

**The changing landscape of financial intermediation : overview of literature and Estonian experience**

**Vensel, Vello** The Future of Retail Banking and Customer Relations : a report from the first workshop of The Göran Collert Research Foundation, September 13-14, 2001 2001 / p. 71-72 [https://www.ester.ee/record=b4905982\\*est](https://www.ester.ee/record=b4905982*est)

**Satisfaction with bank services and development of bank-customer relationships - an Estonian case**

**Aarma, August; Vensel, Vello** The Future of Retail Banking and Customer Relations : a report from the first workshop of The Göran Collert Research Foundation, September 13-14, 2001 2001 / p. 68-70 [https://www.ester.ee/record=b4905982\\*est](https://www.ester.ee/record=b4905982*est)