by Back office to create loan closure/NOC	Average time spent by Back office employee to create loan closure/NOC document	Morocco	CIH	2022	Time	N.A	
Loan servicing		Business	Derived	Customer Churn	Customers who stopped using all bank's services after paying off the loan (or refinance at a different bank)	Morocco	CIH	2022	%	0.07%	
Loan modification	No platform	Customer Experience	Bank Data	# of branch visits for loan billing changes	# of branch visits for loan billing changes (debit account, debit date etc)	USA	Tech CU	2021	#	No Data	
Loan modification	No platform	Customer Experience	Bank Data	# of CC calls for loan billing changes	# of calls for loan billing changes (debit account, debit date etc)	USA	Tech CU	2021	#	No Data	
Loan modification	No platform	Operational Excellence	Workshop	Time spent by branch to receive the request for billing changes	Time spent by branch employee to interact, input the billing change request	USA	Tech CU	2021	Time	0:25:00	
Loan modification	No platform	Operational Excellence	Bank Data	Total number of loan billing changes requests in a year	Customer wants to change debit account, or date or installment	USA	Tech CU	2021	#	No Data	
Loan modification	No platform	Operational Excellence	Workshop	Time spent by Back office to make changes to loan billing	Time spent by Back office to make changes to loan billing	USA	Tech CU	2021	Time	0:20:00	
Loan modification	No platform	Customer Experience	Derived	% of branch visits for loan billing changes	% of branch visits for loan billing changes (debit account, debit date etc)	USA	Tech CU	2021	%	2%	
Loan modification	No platform	Customer Experience	Derived	% of CC calls for loan billing changes	% of calls for loan billing changes (debit account, debit date etc)	USA	Tech CU	2021	%	6%	
Loan modification		Customer Experience	Bank Data	# of branch visits for loan billing changes	# of branch visits for loan billing changes (debit account, debit date etc)	USA	Sandy Spring	2021	#	333	
Loan modification		Customer Experience	Bank Data	# of CC calls for loan billing changes	# of calls for loan billing changes (debit account, debit date etc)	USA	Sandy Spring	2021	#	259	
Loan modification		Operational Excellence	Workshop	Time spent by branch to receive the request for billing changes	Time spent by branch employee to interact, input the billing change request	USA	Sandy Spring	2021	Time	No Data	
Loan modification		Operational Excellence	Bank Data	Total number of loan billing changes requests in a year	Customer wants to change debit account, or date or installment	USA	Sandy Spring	2021	#	No Data	
Loan modification		Operational Excellence	Workshop	Time spent by Back office to make changes to loan billing	Time spent by Back office to make changes to loan billing	USA	Sandy Spring	2021	Time	No Data	
Loan modification		Customer Experience	Derived	% of branch visits for loan billing changes	% of branch visits for loan billing changes (debit account, debit date etc)	USA	Sandy Spring	2021	%	0.40%	
Loan modification		Customer Experience	Derived	% of CC calls for loan billing changes	% of calls for loan billing changes (debit account, debit date etc)	USA	Sandy Spring	2021	%	0.62%	
Loan modification		Customer Experience	Bank Data	# of branch visits for loan billing changes	# of branch visits for loan billing changes (debit account, debit date etc)	Phillipines	EWB	2021	#	No Data	
Loan modification		Customer Experience	Bank Data	# of CC calls for loan billing changes	# of calls for loan billing changes (debit account, debit date etc)	Phillipines	EWB	2021	#	No Data	
Loan modification		Operational Excellence	Workshop	Time spent by branch to receive the request for billing changes	Time spent by branch employee to interact, input the billing change request	Phillipines	EWB	2021	Time	No Data	
Loan modification		Operational Excellence	Bank Data	Total number of loan billing changes requests in a year	Customer wants to change debit account, or date or installment	Phillipines	EWB	2021	#	No Data	
Loan modification		Operational Excellence	Workshop	Time spent by Back office to make changes to loan billing	Time spent by Back office to make changes to loan billing	Phillipines	EWB	2021	Time	No Data	
Loan modification		Customer Experience	Derived	% of branch visits for loan billing changes	% of branch visits for loan billing changes (debit account, debit date etc)	Phillipines	EWB	2021	%	0.40%	



Loan modification		Operational Excellence	Bank Data	Total number of loan billing changes requests in a year	Customer wants to change debit account, or date or installment	UK	Weatherbys Racing Bank	2022	#	No Data		
Loan modification		Operational Excellence	Workshop	Time spent by Back office to make changes to loan billing	Time spent by Back office to make changes to loan billing	UK	Weatherbys Racing Bank	2022	Time	No Data		
Loan modification		Customer Experience	Derived	% of branch visits for loan billing changes	% of branch visits for loan billing changes (debit account, debit date etc)	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan modification		Customer Experience	Derived	% of CC calls for loan billing changes	% of calls for loan billing changes (debit account, debit date etc)	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan modification		Customer Experience	Bank Data	# of branch visits for loan billing changes	# of branch visits for loan billing changes (debit account, debit date etc)	UK	Weatherbys Private Bank	2022	#	No Data		
Loan modification		Customer Experience	Bank Data	# of CC calls for loan billing changes	# of calls for loan billing changes (debit account, debit date etc)	UK	Weatherbys Private Bank	2022	#	No Data		
Loan modification		Operational Excellence	Workshop	Time spent by branch to receive the request for billing changes	Time spent by branch employee to interact, input the billing change request	UK	Weatherbys Private Bank	2022	Time	No Data		
Loan modification		Operational Excellence	Bank Data	Total number of loan billing changes requests in a year	Customer wants to change debit account, or date or installment	UK	Weatherbys Private Bank	2022	#	No Data		
Loan modification		Operational Excellence	Workshop	Time spent by Back office to make changes to loan billing	Time spent by Back office to make changes to loan billing	UK	Weatherbys Private Bank	2022	Time	No Data		
Loan modification		Customer Experience	Derived	% of branch visits for loan billing changes	% of branch visits for loan billing changes (debit account, debit date etc)	UK	Weatherbys Private Bank	2022	%	No Data		
Loan modification		Customer Experience	Derived	% of CC calls for loan billing changes	% of calls for loan billing changes (debit account, debit date etc)	UK	Weatherbys Private Bank	2022	%	No Data		
Loan modification	TCS Bancs	Customer Experience	Bank Data	# of branch visits for loan billing changes	# of branch visits for loan billing changes (debit account, debit date etc)	Saudi Arabia	Banque Saudi Fransi	2022	#	No data		
Loan modification	TCS Bancs	Customer Experience	Bank Data	# of CC calls for loan billing changes	# of calls for loan billing changes (debit account, debit date etc)	Saudi Arabia	Banque Saudi Fransi	2022	#	No data		
Loan modification	TCS Bancs	Operational Excellence	Workshop	Time spent by branch to receive the request for billing changes	Time spent by branch employee to interact, input the billing change request	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Loan modification	TCS Bancs	Operational Excellence	Bank Data	Total number of loan billing changes requests in a year	Customer wants to change debit account, or date or installment	Saudi Arabia	Banque Saudi Fransi	2022	#	No data		
Loan modification	TCS Bancs	Operational Excellence	Workshop	Time spent by Back office to make changes to loan billing	Time spent by Back office to make changes to loan billing	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Loan modification		Customer Experience	Bank Data	# of branch visits for loan billing changes	# of branch visits for loan billing changes (debit account, debit date etc)	Botswana	Letshego	2022	No Data	No Data		
Loan modification		Customer Experience	Bank Data	# of CC calls for loan billing changes	# of calls for loan billing changes (debit account, debit date etc)	Botswana	Letshego	2022	No Data	No Data		
Loan modification		Operational Excellence	Workshop	Time spent by branch to receive the request for billing changes	Time spent by branch employee to interact, input the billing change request	Botswana	Letshego	2022	No Data	No Data		
Loan modification		Operational Excellence	Bank Data	Total number of loan billing changes requests in a year	Customer wants to change debit account, or date or installment	Botswana	Letshego	2022	No Data	No Data		
Loan modification		Operational Excellence	Workshop	Time spent by Back office to make changes to loan billing	Time spent by Back office to make changes to loan billing	Botswana	Letshego	2022	No Data	No Data		
Loan modification		Customer Experience	Bank Data	# of branch visits for loan billing changes	# of branch visits for loan billing changes (debit account, debit date etc)	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan modification		Customer Experience	Bank Data	# of CC calls for loan billing changes	# of calls for loan billing changes (debit account, debit date etc)	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan modification		Operational Excellence	Workshop	Time spent by branch to receive the request for billing changes	Time spent by branch employee to interact, input the billing change request	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan modification		Operational Excellence	Bank Data	Total number of loan billing changes requests in a year	Customer wants to change debit account, or date or installment	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan modification		Operational Excellence	Workshop	Time spent by Back office to make changes to loan billing	Time spent by Back office to make changes to loan billing	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan modification		Customer Experience	Bank Data	# of branch visits for loan billing changes	# of branch visits for loan billing changes (debit account, debit date etc)	Morocco	CIH	2022	N.A			
Loan modification		Customer Experience	Bank Data	# of CC calls for loan billing changes	# of calls for loan billing changes (debit account, debit date etc)	Morocco	CIH	2022	#	2,496		
Loan modification		Operational Excellence	Workshop	Time spent by branch to receive the request	Time spent by branch employee to interact, input the billing	Morocco	CIH	2022	N.A			
Loan modification		Operational Excellence	Bank Data	Total number of loan billing changes requests	Customer wants to change debit account, or date or installment	Morocco	CIH	2022	N.A			
Loan modification		Operational Excellence	Workshop	Time spent by Back office to make changes	Time spent by Back office to make changes to loan billing	Morocco	CIH	2022	N.A			
Loan origination	Home Grown Forms	Customer Experience	Workshop	Average origination to underwriting time for a *LOANTYPE* loan (customer)	Time to originate lending products from start to decision	USA	Tech CU	2021	Time	10 Days		
Loan origination	Home Grown Forms	Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	USA	Tech CU	2021	Time	5-30 Days		
Loan origination	Home Grown Forms	Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	USA	Tech CU	2021	Time	No Data		
Loan origination	Home Grown Forms	Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a Loan	Avg. Time Spent by Middle/Back office employee(s)	USA	Tech CU	2021	Time	No Data		
Loan origination	Home Grown Forms	Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	USA	Tech CU	2021	%	85%		
Loan origination	Home Grown Forms	Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels	USA	Tech CU	2021	%	96%		
Loan origination	Home Grown Forms	Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	USA	Tech CU	2021	%	32%		
Loan origination	Home Grown Forms	Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	USA	Tech CU	2021	%	65%		
Loan origination	Home Grown Forms	Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	USA	Tech CU	2021	%	32%		

Loan origination	Home Grown Forms	Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	USA	Tech CU	2021	%	NA
Loan origination	Home Grown Forms	Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	USA	Tech CU	2021	%	15%
Loan origination	Home Grown Forms	Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	USA	Tech CU	2021	%	70%
Loan origination	Home Grown Forms	Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	USA	Tech CU	2021	%	15%
Loan origination	Home Grown Forms	Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	USA	Tech CU	2021	%	10%
Loan origination	Home Grown Forms	Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	USA	Tech CU	2021	US\$	\$22,000
Loan origination	Home Grown Forms	Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	USA	Tech CU	2021	#	600%
Loan origination	Home Grown Forms	Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	USA	Tech CU	2021	Time	No Data
Loan origination	Home Grown Forms	Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% , total loan origination requests vs completed)	USA	Tech CU	2021	%	75%
Loan origination	Home Grown Forms	Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	USA	Tech CU	2021	%	65%
Loan origination	Home Grown Forms	Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	USA	Tech CU	2021	Time	4:00:00
Loan origination	Home Grown Forms	Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	USA	Tech CU	2021	#	13,200
Loan origination	Home Grown Forms	Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	USA	Tech CU	2021	%	73%
Loan origination	Home Grown Forms	Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	USA	Tech CU	2021	%	8%
Loan origination	Home Grown Forms	Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	USA	Tech CU	2021	%	19%
Loan origination	Home Grown Forms	Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	USA	Tech CU	2021	%	35%
Loan origination	Home Grown Forms	Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	USA	Tech CU	2021	%	No Data
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for a "LOANTYPE" loan (customer)	Time to originate lending products from start to decision	USA	Sandy Spring	2021	Time	No Data
Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	USA	Sandy Spring	2021	Time	No Data
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	USA	Sandy Spring	2021	Time	No Data
Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a Loan	Avg. Time Spent by Middle/Back office employee(s)	USA	Sandy Spring	2021	Time	No Data
Loan origination		Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	USA	Sandy Spring	2021	%	No Data
Loan origination		Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels	USA	Sandy Spring	2021	%	No Data
Loan origination		Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	USA	Sandy Spring	2021	%	No Data
Loan origination		Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	USA	Sandy Spring	2021	%	No Data
Loan origination		Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	USA	Sandy Spring	2021	%	No Data
Loan origination		Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	USA	Sandy Spring	2021	%	No Data
Loan origination		Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	USA	Sandy Spring	2021	%	No Data
Loan origination		Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	USA	Sandy Spring	2021	%	No Data
Loan origination		Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	USA	Sandy Spring	2021	%	No Data
Loan origination		Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	USA	Sandy Spring	2021	%	-4.00%
Loan origination		Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	USA	Sandy Spring	2021	US\$	No Data
Loan origination		Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	USA	Sandy Spring	2021	#	No Data
Loan origination		Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	USA	Sandy Spring	2021	Time	No Data
Loan origination		Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% , total loan origination requests vs completed)	USA	Sandy Spring	2021	%	No Data
Loan origination		Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	USA	Sandy Spring	2021	%	No Data
Loan origination		Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	USA	Sandy Spring	2021	Time	No Data
Loan origination		Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	USA	Sandy Spring	2021	%	No Data
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	USA	Sandy Spring	2021	%	No Data
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	USA	Sandy Spring	2021	%	No Data
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	USA	Sandy Spring	2021	%	No Data
Loan origination		Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	USA	Sandy Spring	2021	%	No Data
Loan origination		Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	USA	Sandy Spring	2021	%	No Data
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for a "LOANTYPE" loan (customer)	Time to originate lending products from start to decision	Phillippines	EWB	2021	Time	No Data
Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	Phillippines	EWB	2021	Time	No Data
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	Phillippines	EWB	2021	Time	No Data

Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a loan	Avg. Time Spent by Middle/Back office employee(s)	Phillipines	EWB	2021	Time	No Data		
Loan origination	Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	Phillipines	EWB	2021	%	No Data			
Loan origination	Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels	Phillipines	EWB	2021	%	No Data			
Loan origination	Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	Phillipines	EWB	2021	%	No Data			
Loan origination	Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	Phillipines	EWB	2021	%	No Data			
Loan origination	Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	Phillipines	EWB	2021	%	No Data			
Loan origination	Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	Phillipines	EWB	2021	%	No Data			
Loan origination	Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	Phillipines	EWB	2021	%	No Data			
Loan origination	Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	Phillipines	EWB	2021	%	No Data			
Loan origination	Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	Phillipines	EWB	2021	%	No Data			
Loan origination	Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	Phillipines	EWB	2021	%	-4.00%			
Loan origination	Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	Phillipines	EWB	2021	US\$	No Data			
Loan origination	Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	Phillipines	EWB	2021	#	No Data			
Loan origination	Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	Phillipines	EWB	2021	Time	No Data			
Loan origination	Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% , total loan origination requests vs completed)	Phillipines	EWB	2021	%	No Data			
Loan origination	Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	Phillipines	EWB	2021	%	No Data			
Loan origination	Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	Phillipines	EWB	2021	Time	No Data			
Loan origination	Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	Phillipines	EWB	2021	%	No Data			
Loan origination	Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	Phillipines	EWB	2021	%	No Data			
Loan origination	Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	Phillipines	EWB	2021	%	No Data			
Loan origination	Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	Phillipines	EWB	2021	%	No Data			
Loan origination	Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	Phillipines	EWB	2021	%	No Data			
Loan origination	Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	Phillipines	EWB	2021	%	No Data			
Loan origination	Customer Experience	Workshop	Average origination to underwriting time for a "LOANTYPE" loan (customer)	Time to originate lending products from start to decision	Slovakia	Postova Banka /Bank 365	2020	Time	No Data			
Loan origination	Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	Slovakia	Postova Banka /Bank 365	2020	Time	No Data			
Loan origination	Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	Slovakia	Postova Banka /Bank 365	2020	Time	No Data			
Loan origination	Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a Loan	Avg. Time Spent by Middle/Back office employee(s)	Slovakia	Postova Banka /Bank 365	2020	Time	No Data			
Loan origination	Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	Slovakia	Postova Banka /Bank 365	2020	%	No Data			
Loan origination	Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels	Slovakia	Postova Banka /Bank 365	2020	%	No Data			
Loan origination	Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	Slovakia	Postova Banka /Bank 365	2020	%	No Data			
Loan origination	Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	Slovakia	Postova Banka /Bank 365	2020	%	No Data			
Loan origination	Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	Slovakia	Postova Banka /Bank 365	2020	%	No Data			
Loan origination	Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	Slovakia	Postova Banka /Bank 365	2020	%	No Data			
Loan origination	Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	Slovakia	Postova Banka /Bank 365	2020	%	No Data			
Loan origination	Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	Slovakia	Postova Banka /Bank 365	2020	%	No Data			
Loan origination	Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	Slovakia	Postova Banka /Bank 365	2020	%	No Data			
Loan origination	Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	Slovakia	Postova Banka /Bank 365	2020	%	2.00%			
Loan origination	Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	Slovakia	Postova Banka /Bank 365	2020	US\$	No Data			
Loan origination	Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	Slovakia	Postova Banka /Bank 365	2020	#	No Data			
Loan origination	Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	Slovakia	Postova Banka /Bank 365	2020	Time	No Data			
Loan origination	Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% , total loan origination requests vs completed)	Slovakia	Postova Banka /Bank 365	2020	%	No Data			
Loan origination	Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	Slovakia	Postova Banka /Bank 365	2020	%	No Data			
Loan origination	Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	Slovakia	Postova Banka /Bank 365	2020	Time	No Data			
Loan origination	Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	Slovakia	Postova Banka /Bank 365	2020	%	No Data			
Loan origination	Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	Slovakia	Postova Banka /Bank 365	2020	%	No Data			

Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	Slovakia	Postova Banka / Bank 365	2020	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	Slovakia	Postova Banka / Bank 365	2020	%	No Data		
Loan origination	Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests		Slovakia	Postova Banka / Bank 365	2020	%	No Data		
Loan origination	Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time		Slovakia	Postova Banka / Bank 365	2020	%	No Data		
Loan origination	Customer Experience	Workshop	Average origination to underwriting time for a "LOANTYPE" loan (customer)	Time to originate lending products from start to decision		Colombia	Caja Social	2021	Time	No Data		
Loan origination	Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account		Colombia	Caja Social	2021	Time	No Data		
Loan origination	Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan		Colombia	Caja Social	2021	Time	No Data		
Loan origination	Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a Loan	Avg. Time Spent by Middle/Back office employee(s)		Colombia	Caja Social	2021	Time	No Data		
Loan origination	Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations		Colombia	Caja Social	2021	%	No Data		
Loan origination	Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels		Colombia	Caja Social	2021	%	25%		
Loan origination	Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch		Colombia	Caja Social	2021	%	No Data		
Loan origination	Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center		Colombia	Caja Social	2021	%	No Data		
Loan origination	Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels		Colombia	Caja Social	2021	%	No Data		
Loan origination	Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel		Colombia	Caja Social	2021	%	No Data		
Loan origination	Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel		Colombia	Caja Social	2021	%	No Data		
Loan origination	Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches		Colombia	Caja Social	2021	%	No Data		
Loan origination	Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers		Colombia	Caja Social	2021	%	No Data		
Loan origination	Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period		Colombia	Caja Social	2021	%	2.00%		
Loan origination	Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments		Colombia	Caja Social	2021	US\$	No Data		
Loan origination	Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office		Colombia	Caja Social	2021	#	No Data		
Loan origination	Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process		Colombia	Caja Social	2021	Time	No Data		
Loan origination	Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% , total loan origination requests vs completed)		Colombia	Caja Social	2021	%	No Data		
Loan origination	Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction		Colombia	Caja Social	2021	%	No Data		
Loan origination	Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application		Colombia	Caja Social	2021	Time	No Data		
Loan origination	Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center		Colombia	Caja Social	2021	%	No Data		
Loan origination	Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel		Colombia	Caja Social	2021	%	No Data		
Loan origination	Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel		Colombia	Caja Social	2021	%	No Data		
Loan origination	Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel		Colombia	Caja Social	2021	%	No Data		
Loan origination	Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests		Colombia	Caja Social	2021	%	No Data		
Loan origination	Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time		Colombia	Caja Social	2021	%	No Data		
Loan origination	Customer Experience	Workshop	Average origination to underwriting time for a "LOANTYPE" loan (customer)	Time to originate lending products from start to decision		Costa Rica	BNCR	2021	Time	0:20:00		
Loan origination	Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account		Costa Rica	BNCR	2021	Time	No Data		
Loan origination	Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan		Costa Rica	BNCR	2021	Time	No Data		
Loan origination	Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a Loan	Avg. Time Spent by Middle/Back office employee(s)		Costa Rica	BNCR	2021	Time	No Data		
Loan origination	Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations		Costa Rica	BNCR	2021	%	No Data		
Loan origination	Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels		Costa Rica	BNCR	2021	%	No Data		
Loan origination	Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch		Costa Rica	BNCR	2021	%	No Data		
Loan origination	Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center		Costa Rica	BNCR	2021	%	No Data		
Loan origination	Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels		Costa Rica	BNCR	2021	%	No Data		
Loan origination	Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel		Costa Rica	BNCR	2021	%	20%		
Loan origination	Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel		Costa Rica	BNCR	2021	%	20%		
Loan origination	Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches		Costa Rica	BNCR	2021	%	No Data		
Loan origination	Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers		Costa Rica	BNCR	2021	%	No Data		
Loan origination	Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period		Costa Rica	BNCR	2021	%	2.00%		
Loan origination	Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments		Costa Rica	BNCR	2021	US\$	No Data		
Loan origination	Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office		Costa Rica	BNCR	2021	#	No Data		
Loan origination	Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process		Costa Rica	BNCR	2021	Time	No Data		
Loan origination	Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% , total loan origination requests vs completed)		Costa Rica	BNCR	2021	%	No Data		
Loan origination	Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction		Costa Rica	BNCR	2021	%	No Data		

Loan origination		Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	Costa Rica	BNCR	2021	Time	No Data		
Loan origination		Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	Costa Rica	BNCR	2021	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	Costa Rica	BNCR	2021	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	Costa Rica	BNCR	2021	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	Costa Rica	BNCR	2021	%	No Data		
Loan origination		Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	Costa Rica	BNCR	2021	%	No Data		
Loan origination		Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	Costa Rica	BNCR	2021	%	No Data		
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for a "LOANTYPE" loan (customer)	Time to originate lending products from start to decision	Kuwait	ABK	2022	Time	2:00:00		
Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	Kuwait	ABK	2022	Time	6 Days		
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	Kuwait	ABK	2022	Time	1 Day		
Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a Loan	Avg. Time Spent by Middle/Back office employee(s)	Kuwait	ABK	2022	Time	0:40:00		
Loan origination		Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	Kuwait	ABK	2022	%	No Data		
Loan origination		Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels	Kuwait	ABK	2022	%	93%		
Loan origination		Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	Kuwait	ABK	2022	%	35%		
Loan origination		Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	Kuwait	ABK	2022	%	No Data		
Loan origination		Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	Kuwait	ABK	2022	%	0%		
Loan origination		Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	Kuwait	ABK	2022	%	0%		
Loan origination		Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	Kuwait	ABK	2022	%	0%		
Loan origination		Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	Kuwait	ABK	2022	%	100%		
Loan origination		Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	Kuwait	ABK	2022	%	0%		
Loan origination		Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	Kuwait	ABK	2022	%	-8.00%		
Loan origination		Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	Kuwait	ABK	2022	US\$	No Data		
Loan origination		Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	Kuwait	ABK	2022	#	5-6		
Loan origination		Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	Kuwait	ABK	2022	Time	0:20:00		
Loan origination		Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% total loan origination requests vs completed)	Kuwait	ABK	2022	%	No Data		
Loan origination		Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	Kuwait	ABK	2022	%	35%		
Loan origination		Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	Kuwait	ABK	2022	Time	2:30:00		
Loan origination		Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	Kuwait	ABK	2022	%	8%		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	Kuwait	ABK	2022	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	Kuwait	ABK	2022	%	4%		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	Kuwait	ABK	2022	%	9%		
Loan origination		Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	Kuwait	ABK	2022	%	90%		
Loan origination		Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	Kuwait	ABK	2022	%	No Data		
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for a "LOANTYPE" loan (customer)	Time to originate lending products from start to decision	USA	CCCU	2021	Time	8-19 Days		
Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	USA	CCCU	2021	Time	8-19 Days		
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	USA	CCCU	2021	Time	No Data		
Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a Loan	Avg. Time Spent by Middle/Back office employee(s)	USA	CCCU	2021	Time	No Data		
Loan origination		Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	USA	CCCU	2021	%	No Data		
Loan origination		Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels	USA	CCCU	2021	%	44-95%		
Loan origination		Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	USA	CCCU	2021	%	No Data		
Loan origination		Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	USA	CCCU	2021	%	No Data		
Loan origination		Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	USA	CCCU	2021	%	No Data		
Loan origination		Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	USA	CCCU	2021	%	No Data		
Loan origination		Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	USA	CCCU	2021	%	No Data		
Loan origination		Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	USA	CCCU	2021	%	No Data		
Loan origination		Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	USA	CCCU	2021	%	No Data		
Loan origination		Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	USA	CCCU	2021	%	No Data		
Loan origination		Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	USA	CCCU	2021	US\$	No Data		
Loan origination		Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	USA	CCCU	2021	#	No Data		
Loan origination		Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	USA	CCCU	2021	Time	No Data		

Loan origination		Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% total loan origination requests vs completed)	USA	CCCU	2021	%	No Data		
Loan origination		Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	USA	CCCU	2021	%	No Data		
Loan origination		Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	USA	CCCU	2021	Time	No Data		
Loan origination		Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	USA	CCCU	2021	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	USA	CCCU	2021	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	USA	CCCU	2021	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	USA	CCCU	2021	%	No Data		
Loan origination		Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	USA	CCCU	2021	%	No Data		
Loan origination		Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	USA	CCCU	2021	%	No Data		
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for a *LOANTYPE* loan (customer)	Time to originate lending products from start to decision	USA	Mascoma	2021	Time	No Data		
Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	USA	Mascoma	2021	Time	No Data		
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	USA	Mascoma	2021	Time	No Data		
Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a Loan	Avg. Time Spent by Middle/Back office employee(s)	USA	Mascoma	2021	Time	No Data		
Loan origination		Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	USA	Mascoma	2021	%	No Data		
Loan origination		Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels	USA	Mascoma	2021	%	No Data		
Loan origination		Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	USA	Mascoma	2021	%	No Data		
Loan origination		Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	USA	Mascoma	2021	%	No Data		
Loan origination		Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	USA	Mascoma	2021	%	No Data		
Loan origination		Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	USA	Mascoma	2021	%	No Data		
Loan origination		Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	USA	Mascoma	2021	%	No Data		
Loan origination		Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	USA	Mascoma	2021	%	No Data		
Loan origination		Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	USA	Mascoma	2021	%	No Data		
Loan origination		Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	USA	Mascoma	2021	%	No Data		
Loan origination		Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	USA	Mascoma	2021	US\$	No Data		
Loan origination		Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	USA	Mascoma	2021	#	No Data		
Loan origination		Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	USA	Mascoma	2021	Time	No Data		
Loan origination		Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% total loan origination requests vs completed)	USA	Mascoma	2021	%	No Data		
Loan origination		Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	USA	Mascoma	2021	%	No Data		
Loan origination		Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	USA	Mascoma	2021	Time	No Data		
Loan origination		Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	USA	Mascoma	2021	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	USA	Mascoma	2021	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	USA	Mascoma	2021	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	USA	Mascoma	2021	%	No Data		
Loan origination		Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	USA	Mascoma	2021	%	No Data		
Loan origination		Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	USA	Mascoma	2021	%	No Data		
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for a *LOANTYPE* loan (customer)	Time to originate lending products from start to decision	USA	UFCU	2021	Time	No Data		
Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	USA	UFCU	2021	Time	No Data		
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	USA	UFCU	2021	Time	No Data		
Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a Loan	Avg. Time Spent by Middle/Back office employee(s)	USA	UFCU	2021	Time	No Data		
Loan origination		Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	USA	UFCU	2021	%	No Data		
Loan origination		Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels	USA	UFCU	2021	%	No Data		
Loan origination		Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	USA	UFCU	2021	%	No Data		
Loan origination		Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	USA	UFCU	2021	%	No Data		
Loan origination		Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	USA	UFCU	2021	%	No Data		
Loan origination		Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	USA	UFCU	2021	%	No Data		
Loan origination		Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	USA	UFCU	2021	%	No Data		
Loan origination		Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	USA	UFCU	2021	%	No Data		
Loan origination		Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	USA	UFCU	2021	%	No Data		
Loan origination		Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	USA	UFCU	2021	%	No Data		
Loan origination		Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	USA	UFCU	2021	US\$	No Data		

Loan origination		Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	USA	UFCU	2021	#	No Data		
Loan origination		Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	USA	UFCU	2021	Time	No Data		
Loan origination		Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% total loan origination requests vs completed)	USA	UFCU	2021	%	No Data		
Loan origination		Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	USA	UFCU	2021	%	No Data		
Loan origination		Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	USA	UFCU	2021	Time	No Data		
Loan origination		Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	USA	UFCU	2021	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	USA	UFCU	2021	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	USA	UFCU	2021	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	USA	UFCU	2021	%	No Data		
Loan origination		Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	USA	UFCU	2021	%	No Data		
Loan origination		Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	USA	UFCU	2021	%	No Data		
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for a "LOANTYPE" loan (customer)	Time to originate lending products from start to decision	UK	Weatherbys Racing Bank	2022	Time	1:30:00		
Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	UK	Weatherbys Racing Bank	2022	Time	5 Days		
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	UK	Weatherbys Racing Bank	2022	Time	0:30:00		
Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a Loan	Avg. Time Spent by Middle/Back office employee(s)	UK	Weatherbys Racing Bank	2022	Time	5:30:00		
Loan origination		Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan origination		Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan origination		Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan origination		Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan origination		Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	UK	Weatherbys Racing Bank	2022	%	0%		
Loan origination		Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	UK	Weatherbys Racing Bank	2022	%	0%		
Loan origination		Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	UK	Weatherbys Racing Bank	2022	%	0%		
Loan origination		Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	UK	Weatherbys Racing Bank	2022	%	100%		
Loan origination		Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	UK	Weatherbys Racing Bank	2022	%	0%		
Loan origination		Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan origination		Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	UK	Weatherbys Racing Bank	2022	US\$	10000		
Loan origination		Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	UK	Weatherbys Racing Bank	2022	#	13		
Loan origination		Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	UK	Weatherbys Racing Bank	2022	Time	No Data		
Loan origination		Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% total loan origination requests vs completed)	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan origination		Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan origination		Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	UK	Weatherbys Racing Bank	2022	Time	6:00:00		
Loan origination		Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan origination		Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	UK	Weatherbys Racing Bank	2022	%	No Data		
Loan origination		Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	UK	Weatherbys Racing Bank	2022	%	18%		
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for a "LOANTYPE" loan (customer)	Time to originate lending products from start to decision	UK	Weatherbys Private Bank	2022	Time	1:30:00		
Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	UK	Weatherbys Private Bank	2022	Time	21 Days		
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	UK	Weatherbys Private Bank	2022	Time	8:00:00		
Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a Loan	Avg. Time Spent by Middle/Back office employee(s)	UK	Weatherbys Private Bank	2022	Time	3:20:00		
Loan origination		Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	UK	Weatherbys Private Bank	2022	%	No Data		
Loan origination		Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels	UK	Weatherbys Private Bank	2022	%	No Data		

Loan origination		Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	UK	Weatherbys Private Bank	2022	%	67%		
Loan origination		Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	UK	Weatherbys Private Bank	2022	%	No Data		
Loan origination		Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	UK	Weatherbys Private Bank	2022	%	0%		
Loan origination		Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	UK	Weatherbys Private Bank	2022	%	0%		
Loan origination		Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	UK	Weatherbys Private Bank	2022	%	0%		
Loan origination		Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	UK	Weatherbys Private Bank	2022	%	100%		
Loan origination		Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	UK	Weatherbys Private Bank	2022	%	0%		
Loan origination		Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	UK	Weatherbys Private Bank	2022	%	No Data		
Loan origination		Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	UK	Weatherbys Private Bank	2022	US\$	500000		
Loan origination		Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	UK	Weatherbys Private Bank	2022	#	10		
Loan origination		Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	UK	Weatherbys Private Bank	2022	Time	No Data		
Loan origination		Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% total loan origination requests vs completed)	UK	Weatherbys Private Bank	2022	%	No Data		
Loan origination		Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	UK	Weatherbys Private Bank	2022	%	No Data		
Loan origination		Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	UK	Weatherbys Private Bank	2022	Time	11:20:00		
Loan origination		Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	UK	Weatherbys Private Bank	2022	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	UK	Weatherbys Private Bank	2022	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	UK	Weatherbys Private Bank	2022	%	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	UK	Weatherbys Private Bank	2022	%	No Data		
Loan origination		Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	UK	Weatherbys Private Bank	2022	%	No Data		
Loan origination		Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	UK	Weatherbys Private Bank	2022	%	12%		
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for	Time to originate lending products from start to decision	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:44:00		
Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	Saudi Arabia	Banque Saudi Fransi	2022	Time	24:00:00		
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:20:00		
Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a	Avg. Time Spent by Middle/Back office employee(s)	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:16:00		
Loan origination		Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Loan origination		Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan prod	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Loan origination		Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	Saudi Arabia	Banque Saudi Fransi	2022	%	64%		
Loan origination		Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call ce	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Loan origination		Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web	Saudi Arabia	Banque Saudi Fransi	2022	#	0		
Loan origination		Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	Saudi Arabia	Banque Saudi Fransi	2022	#	0		
Loan origination		Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	Saudi Arabia	Banque Saudi Fransi	2022	#	0		
Loan origination		Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	Saudi Arabia	Banque Saudi Fransi	2022	#	45,000		
Loan origination		Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	Saudi Arabia	Banque Saudi Fransi	2022	#	0		
Loan origination		Business	derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period d	Saudi Arabia	Banque Saudi Fransi	2022	%	11%		
Loan origination		Business	derived	Average Loan Value	Average Loan Value for the relevant customer segments	Saudi Arabia	Banque Saudi Fransi	2022	US\$	No data		
Loan origination		Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back o	Saudi Arabia	Banque Saudi Fransi	2022	#	2		
Loan origination		Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	Saudi Arabia	Banque Saudi Fransi	2022	Time	No data		
Loan origination		Customer Experience	derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% total lo	Saudi Arabia	Banque Saudi Fransi	2022	%	64%		
Loan origination		Customer Experience	derived	First Time Right Application	% of applications submitted right in the first interaction	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Loan origination		Operational Excellence	Workshop	Time spent by employee on handling 1 loan	Time spent by employee on handling 1 loan application	Saudi Arabia	Banque Saudi Fransi	2022	Time	0:44:00		

Loan origination		Operational Excellence	derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	Saudi Arabia	Banque Saudi Fransi	2022	%	0.23%		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Loan origination		Operational Excellence	derived	Application approval rate	Total approvals compared to total loan requests	Saudi Arabia	Banque Saudi Fransi	2022	%	80%		
Loan origination		Operational Excellence	derived	Process Efficiency Rate	Total Value Added time / Total Time	Saudi Arabia	Banque Saudi Fransi	2022	%	No data		
Loan origination	Mambu	Customer Experience	Workshop	Average origination to underwriting time for a *LOANTYPE* loan (customer)	Time to originate lending products from start to decision	Botswana	Letshego	2022	Time	1:30:00		
Loan origination	Mambu	Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	Botswana	Letshego	2022	Time	96:00:00		
Loan origination	Mambu	Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	Botswana	Letshego	2022	Time	0:20:00		
Loan origination	Mambu	Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a loan	Avg. Time Spent by Middle/Back office employee(s)	Botswana	Letshego	2022	Time	1:05:00		
Loan origination	Mambu	Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	Botswana	Letshego	2022	%	25%		
Loan origination	Mambu	Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan product	Botswana	Letshego	2022	%	93%		
Loan origination	Mambu	Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	Botswana	Letshego	2022	%	16%		
Loan origination	Mambu	Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	Botswana	Letshego	2022	No Data	No Data		
Loan origination	Mambu	Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web	Botswana	Letshego	2022	#	13,577		
Loan origination	Mambu	Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	Botswana	Letshego	2022	No Data	No Data		
Loan origination	Mambu	Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	Botswana	Letshego	2022	No Data	No Data		
Loan origination	Mambu	Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	Botswana	Letshego	2022	#	45,006		
Loan origination	Mambu	Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	Botswana	Letshego	2022	No Data	No Data		
Loan origination	Mambu	Business	derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	Botswana	Letshego	2022	%	17%		
Loan origination	Mambu	Business	derived	Average Loan Value	Average Loan Value for the relevant customer segments	Botswana	Letshego	2022	Average income per customer	1634		
Loan origination	Mambu	Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	Botswana	Letshego	2022	#	1		
Loan origination	Mambu	Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	Botswana	Letshego	2022	Time	0:07:00		
Loan origination	Mambu	Customer Experience	derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% total loan origination requests vs completed)	Botswana	Letshego	2022	%	40%		
Loan origination	Mambu	Customer Experience	derived	First Time Right Application	% of applications submitted right in the first interaction	Botswana	Letshego	2022	%	25%		
Loan origination	Mambu	Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	Botswana	Letshego	2022	Time	1:05:00		
Loan origination	Mambu	Operational Excellence	derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	Botswana	Letshego	2022	%	55%		
Loan origination	Mambu	Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	Botswana	Letshego	2022	No Data	No Data		
Loan origination	Mambu	Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	Botswana	Letshego	2022	No Data	No Data		
Loan origination	Mambu	Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	Botswana	Letshego	2022	#	4,000		
Loan origination	Mambu	Operational Excellence	derived	Application approval rate	Total approvals compared to total loan requests	Botswana	Letshego	2022	%	60%		
Loan origination	Mambu	Operational Excellence	derived	Process Efficiency Rate	Total Value Added time / Total Time	Botswana	Letshego	2022	%	<10		
Loan origination	Mambu	Customer Experience	Workshop	Average origination to underwriting time for a *LOANTYPE* loan (customer)	Time to originate lending products from start to decision	Pan-Africa	Letshego	2022	Time	1:30:00		
Loan origination	Mambu	Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	Pan-Africa	Letshego	2022	Time	96:00:00		
Loan origination	Mambu	Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	Pan-Africa	Letshego	2022	Time	0:20:00		
Loan origination	Mambu	Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a loan	Avg. Time Spent by Middle/Back office employee(s)	Pan-Africa	Letshego	2022	Time	1:05:00		
Loan origination	Mambu	Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	Pan-Africa	Letshego	2022	%	30.00%		
Loan origination	Mambu	Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels	Pan-Africa	Letshego	2022	%	90.00%		
Loan origination	Mambu	Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	Pan-Africa	Letshego	2022	%	19.00%		
Loan origination	Mambu	Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	Pan-Africa	Letshego	2022	#	120,256		
Loan origination	Mambu	Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	Pan-Africa	Letshego	2022	#	200,000		
Loan origination	Mambu	Business	derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	Pan-Africa	Letshego	2022	%	12.00%		
Loan origination	Mambu	Business	derived	Average Loan Value	Average Loan Value for the relevant customer segments	Pan-Africa	Letshego	2022	Average income per customer	400		
Loan origination	Mambu	Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	Pan-Africa	Letshego	2022	#	1		
Loan origination	Mambu	Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	Pan-Africa	Letshego	2022	Time	0:07:00		
Loan origination	Mambu	Customer Experience	derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% total loan origination requests vs completed)	Pan-Africa	Letshego	2022	%	45.00%		
Loan origination	Mambu	Customer Experience	derived	First Time Right Application	% of applications submitted right in the first interaction	Pan-Africa	Letshego	2022	%	30.00%		
Loan origination	Mambu	Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	Pan-Africa	Letshego	2022	Time	1:05:00		
Loan origination	Mambu	Operational Excellence	derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	Pan-Africa	Letshego	2022	%	58.00%		
Loan origination	Mambu	Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	Pan-Africa	Letshego	2022	#	51,000		
Loan origination	Mambu	Operational Excellence	derived	Application approval rate	Total approvals compared to total loan requests	Pan-Africa	Letshego	2022	%	55.00%		
Loan origination	Mambu	Operational Excellence	derived	Process Efficiency Rate	Total Value Added time / Total Time	Pan-Africa	Letshego	2022	%	<10		
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for a *LOANTYPE* loan (customer)	Time to originate lending products from start to decision	Ecuador	Banco Pichincha	2022	No Data	No Data		

Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disbursement	Time required to receive the funds in the customer account	Ecuador	Banco Pichincha	2022	Time	24:00:00		
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	Ecuador	Banco Pichincha	2022	Time	No Data		
Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a Loan	Avg. Time Spent by Middle/Back office employee(s)	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products, through digital channels	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	Ecuador	Banco Pichincha	2022	%	0%		
Loan origination		Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	Ecuador	Banco Pichincha	2022	%	No Data		
Loan origination		Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	Ecuador	Banco Pichincha	2022	%	No Data		
Loan origination		Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	Ecuador	Banco Pichincha	2022	%	0%		
Loan origination		Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period divided by loans this period	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	Ecuador	Banco Pichincha	2022	USD	\$6,244		
Loan origination		Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	Ecuador	Banco Pichincha	2022	#	2		
Loan origination		Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination %, total loan origination requests vs completed)	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Operational Excellence	Workshop	Time spent by employee on handling 1 loan application	Time spent by employee on handling 1 loan application	Ecuador	Banco Pichincha	2022	Time	No Data		
Loan origination		Operational Excellence	Derived	% Call Volume for Status Inquiry for loans out of a total calls	Call Volume for Status Inquiry of the loan in Call Center	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	Ecuador	Banco Pichincha	2022	No Data	No Data		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	Ecuador	Banco Pichincha	2022	#	113,234		
Loan origination		Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	Ecuador	Banco Pichincha	2022	%	17.36%		
Loan origination		Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	Ecuador	Banco Pichincha	2022	%	43%		
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for	Time to originate lending products from start to decision	Morocco	CIH	2022	Days	9	(Including 7 days for the customer )	
Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disburseme	Time required to receive the funds in the customer account	Morocco	CIH	2022	Days	1000.00%		
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	Morocco	CIH	2022	Time	0:30:00		
Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a v	Avg. Time Spent by Middle/Back office employee(s)	Morocco	CIH	2022	Time	0:20:00		
Loan origination		Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	Morocco	CIH	2022		N.A		
Loan origination		Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan prod	Morocco	CIH	2022		0	Not available on digital channels	
Loan origination		Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	Morocco	CIH	2022		N.A		
Loan origination		Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call ce	Morocco	CIH	2022		N.A	Loan origination not available through call center	
Loan origination		Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web	Morocco	CIH	2022		0	Not available on digital channels	
Loan origination		Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	Morocco	CIH	2022		0	Not available on digital channels	
Loan origination		Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	Morocco	CIH	2022		0	Not available on digital channels	
Loan origination		Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	Morocco	CIH	2022	#	16,016	Personal loans	
Loan origination		Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	Morocco	CIH	2022		0	Loan origination not available through call center	
Loan origination		Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period d	Morocco	CIH	2022	%	20%	2020-2021	
Loan origination		Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	Morocco	CIH	2022		N.A		
Loan origination		Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back o	Morocco	CIH	2022	#	2		
Loan origination		Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	Morocco	CIH	2022		N.A		
Loan origination		Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination %, total lo	Morocco	CIH	2022		N.A		
Loan origination		Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	Morocco	CIH	2022		N.A		
Loan origination		Operational Excellence	Workshop	Time spent by employee on handling 1 loan	Time spent by employee on handling 1 loan application	Morocco	CIH	2022	Time	0:45:00		
Loan origination		Operational Excellence	Derived	% Call Volume for Status Inquiry for loans o	Call Volume for Status Inquiry of the loan in Call Center	Morocco	CIH	2022		N.A		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	Morocco	CIH	2022	#	0		Personal loans
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	Morocco	CIH	2022	#	22,880		Personal loans
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	Morocco	CIH	2022	#	8,730		Personal loans
Loan origination		Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	Morocco	CIH	2022	%	66%		Personal loans
Loan origination		Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	Morocco	CIH	2022		N.A		

General		Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	Vietnam	MSB - Retail	2023	#	4,600,000	
General		Business	Bank Data	Total number of Contact Center calls	Total number of calls by Contact Center in a year	Vietnam	MSB - Retail	2023	#	n/a	
General		Business	Bank Data	Total number of branch visits	Total number of branch visits in a year	Vietnam	MSB - Retail	2023	#	n/a	
General		Business	Derived	Total Digital Customers (registered / enrolled)	Proportion of Digital Customers vs Total Customers (registered)	Vietnam	MSB - Retail	2023	%	16%	
General		Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month) out of total digital customers	Vietnam	MSB - Retail	2023	%	70%	
General		Business	Bank Data	Total Number of Service employees in FTEs	FTEs comprising FI's Branch (including back office, mid-office and front office) and Call center Customer Service Representatives (CSR) employees.	Vietnam	MSB - Retail	2023	#	n/a	
General		Business	Bank Data	Total number of customers	Total number of customers (by customer segment, if available)	Vietnam	MSB - SME	2023	#	46,000	
General		Business	Bank Data	Total number of Contact Center calls	Total number of calls by Contact Center in a year	Vietnam	MSB - SME	2023	#	n.a.	
General		Business	Bank Data	Total number of branch visits	Total number of branch visits in a year	Vietnam	MSB - SME	2023	#	n.a.	
General		Business	Derived	Total Digital Customers (registered / enrolled)	Proportion of Digital Customers vs Total Customers (registered)	Vietnam	MSB - SME	2023	%	14.57%	
General		Business	Bank Data	Digital Active Customers	Proportion of digital active customers (uses digital services one a month) out of total digital customers	Vietnam	MSB - SME	2023	%	54%	
General		Business	Bank Data	Total Number of Service employees in FTEs	FTEs comprising FI's Branch (including back office, mid-office and front office) and Call center Customer Service Representatives (CSR) employees.	Vietnam	MSB - SME	2023	#	n.a.	
Digital Onboarding		Customer Experience	Workshop	Deposit Product Webpage (Digital)	Overview of different products and their specifications	Vietnam	MSB - Retail	2023	%	n/a	
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	Vietnam	MSB - Retail	2023	%	n/a	
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	Vietnam	MSB - Retail	2023	%	n/a	
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	Vietnam	MSB - Retail	2023	%	n/a	
Digital Onboarding		Customer Experience	Workshop	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Total Time Spent by the customer from starting the onboarding process until completion	Vietnam	MSB - Retail	2023	Time	0:10:00	
Digital Onboarding		Business	Bank Data	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Time Spent by branch Front office employee to onboard customer	Vietnam	MSB - Retail	2023	Time	0:25:00	
Digital Onboarding		Business	Bank Data	Time spent by Bank employees for onboarding	Average time spent by bank employees (i.e. mid-office and/or front office) to onboard a customer	Vietnam	MSB - Retail	2023	Time	0:30:00	
Digital Onboarding		Business	Bank Data	Time spent by Call center employees for onboarding	Average Time spent by Call Center reps on each onboarding process	Vietnam	MSB - Retail	2023	Time	0:05:00	
Digital Onboarding		Business	Bank Data	# of failed account opening applications due to rejection	Application rejected due to missing/invalid information / documentation	Vietnam	MSB - Retail	2023	%	n/a	
Digital Onboarding		Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened	Vietnam	MSB - Retail	2023	%	20%	
Digital Onboarding		Business	Derived	Overall Leakage during onboarding (% of applicants)	Onboarding process leakage percentage, with break out by channel	Vietnam	MSB - Retail	2023	%	85%	
Digital Onboarding		Business	Derived	Digital Leakage rate during onboarding (% of applicants)	Onboarding process through Digital channels leakage percentage	Vietnam	MSB - Retail	2023	%	70%	
Digital Onboarding		Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	Vietnam	MSB - Retail	2023	%	n/a	
Digital Onboarding		Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the call center	Vietnam	MSB - Retail	2023	%	n/a	
Digital Onboarding		Business	Derived	Mobile Deposit Account Opening	Total number of deposit accounts opened through the mobile channel	Vietnam	MSB - Retail	2023	#	1,000,000	
Digital Onboarding		Business	Derived	Web Digital Deposit Account Opening	Total number of deposit accounts opened through the web channel	Vietnam	MSB - Retail	2023	#	500,000	
Digital Onboarding		Customer Experience	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validation	Vietnam	MSB - Retail	2023	%	100%	
Digital Onboarding		Operational Excellence	Bank Data	Average time spent by bank employee on KYC manual	KYC manual time spent	Vietnam	MSB - Retail	2023	Time	n/a	
Digital Onboarding		Customer Experience	Derived	Straight thru account processing / opening	% of applications submitted correctly in the first interaction	Vietnam	MSB - Retail	2023	%	n/a	
Digital Onboarding		Operational Excellence	Derived	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the onboarding process	Vietnam	MSB - Retail	2023	Time	n/a	
Digital Onboarding		Customer Experience	Workshop	Total waiting time to get access to Debit Card	Time to get access to Debit Card from the moment the customer submits the application	Vietnam	MSB - Retail	2023	Time	24:00:00	
Digital Onboarding		Operational Excellence	Bank Data	Internal Handoffs during new customer onboarding	Average number of internal handoffs between front & back office	Vietnam	MSB - Retail	2023	#	0	
Digital Onboarding		Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	Vietnam	MSB - Retail	2023	Time	0:05:00	
Digital Onboarding		Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	Vietnam	MSB - Retail	2023	#	n/a	
Digital Onboarding		Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the onboarding process	Vietnam	MSB - Retail	2023	#	n/a	
Digital Onboarding		Business	Derived	Product sales made in digital channels (as %)	Proportion of product sales through digital channels vs physical channels	Vietnam	MSB - Retail	2023	%	10%	
Digital Onboarding		Customer Experience	Workshop	Deposit Product Webpage (Digital)	Overview of different products and their specifications	Vietnam	MSB - SME	2023	%	n.a.	
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (Digital)	Deposit Product inquiries breakdown by digital channels	Vietnam	MSB - SME	2023	%	n.a.	
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (Branch)	Deposit Product inquiries breakdown through Branches	Vietnam	MSB - SME	2023	%	n.a.	
Digital Onboarding		Customer Experience	Derived	Deposit Product Inquiry (CC)	Deposit Product inquiries breakdown through Call Center	Vietnam	MSB - SME	2023	%	n.a.	

Digital Onboarding		Customer Experience	Workshop	Time to complete the onboarding journey for customer in branch (assisted onboarding)	Average Total Time Spent by the customer from starting the onboarding process until completion	Vietnam	MSB - SME	2023	Time	0:40:00		
Digital Onboarding		Business	Bank Data	Time spent by Bank employees for onboard	Average time spent by bank employees (i.e. mid-office and/or front office) to onboard a new account	Vietnam	MSB - SME	2023	Time	0:50:00		
Digital Onboarding		Business	Bank Data	Time spent by Call center employees for onbo	Average Time spent by Call Center reps on each onboarding process	Vietnam	MSB - SME	2023	Time	n.a.		
Digital Onboarding		Business	Bank Data	# of failed account opening applications due	Application rejected due to missing/invalid information / documentation	Vietnam	MSB - SME	2023	%	n.a.		
Digital Onboarding		Business	Bank Data	% Funded Accounts	Total number of funded accounts vs total account opened	Vietnam	MSB - SME	2023	%	n.a.		
Digital Onboarding		Business	Derived	Overall Leakage during onboarding (% of app	Onboarding process leakage percentage, with break out by channel	Vietnam	MSB - SME	2023	%	n.a.		
Digital Onboarding		Business	Derived	Digital Leakage rate during onboarding (% of	Onboarding process through Digital channels leakage percentage	Vietnam	MSB - SME	2023	%	45%		
Digital Onboarding		Business	Derived	Branch Leakage rate during onboarding	Leakage when onboarding for a deposit account, through the branch	Vietnam	MSB - SME	2023	%	n.a.		
Digital Onboarding		Business	Derived	Call Center Leakage rate during onboarding	Leakage when onboarding for deposit account, through the call center	Vietnam	MSB - SME	2023	%	n.a.		
Digital Onboarding		Business	Derived	Mobile Deposit Account Opening	Total number of deposit accounts opened through the mobile channel	Vietnam	MSB - SME	2023	#	n.a.		
Digital Onboarding		Business	Derived	Web Digital Deposit Account Opening	Total number of deposit accounts opened through the web channel	Vietnam	MSB - SME	2023	#	6,000		
Digital Onboarding		Customer Experience	Bank Data	Auto ID & Validation Rate	Average number of automatic ID validation vs total ID validation	Vietnam	MSB - SME	2023	%	n.a.		
Digital Onboarding		Operational Excellence	Bank Data	Average time spent by bank employee on KYC	KYC manual time spent	Vietnam	MSB - SME	2023	Time	0:30:00		
Digital Onboarding		Customer Experience	Derived	Straight thru account processing / opening	% of applications submitted correctly in the first interaction	Vietnam	MSB - SME	2023	%	n.a.		
Digital Onboarding		Operational Excellence	Derived	Handling Follow-ups and Exceptions	Time spent on handling follow-ups and exceptions during the process	Vietnam	MSB - SME	2023	Time	n.a.		
Digital Onboarding		Customer Experience	Workshop	Total waiting time to get access to Debit Ca	Time to get access to Debit Card from the moment the customer applied	Vietnam	MSB - SME	2023	Time	n.a.		
Digital Onboarding		Operational Excellence	Bank Data	Internal Handoffs during new customer onbo	Average number of internal handoffs between front & back office	Vietnam	MSB - SME	2023	#	n.a.		
Digital Onboarding		Operational Excellence	Workshop	Digital Banking Enrollment time	Time taken by customer to enroll for digital banking	Vietnam	MSB - SME	2023	Time	0:15:00		
Digital Onboarding		Business	Derived	New opened account per advisor / employee	New opened account per front-office branch employee	Vietnam	MSB - SME	2023	#	n.a.		
Digital Onboarding		Business	Derived	Product Penetration per customer	Average number of products new customer originates for during the process	Vietnam	MSB - SME	2023	#	n.a.		
Digital Onboarding		Business	Derived	Product sales made in digital channels (as %	Proportion of product sales through digital channels vs physical channels	Vietnam	MSB - SME	2023	%	n.a.		
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for	Time to originate lending products from start to decision	Vietnam	MSB - Retail	2023	Time	72:00:00		
Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disbursemen	Time required to receive the funds in the customer account	Vietnam	MSB - Retail	2023	Time	24:00:00		
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	Vietnam	MSB - Retail	2023	Time	2:00:00		
Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a	Avg. Time Spent by Middle/Back office employee(s)	Vietnam	MSB - Retail	2023	Time	0:30:00		
Loan origination		Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	Vietnam	MSB - Retail	2023	%	n/a		
Loan origination		Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan products	Vietnam	MSB - Retail	2023	%	60%		
Loan origination		Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	Vietnam	MSB - Retail	2023	%	n/a		
Loan origination		Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call center	Vietnam	MSB - Retail	2023	%	n/a		
Loan origination		Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web channels	Vietnam	MSB - Retail	2023	#	3,600		
Loan origination		Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	Vietnam	MSB - Retail	2023	#	n/a		
Loan origination		Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	Vietnam	MSB - Retail	2023	#	n/a		
Loan origination		Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	Vietnam	MSB - Retail	2023	#	8,400		
Loan origination		Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	Vietnam	MSB - Retail	2023	#	n/a		
Loan origination		Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period	Vietnam	MSB - Retail	2023	%	16%		
Loan origination		Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	Vietnam	MSB - Retail	2023	US\$	n/a		
Loan origination		Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back office	Vietnam	MSB - Retail	2023	#	2		
Loan origination		Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	Vietnam	MSB - Retail	2023	Time	n/a		
Loan origination		Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (%), total log	Vietnam	MSB - Retail	2023	%	n/a		
Loan origination		Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	Vietnam	MSB - Retail	2023	%	n/a		
Loan origination		Operational Excellence	Workshop	Time spent by employee on handling 1 loan	Time spent by employee on handling 1 loan application	Vietnam	MSB - Retail	2023	Time	0:30:00		
Loan origination		Operational Excellence	Derived	% Call Volume for Status Inquiry for loans o	Call Volume for Status Inquiry of the loan in Call Center	Vietnam	MSB - Retail	2023	%	n/a		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	Vietnam	MSB - Retail	2023	%	n/a		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	Vietnam	MSB - Retail	2023	%	n/a		
Loan origination		Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	Vietnam	MSB - Retail	2023	%	n/a		
Loan origination		Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	Vietnam	MSB - Retail	2023	%	n/a		
Loan origination		Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	Vietnam	MSB - Retail	2023	%	n/a		
Loan origination		Customer Experience	Workshop	Average origination to underwriting time for	Time to originate lending products from start to decision	Vietnam	MSB - SME	2023	Time	6 days		
Loan origination		Customer Experience	Workshop	Cycle time from underwriting to disbursemen	Time required to receive the funds in the customer account	Vietnam	MSB - SME	2023	Time	24:00:00		
Loan origination		Business	Workshop	Time spent by bank employee for a loan	Avg. Time spent by sales on a loan	Vietnam	MSB - SME	2023	Time	n.a.		
Loan origination		Operational Excellence	Workshop	Time spent by Mid Office / Back Office for a	Avg. Time Spent by Middle/Back office employee(s)	Vietnam	MSB - SME	2023	Time	n.a.		

Loan origination	Business	Derived	ID Validation rate	Avg. number of approved validations vs total validations	Vietnam	MSB - SME	2023	%	n.a.
Loan origination	Business	Derived	Digital Leakage rate	Customer application leakage when originating for loan prod	Vietnam	MSB - SME	2023	%	n.a.
Loan origination	Business	Derived	Branch Leakage rate	Leakage when originating for a loan product, through branch	Vietnam	MSB - SME	2023	%	n.a.
Loan origination	Business	Derived	Call Center Leakage rate	Leakage when originating for a loan product, through call ce	Vietnam	MSB - SME	2023	%	n.a.
Loan origination	Business	Bank Data	Digital Lending Origination	Total number of loans originated through both mobile & web	Vietnam	MSB - SME	2023	#	2,000
Loan origination	Business	Bank Data	Mobile Lending Origination	Total number of loans originated through the mobile channel	Vietnam	MSB - SME	2023	#	n.a.
Loan origination	Business	Bank Data	Web Lending Origination	Total number of loans originated through the web channel	Vietnam	MSB - SME	2023	#	n.a.
Loan origination	Business	Bank Data	Branch Lending Origination	Total number of loans originated through the branches	Vietnam	MSB - SME	2023	#	4,000
Loan origination	Business	Bank Data	Call Center Lending Origination	Total number of loans originated through call centers	Vietnam	MSB - SME	2023	#	n.a.
Loan origination	Business	Derived	Loan Account Growth	Loan Account Growth percentage - Total Loans last period d	Vietnam	MSB - SME	2023	%	n.a.
Loan origination	Business	Derived	Average Loan Value	Average Loan Value for the relevant customer segments	Vietnam	MSB - SME	2023	USS	n.a.
Loan origination	Operational Excellence	Workshop	Internal Handoffs	Average number of internal handoffs between front & back o	Vietnam	MSB - SME	2023	#	n.a.
Loan origination	Operational Excellence	Workshop	Handling Exceptions	Time spent on handling exceptions on the process	Vietnam	MSB - SME	2023	Time	n.a.
Loan origination	Customer Experience	Derived	Customer abandonment rate (leakage)	Leakage or dropoff rate during a loan origination (% , total lo	Vietnam	MSB - SME	2023	%	n.a.
Loan origination	Customer Experience	Derived	First Time Right Application	% of applications submitted right in the first interaction	Vietnam	MSB - SME	2023	%	n.a.
Loan origination	Operational Excellence	Workshop	Time spent by employee on handling 1 loan	Time spent by employee on handling 1 loan application	Vietnam	MSB - SME	2023	Time	n.a.
Loan origination	Operational Excellence	Derived	% Call Volume for Status Inquiry for loans o	Call Volume for Status Inquiry of the loan in Call Center	Vietnam	MSB - SME	2023	%	n.a.
Loan origination	Customer Experience	Bank Data	Credit Product Inquiry (Digital)	Credit Product inquiries breakdown by channel	Vietnam	MSB - SME	2023	%	n.a.
Loan origination	Customer Experience	Bank Data	Credit Product Inquiry (Branch)	Credit Product inquiries breakdown by channel	Vietnam	MSB - SME	2023	%	n.a.
Loan origination	Customer Experience	Bank Data	Credit Product Inquiry (CC)	Credit Product inquiries breakdown by channel	Vietnam	MSB - SME	2023	%	n.a.
Loan origination	Operational Excellence	Derived	Application approval rate	Total approvals compared to total loan requests	Vietnam	MSB - SME	2023	%	n.a.
Loan origination	Operational Excellence	Derived	Process Efficiency Rate	Total Value Added time / Total Time	Vietnam	MSB - SME	2023	%	n.a.
Online reg, Login & Profile update	Business	Bank Data	Total number of customers	Total number customers, per segment (if available)	Vietnam	MSB - Retail	2023	#	n/a
Online reg, Login & Profile update	Business	Bank Data	Total number digital customers	# of users on Web and Mobile apps, with breakdown per cha	Vietnam	MSB - Retail	2023	#	750,000
Online reg, Login & Profile update	Business	Bank Data	Total number active digital customers	# of users on Web and Mobile apps in the last 30 days	Vietnam	MSB - Retail	2023	#	525,000
Online reg, Login & Profile update	Operational Excellence	Bank Data	Number of calls received in Call center due	Number of calls received in CC due to problems in Online Re	Vietnam	MSB - Retail	2023	#	n/a
Online reg, Login & Profile update	Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visit	Vietnam	MSB - Retail	2023	%	n/a
Online reg, Login & Profile update	Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total n	Vietnam	MSB - Retail	2023	%	n/a
Online reg, Login & Profile update	Customer Experience	Workshop	Average Time Spent to solve a Login issue	Average Time Spent for solving a Login issue at Branch (Cus	Vietnam	MSB - Retail	2023	Time	0:10:00
Online reg, Login & Profile update	Customer Experience	Workshop	Average Time Spent to solve a Login issue	Average Time Spent to solve a Login issue at call center (Cu	Vietnam	MSB - Retail	2023	Time	n/a
Online reg, Login & Profile update	Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	Vietnam	MSB - Retail	2023	%	n/a
Online reg, Login & Profile update	Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	Vietnam	MSB - Retail	2023	%	n/a
Online reg, Login & Profile update	Customer Experience	Workshop	Average Time Spent in a Profile Update at	Average Time Spent in a Profile Update at Branch (Custom	Vietnam	MSB - Retail	2023	Time	0:10:00
Online reg, Login & Profile update	Customer Experience	Workshop	Average Time Spent for a Profile Update via	Average Time Spent in a Profile Update via call center (Cust	Vietnam	MSB - Retail	2023	Time	n/a
Online reg, Login & Profile update	Operational Excellence	Workshop	Average Time Spent on a Profile Update req	Average Time Spent on a Profile Update request (Call Cente	Vietnam	MSB - Retail	2023	Time	n/a
Online reg, Login & Profile update	Customer Experience	Workshop	Time to visualize updated info to the custom	Turnaround time to visualize refresh of customer's profile dat	Vietnam	MSB - Retail	2023	Time	n/a
Online reg, Login & Profile update	Customer Experience	Derived	% of branch visits due to KYC Renewals up	% of Branch visits due to KYC Renewals issues	Vietnam	MSB - Retail	2023	%	n/a
Online reg, Login & Profile update	Customer Experience	Derived	% of calls at call center for KYC Renewals u	% of CC calls due to KYC Renewals issues	Vietnam	MSB - Retail	2023	%	n/a
Online reg, Login & Profile update	Customer Experience	Workshop	Average Time Spent for KYC Renewals at B	Average Time Spent for KYC Renewals at Branch (Custom	Vietnam	MSB - Retail	2023	Time	0:20:00
Online reg, Login & Profile update	Operational Excellence	Workshop	Average Time Spent for a KYC renewal req	Average Time Spent for a KYC renewal request (Call center	Vietnam	MSB - Retail	2023	Time	n/a
Online reg, Login & Profile update	Operational Excellence	Workshop	Average Time Spent for a KYC renewal requ	Average Time Spent for a KYC renewal request (Front-office	Vietnam	MSB - Retail	2023	Time	0:20:00

Online reg, Login & Profile update		Operational Excellence	Workshop	Total Turnaround Time for KYC status renew	Average turnaround time to renew customer's KYC status at Vietnam	MSB - Retail	2023	Time	n/a		
Online reg, Login & Profile update		Business	Bank Data	Total number of customers	Total number customers, per segment (if available)	Vietnam	MSB - SME	2023	#	n.a.	
Online reg, Login & Profile update		Business	Bank Data	Total number digital customers	# of users on Web and Mobile apps, with breakdown per cha	Vietnam	MSB - SME	2023	#	6,700	
Online reg, Login & Profile update		Business	Bank Data	Total number active digital customers	# of users on Web and Mobile apps in the last 30 days	Vietnam	MSB - SME	2023	#	3,618	
Online reg, Login & Profile update		Operational Excellence	Bank Data	Number of calls received in Call center due	Number of calls received in CC due to problems in Online Re	Vietnam	MSB - SME	2023	#	n.a.	
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to Login issues	% branch visits due to Login issues against total branch visit	Vietnam	MSB - SME	2023	%	n.a.	
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for Login	% of calls received in CC due to Login issues against total n	Vietnam	MSB - SME	2023	%	n.a.	
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue	Average Time Spent for solving a Login issue at Branch (Cu	Vietnam	MSB - SME	2023	Time	n.a.	
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent to solve a Login issue	Average Time Spent to solve a Login issue at call center (Cu	Vietnam	MSB - SME	2023	Time	n.a.	
Online reg, Login & Profile update		Operational Excellence	Derived	% of branch visits due to profile update	% of branch visits due to Profile Update	Vietnam	MSB - SME	2023	%	n.a.	
Online reg, Login & Profile update		Operational Excellence	Derived	% of calls at call center for profile update	% of calls received in CC due to Profile updates	Vietnam	MSB - SME	2023	%	n.a.	
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent in a Profile Update at B	Average Time Spent in a Profile Update at Branch (Custom	Vietnam	MSB - SME	2023	Time	n.a.	
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for a Profile Update via	Average Time Spent in a Profile Update via call center (Cust	Vietnam	MSB - SME	2023	Time	n.a.	
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent on a Profile Update req	Average Time Spent on a Profile Update request (Call Cente	Vietnam	MSB - SME	2023	Time	n.a.	
Online reg, Login & Profile update		Customer Experience	Workshop	Time to visualize updated info to the custom	Turnaround time to visualize refresh of customer's profile dat	Vietnam	MSB - SME	2023	Time	n.a.	
Online reg, Login & Profile update		Customer Experience	Derived	% of branch visits due to KYC Renewals up	% of Branch visits due to KYC Renewals issues	Vietnam	MSB - SME	2023	%	n.a.	
Online reg, Login & Profile update		Customer Experience	Derived	% of calls at call center for KYC Renewals u	% of CC calls due to KYC Renewals issues	Vietnam	MSB - SME	2023	%	n.a.	
Online reg, Login & Profile update		Customer Experience	Workshop	Average Time Spent for KYC Renewals at B	Average Time Spent for KYC Renewals at Branch (Custom	Vietnam	MSB - SME	2023	Time	n.a.	
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal req	Average Time Spent for a KYC renewal request (Call center	Vietnam	MSB - SME	2023	Time	n.a.	
Online reg, Login & Profile update		Operational Excellence	Workshop	Average Time Spent for a KYC renewal requ	Average Time Spent for a KYC renewal request (Front-office	Vietnam	MSB - SME	2023	Time	n.a.	
Online reg, Login & Profile update		Operational Excellence	Workshop	Total Turnaround Time for KYC status renew	Average turnaround time to renew customer's KYC status at	Vietnam	MSB - SME	2023	Time	n.a.	
Deposits & Loans Transactions & Views		Business	Derived	% of Total visits in branch for balance info	% Total visits in branch for balance info	Vietnam	MSB - Retail	2023	%	n/a	
Deposits & Loans Transactions & Views		Business	Bank Data	# Total Call Center calls for balance info & T	# Total Call Center calls for balance info & Transactions relat	Vietnam	MSB - Retail	2023	#	n/a	
Deposits & Loans Transactions & Views		Business	Derived	% Total CC calls for balance info & Transact	% Total CC calls for balance info & Transactions details	Vietnam	MSB - Retail	2023	%	n/a	
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch empl	Average Time Spent on 1 inquiry (Branch employee)	Vietnam	MSB - Retail	2023	Time	0:05:00	
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Cent	Average Time Spent on 1 inquiry (Call Center employee)	Vietnam	MSB - Retail	2023	Time	n/a	

Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Account Statements Downloads	Downloads / Total Customers	Vietnam	MSB - Retail	2023	#	n/a		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of customer branch visits for account	Customer visits of branch to request an Account Statement	Vietnam	MSB - Retail	2023	#	107,000		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of calls at contact center for account	Number of calls to contact center for account statements	Vietnam	MSB - Retail	2023	#	27,000		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries	Average Time Spent on Account Statements inquiries, per re	Vietnam	MSB - Retail	2023	Time	0:10:00		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries	Average Time Spent on Account Statements inquiries, per re	Vietnam	MSB - Retail	2023	Time	n/a		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance	Average time spent on general account maintenance reques	Vietnam	MSB - Retail	2023	Time	n/a		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance	Average time spent on general account maintenance reques	Vietnam	MSB - Retail	2023	Time	n/a		
Deposits & Loans Transactions & Views		Business	Derived	% of Total visits in branch for balance info	% Total visits in branch for balance info	Vietnam	MSB - SME	2023	%	2,400		
Deposits & Loans Transactions & Views		Business	Bank Data	# Total Call Center calls for balance info & T	# Total Call Center calls for balance info & Transactions relat	Vietnam	MSB - SME	2023	#	1,400		
Deposits & Loans Transactions & Views		Business	Derived	% Total CC calls for balance info & Transact	% Total CC calls for balance info & Transactions details	Vietnam	MSB - SME	2023	%	n.a.		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Branch empl	Average Time Spent on 1 inquiry (Branch employee)	Vietnam	MSB - SME	2023	Time	0:05:00		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Average Time Spent on 1 inquiry (Call Cente	Average Time Spent on 1 inquiry (Call Center employee)	Vietnam	MSB - SME	2023	Time	n.a.		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Account Statements Downloads	Downloads / Total Customers	Vietnam	MSB - SME	2023	#	n.a.		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of customer branch visits for account	Customer visits of branch to request an Account Statement	Vietnam	MSB - SME	2023	#	3,700		
Deposits & Loans Transactions & Views		Customer Experience	Bank Data	Number of calls at contact center for account	Number of calls to contact center for account statements	Vietnam	MSB - SME	2023	#	1,000		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries	Average Time Spent on Account Statements inquiries, per re	Vietnam	MSB - SME	2023	Time	0:10:00		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on Account Statements inquiries	Average Time Spent on Account Statements inquiries, per re	Vietnam	MSB - SME	2023	Time	n.a.		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance	Average time spent on general account maintenance reques	Vietnam	MSB - SME	2023	Time	n.a.		
Deposits & Loans Transactions & Views		Operational Excellence	Workshop	Time Spent on general account maintenance	Average time spent on general account maintenance reques	Vietnam	MSB - SME	2023	Time	n.a.		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a	Average time spent by the customer drafting a transaction dis	Vietnam	MSB - Retail	2023	Time	n/a		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a	Average time spent by the customer raising a transaction dis	Vietnam	MSB - Retail	2023	Time	0:15:00		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a	Average time spent by the customer raising a transaction dis	Vietnam	MSB - Retail	2023	Time	0:15:00		
Transaction Dispute		Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiate	Vietnam	MSB - Retail	2023	%	n/a		
Transaction Dispute		Business	Bank Data	Total number of disputes raised via digital (V	Total number of Disputes raised via digital channels (web & t	Vietnam	MSB - Retail	2023	#	n/a		

Transaction Dispute		Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	Vietnam	MSB - Retail	2023	#	76,800		
Transaction Dispute		Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	Vietnam	MSB - Retail	2023	#	154,000		
Transaction Dispute		Operational Excellence	Workshop	Average total time spent by bank employees	Average total time spent by bank employees on 1 dispute (in hours)	Vietnam	MSB - Retail	2023	Time	0:45:00		
Transaction Dispute		Operational Excellence	Workshop	# of employees required to complete transaction	How many handoffs are there in the transaction dispute resolution?	Vietnam	MSB - Retail	2023	#	n/a		
Transaction Dispute		Customer Experience	Workshop	Average employee handle time per transaction	Average Time to Dispute Resolution per employee	Vietnam	MSB - Retail	2023	Time	n/a		
Transaction Dispute		Customer Experience	Workshop	Total time to solve transaction dispute from start to finish	Time to solve transaction dispute in days/weeks	Vietnam	MSB - Retail	2023	Time/days	7 days		
Transaction Dispute		Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	Vietnam	MSB - Retail	2023	%	n/a		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute	Average time spent by the customer drafting a transaction dispute	Vietnam	MSB - SME	2023	Time	n.a.		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute	Average time spent by the customer raising a transaction dispute	Vietnam	MSB - SME	2023	Time	n.a.		
Transaction Dispute		Customer Experience	Workshop	Average Time Spent by customer to raise a dispute	Average time spent by the customer raising a transaction dispute	Vietnam	MSB - SME	2023	Time	n.a.		
Transaction Dispute		Customer Experience	Bank Data	Customer Dropout rate	Customer dropout from dispute process, as % of total initiated	Vietnam	MSB - SME	2023	%	n.a.		
Transaction Dispute		Business	Bank Data	Total number of disputes raised via digital (Mobile & Web)	Total number of Disputes raised via digital channels (web & mobile)	Vietnam	MSB - SME	2023	#	n.a.		
Transaction Dispute		Operational Excellence	Bank Data	Total number of Disputes raised at the branch	Total number of Disputes raised at the branch	Vietnam	MSB - SME	2023	#	n.a.		
Transaction Dispute		Operational Excellence	Bank Data	Total number of disputes raised via Call Center	Total number of disputes raised via Call Center	Vietnam	MSB - SME	2023	#	n.a.		
Transaction Dispute		Operational Excellence	Workshop	Average total time spent by bank employees	Average total time spent by bank employees on 1 dispute (in hours)	Vietnam	MSB - SME	2023	Time	n.a.		
Transaction Dispute		Operational Excellence	Workshop	# of employees required to complete transaction	How many handoffs are there in the transaction dispute resolution?	Vietnam	MSB - SME	2023	#	n.a.		
Transaction Dispute		Customer Experience	Workshop	Average employee handle time per transaction	Average Time to Dispute Resolution per employee	Vietnam	MSB - SME	2023	Time	n.a.		
Transaction Dispute		Customer Experience	Workshop	Total time to solve transaction dispute from start to finish	Time to solve transaction dispute in days/weeks	Vietnam	MSB - SME	2023	Time/days	n.a.		
Transaction Dispute		Operational Excellence	Bank Data	% of Invalid Disputes	% of invalid disputes vs total disputes raised	Vietnam	MSB - SME	2023	%	n.a.		
Cards	Customer Experience	Derived	% of Cards ordered through Digital Channel	Total number of Cards ordered through Digital Channels, as % of total	Vietnam	MSB - Retail	2023	%	n/a			
Cards	Customer Experience	Derived	Total Cards management requests	Total Cards management requests (all channels)	Vietnam	MSB - Retail	2023	#	n/a			
Cards	Operational Efficiency	Bank Data	Card management request on Mobile	Card management request on Mobile	Vietnam	MSB - Retail	2023	#	n/a			
Cards	Customer Experience	Bank Data	Total number of Cards ordered through Branch	Total number of Cards ordered through Branch & Call Center	Vietnam	MSB - Retail	2023	#	190,000			
Cards	Customer Experience	Workshop	Time spent by Customer to order a card through digital channel	Average Time spent by Customer to order a card through digital channel	Vietnam	MSB - Retail	2023	Time	0:25:00			
Cards	Customer Experience	Workshop	Time spent by Customer to order a card through physical channel	Average Time spent by Customer to order a card. Includes, Branch & Call Center	Vietnam	MSB - Retail	2023	Time	n/a			
Cards	Customer Experience	Workshop	Customer waiting time to get a card (total process)	Time the customer needs for wait for a card from ordering to receiving	Vietnam	MSB - Retail	2023	Time	48:00:00			
Cards	Operational Efficiency	Workshop	Time spent by Bank (Front-office and Back-end) to process one card	Average Time spent by FO/BO employee(s) to process one card	Vietnam	MSB - Retail	2023	Time	n/a			
Cards	Operational Efficiency	Bank Data	Customer Branch visits related to card issue	Card related Branch visits	Vietnam	MSB - Retail	2023	#	270,000			
Cards	Operational Efficiency	Bank Data	Customer Call Center calls related to card issue	Card related Call Center calls	Vietnam	MSB - Retail	2023	#	70,000			
Cards	Customer Experience	Workshop	Time required by the customer to change debit/credit card	Average time spent by customer to change debit/credit card	Vietnam	MSB - Retail	2023	Time	0:05:00			
Cards	Customer Experience	Workshop	Time required by the customer to change debit/credit card	Average time spent by customer to change debit/credit card	Vietnam	MSB - Retail	2023	Time	n/a			
Cards	Operational Excellence	Workshop	Time spent by Bank employee to attend to a card block	Average time spent by a Bank employee to complete a card block	Vietnam	MSB - Retail	2023	Time	n/a			
Cards	Customer Experience	Workshop	Time required by the customer to block a card	Average time spent by the customer to block a card in digital channel	Vietnam	MSB - Retail	2023	Time	0:03:00			
Cards	Customer Experience	Workshop	Time required by the customer to block a card	Average time spent by the customer to block a card via physical channel	Vietnam	MSB - Retail	2023	Time	n/a			
Cards	Customer Experience	Workshop	Time required by the customer to unblock a card	Average time spent by the customer to unblock a card in digital channel	Vietnam	MSB - Retail	2023	Time	0:03:00			
Cards	Customer Experience	Workshop	Time required by the customer to unblock a card	Average time spent by the customer to unblock a card via physical channel	Vietnam	MSB - Retail	2023	Time	n/a			
Cards	Operational Excellence	Workshop	Time spent by Bank employee to attend to a card unblock	Average time spent by Bank employee to attend to a card unblock	Vietnam	MSB - Retail	2023	Time	n/a			
Cards	Operational Excellence	Workshop	Time spent by Branch employee to attend to a card unblock	Average time spent by Bank employee to attend to a card unblock	Vietnam	MSB - Retail	2023	Time	n/a			
Cards	Operational Excellence	Workshop	Time spent by Call center employee to attend to a card unblock	Average time spent by Bank employee to attend to a card unblock	Vietnam	MSB - Retail	2023	Time	n/a			
Cards	Customer Experience	Workshop	Time required by the customer to re-issue PIN	Average time spent by customer to re-issue PIN in digital channel	Vietnam	MSB - Retail	2023	Time	0:05:00			
Cards	Customer Experience	Workshop	Time required by the customer to re-issue PIN	Average time spent by customer to re-issue PIN on physical channel	Vietnam	MSB - Retail	2023	Time	n/a			
Cards	Operational Excellence	Workshop	Time spent by Bank attending a card PIN replacement	Average time spent by bank employee to re-issue card PIN in digital channel	Vietnam	MSB - Retail	2023	Time	n/a			
Cards	Operational Excellence	Workshop	Time spent by Bank attending a card PIN replacement	Average time spent by bank employee to re-issue card PIN in physical channel	Vietnam	MSB - Retail	2023	Time	n/a			
Cards	Customer Experience	Derived	% of Cards ordered through Digital Channel	Total number of Cards ordered through Digital Channels, as % of total	Vietnam	MSB - SME	2023	%	n.a.			
Cards	Customer Experience	Derived	Total Cards management requests	Total Cards management requests (all channels)	Vietnam	MSB - SME	2023	#	n.a.			
Cards	Operational Efficiency	Bank Data	Card management request on Mobile	Card management request on Mobile	Vietnam	MSB - SME	2023	#	n.a.			
Cards	Customer Experience	Bank Data	Total number of Cards ordered through Branch	Total number of Cards ordered through Branch & Call Center	Vietnam	MSB - SME	2023	#	n.a.			
Cards	Customer Experience	Workshop	Time spent by Customer to order a card through digital channel	Average Time spent by Customer to order a card through digital channel	Vietnam	MSB - SME	2023	Time	n.a.			
Cards	Customer Experience	Workshop	Time spent by Customer to order a card through physical channel	Average Time spent by Customer to order a card. Includes, Branch & Call Center	Vietnam	MSB - SME	2023	Time	n/a			
Cards	Operational Efficiency	Workshop	Time spent by Bank (Front-office and Back-end) to process one card	Average Time spent by FO/BO employee(s) to process one card	Vietnam	MSB - SME	2023	Time	n/a			
Cards	Operational Efficiency	Bank Data	Customer Branch visits related to card issue	Card related Branch visits	Vietnam	MSB - SME	2023	#	n.a.			
Cards	Operational Efficiency	Bank Data	Customer Call Center calls related to card issue	Card related Call Center calls	Vietnam	MSB - SME	2023	#	n.a.			
Cards	Customer Experience	Workshop	Time required by the customer to change debit/credit card	Average time spent by customer to change debit/credit card	Vietnam	MSB - SME	2023	Time	n/a			
Cards	Customer Experience	Workshop	Time required by the customer to change debit/credit card	Average time spent by customer to change debit/credit card	Vietnam	MSB - SME	2023	Time	n.a.			

Cards	Customer Experience	Operational Excellence	Workshop	Time spent by Bank employee to attend to a customer to block a card via phys	Average time spent by a Bank employee to complete a card	Vietnam	MSB - SME	2023	Time	n.a.	
Cards	Customer Experience	Operational Excellence	Workshop	Time required by the customer to block a card via phys	Average time spent by the customer to block a card in dig. or phys	Vietnam	MSB - SME	2023	Time	n.a.	
Cards	Customer Experience	Operational Excellence	Workshop	Time required by the customer to unblock a card via phys	Average time spent by the customer to unblock a card in dig. or phys	Vietnam	MSB - SME	2023	Time	n.a.	
Cards	Customer Experience	Operational Excellence	Workshop	Time required by the customer to unblock a card via phys	Average time spent by the customer to unblock a card via phys	Vietnam	MSB - SME	2023	Time	n.a.	
Cards	Customer Experience	Operational Excellence	Workshop	Time spent by Bank employee to attend to a customer to re-issue card PIN	Average time spent by bank employee to re-issue card PIN in digital	Vietnam	MSB - SME	2023	Time	n.a.	
Cards	Customer Experience	Operational Excellence	Workshop	Time required by the customer to re-issue card PIN	Average time spent by customer to re-issue card PIN in digital	Vietnam	MSB - SME	2023	Time	n.a.	
Cards	Customer Experience	Operational Excellence	Workshop	Time required by the customer to re-issue card PIN	Average time spent by customer to re-issue card PIN in physical	Vietnam	MSB - SME	2023	Time	n.a.	
Cards	Customer Experience	Operational Excellence	Workshop	Time spent by Bank attending a card PIN request	Average time spent by bank employee to re-issue card PIN in Vietnam	Vietnam	MSB - SME	2023	Time	n.a.	
Cards	Customer Experience	Operational Excellence	Workshop	Time spent by Bank attending a card PIN request	Average time spent by bank employee to re-issue card PIN in Vietnam	Vietnam	MSB - SME	2023	Time	n.a.	
											I. IN 2022: 1. Number of transfer transactions/ year: 69,448,174 - 24/7 interbank transfer: 55,932,945 - Regular interbank transfer: 2,869,952 - Internal transfer: 10,645,277 2. Number of payment transactions/ year: 7,391,148 - Billing: 3,897,914 - QR payment: 713,022 - Topup: 2,780,212
Payments	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Vietnam	MSB - Retail	2023	#	14,000,000		
Payments	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Vietnam	MSB - Retail	2023	#	n/a		
Payments	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Vietnam	MSB - Retail	2023	#	n/a		
Payments	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Vietnam	MSB - Retail	2023	#	n/a		
Payments	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Vietnam	MSB - Retail	2023	#	n/a		
Payments	Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital cha	Vietnam	MSB - Retail	2023	%	60%		
Payments	Operational Excellence	Bank Data	% of transfers processed in physical channel	Proportion of transfers initiated and processed on physical ch	Vietnam	MSB - Retail	2023	%	n/a		
Payments	Operational Excellence	Workshop	Average time spent by Branch employee to process a payment (branch / CC)	Average time to process a payment (branch / CC)	Vietnam	MSB - Retail	2023	Time	n/a		
Payments	Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Accou	Vietnam	MSB - Retail	2023	Time	0:05:00		
Payments	Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion	Beneficiary setup inquiry calls to CC as proportion of all CC	Vietnam	MSB - Retail	2023	%	n/a		
Payments	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Vietnam	MSB - SME	2023	#	133,133		
Payments	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Vietnam	MSB - SME	2023	#	n.a.		
Payments	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Vietnam	MSB - SME	2023	#	n.a.		
Payments	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Vietnam	MSB - SME	2023	#	n.a.		
Payments	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Vietnam	MSB - SME	2023	#	n.a.		
Payments	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Vietnam	MSB - SME	2023	#	n.a.		
Payments	Business	Bank Data	Total number of outgoing transfers made in a year	Number of transfers in a year	Vietnam	MSB - SME	2023	#	n.a.		
Payments	Operational Excellence	Bank Data	% transfers processed on Digital channels	Proportion of transfers initiated and processed on digital cha	Vietnam	MSB - SME	2023	%	55%		
Payments	Operational Excellence	Bank Data	% of transfers processed in physical channel	Proportion of transfers initiated and processed on physical ch	Vietnam	MSB - SME	2023	%	n.a.		
Payments	Operational Excellence	Workshop	Average time spent by Branch employee to process a payment (branch / CC)	Average time to process a payment (branch / CC)	Vietnam	MSB - SME	2023	Time	n.a.		
Payments	Customer Experience	Workshop	Beneficiary Account Set-up Time	Average time spent by customer to set up Beneficiary Accou	Vietnam	MSB - SME	2023	Time	n.a.		
Payments	Customer Experience	Derived	Beneficiary setup inquiry calls to CC as proportion	Beneficiary setup inquiry calls to CC as proportion of all CC	Vietnam	MSB - SME	2023	%	n.a.		
Loan Servicing	Customer Experience	Bank Data	# of branch visits for loan statements	# of branch visits for loan statements (balance, printed statm	Vietnam	MSB - Retail	2023	#	191,000		
Loan Servicing	Customer Experience	Bank Data	# of CC calls for loan statements	# of calls for loan statements (balance, printed statements)	Vietnam	MSB - Retail	2023	#	82,000		
Loan Servicing	Operational Excellence	Workshop	Time spent by branch employee to retrieve loan state	Time spent by branch employee to interact, retrieve stateme	Vietnam	MSB - Retail	2023	Time	n/a		
Loan Servicing	Operational Excellence	Workshop	Time spent by call center to retrieve loan sta	Time spent by call center employee to interact, retrieve stat	Vietnam	MSB - Retail	2023	Time	n/a		
Loan Servicing	Customer Experience	Bank Data	Total number of loan closure & No Objection	Customer closes the loan with last payment and requests for	Vietnam	MSB - Retail	2023	#	n/a		
Loan Servicing	Customer Experience	Bank Data	# of branch visits for loan closure & NOC	# of branch visits for loan closure (NOC issue)	Vietnam	MSB - Retail	2023	#	n/a		
Loan Servicing	Customer Experience	Bank Data	# of CC calls for loan closure inquiry	# of calls for loan closure (NOC issue)	Vietnam	MSB - Retail	2023	#	n/a		
Loan Servicing	Operational Excellence	Workshop	Time spent by branch employee to retrieve loan clo	Time spent by branch employee to interact, retrieve stateme	Vietnam	MSB - SME	2023	Time	n.a.		
Loan Servicing	Operational Excellence	Workshop	Time spent by call center to retrieve loan sta	Time spent by call center employee to interact, retrieve stat	Vietnam	MSB - SME	2023	Time	n.a.		
Loan Servicing	Customer Experience	Bank Data	Total number of loan closure & No Objection	Customer closes the loan with last payment and requests for	Vietnam	MSB - SME	2023	#	n.a.		
Loan Servicing	Customer Experience	Bank Data	# of branch visits for loan closure & NOC	# of branch visit for loan closure (NOC issue)	Vietnam	MSB - SME	2023	#	n.a.		
Loan Servicing	Customer Experience	Bank Data	# of CC calls for loan closure inquiry	# of calls for loan closure (NOC issue)	Vietnam	MSB - SME	2023	#	n.a.		
Loan Servicing	Operational Excellence	Workshop	Time spent by Back office to create loan clo	Average time spent by Back office employee to create loan c	Vietnam	MSB - SME	2023	Time	n.a.		
Loan servicing	Business	Derived	Customer Churn	Customers who stopped using all bank's services after payin	Vietnam	MSB - Retail	2023	%	n/a		
Loan modification	Customer Experience	Bank Data	# of branch visits for loan billing changes	# of branch visits for loan billing changes (debit account, deb	Vietnam	MSB - Retail	2023	#	n/a		
Loan modification	Customer Experience	Bank Data	# of CC calls for loan billing changes	# of calls for loan billing changes (debit account, debit date o	Vietnam	MSB - Retail	2023	#	n/a		
Loan modification	Operational Excellence	Workshop	Time spent by branch to receive the request	Time spent by branch employee to interact, input the billing	Vietnam	MSB - Retail	2023	Time	n/a		
Loan modification	Operational Excellence	Bank Data	Total number of loan billing changes request	Customer wants to change debit account, or date or installm	Vietnam	MSB - Retail	2023	#	n/a		
Loan modification	Operational Excellence	Workshop	Time spent by Back office to make changes	Time spent by Back office to make changes to loan billing	Vietnam	MSB - Retail	2023	Time	n/a		

Loan modification		Customer Experience	Bank Data	# of branch visits for loan billing changes	# of branch visits for loan billing changes (debit account, debt date) Vietnam	MSB - SME	2023	#	n.a.		
Loan modification		Customer Experience	Bank Data	# of CC calls for loan billing changes	# of calls for loan billing changes (debit account, debit date) Vietnam	MSB - SME	2023	#	n.a.		
Loan modification		Operational Excellence	Workshop	Time spent by branch to receive the request	Time spent by branch employee to interact, input the billing information Vietnam	MSB - SME	2023	Time	n.a.		
Loan modification		Operational Excellence	Bank Data	Total number of loan billing changes request	Customer wants to change debit account, or date or installment Vietnam	MSB - SME	2023	#	n.a.		
Loan modification		Operational Excellence	Workshop	Time spent by Back office to make changes	Time spent by Back office to make changes to loan billing	Vietnam	MSB - SME	2023	Time	n.a.	