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PRUDENTIAL REGULATION
AUTHORITY

Firm Feedback Survey 2018/19

Survey Questions

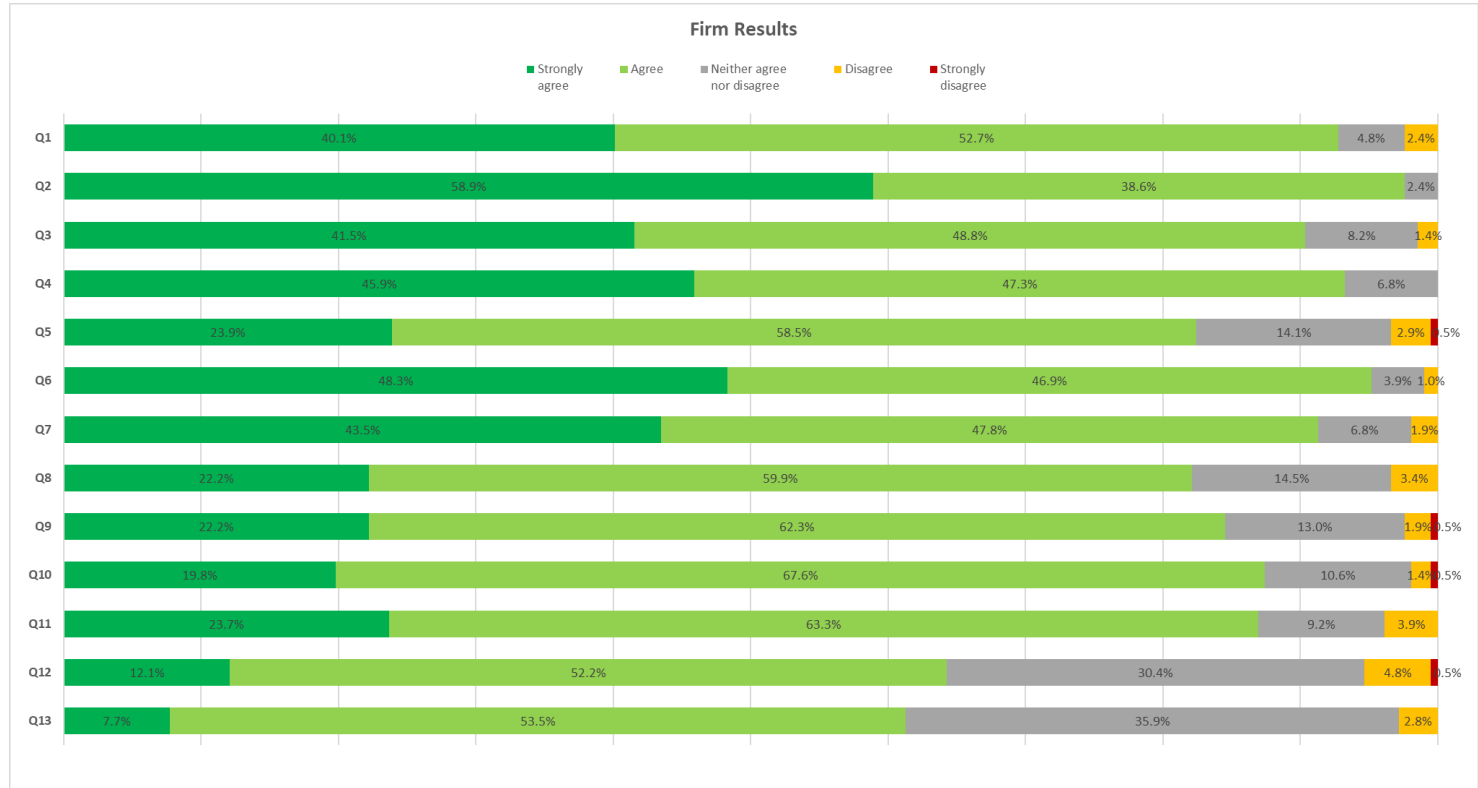
Following a review of the process, in 2018/19 the surveys were simplified and aligned for all firms. Below are the survey questions.

Q1	The PRA has an appropriate understanding of the sector my firm operates in and its business models.
Q2	My firm has a clear understanding of the regulatory objectives of the PRA.
Q3	The PRA has clearly articulated what it sees as the key risks my firm poses to its objectives and is clear about mitigation expectations.
Q4	My firm is clear about the specific actions the PRA expects us to take.
Q5	Challenge from the PRA has influenced my firm's strategy, its execution and/or business model.
Q6	My firm has an effective relationship with the PRA.
Q7	My firm has adequate access to the right people at the PRA.
Q8	Communication from the PRA is clear, timely and appropriate for my firm.
Q9	The PRA explains clearly why it is requesting data and information from my firm.
Q10	Deadlines for requests for data and information from the PRA are generally reasonable.
Q11	Information channels (e.g. publications, speeches, BoE website) are effective at informing our firm of the PRA's expectations.
Q12	The PRA and FCA are appropriately coordinated in their supervision of my firm taking account of their respective regulatory objectives.
Q13	The PRA and overseas regulators are appropriately coordinated in their supervision of my firm taking account of their respective regulatory objectives.



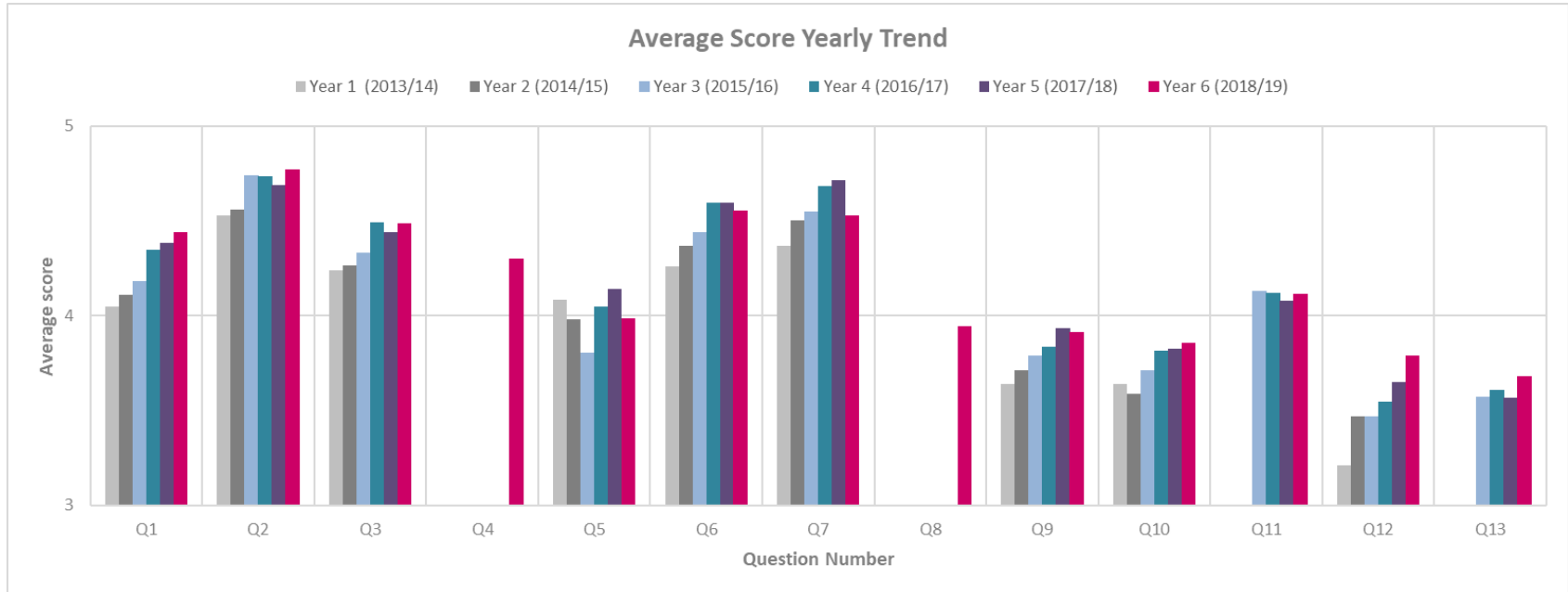
2018/19 (year 6) Overview

The graph below shows a summary of the results for all firms surveyed in 2018/19.



Largest firms regulated by the PRA

We survey all of these firms each year. In Year 6 (2018/19) 93% of firms responded. The graph below compares the results from Year 1 (2013/14), Year 2 (2014/15), Year 3 (2015/16), Year 4 (2016/17), Year 5 (2017/18) and Year 6 (2018/19). In reading the graph, a score of 5 is the most favourable and equates to 'strongly agree', 4 is 'agree', 3 is 'neither agree nor disagree', 2 is 'disagree' and 1 is 'strongly disagree'. Please note that the graphs axis does not include 1 or 2 as averaging did not yield any scores less than 3.



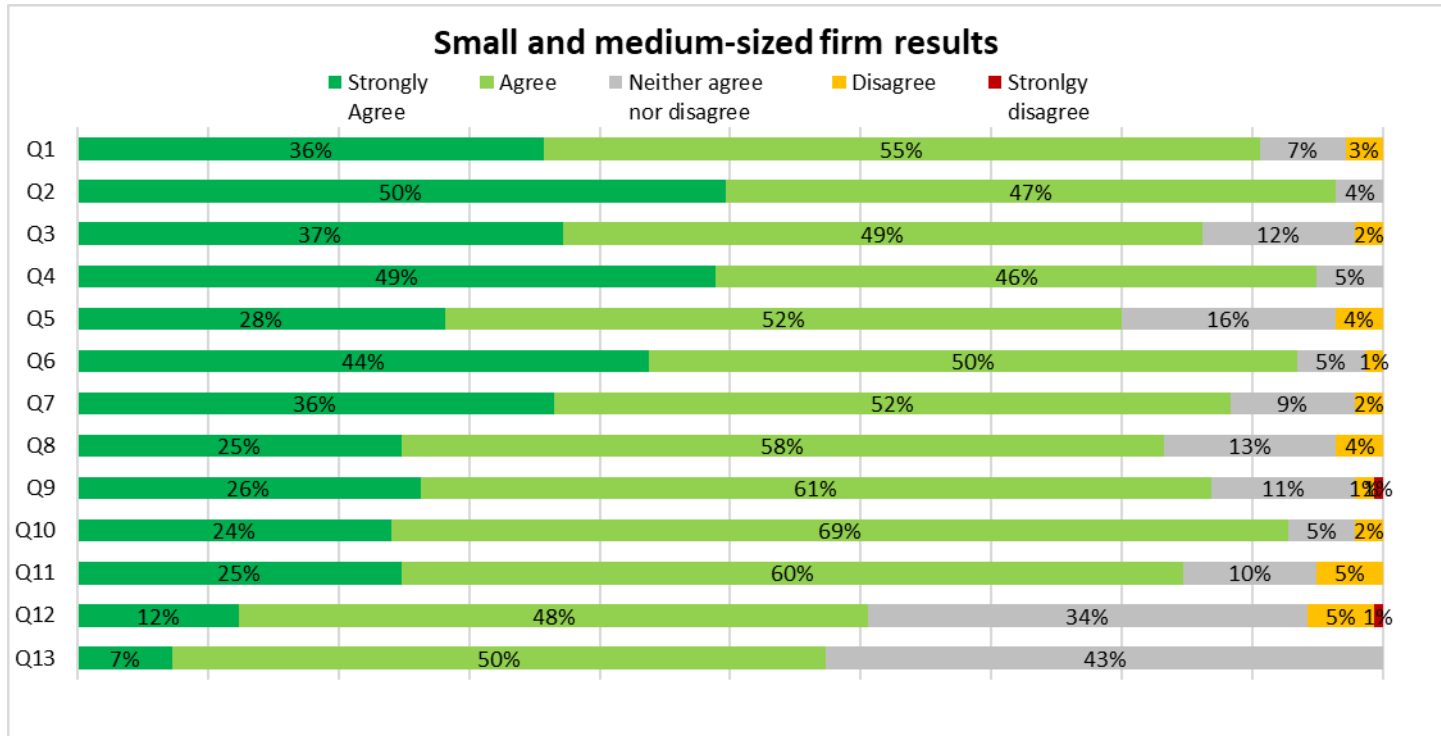
Please note that Q4 and 8 were created in year 6 (2018/19)



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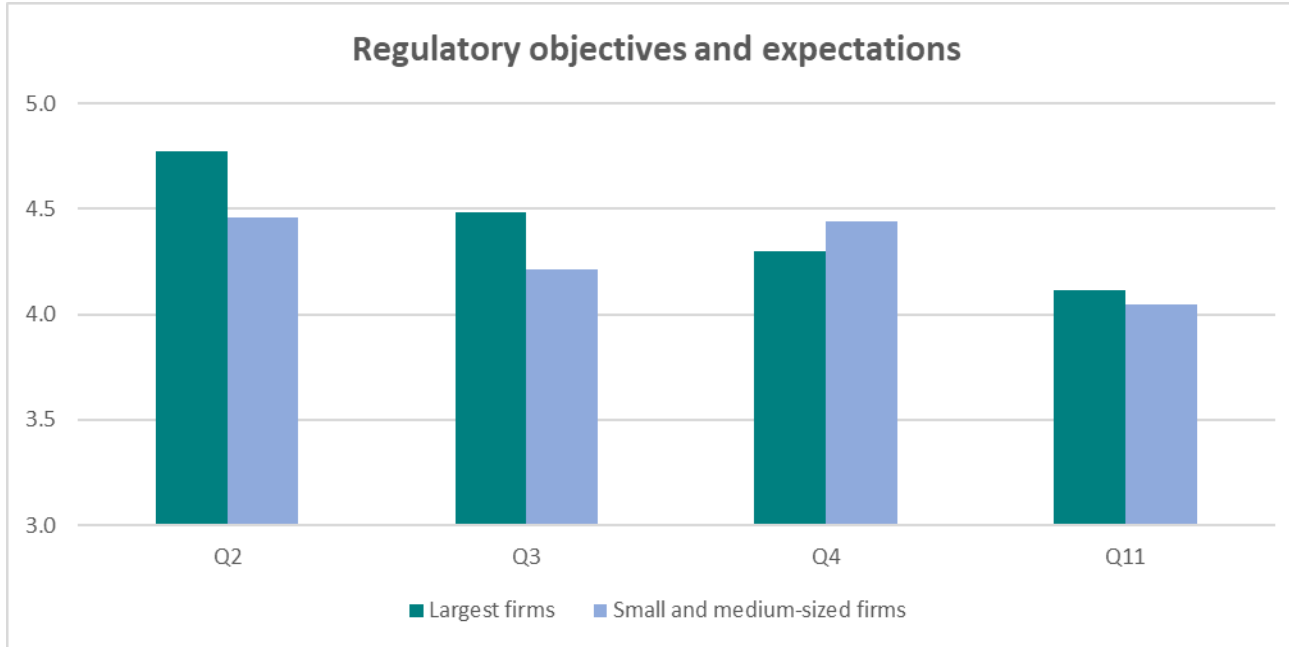
Small and medium-sized firms

We currently survey a selection of these firms each year. For the 2018/19 survey, 182 firms were invited to take part and 137 (75%) responded. The following results show the breakdown of responses across all the questions.



Regulatory Objectives and Expectations

The graph below provides a breakdown of responses to questions on the PRA's regulatory objectives and expectations.



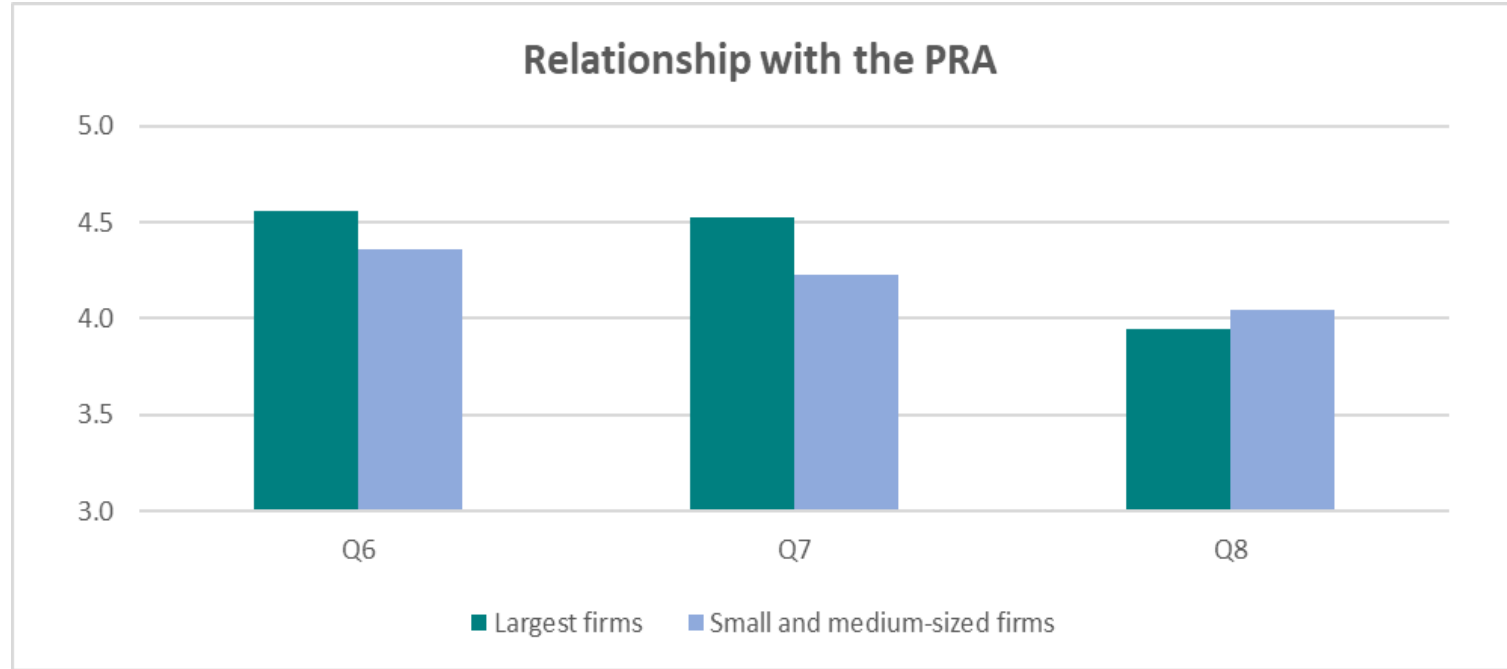
Q2	My firm has a clear understanding of the regulatory objectives of the PRA.
Q3	The PRA has clearly articulated what it sees as the key risks my firm poses to its objectives and is clear about mitigation expectations.
Q4	My firm is clear about the specific actions the PRA expects us to take.
Q11	Information channels (e.g. publications, speeches, BoE website) are effective at informing our firm of the PRA's expectations.



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Relationship with the PRA

The graph below provides a breakdown of responses to questions relating to firms' relationships with the PRA,



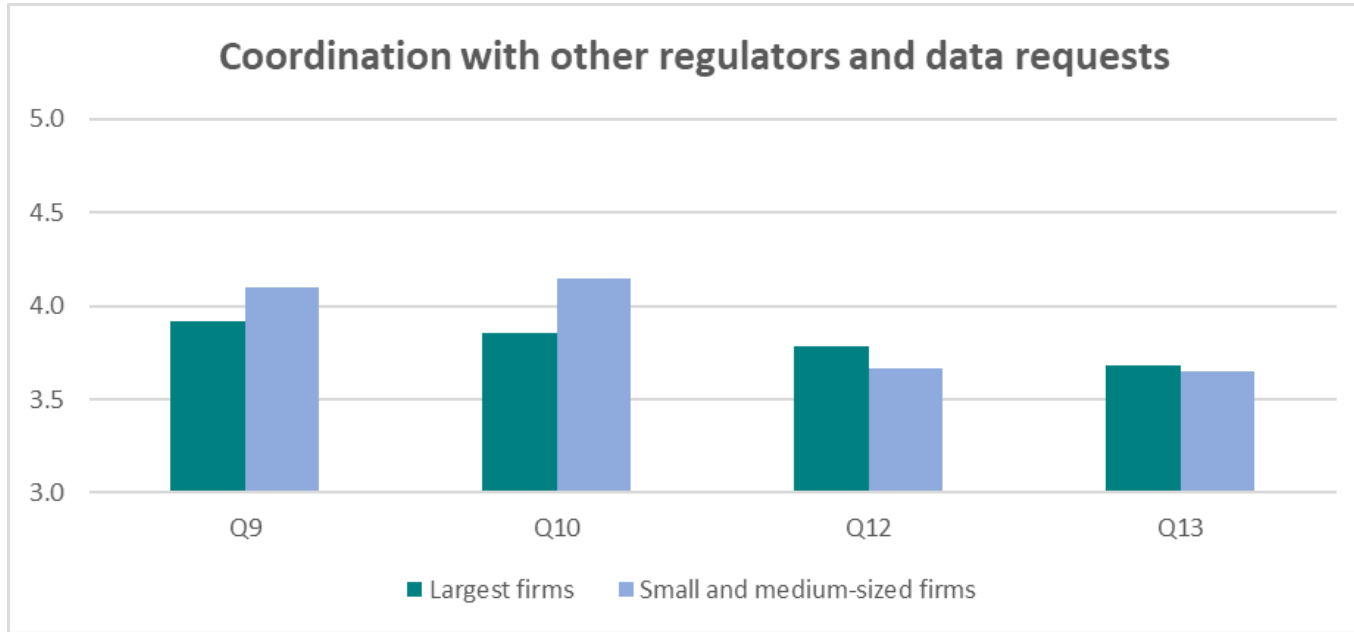
Q6	My firm has an effective relationship with the PRA.
Q7	My firm has adequate access to the right people at the PRA.
Q8	Communication from the PRA is clear, timely and appropriate for my firm.



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Coordination with other regulators and data requests

The graph below provides a breakdown of responses to questions focused on data requests and the PRA's coordination with other regulators.

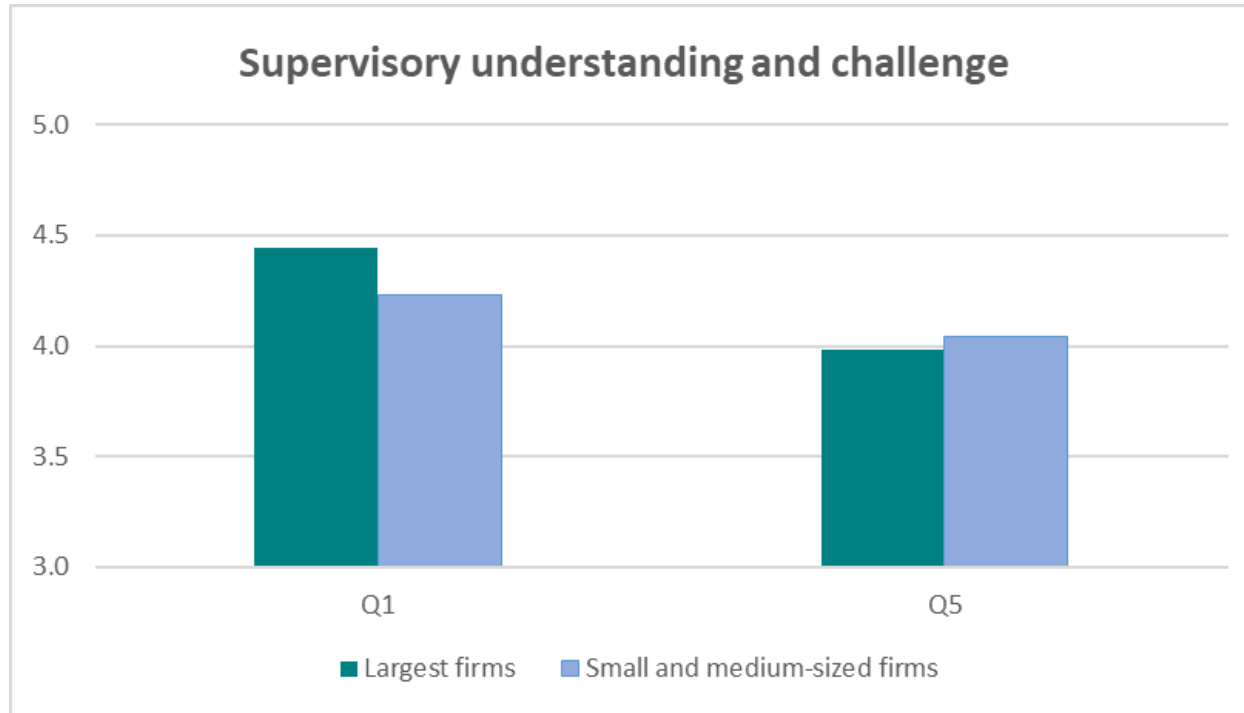


Q9	The PRA explains clearly why it is requesting data and information from my firm.
Q10	Deadlines for requests for data and information from the PRA are generally reasonable.
Q12	The PRA and FCA are appropriately coordinated in their supervision of my firm taking account of their respective regulatory objectives.
Q13	The PRA and overseas regulators are appropriately coordinated in their supervision of my firm taking account of their respective regulatory objectives.



Supervisory understanding and challenge

The graph below provides a breakdown of questions regarding challenge from the PRA and the PRA's understanding of a firm's sector and business model.



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Q1	The PRA has an appropriate understanding of the sector my firm operates in and its business models.
Q5	Challenge from the PRA has influenced my firm's strategy, its execution and/or business model.