Island Global Research

PERSONAL BANKING SURVEY

TRACKING CUSTOMER SATISFACTION

Autumn 2026

Island Global Research

PERSONAL BANKING SURVEY

TRACKING CUSTOMER SATISFACTION IN JERSEY

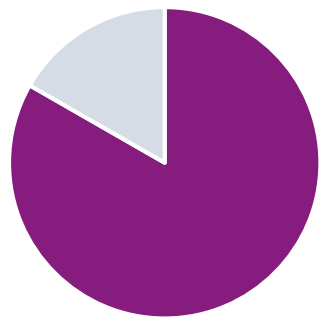
There were high levels of satisfaction with banks amongst Jersey respondents in autumn 2026. **76%** said they are **satisfied or very satisfied** with their bank.



97% interacted with their bank in the last three months, including:

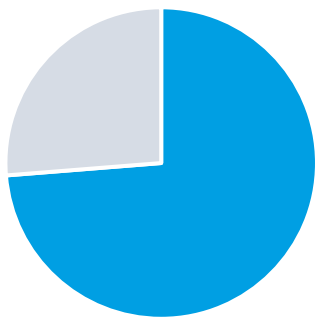
- **75%** Mobile banking (i.e. app)
- **52%** Online banking (i.e. logged in on a computer / laptop not using an app)
- **49%** Visited a branch
- **17%** Telephone banking
- **14%** Webchat

Of those who have used mobile banking in the last 3 months…



83% rated their bank's **mobile app** as **good** or **excellent**.

Of those who have interacted directly with their bank* in the last 3 months…



74% rated the **customer service** they received from their bank as **good** or **excellent**

Around **1 in 12** **… said they find it difficult to access banking services, and half of those do not have anyone to help them.**

We will continue to track this, and we will share more about the experience of these customers in the next release.

About this survey: Island Global Research conducts the Personal Banking Survey every quarter to track satisfaction with financial organisation operating Jersey, Guernsey, Isle of Man and Gibraltar. This edition ran in September 2026 and received 1134 responses in total, including 325 respondents from Jersey. Figures reported relate to the main banking relationship (where respondents' have multiple banking relationships, they were asked these questions of the bank they use most often).

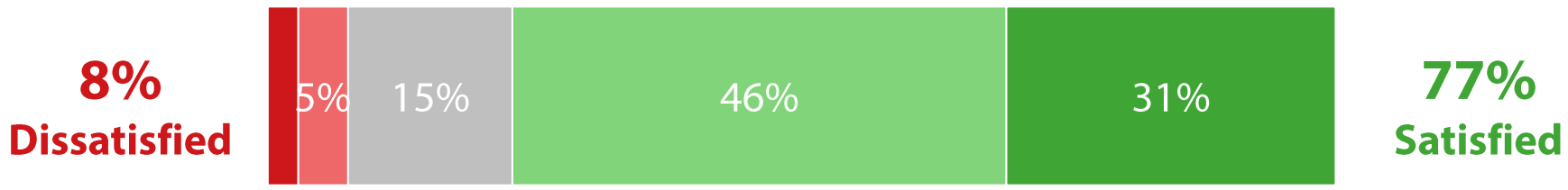
*have visited a branch or interreacted with their bank via telephone, webchat or video banking (selected by 1% in Jersey)

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PERSONAL BANKING SURVEY

TRACKING CUSTOMER SATISFACTION IN GUERNSEY

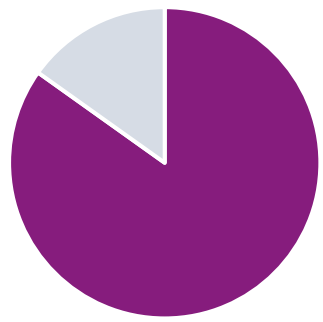
There were high levels of satisfaction with banks amongst Guernsey respondents in autumn 2026. **77%** said they are **satisfied or very satisfied** with their bank.



97% interacted with their bank in the last three months, including:

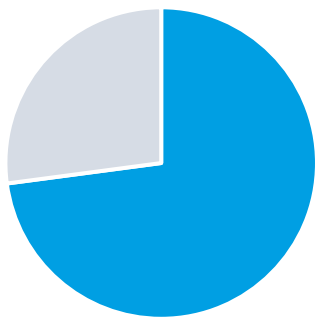
- **76%** Mobile banking (i.e. app)
- **53%** Online banking (i.e. logged in on a computer / laptop not using an app)
- **52%** Visited a branch
- **17%** Webchat
- **13%** Telephone banking

Of those who have used mobile banking in the last 3 months…



85% rated their bank's **mobile app** as **good** or **excellent**.

Of those who have interacted directly with their bank* in the last 3 months…



73% rated the **customer service** they received from their bank as **good** or **excellent**

Around **1 in 12** **… said they find it difficult to access banking services, and half of those do not have anyone to help them.**

We will continue to track this, and we will share more about the experience of these customers in the next release.

About this survey: Island Global Research conducts the Personal Banking Survey every quarter to track satisfaction with financial organisation operating Jersey, Guernsey, Isle of Man and Gibraltar. This edition ran in September 2026 and received 1134 responses in total, including 451 respondents from Guernsey. Figures reported relate to the main banking relationship (where respondents' have multiple banking relationships, they were asked these questions of the bank they use most often).

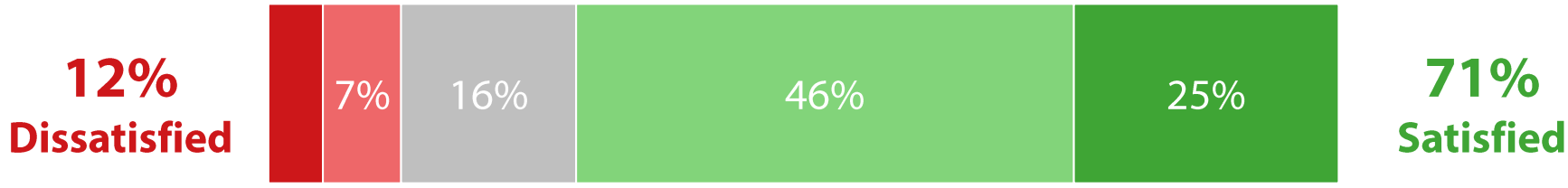
*have visited a branch or interreacted with their bank via telephone, webchat or video banking (not selected in Guernsey)

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PERSONAL BANKING SURVEY

TRACKING CUSTOMER SATISFACTION IN ISLE OF MAN

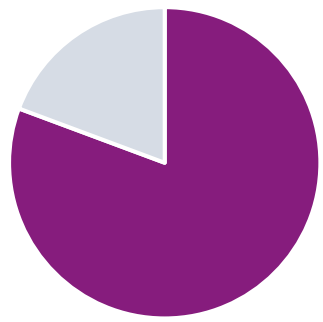
There were high levels of satisfaction with banks amongst Isle of Man respondents in autumn 2026. **71%** said they are **satisfied or very satisfied** with their bank.



98% interacted with their bank in the last three months, including:

- **71%** Mobile banking (i.e. app)
- **49%** Online banking (i.e. logged in on a computer / laptop not using an app)
- **53%** Visited a branch
- **16%** Telephone banking
- **15%** Webchat

Of those who have used mobile banking in the last 3 months…



81% rated their bank's **mobile app** as **good** or **excellent**.

Of those who have interacted directly with their bank* in the last 3 months…



68% rated the **customer service** they received from their bank as **good** or **excellent**

Around **1 in 12** **… said they find it difficult to access banking services, and half of those do not have anyone to help them.**

We will continue to track this, and we will share more about the experience of these customers in the next release.

About this survey: Island Global Research conducts the Personal Banking Survey every quarter to track satisfaction with financial organisation operating Jersey, Guernsey, Isle of Man and Gibraltar. This edition ran in September 2026 and received 1134 responses in total, including 360 respondents from the Isle of Man. Figures reported relate to the main banking relationship (where respondents' have multiple banking relationships, they were asked these questions of the bank they use most often).

*have visited a branch or interreacted with their bank via telephone, webchat or video banking (selected by <1% in Isle of Man)