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**Bank Millennium wins three first places in *Newsweek’s Friendly Bank 2015***

*Warsaw, 24.09.2015* **– In the 14th edition of the *Newsweek’s Friendly Bank 2015* ranking Bank Millennium came first in as many as three out of four ranking categories: *Bank for Mr Kowalski, Banks in the Internet* and *Mortgage Banking*.**

The bank owes its first place in the *Bank for Mr Kowalski* category (traditional banking) to commitment, politeness and professionalism of RMs who are responsible for customer relations in branches. This resulted in highest scores for quality of customer service. In the *Banks in the Internet* category functionality was appreciated of the Millenet transactional system, which is available in Responsive Web Design technology as well as the time needed to perform basic banking transactions. The first place in *Mortgage Banking* resulted from a good product and service range adapted to customers’ needs and to professionalism of staff offering housing loans.

Winning in three out of four ranking categories is further evidence that the bank’s strategy of some years, where customers’ needs and satisfaction are placed in the focus of attention, is bringing results. As this year’s ranking and the bank’s successes in previous years show, Bank Millennium is the unquestioned quality leader among Polish banks.

As in previous years the banks were surveyed by mystery shoppers. The mystery shoppers – in fact auditors from Millward Brown, took three months to test quality of service and the offering of 20 biggest banks in Poland. In each stage they evaluated and scored the quality and functionality of individual services. The end result of each bank in each of the rankings was determined by the sum of points scored.