# Nordea remote channels for easy and convenient customer service:











Online meeting

### Facts you did not know about Nordea Contact Centre

**137 000** calls received

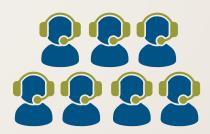
78% calls answered in



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:**





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







