



RTGS Help Desk Survey Results

February 2009

This report presents the results of the RTGS Help Desk Survey, conducted in February 2009.

The survey was broken down into the following four categories:

- Help Desk Support
- Communication
- Processing
- General

Customers were also invited to give an additional suggestions or comments, and finally to rate the overall service of the RTGS Help Desk against other service providers.

This survey was sent to 59 institutions and 66 responses were received.

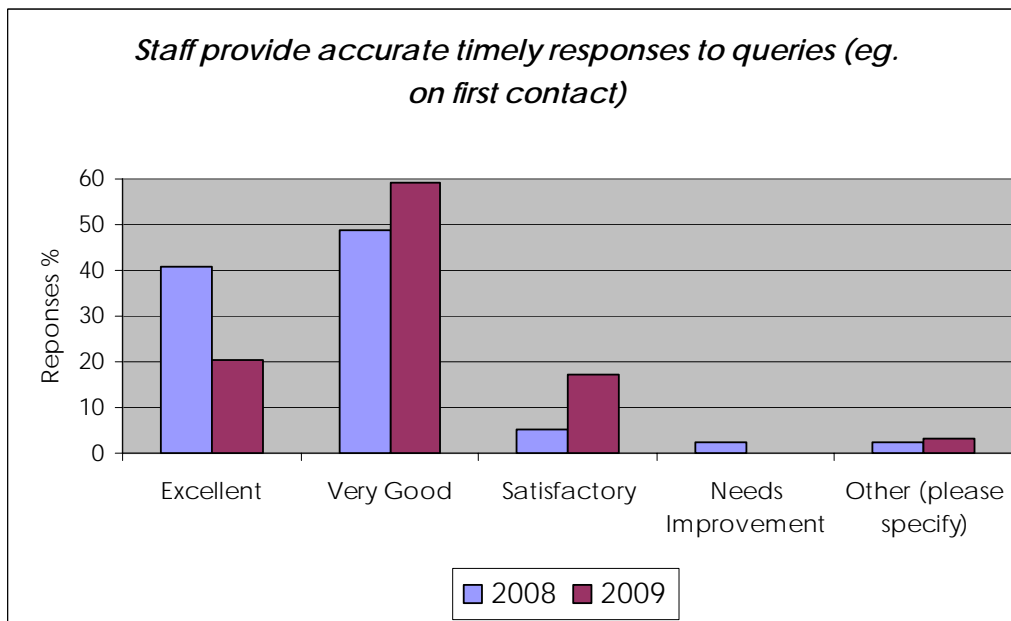
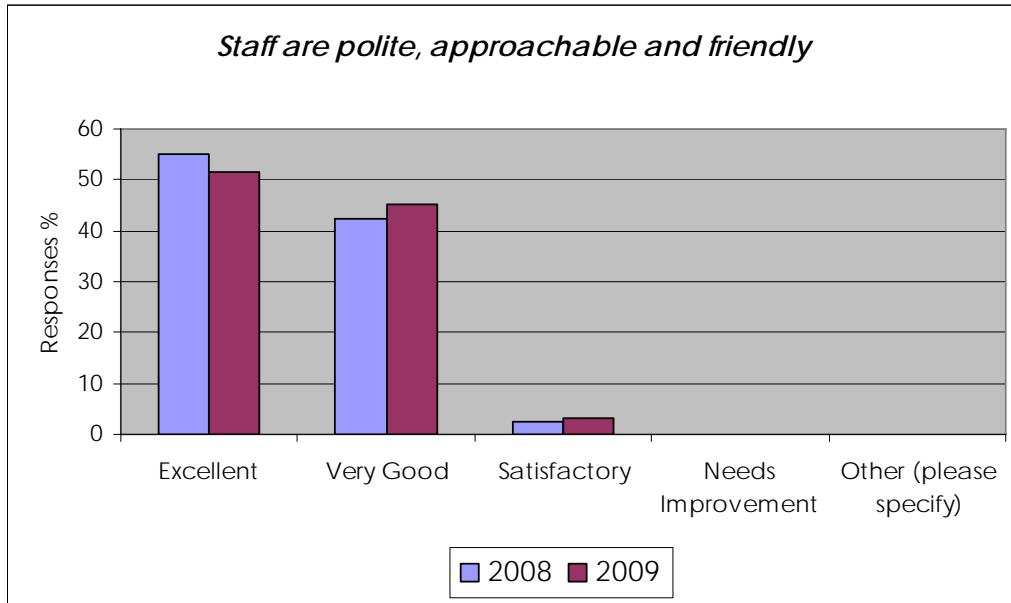
Thank you to our members who participated in the survey. We received some very positive results with very constructive feed back. RBNZ will use the survey as a baseline going forward and we will make changes where members have made suggestions.

Going forward if you have any issues or feedback regarding our services please feel free to contact Adrienne Barlow on +64 4 471 3629.

Help Desk Support

65 (98%) respondents answered each the 5 questions for Help Desk Support.

There is a high level of satisfaction with the services provided by the help desk with 96.9% rating the services as "excellent" or "very good."



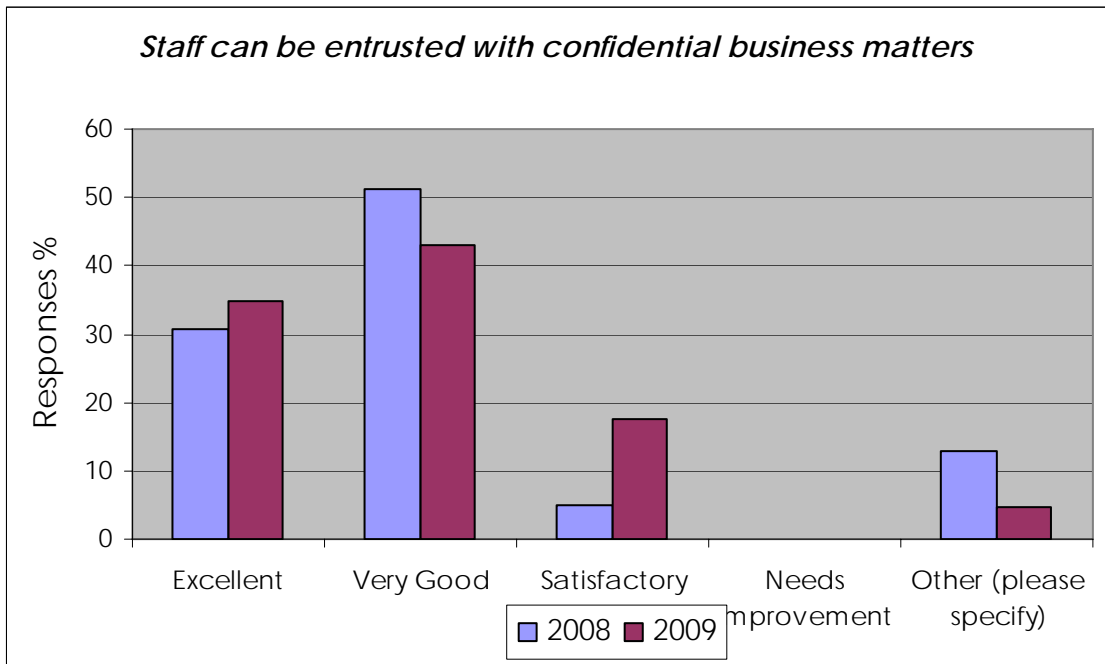
Customer Comments

- Overall very good, however have had a couple occasions where uplifts have not been processed in a timely manner. However when chased/queried, staff are extremely apologetic and will process the uplifts immediately.
- Trades are Very Good
Acknowledgement of our Corporate Actions queries needs improvement on timeliness of response



Customer Comments

- no opinion
- Corporate action information and knowledge still lacks sometimes - lately proactivity has become an issue also - could be due to new staff.



Customer Comments

- Haven't had to divulge any confidential business matters
- no opinion
- NA

Communication

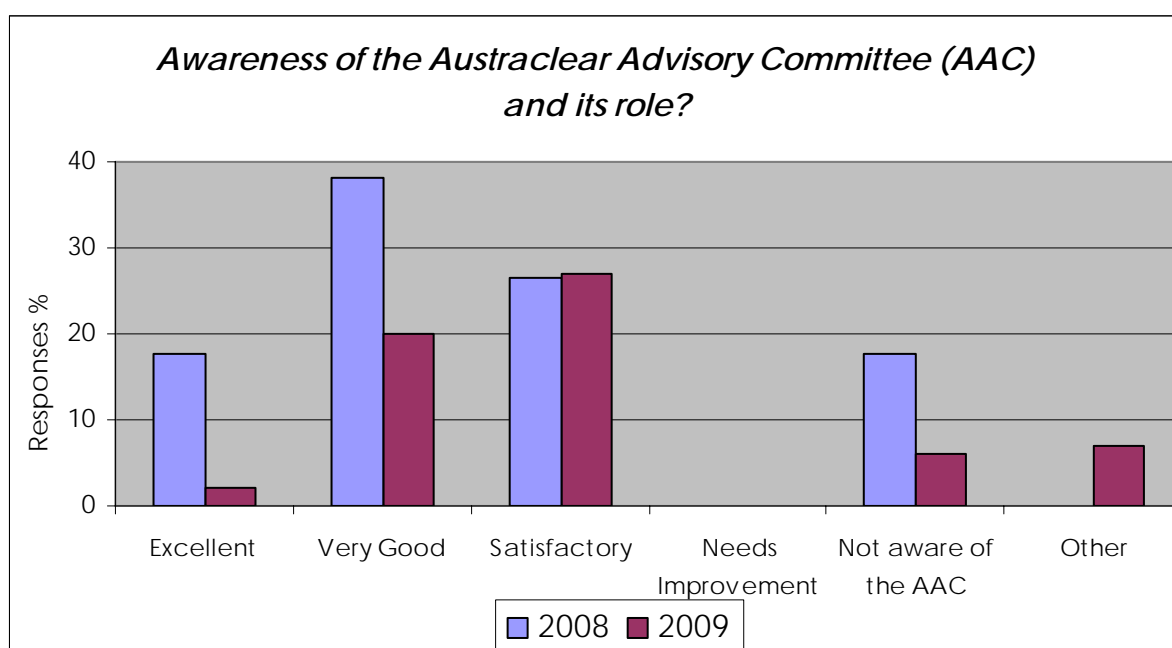
An average of 59 (89%) respondents answered each the 6 questions for Communication.

While there is a high level of satisfaction with our communications, it appears that not all our communications are getting to our target audience.

Unfortunately the customers who commented chose to remain anonymous therefore we are unable to contact them directly to rectify the issue.

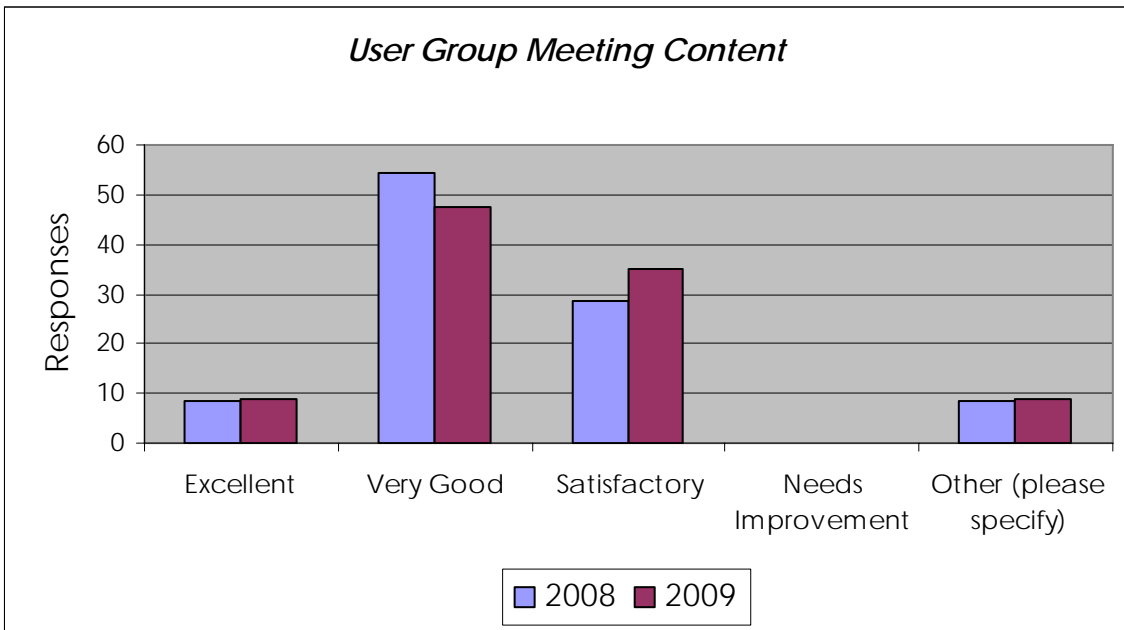
We will continue to distribute via the current e-mail address list, and notify via Austraclear when the RTGS Bulletin is available on the web. Please email us at rtgshelpdesk@rbnz.govt.nz and advise us if others within your organisation need to be added to our distributions list.

Information relating to the Payments & Settlement Services, plus communication content is available on our web site <http://www.rbnz.govt.nz/payment/>.



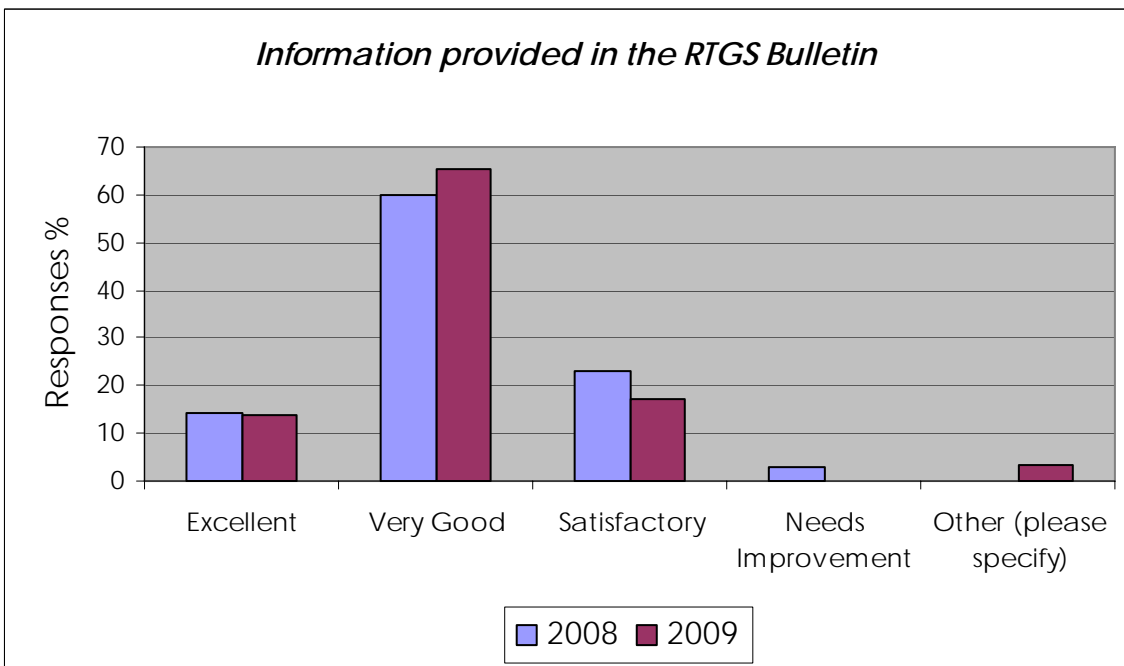
Customer Comments

- have had no reason to question this
- [client details supplied]
- This is not something that directly effects [name]
- I believe that the group has improved over the last 12 months although there are some governance aspects which could be more clear, such as inclusion of ESAS. Communication between the reps and the wider membership could also be improved.
- I have never attended User Group Meeting, therefore, unable to reply honestly
- N/A – [name] has very limited access to Austraclear
- Have had no reason to question this



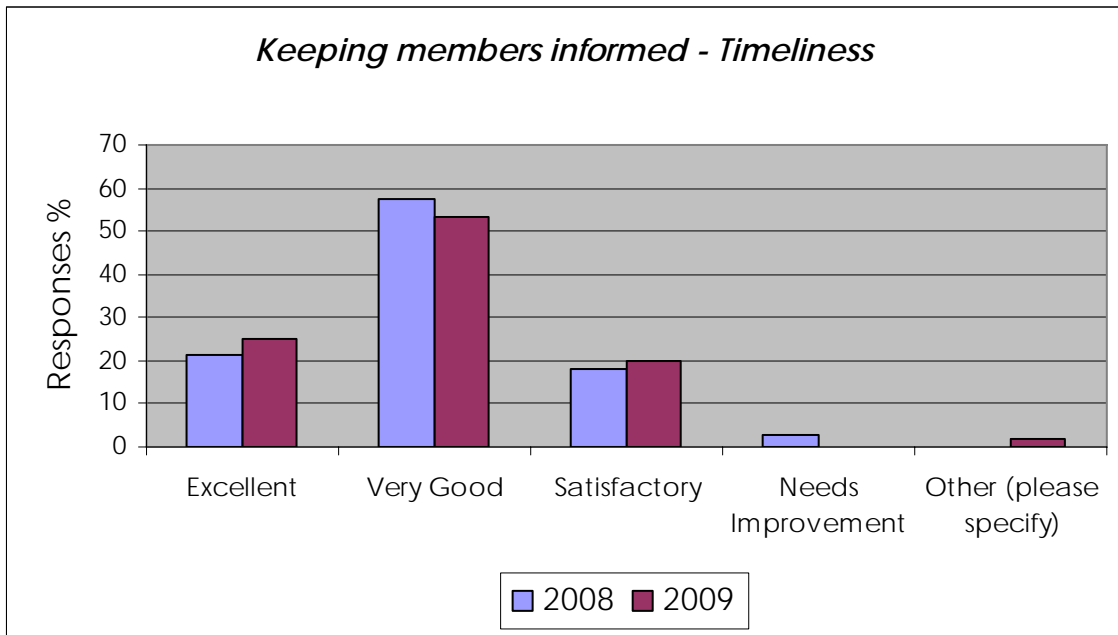
Customer Comments

- have not attended, not able to give feedback
- No longer attend these due to new office location.
- Not sure what you mean here?
- Again, this is not something that effects [name].
- N/A - [NAME] has very limited access to Austraclear



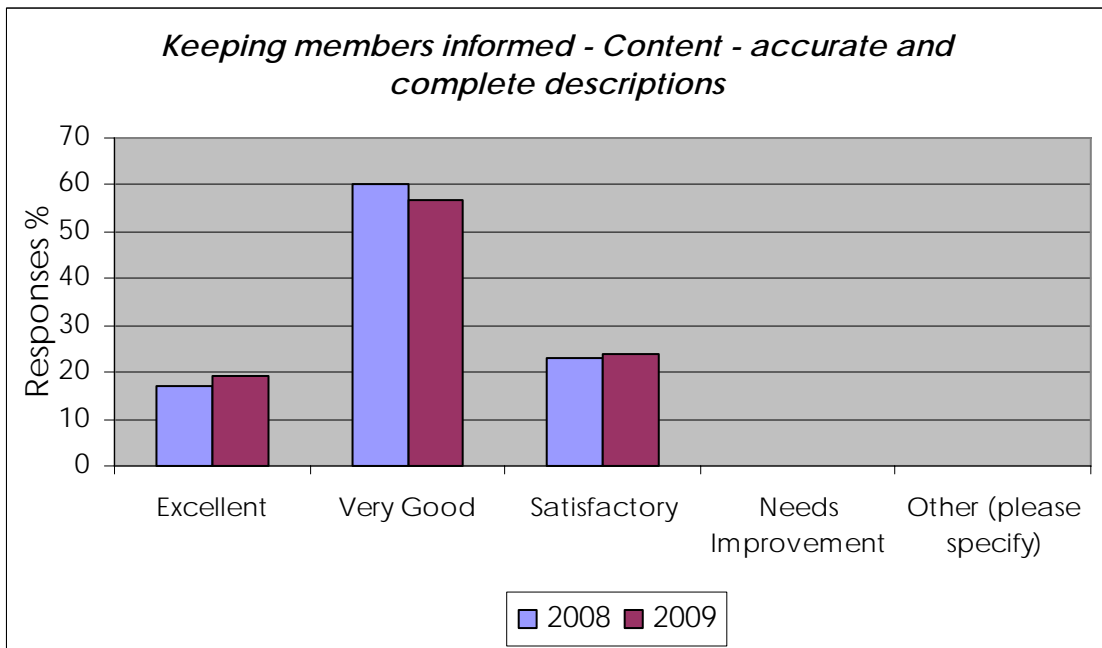
Customer Comments

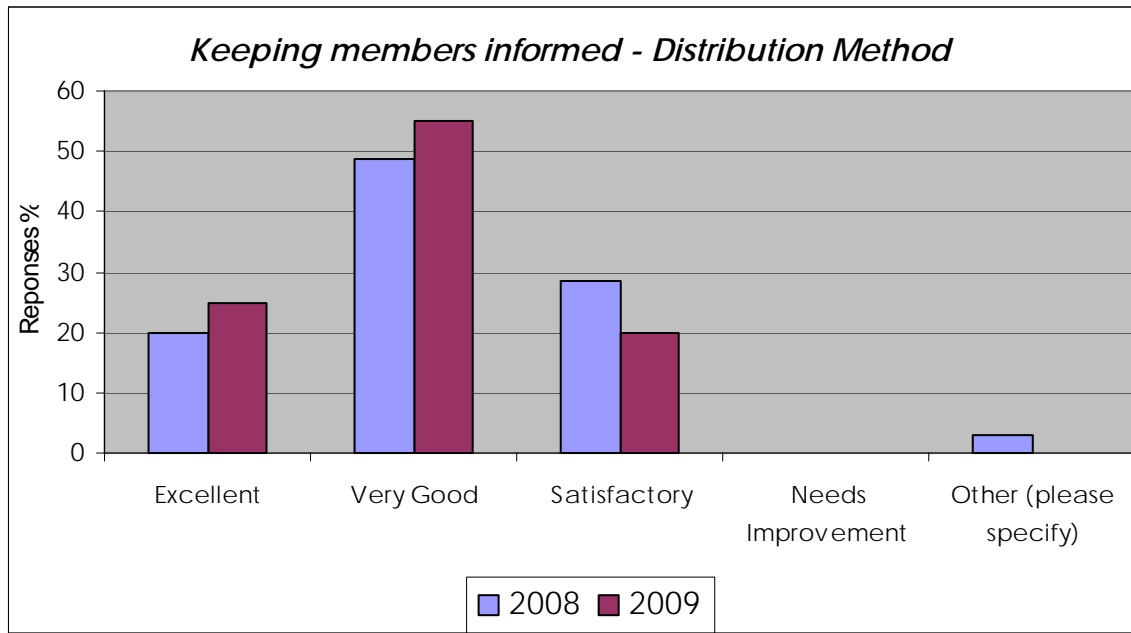
- Not sure what this is either?
- Excellent, however last RTGS bulletin was not posted on the website.



Customer Comments

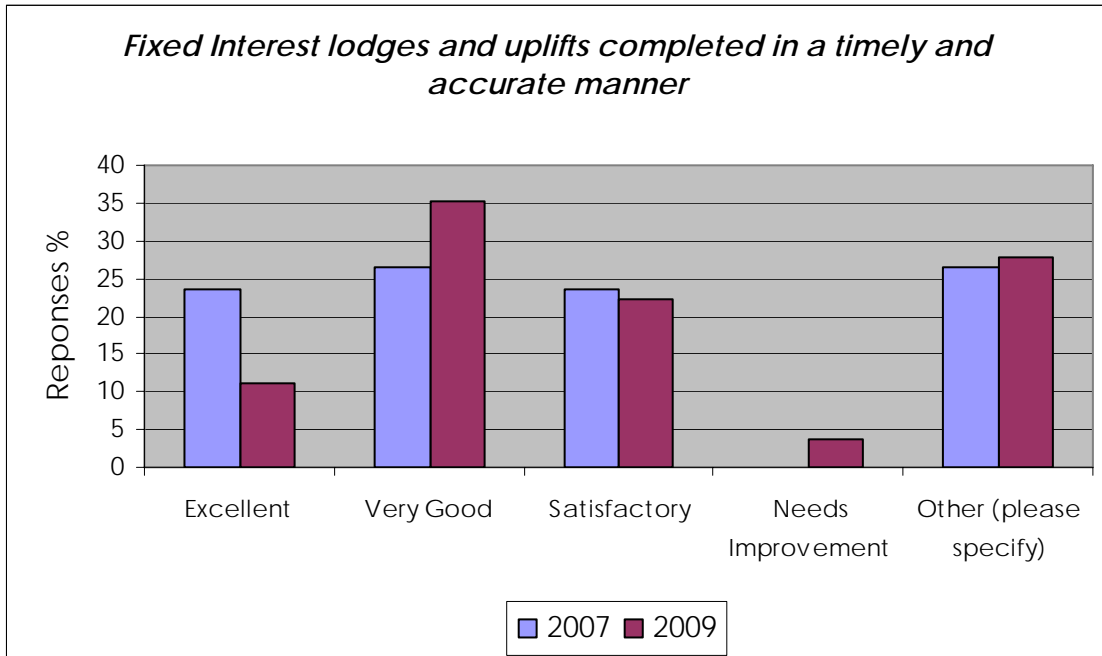
- We haven't seen any communication about the ESAS / Austraclear system enhancements that were slated for last quarter 2008.





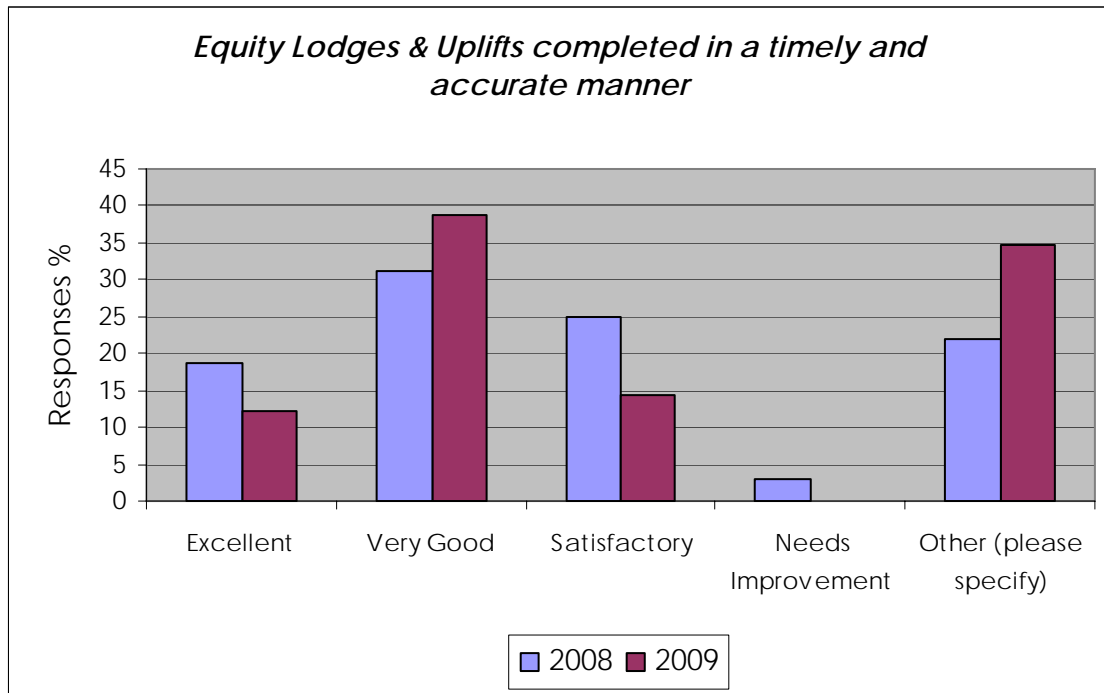
Processing

An average of 53 (80%) respondents answered each the 4 questions for Processing



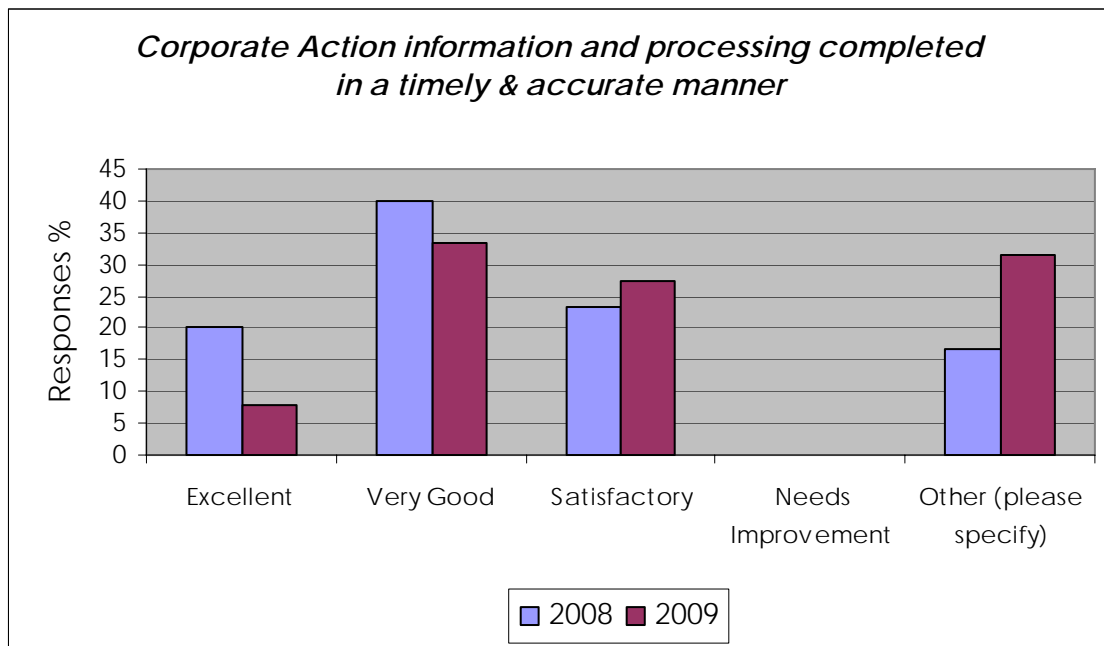
Customer Comments

- N/A
- N/A
- facility not used
- As per comments to question 2 - very good with the exception of isolated incidents
- have had delays but now know to phone if uplifts/lodges not completed within an hour
- Have only processed 1 uplift which went ok
- Na
- N/A to [NAME]
- N/A
- n/a
- N/A
- n/a
- N/A - [NAME] has very limited access to Austraclear
- No involvement
- very good, but [name] registry a little slow at times :)



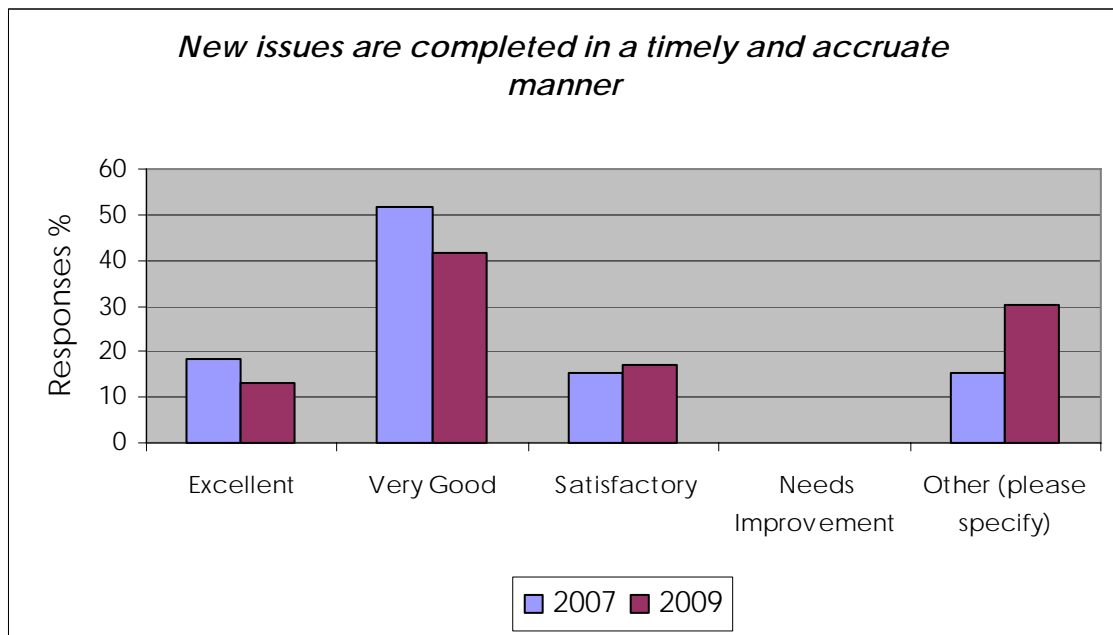
Customer Comments

- N/A to my role
- N/A
- N/A
- Do not use
- facility not used
- needs improvement - sometimes we have to ring more than once to get urgent uplifts done for broker deliveries. Last year we had quite a few uplifts taking longer than an hour to complete
- N/A
- I only do Fxed interest
- Don't use
- Na
- no opinion
- N/A to [name]
- N/A
- n/a
- N/A – [name] has very limited access to Austraclear
- No involvement.
- n/a



Customer Comments

- N/A to my role
- N/A
- N/A
- information very reliable and accurate (we use this in preference to NZX info.)
- na
- N/A to [name]
- N/A
- n/a
- na
- n/a
- NA
- N/A – [name] has very limited access to Austraclear
- No involvement
- Not applicable to me
- The only problem we are experiencing is the updating of bond rates ie when a bond period is fixed, we have to chase Computershare to update Austraclear FISERIEQ.
- Needs Improvement with regards to changes to rates, payments terms. NOTESQ could be utilised more efficiently



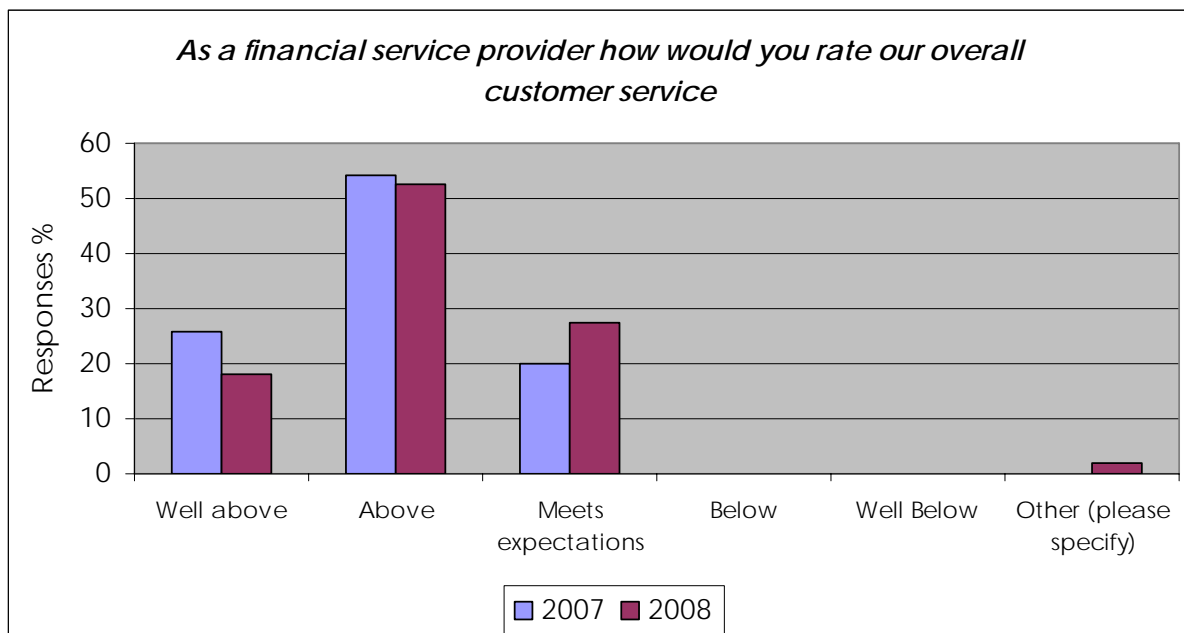
Customer Comments

- N/A
- N/A
- n/a
- On couple occasions I had to chase up the other bank and Austraclear helpdesk, who then has to chase up computershares.
- facility not used
- I have had no experience with this
- Only ever been joint lead manager so have not had to liaise with RBNZ Austraclear on setting up the new issue
- Na
- N/A to [name]
- n/a
- N/A
- n/a
- NA
- N/A – [name] has very limited access to Austraclear
- No involvement.
- No comment as we are not involved in new issues

General

55 (83%) respondents voted on how our customer services rates as a financial service provider.

10 (18.2%) rated us well above, 29 (70.1%) above, 15 (27.3%) meeting expectations.



Customer Comments

- Need to have a more strategic approach to members long term requirements.

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

- My only comment would be around physical mail correspondence, we do have issues from time to time
- Glad to see that we no longer have a connection issue due to the number of users logged in at the same time.
- Always find staff very helpful.
Information rec. vis email is timely and useful.
- We would like to see some improvements in the reporting capabilities, i.e being able to produce the daily CASHQ to an excel format on the actual date, rather than wait until the next business day.
- I only have limited use but have found the service very good and staff helpful and friendly/polite
- Being based in Australia and having limited access to Austraclear NZ, we are always pleased with the RBNZ level of customer service. We do not contact often but when we need assistance the response is very good.
- would be nice is from time to time the rbnz would initiate meet and greet of its members and not just the annual meetings.. something casual..ie morning teas or afternoon teas..or like visiting the banks one by one getting to know the operators ..putting a face to a name... have more people contact..
- Wherever I had Other as an answer like Q 7 and 13, could not put comment in the box. Else RBNZ service desk is excellent.
- I have no issues with the service provised.
- just keep doing what you are doing
- Should be able to make comments as well as ticking specified boxes. ie cant select excellent and make comment at the same time.