



Reserve Bank  
of New Zealand  
Te Pūtea Matua

# ESAS/NZCLEAR HELP DESK SURVEY 2023.

UNCLASSIFIED



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

**Survey closed 9 June 2023**

UNCLASSIFIED

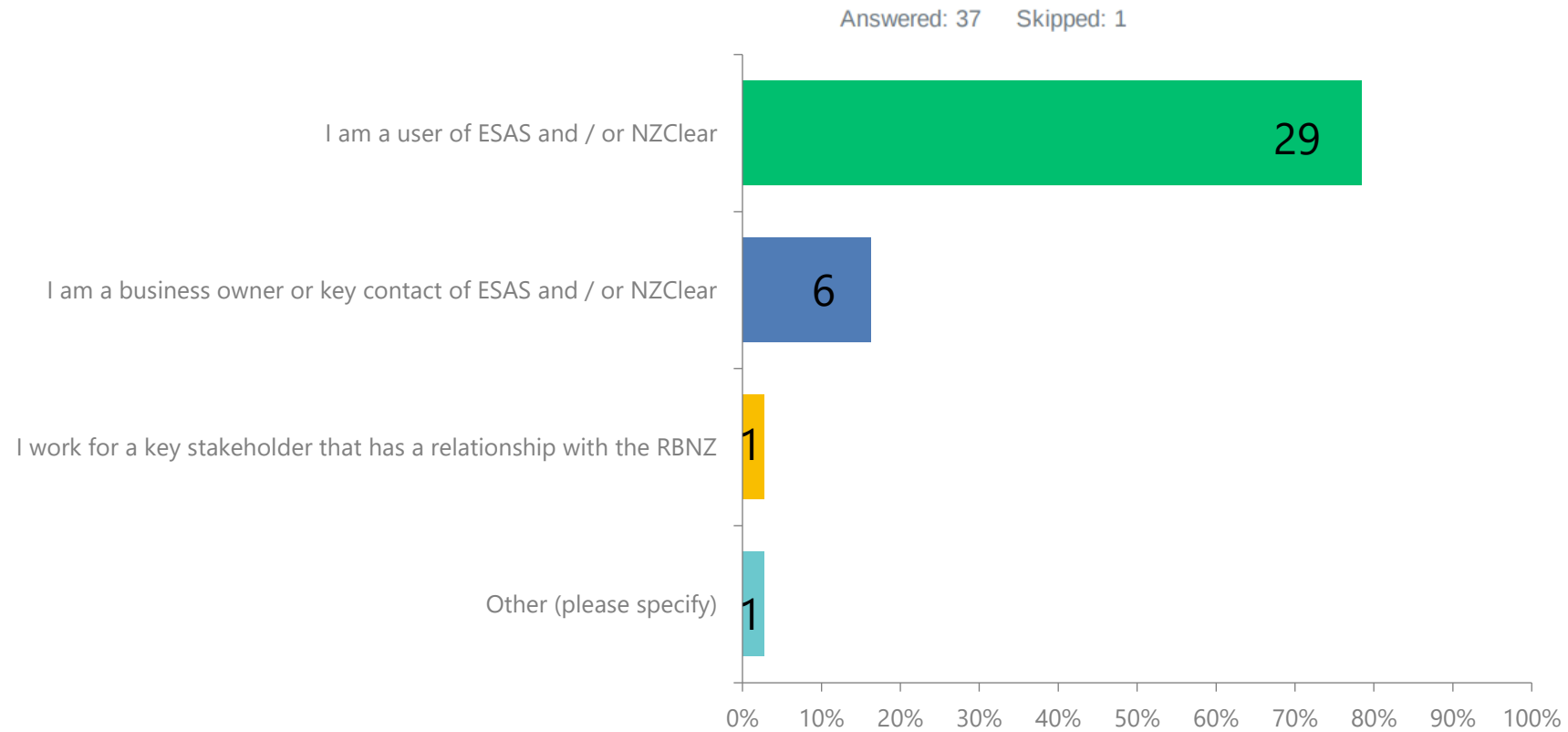


# Overall

- Maintained 100% rating of meeting or exceeding expectations for overall customer service (55% well above average, 26% above average, 19% meets expectations).
- Staff considered to have appropriate knowledge of the system.
- Some people would prefer phone contact over email.
- Email responses can sometimes be slower than people expect.



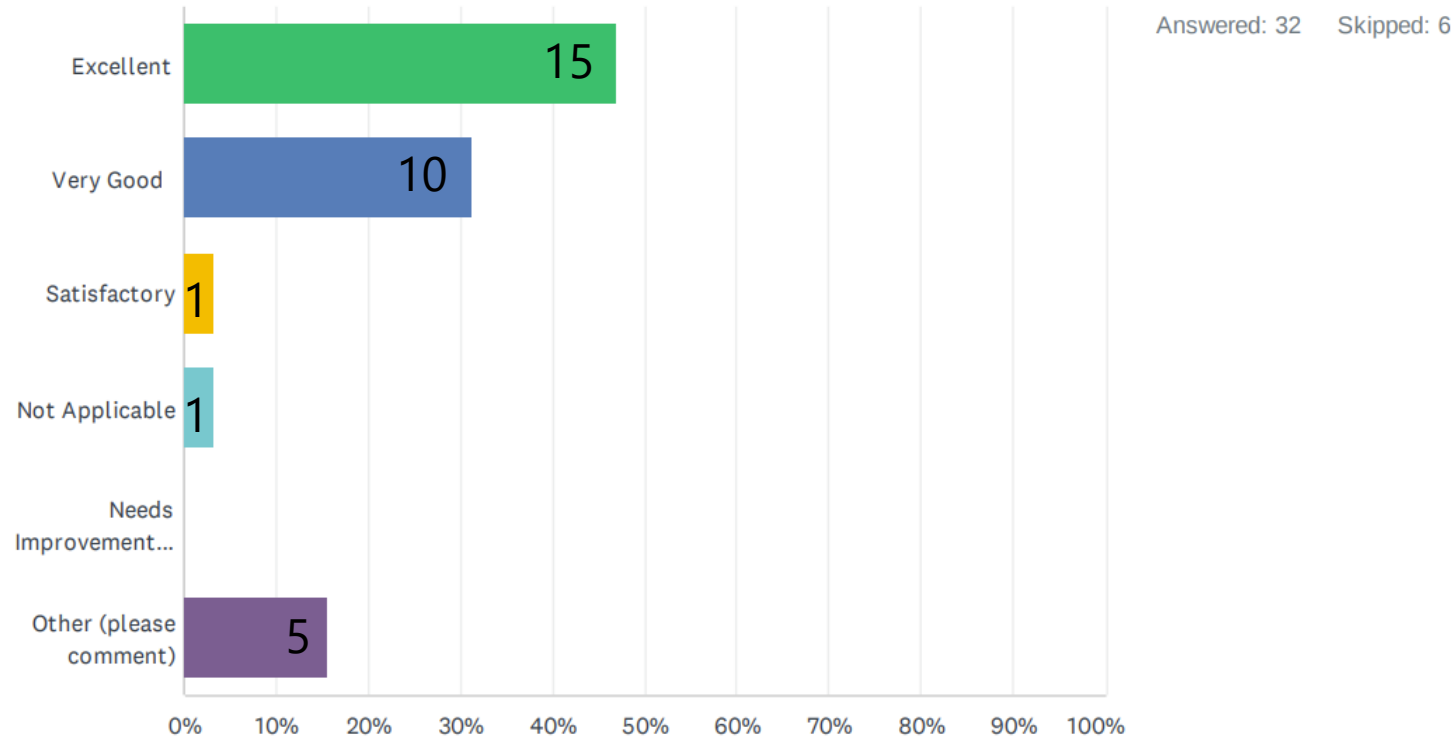
# What is your main relationship with RBNZ?



UNCLASSIFIED



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



UNCLASSIFIED



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



## Comments

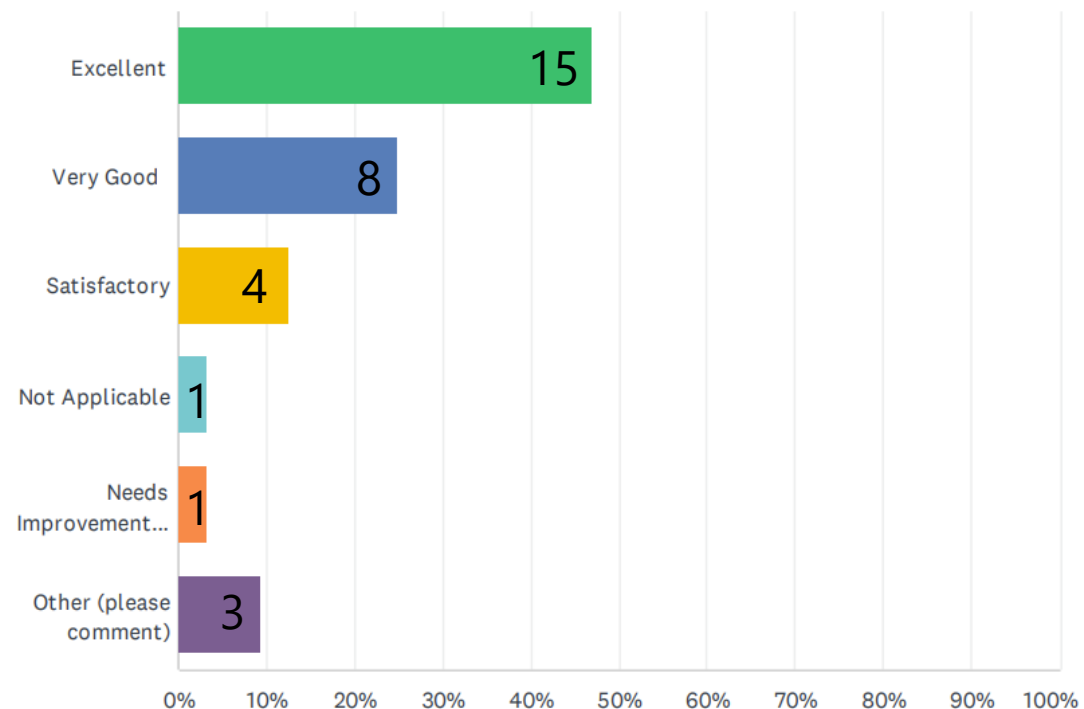
- 🙄 Find it hard to actually speak to anyone over the phone-is only via email replies.
- 😞 Would prefer to talk to a human sometimes.
- 😐 The helpdesk emails are often not replied to and when they are it is not always helpful so we tend to back channel with existing contacts - our existing contacts are polite, approachable, and friendly. If you get through to the front-end help desk they are also polite, approachable, and friendly.
- 😊 I had the pleasure of dealing with Lynne Stodart today and she excelled on all of the above.
- 😊 Always very helpful.



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



Answered: 32 Skipped: 6

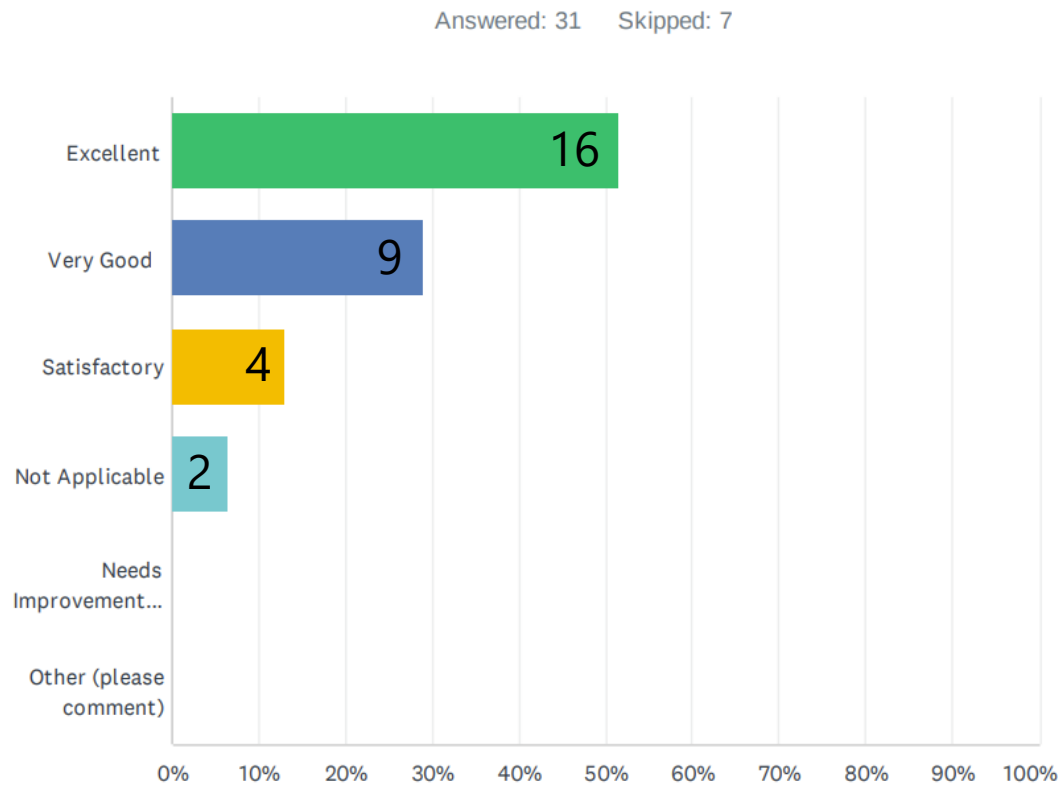


UNCLASSIFIED

- Replies seem to take a little longer than I would expect.
- Responses can be between a 3-4 hour wait, which can be a long wait. We also find that the information is very vague which means we have to ask further questions to understand what they really mean.
- Everything is completed in a timely manner.



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



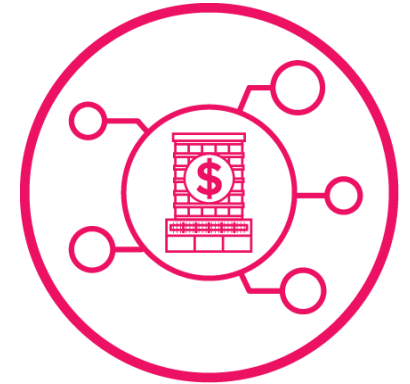
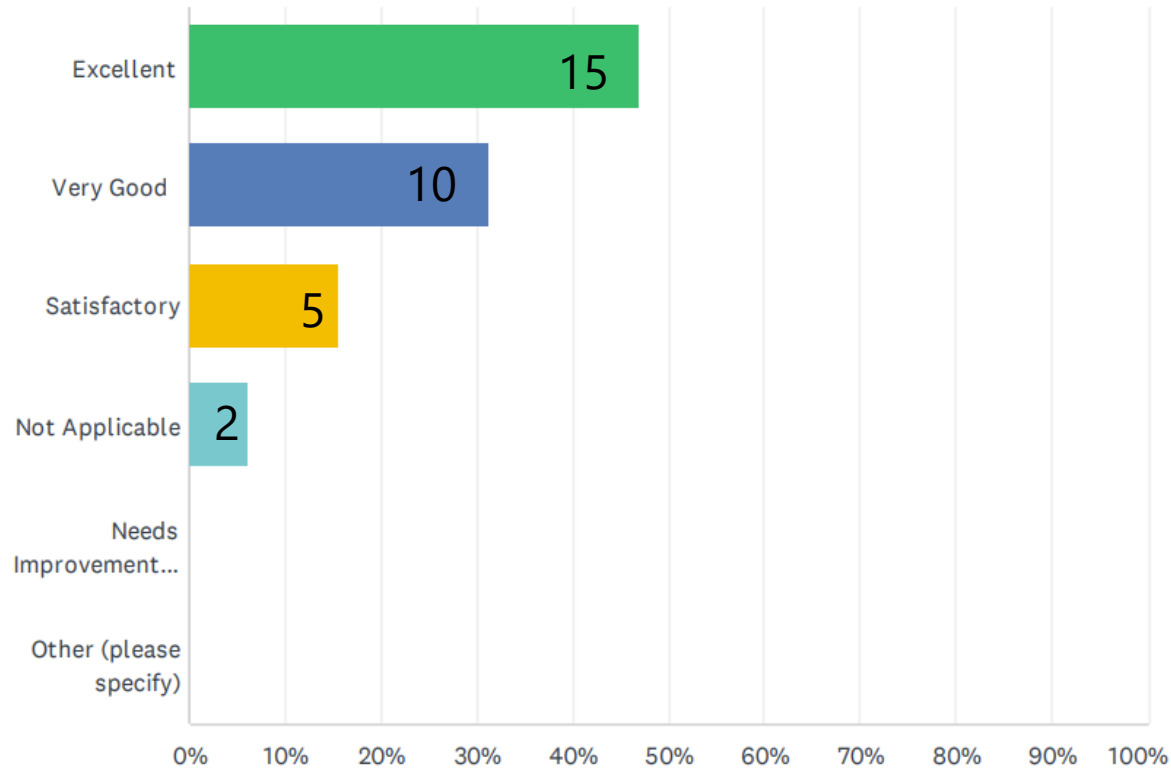
UNCLASSIFIED





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

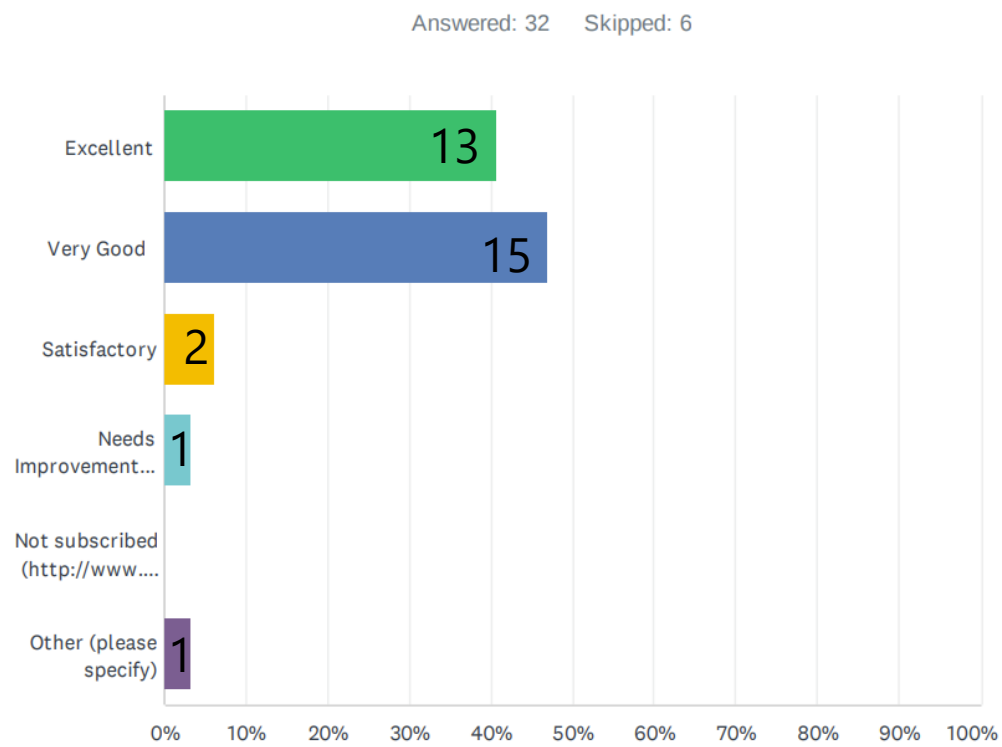
Answered: 32 Skipped: 6



UNCLASSIFIED



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



UNCLASSIFIED



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



- Ensure quick and real-time resolution of production-related issues that require immediate attention, it would greatly benefit if the ESAS help desk offers prompt assistance. Additionally, an online user guide accessible to users would be invaluable in helping them navigate within ESAS effectively.
- At times it would be good to be able to speak rather than email for an immediate answer. Also we notice that we email two different NZClear email addresses (technical and settlement) but the same people reply. Could it not be one email address and then sorted your end?

*RBNZ note:  
Online user  
guide to  
come with  
ESAS v7*

*RBNZ note:  
A phone  
number to  
call is  
provided on  
email  
responses*



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



- I think outbound communication and email blasts are great. It would be nice if we could hear back from the "right" person on emails faster. Prior to moving to the new email system the RBNZ was super speedy and responsive.
- I think that the group updates are good - very informative.
- Would be nice to personally talk to someone regarding troubleshooting.
- Continue doing what you are doing - really appreciate the advice when there are any issues and your continued updating during the time it may take to resolve.
- I have never had a problem - always great to deal with.
- No suggestions everything is good.
- Continue as is.
- The helpdesk team is awesome, please take care of the staff as they are the face of your business.
- All is well.
- Nothing - keep up the great work!!!

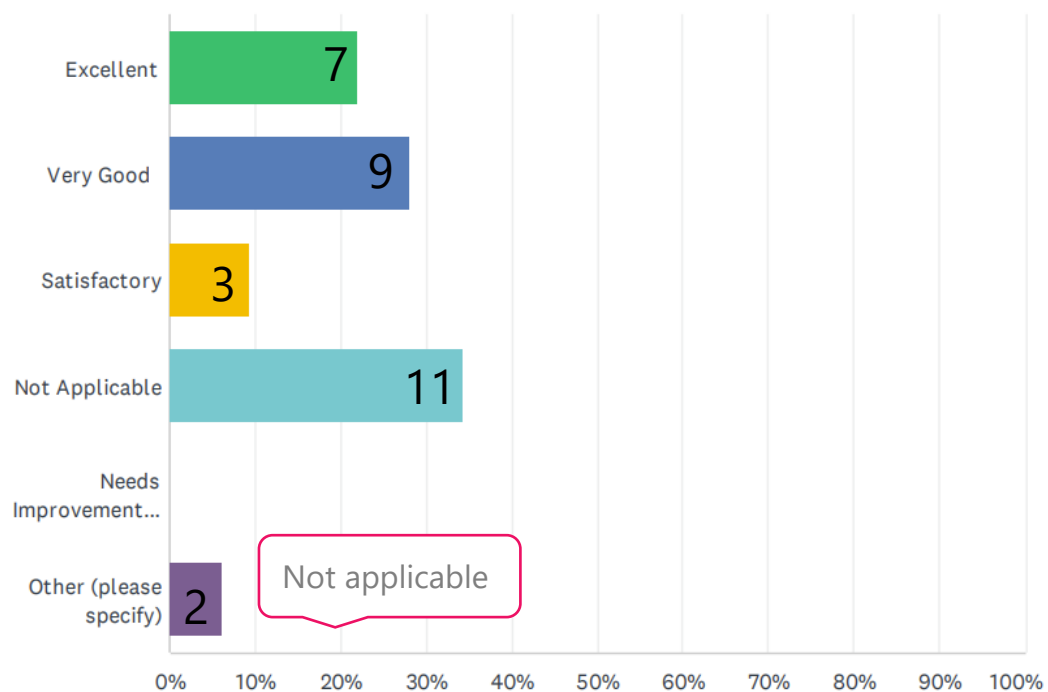
UNCLASSIFIED



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



Answered: 32 Skipped: 6

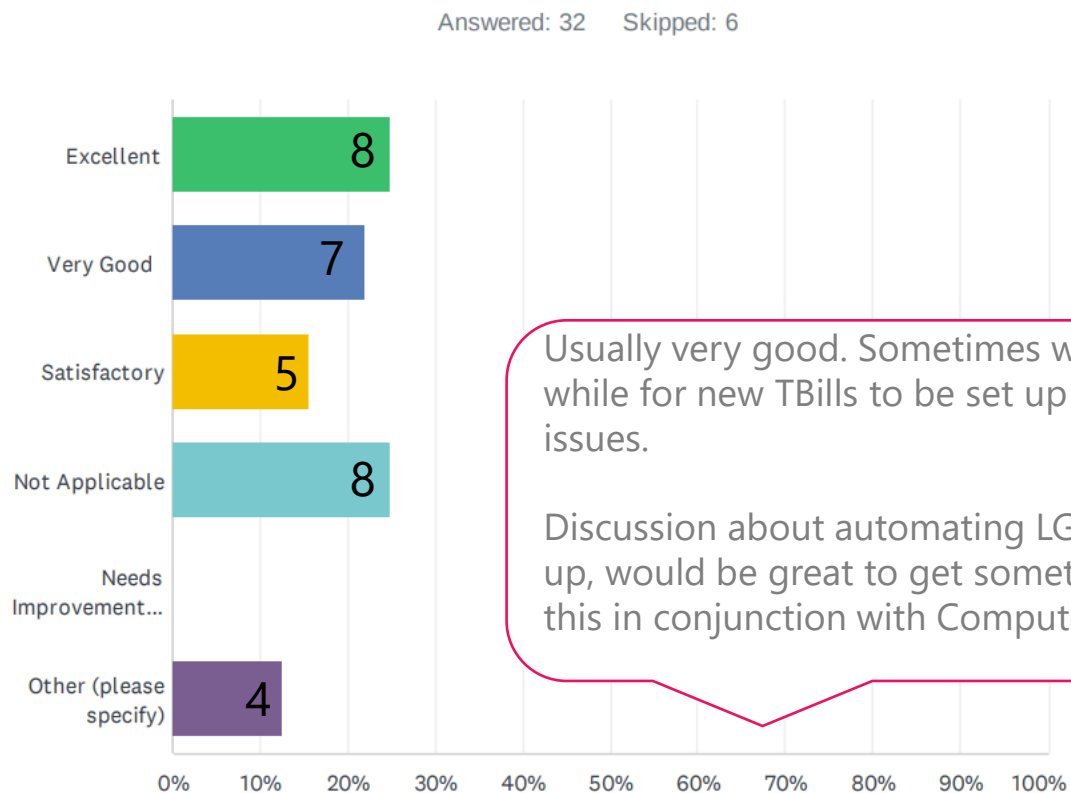


UNCLASSIFIED





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



Usually very good. Sometimes we need to wait a while for new TBills to be set up but generally no issues.

Discussion about automating LGFA series ID set-up, would be great to get something in place for this in conjunction with Computershare.



*RBNZ note:  
Emailing [esas-nzclear@pshelp.atlassian.net](mailto:esas-nzclear@pshelp.atlassian.net) is the best way for a subject matter expert to be assigned to resolving a query.  
Automated solution for LGFA securities being worked on.*

UNCLASSIFIED



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

- Understand that workloads don't always allow for things to be done straight away.
- As already advised, I believe your comms are fantastic during any issue outages so keep doing this please.
- New issue information to appear in Security listing quicker from Computershare (STP??)
- Continue as is.
- Continue the status quo.



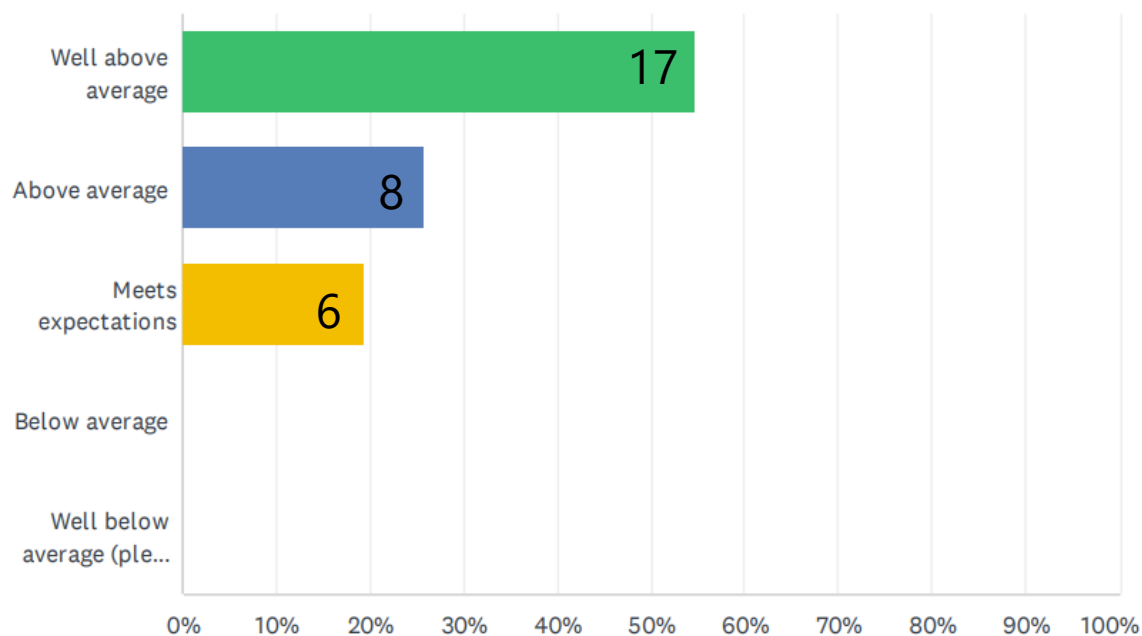
*RBNZ note:  
The RBNZ sometimes  
receives notification  
of new issues after  
NZClear participants.  
New issues are set up  
as soon as the  
information is made  
available*



# How do you rate our overall customer service?



Answered: 31 Skipped: 7



UNCLASSIFIED

