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Financial News

MoneyExpert.com - Lloyds TSB tops credit card website survey - 23/12/2008

A customer experience comparison firm has found Lloyds TSB to have the best website for users of credit cards.

Of six leading credit card providers, Lloyds TSB came top with a mark of 65 per cent from independent researcher Global Reviews.

It was followed by Barclaycard with a mark of 54 per cent and Halifax, rated at 53 per cent.

HBSC came fourth with 50 per cent, Capital One was fifth at 49 per cent and MBNA came in last with a rating of 43 per cent.

The firms' websites were marked for their information, support, customer service and site usability.

Director of Global Reviews Bertie Stevenson said the "vast majority" of people relied on websites to provide them with information on credit cards.

"Credit card companies are missing a trick if they do not provide their customers with the best possible online experience," he said.

Recently, Sainsbury's revealed that over seven million people use credit cards for everyday purchases.

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[Guide to Credit Cards](#)

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[Teenage boys 'using parents' cards for illicit purchases' \(02/01/2009\)](#)

[People 'switching to credit cards' \(02/01/2009\)](#)

[Brits 'will take advantage of credit cards in New Year' \(30/12/2008\)](#)

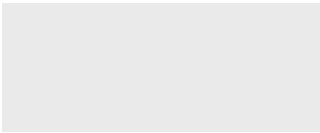
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