

Exchange Trade Fund Administration Survey: FAQ



How many Exchange Traded Fund Administration Surveys does Global Custodian publish?

Global Custodian publishes one Exchange Traded Fund Administration (ETFA) Survey a year.

What does it measure?

The Exchange Traded Fund Administration Survey asks clients to assess the quality of service received from their fund administrators in several categories over the past year.

How does it work?

The response pool is drawn from two sources. Those respondents who completed the survey in the previous year are invited to do so again, while fund administrators themselves are invited either to submit client lists for invitation or to approach those clients themselves.

What does it mean to actively participate?

All providers that decide to engage with GC on the survey are considered active, whether they decide to do this by sending on the survey link directly or through GC is entirely up to them. All providers that actively participate in the survey are kept up to date regarding the survey. Not only are they given backend access to the survey portal whereby they can validate any rogue responses, but they can also use this opportunity to fill out a provider questionnaire and share any additional information they desire to, regarding their services to aid the editors in their writeups. This results in responses that reflect the providers services and no surprised when it comes to the writeup.

How do you filter out bogus responses?

Service providers are given controlled access to a back-end system to allow them to validate that the ratings they have received come from bona fide clients. Any responses submitted by institutions that were not clients of the rated provider in the 12 months under review are removed.

At the end of the collection process, Global Custodian does its own check to filter out duplicates or responses from the same organisation. In the case of the latter exceptions are made if the responses are from individuals with separate contractual agreements.

What does the questionnaire cover?

The questionnaire, completed online, includes 11 service categories. There is only one question in each category where

respondents are asked to provide a rating. This is done through a sliding scale from 'Excellent' to 'Unacceptable'. In some categories there are optional qualifying questions to add colour as well as an optional comment box per category.

A simplified provider questionnaire also allows providers to highlight any aspects of service that might have been subject to change in the past year. Included in the provider questionnaire is an opportunity to indicate which, if any, of the rated services are not provided. Answers to this question will be taken into account in the calculation of results.

How are the survey results published?

The latest results will be published both online and, in the magazine, with accompanying written commentary on category and provider performance. There is a minimum of five responses for an individual provider's numbers to be published.

The published results will use Global Custodian's conventional seven-point scale familiar to readers of the magazine (where 1=unacceptable and 7=excellent) for each category and responses will be weighted by Assets under Management (AUM) of the respondent. Where a provider has received an insufficient number of responses for an individual assessment, those responses will nevertheless contribute to overall survey averages. Where a provider has recorded three or more responses per category, average scores can be made available to the provider concerned for internal use. More granular analyses than are published may also be available to providers as well as commercial opportunities to provide insights into provider performance.

What services does Global Custodian offer to help me further understand my performance or that of my service provider(s)?

Those providers wishing to understand their performance in more granular detail than is available through our published survey results can now do so, through purchasing our Research Plus data reports. These reports allow providers and respondents alike to take a deeper delve into the Exchange Trade Fund Administration surveys performance and findings.

In addition to bespoke reports, we can also present the findings via in-person/remote consultations. By taking up consultation services you can leverage our extensive network of senior analysts to offer actionable insights for your business needs.

For all survey related queries, please contact beenish.hussain@globalcustodian.com