

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

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

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