Corporate clients

Main achievements of Sberbank in 2017

Corporate loan portfolio (the Group, IFRS)

14,175 ▲ 4.0%
RUB billion

Index of satisfaction and loyalty of corporate clients (TRIM-index)

70 ▲ 2 points

Share in the market of loans to small and microbusiness

13.3% ▲ 1.1 p. p.

Number of active clients

2,069 ▲ 18%
thousand

Number of products per client

2.79 ▲ 0.53 units
units

Loans to legal entities

11.4
RUB trillion ▲ 24.7%

90% of mass-market small and microbusiness clients are serviced remotely

30% of clients have a personal remote Client Manager in the Corporate Solutions Center;

Field work of Client Managers has been set up for 90% of clients of the high-income small and microbusiness segment.

Client experience

Our goal is to ensure that clients see us as a reliable business partner. We pay special attention to the development of the business culture in Russia. In order to make the first steps in the business world for our clients as smooth as possible, Sberbank is implementing remote services for easy business startup, developing new financial products and non-banking services.

In order to create a qualitatively new level of client service we launched a remote client service channel – the Corporate Solutions Center (CSC). In 2017 regional sites for CSC were fully operational in Saint Petersburg, Tula, Stavropol, Togliatti, Ekaterinburg and Novosibirsk. CSC centralized key service and product functions such as: remote sales and telemarketing, support services, claims work, compliance support, support for transactional business and foreign trade, as well as reference information services.

Sberbank expanded the possibilities for clients to access the Bank's services in 2017 by launching new sales channels – remote Client Manager (via the Corporate Solutions Center), field Client Manager and a partner channel. The regional Togliatti Corporate Solutions Center also began its work in 2017. This new center performs telemarketing