

Who's been a naughty boy?

Customer satisfaction

Best	Worst
Current accounts	
Smile First Direct Cahoot Co-operative Bank	Abbey Clydesdale Bank
Savings accounts	
Co-operative Bank First Direct	Abbey Barclays Halifax
Mortgages	
First Direct	Barclays Abbey Halifax
Credit cards	
John Lewis/Waitrose Nationwide Smile	Abbey
Overall	
Smile First Direct Co-operative Bank Nationwide Yorkshire Building Society	Abbey Barclays Halifax C&G Northern Rock

Total customer complaints logged by financial services industry

2006	2.7m
2007	3.4m
2008	2.9m