



AGENT BANKS IN MAJOR MARKETS SURVEY

The challenge of comparing apples with apples

As the Agent Bank in Major Markets (ABMM) survey approaches the 28th anniversary of its launch, it is perhaps worth recapping what it aims to achieve.

Over the years, the agent bank surveys run by Global Custodian have provided a snapshot at a moment in time of the sub-custody landscape across the globe. To the survey participants - those who kindly devote scarce resources to their completion - the results act as a benchmark by which to assess their own providers in each market they rate. To many providers however, they have been seen as an annual opportunity to pick a 'winner' in each market.

Admittedly, we have sometimes been complicit in that over the years; sometimes less so. But in essence that approach, though perhaps inevitable among rivals, is not what the survey is there for. We believe it is most useful when showing each provider how their clients' view of their services has changed over the year and how the perceptions of their own clients compare with those of other providers and against a market and global average.

To achieve that, we have tried various different ways of presenting the information, sometimes relying on wordy explanations and opaque calculations. This year, we have tried as much as possible to let the data speak for itself. Readers will find a chart with each market, showing how it has performed in the eyes of participants and investors, providing a visible benchmark against which to compare individual service providers. If, for example, a particular service provider's result

for, say, Cash Management is low, it is worth bearing in mind the market context before berating that provider on the basis of their score alone.

At the end of the survey, readers will find a set of tables that present the survey category scores by market for each provider who has garnered sufficient responses to analyse. Up until a few years ago, we set a numerical threshold for such analysis, but came to the conclusion that such an approach could lead to anomalies. A provider receiving responses from five very small clients might be included, while another with only three responses, but from industry behemoths might not make the cut. We have therefore in recent years been operating on the principle that to receive a published rating and commentary, a provider must account for a minimum percentage of weighted responses for that market. While we do receive responses for many providers who do not qualify on that basis, we need to be confident that each has amassed sufficient data to make meaningful judgments on what they mean.

Within this write-up, we have also given up trying to act as quasi-consultants, offering advice on how scores can be improved through operational and business reforms. Our aim is rather to provide both clients and providers with information to make their own analyses. After all, we do not know your business as well as you do. What we do have however, is the ability

to supply context and, if required, more granular indications of perceptions on which clients and providers can act (see Methodology, across the page).

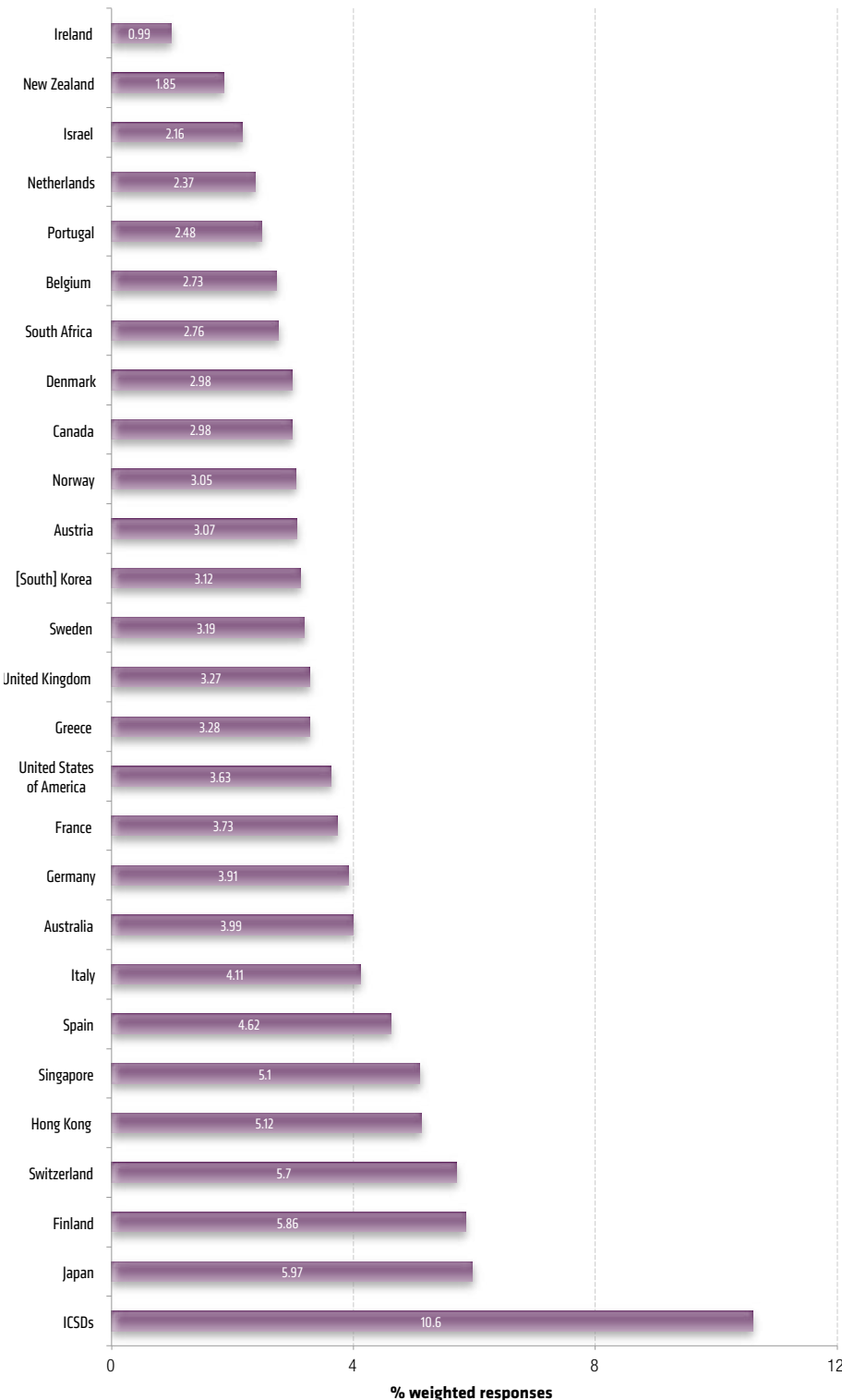
Figure 1 shows the proportion of responses, based on weight of respondent, for each country.

Unsurprisingly, and consistent with prior years, ISCDs attract the largest number of responses by some margin. Beyond that however, there are a number of surprises. That Japan should have replaced USA in the second slot can be partly explained by the fact that many survey participants are US-based and are not able to provide ratings for their home market. Why Finland should follow is not clear to anyone in this office. Answers on a postcard please?

It is, however, pleasing to see Greece in the middle of the table. Despite the challenges faced by local banks in that market in retaining foreign clients, given that they are constrained by the sovereign rating of their home country, it seems that interest in the market is still strong and investors are preparing for future opportunities.

As always, we want to express our gratitude, both on our own behalf and that of the agent banks themselves, to all those many individuals around the world for the efforts they have made in completing the questionnaires. Many were guests at our London dinner in March and our New York dinner in November. We look forward to welcoming them again to these annual events.

FIGURE 1



Methodology

The Survey is designed to elicit the views and perceptions of cross-border investors in different major markets around the world. To this end we invite network managers and operations executives from leading global custodians, correspondent banks, brokers and infrastructure providers to evaluate the performance of their sub-custodian agents in various markets.

Evaluations incorporate responses to questions divided into ten categories of service. We use a seven-point scoring scale (7.0 being Excellent and 1.0 being Unacceptable). Responses are weighted, as are questions, based on scale of business, experience and relative importance.

Providers are also invited to explain their market and services through completion of a 13-question questionnaire. This is aimed at allowing us to better understand market and provider changes that might impact on results.

Where feasible, we have sought to incorporate client comments into the write-ups. This is intended to provide illustrations of changes in perception as reflected by scores. In all cases, comments are taken directly from the questionnaires submitted by clients.

This year, we are presenting results for all markets and all 10 categories separately and where necessary have restated the results from 2016 to reflect this.

The digital accreditation of outperformance, whether based on global scores, individual market scores or scores achieved in the 10 categories has served a useful purpose for many institutions in promoting their credentials. Agent banks have once again been made aware of their eligibility for these awards. We hope that all agent banks are sufficiently committed to the business to promote their successes through this offering.

Please contact karen.delahoy@strategic-i.com or daljit.sokhi@strategic-i.com for more information on this programme.

Australia

There are several initiatives underway in the Australian market that could have an impact on the securities services industry. The highest profile of these is the ASX’s plan to replace its CHES platform within the next three years. ASX has suggested that the replacement solution will make use of blockchain technology and has partnered with Digital Asset Holdings to create this solution.

In the 2017 survey, the Australian market has recorded aggregate provider scores a few basis points below the survey average, though it is only in Relationship Management that the gap is noticeable. Ratings across the board are down on last year with the exception of income collection.

BNP Paribas Securities Services

BNP Paribas estimates its share of international third party custody business in Australia at 5%. The bank outperforms in three areas: Value and commitment; Reporting; and Tax Reclaims. “BAU settlement and overall processing is good. Cash management exceptions are well managed. 99% of KPI are met,” one client comments.

HSBC

HSBC has attracted the highest number and percentage of weighted responses for Australia. This year, it exceeds the market average in Corporate Actions and Settlement. All scores are in the Good range (5.00-5.99) apart from Tax Reclaims. Client comment is broadly positive. “Wonderful and fast client service; great pricing,” says one respondent.

Citi

Citi has recorded a solid set of scores, beating the market average in seven out of the 10 categories.

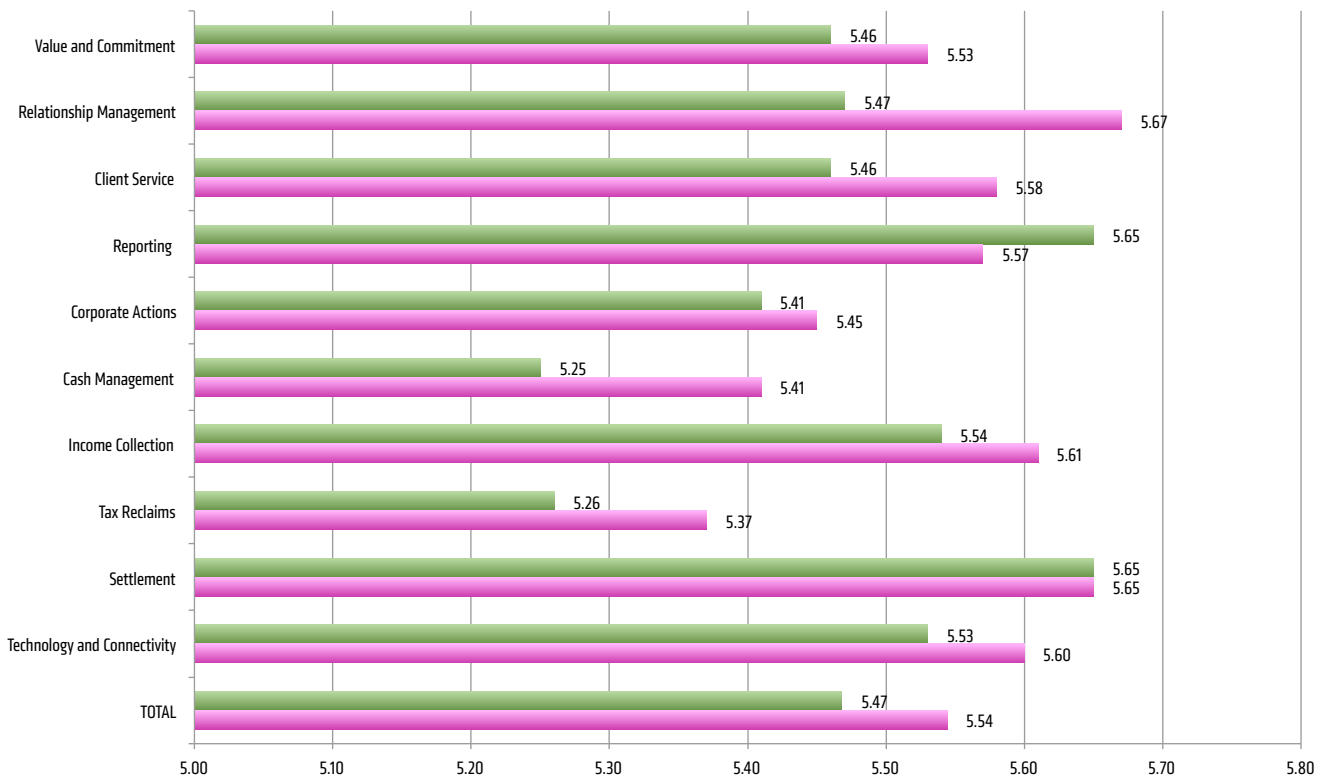
“Quality of work done, timeliness and responsiveness,” are highlighted by clients as positive attributes.

Others

Both JP Morgan and National Australia Bank (NAB) received a number of responses, with the former scoring particularly highly. NAB’s scores are lower and several client comments refer to the need for “attentive relationship management.”

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Austria

Austria remains one of the stalwarts of the European custody business. Its overall scores were in line with the global average this year, though it has dipped below last year's average by 39 basis points below.

BNP Paribas Securities Services

BNP Paribas' overall rating in Austria has slipped substantially from that of last year, dropping 1.2 points to 5.47. After a mega 2016, the bank has seen a drop in all categories. One client reports "operational problems with fund administration, corporate actions and tax declarations," while another comments on "intermittent technical delays" which have caused settlement and fee issues. Compared to the market average however, the bank has achieved a solid set of scores and outperforms in seven categories.

Deutsche Bank

Deutsche Bank's overall score of 4.71 is 76 basis points below last year's mark and the bank remains significantly behind its competitors in the Austrian market. Areas of weakness this year were Settlement, 98 basis points below the country average, Technology and Connectivity, 91 basis points below the country average, and Corporate Actions, 88 basis points below the average.

Erste Group Bank

Erste Bank maintained a strong score, falling behind in only one category from 2016—Tax Reclaims, where it dropped 84 basis points to 2016. Nonetheless it scores above the country average in nine out of 10 categories, doing particularly well in Cash Management. Clients praised the bank's knowledgeable client services team but criticised the occasional problems in processing payment orders.

Raiffeisen Bank International

RBI has a solid score of 5.54, 20 basis points over the country average. Its main area of strength was Tax Reclaims. Clients like its "very helpful team" and praised its "proactive" client services department.

UniCredit Bank Austria

The bank gained the highest number of weighted responses. Its 5.12 score is marginally below the country norm, and overall marks were stable in comparison with last year. Technology and Connectivity is an area of potential improvement at 43 basis points below the country average. Clients said it showed "quick response" and was "very helpful."

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Belgium

The Belgian tax regulation on capital gains tax applied to retail investors that sell a position before a six months period retention introduced in 2016 was cancelled in January. This has some effects on some institutional clients with private bank activity.

Overall, Belgium has seen its scores drop in all 10 rankings this year with an overall average which is 21 basis points below 2016. Still, this only brought the country down to the global average level attesting to its overall strength.

BNP Paribas Securities Services

BNP Paribas is little changed from last year's impressive showing, racking up 5.71 points, 16 basis points above the global average. The bank was rated highly on its Client Service. One client said the bank's T2S team was "generally very good and sometimes excellent." Another praised it for understanding its unique business needs.

Deutsche Bank

Deutsche Bank's scores have taken a considerable knock in this year's survey, falling 77 basis points below last year's mark to an

overall 4.65, still well within the Satisfactory range (4.00-4.99), but 89 basis points below the global average. Notably lower is its score for Tax Reclaim which is 1.56 points below the country average.

Euroclear Bank

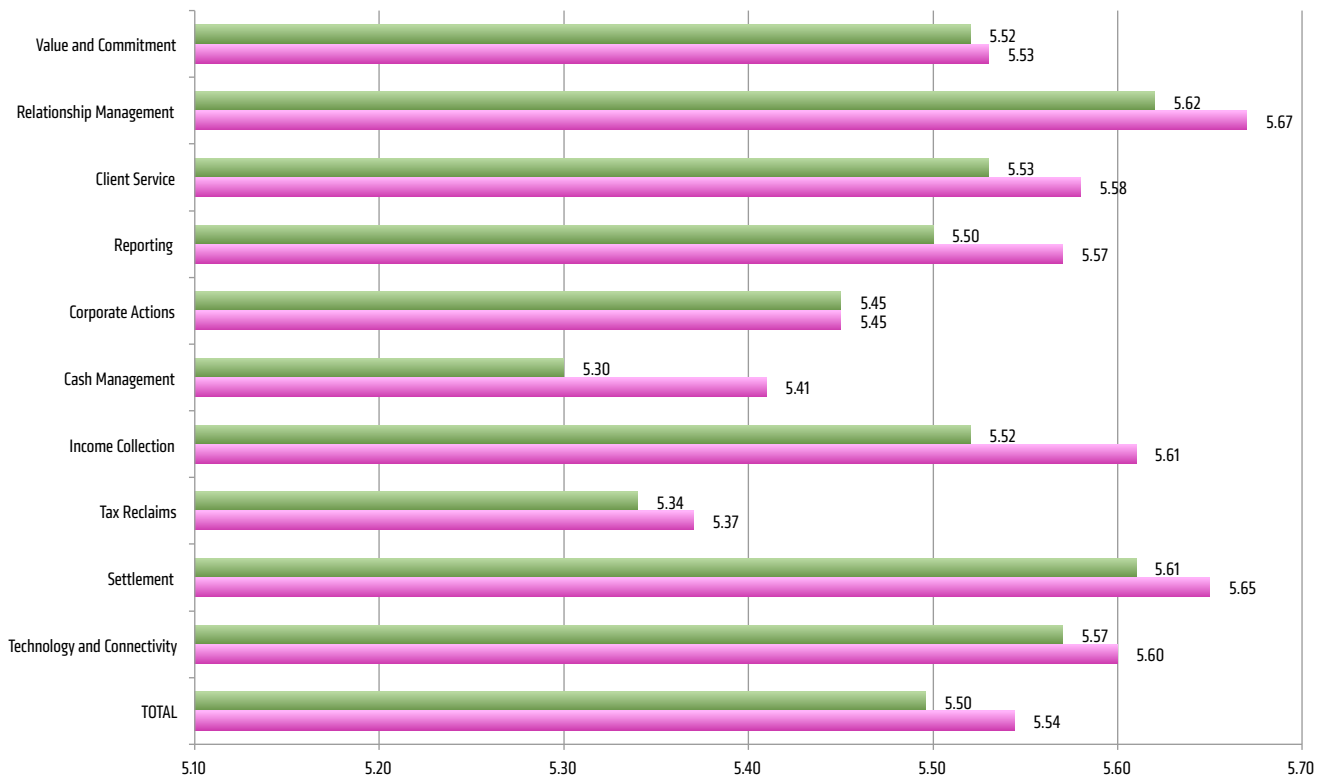
Euroclear continued to rank as Belgium's strongest sub-custodian in terms of client perception, building on an impressive debut the year before. Its marks were up six basis points from 2016 and it scored highly in Tax Reclaims and Corporate Actions versus the market as a whole. Euroclear seems to be a specialist in the niche space with all of its scores provided by small or mid-sized institutions. However one client did remark that the speed and quality of its responses needed to be improved.

KBC Securities Services

KBC has slipped back on its scores from last year across all categories. Its overall average across the 10 service categories was 84 basis points lower than the country average. One client suggested that the bank's relationship management team was short of staff.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



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Canada

Canadian participants have spent several months working towards the implementation of a T+2 settlement cycle, which was scheduled for September 2017. This has involved testing, and participating in Canadian Capital Markets Association’s (CCMA) T+2 working groups. Account opening requirements for new accounts in ‘phased-in adopter’ jurisdictions under the Common Reporting Standard (CRS) began in July this year.

Canada comes out well in the 2017 survey confirming its position as a steady and reliable market for sub-custody. There were declines in Reporting, Corporate Actions and Income Collection, though these were minor enough to barely affect an overall solid score.

CIBC Mellon

CIBC Mellon is bang on the country average and has barely fluctuated from its previous year’s effort. It outperformed in Relationship Management with one client praising its “knowledgeable” relationship management team. Another said its Settlement service was “very good.”

Citi

Citi has been a significant underperformer this year with a string of below par scores. It scored particularly poorly in Cash Management, at 1.37 below the country average, and Technology and Connectivity, 1.24 below. On the latter, one client said the bank’s system opening hours had caused delays for European investors.

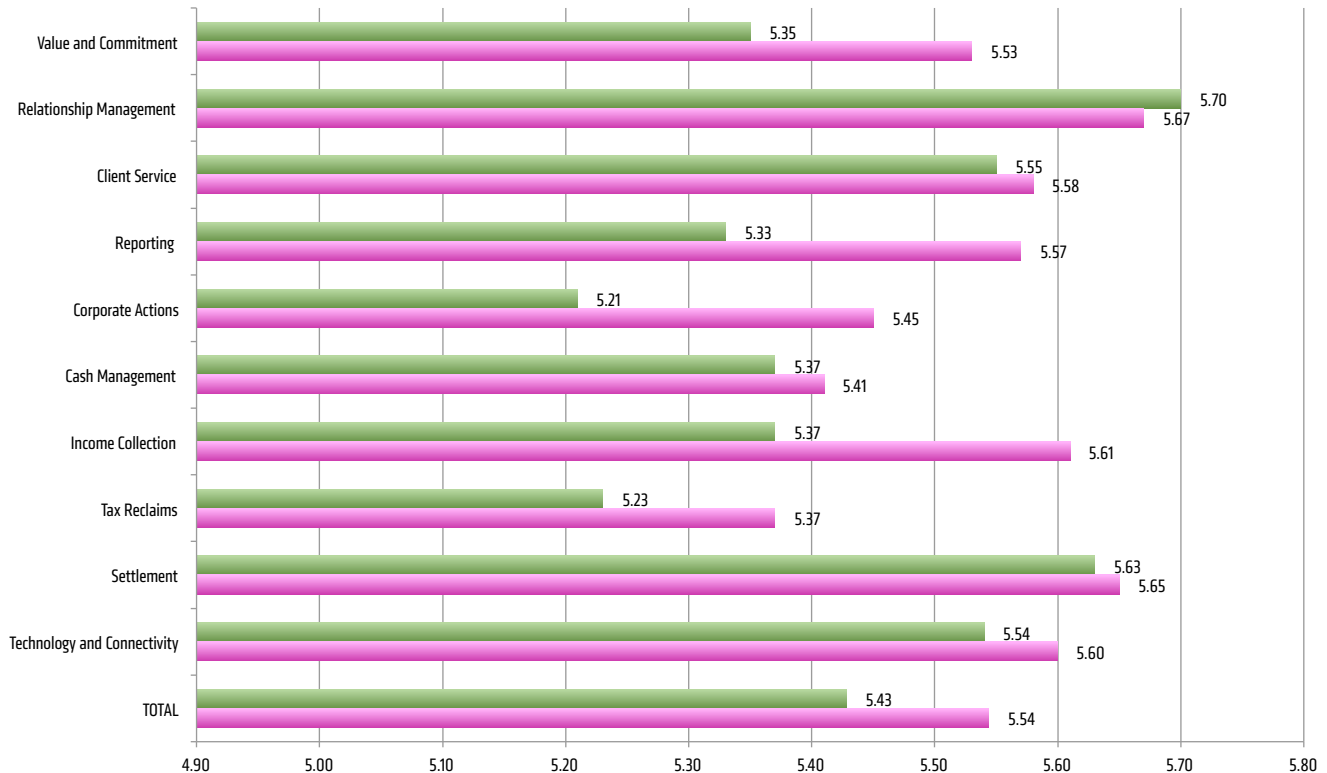
RBC Investor & Treasury Services

RBC I&TS was steady around the country average score in all 10 of the categories and fell in line with its year-on-year score from 2016. In a market where many banks have underperformed from the previous year, this represents solid progress for RBC, which remains the biggest sub-custodian in Canada.

Clients were effusive about its “proactive and reliable” client service team and the improved flexibility of its relationship management. One client did however say that the bank needs to improve its control of manual reports, having experienced some inadvertent client information disclosure.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Denmark

The Danish market is undergoing infrastructure changes driven by regulation and harmonisation which have involved a broad range of the financial community. This year has been dominated by the move to TARGET2-Securities (T2S). The country’s main Central Securities Depository, VP Securities, successfully migrated to T2S for euro payment settlement in September 2016 with the second phase to include Danish Krone to take place in the fourth quarter of 2018.

Danish tax authorities are also working on updating dividend tax treatment to minimise risk while enabling a more investor friendly environment in the area.

The country ranks below the overall global score in all categories with Value and Commitment and Tax Reclaims the worst at 0.24 and 0.22 below the average.

SEB

SEB has high scores in all 10 categories. It underperforms the market average in only one category— Cash Management (0.08 under the average) and also beats the global average scores in

eight out of the 10 categories. Clients praise its “outstanding client service delivery, speedy responses and solutions” while another says that it “sets the standard.”

Nordea Bank

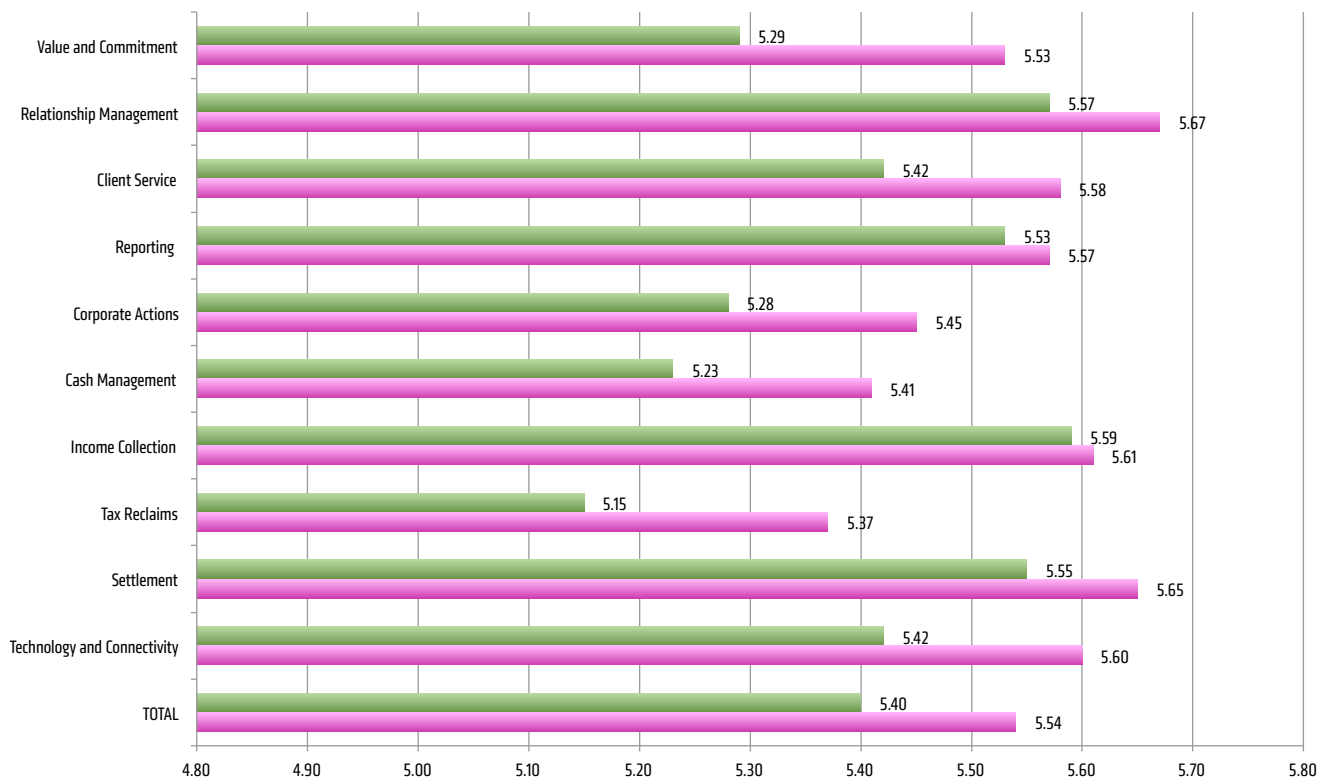
Nordea is down in seven categories from the previous year though its overall decline is minimal at 0.04. It remains above the country average in eight of the 10 categories with a significant outperformance in Cash Management at 30 basis points above the average score. One client praises it for being “overall a good custodian that kept to deadlines.” But others state the bank faced weaknesses in the internal settlement procedure and “should respond faster” and offer more feedback as a custodian this year.

Danske Bank

Danske Bank’s scores are below both country and global averages in all 10 of the categories in 2017. The bank itself has seven lower scores this year than the previous.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Finland

2016 was to be the year when the Finnish Central Securities Depository, Euroclear Finland (EFi), was going to roll out the second release of its new platform, Infinity. But the launch of Infinity was postponed due to various technical challenges and its future remains uncertain. Finnish migration to T2S has also been delayed and will likely happen in 2019, depending on the discussions with the European Central Bank.

This year, the Finnish government proposed amendments to the withholding tax rate and relief at source legislation. The new regulation will not be applicable until the beginning of 2019.

Finland remains a few basis points below the global average in most categories, however slips more significantly in Settlement and Cash Management.

Nordea Bank

Nordea's marks are below last year's particularly in Client Service which dropped by 36 basis points. The bank is also slightly below the country average on most scores though showed

strength in Cash Management, at 21 basis points over the national average. The bank remains below global averages on Client Service and Settlement this year.

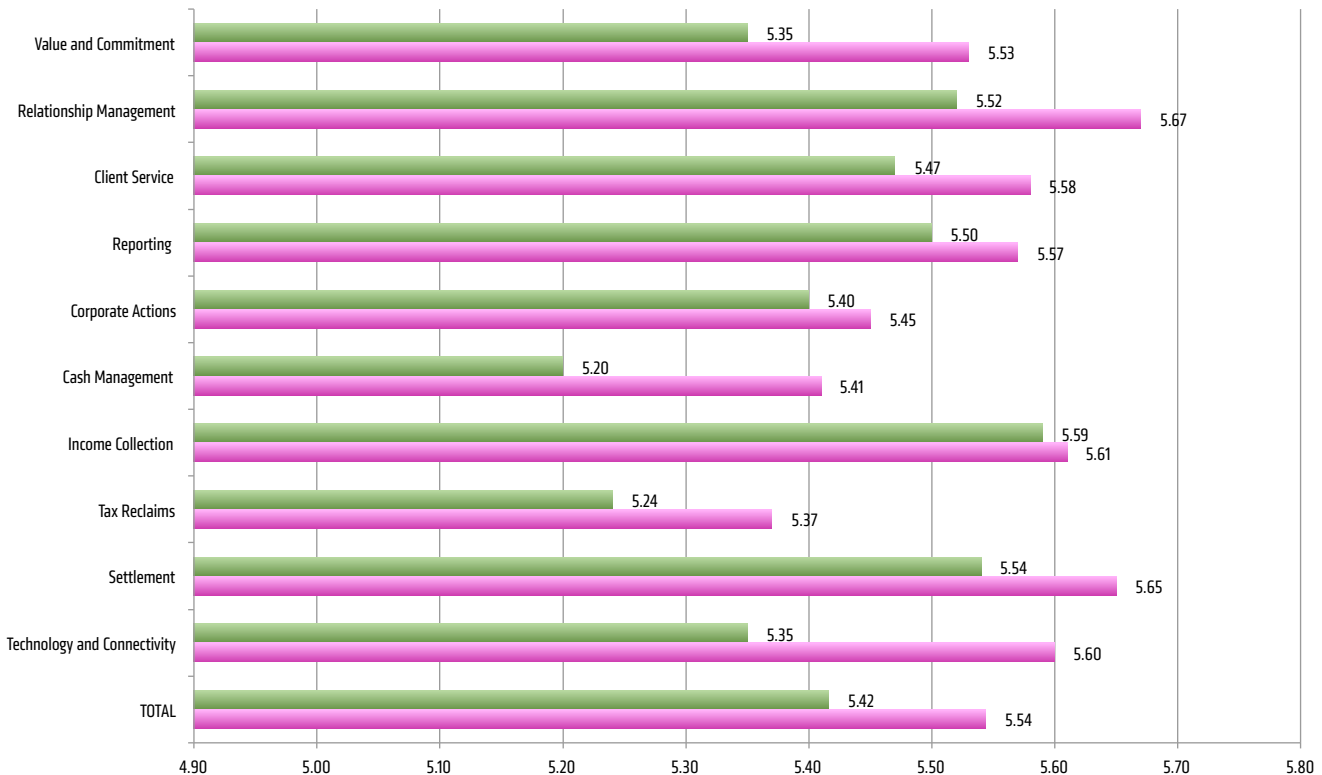
One client says that the custodian could respond to settlement problems more quickly and should be looking to "provide clearer feedback" in general. However, others praise the bank for its "very good client service and clear communication."

SEB

SEB has seen falls across all categories from last year with an overall average decline of 23 basis points. Cash Management saw a particular drop with a 38 basis point decline from 2016, 30 basis points below the global average score. However, the bank remains strong in comparison to the country average, outperforming in most categories, particularly Client Service. Indeed, clients praised SEB for its "excellent service, responsiveness and knowledge."

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



France

As a whole, the 2017 survey shows France to be only a few basis points below the global average in the 10 categories covered and all of its marks fall firmly within the Good range (5.00-5.99). However the country has seen a handful of scores slip from the previous year, especially Corporate Actions, Relationship Management, and Cash Management where marks were down by 36 basis points, 33 basis points and 33 basis points respectively. Overall the country is 25 basis points below its 5.71 total last year.

BNP Paribas Securities Services

BNP Paribas remains the dominant agent bank in France scoring highly across all categories with an average of 5.78, marginally above its score for the previous year. The bank had €1.65 trillion in assets under custody at the end of 2016. Its scores are above both country and global averages in all categories with particularly strength in Corporate Actions, 43 basis points above the country average, and Value and Commitment, 39 basis points above the global average. The bank is already a directly connected participant in T2S for seven European countries, including France, which has allowed it to be closer to the T2S engine and avoid the layer of the local CSD for core settlement functions. One client praised BNP Paribas for its “excellent” email reporting stating that the bank has “a genuine interest in getting the correct information provided to its clients.” Another says it has a good tax reporting service, but feels the report can be enhanced with “updated information on withholding tax rates.”

Societe Generale Securities Services

SGSS has a high average score of 5.69, though this has fallen 28 basis points year-on-year. Particular areas of slippage are Client Service and Value and Commitment. The bank remains significantly above the national and global averages in Cash Management and Income Collection, but below in Client Service where it is 29 basis points below the country average.

One client said that the bank “responds effectively and promptly” to any requests. However, another felt it needs to invest further in settlements and securities reconciliation.

CACEIS

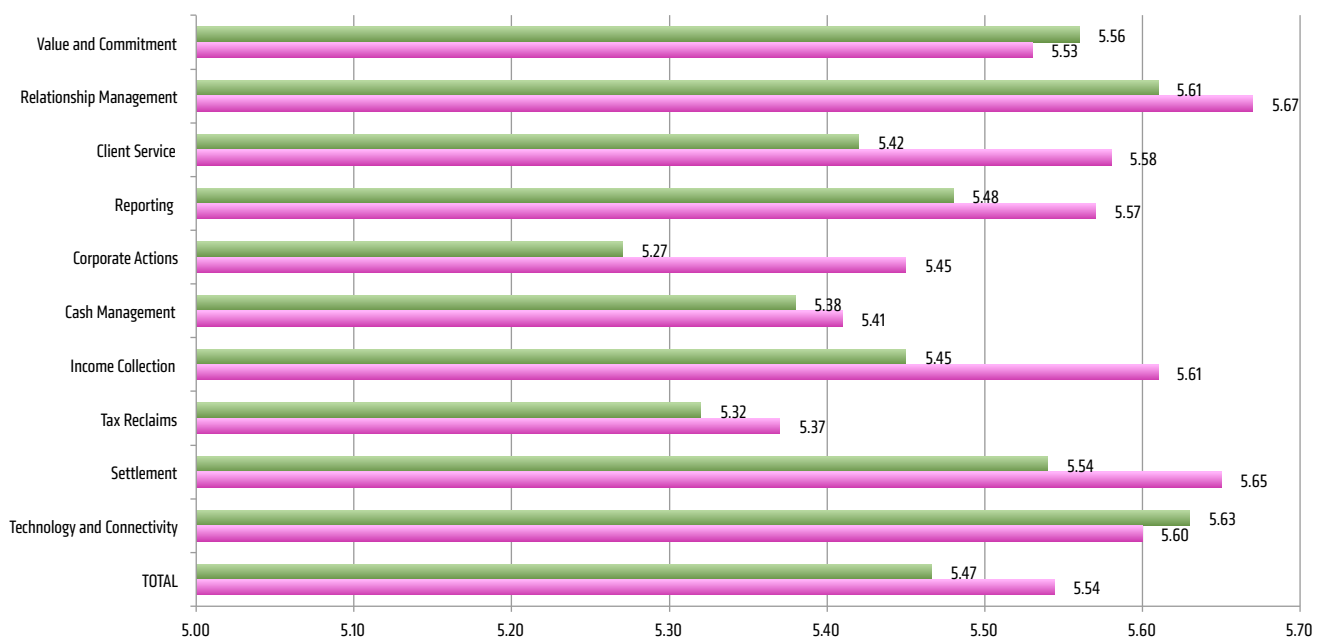
CACEIS has seen its year-on-year scores improve in four of the 10 categories—Income Collection recorded the most significant increase with a 49-basis-point uptick on 2016. Corporate Actions, however, recorded a significant 0.96-point decline. The bank exceeds the market and global average in the area of Technology and Connectivity. Anecdotally, clients point to room for improvement in the quality and timeliness of its responses.

Deutsche Bank

Deutsche Bank has recorded disappointing falls in all 10 categories with an average drop of 68 basis points. The bank underperformed the country averages in all categories. One European client, however, praises a “dedicated corporate actions team that adapts to our needs,” adding that, “Operational calls and day-to-day collaboration is good.”

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Germany

Recent elections aside, Germany has a number of initiatives being worked on relevant to the custodial business. The country has seen T2S go live in wave 4 this year. Migration to T2S and the introduction of new pricing has, however, pushed up costs invoiced by the country’s CSD. 2017 also saw discussions to adapt the new Shareholders’ Rights Directive (SRD II proposal) from European into German legislation. And the country is also working on implementation of the new Investment Tax law “InvStG” (InvestmentSteuerGesetz). Current estimation for this is November 2018.

Ranking-wise, Germany’s average score fell by 35 basis points from 2016—Tax Reclaims being a particular area of weakness. However, the country remains broadly on par with the global average in most categories. Interestingly, smaller banks rated the country’s sub-custody providers higher than larger and mid-sized institutions.

BNP Paribas Securities Services

BNP Paribas process roughly 3.5 million trades per month in Germany. As last year, BNP Paribas’ German business outperforms the country average in all 10 categories. The bank showed particular strength in Technology and Connectivity, scoring 57 basis points above the German benchmark.

But BNP Paribas has seen its marks slip on an annual basis with the overall average down by 54 basis points from 2016. Indeed, clients complained about its “cumbersome” handling of enquiries and criticised its “lack of flexibility”. And one client noted “visiting your clients once a year is a strict minimum.”

Commerzbank

Commerzbank has some \$107bn in assets in custody. While down on an annual basis, the bank continues to receive praise from clients for its all round performance in its domestic market. The bank scored particularly well in Cash Management, 40 basis points above the national average. Commerzbank is “an excellent institution,” says one client.

An area of potential improvement is Corporate Actions announcements which, one participant noted “should be more accurate and complete.”

Deutsche Bank

Once again, Deutsche Bank received the overwhelmingly largest proportion of weighted responses in 2017. Bucking the global trend, scoring was on a par with last year except in Tax Reclaims where participants ranked it 87 basis points lower than 2016. More broadly, scores were in line with the national averages.

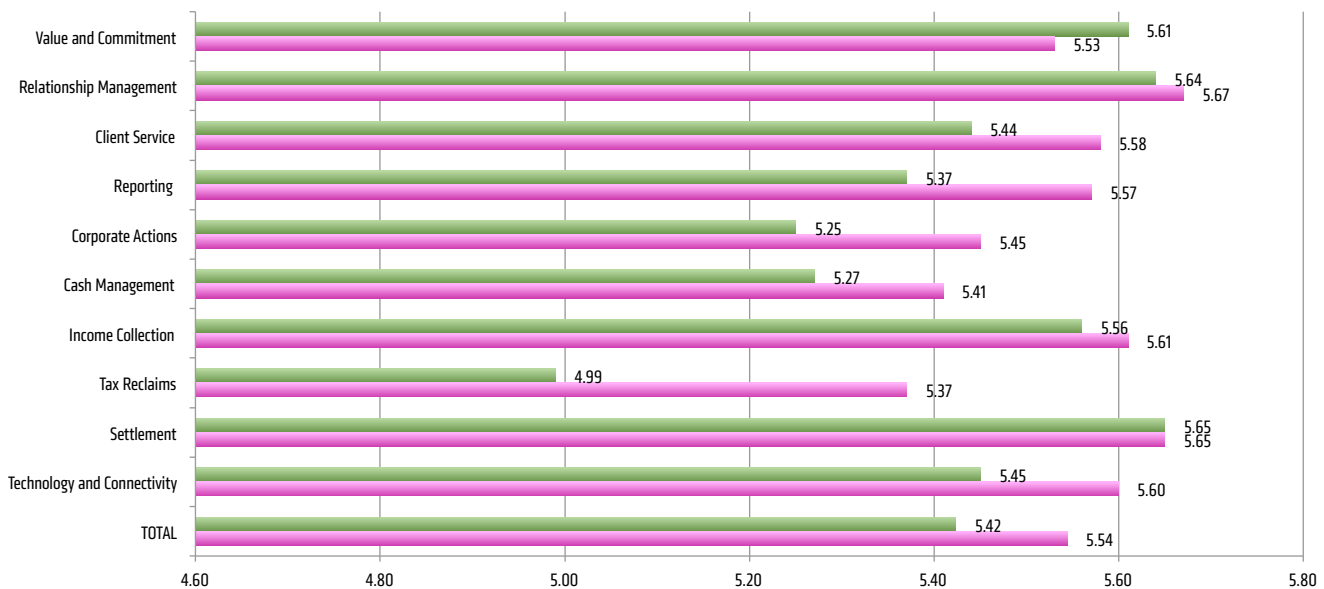
Clients were positive about the bank’s timeliness and accuracy and good IT infrastructure. One client made specific reference to a Deutsche Bank employee stating “sometimes it is he who makes the difference.”

Other

Caceis, Citi, DWP and DZ Bank all received mentions by clients—the latter was praised for its strong relationship management while DWP was said to have “fast availability by telephone.”

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Greece

The Greek economy remains vulnerable, grinding along after several years of bailouts and associated conditions. Early in the crisis a migration of mandates to foreign providers with a local presence gathered pace as Greece’s sovereign rating declined. Without a relaxation in risk perceptions, it is hard to see this situation reversing in the near term. Still, the country’s securities services market continues to be well-regarded, with agent banks offering globally competitive service levels.

While its score is modestly down from last year, clients continued to rank Greece’s sub-custody providers highly. The country marks are above the global average in all but one category and it has one of the highest rated banks in Piraeus.

BNP Paribas Securities Services

BNP Paribas has seen an overall decline of 48 basis points from 2016, most dramatically in its Settlement and Tax Reclaims where it currently falls 31 basis points and 28 basis points under the national average. Nonetheless, client feedback was positive, praising the bank for its “excellent customer service,” and “strong local market knowledge”.

Citi

Citi’s scores are slightly down from last year, dropping 22 basis points to 5.44, though it remains below the market average in all categories. Clients praised the strong knowledge shown by staff though one says it could show more flexibility in its dealings with clients.

Piraeus Bank

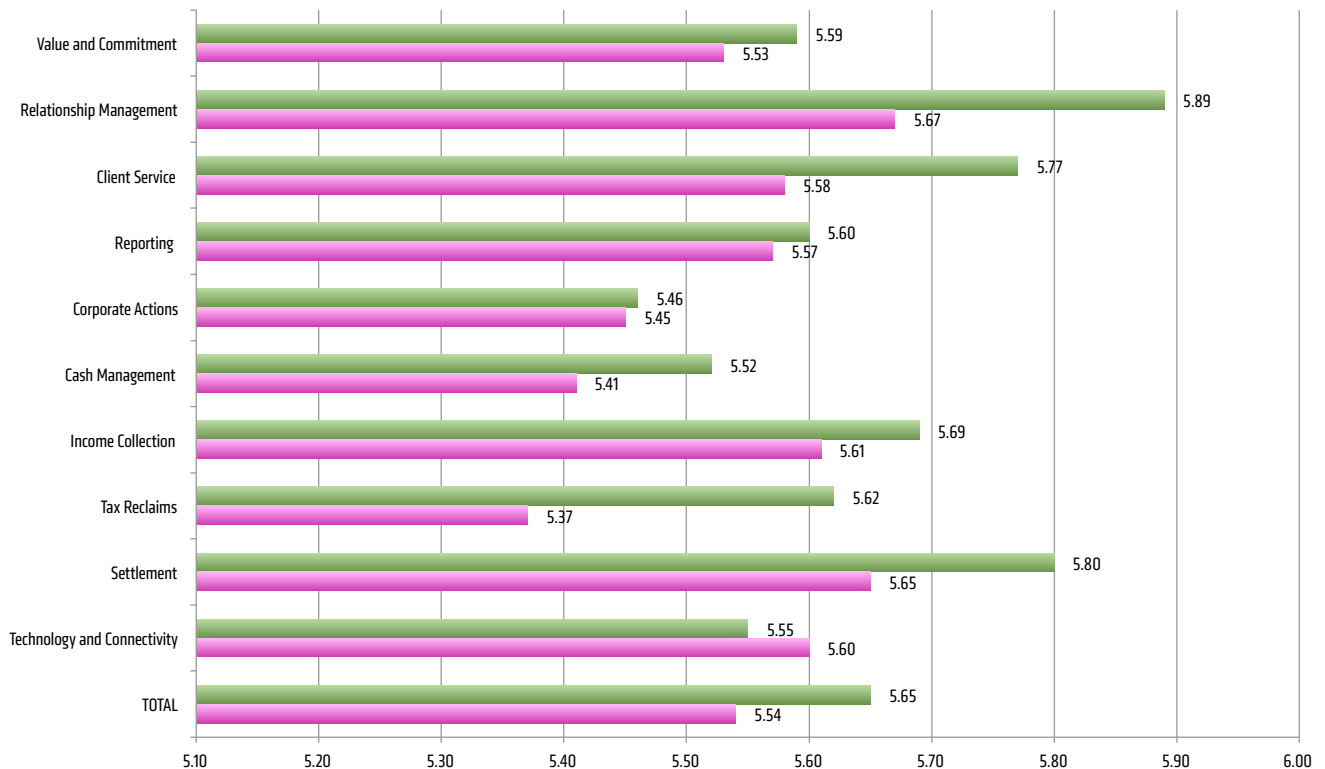
Piraeus received the lowest weighting of responses but, nonetheless, remains Greece’s highest ranking sub-custody bank and has displayed continued strength this year. It significantly outperforms the country and global averages in all categories with a score of 6.43 which puts it well into the Very Good range. Attesting to its strength, clients praised Piraeus for its reliability, expertise and quality of staff.

Eurobank

Eurobank estimates its market share in Greece at around 30 per cent. The bank outperformed the market average in 9 of the 10 categories and received positive comments from clients, one of whom called it a “quality custody business service.”

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Hong Kong

Trading links between Hong Kong and the mainland have been enhanced over the past year. The Bond Connect trading and settlement link went live in early July 2017. The initial Northbound link allows international investors to access the China Interbank Bond Market (CIBM) via an offshore trading platform and offshore market infrastructure. Southbound trading will be explored at a later stage.

In December 2016, the Shenzhen-Hong Kong Stock Connect was launched, allowing HK and foreign investors to trade in securities listed on the Shenzhen Stock Exchange and investors from Shenzhen to trade in stocks listed on the HK Stock Exchange. Trading, clearing and settlement arrangements for Shenzhen Connect are largely the same as for Shanghai Connect. Hong Kong and overseas investors' ownership of A-shares is reflected in their brokers or custodians' client records.

HSBC

HSBC accounts for just over 30% of weighted responses for Hong Kong in this year's survey. A similar-sized response base to last year, including some two-thirds of 2016 respondents has produced slightly lower category scores in five of the 10 service areas. Only two areas show substantial declines: Tax Reclaims, down 0.94 points and Corporate Actions, a more modest 0.27 points lower. All category scores are, however, within the Good range (5.00-5.99). Seven category scores exceed the global average.

Deutsche Bank

Deutsche Bank's response base for Hong Kong, for the most comprises returning participants from 2016. Category scores are also broadly similar with two exceptions: the result for Tax Reclaims is down 1.49 points and Relationship Management is down 0.58 points. The bank exceeds the market average for Corporate Actions and Income Collection and outperforms the global average in all categories with the exception of Relationship Management, Tax Reclaims and Cash Management. In additional comment, one client welcomes "the improvement of the online settlement system of DBHK in the past two years."

DBS Bank

DBS accounts for roughly 12% of weighted responses for Hong Kong. "The staff are very responsive and helpful," says one investment manager from the region. "The sales and relationship managers have a strong ability to provide solutions tailored to our business needs in a timely and effective manner." Although several category scores have slipped slightly by a few basis points, the banks overall results remain amongst the highest in the survey, surpassing all market and global averages at a category level.

Citi

With 9% of weighted responses, consisting largely of new participants, Citi has seen a fall in its scores in all areas, apart from Technology, by between 0.10 and 2.00 points. The largest fall is for Tax Reclaims, an area with which other providers in this market appear to have struggled over the past year. Clients have not chosen to add any comment by way of anecdotal explanation.

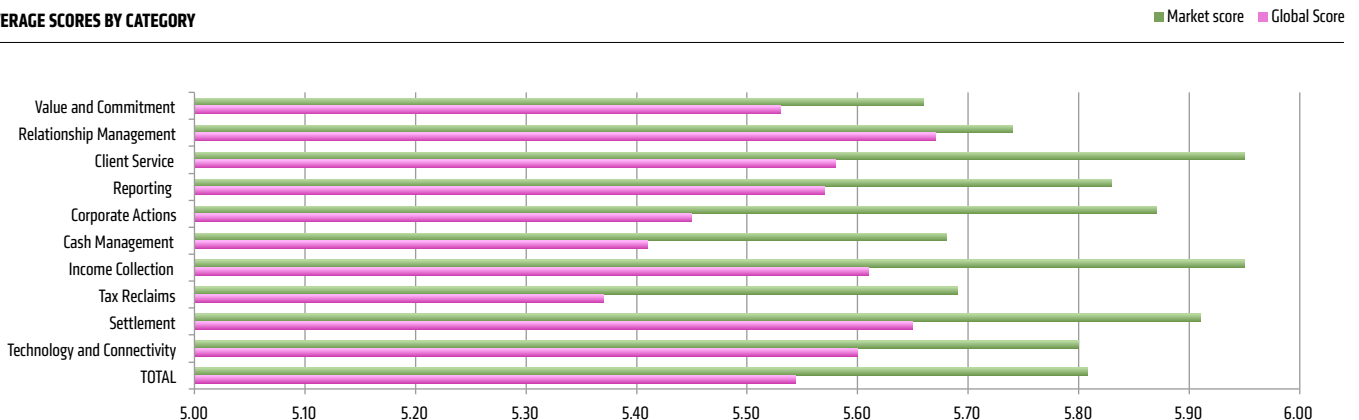
BNP Paribas

Although BNP Paribas' Hong Kong response sample has shrunk significantly this year, it still contains one or two sizeable clients. Although its average score has dropped by 0.27 points, it remains above 6.00 and exceeds the market average in two thirds of categories as well as all global averages. One client complains, however, that "Intermittent internal technical delays have caused several settlement and fee issues historically. Reducing system failures would be very beneficial."

Standard Chartered Bank

Standard Chartered estimates its market share of custody business in Hong Kong at over 10%. With a 30% larger response sample than in 2016, Standard Chartered has recorded a sizeable improvement in its category scores with only Tax Reclaims showing a slight fall. Increases range from 0.19 to 1.00 points, the latter for Technology. The bank also surpasses the market average in eight of the 10 categories as well as all global category averages.

AVERAGE SCORES BY CATEGORY



ICSD

ICSDs, like their national counterparts, have been preparing for the implementation of the EU’s CSD Regulation (CSDR), which introduces a range of harmonising, prudential and supervisory requirements for CSDs. They are also affected by the continued roll out of T2S and the implementation of OTC derivatives margining regulations.

Clearstream Banking

While remaining above the global average overall, Clearstream has seen a small decline in results across all categories other than Technology, which is held in similar high regard as in 2016. Despite this, it remains above the global average in seven of the 10 service categories, falling just short in Income Collection, Cash Management and Tax Reclaims. Client comments are broadly positive with specific praise for Clearstream’s technology and corporate actions service. A few areas are, however, suggested as requiring investment or improvement. “Income and CA areas” are cited by one client, while another requests “more availability via the phone rather than mainly by email.”

Euroclear Bank

As an ICSD, Euroclear processes almost 16 million transactions a month for around 2000 clients. Given the diverse markets that ICSDs cover, it is not surprising that Euroclear tacks very close to the global average in most categories. The biggest divergence

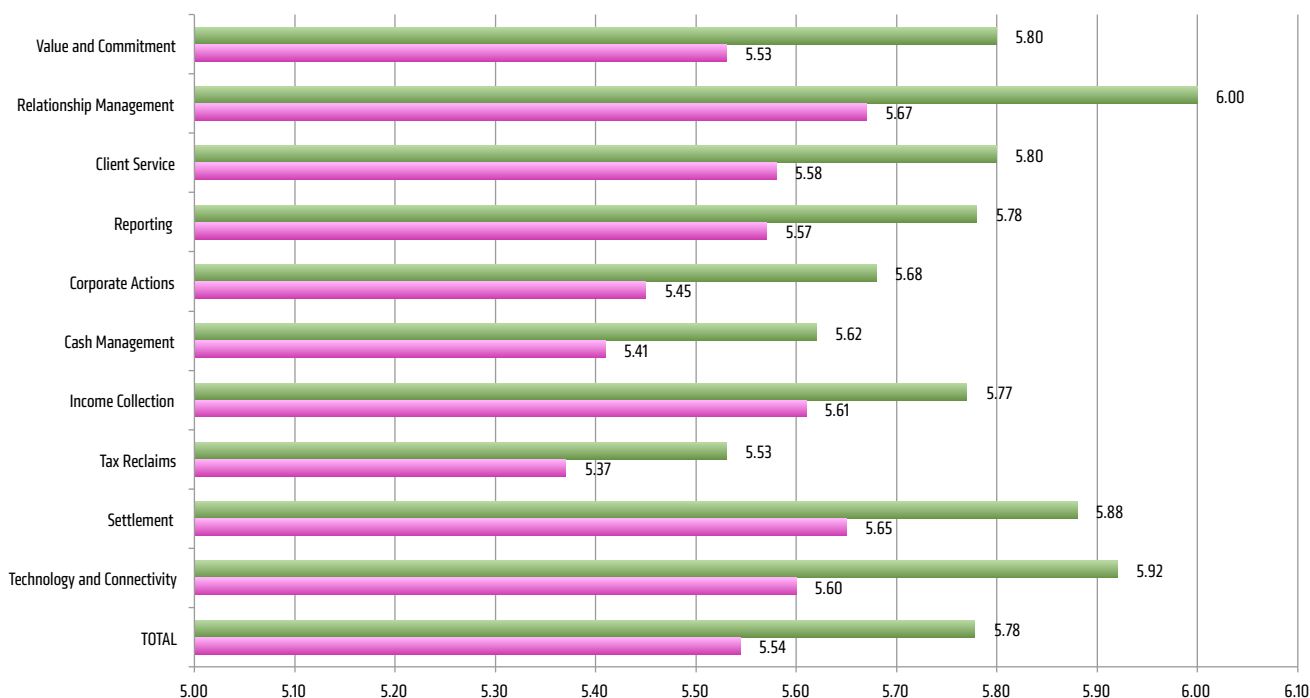
is in the area of Relationship Management, where Euroclear surpasses the global average by 0.20 points. Year-on-year, however, Euroclear’s results are down by between 0.09 points (for Technology and Connectivity) and 0.57 points (for Client Service). “They must enhance timing of response to telephone calls. Effectiveness is however very good,” notes one large European bank client. All scores nevertheless remain well within the Good range, mostly towards the upper end. In other respondent reaction, one long-term client comments that, “We have come a long way with this provider, and like all good relationships, the respect and appreciation grows. We have a good communication line: open, transparent and honest. This helps overcome difficult situations.”

SIX Securities Services

SIX has bucked the survey trend to increase its results in all service categories. From an already impressive average of 6.17 in 2016, it now records an average of 6.44, reflecting increases at a category level ranging from 0.06 points (Tax Reclaims) to 0.53 (Cash Management). It comfortably exceeds the global average in all categories. “A stable, reliable and professional relationship with an excellent service track record over years,” says one private bank client, though another bank suggests that, “Time to market is a weakness in markets where SIX is not directly linked to the CSD.”

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Ireland

While the country currently shares a CSD with the UK, this is likely to change now that the wheels of Brexit are set in motion. Indeed earlier this year Ireland said that it was to launch its own CSD due to concerns it would no longer be able to leverage the UK’s CREST settlement system. Setting up an Irish CSD is not likely to be straightforward with operational complexities coming into play. Still, Brexit was never meant to be simple.

As a country, Ireland remains comfortably in line with other global scores. The one area where it falls behind the averages is Income Collection, where it scored 44 basis points below the benchmark. The country has dipped on a year-on-year basis. Aside from the aforementioned Income Collection, 80 basis points below 2016’s score, Cash Management and Corporate Actions have also suffered this year.

BNP Paribas Securities Services

BNP Paribas continues with its dominant position in the Irish

market posting a strong set of scores across all categories. The bank is particularly good in Relationship Management and Corporate Actions both of which scored 75 basis points above the country average and 68 basis points and 59 basis points above the global figure.

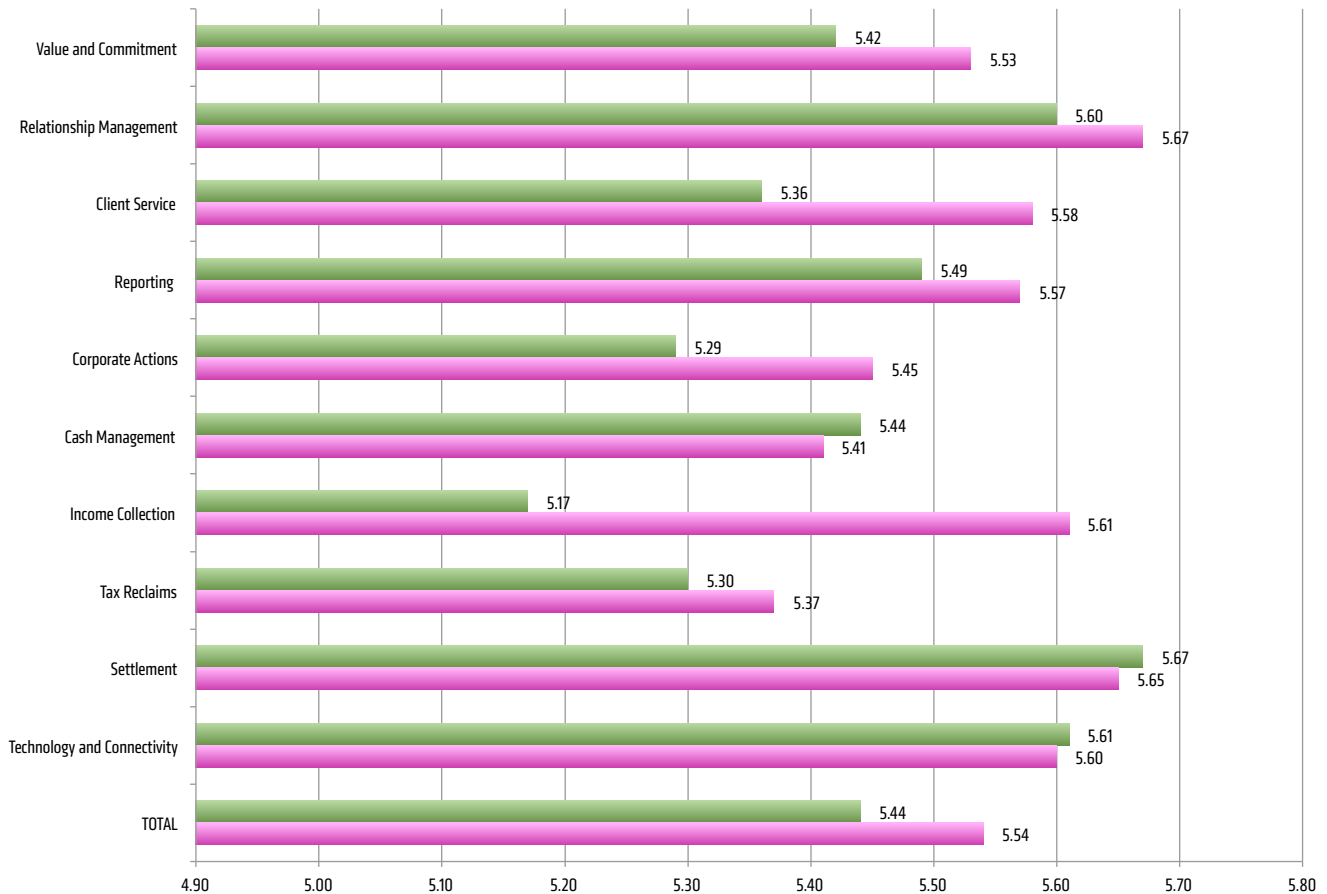
Things have slipped from last year, however, notably so in Income Collection which was marked 87 basis points lower than last year. Still, clients remain positive on the bank—one noted the “first class” knowledge and responsiveness of its client services team.

Citi

The good thing about Citi’s scores is that they have maintained consistency from the previous year. The unfortunate part is that these scores are all consistently lower than the country and global averages. The bank does particularly poorly in Client Services with a mark 90 basis points beneath the global average.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Israel

In March this year, the Knesset (the Israeli parliament) voted through a change in the legal structure of the Tel Aviv Stock Exchange (TASE), separating its ownership and membership. The existing TASE owners (mainly Banks), will be required to sell the majority of their holdings over the next five years, each retaining a maximum of 5% of TASE equity. The change will lead to TASE becoming a for-profit company.

Category scores for Israel as a whole have fallen by an average 0.20 points in this year's survey with only Technology and Connectivity recording a slight increase.

Bank Leumi le-Israel

Bank Leumi processes tens of thousands of securities transactions each day for all its clients; domestic and foreign. It estimates its share of international third party custody business at close to 30%.

Some 70% of Leumi's 2017 response sample also participated in last year's survey. While all category scores remain in the Good range (5.00-5.99), they have fallen by between 0.09 and 0.37 points. Nevertheless, the bank remains above the market average in most categories. "Leumi has shown a strong commitment to the custody and cash business for years!" says one European client. "Very responsive and knowledgeable relationship

managers," says another, adding however, that the bank "could be more proactive relating to changes and announcements from market authorities."

Bank Hapoalim

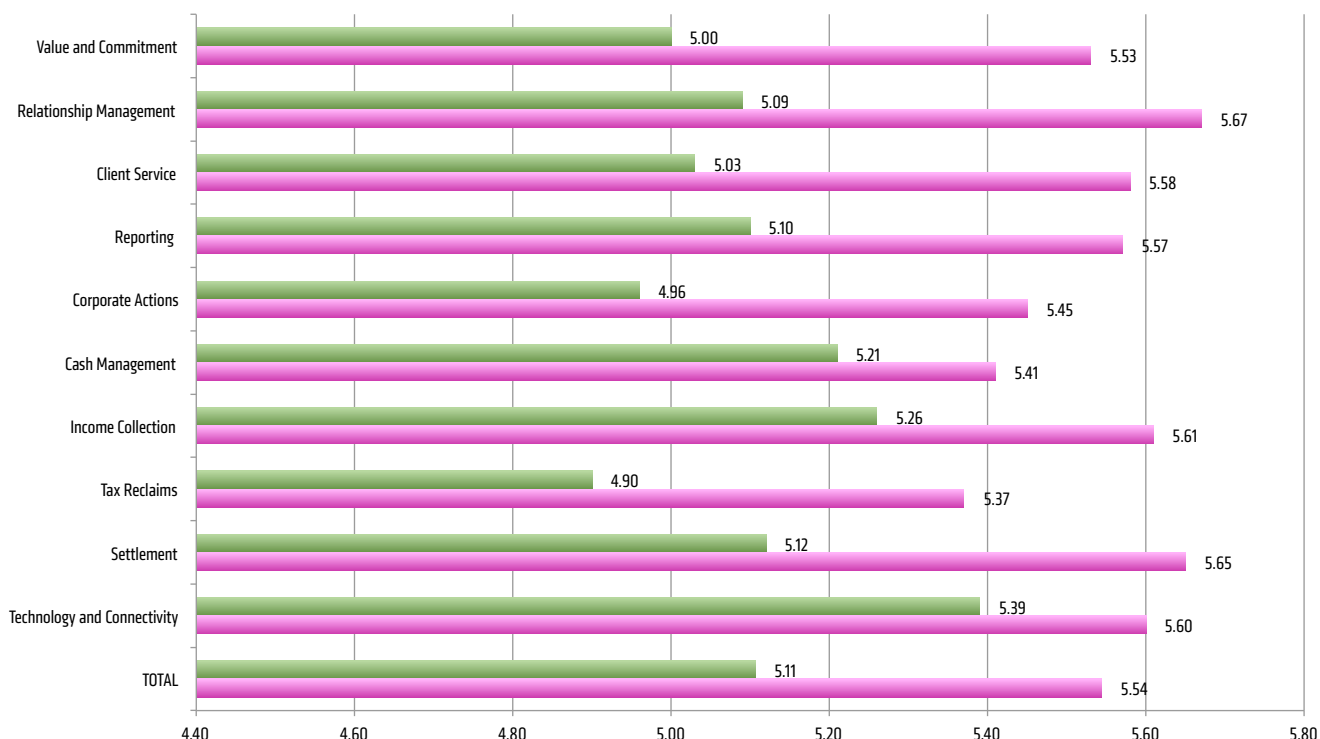
Bank Hapoalim's foreign client base includes custodians, brokers-dealers, banks and ICSDs. While one European custody client praises the bank's core custody service, it suggests that Hapoalim's responsiveness to market developments could be speedier. The bank's category scores have gone down more or less in line with the market as a whole. Three service areas still record results in the Good range (5.00-5.99). These are Cash Management, Income Collection and Technology. The others are all now rated merely Satisfactory (4.00-4.99).

Citi

Citi's category scores in Israel have followed the market down, though on a slightly gentler incline. "E-mails are not answered in a timely manner and sometimes also in an unprofessional manner," says one European custodian client. Another suggests that proactivity in replying to queries needs to improve. Nevertheless, all categories retain scores in the Good range (5.00-5.99).

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Italy

Following the successful migration to the T2S platform in 2015, 2017 has been a year of consolidation in Italy. The market has primarily worked on implementing what had been left out from the migration to T2S. One specific area of focus is corporate actions on flows. The introduction of the Corporate Actions on Flow (CAoF) on over-the-counter (OTC) transactions in January this year created some misinterpretations which have warranted increased information coverage by agent banks.

In terms of ranking, Italy has maintained a level of consistency this year which has eluded some others. The country's scores are all on par with those in 2016—except, perhaps, Cash Management where it was 36 basis points off the previous mark. Italy also runs very much in parallel with the global benchmark—its overall score of 5.55 was one away from the 5.54 global average.

BNP Paribas Securities Services

As last year, BNP Paribas received more responses than any other Italian service provider. And also like last year the bank's marks hug the country average tightly. However, the bank lost a little ground from its previous year's score in the Corporate Actions and Tax Reclaims categories—down 28 basis points and 31 basis points respectively. Indeed on the latter one client criticised the bank for “misleading information about tax” on a corporate action confirmation and emphasised that SWIFT messages needed to be more detailed. One Belgian client said the bank's “relationship management is invisible.” However BNP Paribas was also praised by another, UK-based, client for the same service as “very good, bordering on excellent.” The bank also got kudos for having overall “very good reporting” and local market expertise.

Citi

Citi's score was marginally down from last year. While the bank has made improvements in certain areas—particularly Technology and Connectivity where it is ranked 31 basis points above the national average—it has slipped on others. Client Service was 49 basis points below the market average this year. On its client

services, one client said that requests to the bank had become more complicated since a move to centralise enquiries to Dublin—noting this as “very unsatisfactory.” Interestingly, Citi was rated significantly higher by fellow bank clients than broker-dealers.

Deutsche Bank

Deutsche Bank's score has dropped sharply this year from 2016, particularly so in Cash Management where it scored 72 basis points below the country average. Overall, the bank found itself below the country averages in all 10 categories. Client comment was, however, positive. One Dutch client praised the bank's dedicated corporate actions team and its Dutch speaking client services team.

Intesa Sanpaolo

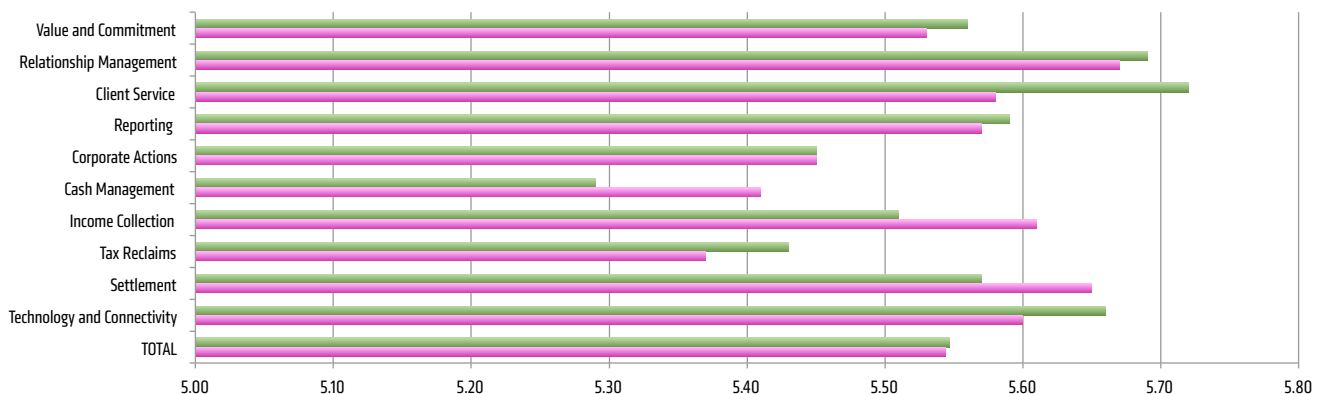
Intesa Sanpaolo continued with its solid scores this year, almost exactly mirroring the country benchmark in all ten categories. The bank received the second largest amount of responses in Italy and also gained significantly higher scores from small clients—around 5.95 on average, compared to 4.70 from large clients. Notable declines occurred in Cash and Relationship management where, compared to 2016, the bank dropped 43 and 34 basis points respectively. Clients praised the bank for its proactive client service and excellent relationship management teams.

Societe Generale Securities Services

SGSS once again comes out with the highest overall average in Italy this year. The bank excelled in Income Collection and Corporate Actions where it scored well above the market and, indeed, global averages. This continues its strong results from last year in almost all categories. One area of improvement, however, might be in Settlement where it fell 33 basis points below the country average—its only below average mark in 2017. Clients were enthusiastic about the bank's proactivity and dedicated relationship management. All-in-all this seems to confirm its smooth performance in the Italian market.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Japan

Japan has launched a new tax information reporting framework based on the Common Reporting Standard (CRS) by the OECD. Under the law, financial institutions such as banks and securities broker-dealers in Japan are required to report financial account information held by non-residents from 1 January 2017.

The Japanese market remains one of the strongest in the world, 0.51 above the global average. Indeed its lowest market average – for Cash Management – was still 0.47 above the global average figure. Nonetheless, the country has seen some deterioration in scoring from the previous year, dropping an overall 0.12 points from 2016.

The Bank of Tokyo-Mitsubishi UFJ

Bank of Tokyo-Mitsubishi garnered the second highest number of weighted responses this year, just behind Mizuho and is Japan’s second largest sub-custody bank. In line with the national trend, the bank slips down a few points on its rankings from last year, but remains one of the strongest sub-custody organisations in the world based on client perception, 0.60 above the global average.

All except one of its scores were in the “Very Good” category—the one down point is Corporate Actions where it lost 0.21 points this year. Clients praised the bank’s commitment to excellent service. One said: “More than efficient day to day. Excellent client services area that serves us efficiently even anticipating our needs.”

Citi

Citi has seen its scores slide in nine out of the 10 categories this year. The bank lost particular ground in Cash Management, 0.70 below its 2016 score. Indeed it now lags the country benchmark by 0.71 points in this area. On the bright side the bank was only 0.2 below the global average across all categories which shows

the strength of Japan’s sub-custody industry.

HSBC

It was a similar story for HSBC to Citi, with the international provider losing a few points in its year-on-year score (0.17), but trailing the market average by considerably more (0.42). One client said that changes in its Tax Reclaims process had not been “effectively communicated or coordinated.”

Mizuho Bank

Mizuho is Japan’s biggest sub-custody bank with around \$1.2 trillion in assets and some 50% of international sub-custody asset share. The bank once again received the highest number of responses, just beating its rival, BoTM in 2017.

Indeed, Mizuho is the outstanding bank in the survey with an average score across all categories of 6.40. Clients were effusive in their praise. “Mizuho’s proxy voting service is excellent,” “everyone is kind and responsive to clients” and “we have always been impressed with the quality of services and the willingness that Mizuho has provided” are a few of the reflective comments.

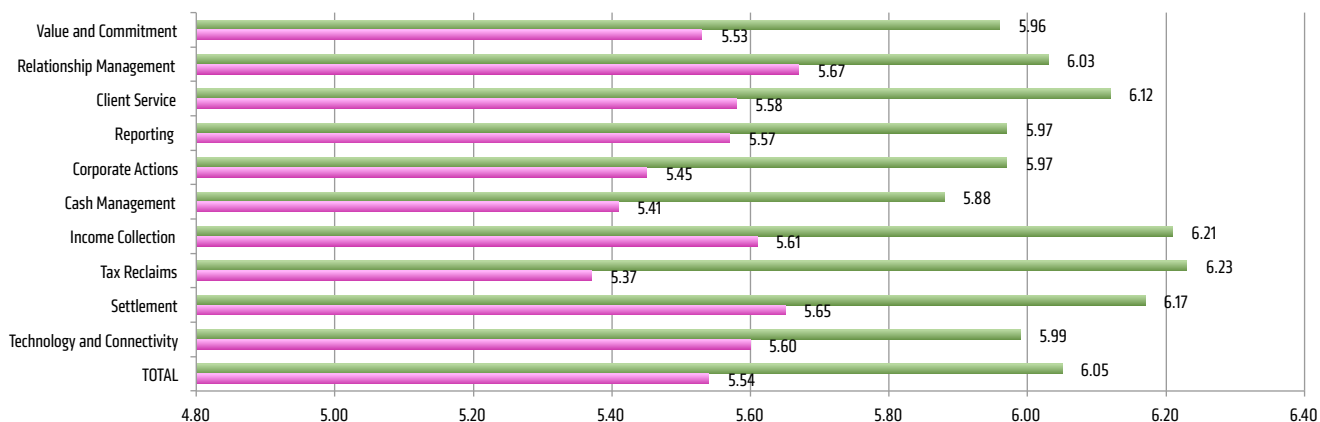
The bank’s scores have nevertheless fallen a little from last year, down 0.17 points from 2016.

Sumitomo Mitsui Banking Corporation

Bucking the trend seen in the Japanese market, SMBC gained points against its 2016 score. Notable areas of improvement are Tax Reclaims—up 0.52 and Corporate Actions—up 0.30. Nonetheless, the bank still has a bit to do to catch up to its rivals, falling 0.20 below the country average overall. One client praised SMBC as “the most innovative commercial bank in Japan.” Another praised the proactive skills of its client service, settlement and relationship management teams which provide it a high level of comfort.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Korea

The Korean Financial Services Commission (FSC) has revised the Regulation on Financial Investment Business to implement omnibus accounts for global investment managers or broker-dealers for trade settlement as well as execution. Investment Registration Certificates (IRCs) used to open omnibus accounts will pre-register a list of beneficial investors to be linked to the omnibus IRCs.

The FSC has also revised its regulation to allow investors to use securities lending for collateral purposes. Investors are now able to re-hypothecate securities collateral through securities lending arrangements. Meanwhile, the Ministry of Strategy and Finance has extended the statute of limitation for tax reclaims for non-residents from three to five years.

In this year’s survey, category results for the Korean market have fallen by an average 0.18 points though remaining in the Good range (5.00-5.99).

Deutsche Bank

Deutsche Bank estimates its market share of international third-party business in Korea at approximately 23% in terms of assets under custody – a share which it says has grown consistently over the past five years. This year, DB Seoul manages to exceed the market average score by a few basis points. It surpasses the average in four categories – Relationship Management, Reporting, Income Collection and Tax Reclaims – and is very close to the average in the others. Only Cash Management shows a measurable underperformance (0.29). Client comment suggests broad satisfaction. “DB has always been very efficient in all aspects: client service, settlement, corporate actions and even market news,” says one large bank client from the region.

Standard Chartered Bank

Standard Chartered holds approximately \$179 billion in assets under sub-custody and estimates its market share of such assets in Korea at around 25%. The bank has seen an improvement in results across all categories apart from Tax Reclaims of between 0.12 and 0.65 points. It exceeds the market average in all areas (bar Tax Reclaims) and the global average in seven. One European bank comments that, “SCB is an excellent custodian in the Korean market and we have enjoyed a very long standing relationship with them. The staff are very professional and responsive which we appreciate greatly, given our special requirements as a private bank.”

HSBC

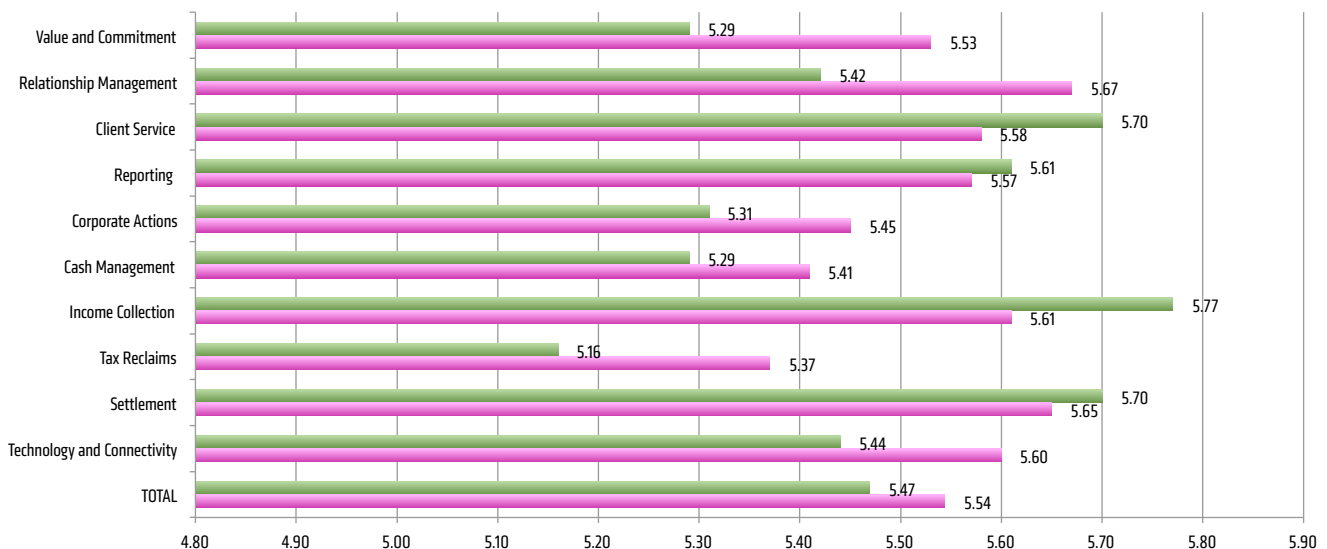
HSBC tacks very close to the market average at a category level, beating it in five categories and falling just short in the other five. In none of these, however, is the difference wide enough to warrant special attention. The bank outperforms the global survey average in the area of Settlement. Year-on-year, its category results have slipped by an average 0.14 points. Explanatory client comments are sparse. One highlights Reporting & Client Services as particularly well-handled, though suggesting that “Answers do not always address an issue.”

Citi

Citi attracts the smallest sample of responses still warranting a write up in Korea. Its category scores have slipped in all areas by an average 0.11 points, with only Technology managing a slight increase. Like the other providers in this market, Citi is close to the market average overall, deviating significantly only in two areas: Tax Reclaims (+0.64 points) and Corporate Actions (-0.53).

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Netherlands

The Netherlands was modestly down against the global average this year dropping marks in Tax Reclaims and Cash Management categories. The country also saw a 14 basis point decline in overall scores from last year. In terms of trends, the Dutch Tax Authorities announced amendments to the documentation for claiming a tax refund on Dutch dividends this year which has been occupying participants in 2017.

BNP Paribas Securities Services

BNP Paribas received by far the largest proportion of responses in this year's survey. Ranking-wise, the bank is above the national average in all but one score. It has also retained category scores comfortably in the upper fives. However, client comments were not wholly praiseworthy. One said that BNP Paribas is a top custodian in the Dutch market but pointed out that there was room for improvement in the interaction of different functions. Another was critical of the "strange processes" in its Cash Management business, the one service area where BNP Paribas recorded a noticeable drop of 0.41 points year-on-year.

Citi

It was a good year for Citi, marking above the country average in all but one field. The bank received a very high score for its Tax Reclaims service—1.95 points above the market average—and improved on last year's overall average. Clients praised Citi's proactivity as a service provider.

Deutsche Bank

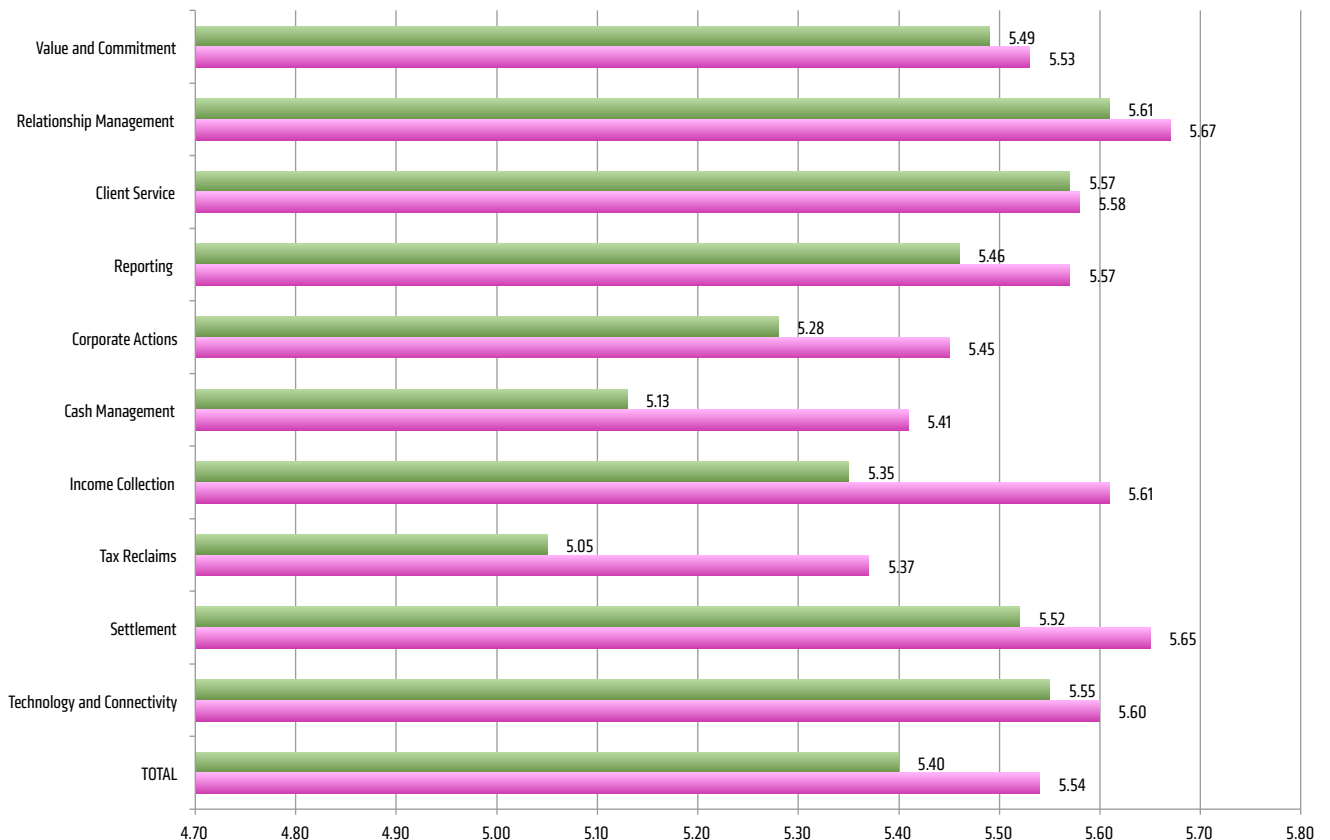
After a poor 2016, Deutsche Bank has seen its scores continue to fall with the overall average significantly below last year—the bank dropped 68 basis points in total from 2016. Particular areas of underperformance are Tax Reclaims and Cash Management, where the bank ranks 1.18 points and 1.05 points below its mark of last year, and which appear to have contributed to the country's overall decline in these categories.

Other

ABN Amro, CACEIS, ING and KAS Bank received responses, though these were too small to merit individual writes.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Norway

The Norwegian CSD, VPS, has launched a project to renew its existing platform. VPS 2.0 will cover all core functionalities—settlement, corporate actions and registry. It is being driven by CSDR implementation and is expected to be finalised by late 2018. VPS also announced that they will be one of four CSDs that will develop a blockchain solution for cross-border collateral transfers in cooperation with Deutsche Boerse.

There was also a set of new rules on the taxation of Norwegian investors in collective investment funds and Norwegian collective investment funds. As of January 2018, new rules will apply concerning withholding tax on dividends from Norwegian companies to foreign shareholders.

With a total score of 5.42, Norway declined against the global average this year and has fallen slightly behind its own high score in the 2016 survey.

DNB Bank

At 20% of the total, DNB’s estimates of its transaction volume share remains on a par with that of last year. The bank is in the

upper levels of local sub-custody providers with strong scores in Client Service and Value and Commitment. Clients praised its very good client service and communication.

Nordea Bank

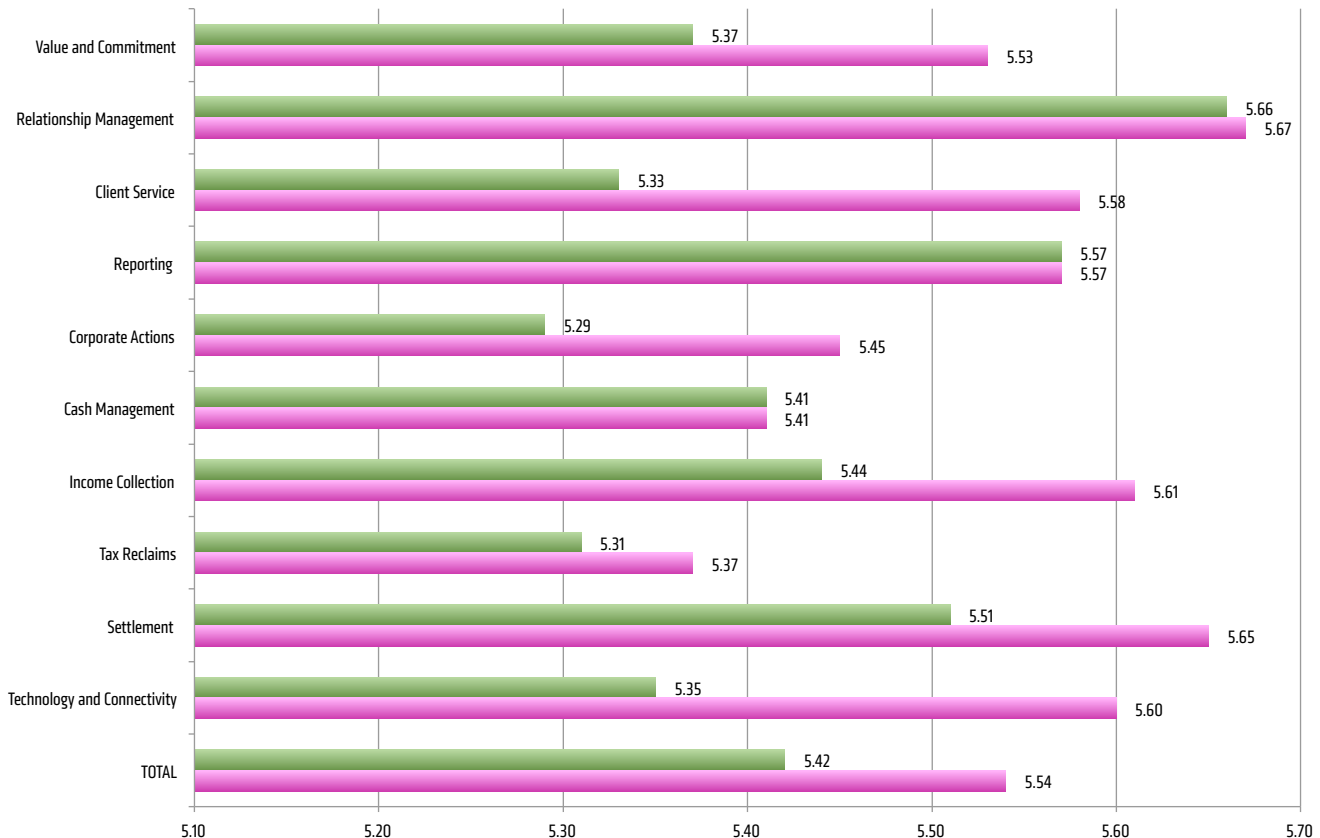
Nordea holds \$102 billion in sub-custody assets for international clients in Norway, up substantially from the \$75 billion figure last year. Its scores, however, were down from last year with Client Service and Technology and Connectivity most impacted (0.4 and 0.45 down). It is also 0.13 points below the country average. One client said the bank had been proactive in providing detailed information on market process changes.

SEB

SEB beat the country average by 0.13 points but dropped from its previous year’s score by 0.15. Clients praised it for being a “stable business” which is “clear and fast at responding to queries.” By its own estimates, it holds a share of between 35% to 40% of international third-party business.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



New Zealand

NZClear, the clearing and settlement system for the New Zealand market, which is owned by the Reserve Bank of New Zealand (RBNZ) is planning to replace the CSD platform. The new system is expected to go live at the end of 2018.

New Zealand is up there with the global averages. It scored highly in Corporate Actions and Income Collection and shows good marks overall.

BNP Paribas Securities Services

Client marks for BNP Paribas have slipped this year—perception of its Cash Management service was particularly affected, 0.72 points down from last year. One client said that the bank suffered from occasional technical failures. Nonetheless BNP Paribas remains well above the global average.

Citi

Citi’s stable scores are reflective of the bank’s strong position in the New Zealand market. The bank received an overall average

score of 5.79, just 0.16 above last year’s. However, it has done especially well in Reporting where it gained 0.40 to 2016. This is another bank that is comfortably above the global average. Clients praised the “quality of work” done by the bank.

HSBC

HSBC received the overwhelmingly largest number of responses in this year’s survey—but not the highest marks. Its scores are below the country average in all 10 categories. One client said the bank’s best feature was its service level. Client Service was, however, the biggest faller from 2016, down 0.39.

J.P. Morgan Chase Bank

J.P. Morgan has reversed its decline of last year with an impressive set of scores in the current survey. Its overall mark was 0.65 better than 2016’s and it improved by 0.50 or more in eight of the 10 categories. Against that however, the bank received the fewest number of responses in the survey.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Portugal

There have been several proposals presented to Portugal's Parliament in the efforts to fight fraud and tax evasion this year. These include a draft law proposal for the creation of a legal regime for a central register of beneficial owners; a recently approved law which prohibits the issuance of bearer securities; and the publication of a law aimed at helping the development of the Portuguese capital markets and the diversification of funding sources for the small and medium-sized companies through the creation of a new type of security (short-term debt certificates) from July 2017.

Portugal has a modest overall score of 5.19, which is down 37 basis points from last year. As a whole, the country lost marks in all 10 categories and particularly so in Relationship Management.

BNP Paribas Securities Services

BNP Paribas received the lion's share of responses in this year's

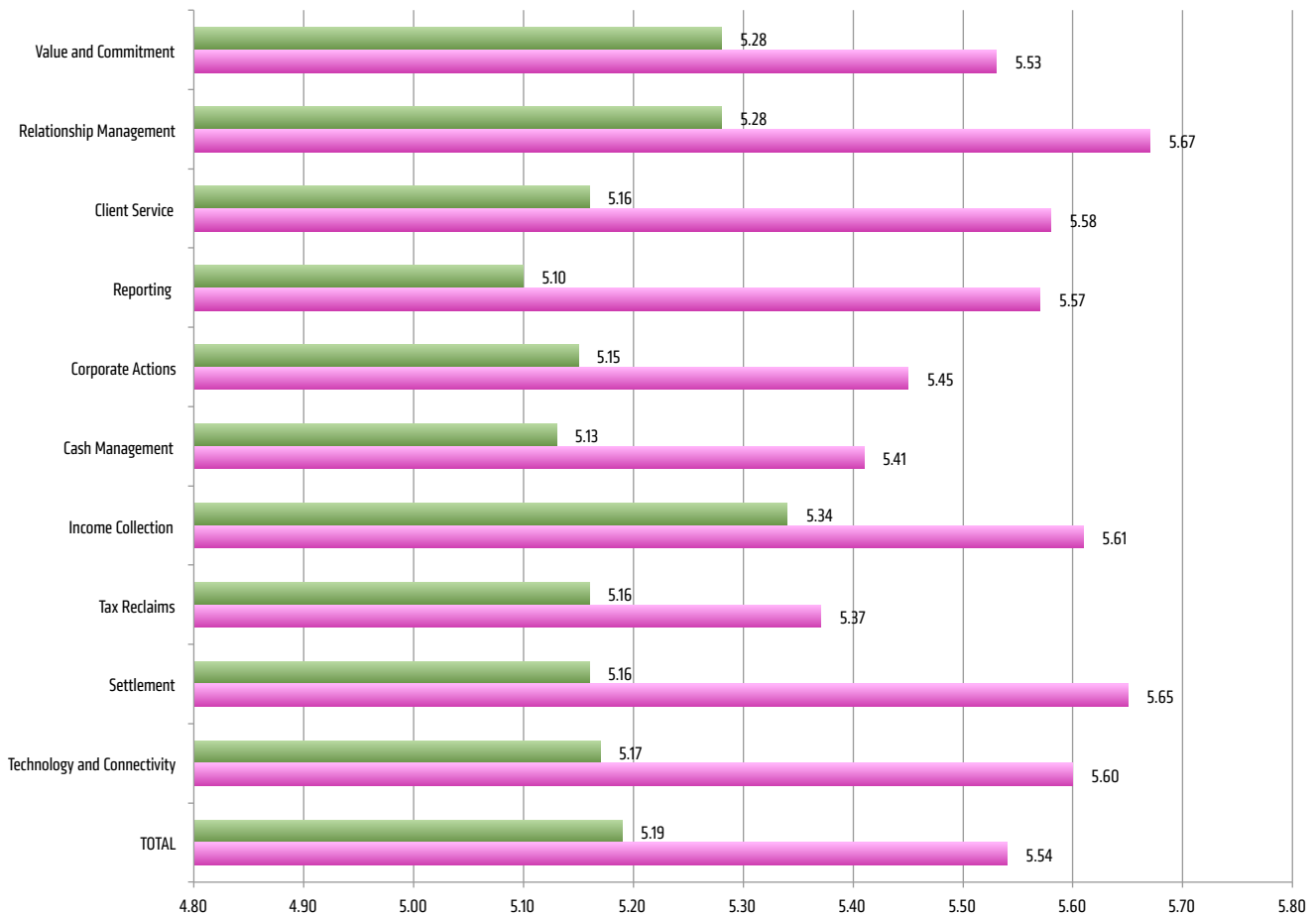
survey. Its marks were 20 basis points above the country average, but it lost points in all of the categories versus the previous year. Worst hit were Technology and Connectivity, Settlement and Cash Management. Clients praise the banks understanding of clients' individual business needs as well as its local market knowledge, though one suggests that response times could be speedier.

Millennium bcp

Millennium did well once again, rising 55 basis points above the country average and outperforming its own 2016 mark in virtually all the categories. The bank showed particularly impressive increases in its results for Technology and Connectivity Reporting, up 0.55 points, and Income Collection, up 0.54 points. Overall, the bank surpassed the global average in nine out of the 10 categories, highlighting a much-improved year for the bank.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Singapore

Although it is a major global investment location, the Singaporean market has more active sub-custody providers than many of its larger peers. Despite this, categories have slipped in all areas by an average 0.18 points. Though the market remains 0.06 points above the global average, differences at a category level are small, apart from the area of Tax Reclaims, where it is 0.35 points above the global average.

DBS Bank

DBS holds approximately \$113 billion on behalf of sub-custody clients, processing over 37,442 transactions per month. While asset managers form the bulk of this client segment, global custodians and other banks are also present. Its survey participant sample is 25% larger than in 2016. Year-on-year, all category scores are higher by between 0.06 and 0.55 points, the latter for Technology and Connectivity. Small clients are the most generous, rating all service categories above 6.00 (Very Good). The bank also comfortably exceeds all market and global average scores. “DBS is proactive in sharing possible market developments and discussions between market participants and stock exchange/regulators. They help channel our feedback to the appropriate body so we have an avenue to voice our concerns,” comments one client.

Standard Chartered Bank

Standard Chartered holds approximately \$40 billion in assets under custody for international clients and settles some 200,000 trades per month – about 30-35% of the volume in the market. It has received a mixed set of results this year, shaving a few decimal points off seven of its category results. It now has six service categories with scores in the Good range and four – Value and Commitment, Cash Management, Tax Reclaims and Technology and Connectivity – recorded as Satisfactory (4.00-4.99). Settlement is cited by one North American broker as the function the bank handles best.

HSBC

HSBC has maintained virtually the same overall score as in last

year’s survey though with some variation at a category level. Notable differences include increases of 0.26 points for Corporate Actions, and 0.21 for both Cash Management and Technology. On the other hand, Tax Reclaims and Relationship Management are down by 0.47 and 0.44 points respectively. The bank surpasses the market average in nine out of 10 categories and the global average in eight. Client Service is a particularly strong performer in this regard, 0.50 points above the market average and 0.44 above the global average.

Deutsche Bank

Deutsche Bank’s survey sample comprises 60% returning raters and 40% respondents who were absent from the process last year. Although only one category, Tax Reclaims, falls below 5.00, the threshold between Good and Satisfactory, all category scores are down by an average 0.44 points. While market knowledge and client service are mentioned by clients as positive aspects of the service they receive, others complain that the online platform is sometimes unstable and that, “They need to provide better information or updates on transactions which is currently failing.”

Citi

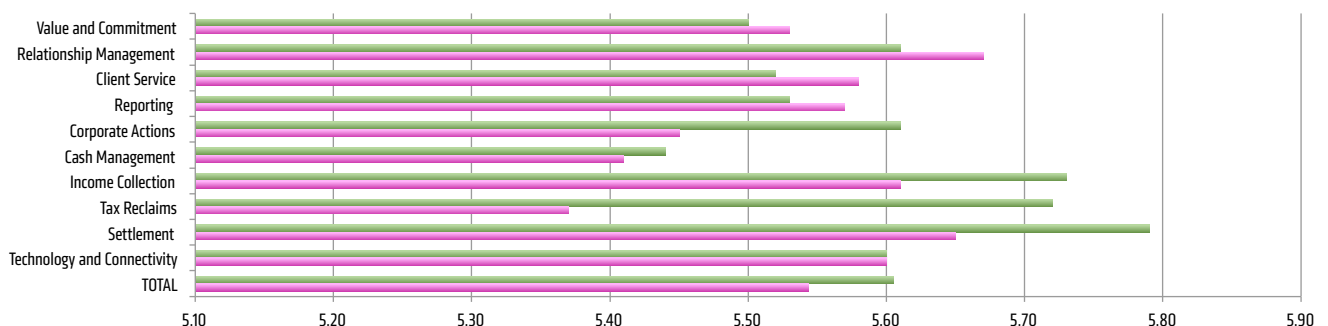
While declines in results for providers in Singapore are not unusual this year, Citi has seen a steeper fall than most, with falls at a category level of between 0.25 and 0.89 points, leaving the bank with a wide range of category scores from a disappointing 4.92 for Client Service to an impressive 6.00 for Tax Reclaims. There is little in the way of client comment, though one European bank says, “Overall we are very pleased with our custodian Citibank in Singapore.”

BNP Paribas Securities Services

BNP Paribas’ response sample has halved this year and its scores have fallen by more than the market average. This will be disappointing for a provider who last year managed a full set of category scores in the Very Good range (6.00-6.99). It does, however, remain above the market average in six service categories and above the global average in seven.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Live limitless.

There are no limits to taking your business to new heights with DBS' securities services. Backed by a strong balance sheet and exemplary credit ratings, we can provide financial assurance while helping you achieve efficiencies in an increasingly complex financial landscape.

Along with our dedicated custody network across Asia, deep market insights and full suite of banking services to complement your custodial needs, there's nothing to stop you from taking your business to a new level.

Partner with DBS, the Global, Market and Category Outperformer in both Singapore and Hong Kong for Global Custodian's Agent Banks in Major Markets 2017 survey.



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Safest Bank, Asia 2009–2017, Global Finance

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Living, Breathing Asia



South Africa

The Financial Sector Regulation Act, referred to as the Twin Peaks Act, will introduce the twin peaks system of financial regulation to ensure that conduct risk in the financial system is given as much supervisory and regulatory attention as prudential risk. The Act establishes a dedicated conduct supervisor distinct and separate from the prudential regulator and the central bank.

Proposed changes to the Financial Markets Act would allow external CSDs and ICSDs to have direct accounts with Strate, the South African CSD. The JSE is meanwhile planning to go the route of implementing a multi-market independent CCP.

Strate, in conjunction with its stakeholders will also transform the bond market with the implementation of the new Debt Instrument Solution (DIS) Project on the TCS BaNCS Market Infrastructure product. This will lead to the implementation of a new bond clearing, settlement and asset servicing model, due to go live before the end of the year.

The dividend withholding tax in South Africa increased from 15% to 20% as from February 2017.

The Standard Bank of South Africa

Standard Bank’s custody client base is diverse with custodians, banks, asset managers and brokers as well as mutual funds and public sector entities all well represented. The bank includes in this client base eight of top 10 global custodians measured by assets under custody.

Standard Bank has exceeded the South African market average score in five categories and fallen a few decimal points short in the other five. The bank is ahead of the market average for Reporting by 0.24 points and also surpasses the global survey average for that category. Interestingly, broker-dealers are more generous than other client segments, awarding Standard Bank scores above 6.00 (Very Good) for Reporting, Settlement and Technology. Additional client comments are few, although they do come from large global custody clients. One, for example, notes that “Standard Bank provides a consistent level of operational

support and has been very pro-active in communicating market change. It has strong relationship management in place.” At the same time, the client calls for more detailed MIS reporting.

Nedbank

Services are provided through the Nedbank Investor Services business unit. Although the bank has a primarily domestic clientele, it does retain several international banks, custodians, broker-dealers and asset managers as clients. Nedbank exceeds the market average in four areas, including Relationship Management (by 0.28 points) and Settlement (by 0.15 points). It lags, however, in Corporate Actions (-0.74 points) and Tax Reclaims (-0.60 points). “Their communication is excellent and staff are very efficient in terms of follow-up and turnaround times,” says one regional client.

RMB Custody & Trustee Services

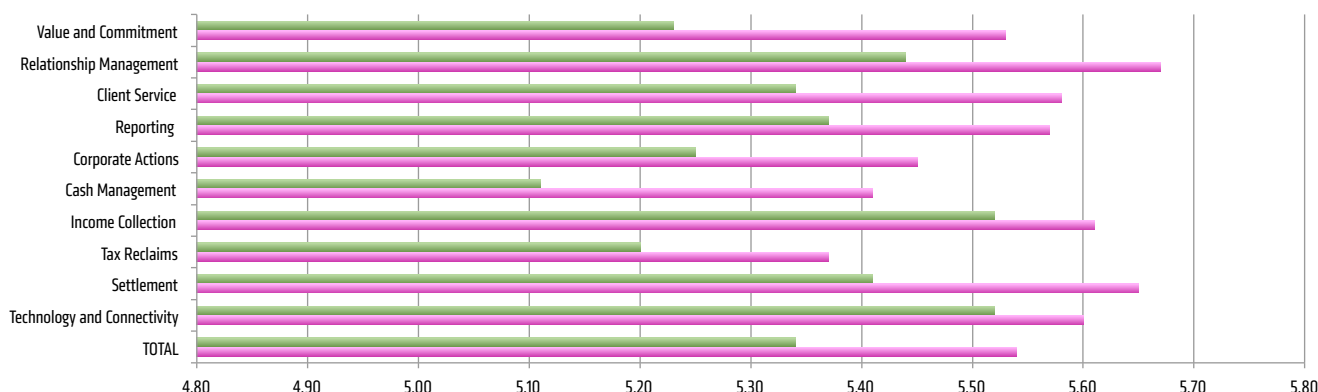
RMB’s category scores have held more or less steady this year, most of the movements are statistically insignificant though there are a few notable ups and downs: Technology and Connectivity (+0.31 points); Client Service (-31 points) and Tax Reclaims (-35 points). The bank nevertheless beats the market average in seven of the 10 categories and the global average in two. Client comment suggests that the account management team is held in high regard, though investment in knowledgeable support staff is encouraged.

Societe Generale Securities Services

The bank has recorded increases in all category scores this year by between 0.08 and 0.57 points. Eight scores are now in the Good range (5.00-5.99) with two – Reporting and Settlement – close to that threshold. SGSS exceeds the market average in five categories and the global average in two: Cash Management and Tax Reclaims. Client comments are sparse, though there is a request for speedier reporting of settlement issues.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Spain

The second phase of the Spanish Market Reform, the migration to T2S, as we go to press, and MiFID II have been the main focus of Spanish securities services providers over the past year.

Santander Securities Services

Santander settles approximately 95,000 trades per month in the local market for all clients, domestic and global. Its foreign client segment is dominated by global and other custodians and the bank claims a market share of this business of just over 22.2%.

There is substantial overlap between the 2016 and 2017 respondents for Santander, with improvement in nine out of 10 category scores, the exception being Settlement, which falls just short, but not by enough to suggest any significant issues. “In difficult situations, this agent excels. It provides solutions and focuses on resolving any issue with great care,” says one European client.

BNP Paribas Securities Services

BNP Paribas estimates its market share of settlement for foreign clients in the Spanish market to be approximately 72%. This year, BNP Paribas exceeds all market average category scores. Results are also up year-on-year by an average 0.19 points, though Client Service is slightly below last year’s level by a handful of decimal points. North American clients are somewhat more generous than their European counterparts with an average gap of 0.31 points between the category scores awarded

by the two client sets. “Good focus on customer service and responsiveness,” says one of the former.

Deutsche Bank

Deutsche Bank has recorded increases in six category scores and declines in four, leaving its average scores very close to its 2016 result. All scores apart from Tax Reclaims are within the Good range (5.00-5.99). The bank outperforms the market average in three areas: Relationship Management, Client Service and Income Collection.

Banco Bilbao Vizcaya Argentaria

BBVA has recorded a decline in all category scores apart from Corporate Actions, where it exceeds both the market and global averages. Nonetheless the bank scores Very Good in seven categories and above the market average in four of the 10 categories. One global custodian client commends the bank’s market knowledge, but suggests there is room for improvement in risk controls, STP and fees.

Societe Generale Securities Services

SGSS Madrid is the third foreign bank in volumes at the CSD, Iberclear, settling some 8% of the volume traded in the market. Although it has been active in post-trade services in Spain for some 40 years and has a team of dedicated staff for this business, it did not receive sufficient responses this year for its performance to be calculated.

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Sweden

In late 2015, Euroclear Sweden announced that it would implement a new CSD platform to be CSDR-compliant. The implementation of the new system, called EuroclearSafe, was tentatively planned for November 2018. In December 2016, however, Euroclear Sweden decided to prioritise an implementation of other changes related to CSDR rather than the platform replacement. Accordingly, a CSDR-compliant version of the existing VPC system will be launched first with target date of end-2017. The EuroclearSafe project has not been scrapped, but deployment has been postponed.

This year, only two providers, SEB and Nordea, received sufficient responses for statistical analysis.

SEB

SEB estimates its share of international third-party business at roughly 65%. “The service, responsiveness and knowledge of SEB is excellent. They set the standard,” says one large UK-based custodian, while a UK broker suggests that the bank could be more pro-active in failed trade resolution as well as sending SWIFT updates. In line with the majority of providers in most markets, SEB’s category scores have fallen slightly this year, though only by an average of 0.07 points. Bucking the trend is Reporting, which is up by 0.22 points. SEB retains its outperformance in all categories at a market level and achieves similar status in eight categories at a global level. Interestingly – and

against type – large clients award the higher marks to SEB than do their smaller counterparts.

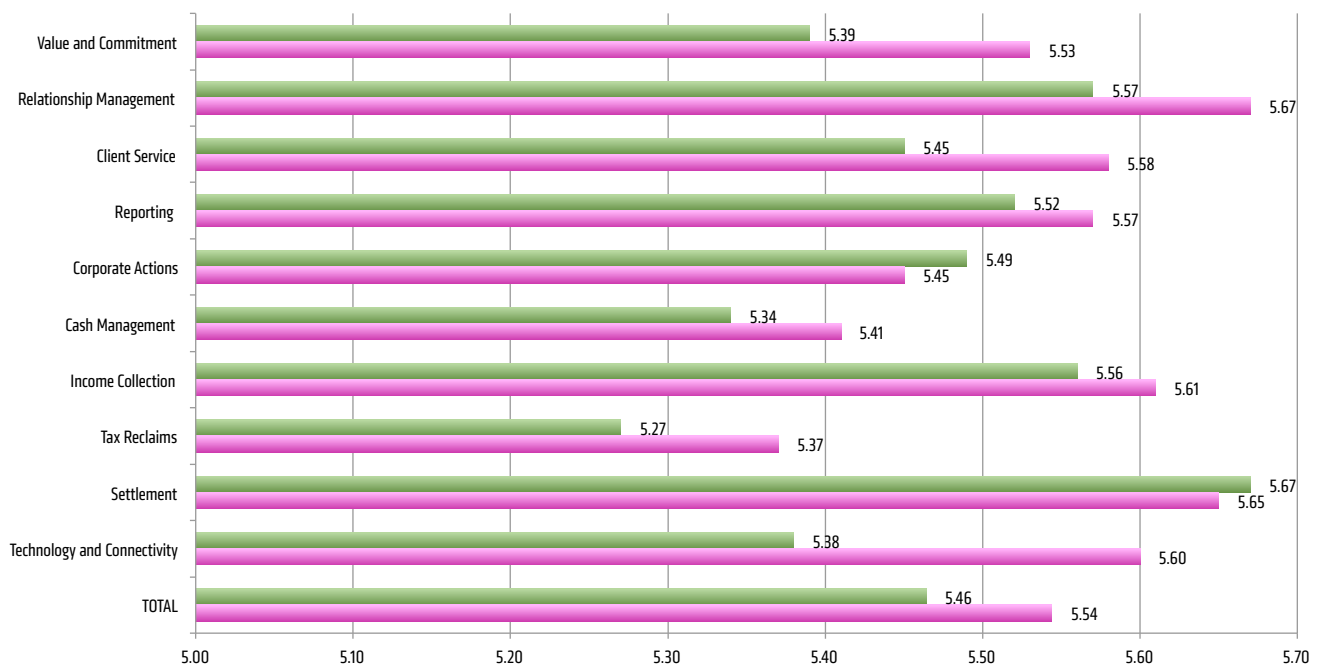
Nordea Bank

Nordea settles on average 373,000 transactions per month in Sweden on behalf on international (sub-custody) clients. The bank puts its market share of international (sub-custody) business in Sweden at approximately 25%. While eight of Nordea’s 10 category scores remain in the Good range (5.00-5.99), two – Technology and Tax Reclaims – have dropped into Satisfactory territory. In the area of Cash Management, however, Nordea exceeds both the market and the global averages by 0.26 and 0.19 points respectively.

Nordea is currently undergoing a transformation into a fully digital bank and is replacing its current IT infrastructure. From a custody perspective, this will involve replacement of multiple settlement systems with one regional settlement platform. Asset servicing and safekeeping will also be served by a single regional platform. Client migration for sub-custody clients will begin in Q4 2017. The potential benefits of this are recognised by one client who comments that, “Nordea needs to improve MIS reports for custody, provide automated MIS reports for cash and implement a query tracking system relevant for all Nordic countries. Nordea is currently moving onto a new platform that will allow these enhancements.”

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



Switzerland

While SIX SIS, the Swiss CSD, is comprehensively regulated by the Swiss authorities, the regulatory framework is changing, mainly driven by developments in the EU and globally. The Swiss Financial Market Infrastructure Act (FMIA) is now in force and one of the main effects is the transformation of the licensing of SIX SIS from a bank to an FMI, which is to take effect by the end of 2017.

In May 2017, SIX SIS adjusted its deadline for settlement delivery versus payment in CHF from 14:30 CET to 16:30 CET.

UBS

UBS estimates its share of international third party business at approximately 50% based on asset values. While its client base is diverse, UBS has put special emphasis on supporting medium and smaller-sized private banks in their securities servicing needs.

The bank's scores have risen in seven of the 10 service categories, most notably Relationship Management, which is up 0.25 points to 5.73. "The relationship management team is very dedicated and easy to deal with," says one large European bank client. Another commends the bank for its responsiveness to urgent inquiries.

All category scores are comfortably in the Good range (5.00-5.99). The bank tacks close to the global average for ABMM providers, exceeding it in six categories and falling just below in the remaining four.

SIX Securities Services

While SIX Securities Services claims \$308 billion in assets under sub-custody, it points out that, "In our domestic market, SIX Securities Services, through its CSD SIX SIS, is the sole provider, so as a consequence directly or indirectly 100% of the assets for this market are held with us."

In this year's survey, SIX has managed to improve on last year's

excellent set of results, with increases in eight of 10 category scores. The biggest rise is for Relationship Management, up 0.35 points to 6.36. All categories are now rated in the Very Good range (6.00-6.99) apart from Reporting which falls just short. Client service and operations staff come in for praise from survey participants. "Fantastic helpline for all kind of questions and great staff who can help in minutes," notes one European bank client. The provider beats both the market and global averages in all service categories.

BNP Paribas Securities Services

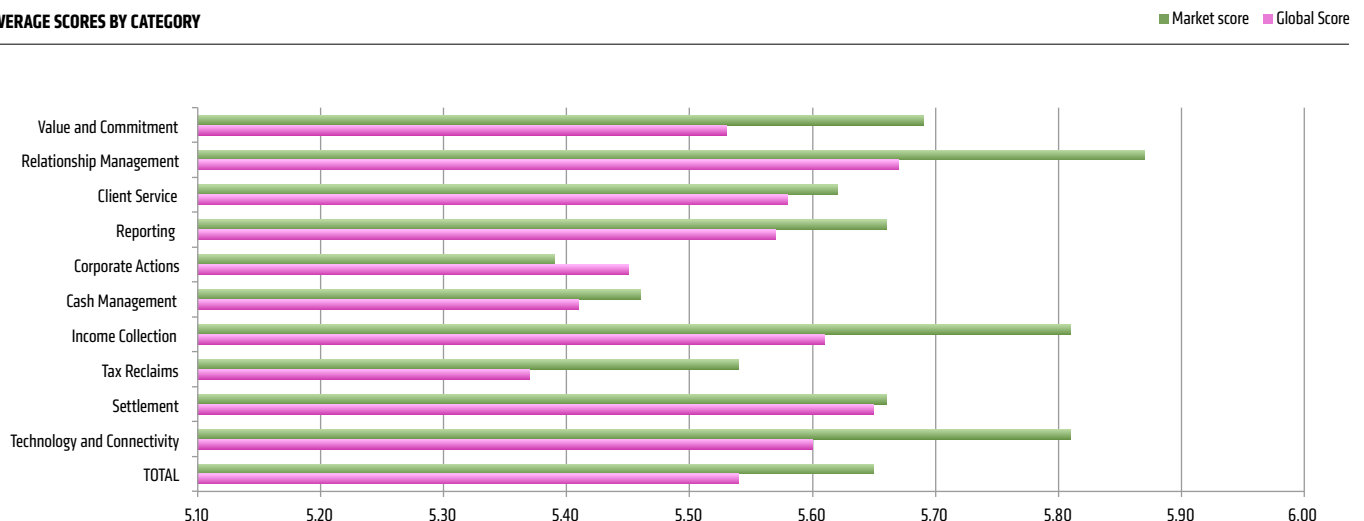
BNP Paribas puts its assets under custody in Switzerland for international third parties at \$48.5 billion. It processes an average monthly securities transaction volume of 220,000. It claims a 10% market share of sub-custody in terms of AuC and 30% in terms of transaction volumes.

There is significant overlap in the bank's response base between this year and last, adding a degree of robustness to the year-on-year comparison. The results are impressive. Seven of the 10 service categories record year-on-year increases. Of the three that don't, only Client Service has fallen by a noticeable amount, though remaining high at 6.09. All category scores exceed market and global averages.

Credit Suisse

While the Credit Suisse response sample contains some heavy hitters, their comments on service received are brief. "We are satisfied," says one. Among the areas regarded as well handled by one UK client is network management with securities reconciliations singled out as needing improvement by the same client. The bank's average score across the 10 categories matches last year's with increases in six areas and falls in four. Only in two categories are these changes notable: Technology is up by 0.24 points, while Corporate Actions is down 0.34 points.

AVERAGE SCORES BY CATEGORY



UK

To aid in the preparation of the ABMM survey, Global Custodian invites providers to complete a questionnaire of their own, outlining their business and any developments, either national or in other own operations that they believe should be brought to the attention of custody clients. Despite the fact that five banks have received responses for their UK sub-custody operations, none has submitted a response, suggesting, perhaps, that uncertainty around the implementation of Brexit have left many bankers uncharacteristically silent.

In line with most other major markets covered in the Survey, market average scores at a category level have slipped this year, though, as in 2016, all remain in the Good range (5.00-5.99).

BNP Paribas Securities Services

In 2016, BNP Paribas accumulated an extremely impressive set of scores, all of which, at a category level, were in the Very Good range (6.00-6.99). This year, only four categories – Value and Commitment, Relationship Management, Income Collection and Settlement – remain in that position. The others have all slipped down a notch to the upper-fives. All of the bank’s results nevertheless remain impressive, comfortably exceeding all market and global averages. “Service and understanding our business requirements are the stand out areas,” says one client.

Citi

Respondents for Citi have not been very forthcoming with explanatory comments this year. One suggests that they have experienced an “issue with the invoices for the sub-accounts”, but there is little else to suggest why particular ratings have been awarded. The scores on their own show declines in nine

out of 10 categories, leaving six categories languishing in the Satisfactory zone (4.00-4.99). Value and Commitment nevertheless holds its own with an unchanged score of 5.07.

HSBC

Respondents rating HSBC’s UK operation have followed the broader survey trend of awarding lower scores than in 2016, though eight of 10 categories remain in the Good range (5.00-5.99), the two exceptions being Corporate Actions and Tax Reclaims. The bank surpasses the market average in half of the categories and the global average in three. Client comments are not particularly enlightening. “We have not noticed any problems” is a common refrain.

BNY Mellon

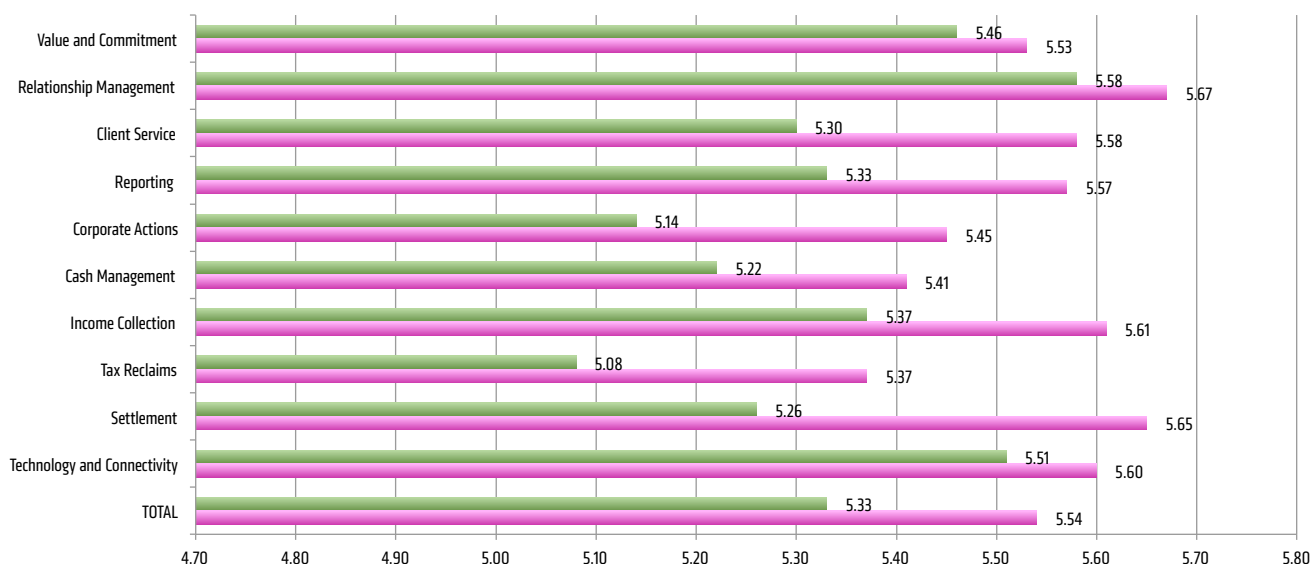
BNY Mellon has retained a similar overall score to last year, though with some fluctuation in individual category scores, such as Cash Management with an increase of 0.35 points. Moving in the other direction, Settlement has fallen 0.38 points to 4.94, while Income Collection is down 0.24 points to 4.90. Few client comments have been added to hint at why these variations have occurred.

Deutsche Bank

Deutsche Bank’s response base is small in number though the weightings of these participants warrant further comment. The bank achieves nine of 10 category scores in the Good range and one, Settlement, just under that threshold. One client lauds the bank’s “excellent coverage of special services (e.g. securities other providers reject to service),” though suggesting that fees are on the high side.”

AVERAGE SCORES BY CATEGORY

■ Market score ■ Global Score



USA

Dodd Frank on its own is probably enough to keep US custodian banks busy for a while yet. In the pipeline, however, is FinCEN (Financial Crimes Enforcement Network) Customer Due Diligence, which will become effective in May 2018, requiring banks, broker-dealers and mutual funds to “look through” certain legal entity customers and verify the identity of the beneficial owners.

BNP Paribas

BNP Paribas holds some \$262 billion in US assets under sub-custody for international clients. It estimates its share of that market at 1% and growing, having entered the US custody market five years ago.

BNP Paribas NY Branch is set to become a NSCC Settling Bank in Q4 2017 to support the net cash settlement of shareholder subscription and redemption orders in U.S. '40 Act mutual funds.

Though survey scores for the bank remain in the upper-fives, category scores have fallen by 0.19-0.72 points. All of the bank's service area scores remain above the market average, while only two – Tax Reclaims and Income Collection – fail to reach the global survey average. Client care and relationship management are praised in freeform comment, though systems issues are also hinted at.

Brown Brothers Harriman

BBH exceeds the market average scores in eight of the 10 service categories, falling just short in Client Service and more noticeably in Cash Management (-0.30). It outperforms the global survey average in three categories: Value and Commitment,

Reporting and Corporate Actions. Year-on-year, the bank's own scores have risen substantially in several categories, including Reporting (+71 points), Value and Commitment (+0.53) and Settlement (+0.50). “We are very pleased with our custodian in the US market, BBH,” comments one Swiss client. “This is one of our most important and longstanding custodian relationships.”

Citi

Citi has also recorded an increase in most service category scores. It surpasses the market average in three – Value and Commitment, Reporting and Settlement – and also exceeds the global survey average in these same categories.

BNY Mellon

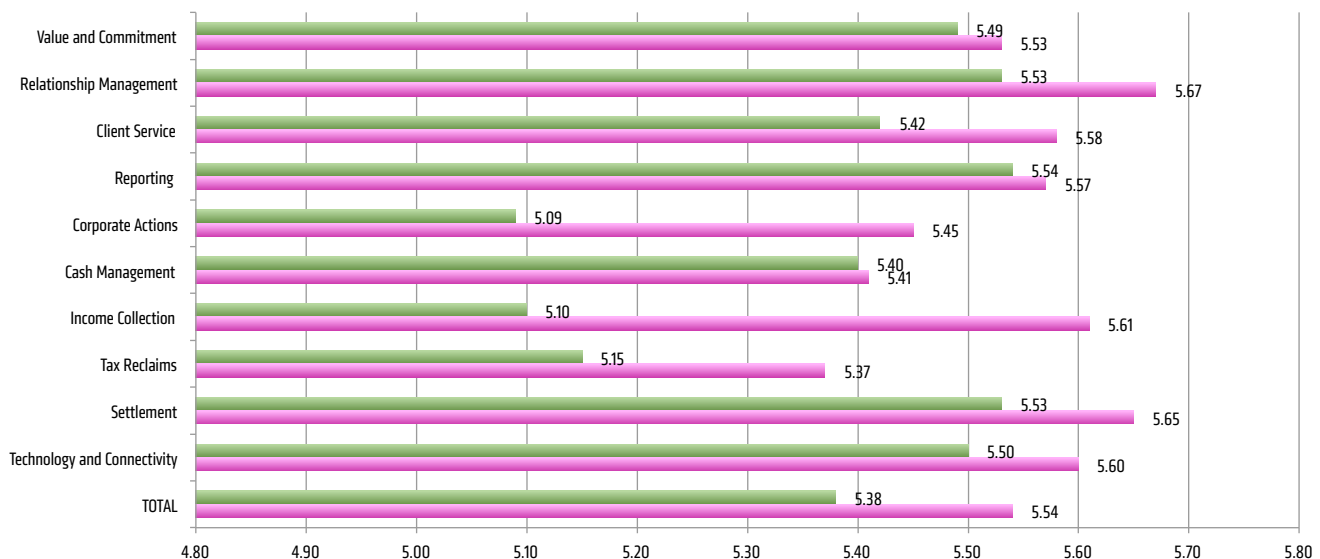
One UK-based broker says of BNY Mellon: “Market updates and MI are all very good and the credit line provided is also very adequate to perform daily business.” The bank's category scores have risen year-on-year by an average 0.21 points. Only two – Corporate Actions and Income Collection – are now regarded as merely Satisfactory. Half of BNY Mellon's category scores now exceed the market average and four beat the global average.

J.P. Morgan








J.P. Morgan's category scores have fallen in eight out of 10 service areas, the exceptions being Cash Management and Income Collection. Perhaps worryingly for bank, Value and Commitment is down 0.65 points to 5.05. One European client comments cryptically that the bank's areas of excellence and those ripe for improvement “will be discussed during the performance review.”

AVERAGE SCORES BY CATEGORY







■ Market score ■ Global Score



[SURVEY | AGENT BANKS IN MAJOR MARKETS]








 AUSTRALIA	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
HSBC	45.37	5.28	5.56	5.46	5.54	5.64	5.09	5.44	4.93	5.67	5.54
BNP Paribas Securities Services	30.25	5.60	5.42	5.28	5.70	5.30	5.19	5.43	5.54	5.56	5.44
Citi	11.11	5.42	5.56	5.86	6.00	5.37	5.24	5.60	6.00	5.81	5.82
J.P. Morgan	6.79	6.44	6.34	6.38	6.11	6.50	6.07	6.05	6.06	6.13	6.18
National Australia Bank	6.48	5.22	4.58	4.44	5.60	4.60	4.62	5.88	5.00	5.73	4.91
MARKET AVERAGE		5.46	5.47	5.46	5.65	5.41	5.25	5.54	5.26	5.65	5.53
 AUSTRIA	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
UniCredit Bank	27.96	4.87	5.06	5.24	5.25	5.34	5.00	5.31	5.01	5.29	4.78
Erste Group Bank	21.86	5.59	5.80	5.80	5.61	5.67	5.71	5.54	4.70	5.72	5.45
Raiffeisen Bank International	13.26	5.53	5.70	5.50	5.52	5.36	5.44	5.71	5.56	5.58	5.53
BNP Paribas Securities Services	16.85	5.77	5.56	5.66	5.73	5.82	5.05	5.24	5.12	5.39	5.31
Deutsche Bank	8.60	4.88	4.80	4.97	5.20	4.64	4.40	5.33	4.20	4.41	4.30
MARKET AVERAGE		5.34	5.46	5.46	5.47	5.52	5.22	5.41	4.98	5.39	5.21
 BELGIUM	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
BNP Paribas Securities Services	53.37	5.82	5.91	5.94	5.77	5.74	5.55	5.41	5.40	5.86	5.68
Euroclear Bank	19.71	6.18	6.07	6.03	5.96	6.21	5.80	6.19	6.40	6.29	6.30
Deutsche Bank	18.75	4.75	5.16	4.62	4.51	4.78	4.36	5.17	3.78	4.68	4.71
KBC Securities Services	8.17	5.16	5.30	5.39	6.00	5.40	5.67	5.90	n/a	5.60	6.18
MARKET AVERAGE		5.52	5.62	5.53	5.50	5.45	5.30	5.52	5.34	5.61	5.57
 CANADA	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
RBC Investor Services	57.94	5.35	5.74	5.66	5.39	5.30	5.49	5.35	5.31	5.78	5.59
CIBC Mellon	36.51	5.47	5.87	5.56	5.37	5.37	5.29	5.41	5.19	5.66	5.59
Citi	5.56	4.93	4.92	4.71	5.14	5.09	4.00	5.00	4.30	4.93	4.30
MARKET AVERAGE		5.35	5.70	5.55	5.33	5.21	5.37	5.37	5.23	5.63	5.54
 DENMARK	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
SEB	36.26	5.62	5.91	5.71	5.78	5.42	5.15	5.77	5.53	5.83	5.73
Nordea Bank	37.40	5.28	5.59	5.52	5.56	5.41	5.53	5.65	5.20	5.57	5.40
Danske Bank	21.76	4.82	5.20	4.90	5.21	4.94	4.89	5.22	4.46	5.18	5.14
MARKET AVERAGE		5.29	5.57	5.42	5.53	5.28	5.23	5.59	5.15	5.55	5.42
 FINLAND	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
SEB	46.09	5.39	5.69	5.72	5.57	5.56	5.11	5.54	5.39	5.67	5.54
Nordea Bank	51.03	5.34	5.50	5.35	5.47	5.47	5.41	5.64	5.17	5.53	5.24
MARKET AVERAGE		5.35	5.52	5.47	5.50	5.40	5.20	5.59	5.24	5.54	5.35
 FRANCE	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
BNP Paribas Securities Services	53.33	5.92	5.93	5.77	5.83	5.70	5.68	5.61	5.68	5.78	5.86
Deutsche Bank	16.67	5.00	5.15	4.95	4.77	4.82	4.55	4.90	3.97	5.06	4.88
CACEIS	11.21	5.09	4.77	4.78	4.84	4.21	5.07	5.24	4.72	5.35	5.77
Societe Generale	12.73	5.35	5.55	5.13	5.80	5.60	6.04	6.02	5.70	5.71	6.04
Citi	6.06	5.50	6.12	5.80	4.96	5.40	4.00	5.60	n/a	4.57	4.90
MARKET AVERAGE		5.56	5.61	5.42	5.48	5.27	5.38	5.45	5.32	5.54	5.63

[SURVEY | AGENT BANKS IN MAJOR MARKETS]







 GERMANY	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
Deutsche Bank	40.19	5.51	5.62	5.44	5.28	5.25	5.21	5.57	4.67	5.51	5.44
BNP Paribas Securities Services	32.28	5.97	5.92	5.77	5.90	5.69	5.50	5.79	5.35	5.97	6.02
Commerzbank	14.87	5.48	5.76	5.58	5.21	5.16	5.67	5.40	5.28	5.69	5.30
MARKET AVERAGE		5.61	5.64	5.44	5.37	5.25	5.27	5.56	4.99	5.65	5.45
 GREECE	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
BNP Paribas Securities Services	34.25	5.44	5.80	5.64	5.56	5.31	5.41	5.72	5.34	5.71	5.24
Eurobank	17.47	5.84	5.86	6.07	5.67	5.86	6.06	5.84	5.76	6.04	5.88
Citi	25.00	5.37	5.62	5.56	5.59	5.13	5.26	5.43	5.29	5.63	5.53
Piraeus Bank	16.44	6.27	6.68	6.59	6.22	6.46	6.23	6.54	6.54	6.29	6.47
MARKET AVERAGE		5.59	5.89	5.77	5.60	5.46	5.52	5.69	5.62	5.80	5.55
 HONG KONG	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
HSBC	30.68	5.55	5.61	5.89	5.60	5.61	5.38	5.92	5.06	5.83	5.67
Standard Chartered Bank	30.23	5.73	5.96	6.15	5.86	6.09	5.90	5.79	5.53	6.10	5.94
Deutsche Bank	13.64	5.60	5.54	5.80	5.82	5.92	5.36	6.04	4.22	5.78	5.72
DBS Bank	11.82	6.79	6.84	6.84	6.76	6.75	6.90	6.87	6.86	6.79	6.86
Citi	8.86	5.04	5.12	5.13	5.50	5.21	4.96	5.25	4.00	5.29	5.72
BNP Paribas Securities Services	4.73	6.12	6.48	5.92	6.24	6.41	5.51	6.17	5.80	6.14	5.71
MARKET AVERAGE		5.66	5.74	5.95	5.83	5.87	5.68	5.95	5.69	5.91	5.80
ICSD	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
Euroclear Bank	46.93	5.65	5.87	5.47	5.55	5.35	5.37	5.57	5.18	5.66	5.68
Clearstream Banking	26.27	5.63	5.74	5.73	5.65	5.55	5.36	5.49	5.27	5.79	5.83
SIX Securities Services	26.80	6.33	6.53	6.48	6.38	6.38	6.45	6.53	6.41	6.41	6.48
MARKET AVERAGE		5.80	6.00	5.80	5.78	5.68	5.62	5.77	5.53	5.88	5.92
 IRELAND	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
BNP Paribas Securities Services	53.25	5.90	6.35	6.10	6.11	6.04	5.88	5.82	5.93	6.23	5.99
Citi	33.77	4.97	5.05	4.68	4.87	4.96	4.74	4.88	4.79	5.15	5.51
MARKET AVERAGE		5.42	5.60	5.36	5.49	5.29	5.44	5.17	5.30	5.67	5.61
 ISRAEL	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
Bank Leumi le-Israel	41.05	5.11	5.08	5.12	5.15	5.37	5.38	5.39	5.06	5.39	5.24
Bank Hapoalim	34.21	4.69	4.86	4.75	4.71	4.30	5.08	5.05	4.50	4.59	5.28
Citi	24.74	5.26	5.42	5.22	5.47	5.34	5.22	5.43	5.15	5.51	5.61
MARKET AVERAGE		5.00	5.09	5.03	5.10	4.96	5.21	5.26	4.90	5.12	5.39
 ITALY	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
BNP Paribas Securities Services	42.09	5.71	5.86	5.75	5.65	5.43	5.46	5.46	5.32	5.80	5.69
Intesa SanPaolo	26.81	5.45	5.55	5.73	5.56	5.41	5.25	5.48	5.52	5.54	5.74
Societe Generale Securities Services	12.33	5.77	5.85	6.11	5.66	6.10	5.80	6.18	5.61	5.24	5.70
Deutsche Bank	11.80	5.10	5.34	5.50	5.37	4.88	4.57	5.38	5.36	5.10	5.17
Citi	6.97	5.48	5.55	5.23	5.60	5.38	5.01	5.15	5.40	5.65	5.97
MARKET AVERAGE		5.56	5.69	5.72	5.59	5.45	5.29	5.51	5.43	5.57	5.66

*Percentage of weighted responses

[SURVEY | AGENT BANKS IN MAJOR MARKETS]

 JAPAN	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
The Bank of Tokyo-Mitsubishi UFJ	32.26	6.18	6.03	6.17	6.13	5.95	6.05	6.28	6.25	6.30	6.05
Mizuho Bank	33.96	6.27	6.42	6.47	6.27	6.48	6.34	6.53	6.47	6.48	6.28
SMBC	15.66	5.72	5.49	5.82	5.49	5.91	5.88	6.07	6.45	5.93	5.71
HSBC	10.75	5.39	6.12	5.84	5.53	5.55	4.95	5.91	5.73	5.71	5.56
Citi	7.36	5.24	5.49	5.65	5.88	5.26	5.17	5.49	5.44	5.81	5.76
MARKET AVERAGE		5.96	6.03	6.12	5.97	5.97	5.88	6.21	6.23	6.17	5.99
 KOREA	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
HSBC	42.64	5.34	5.32	5.53	5.48	5.39	5.24	5.60	5.30	5.78	5.47
Standard Chartered Bank	25.28	5.52	5.70	6.17	5.85	5.65	5.72	6.24	4.87	5.98	5.58
Deutsche Bank	21.89	5.23	5.59	5.63	5.79	5.27	5.00	5.93	5.50	5.63	5.42
Citi	10.19	5.06	5.41	5.86	5.77	4.78	5.17	5.63	5.80	5.53	5.53
MARKET AVERAGE		5.29	5.42	5.70	5.61	5.31	5.29	5.77	5.16	5.70	5.44
 NETHERLANDS	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
BNP Paribas Securities Services	67.91	5.76	5.87	5.85	5.73	5.54	5.36	5.27	5.39	5.79	5.71
Citi	13.37	5.67	6.07	6.00	6.22	5.63	4.67	5.89	7.00	6.16	6.26
Deutsche Bank	15.51	4.68	5.12	4.85	4.54	5.26	4.41	5.28	3.70	4.73	4.90
MARKET AVERAGE		5.49	5.61	5.57	5.46	5.28	5.13	5.35	5.05	5.52	5.55
 NEW ZEALAND	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
HSBC	61.69	5.10	5.46	5.25	5.40	5.52	5.15	5.72	5.09	5.68	5.55
BNP Paribas Securities Services	18.83	6.18	6.55	6.22	6.22	6.28	5.61	6.10	5.88	6.06	6.05
J.P. Morgan	9.74	5.94	5.84	5.80	5.87	5.88	5.57	5.80	5.52	5.91	5.96
Citi	9.74	5.45	5.40	6.13	5.87	5.84	n/a	5.80	6.00	5.81	5.79
MARKET AVERAGE		5.40	5.67	5.54	5.59	5.69	5.39	5.79	5.36	5.80	5.67
 NORWAY	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
DNB Bank	30.28	5.70	5.77	5.71	5.77	5.57	5.41	5.59	5.44	5.48	5.50
SEB	31.47	5.36	5.80	5.53	5.60	5.54	5.38	5.42	5.56	5.72	5.58
Nordea Bank	35.46	5.18	5.61	4.97	5.42	5.05	5.67	5.30	5.15	5.48	5.06
MARKET AVERAGE		5.37	5.66	5.33	5.57	5.29	5.41	5.44	5.31	5.51	5.35
 PORTUGAL	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
BNP Paribas Securities Services	55.56	5.59	5.56	5.52	5.46	5.41	5.29	5.15	5.18	5.39	5.35
Millenium bcp	18.52	5.85	5.70	5.77	5.89	5.57	5.19	5.97	5.75	5.75	5.96
MARKET AVERAGE		5.28	5.28	5.16	5.10	5.15	5.13	5.34	5.16	5.16	5.17
 SINGAPORE	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
DBS Bank	38.86	5.94	5.97	5.94	5.76	5.86	5.72	6.12	6.21	6.17	6.10
Standard Chartered Bank	15.50	4.98	5.47	5.31	5.15	5.15	4.77	5.04	4.20	5.49	4.98
HSBC	12.88	5.80	5.64	6.02	5.61	6.02	5.60	5.93	5.17	6.08	5.76
Deutsche Bank	12.45	5.30	5.59	5.19	5.32	5.15	5.34	5.33	4.64	5.48	5.30
BNP Paribas Securities Services	6.11	6.05	5.93	5.33	5.77	5.70	5.56	5.29	5.11	5.68	5.85
Citi	7.86	4.90	5.33	4.92	5.52	5.54	5.28	5.61	6.00	5.31	5.31
MARKET AVERAGE		5.50	5.61	5.52	5.53	5.61	5.44	5.73	5.72	5.79	5.60

[SURVEY | AGENT BANKS IN MAJOR MARKETS]

 SOUTH AFRICA	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
Standard Bank South Africa	38.31	5.11	5.51	5.48	5.61	5.19	4.68	5.38	5.07	5.56	5.58
RMB Custody	28.63	5.17	5.37	5.43	5.50	5.48	5.33	5.62	5.17	5.61	5.56
Nedbank	11.29	5.54	5.72	5.11	5.01	4.51	5.11	5.82	4.60	5.56	5.33
Societe Generale Securities Services	16.53	5.28	5.30	5.15	4.97	5.45	5.50	5.58	5.64	4.98	5.48
MARKET AVERAGE		5.23	5.44	5.34	5.37	5.25	5.11	5.52	5.20	5.41	5.52
 SPAIN	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
BNP Paribas Securities Services	41.46	5.74	5.68	5.52	5.57	5.65	5.49	5.61	5.58	5.77	5.67
Santander Securities Services	33.17	5.44	5.63	5.51	5.49	5.66	5.57	5.41	4.76	5.50	5.53
Deutsche Bank	16.08	5.15	5.57	5.55	5.14	5.25	5.22	5.54	4.83	5.42	5.14
BBVA	9.30	5.10	4.79	5.30	4.99	5.81	5.62	5.53	5.57	5.27	4.76
MARKET AVERAGE		5.47	5.54	5.47	5.40	5.52	5.43	5.51	5.22	5.54	5.44
 SWEDEN	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
SEB	78.06	5.55	5.71	5.61	5.66	5.70	5.40	5.64	5.42	5.83	5.52
Nordea Bank	21.94	5.23	5.56	5.33	5.15	5.42	5.60	5.38	4.92	5.49	4.98
MARKET AVERAGE		5.39	5.57	5.45	5.52	5.49	5.34	5.56	5.27	5.67	5.38
 SWITZERLAND	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
UBS	28.63	5.58	5.73	5.32	5.45	5.26	5.46	5.81	5.43	5.44	5.64
Credit Suisse	33.95	5.38	5.56	5.34	5.50	5.03	5.16	5.53	5.11	5.41	5.49
SIX Securities Services	20.04	6.15	6.36	6.28	5.97	6.28	6.13	6.34	6.60	6.18	6.36
BNP Paribas Securities Services	17.38	6.13	6.36	6.09	6.00	5.81	5.76	5.97	5.65	6.23	6.04
MARKET AVERAGE		5.69	5.87	5.62	5.66	5.39	5.46	5.81	5.54	5.66	5.81
 UK	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
BNP Paribas Securities Services	36.46	6.03	6.21	5.99	5.79	5.95	5.79	6.21	5.78	6.12	5.73
Citi	22.02	5.07	5.06	4.60	4.87	4.94	4.93	4.77	4.83	5.06	5.45
HSBC	13.36	5.59	5.89	5.18	5.49	4.98	5.01	5.34	4.71	5.32	5.63
BNY Mellon Asset Servicing	11.19	5.14	5.23	5.26	5.13	4.70	5.15	4.90	4.80	4.94	5.32
Deutsche Bank	6.14	5.09	5.09	5.24	5.09	5.08	5.10	5.12	5.00	4.98	5.17
MARKET AVERAGE		5.46	5.58	5.30	5.33	5.14	5.22	5.37	5.08	5.26	5.51
 USA	Market share %*	Value and Commitment	Relationship Management	Client Service	Reporting	Corporate Actions	Cash Management	Income Collection	Tax Reclaims	Settlement	Technology & Connectivity
BNP Paribas Securities Services	19.14	5.64	5.97	5.85	5.72	5.47	5.84	5.53	5.26	5.89	5.63
Brown Brothers Harriman	31.79	5.54	5.60	5.38	5.72	5.50	5.10	5.27	5.32	5.53	5.54
Citi	25.00	5.64	5.43	5.30	5.84	5.09	5.35	4.97	4.94	5.93	5.44
BNY Mellon Asset Servicing	8.02	5.56	5.23	5.44	5.22	4.34	5.72	4.96	5.02	5.69	5.65
J.P. Morgan	10.49	5.05	5.57	5.44	4.92	4.80	5.94	4.80	5.20	5.09	5.23
MARKET AVERAGE		5.49	5.53	5.42	5.54	5.09	5.40	5.10	5.15	5.53	5.50
GLOBAL AVERAGE		5.53	5.67	5.58	5.57	5.45	5.41	5.61	5.37	5.65	5.60

*Percentage of weighted responses