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Vasakronan has the most satisfied customers in the Swedish property industry – ranked first place in NKI Satisfied Customer Index

Vasakronan came in first place in the property industry's own Satisfied Customer Index (NKI), the Property Barometer. Vasakronan has been one of the highest ranked customers since the contest began in 1995 and has topped the list on six occasions. The results for 2007 were a further improvement from an index of 79 to 81. Hufvudstaden came in second place with an NKI of 78 and third place was shared by Castellum and the municipal property company KIFAB with an NKI of 77.

"I am proud and highly gratified that we have won this competition again," says a very pleased Håkan Bryngelson, President of Vasakronan. "All of our employees have worked together intensively and the strong teamwork between property administration and Vasakronan Service Partner provided the foundation for this victory.

"We have improved on practically all of the surveyed parameters included in the NKI and have been ranked first in nine of ten points."

NKI is a rating from tenants on their total satisfaction with their landlord. The rating is based on a number of questions including the location of the premises, reporting of defects, service, adaptations, the company's image, the status of the premises, handling complaints, environmental considerations, price/value for the premises and indoor climate. The areas that primarily affect tenants' satisfaction and loyalty are the company's image, service to tenants and the company's ability to adapt its premises to tenants.

"Our starting point is that the workplace is very important to a company's results. If employees are happy, they will actively contribute to developments. Accordingly, Vasakronan offers workplaces in which people are satisfied and can work optimally."

Some of the largest property companies participated in the survey. Consultancy firm CFI Group conducted the survey jointly with Fastighetsägarna Sverige, which investigated office tenants' perceptions of their landlord. The first survey was conducted in 1995. The aim is to identify a link between quality improvements and customer loyalty.

For further information please contact

Håkan Bryngelson, President, Tel. +46 (0)8-783 21 05

Bengt Möller, Senior Vice President Corporate Communications, Tel. +46 (0)8-783 21 09

Real offices for real people.

Vasakronan AB is one of the leading real estate companies in Sweden. Vasakronan is the largest supplier of commercial premises, primarily office properties, with locations in Stockholm, Göteborg, Malmö, Lund and Uppsala.