



Please complete using block capitals or typed answers. Surveys that are incomplete, illegible, or are missing information for the required fields cannot be used. This information is confidential and will not be shared with third parties. Thank you for participating.

About Yourself

Name *(required)*: _____ Fax: _____

Telephone *(required)*: _____ E-Mail *(required)*: _____

Which of the following best describes your job function *(required)*:

- Network Management Securities Operation Settlements Custody
 Back Office Correspondent Banking None of the Above

Would you like a free one-year subscription to *Global Custodian* magazine? *(required)*: YES NO

If YES, please provide your full mailing address:

User Type: _____ State/Province: _____
(i.e. department or field in which you work)

Country: _____

Street: _____

Zip/Postal code: _____

City: _____

Which of the following best describes your job title:

- Head of Network Management Network Manager Head of operations Operations manager
 Head of Settlements Settlements Manager Head of Custody Custody Manager
 Head of Securities Services Securities Services Manager Head of Back Office Back Office Manager
 Other (please specify): _____

About Your Organization

Name of organization: *(required)*: _____

Country where you are based – **NOT where your company is headquartered** *(required)*: _____

State (US responses only): _____



Which of the following best describes the nature of your organization as a whole: *(required)*:

- | | | | |
|--|--|---|---|
| <input type="checkbox"/> Broker-dealer | <input type="checkbox"/> Global custodian bank | <input type="checkbox"/> Pension Fund | <input type="checkbox"/> Securities trading firm |
| <input type="checkbox"/> Central bank | <input type="checkbox"/> ICSD | <input type="checkbox"/> Private bank | <input type="checkbox"/> Supranational |
| <input type="checkbox"/> Commercial bank | <input type="checkbox"/> Inter-dealer broker | <input type="checkbox"/> Private wealth manager | <input type="checkbox"/> Trust bank |
| <input type="checkbox"/> CSD | <input type="checkbox"/> Insurance company | <input type="checkbox"/> Retail bank | <input type="checkbox"/> Universal bank |
| <input type="checkbox"/> Custodian bank | <input type="checkbox"/> Investment bank | <input type="checkbox"/> Savings bank | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Fund manager | <input type="checkbox"/> Issuer (i.e. corporate) | <input type="checkbox"/> State agency (other than central bank) | |

Which of the following best describes the function of your part of the organization? *(required)*:

<input type="checkbox"/> Securities clearing and settlement	<input type="checkbox"/> Fund management	<input type="checkbox"/> Broker-dealing	<input type="checkbox"/> None of the above
<input type="checkbox"/> Custody banking	<input type="checkbox"/> Private wealth management	<input type="checkbox"/> Securities trading	

Please state the approximate total value of the appropriate choice for your type of organization:

(If you do not choose a value, your response will be assigned the lowest weighting)

Please choose one

- Please state total value of assets in custody **IF** your Organization is a Bank (of any kind), CSD, ICSD, State Agency or Supranational *(required)*:
- Please state total value of assets of the firm **IF** your Organization is a Fund Manager, Hedge Fund Manager, Insurance Company, Pension Fund, Private Client Stockbroker or Private Wealth Manager *(required)*:
- Please state total value of assets Under Management **IF** your Organization is a Securities Firm, Broker-Dealer, Issuer or Other *(required)*:

- Less than US\$10 Million
- US\$10-49 Million
- US\$50-99 Million
- US\$100-249 Million
- US\$250-499 Million
- US\$500-999 Million
- US\$1.0-1.9 Billion
- US\$2.0-2.9 Billion
- US\$3.0-3.9 Billion
- US\$4.0-4.9 Billion
- US\$5.0-9.9 Billion
- US\$10 Billion and more
- Not Disclosed

What is the total number of agent banks that your organization uses? *(required)*: _____

Please give the address of your corporate web site (for verification purposes): *(required)*: _____

Please state your Bank Identification Code (BIC) code (or if not a bank, other unique identification number) *(required)*: _____



About Your Agent Bank

Please choose from the following list all of the providers which you use to service your needs: *(required)*:

- | | | | |
|---|--|--|---|
| <input type="checkbox"/> Agricultural Bank of China | <input type="checkbox"/> Bank Pekao | <input type="checkbox"/> Hansabank | <input type="checkbox"/> SEB Eesti Uhispank |
| <input type="checkbox"/> Amen Bank | <input type="checkbox"/> Bankpost Romania S.A. (Eurobank EFG Group) | <input type="checkbox"/> Hellenic Bank | <input type="checkbox"/> SEB Latvijas Unibanka |
| <input type="checkbox"/> Arab Bank | <input type="checkbox"/> Banque de Tunisie | <input type="checkbox"/> HSBC | <input type="checkbox"/> SEB Vilniaus Bankas |
| <input type="checkbox"/> Arion Custody Services | <input type="checkbox"/> Banque Internationale Arabe de Tunisie | <input type="checkbox"/> HVB Bank | <input type="checkbox"/> SG Express Bank (Societe Generale) |
| <input type="checkbox"/> ATF Bank | <input type="checkbox"/> Banque Marocaine de Commerce et d l'Industrie | <input type="checkbox"/> Industrial and Commerical Bank of China | <input type="checkbox"/> Slovenska Spritelna |
| <input type="checkbox"/> Attijariwafa Bank | <input type="checkbox"/> Barclays Bank | <input type="checkbox"/> ING | <input type="checkbox"/> Societe Generale |
| <input type="checkbox"/> Banco BCT | <input type="checkbox"/> Barclays Securities Administration | <input type="checkbox"/> Israel Discount Bank | <input type="checkbox"/> Splitska Banka |
| <input type="checkbox"/> Banco Bradesco S.A. | <input type="checkbox"/> BBVA Bancomer | <input type="checkbox"/> JSC Bank VTB | <input type="checkbox"/> Stanbic Bank |
| <input type="checkbox"/> Banco de Credito Del Peru | <input type="checkbox"/> BNP Paribas Securities Services | <input type="checkbox"/> KBC Securities Services Hungary | <input type="checkbox"/> Standard Bank |
| <input type="checkbox"/> Banco de la Produccion | <input type="checkbox"/> BRE Bank | <input type="checkbox"/> Kasikorn Bank | <input type="checkbox"/> Standard Chartered Bank |
| <input type="checkbox"/> Banco de la Republica Oriental del Uruguay | <input type="checkbox"/> Central Trust of China | <input type="checkbox"/> Komerčni Bank | <input type="checkbox"/> TEB Securities Services |
| <input type="checkbox"/> Banco de Venezuela (Santander Group) | <input type="checkbox"/> Ceska Sporitelna | <input type="checkbox"/> Kookmin Bank | <input type="checkbox"/> TMB Bank (Thai Military Bank) |
| <input type="checkbox"/> BANCO ITAU S.A | <input type="checkbox"/> China Construction Bank | <input type="checkbox"/> Korea Exchange Bank | <input type="checkbox"/> UniCredit Bank Bosnia |
| <input type="checkbox"/> Banco Rio De La Plata (Santander Group) | <input type="checkbox"/> China Merchants Bank | <input type="checkbox"/> Landesbanki | <input type="checkbox"/> UniCredit Bank Czech Rep |
| <input type="checkbox"/> Banco Santander Brasil (Grupo Santander) | <input type="checkbox"/> Citi | <input type="checkbox"/> Marfin Popular Bank | <input type="checkbox"/> UniCredit Bank Hungary |
| <input type="checkbox"/> Banco Santander Santiago (Grupo Santander) | <input type="checkbox"/> Commercial International Bank | <input type="checkbox"/> Maybank | <input type="checkbox"/> UniCredit Bank Russia |
| <input type="checkbox"/> Banco Santander Serfin (Grupo Santander) | <input type="checkbox"/> CSOB - Ceskoslovenska obchodni banka, a.s. | <input type="checkbox"/> National Bank of Egypt | <input type="checkbox"/> UniCredit Bank Serbia |
| <input type="checkbox"/> Banco Venezolano de Credito | <input type="checkbox"/> Cyprus Popular Bank | <input type="checkbox"/> National Bank of Malawi Ltd | <input type="checkbox"/> UniCredit Bank Slovakia |
| <input type="checkbox"/> Banco Wiese Sudameris | <input type="checkbox"/> Deutsche Bank | <input type="checkbox"/> Nordea | <input type="checkbox"/> UniCredit Bank Slovenia |
| <input type="checkbox"/> Bangkok Bank | <input type="checkbox"/> Erste & Steiermarkische Bank | <input type="checkbox"/> Nova Ljubljanska Banka | <input type="checkbox"/> UniCredit Bank Ukraine |
| <input type="checkbox"/> Bank Austria | <input type="checkbox"/> Erste Bank | <input type="checkbox"/> Privredna Banka Zagreb | <input type="checkbox"/> UniCredit Bulbank |
| <input type="checkbox"/> Bank Hapoalim | <input type="checkbox"/> Eurobank EFG Bulgaria AD | <input type="checkbox"/> RZB Group | <input type="checkbox"/> UniCredit Tiriatic |
| <input type="checkbox"/> Bank Leumi le-Israel | <input type="checkbox"/> Eurobank EFG | <input type="checkbox"/> Santander Investment Trust Colombia (Grupo Santander) | <input type="checkbox"/> UniCredit-HVB |
| <input type="checkbox"/> Bank Millennium SA | <input type="checkbox"/> FirstCaribbean International | <input type="checkbox"/> Scotia Capital | <input type="checkbox"/> United Mizrahi Bank |
| <input type="checkbox"/> Bank of China Limited | <input type="checkbox"/> Garanti Bankasi | <input type="checkbox"/> SEB | <input type="checkbox"/> United Overseas Bank |
| <input type="checkbox"/> Bank of Communications | <input type="checkbox"/> Glitnir Banki | <input type="checkbox"/> SEB Bank Ukraine | <input type="checkbox"/> Zagrebacka Banka |
| <input type="checkbox"/> Bank of Cyprus | <input type="checkbox"/> Hana Bank | <input type="checkbox"/> Other (Please specify) _____ | |

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Do you use this provider primarily for:

A) Clearing services (i.e. clearing and settling securities transactions)

B) Custody services (i.e. keeping assets in safe custody and servicing those assets, for example by collecting interest and dividend payments, notifying them of corporate actions and implementing their instructions, voting as their proxy at AGMs etc)

Please write the names of providers/markets you wish to rate	Provider/ 1	Provider/ 2	Provider/ 3	Provider/ 4	Provider/ 5	Provider/ 6	Provider/ 7	Provider/ 8	Provider/ 9	Provider/ 10
		A) <input type="checkbox"/> B) <input type="checkbox"/>	A) <input type="checkbox"/> B) <input type="checkbox"/>	A) <input type="checkbox"/> B) <input type="checkbox"/>	A) <input type="checkbox"/> B) <input type="checkbox"/>	A) <input type="checkbox"/> B) <input type="checkbox"/>	A) <input type="checkbox"/> B) <input type="checkbox"/>	A) <input type="checkbox"/> B) <input type="checkbox"/>	A) <input type="checkbox"/> B) <input type="checkbox"/>	A) <input type="checkbox"/> B) <input type="checkbox"/>

Is your organization affiliated with this agent bank (through ownership, alliance or joint-venture)? <i>(please select one)</i> <i>(required):</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO

Market (country) or markets in which you are rating this agent bank **(Please choose all that apply):** *(required):*

- | | | | |
|--------------------------------------|--|--|--------------------------------------|
| <input type="checkbox"/> Argentina | <input type="checkbox"/> Bahrain | <input type="checkbox"/> Bangladesh | <input type="checkbox"/> Bermuda |
| <input type="checkbox"/> Botswana | <input type="checkbox"/> Brazil | <input type="checkbox"/> Bulgaria | <input type="checkbox"/> Chile |
| <input type="checkbox"/> China | <input type="checkbox"/> Colombia | <input type="checkbox"/> Costa Rica | <input type="checkbox"/> Croatia |
| <input type="checkbox"/> Cyprus | <input type="checkbox"/> Czech Republic | <input type="checkbox"/> Ecuador | <input type="checkbox"/> Egypt |
| <input type="checkbox"/> Estonia | <input type="checkbox"/> Ghana | <input type="checkbox"/> Hungary | <input type="checkbox"/> Iceland |
| <input type="checkbox"/> India | <input type="checkbox"/> Indonesia | <input type="checkbox"/> Israel | <input type="checkbox"/> Ivory Coast |
| <input type="checkbox"/> Jamaica | <input type="checkbox"/> Jordan | <input type="checkbox"/> Kazakhstan | <input type="checkbox"/> Kenya |
| <input type="checkbox"/> Korea | <input type="checkbox"/> Kuwait | <input type="checkbox"/> Latvia | <input type="checkbox"/> Lebanon |
| <input type="checkbox"/> Lithuania | <input type="checkbox"/> Malaysia | <input type="checkbox"/> Mauritius | <input type="checkbox"/> Malta |
| <input type="checkbox"/> Mexico | <input type="checkbox"/> Morocco | <input type="checkbox"/> Namibia | <input type="checkbox"/> Nigeria |
| <input type="checkbox"/> Oman | <input type="checkbox"/> Palestinian Autonomous Area | <input type="checkbox"/> Pakistan | <input type="checkbox"/> Peru |
| <input type="checkbox"/> Philippines | <input type="checkbox"/> Poland | <input type="checkbox"/> Qatar | <input type="checkbox"/> Romania |
| <input type="checkbox"/> Russia | <input type="checkbox"/> Saudi Arabia | <input type="checkbox"/> Serbia and Montenegro | <input type="checkbox"/> Slovakia |
| <input type="checkbox"/> Slovenia | <input type="checkbox"/> Sri Lanka | <input type="checkbox"/> Swaziland | <input type="checkbox"/> Taiwan |
| <input type="checkbox"/> Tanzania | <input type="checkbox"/> Thailand | <input type="checkbox"/> Tunisia | <input type="checkbox"/> Turkey |
| <input type="checkbox"/> Uganda | <input type="checkbox"/> Ukraine | <input type="checkbox"/> United Arab Emirates | <input type="checkbox"/> Uruguay |
| <input type="checkbox"/> Vietnam | <input type="checkbox"/> Venezuela | <input type="checkbox"/> Zambia | <input type="checkbox"/> Zimbabwe |
| <input type="checkbox"/> Other _____ | | | |

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<i>Please write the names of providers/markets you wish to rate</i>	Provider/ Location 1	Provider/ Location 2	Provider/ Location 3	Provider/ Location 4	Provider/ Location 5	Provider/ Location 6	Provider/ Location 7	Provider/ Location 8	Provider/ Location 9	Provider/ Location 10
Is this a cross-border relationship? (i.e. are you buying this service in a country other than your own?) <i>(please select one) (required):</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO

Which of the following best describes your relationship with this provider: *(required):*

This provider is an ICSD, which we are using as a single window into multiple instruments and/or markets										
This provider is an agent bank from which we buy services in a number of markets, and which services our needs via its own operations in each of the local markets										
This provider is an agent bank from which we buy a service in this market only, and which services our needs in this market only										
This provider is an agent bank from which we buy services in a number of markets, and which services our needs from a single centralized service center										
This provider is an agent bank from which we buy services in a number of markets, and which services our needs through a mixture of local market and centralized operations										
We self-clear in this market through our own account at the local CSD, and use this provider for a limited range of services										

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Global Custodian

Agent Banks in Emerging Markets Survey 2008

The following information will not be disclosed to third parties; it is for weighting purposes only. (If you do not provide an answer, your response will be assigned the lowest weighting)

Approximate value of total assets your organization had in custody with each agent bank at December 31, 2007 or nearest suitable date (please choose from the following ranges) **(required)**:

	Provider/ Location 1	Provider/ Location 2	Provider/ Location 3	Provider/ Location 4	Provider/ Location 5	Provider/ Location 6	Provider/ Location 7	Provider/ Location 8	Provider/ Location 9	Provider/ Location 10
Less than US\$10 Million										
US\$10-49 Million										
US\$50-99 Million										
US\$100-249 Million										
US\$250-499 Million										
US\$500-999 Million										
US\$1.0-1.9 Billion										
US\$2.0-2.9 Billion										
US\$3.0-3.9 Billion										
US\$4.0-4.9 Billion										
US\$5.0-9.9 Billion										
US\$10 Billion and more										

Average monthly volume of transactions your organization processed through with each agent bank in each market in the year ended December 31, 2007 or nearest suitable date (please choose from the following ranges) **(required)**:

	Provider/ Location 1	Provider/ Location 2	Provider/ Location 3	Provider/ Location 4	Provider/ Location 5	Provider/ Location 6	Provider/ Location 7	Provider/ Location 8	Provider/ Location 9	Provider/ Location 10
0 – 50										
51 – 250										
251 – 500										
501 – 1,000										
1,001 – 2,500										
2,501 – 5,000										
5,001 – 7,500										
7,501 – 10,000										
10,001 – 12,500										
12,501 – 15,000										
15,501 – 20,000										
More than 20,000										

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Rating Your Agent Bank

Please rate the performance of each of your providers in each of the categories below using the following scoring scale:

- 1 – Unacceptable
- 2 – Very Weak (consistently fails to meet expectations)
- 3 – Weak (sometimes fails to meet expectations)
- 4 – Satisfactory (adequate, but undistinguished)
- 5 – Good (consistently meets expectations)
- 6 – Very Good (exceeds some reasonable expectations)
- 7 – Excellent (exceeds most normal expectations)
- N/A – Not applicable (service not purchased)

Value and Commitment

<i>Please write the names of providers/markets you wish to rate</i>	Provider/Location 1	Provider/Location 2	Provider/Location 3	Provider/Location 4	Provider/Location 5	Provider/Location 6	Provider/Location 7	Provider/Location 8	Provider/Location 9	Provider/Location 10
Does this agent bank/ICSD provide regular client updates/newsletters?	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO

	Provider/location 1	Provider/location 2	Provider/location 3	Provider/location 4	Provider/location 5	Provider/location 6	Provider/location 7	Provider/location 8	Provider/location 9	Provider/location 10
1. Credentials in the securities services business (i.e. senior management commitment, length of establishment, market share, experience of staff, local influence etc.) <i>(required):</i>										
2. Priority given to securities services within total business activities <i>(required):</i>										
3. Competitiveness of fees charged (relative to other ICSDs/agent banks used) <i>(required):</i>										
4. Value received in return for fees paid <i>(required):</i>										
5. Quality of service relative to other ICSDs/agent banks used <i>(required):</i>										

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6. Track record in helping you to work more effectively (e.g. customization, innovation, etc.) <i>(required)</i> :										
7. Continuity of senior management <i>(required)</i> :										
8. Credibility of business continuity planning <i>(required)</i> :										
9. Local market influence (e.g. over regulators, market infrastructure, tax regime, etc.) <i>(required)</i> :										
10. Timeliness of local market information <i>(required)</i> :										
11. Usefulness of client updates/newsletters <i>(required)</i> :										
What one service would you like this provider to improve? <i>(required)</i> :										

Which of these services is most important to you? (please choose a number from above) *(required)*: _____

Client Service and Relationship Management

<i>Please write the names of the providers and markets you are rating</i>	Provider/ location 1	Provider/ location 2	Provider/ location 3	Provider/ location 4	Provider/ location 5	Provider/ location 6	Provider/ location 7	Provider/ location 8	Provider/ location 9	Provider/ location 10
12. Knowledgeability of personnel on operational matters in this market <i>(required)</i> :										
13. Responsiveness of operational personnel <i>(required)</i> :										
14. Flexibility of operational personnel in meeting client needs <i>(required)</i> :										
15. Effectiveness of operational personnel in solving problems <i>(required)</i> :										
16. Pro-activity of relationship manager <i>(required)</i> :										

Comment: _____

Which of these services is most important to you? (please choose a number from above) *(required)*: _____

Reporting

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Global Custodian

Agent Banks in Emerging Markets Survey 2008

Please write the names of the providers and markets you are rating	Provider/ location 1	Provider/ location 2	Provider/ location 3	Provider/ location 4	Provider/ location 5	Provider/ location 6	Provider/ location 7	Provider/ location 8	Provider/ location 9	Provider/ location 10
17. Comprehensiveness of SWIFT reporting <i>(required)</i> :										
18. Value added by non-SWIFT reports (e.g. proprietary formats) <i>(required)</i> :										
19. Quality of reporting of settled trades (i.e. accuracy, timeliness, completeness, correction of earlier errors, etc) <i>(required)</i> :										
20. Quality of reporting of trade status (i.e. accuracy, timeliness, completeness, correction of earlier errors, etc) <i>(required)</i> :										
21. Quality of management information (i.e. accuracy, timeliness, completeness, correction of earlier errors, etc) <i>(required)</i> :										

Provider/ location 1	Provider/ location 2	Provider/ location 3	Provider/ location 4	Provider/ location 5	Provider/ location 6	Provider/ location 7	Provider/ location 8	Provider/ location 9	Provider/ location 10
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When are securities account positions updated?

<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time
<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day
<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight

Which of these services is most important to you? (please choose a number from above) *(required)*: _____

Corporate Actions

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	Provider/ location 1	Provider/ location 2	Provider/ location 3	Provider/ location 4	Provider/ location 5	Provider/ location 6	Provider/ location 7	Provider/ location 8	Provider/ location 9	Provider/ location 10
22. Automation of notification process <i>(required)</i> :										
23. Quality of notifications of corporate actions (i.e. timeliness, accuracy, completeness, adherence to SWIFT standards etc.) <i>(required)</i> :										
24. Follow-up of pre-advised voluntary corporate actions <i>(required)</i> :										
25. Quality of processing of corporate action instructions (i.e. promptness, accuracy, reporting) <i>(required)</i> :										
26. Flexibility of deadlines for receipt of instructions (i. e. closeness of agent deadlines to local market deadlines) <i>(required)</i> :										
27. Quality of posting of corporate action entitlements (i.e. level of automation, accuracy) <i>(required)</i> :										
28. Speed of resolution of queries <i>(required)</i> :										

Which of these services is most important to you? (please choose a number from above) *(required)*: _____

Proxy Voting

Provider/ location 1	Provider/ Location 2	Provider/ location 3	Provider/ location 4	Provider/ location 5	Provider/ location 6	Provider/ location 7	Provider/ location 8	Provider/ location 9	Provider/ location 10
Does this agent bank outsource proxy voting services? <i>(required)</i> :									
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
Do you outsource responsibility for proxy voting?									
<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO

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	Provider/ location 1	Provider/ location 2	Provider/ location 3	Provider/ location 4	Provider/ location 5	Provider/ location 6	Provider/ location 7	Provider/ location 8	Provider/ location 9	Provider/ location 10
29. Timeliness of notification of company meetings <i>(required)</i> :										
30. Quality of posting of voting instructions (i.e. accuracy, timeliness) <i>(required)</i> :										
Comments:										

Which of these services is most important to you? (please choose a number from above) *(required)*: _____

Cash Management and Foreign Exchange

	Provider/ location 1	Provider/ location 2	Provider/ location 3	Provider/ location 4	Provider/ location 5	Provider/ location 6	Provider/ location 7	Provider/ location 8	Provider/ location 9	Provider/ location 10
31. Quality of payments processing (in relation to securities trades only) <i>(required)</i> :										
32. Flexibility over funding deadlines (i.e. closeness of agent deadlines to local market deadline) <i>(required)</i> :										
33. Accuracy of funding projections <i>(required)</i> :										
34. Competitiveness of rates charged/paid on balances <i>(required)</i> :										
35. Quality of foreign exchange services <i>(required)</i> :										
36. Competitiveness of foreign exchange rates (from this agent bank) <i>(required)</i> :										
37. Range of settlement currencies (if more than one currency is permitted in this market) <i>(required)</i> :										

Which of these services is most important to you? (please choose a number from above) *(required)*: _____

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Provider/ Location 1	Provider/ location 2	Provider/ location 3	Provider/ location 4	Provider/ location 5	Provider/ location 6	Provider/ location 7	Provider/ location 8	Provider/ location 9	Provider/ location 10
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When are cash balances updated? **(Mark all that apply)**

<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time	<input type="checkbox"/> Real-time
<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day	<input type="checkbox"/> Intra-day
<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight	<input type="checkbox"/> Overnight

Income Collection

	Provider/ location 1	Provider/ location 2	Provider/ location 3	Provider/ location 4	Provider/ location 5	Provider/ location 6	Provider/ location 7	Provider/ location 8	Provider/ location 9	Provider/ location 10
38. Ability to process paper-based entitlements (e.g. bearer coupons) efficiently <i>(required):</i>										
39. Notification of income due <i>(required):</i>										
40. Crediting of income collected <i>(required):</i>										
41. Reporting of income collected <i>(required):</i>										

Which of these services is most important to you? (please choose a number from above) *(required):* _____

Tax Reclaims

Provider/ location 1	Provider/ location 2	Provider/ location 3	Provider/ location 4	Provider/ location 5	Provider/ location 6	Provider/ location 7	Provider/ location 8	Provider/ location 9	Provider/ location 10
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	-----------------------------

Do you know if tax reclaims are available in this market? *(required):*

<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW
---	---	---	---	---	---	---	---	---	---

Do you know if tax relief at source is available in this market?

<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW
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	Provider/ location 1	Provider/ location 2	Provider/ location 3	Provider/ location 4	Provider/ location 5	Provider/ location 6	Provider/ location 7	Provider/ location 8	Provider/ location 9	Provider/ location 10
42. Efficiency of agent bank/ICSD in obtaining tax relief at source (if possible in market) <i>(required)</i> :										
43. Efficiency of agent bank/ICSD in reclaiming tax paid (where appropriate) <i>(required)</i> :										
44. Pro-activity in pursuing tax reclaims <i>(required)</i> :										
45. Quality of information about local tax regimes <i>(required)</i> :										

Which of these services is most important to you? (please choose a number from above) *(required)*: _____

Securities Borrowing and Lending

Provider/ Location 1	Provider/ Location 2	Provider/ Location 3	Provider/ Location 4	Provider/ Location 5	Provider/ Location 6	Provider/ Location 7	Provider/ Location 8	Provider/ Location 9	Provider/ Location 10
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Do you use this agent to borrow or lend securities in this market *other than to cover trade fails?* *(required)*:

<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW
--	--	--	--	--	--	--	--	--	--	--

Is securities lending permitted in this market for purposes *other than to cover trade fails?*

<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW
--	--	--	--	--	--	--	--	--	--	--

Do you know if securities issued in this market are lent or borrowed offshore for purposes *other than to cover trade fails?*

<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW
--	--	--	--	--	--	--	--	--	--	--

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	Provider/ Location 1	Provider/ Location 2	Provider/ Location 3	Provider/ Location 4	Provider/ Location 5	Provider/ Location 6	Provider/ Location 7	Provider/ Location 8	Provider/ Location 9	Provider/ Location 10
46. Breadth of securities available to borrow (relative to other agents used) <i>(required):</i>										
47. Automation of securities borrowing process <i>(required):</i>										
48. Competitiveness of securities lending fees/rebates <i>(required):</i>										
49. Diversity of collateral accepted <i>(required):</i>										
50. Sophistication of collateralization process <i>(required):</i>										

Which of these services is most important to you? (please choose a number from above) *(required):* _____

Settlement

Provider/ Location 1	Provider/ Location 2	Provider/ Location 3	Provider/ Location 4	Provider/ Location 5	Provider/ Location 6	Provider/ Location 7	Provider/ Location 8	Provider/ Location 9	Provider/ Location 10	
Is securities lending or borrowing permitted in this market to cover potential trade fails?										
<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW
Do you make use of securities lending and borrowing service in this market to cover potential trade fails? <i>(required):</i>										
<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW
Do you know if it is possible to settle transactions in more than one currency in this market?										
<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW

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	Provider/ Location 1	Provider/ Location 2	Provider/ Location 3	Provider/ Location 4	Provider/ Location 5	Provider/ Location 6	Provider/ Location 7	Provider/ Location 8	Provider/ Location 9	Provider/ Location 10
51. Proportion of trades matched successfully (taking account of local market practice and infrastructure) <i>(required)</i> :										
52. Effectiveness in resolving unmatched trades <i>(required)</i> :										
53. Timeliness of settlement confirmation <i>(required)</i> :										
54. Ability of agent bank/ICSD to settle trades by internal book transfers ('internalization') <i>(required)</i> :										
55. Ability of agent bank/ICSD to settle a wide variety of securities efficiently <i>(required)</i> :										
56. Pro-activity in failed trade resolution <i>(required)</i> :										
57. Flexibility over trade processing deadline (i.e. closeness of agent deadlines to local market deadline) <i>(required)</i> :										
58. Efficiency of securities lending to cover trade fails <i>(required)</i> :										

Which of these services is most important to you? (please choose a number from above) *(required)*: _____

Technology and Connectivity

	Provider/ Location 1	Provider/ Location 2	Provider/ Location 3	Provider/ Location 4	Provider/ Location 5	Provider/ Location 6	Provider/ Location 7	Provider/ Location 8	Provider/ Location 9	Provider/ Location 10	
Do you communicate with this agent primarily via A) a proprietary system B) an industry standard network (e.g. SWIFT)	<input type="checkbox"/> A) <input type="checkbox"/> B)	<input type="checkbox"/> A) <input type="checkbox"/> B)	<input type="checkbox"/> A) <input type="checkbox"/> B)	<input type="checkbox"/> A) <input type="checkbox"/> B)	<input type="checkbox"/> A) <input type="checkbox"/> B)	<input type="checkbox"/> A) <input type="checkbox"/> B)	<input type="checkbox"/> A) <input type="checkbox"/> B)	<input type="checkbox"/> A) <input type="checkbox"/> B)	<input type="checkbox"/> A) <input type="checkbox"/> B)	<input type="checkbox"/> A) <input type="checkbox"/> B)	<input type="checkbox"/> A) <input type="checkbox"/> B)
59. Availability of account information (e.g. via proprietary system, SWIFT, CPU-to-CPU, on-line system etc) <i>(required)</i> :											
60. Adherence to standardized message types (e.g. SWIFT) <i>(required)</i> :											

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61. Effectiveness of technology in lowering transaction costs (e.g. by increasing rates of automation) <i>(required):</i>										
62. Reliability (i.e. continuous operational availability) of connectivity to this agent <i>(required):</i>										
63. Range of connectivity options available to communicate with this agent (e.g. via proprietary system, SWIFT, CPU-to-CPU, on-line system, etc) <i>(required):</i>										

Which of these services is most important to you? (please choose a number from above) *(required):* _____

<i>What do you consider to be this agent bank/ICSD's strengths? (required):</i>										
<i>What do you consider to be this agent bank/ICSD's weaknesses? (required):</i>										

Are you willing to let us inform your agent bank/ICSD that you were the individual who completed this survey on behalf of your fund?

YES NO

Agent banks/ICSDs are interested in your specific feedback so they can improve the quality of service they provide. Are you willing to share your specific answers with your agent banks'/ICSDs' senior management, with each agent bank/ICSD receiving just the feedback on itself? Information that is not broker-specific (e.g., data about your fund size, leverage, performance, etc.) will not be disclosed to any agent bank.

YES NO

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE