

ESAS/NZClear Help Desk Survey 2021

Wednesday, May 05, 2021



38 Total Responses
Complete Responses: 34



Things we are doing well

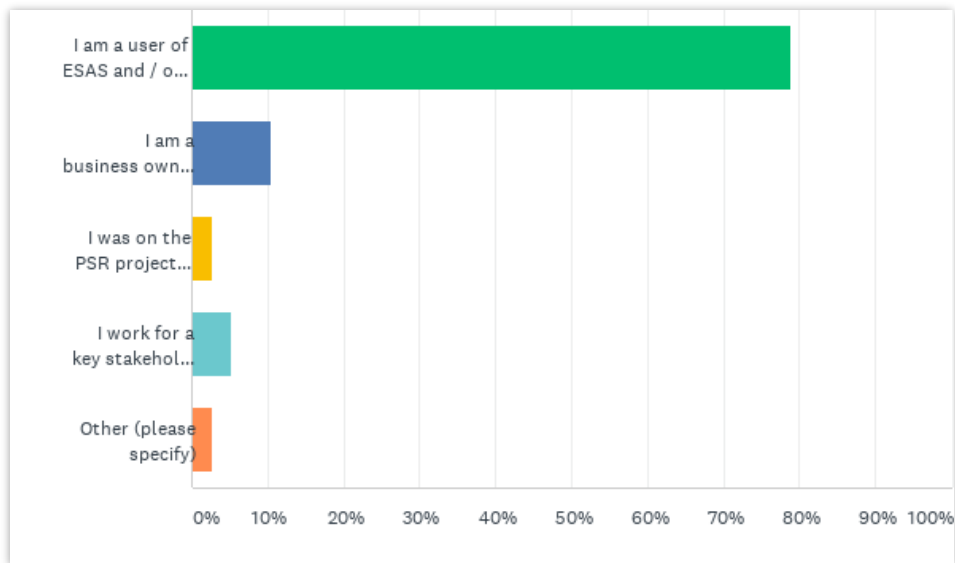
- “Your staff takes ownership, answers queries well and on time, give holding replies”
- “Really appreciate the prompt responses to any queries, and the very friendly staff with a can do attitude. Great team to work with”
- “RB does a good job of communication, send updates regularly, so keep up the good work”
- “Really appreciate the continued timely updates when things don’t go according to plan”
- “Great team always willing to help and support our requirements. Commercially orientated and flexible”





What is your main relationship with the RBNZ?

Answered: 38 Skipped: 0



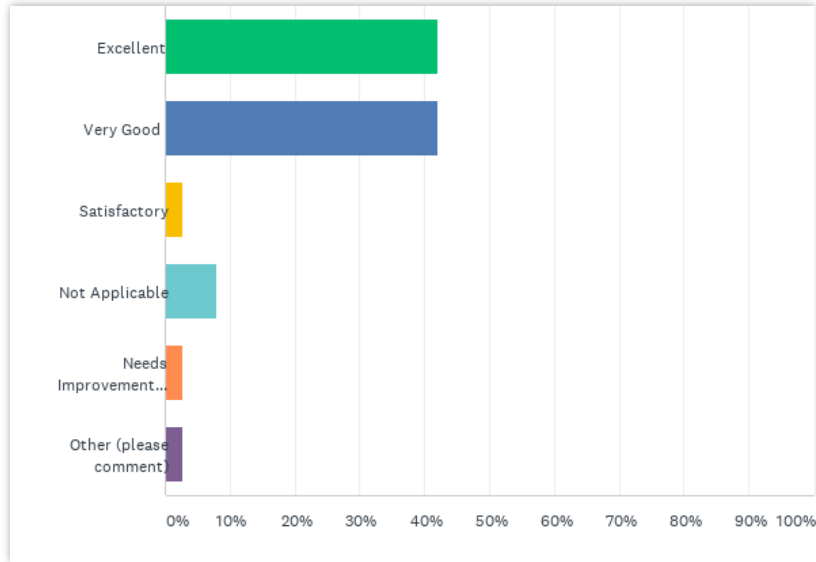
ANSWER CHOICES	RESPONSES	
I am a user of ESAS and / or NZClear	78.95%	30
I am a business owner or key contact of ESAS and / or NZClear	10.53%	4
I was on the PSR project team (i.e project manager, change manager, tester)	2.63%	1
I work for a key stakeholder that has a relationship with the RBNZ	5.26%	2
Other (please specify)	2.63%	1
TOTAL		38





How do you rate our staff for being polite, approachable and friendly?

Answered: 38 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	42.11%	16
Very Good	42.11%	16
Satisfactory	2.63%	1
Not Applicable	7.89%	3
Needs Improvement (please comment)	2.63%	1
Other (please comment)	2.63%	1
TOTAL		38

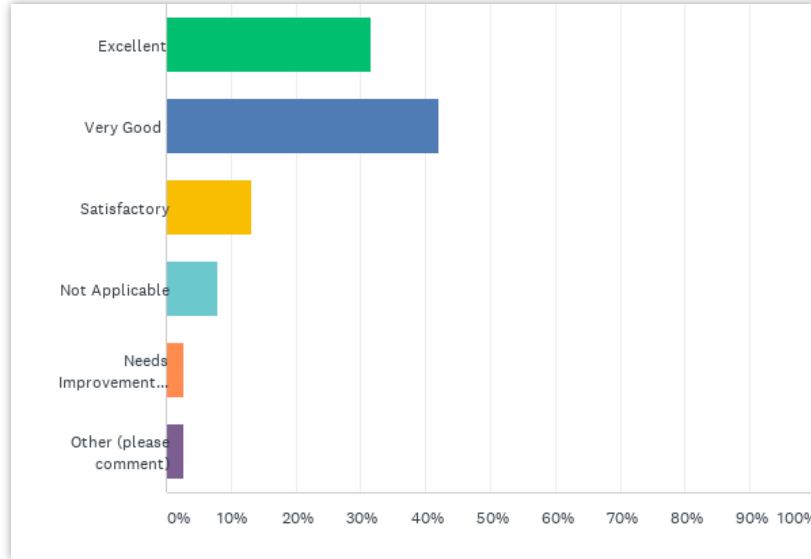




How do you rate our staff for providing accurate and timely responses to queries (i.e on first contact)?



Answered: 38 Skipped: 0

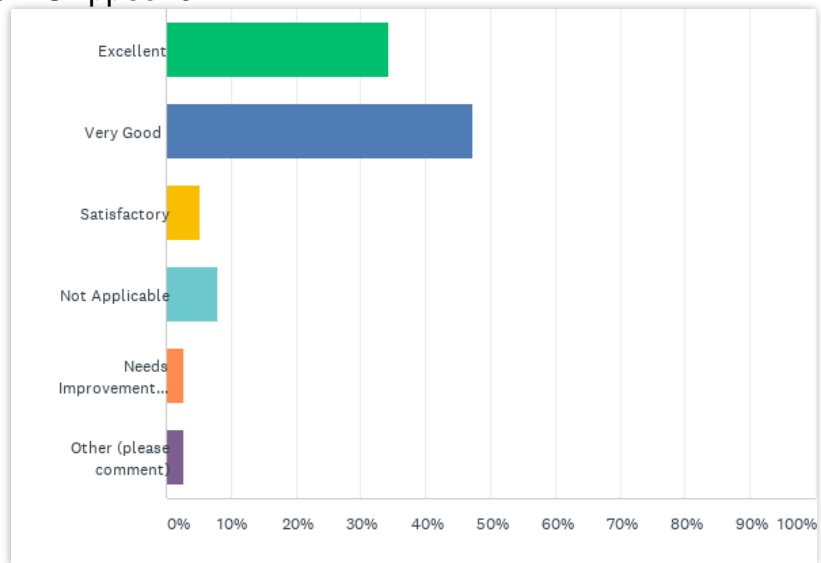


ANSWER CHOICES	RESPONSES	
Excellent	31.58%	12
Very Good	42.11%	16
Satisfactory	13.16%	5
Not Applicable	7.89%	3
Needs Improvement (please comment)	2.63%	1
Other (please comment)	2.63%	1
TOTAL		38



How do you rate our staff for having appropriate system knowledge?

Answered: 38 Skipped: 0



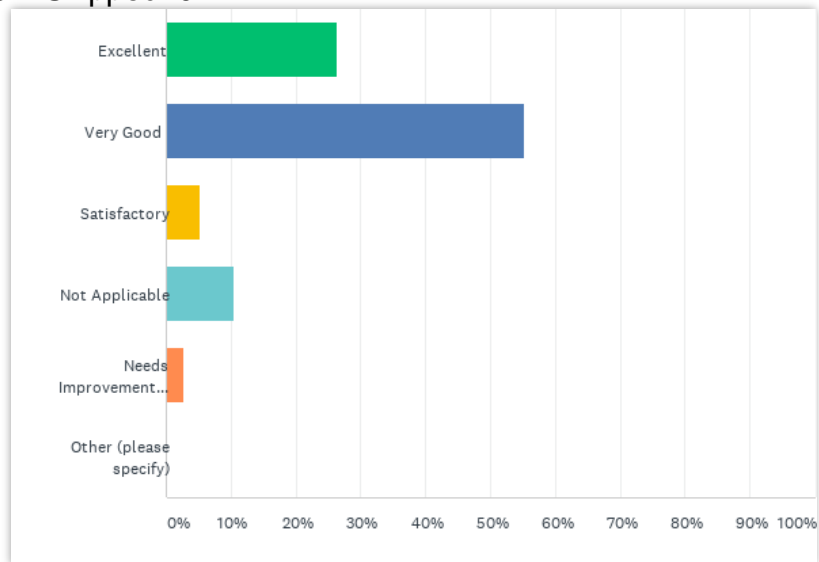
ANSWER CHOICES	RESPONSES	
Excellent	34.21%	13
Very Good	47.37%	18
Satisfactory	5.26%	2
Not Applicable	7.89%	3
Needs Improvement (please comment)	2.63%	1
Other (please comment)	2.63%	1
TOTAL		38





How do you rate our staff for having appropriate business knowledge?

Answered: 38 Skipped: 0



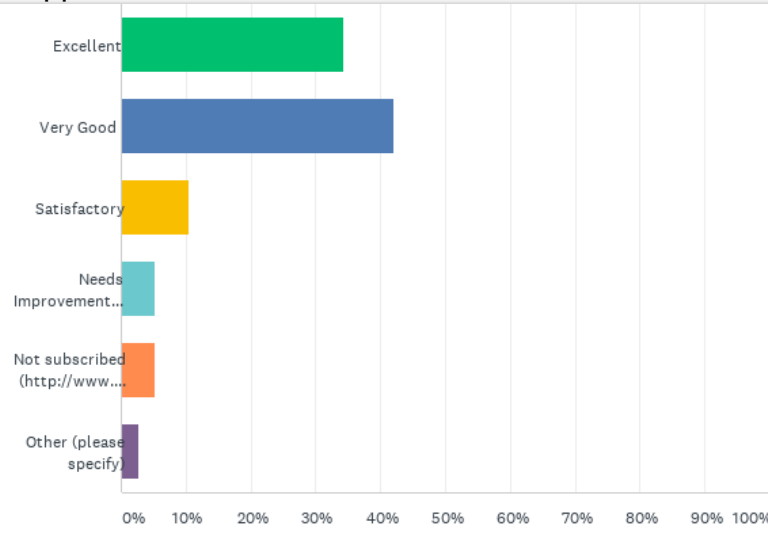
ANSWER CHOICES	RESPONSES	
Excellent	26.32%	10
Very Good	55.26%	21
Satisfactory	5.26%	2
Not Applicable	10.53%	4
Needs Improvement (please comment)	2.63%	1
Other (please specify)	0.00%	0
TOTAL		38





How do you rate the timeliness and relevance of information provided in the ESAS/NZClear e-news items and status updates?

Answered: 38 Skipped: 0

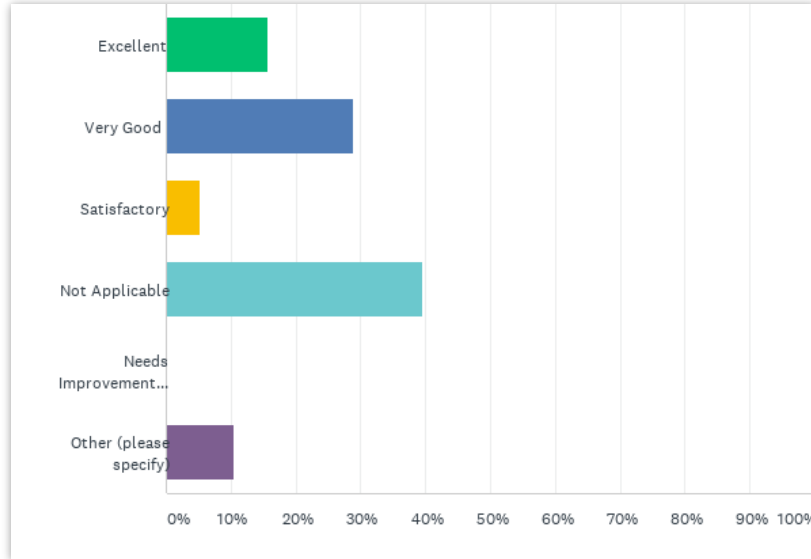


ANSWER CHOICES	RESPONSES
Excellent	34.21% 13
Very Good	42.11% 16
Satisfactory	10.53% 4
Needs Improvement (please comment)	5.26% 2
Not subscribed (http://www.rbnz.govt.nz/email-updates)	5.26% 2
Other (please specify)	2.63% 1
TOTAL	38



How do you rate our ability to provide Corporate Action information and processing in a timely and accurate manner?

Answered: 38 Skipped: 0

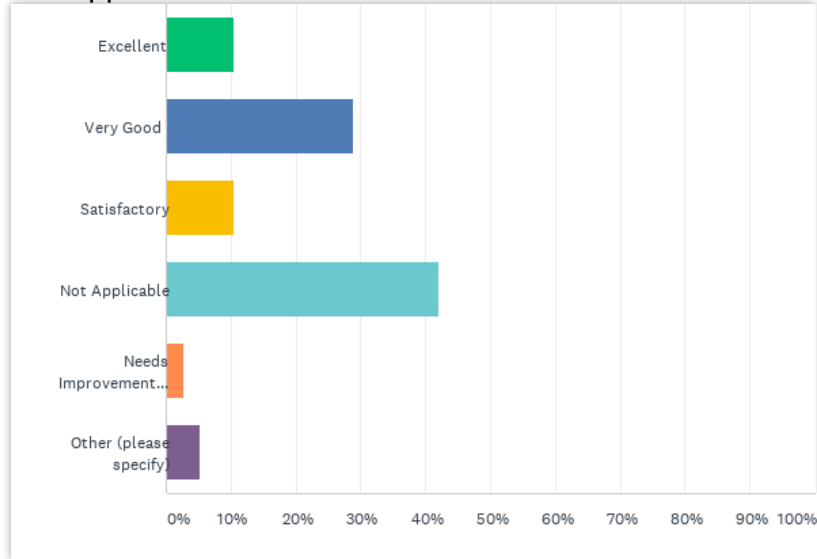


ANSWER CHOICES	RESPONSES
Excellent	15.79% 6
Very Good	28.95% 11
Satisfactory	5.26% 2
Not Applicable	39.47% 15
Needs Improvement (please comment)	0.00% 0
Other (please specify)	10.53% 4
TOTAL	38



How do you rate our ability to complete processing of New Issues in a timely and accurate manner? (i.e. to create series of new fixed interest securities)

Answered: 38 Skipped: 0

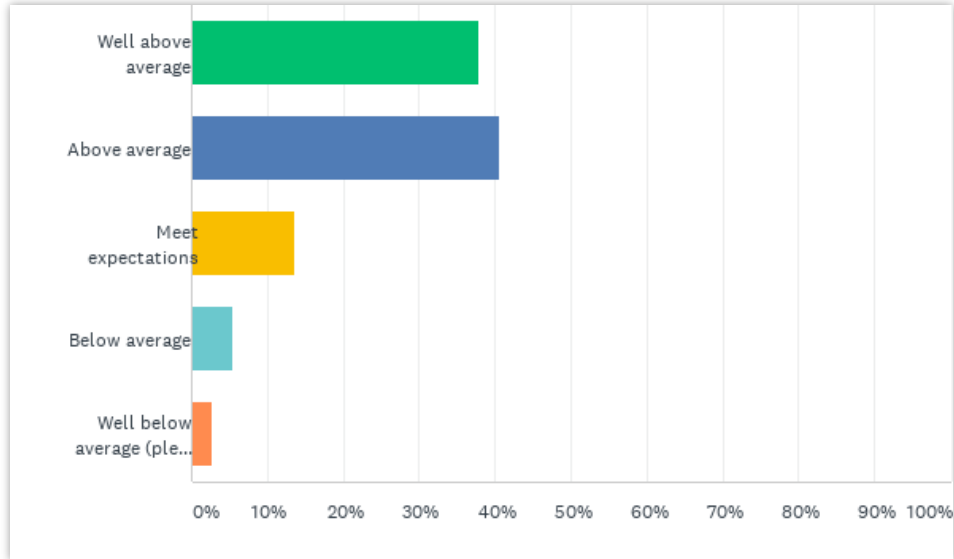


ANSWER CHOICES	RESPONSES
Excellent	10.53% 4
Very Good	28.95% 11
Satisfactory	10.53% 4
Not Applicable	42.11% 16
Needs Improvement (please comment)	2.63% 1
Other (please specify)	5.26% 2
TOTAL	38



How do you rate our overall customer service?

Answered: 37 Skipped: 1



ANSWER CHOICES	RESPONSES	
Well above average	37.84%	14
Above average	40.54%	15
Meet expectations	13.51%	5
Below average	5.41%	2
Well below average (please comment)	2.70%	1
TOTAL		37





Things we could do better



- “Getting tokens changed to other users when people leave was frustrating and took months to complete”
- “Dividend statements need to be sent earlier than 3pm”
- “It would be good if you could export your Cash flow payments report in an excel format that can be filtered by columns and/or rows without further intervention from an IT or Excel expert”
- “It would be good if you provided a dividend and supplementary dividend preliminary report with the appropriate payment status. Similar to the existing fixed interest reports”



Feedback



Where participants have left their contact details, we will follow up with them directly for all other suggestions we have added to our functionality request list and will investigate in conjunction with our vendor.