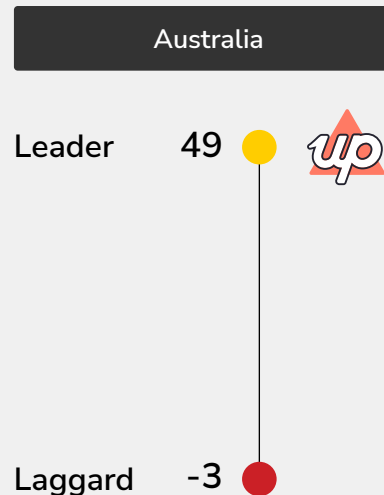


Australia Banking NPS Scores

(rolling three quarters, Q2-Q4 2023)



Digital bank “Up” is the NPS leader among consumer banks in Australia

Following the release of our Europe banking NPS leaderboard in May 2024, we're excited to share NPS benchmarks for Australia consumer banks. NPS Prism data averaging relationship NPS scores from Q2–Q4 2023 reveals a 52-point range between the leader and laggard.

The Leader, Up, is posting an average NPS of 49, underscoring the value Australian banking consumers place on convenience, ease of use, and in-app features.

Want to see your own NPS scores and how you stack up against competitors?

[REQUEST A DEMO](#)

Notes: *Q2-Q4 2023 average NPS used, NPS scores at 80% confidence level; relationship NPS metric shown; firms considered in the rankings above are required to offer at least one of a current account or a savings account product .

Source: NPS Prism (Q2 2023-Q4 2023)

Discover more great insights like these at www.NPSPrism.com

Want to stay up to date on the latest leaderboards?

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