

Battle of the Banks

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2015 Overall Bank Scores by Province

Table 1:

Overall Bank Scores: British Columbia

	Provincial Rankings	Provincial Scores	National Rankings	National Scores	
		Credit union	8.2	Credit union	7.2
		Bank of Montreal	6.7	ATB Financial	5.5
		CIBC	4.9	Scotiabank	4.8
		Scotiabank	3.6	National Bank	4.7
		Royal Bank	3.1	CIBC	4.7
		TD Canada Trust	2.7	Royal Bank	4.4
		HSBC	2.6	Bank of Montreal	4.3
				TD Canada Trust	4.3
				Desjardins	4.3
				HSBC	3.0

This report is based on the results of a survey conducted over the period from September to November 2015 in which a total of 11,400 responses were received. The responses reflect the views of SMEs located in all regions and sectors throughout Canada. The responses are accurate within plus/minus 0.9 percentage points, 19 times out of 20. For more details, please refer to the full report "[Battle of the Banks](#)" (October 2016).

Table 2:

Bank Scores: Alberta

	Provincial Rankings	Provincial Scores	National Rankings	National Scores
	ATB Financial	8.6	Credit union	7.2
	Credit union	8.5	ATB Financial	5.5
	HSBC	6.0	Scotiabank	4.8
	Scotiabank	5.3	National Bank	4.7
	CIBC	5.1	CIBC	4.7
	TD Canada Trust	4.7	Royal Bank	4.4
	Royal Bank	4.1	Bank of Montreal	4.3
	Bank of Montreal	2.7	TD Canada Trust	4.3
			Desjardins	4.3
			HSBC	3.0

Table 3:

Bank Scores: Saskatchewan/Manitoba

	Provincial Rankings	Provincial Scores	National Rankings	National Scores
	Credit union	8.4	Credit union	7.2
	Scotiabank	7.3	ATB Financial	5.5
	TD Canada Trust	4.9	Scotiabank	4.8
	Bank of Montreal	4.4	National Bank	4.7
	Royal Bank	3.3	CIBC	4.7
	CIBC	2.3	Royal Bank	4.4
			Bank of Montreal	4.3
			TD Canada Trust	4.3
			Desjardins	4.3
			HSBC	3.0

Table 4:

Bank Scores: Ontario

	Provincial Rankings	Provincial Scores	National Rankings	National Scores	
		Credit union	9.6	Credit union	7.2
		National Bank	6.8	ATB Financial	5.5
		Desjardins	6.5	Scotiabank	4.8
		HSBC	4.3	National Bank	4.7
		CIBC	3.8	CIBC	4.7
		Royal Bank	3.7	Royal Bank	4.4
		Scotiabank	3.0	Bank of Montreal	4.3
		Bank of Montreal	2.6	TD Canada Trust	4.3
		TD Canada Trust	2.6	Desjardins	4.3
				HSBC	3.0

Table 5:

Bank Scores: Quebec

	Provincial Rankings	Provincial Scores	National Rankings	National Scores	
		CIBC	8.0	Credit union	7.2
		Royal Bank	5.8	ATB Financial	5.5
		National Bank	5.0	Scotiabank	4.8
		Scotiabank	5.0	National Bank	4.7
		Bank of Montreal	4.2	CIBC	4.7
		Desjardins	3.7	Royal Bank	4.4
		TD Canada Trust	3.6	Bank of Montreal	4.3
				TD Canada Trust	4.3
				Desjardins	4.3
				HSBC	3.0

Table 6:

Bank Scores: Atlantic

	Provincial Rankings	Provincial Scores	National Rankings	National Scores
<p>Best (10)</p> <p>Worst (0)</p>	Credit union	9.8	Credit union	7.2
	Scotiabank	5.8	ATB Financial	5.5
	Royal Bank	4.4	Scotiabank	4.8
	TD Canada Trust	4.3	National Bank	4.7
	Bank of Montreal	4.0	CIBC	4.7
	CIBC	3.7	Royal Bank	4.4
	Caisses populaires	2.8	Bank of Montreal	4.3
			TD Canada Trust	4.3
			Desjardins	4.3
			HSBC	3.0

Note: Caisses populaires covered in the Atlantic are referred to as “Other caisses populaires” in the survey. “Other caisses populaires” are excluded from the national rankings.