



Reserve Bank
of New Zealand
Te Pūtea Matua

FMI Operations Customer Service Survey.

May 2026



57 responses

Last year's total was 34 responses

Every year we survey Exchange Account Settlement System (ESAS) and NZClear users to assess sentiment for our service level performance.

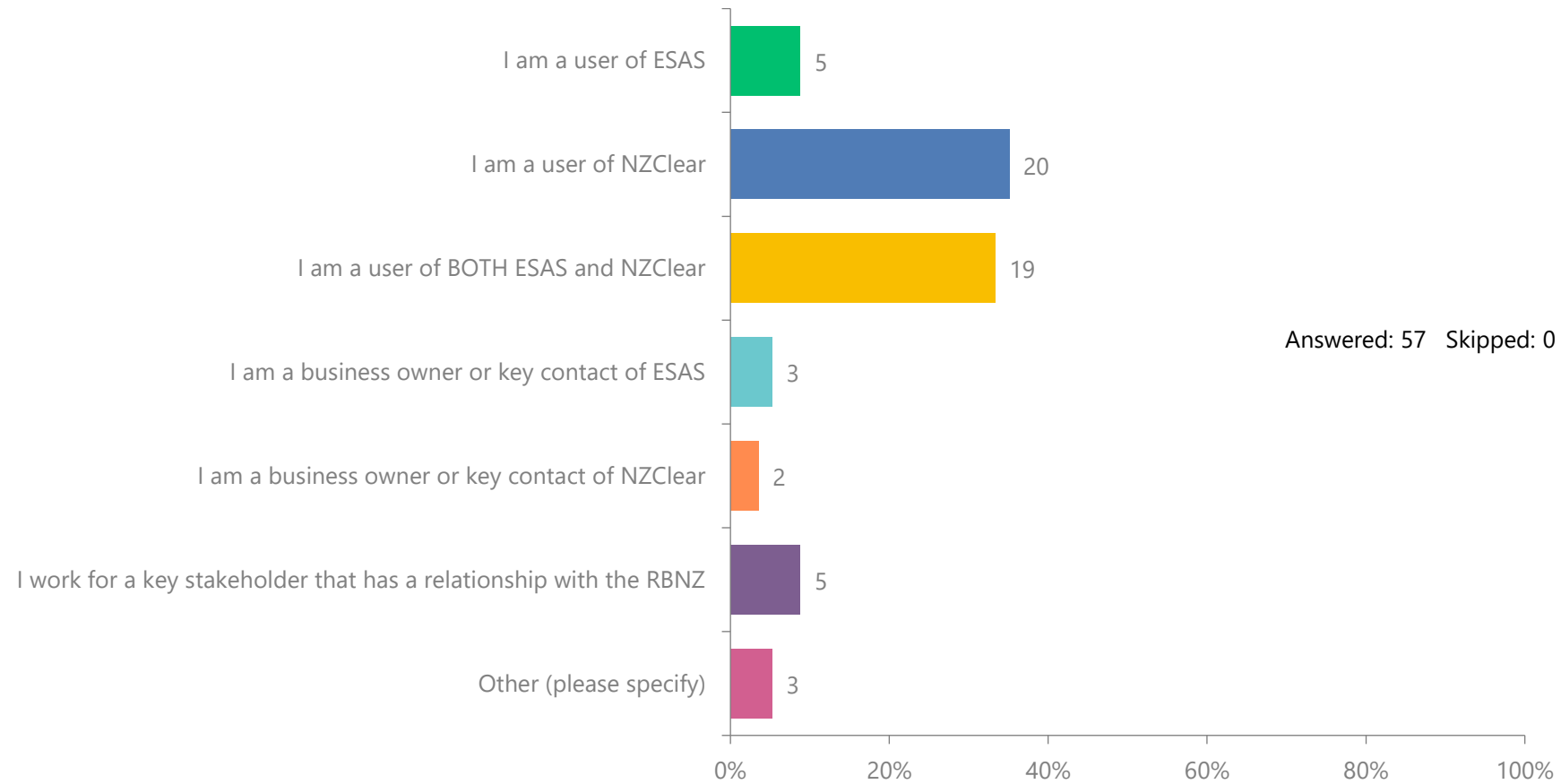
The survey closed on Friday 29 May 2026

Summary

- Nearly all survey comments were positive.
- We achieved a 98% (97.92%) rating of meeting or exceeding expectations for overall customer service: 48% well above average, 31% above average, 19% meets expectations.



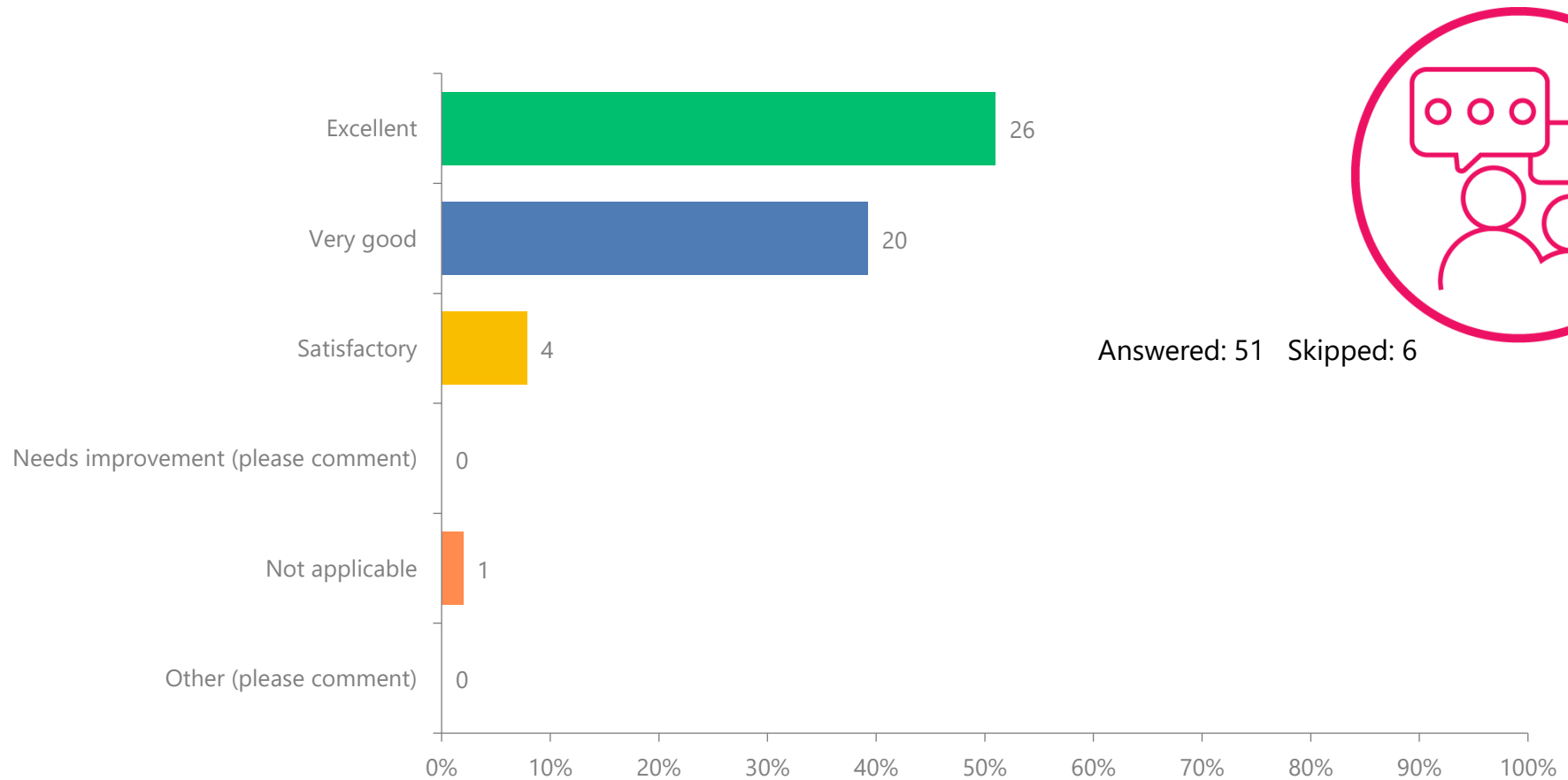
What is your main relationship with the RBNZ?



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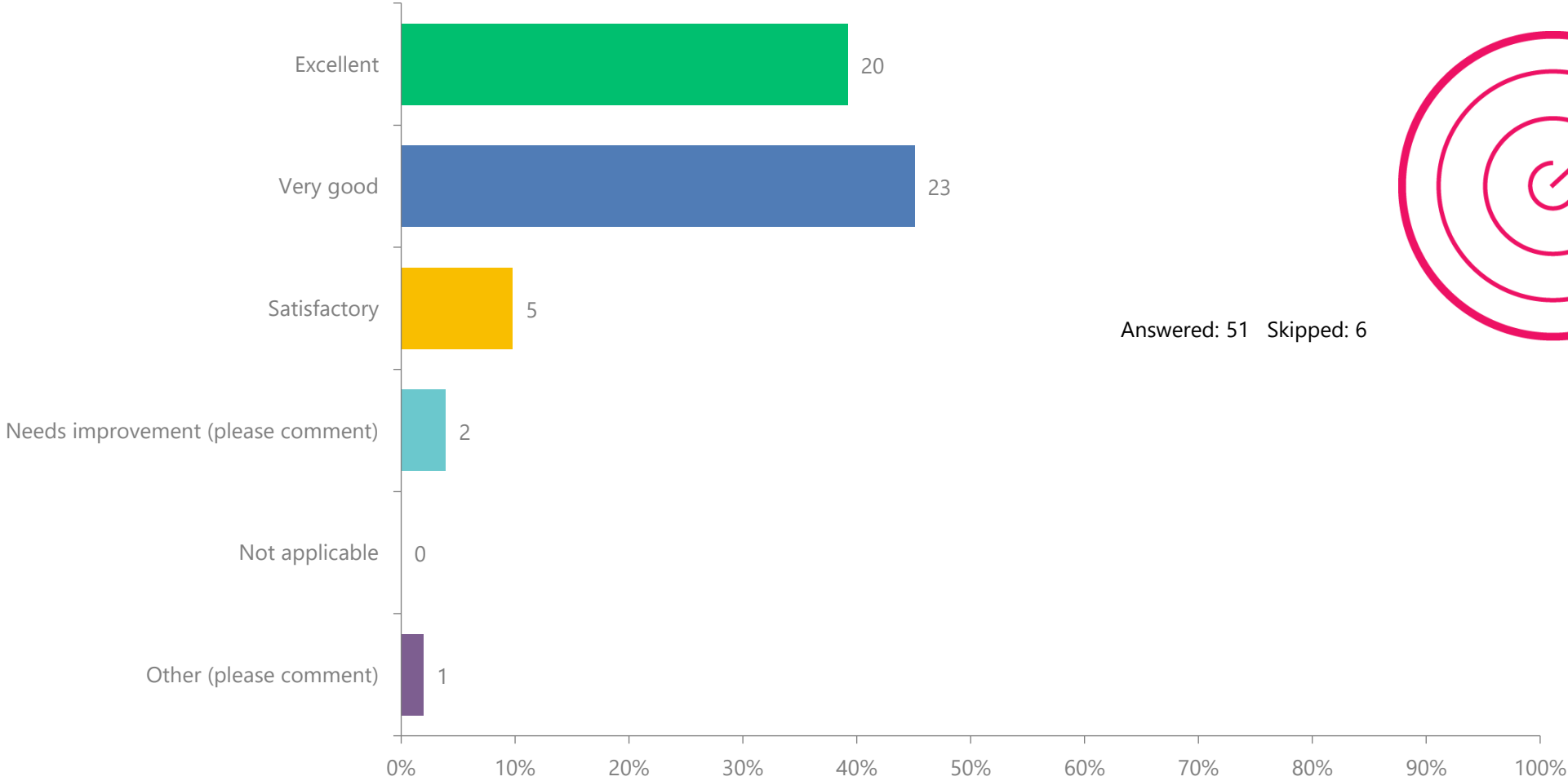
How do you rate our FMI Operations staff for being polite, approachable and friendly?



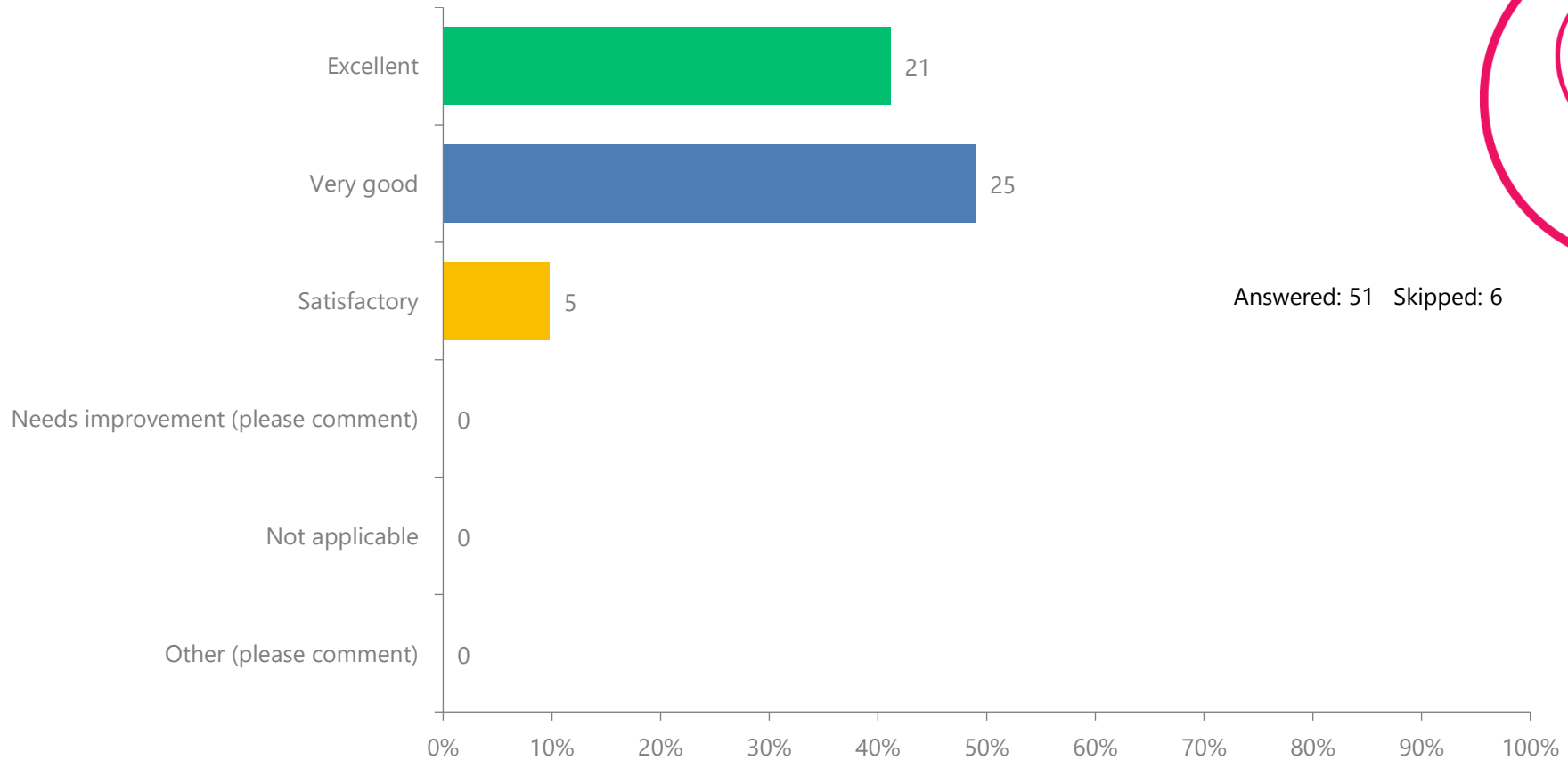
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How do you rate our FMI Operations staff for providing accurate and timely responses to queries (on first contact)?



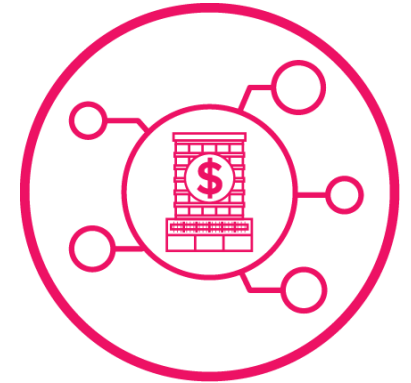
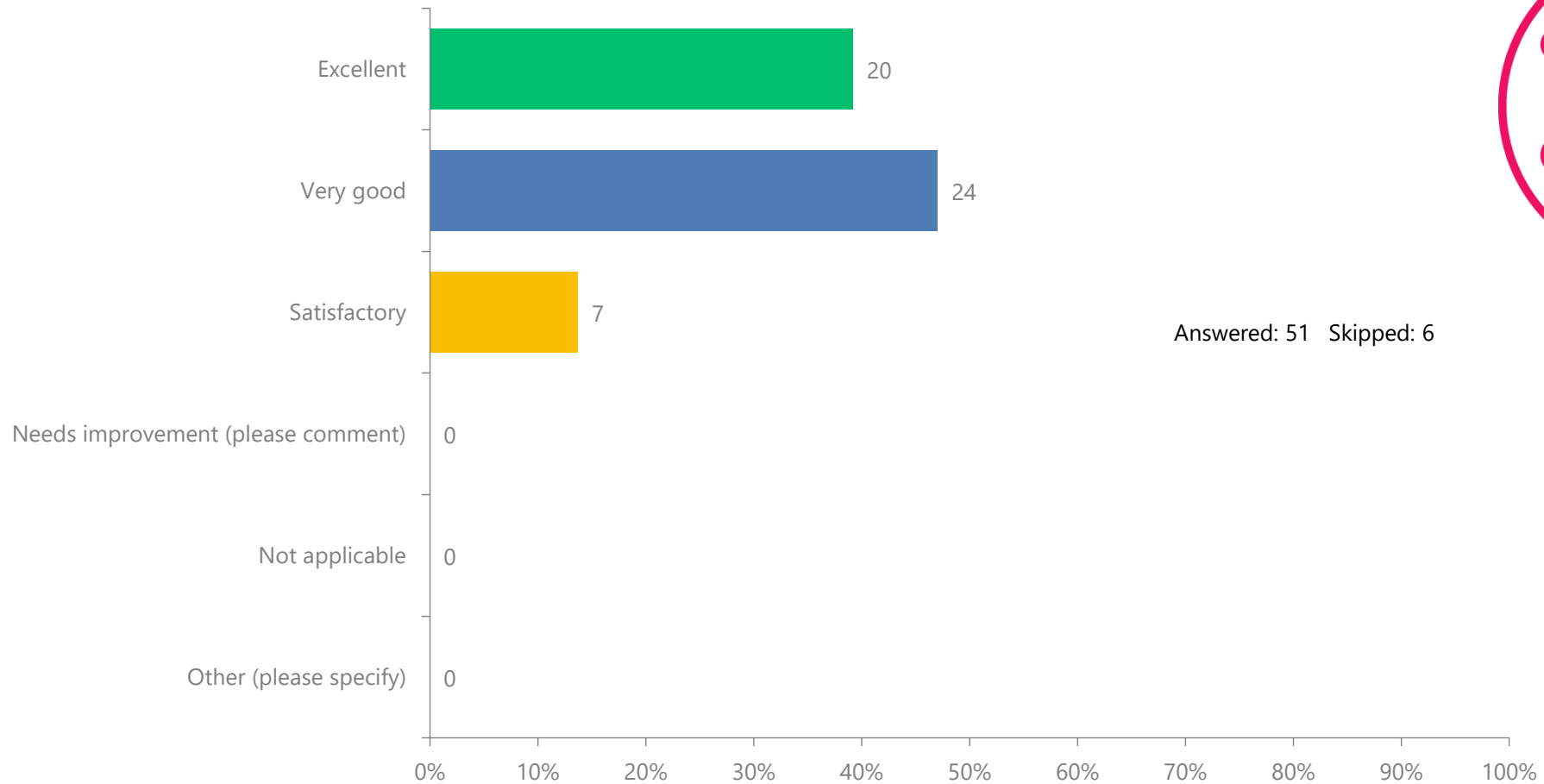
How do you rate our FMI Operations staff for having appropriate system knowledge?



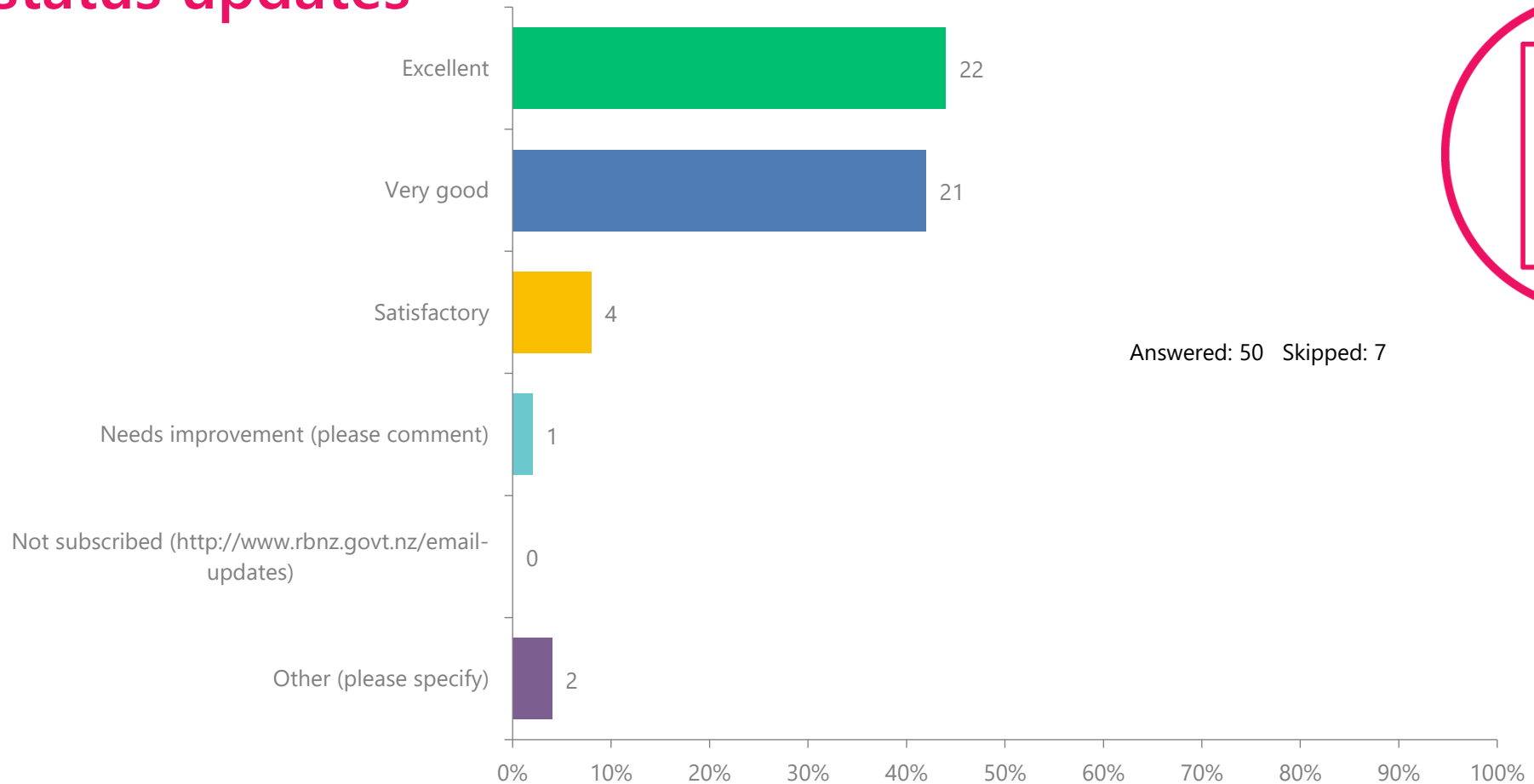
Answered: 51 Skipped: 6



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



How do you rate the timeliness and relevance of the information provided in the ESAS/NZClear emails and status updates



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What suggestions do you have for improving the quality and effectiveness of communications with ESAS and NZClear members?

- Prioritise securities set up and respond within 24 hours or less.
- Would be nice to get the edit function back when loading trades instead of discarding and reloading
- Not easy to get hold of when you have an urgent problem. Delay in announcing system issue to participants.
- Possibility of creating hierarchy for prioritisation
- More regular communications, particularly with ESAS would be appreciated...The opportunity for response/questions would be appreciated.

RBNZ note:

We are always looking at ways to streamline and improve processes. We are actively exploring this, with the intention of putting it on our development roadmap once NZClear 3.0 is deployed in May 2027.

Trades are only committed to the database once authorised, for a trade to be edited it would have had to have been committed prior.

Three ways to get hold of us:

- *T +64 4 471 3918*
- *E esas-nzclear@pshelp.atlassian.net*
- *Jira*

We do our best to respond ASAP, and now issue "heads-up" notifications when investigating a possible issue.

We triage requests for assistance by urgency.

We host two ESAS Participant Group meetings annually send out at least three general updates a year as well as technical updates as required.

There are currently no ESAS projects underway so there have been no project-specific updates this year.



What suggestions do you have for improving the quality and effectiveness of communications with ESAS and NZClear members?

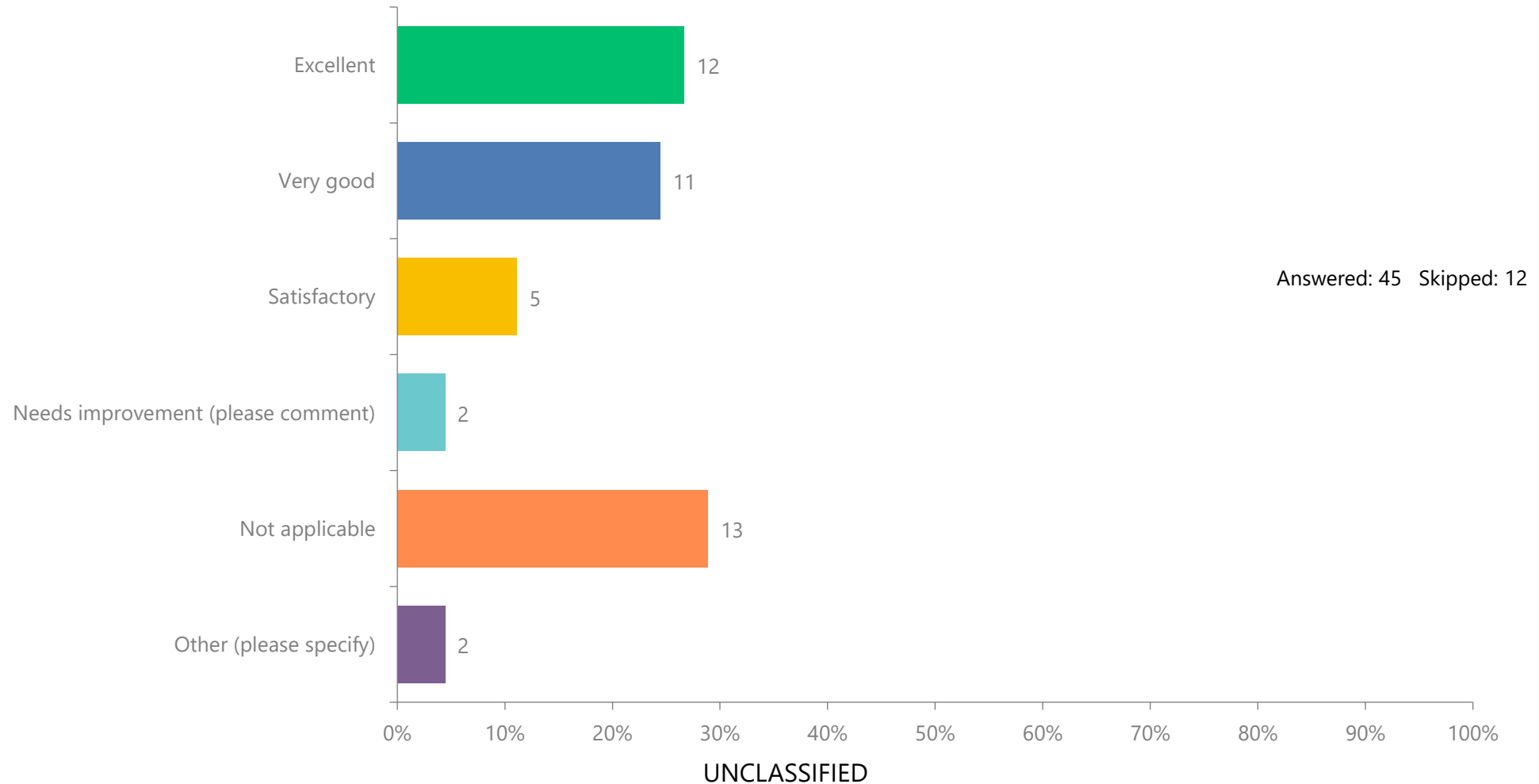


Many survey participants used this question to provide positive feedback:

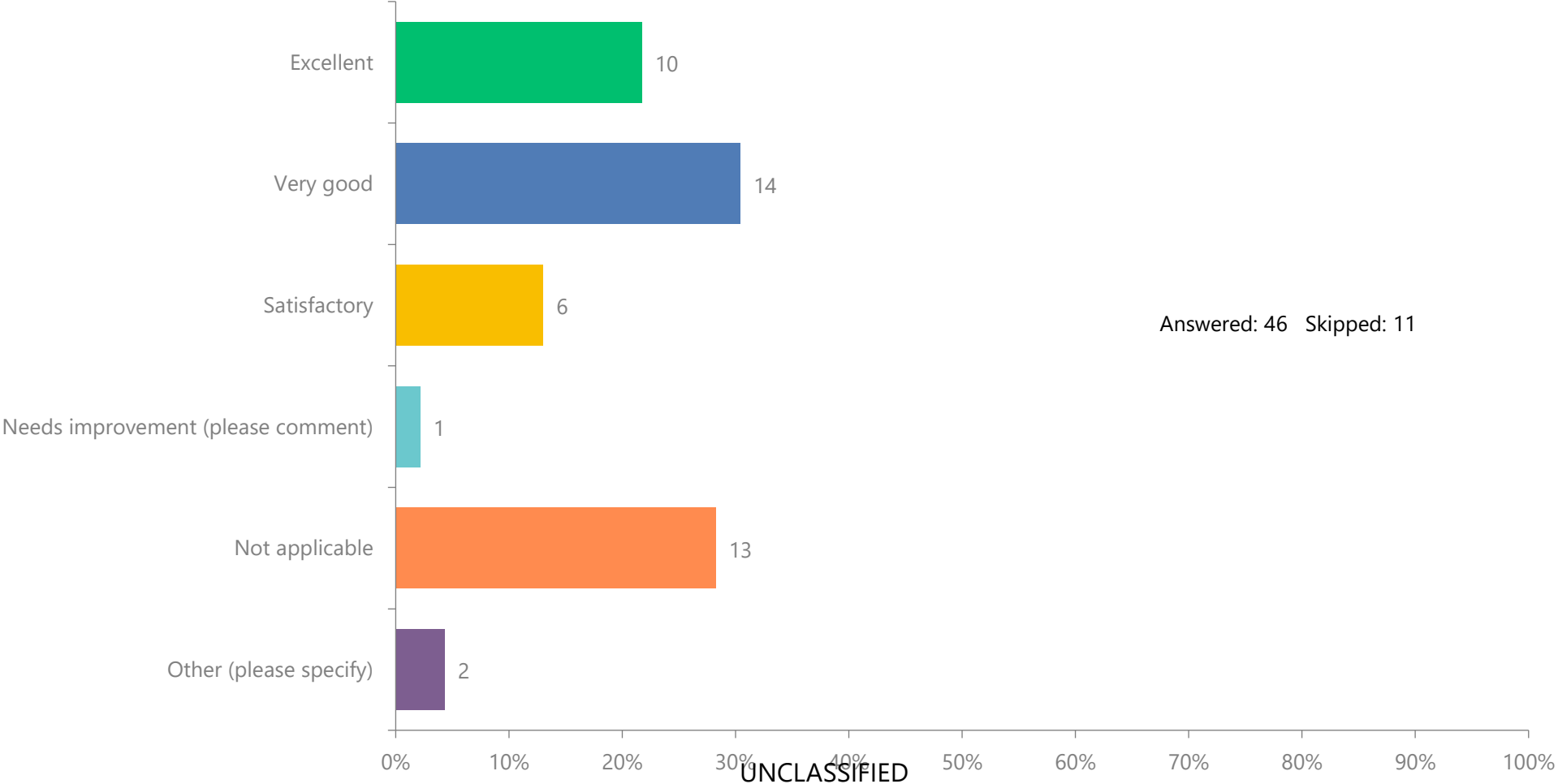
- Keep the communications coming as you do – your updates relating to issues and access are fantastic
- Thanks so much for all your team's support. We genuinely appreciate everything you do!
- You are already doing great guys



For NZClear users, how do you rate our ability to provide Corporate Action information and processing in a timely and accurate manner?



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



For NZClear users, how do you rate our ability to complete processing of Corporate Actions and New Issues?

- It would be good if an email could be sent out outlining new security set-ups for the day in advance.
- Improve usability of the Cash Flow Payments report screen – the search criteria could be reduced, it doesn't make sense to have Entitled, Effective, Scheduled and Actual pay date as four separate parameters it makes it clunky and takes time. Would also be useful to be able to backdate the search for the actual pay date.
- If there was a way to have more automaton and streamlining of data, especially with new issues where it can take a number of days before we can see the asset in the system, when it has been available already in the market.
- The screens within NZClear are dated, the tables not clear and often don't load until you have clicked a couple of times.

RBNZ note:

Our Securities upload file on the RBNZ website is updated daily with fresh securities six times daily, from 9.30am.

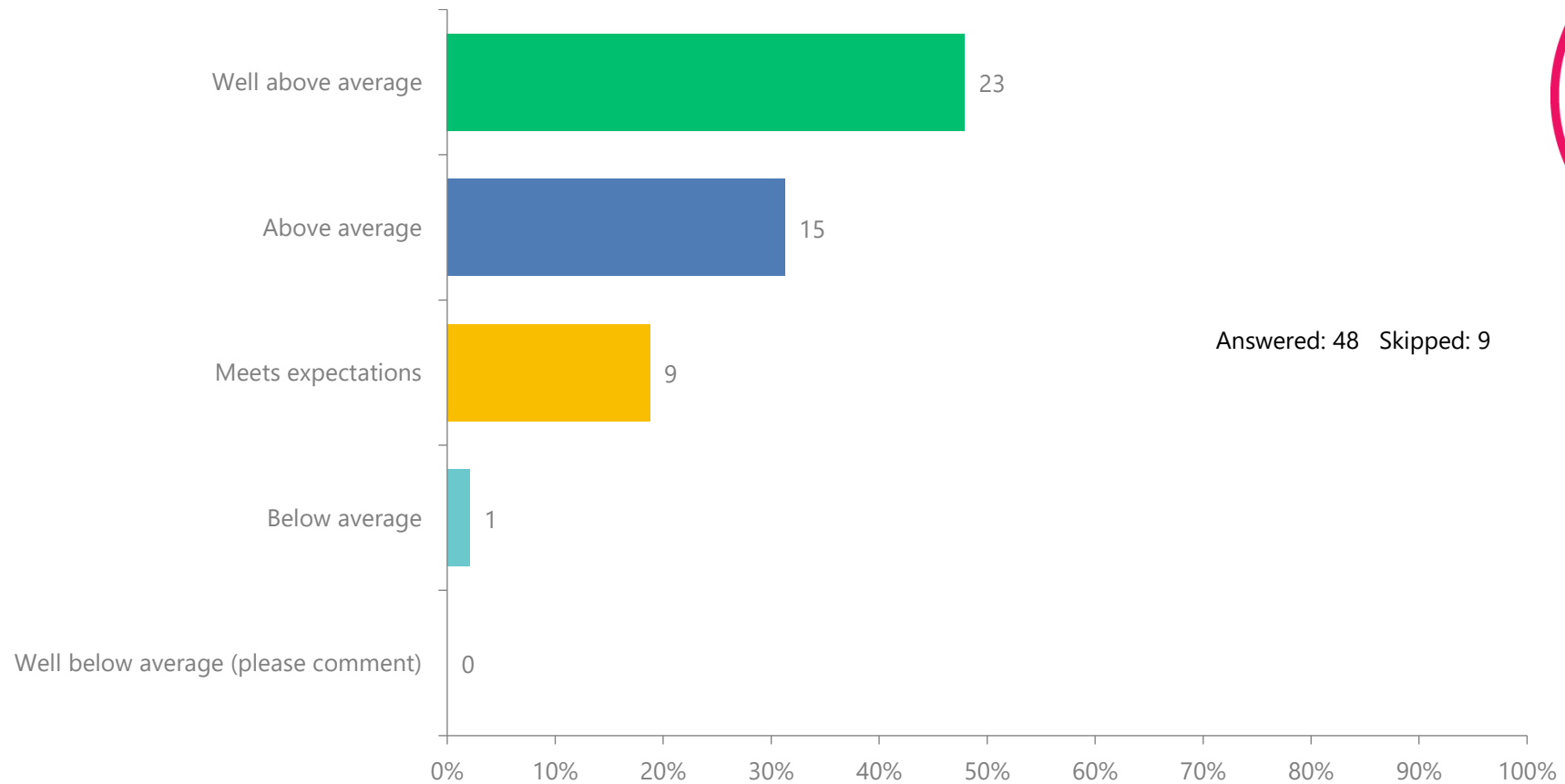
Not all parameters need to be populated when searching for an action. For example just populating the entitlement date will show all actions within the specified date parameters, the user then use filters, ascending/descending based on the search results.

We are always looking at ways to streamline and improve processes. We are actively exploring this, with the intention of putting it on our development roadmap once NZClear 3.0 is deployed in May 2027.

The NZClear 3.0 project includes a new user interface which will enhance the user experience through new screens.



How do you rate our overall customer service?



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Do you have any other suggestions or comments you would like to add?



- It would be good if we could sort payments in ESAS queue via value high to low / low to high, via product type.
- On the Transactions-trades screen wherein there is a button to "Cancel". Need to specify clearly if to "remove or delete" or "to go back only".
- Please can you add the functionality within NZClear to process payments, as a bilateral matching field as are DVP trades. The ASX/Austraclear platform has this functionality – it is more usable, trackable and allows for bilateral cash matching which avoids rogue payments, while being able to track payments made and received.

RBNZ note:

RBNZ currently have this on the ESAS roadmap for consideration.

In NZClear, the cancel button exits the current screen. The remove or delete functions are menu options on an existing transaction.

RBNZ currently have this on the NZClear backlog for consideration



A vertical decorative bar on the left side of the slide, featuring a repeating pattern of white geometric shapes (chevrons and horizontal lines) on a dark blue background.

We appreciate your participation in the 2026 survey.

We will conduct another customer satisfaction survey in 2027.

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