

DenizBank AG was granted “Excellent Customer Orientation” Award for the second time in a row

DenizBank AG providing service to a wide range of customers with its well established structure in Austria and Germany was granted “Excellent Customer Orientation” award for the second time by Financial Marketing Association of Austria thanks to its customer oriented service approach.

Denizbank AG which has increased its global success is again granted an important award. This year DenizBank AG is awarded with “Excellent Customer Orientation” given by Finanz-Marketing Verband Österreich, a well-established information platform of the finance and insurance sector in Austria, for the banks and insurance companies operating in Austria and considering customer satisfaction as a priority since 2007.

As a result of the customer surveys conducted with scientific methods through international Net Promoter Score (NPS), DenizBank AG is deemed worthy of this award with its customer oriented approach and high quality service in the competition.

“The awards are the outcomes of our efforts to provide our customers higher quality service”

DenizBank AG General Manager Ahmet Mesut Ersoy emphasized that one of the golden rules to maintain the top position in the competition was to maintain customer satisfaction. Ersoy continued by saying that “DenizBank AG, which carries out its activities through 43 branches in Austria and Germany, call centers equipped with the latest technology, comprehensive internet banking solutions, and customer oriented approach, was deemed worthy of this award one more time. It is an honor for us to be granted with this award second time in a row and we see this award as an outcome of our efforts to provide higher quality service. Our motivation increases by these awards. We do our best to facilitate the lives of our customers and provide them the best and high quality service. We will continue to work to make a difference in the sector. I wholeheartedly celebrate all of our employees who have enabled us to obtain this award from Financial Marketing Association of Austria, a well-established and respectable institution.”