

Nordea remote channels

for easy and convenient customer service:



Contact Center



Mobile App



Netbank



Online meeting

Facts you did not know about Nordea Contact Centre

137 000
calls received



78%
calls answered in



Waiting time for
**Gold
customers**



10
employees
are on the line



Facts you did not know about Nordea Mobile app

Total amount of active
users increased by*

38%



Mobile app downloads
increased by*

44%



Mobile app logins
per month increased by*

64%



Facts you did not know about Nordea Netbank

86%
of all customers use
Netbank



Total Netbank logins
per month increased by*

98%



Number of total active
users increased by*

58%



TOP 7 most frequent applications:



Change
safety limits



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



On average
customers rate the
meetings at

3.9



Online meeting
average lengths



In 3 months period
40 000
online meetings

