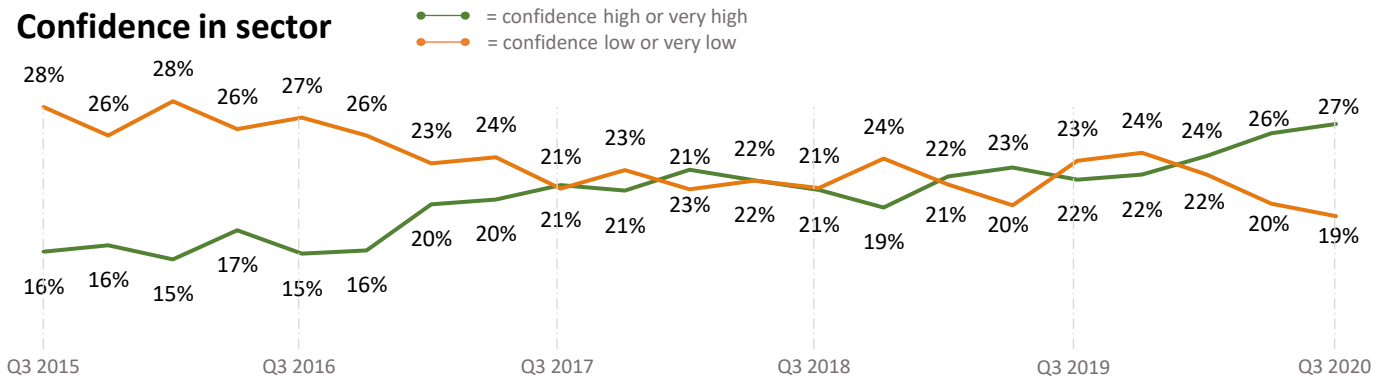


The scores for the confidence of Dutch citizens in the banking sector and their own banks are stable at 3.0 and 3.3 respectively. There was, however, a slight increase in Q2 and Q3 2020. This positive trend break is clearly shown in the figure below.



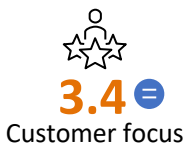
Stable Sign. decline Sign. increase

Confidence in sector



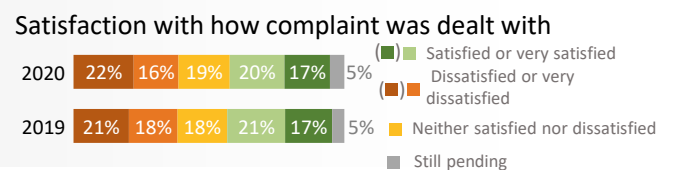
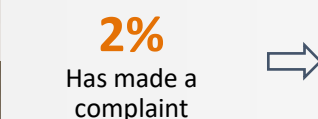
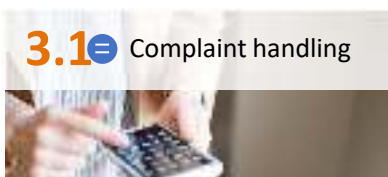
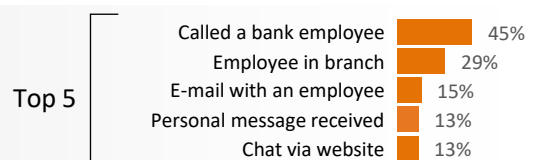
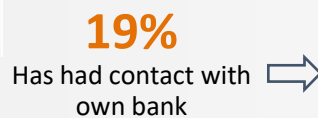
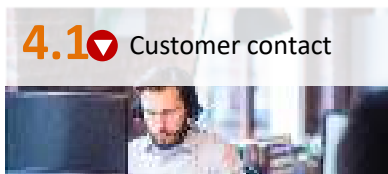
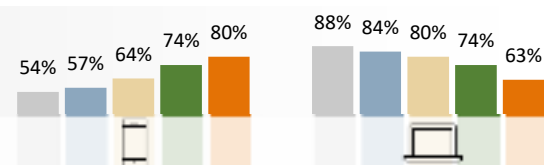
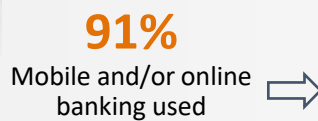
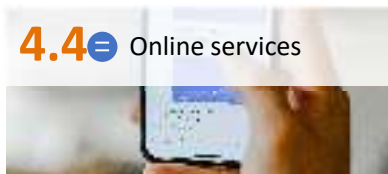
What affects confidence?

Two new aspects were added to the measures this year: social engagement and treatment of privacy.



Service & Use

2016 2017 2018 2019 2020



Availability

