

Invoice Finance Customer Experience Survey

“In Paragon’s Bank’s recent Customer Experience survey, SME decision makers provided an insight into working with Paragon Invoice Finance. We were delighted with the positive response, a key highlight being that out of all those who had refinanced from another provider, all were confident that they had made the right decision. Out of all responses, 71% felt that the service and support was “much better” than previously experienced.

This is reflective of our commitment to continue to support both our current and new-to-bank clients, particularly during the recent difficult times. As a result of the survey, we have identified areas where improvements can be made and have moved swiftly to launch auto-drawdown of funds. Additionally, we are adjusting procedures, so the processing of cash is completed as early in the day as possible.”

Adrian Taylor – Head of Invoice Finance

Key findings

- Paragon’s Invoice Finance team is strongly perceived by most as professional, efficient and personable
- Overall satisfaction with Paragon Invoice Finance is exceptionally high at 4.8 out of 5
- All customers who have had previous experience with an invoice finance lender scored Paragon’s service as “better” or “much better”
- 96% of customers were either “satisfied” or “very satisfied” with the level of support received from their dedicated account manager
- 64% of new clients were introduced through recommendations from Paragon’s intermediaries
- Net Promoter Score of +80 indicates a very strong willingness to recommend Paragon to other businesses looking for an invoice finance provider



Working with Paragon

The online system is **easy to use**. Our Client Executive is excellent. Credit control is very good. **Easy to work with** on the occasion we need some short-term help

It’s more of a **personal approach**

Speed of decision making and ease of access to funds

You can talk to Paragon

Pricing, service and **understanding of our sector**

Very responsive

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