

Client Survey of OeKB CSD

Q1 2020

1.0 / Public / July 2020

CENTRAL
SECURITIES
DEPOSITORY

OeKB[®]
CSD GmbH

Status quo

- As central securities depository, OeKB CSD GmbH fulfils an important, central role in the Austrian capital market. In doing so, OeKB CSD places the clients needs at the centre of its work.
- To find out how OeKB CSD can **improve its services**, it conducted a **client survey**.
- It should help to **respond even better to the requirements of** the OeKB CSD **clients**.
- This was not the first client survey. In 2011, 2007 and 2003 it also conducted surveys as part of the KMS-department of Oesterreichische Kontrollbank AG.



Study Profile

- Quantitative online survey in German and English
- Target group:
 - Clients of OeKB CSD in their role as
 - Securities account holder
 - Issuers with paying agents function
- Field time:
 - February 26th, 2020 – March 18th, 2020
 - 1 x invitation
 - 2 x reminder

Content

Product satisfaction

Evaluation of service quality in general

Reasons for product dissatisfaction

Evaluation of the service quality of the individual services in detail

Product awareness

Evaluation of the support by the
relationship management

Information channels

Values of OeKB CSD

Need for further services

Evaluation of future business volume

Potential for improvement



Results

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To what extent do the following values apply to OeKB CSD?

In a 6-level scale, where *1* is *very applicable* and *6* is *not applicable at all*, OeKB CSD is rated by its clients as follows::

trustworthy
(1,2)

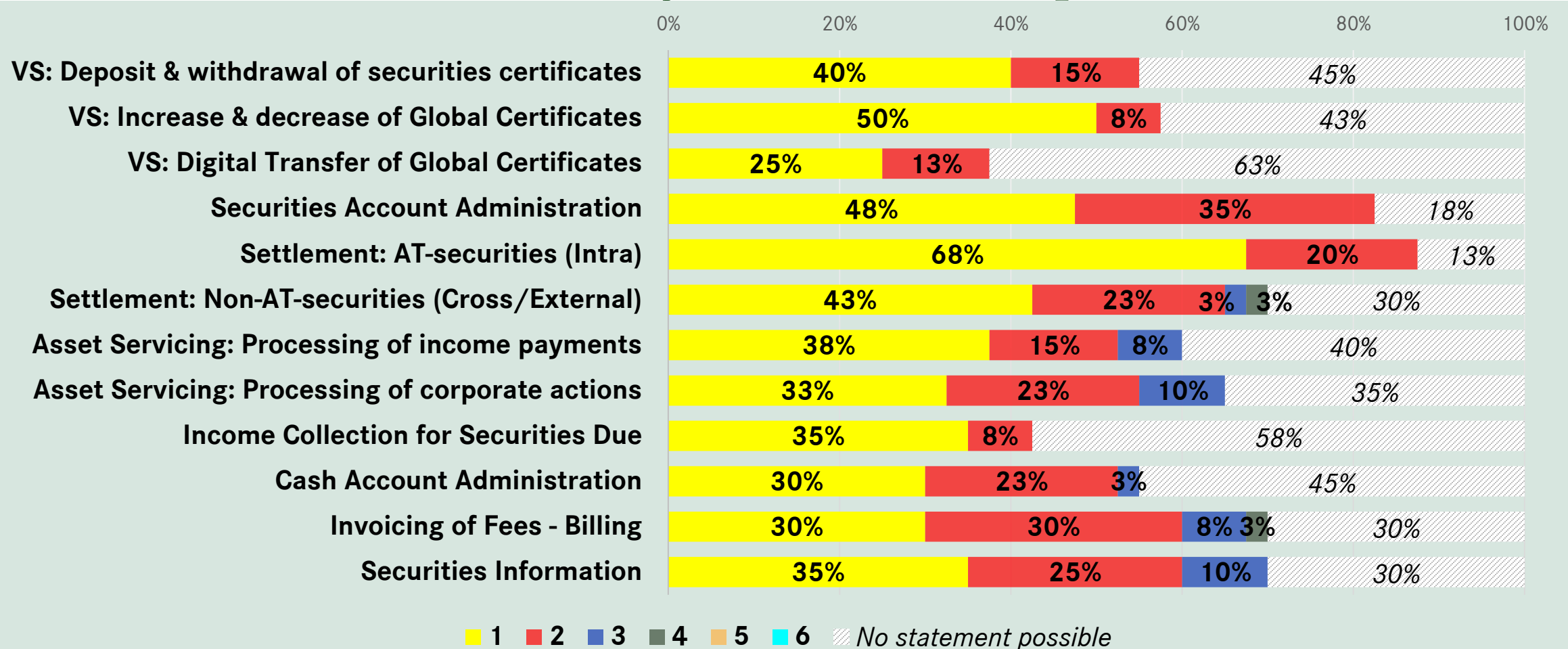
professional
(1,3)

High level of
expertise
(1,3)

focused on solutions
(1,4)

focused on services
(1,5)

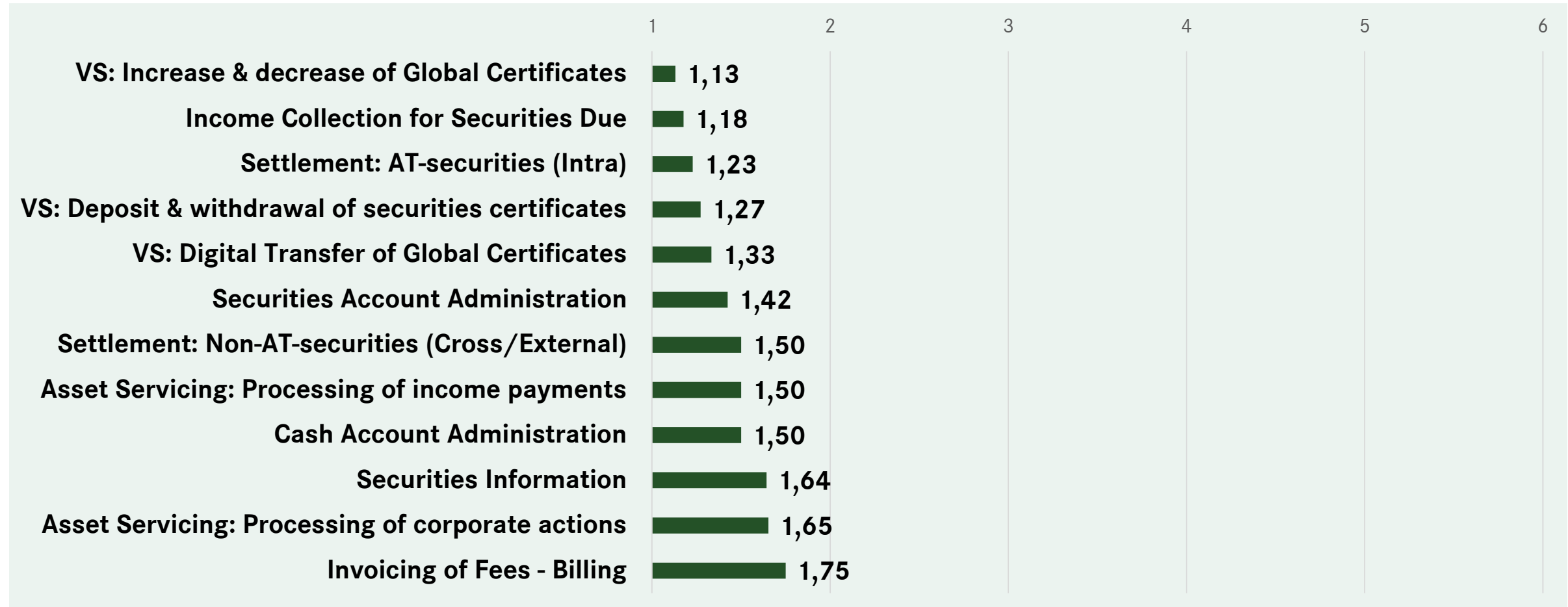
**OeKB CSD offers a wide range of services.
Please let us know how satisfied you are with the respective services.**



Scaling: average over six categories
1 = very satisfied, 6 = not satisfied at all

VS= Vault Services

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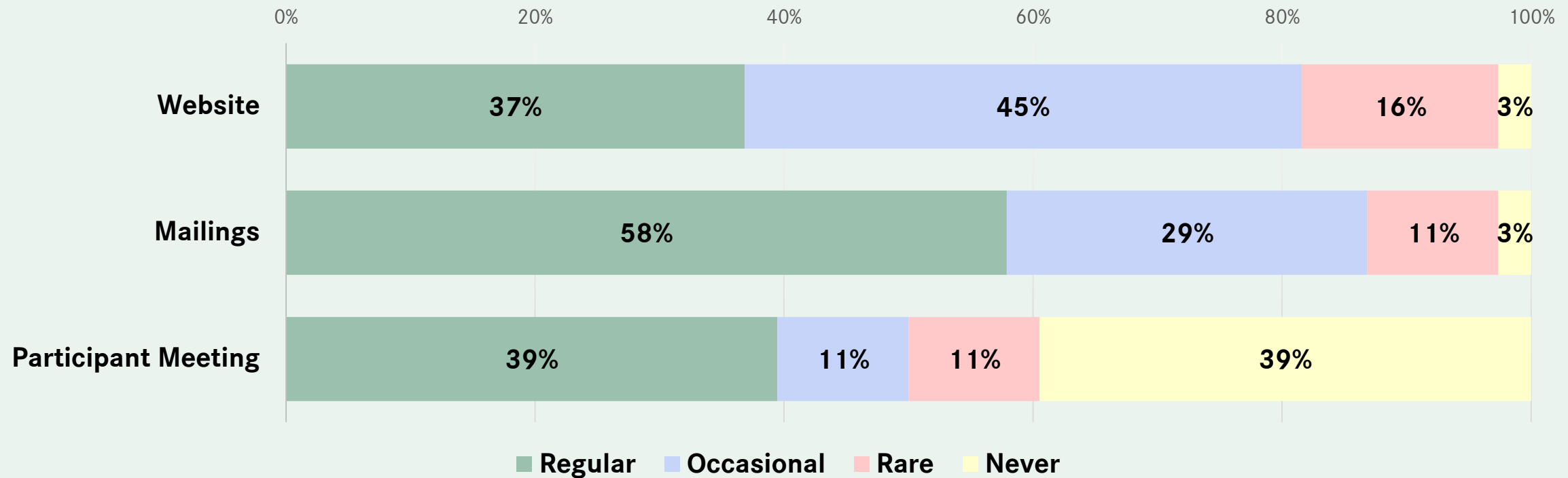


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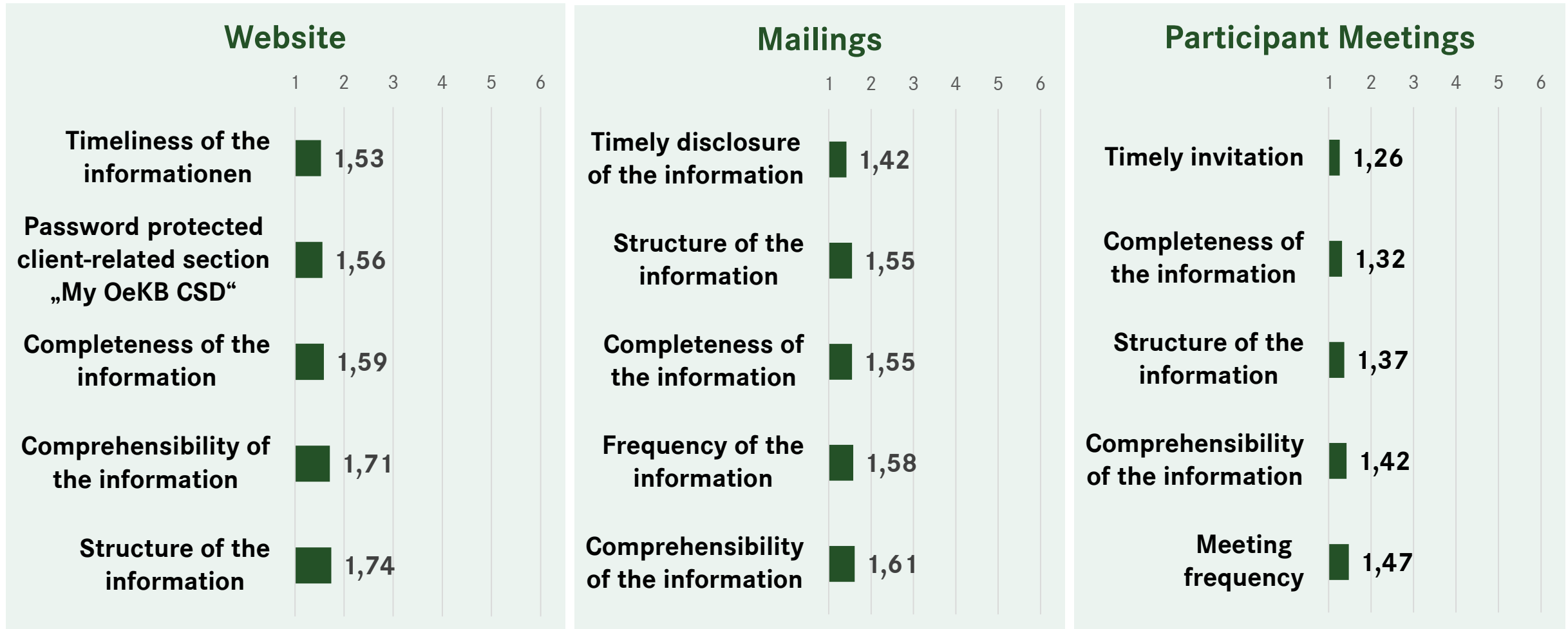
VS= Vault Services

Results we can be proud of ...

Which information channels of OeKB CSD do you use?
Please also indicate how often you use them.



Results we can be proud of ...



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Just a few comments from our clients ...

Translation:



"Possibility of a digital securities certificate."

"Compliments to the colleagues from the vault and the settlement team, who are always very helpful and uncomplicated."

"Continue to offer the Participant Meeting via telephone possibly also, check the possibility to participate via Cisco-webex-Meeting."

„We always clarify requests and questions by telephone.“

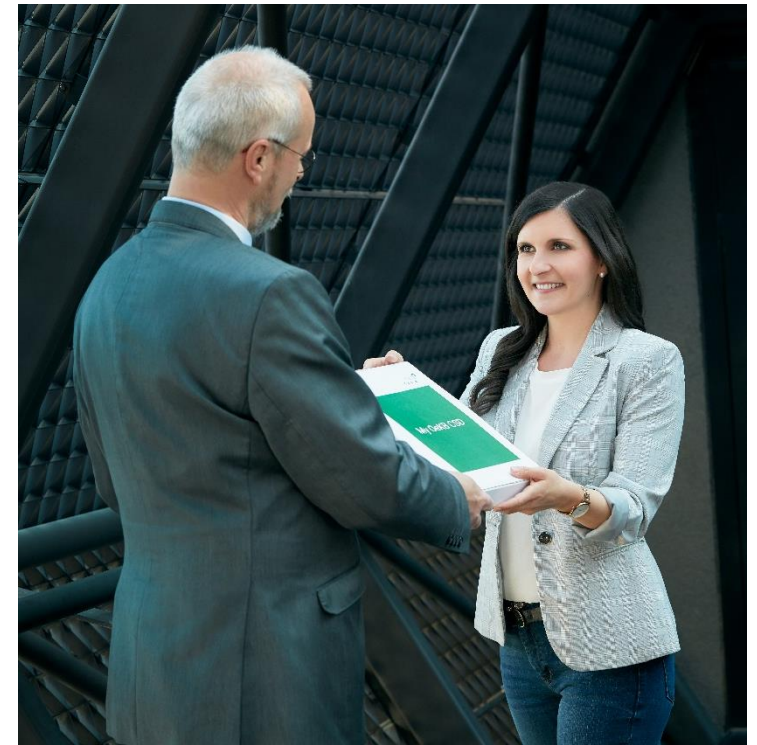
"Excellent support from the relationship manager. He is very familiar with both operational and strategic issues. He is optimally connected in the market, also on a European level!"

Summary - Extract from the final report of „Research Bureau Edda Mogel E.U.“:

- **OeKB CSD** is seen by its clients as **trustworthy, professional** and with a **high level of expertise**.
- **The clients are very satisfied with the following services: Vault services: Increase & decrease of Global Certificates, Income Collection for Securities Due and Settlement: AT-securities (Intra).**
- Both the quality and frequency of **contact by the relationship manager** are consistently satisfied for the clients.
- **Mailings** are **most frequently used** as an **information channel** of OeKB CSD, the second most used channel is the website.
 - The website scores with its timeliness of information and the password protected client-related section „My OeKB CSD“.
 - For mailings, timely disclosure of information, structure and completeness of information are especially satisfying.
 - Participant Meetings impress with timely invitations and completeness of information.

Our service performance in accordance with our vision:

- ✓ We provide our clients with easy and secure access to this capital market.
- ✓ With our highly specialised experts, we provide reliable services with operational excellence in accordance with international standards.
- ✓ We take into account global developments and technological advances.
- ✓ This ensures the competitiveness of OeKB CSD and the Austrian capital market.



OeKB CSD would like to thank its employees for this excellent performance and will continue to improve and expand its services in order to respond even more to clients requirements and the need in the capital market.

