Nordea remote channels for easy and convenient customer service:











Online meeting

Facts you did not know about Nordea Contact Centre

325 000 calls received

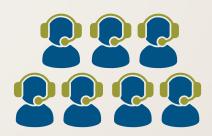
82% calls answered in



Waiting time for Gold customers



24 employees are on the line



Facts you did not know about Nordea Mobile app

Total amount of active users increased by*

55%



Mobile app downloads

>68 000



Mobile app logins

>230 000 per month



Nordea iPad app downloads

>2 900



>50% of customers use tablets



Average age of mobile banking user in Europe**



Facts you did not know about Nordea Netbank

80% of all customers use Netbank



Total Netbank logins per month increased by*

89%



Number of total active users increased by*

68%



TOP 7 most frequent applications:





Consumer loan



New Debit Card



New Credit Card



New PIN



Overdraft



2nd pillar pension

Facts you did not know about Online meeting

1 of 3
customers prefer to get advice outside the branch







