



20 April 2017

SURVEY OF APRA-REGULATED INSTITUTIONS AND OTHER STAKEHOLDERS

In April and May, APRA will be conducting its fifth survey of regulated institutions and other relevant stakeholders to assist us in assessing APRA's performance and effectiveness. The survey is designed to gauge stakeholder views about APRA across a range of activities described in the Government's Statement of Expectations (current version released April 2014), and APRA's Statement of Intent (current version released July 2014) and Service Charter (released December 2011). The first survey was conducted in 2009, with subsequent surveys in 2011, 2013 and 2015.

Over the past four surveys, APRA has used the results as important input into its strategic planning and supervisory priorities.

APRA has engaged Orima Research (Orima) to administer the survey. Representatives of Orima will contact the appropriate respondent for your organisation via email in the coming weeks to outline the process for completing the survey. While completion of the survey is voluntary, we very much encourage you to respond.

For those institutions that are part of a broader financial group, please complete the survey on the basis of your institution alone; all regulated institutions will be contacted individually.

In most instances, the most appropriate respondent will be the person who liaises most with APRA, but the survey may need to be answered by more than one person within your organisation. When all questions have been answered, we would ask the Chief Executive Officer (or equivalent) to complete a declaration to endorse the responses prior to submitting the survey.

When completing the survey, please be open and frank in your answers. APRA will not be able to identify individual responses and the results will be published only in aggregate form.

If you have any questions about your participation in the survey, please contact our Communications Officer, Courtney O'Sullivan, on 02 9210 3508 or by email at courtney.osullivan@apra.gov.au.

This letter does not contain the link to the survey. The link will be emailed by Orima in the coming weeks.

We look forward to your support for this initiative.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Lynne'.