

TREASURY MARKETS REPORT 2000

QUESTIONNAIRE

The questionnaire for the East Coles Treasury Markets Report 2000 is available only to actual respondents and subscribers. These respondents and subscribers are able to contact Nicholas or Kerry Coles at ncoles@bloomberg.net, nick.coles@eastcoles.com.au or kerry.coles@eastcoles.com.au for extra copies of the 2000 questionnaire. Actual and potential respondents for the 2001 East Coles Treasury Markets Report, which will exclude institutional respondents and the Fixed Interest section as this will reside in the Debt Markets Report from now on, are able to preview the 2001 questionnaire via the same contact details.

The questionnaire is structured by product and sub-product line, with facility for feedback at the bank and individual level, across various performance criteria such as pricing accuracy & speed, settlement ability & internet capacity at the bank level, and responsiveness, relationship management and professionalism at the individual level. The following areas were covered;

- Foreign Exchange
 - Spots
 - Forwards (up to 2 yrs)
 - Medium-Term Forwards (more than 2 yrs)
 - Options
 - Strategy
- Derivatives
 - Cross-Currency Swaps
 - Interest-Rate Swaps
 - Interest-Rate Options
 - Futures
 - Strategy
- Fixed Interest
 - Government Bonds
 - Semi-Government Bonds
 - Corporate Bonds
 - Credit Research
 - Strategy
- Money Market
 - Forward Rate Agreements
 - Call Money Market
 - Strategy
- Research
 - Economic
 - Technical

Allowance was also made for comments of a general nature per bank and individual in the 'stand-out' section, where respondents were asked their views on why the banks and individuals were the 'best of breed'. There was also a question on areas of potential innovation.

Provision was made within the questionnaire for respondents to nominate their three primary banks used by volume of business in each of the 5 product lines, except fixed interest, where five were requested. Provision was also made for nominations of up to two individuals dealt with at each bank.

The questionnaire provided for ratings of satisfaction with the treasury services provided by the banks, on a scale of 1 to 5, where 1 was high and 5 low. Provision on the same scale was also made for ratings of the importance of each sub-product line in relation to the relevant performance criteria.