

# ESAS/NZCLEAR HELP DESK SURVEY 2022.

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**Total 49 responses** Last year total 38 responses

**Survey closed 17 June 2022**

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# Things we are doing well

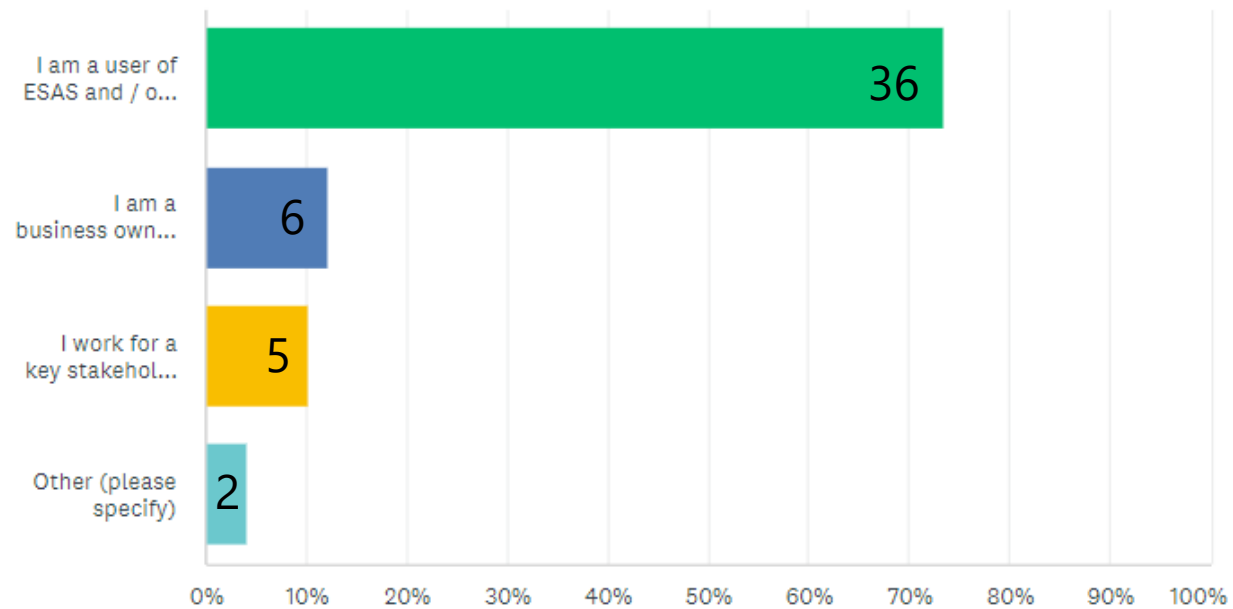
- “RBNZ help desk team is excellent. Please take care of your people as they are your real assets.”
- “Keep up the good work of advising and updating all users when things go wrong.”
- “All good at the moment, nothing that stands out that needs changing.”
- “Keep up the excellent service levels!!”



# What is your main relationship with RBNZ?



Answered: 49 Skipped: 0



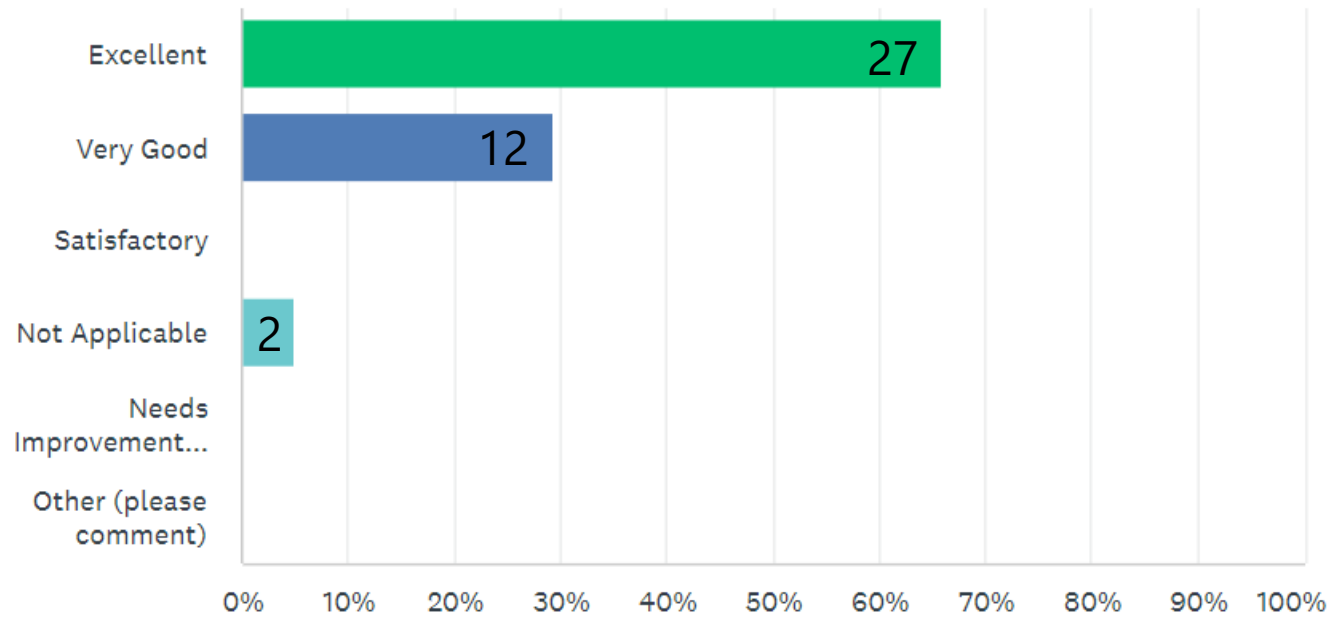
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# How do you rate our staff for being polite, approachable and friendly?



Answered: 41 Skipped: 8



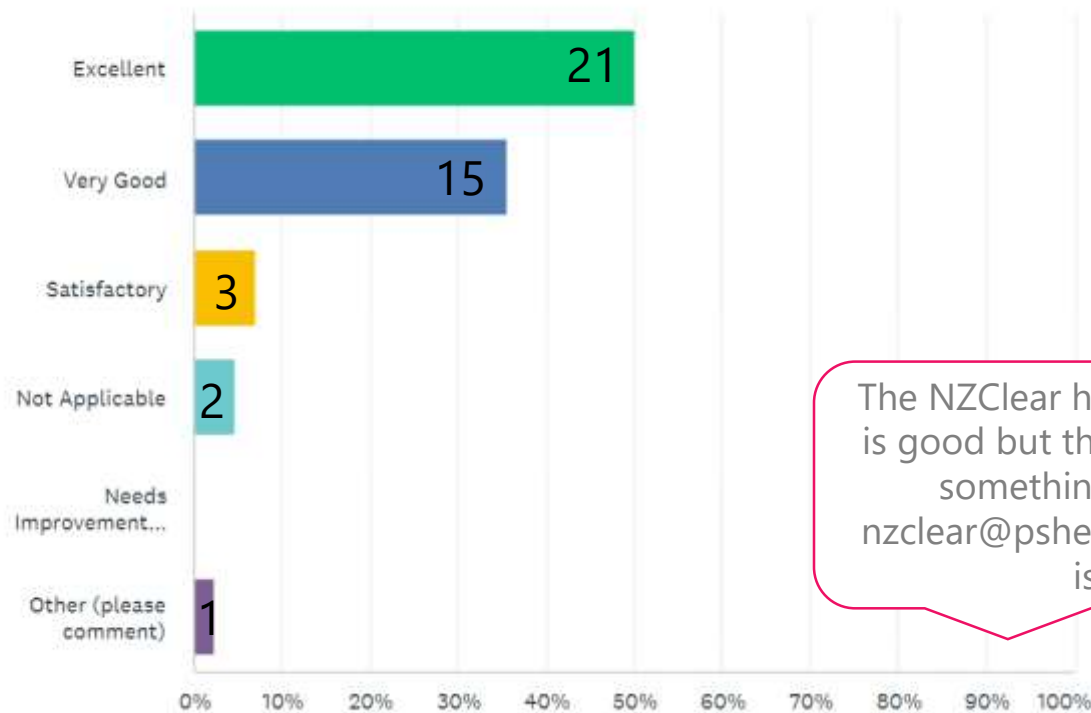
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# How do you rate our staff for providing accurate and timely responses to queries (i.e. On first contact)?



Answered: 42 Skipped: 7

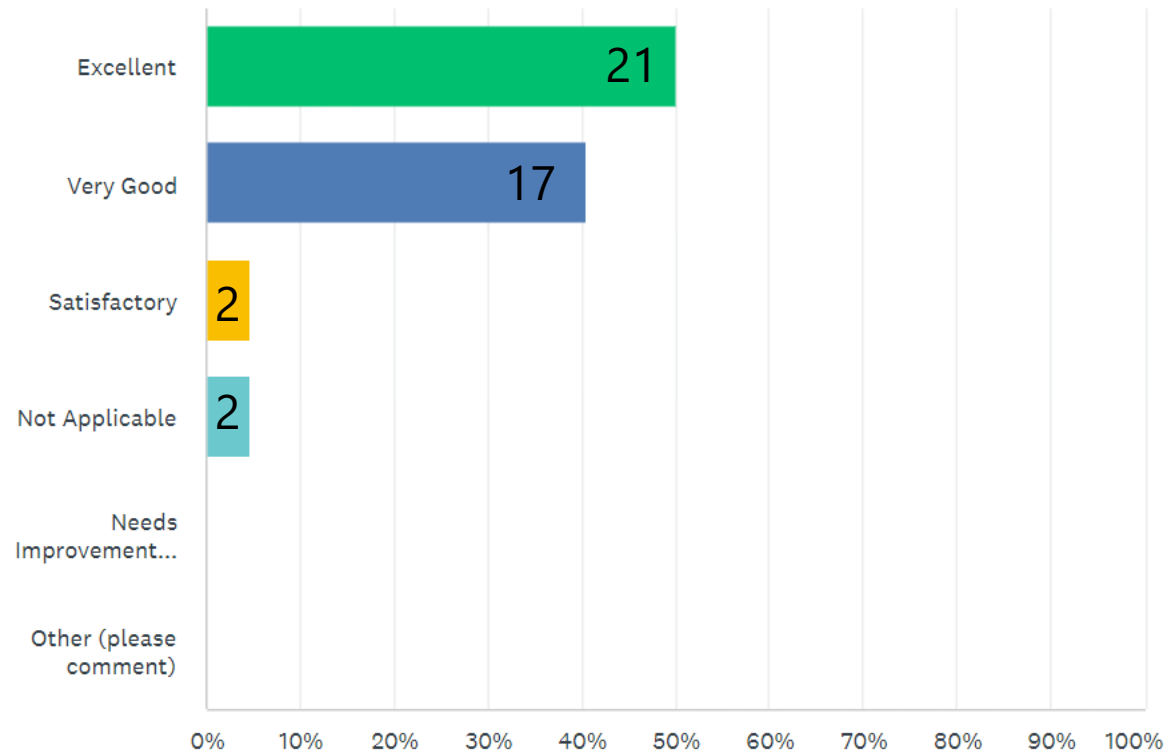


The NZClear helpdesk when calling is good but the help when you log something with the esas-nzclear@pshelp.atlassian.net email is slower.



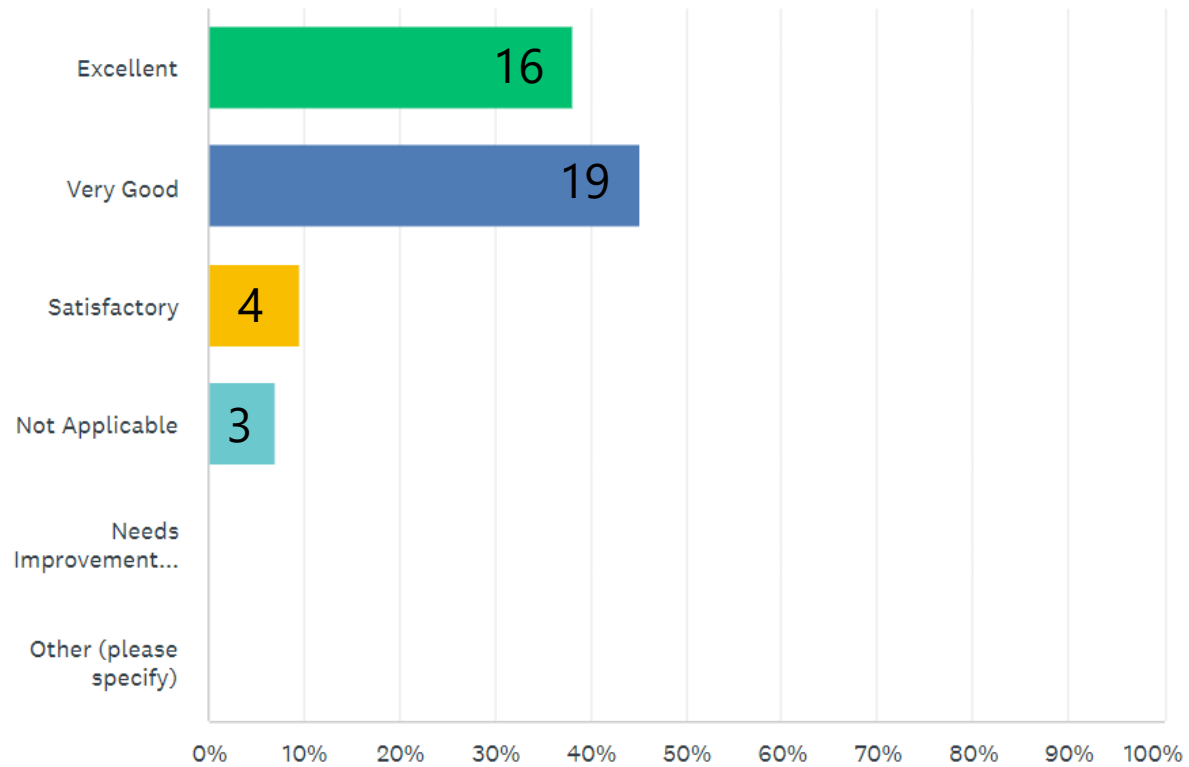
# How do you rate our staff for having appropriate system knowledge?

Answered: 42 Skipped: 7



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

Answered: 42 Skipped: 7

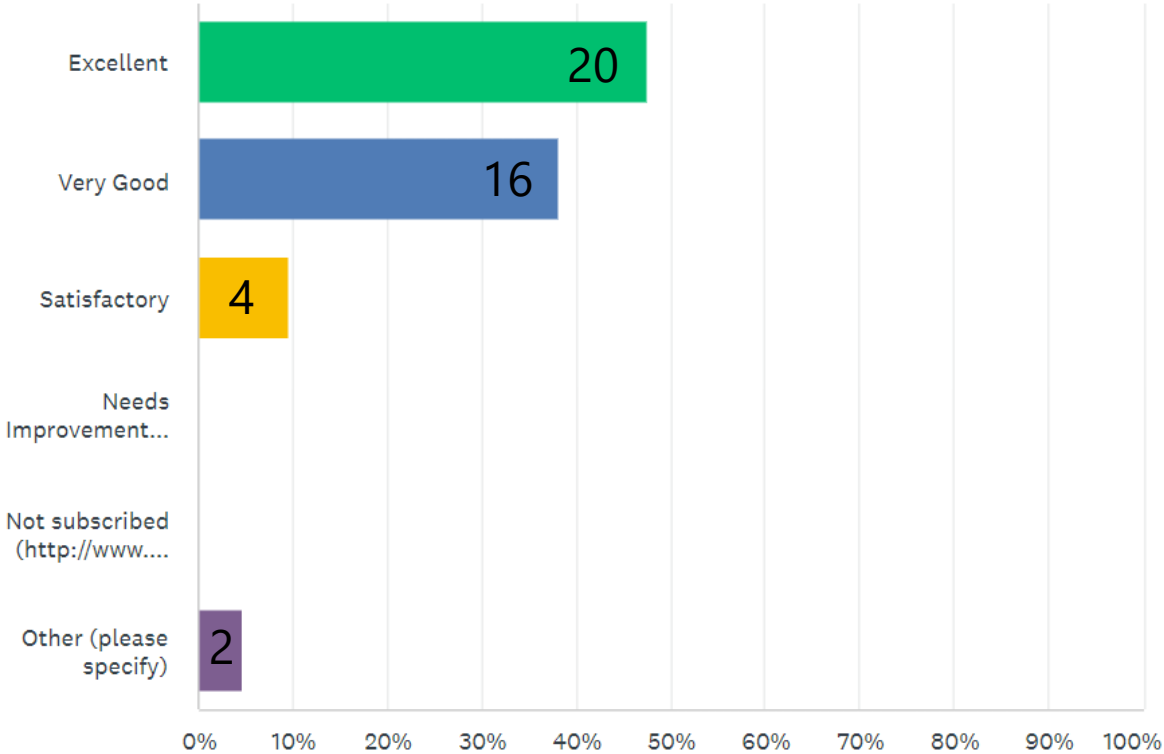


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# How do you rate our the timeliness and relevance of the information provided in the ESAS/NZClear emails and status updates?



Answered: 42 Skipped: 7

The comms for system issues can be a bit slow

Need to be more timely at times

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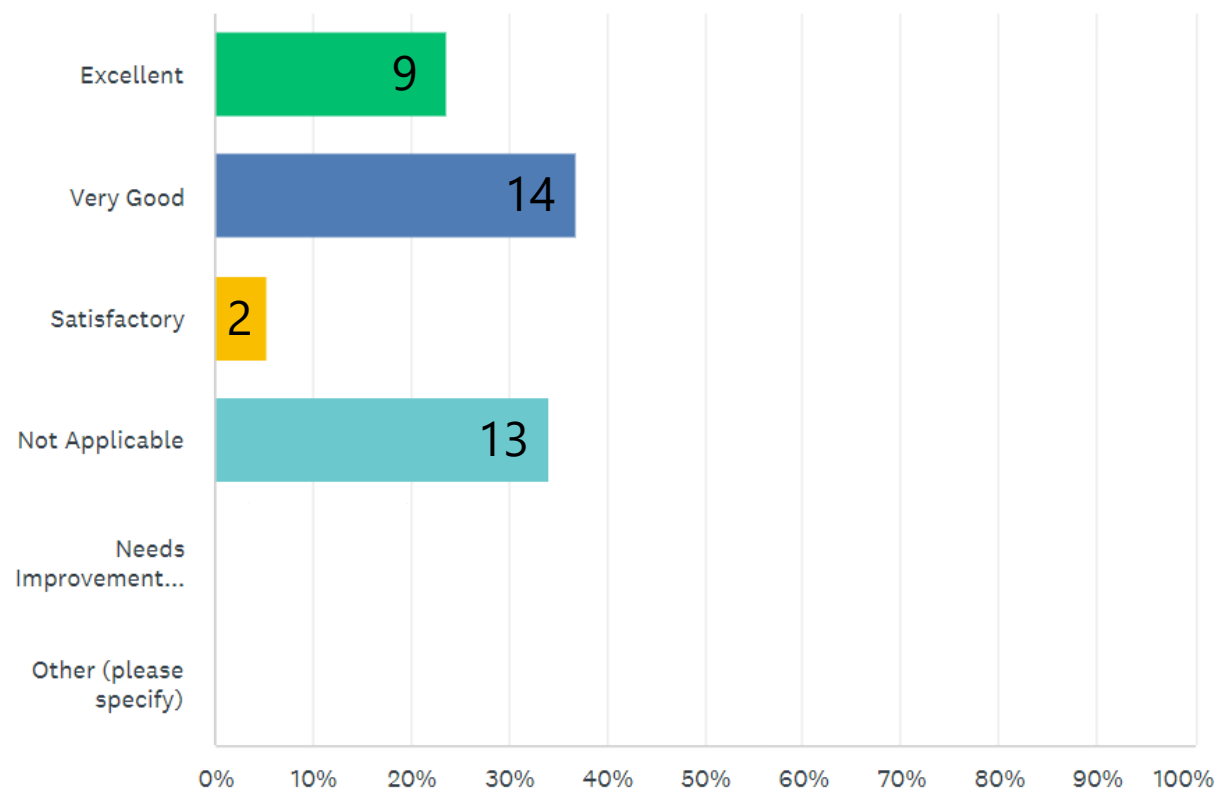
## What suggestions do you have for improving the quality and effectiveness of communications with ESAS and NZClear members?



- “Potential to provide members with a say bi-monthly newsletter to allow us to keep up to date across the many initiatives currently on the go and of course what is planned for the future.”
- “Generally very open and initiatives well communicated. Given the sizable agenda facing the RBNZ team, and the wider industry is there an opportunity for say a bi-monthly newsletter?”
- “Look at the process for the [esas-nzclear@pshelp.atlassian.net](mailto:esas-nzclear@pshelp.atlassian.net) email. Timeliness and all the unnecessary emails each time you change a status on the job.”



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

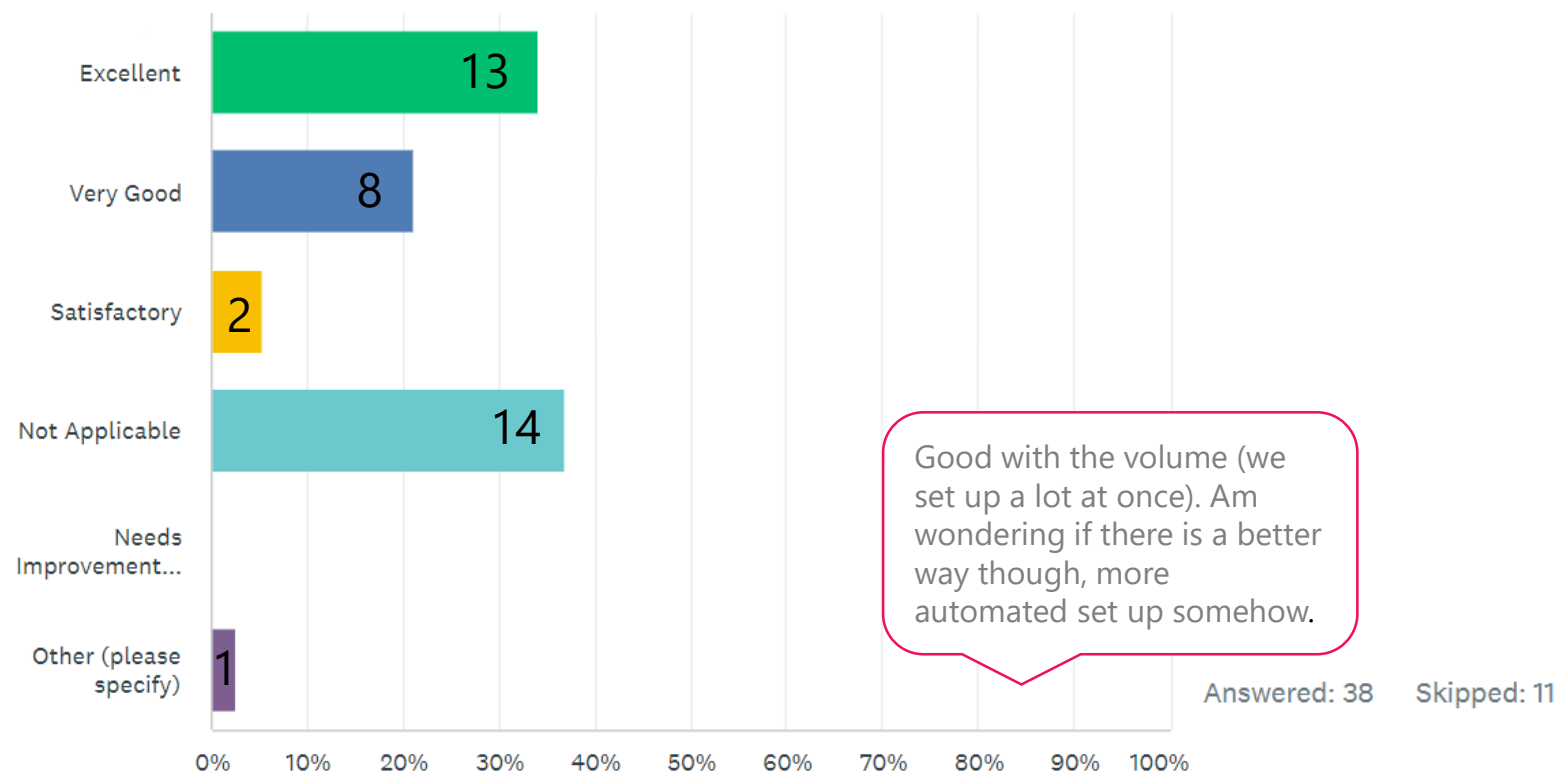


Answered: 38 Skipped: 11

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## How do you rate our ability to complete processing of New Issues in a timely and accurate manner?



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## What suggestions do you have for us to improve our processing corporate actions and new issues?

- “New issues for us, possibly something we could do to streamline but would need to take your lead with what is required from your end.”
- “Both Corporate action and new issues processes are working fine. We get excellent support on our questions and have always felt comfortable whilst dealing with RBNZ team around any processes.”
- “New issues need to be set up earlier because we are unable to load in the trades and get them authorised until later on in the day, often I am advising NZ Clear of the new issue coming up and the details of this.”



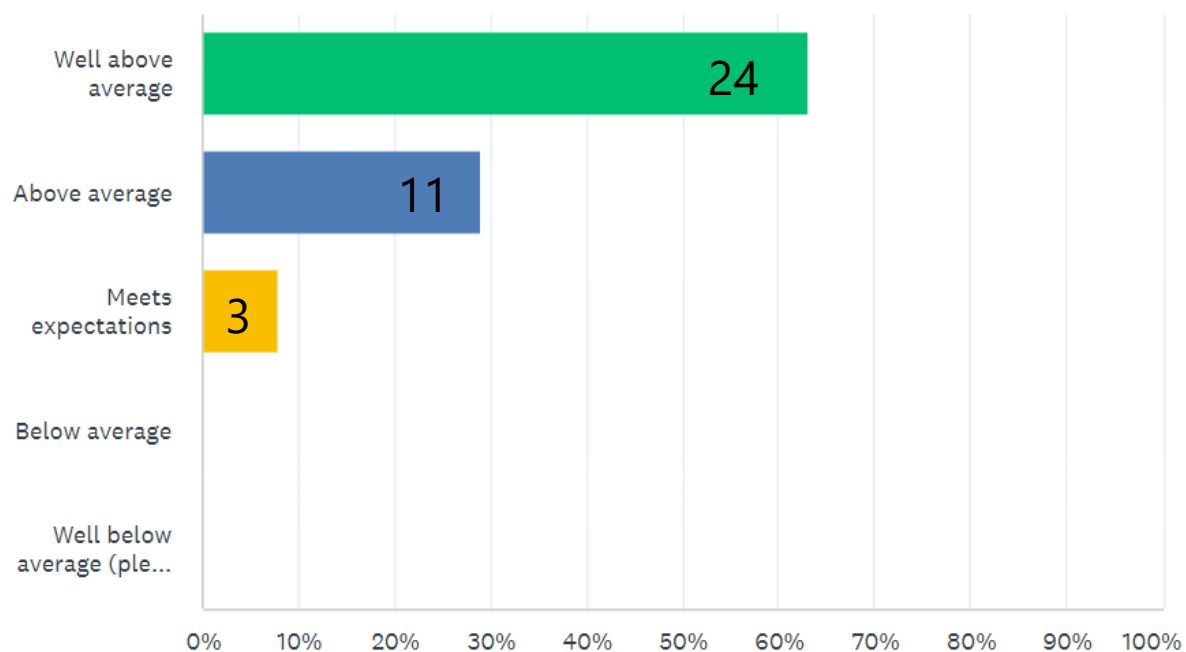
RBNZ Comment:  
The RBNZ sometimes receives notification of new issues after NZClear participants. New issues are set up as soon as the information is made available.



# How do you rate our overall customer service?



Answered: 38 Skipped: 11



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