

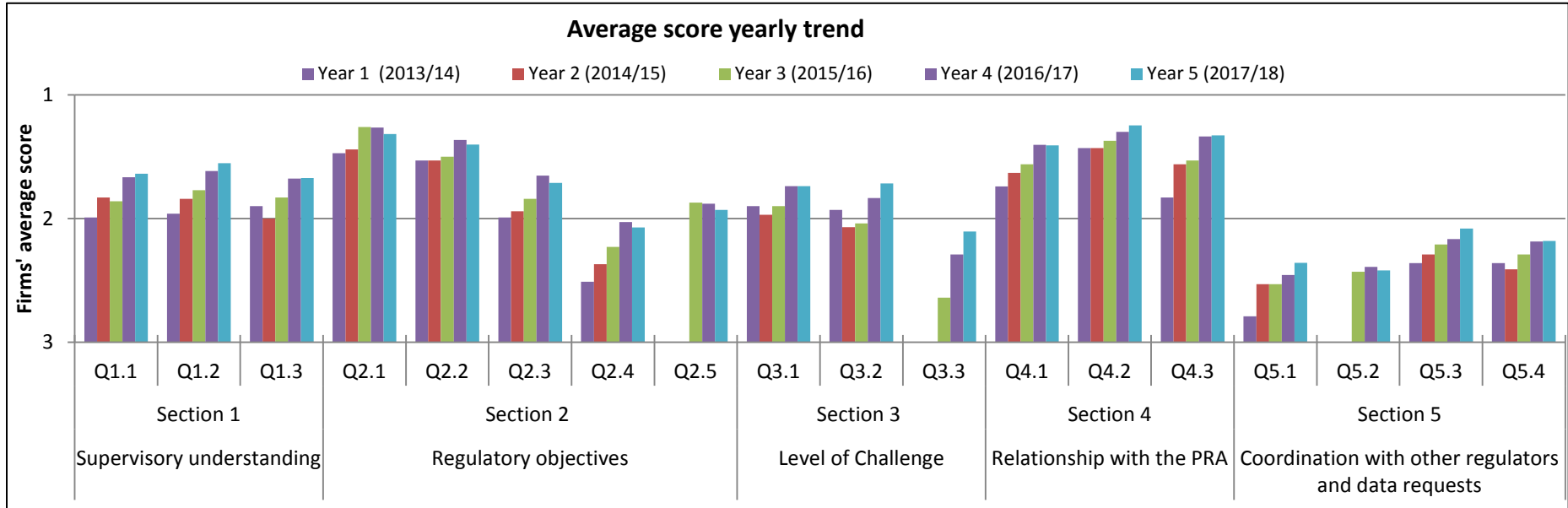


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Firm Feedback Survey 2017/18

Largest firms regulated by the PRA

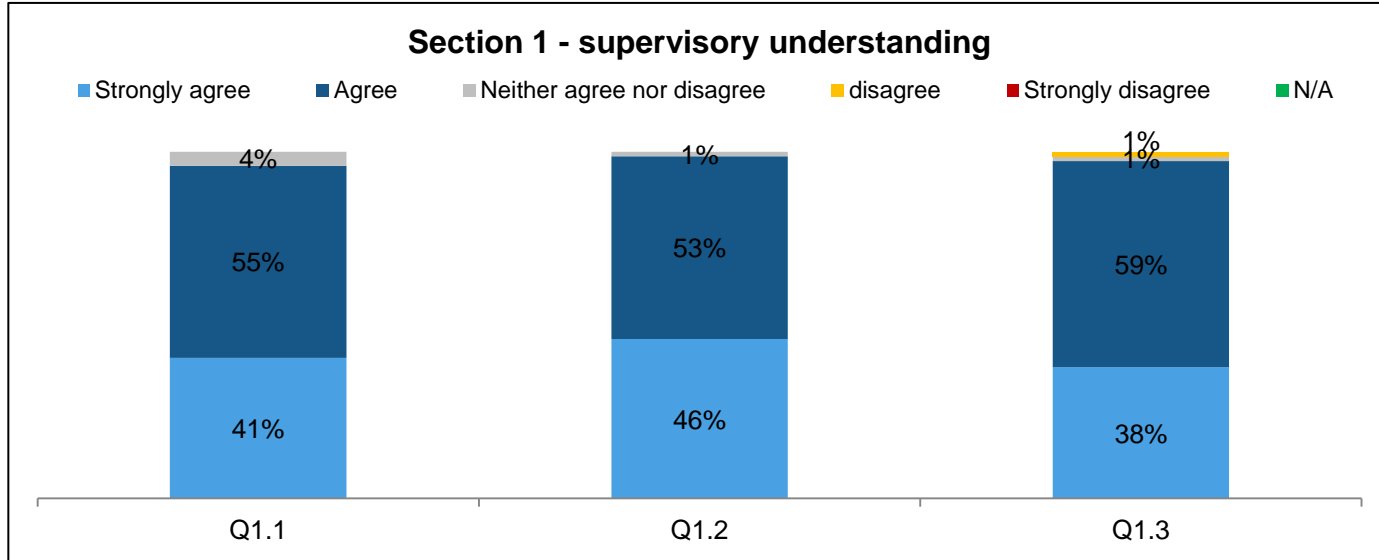
The graph below compares the results from Year 1 (2013/14), Year 2 (2014/15), Year 3 (2015/16), Year 4 (2016/17) and Year 5 (2017/18). In reading the graph, a score of 1 is the most favourable and equates to 'strongly agree', 2 is 'agree', 3 is 'neither agree nor disagree', 4 is 'disagree' and 5 is 'strongly disagree'. Please note that the graphs axis does not include 4 or 5 as averaging did not yield any scores greater than 3.



Please note that Q2.5, 3.3 and 5.2 were created in year 3

Largest firms regulated by the PRA

The graph below provides a breakdown of responses to questions on the supervision teams' understanding of a firm's business model and strategy.

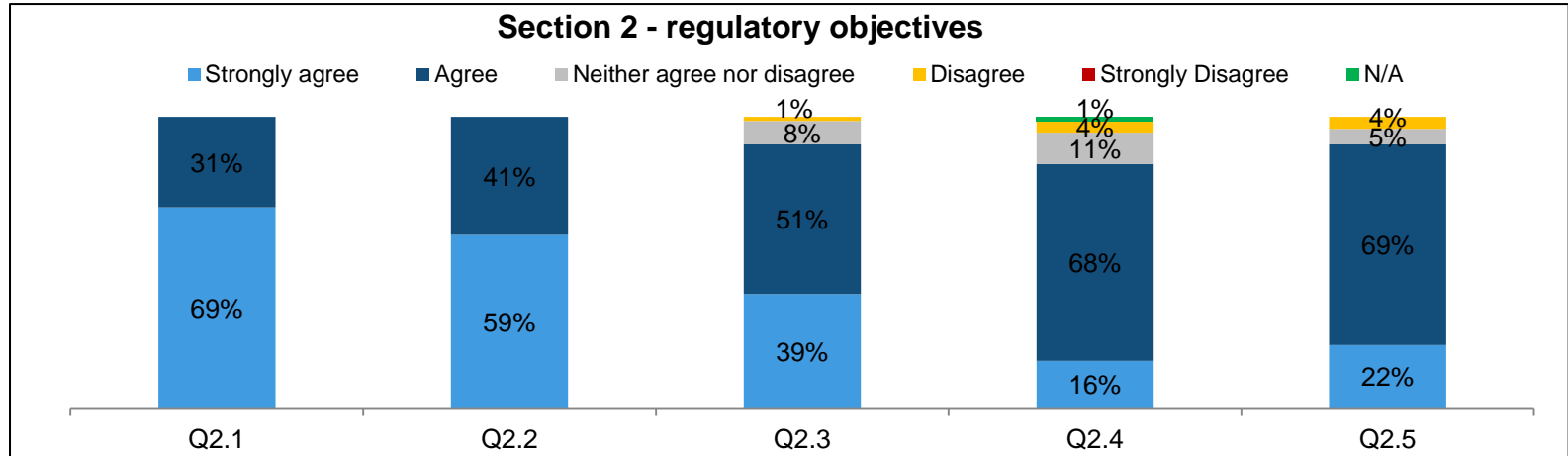


Q1.1	The supervisory team has an appropriate understanding of our current business model
Q1.2	The supervisory team has an appropriate understanding of our strategy
Q1.3	The supervisory team has an appropriate understanding of the market our firm operates in



Largest firms regulated by the PRA

The graph below provides a breakdown of responses to questions relating to the PRA's regulatory objectives, key risks identified by the PRA, supervisory expectations and information channels.



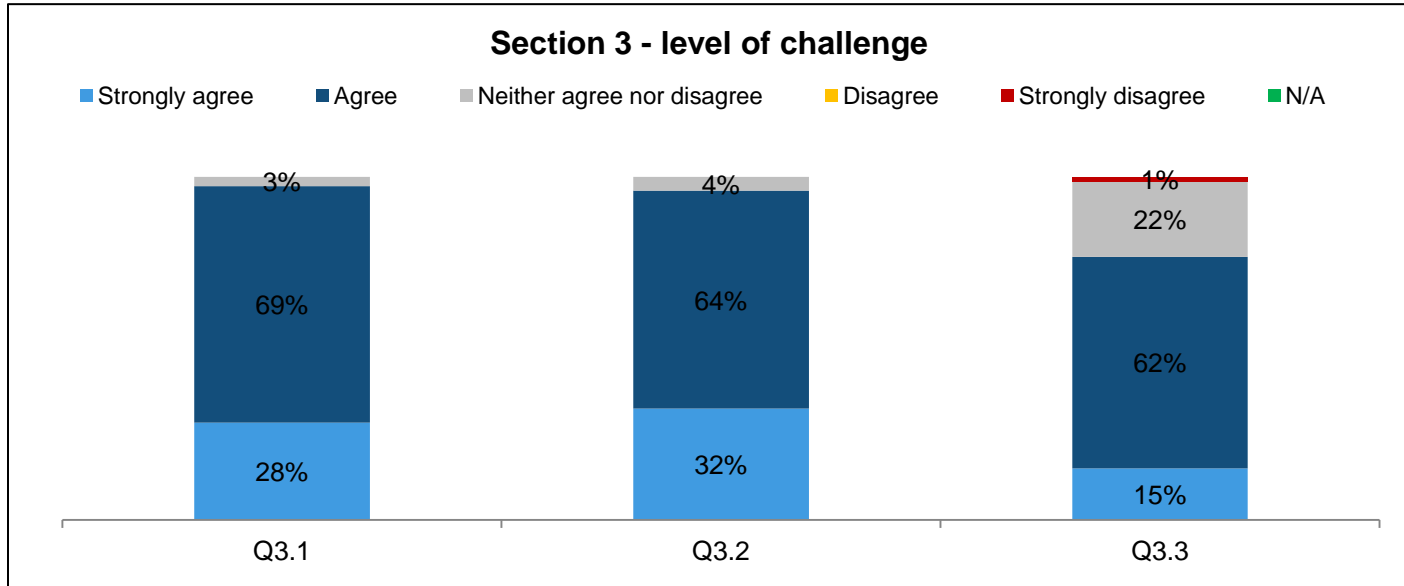
Q2.1	My firm has a clear understanding of the regulatory objectives of the PRA
Q2.2	The PRA has clearly articulated what it sees as the key risks my firm poses to its objectives
Q2.3	My firm is clear about what the PRA expects us to do to address these risks
Q2.4	The mitigation action required is proportional to the risks identified
Q2.5	Information channels (e.g. publications, speeches, Bank of England website) are effective at informing my firm of the PRA's expectations



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Largest firms regulated by the PRA

The graph below provides a breakdown of responses to questions focused on the appropriateness of challenge provided by the Supervision Team.

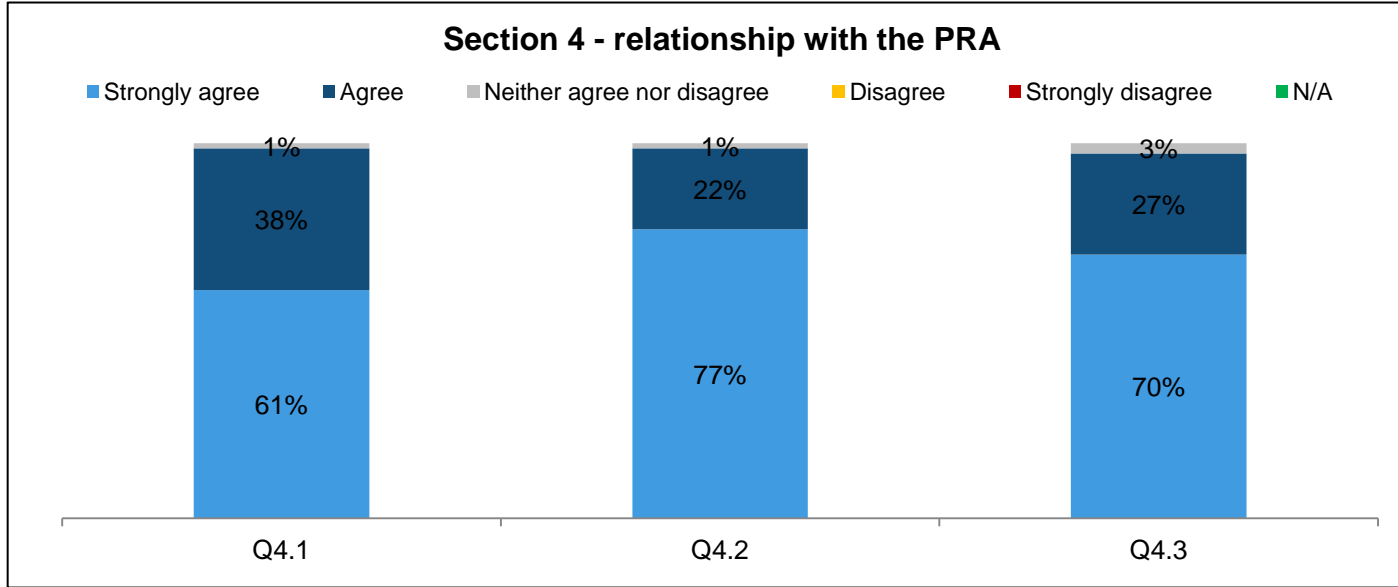


Q3.1	My firm's business model, strategy and view of the risks we face
Q3.2	My firm's mitigation of the key risks identified by the PRA
Q3.3	Challenge from the PRA has influenced my firm's strategy, its execution and/or business operation



Largest firms regulated by the PRA

The graph below provides a breakdown of questions regarding a firm's relationship with the PRA, access to supervisory team and PRA senior management.

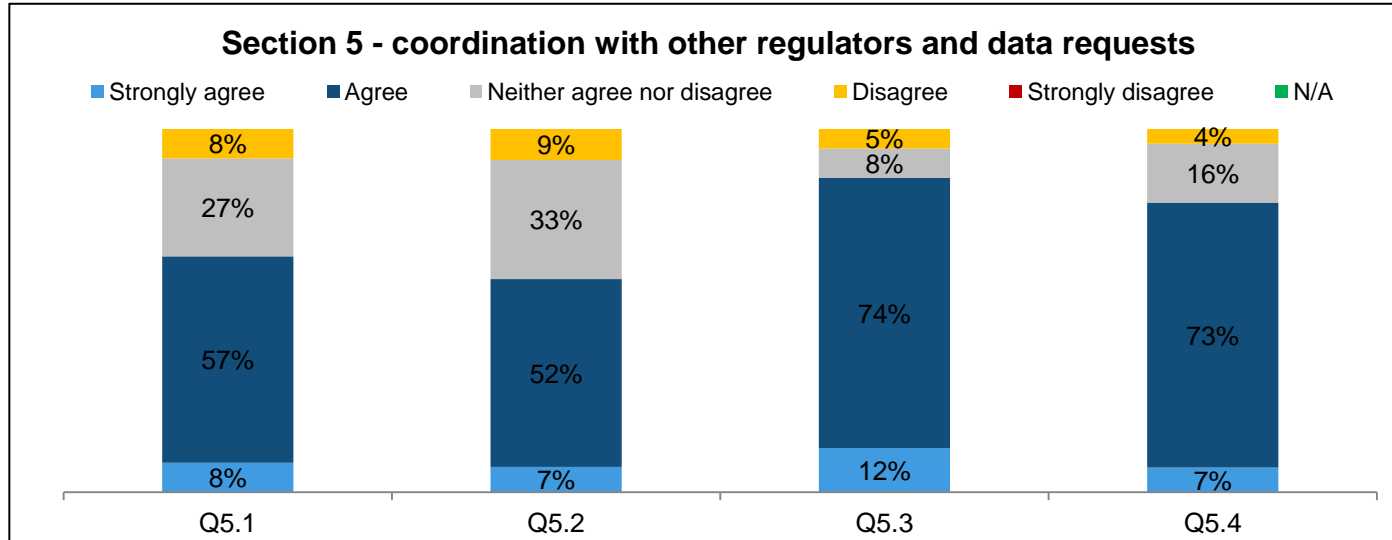


Q4.1	My firm has an effective relationship with the PRA
Q4.2	My firm has adequate access to the supervisory team
Q4.3	My firm has adequate access to the PRA senior management team if required



Largest firms regulated by the PRA

The graph below provides a breakdown of questions about the PRA's coordination with other regulators and also seeks views on data requests.



Q5.1	The PRA and FCA are appropriately coordinated in the supervision of my firm taking account their respective regulatory objectives
Q5.2	The PRA and overseas regulators are appropriately coordinated in their supervision of my firm taking account of the respective regulatory objectives
Q5.3	The PRA explains clearly why it is requesting data and information from my firm
Q5.4	Deadlines for requests for data and information from the PRA are generally reasonable



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Small and medium-sized firms

We currently survey a selection of these firms each year and the survey consists of eight questions, a box to provide further comments and also a box which asks 'what 3 things could the PRA do to improve?'. For the 2017/18 survey, 142 firms were invited to take part and 105 (74%) responded. The following results show the breakdown of responses across all eight questions.

