



3 May 2021

## **SURVEY OF APRA-REGULATED INSTITUTIONS AND OTHER STAKEHOLDERS**

In May and June, APRA will be conducting its seventh survey of regulated institutions and other relevant stakeholders. This survey is designed to assist us in assessing APRA's performance and effectiveness.

The survey seeks to gauge stakeholder views about APRA across a range of activities, including those described in the Government's Statement of Expectations, APRA's Statement of Intent and the APRA Service Charter. The first survey was conducted in 2009, with subsequent surveys every two years after that. As with prior years, APRA will publish the aggregate results, and will use the findings and insights from the survey as important input to guide its strategic planning and operational effectiveness.

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

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

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

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

If you have any questions about your participation in the survey, please contact our Corporate Communication Manager, Leah Fischer at [leah.fischer@apra.gov.au](mailto:leah.fischer@apra.gov.au)

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

We look forward to your support for this important initiative.

Yours sincerely,  
Wayne Byres  
Chair

