

# Client Experience

## Results of the Scorpio Syndicated Benchmark 2019 published

Scorpio Partnership is delighted to announce the results of the UK's first syndicated Wealth Management Client Experience (CX) Benchmark.

This year we partnered with the UK Wealth industry to launch the Syndicated CX benchmark and survey UK high net worth and ultra high net worth clients on their client experience for the first time.

This new benchmark survey gathered responses from over 9,000 private clients of banks and wealth managers, collectively representing assets under management in excess of £200bn.

### 2019 UK Syndicated CX Benchmark Results KPIs



Net promoter score

**46%**



Relationship manager satisfaction

**8.87**



Overall client satisfaction

**8.54**



Client outcomes

**94%**



Brand value score

**64%**



Share of wallet

**54%**



To learn more about the benchmark contact:

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### Insight into the client journey

The KPIs confirm that wealth clients have very high expectations and the bar is set high. Results underline the need for firms to differentiate and point to how firms can make further improvements to the client experience. They also highlight the critical client moments that can lead to improved revenues and help drive asset growth.

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