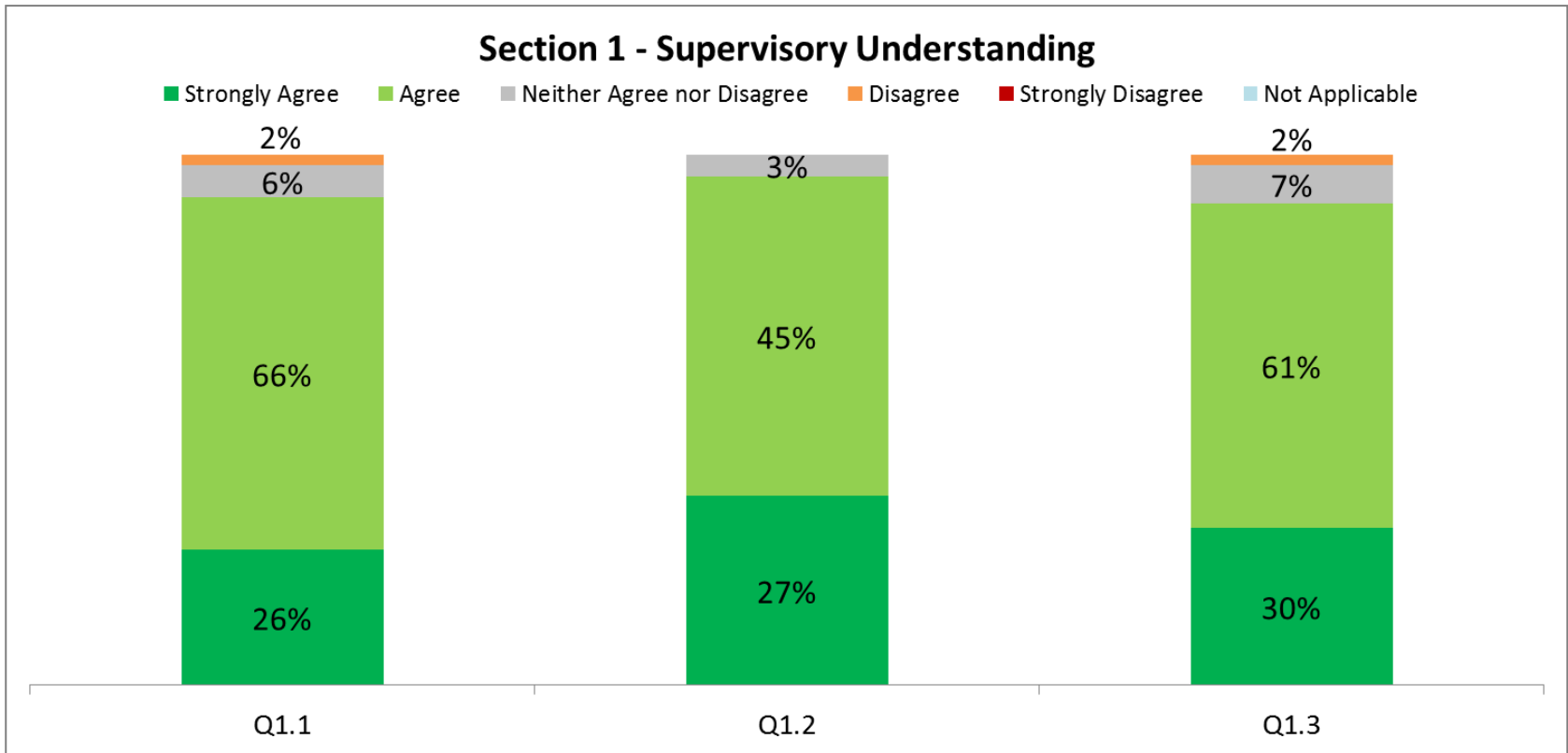




# Firm Feedback Survey – Category 1-4 Firm Results 2016/17

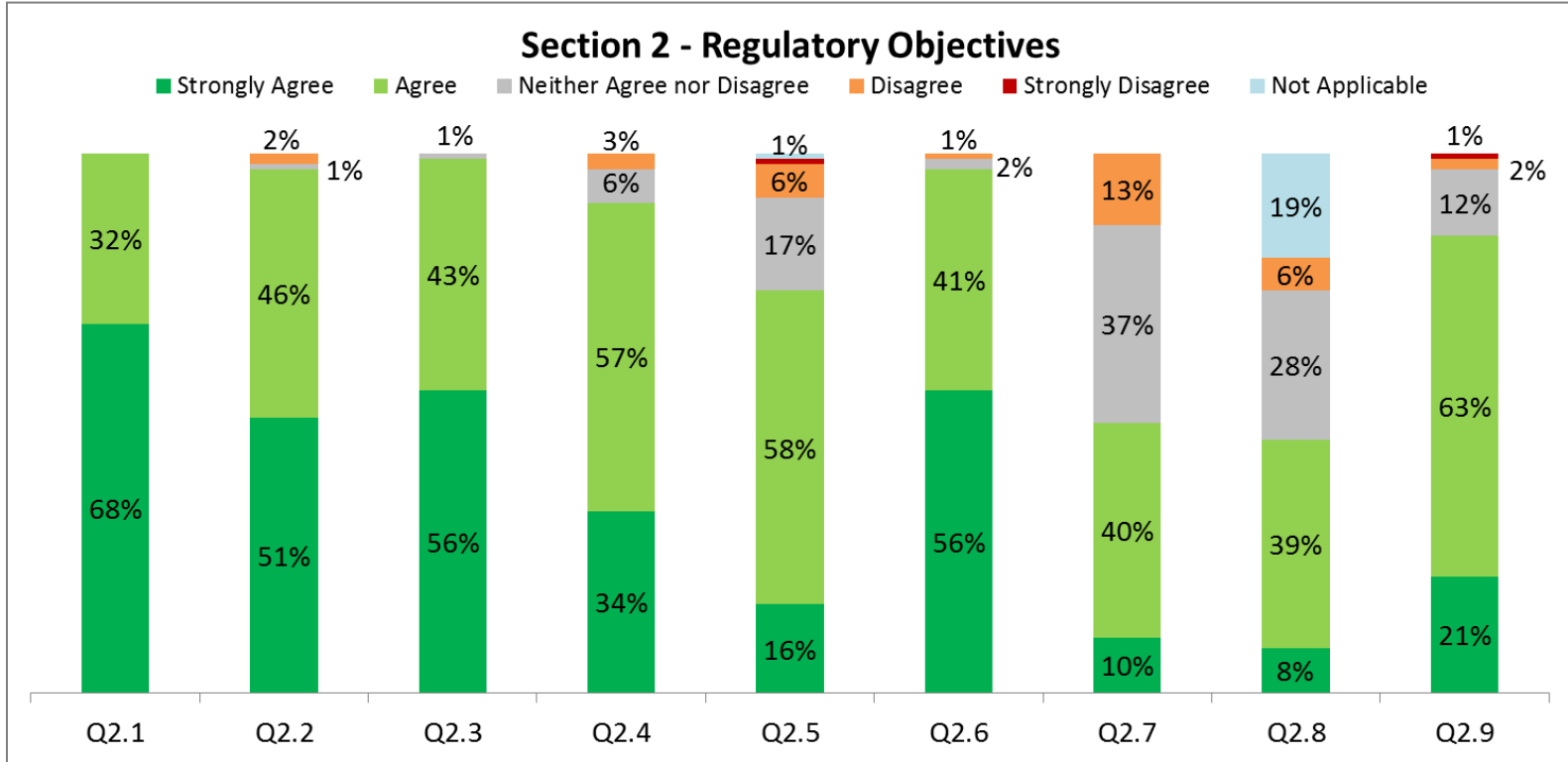
The following results show the breakdown of responses from 98 Category 1-4 firms. This is the first year that Category 3-4 firms were invited to complete a survey.



Section 1	To what extent do you agree or disagree with each of the following statement about the supervisory team’s understanding of your business?
Q1.1	The supervisory team has an appropriate understanding of our current business model
Q1.2	The supervisory team has an appropriate understanding of our strategy
Q1.3	The supervisory team has an appropriate understanding of the market our firm operates in



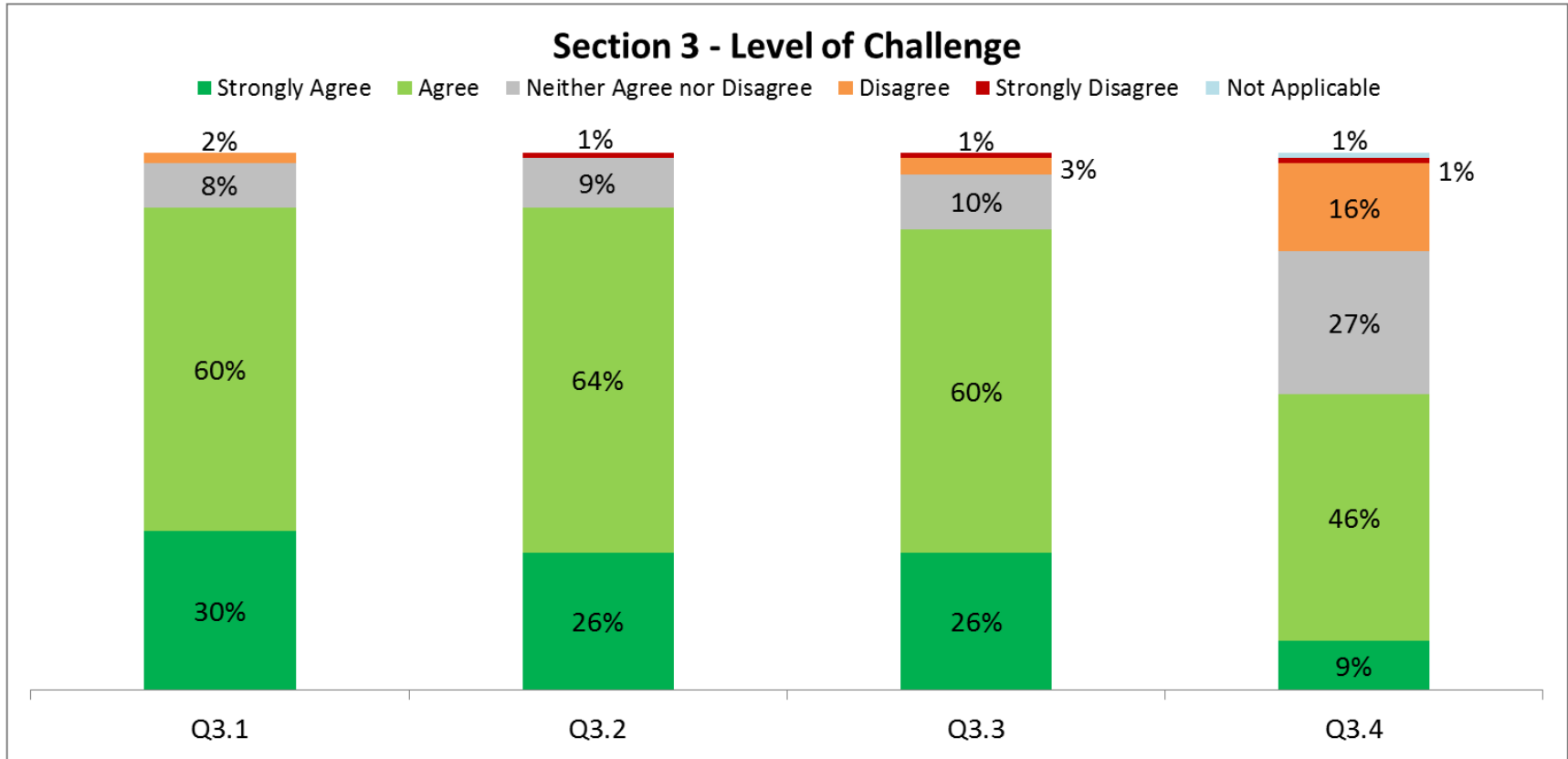
# Firm Feedback Survey – Category 1-4 Firm Results 2016/17



Section 2	To what extent do you agree or disagree with each of the following statement about the regulatory objectives and responsibilities of the PRA?
Q2.1	My firm has a clear understanding of the regulatory objectives of the PRA
Q2.2	My firm has a clear understanding of the impact of the PRA's regulatory objectives on us
Q2.3	We are clear as to what the PRA feels are the key risks impacting our firm
Q2.4	We are clear what the PRA's expectations are as to what we need to do to address these risks
Q2.5	The mitigation action required is proportional to the risks identified
Q2.6	My firm has a clear understanding of the distinction between the PRA's regulatory objectives and those of the FCA
Q2.7	The PRA and FCA are appropriately coordinated in their supervision of our firm taking account of their respective regulatory objectives
Q2.8*	The PRA and overseas regulators are appropriately coordinated in their supervision of our firm taking account of their respective regulatory objectives
Q2.9*	Information channels (e.g. publications, speeches, Bank of England website) are effective at informing our firm of the PRA's expectations



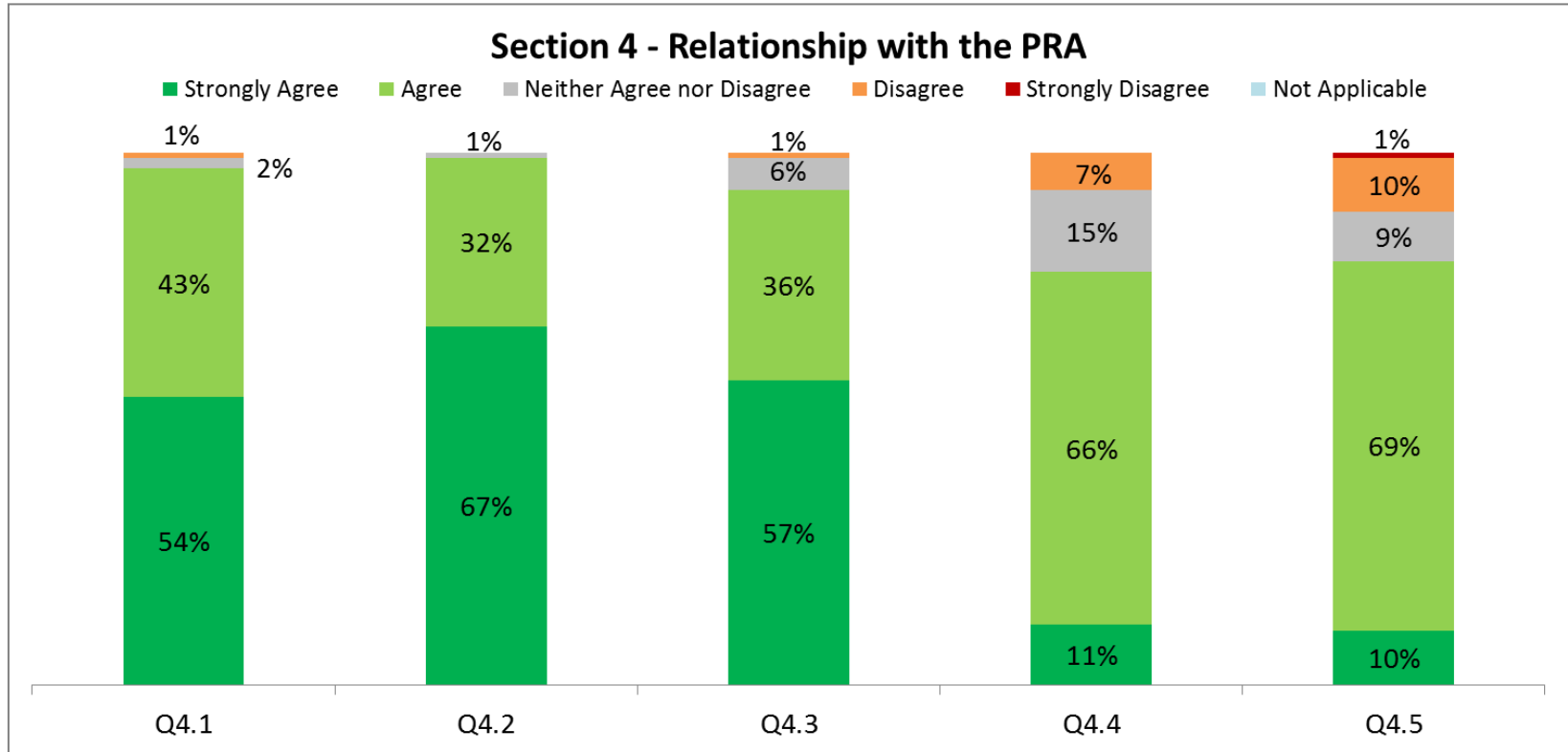
# Firm Feedback Survey – Category 1-4 Firm Results 2016/17



Section 3	To what extent do you agree or disagree with each of the following statement about the supervisory team’s level of challenge?
Q3.1	Supervision challenges appropriately our business model and strategy
Q3.2*	Supervision challenges appropriately senior management’s judgements of the risks presented by our firm
Q3.3	Supervision challenges appropriately our mitigation of key risks
Q3.4	Challenge from the PRA has influenced our firm’s strategy, its execution and/or business operation



# Firm Feedback Survey – Category 1-4 Firm Results 2016/17



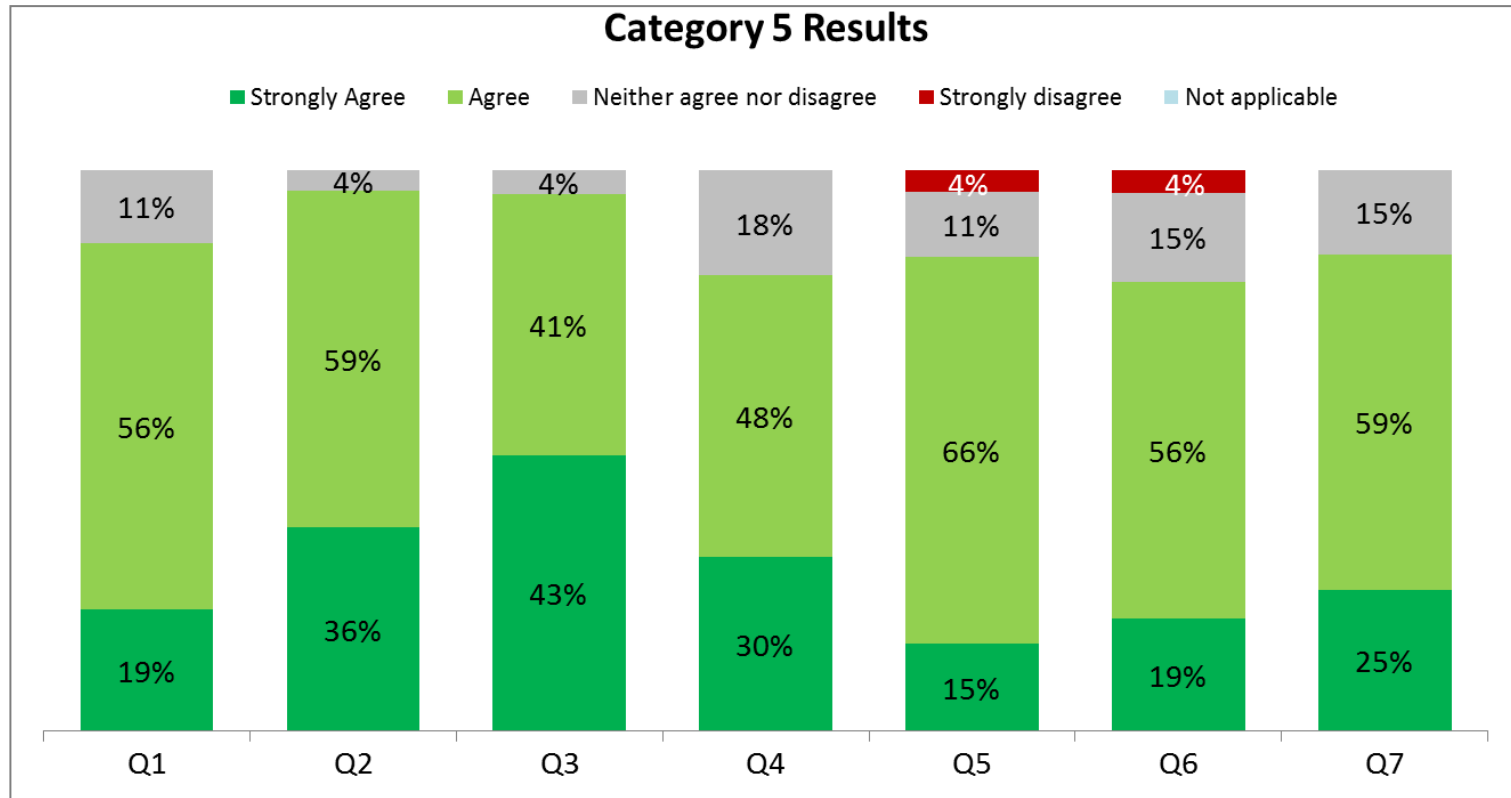
Section 4	To what extent do you agree or disagree with each of the following statement about your firm’s relationship with the PRA?
Q4.1	My firm has an effective relationship with the PRA
Q4.2	My firm has adequate access to the supervisory team
Q4.3	My firm has adequate access to the PRA senior management team if required
Q4.4	The rationale for requests for data and information from the PRA are clearly explained
Q4.5	Deadlines for requests for data and information from the PRA are generally reasonable

\*New questions this year



## Firm Feedback Survey – Category 5 Firm Results 2016/17

Category 5 firms were invited to complete a more tailored survey comprised of 7 questions. The graph below details the breakdown of responses from 27 Category 5 firms



Q1	The PRA has an appropriate understanding of the market our firm operates in
Q2	My firm has a clear understanding of the regulatory objectives of the PRA
Q3	My firm has a clear understanding of the distinction between the PRA’s regulatory objectives and those of the FCA
Q4	My firm has adequate access to a supervisory contact at the PRA
Q5	Communication from the PRA is clear, timely and useful
Q6	Information channels (e.g. publications, speeches, Bank of England website) are effective at informing our firm of the PRA’s expectations
Q7	Deadlines for requests for data and information from the PRA are generally reasonable.



# Firm Feedback Survey - Average Score Trend Analysis

This graph compares the average scores for each questions for Category 1-2 firms from Year 1 (2013/14), Year 2 (2014/15) and Year 3 (2015/16). 1 equates to 'Strongly Agree', 3 is 'Neither Agree nor Disagree' and 5 is 'Strongly Disagree'.

