

QUESTIONNAIRE FOR BANKS CONDUCT COSTS PROJECT

QUESTIONNAIRE

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First name:

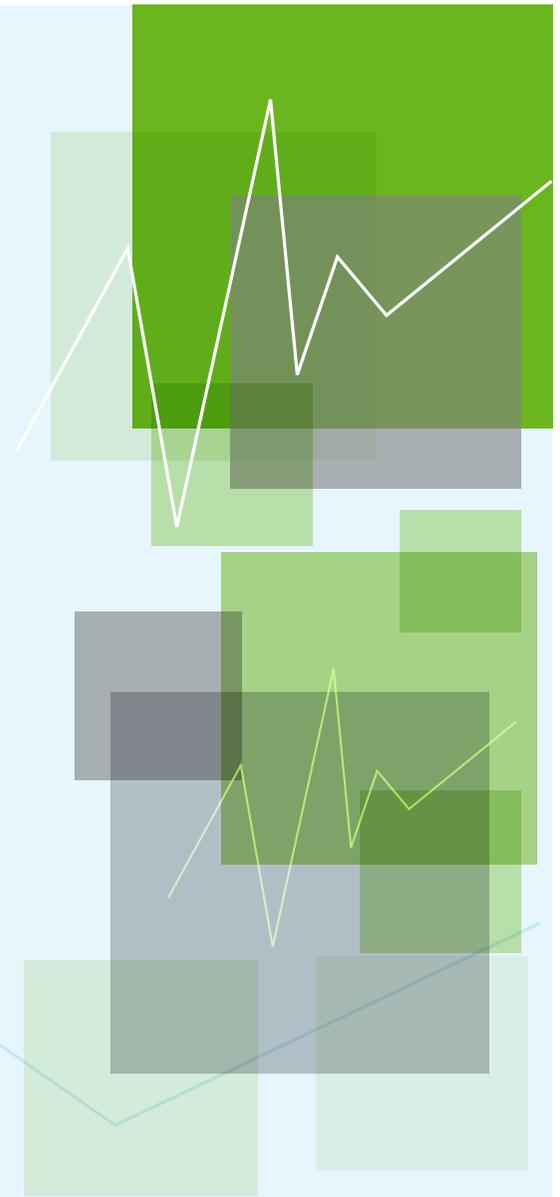
Surname:

Job title:

Company name:

1. Do you think that the ICLR forms relating to your bank describe the conduct costs it has incurred in the period covered accurately and comprehensively?

2. If your answer to Q1 is "no", what would you change? (Please specify, in particular, any figures that you believe are inaccurate, why this is and what the correct figure should be).



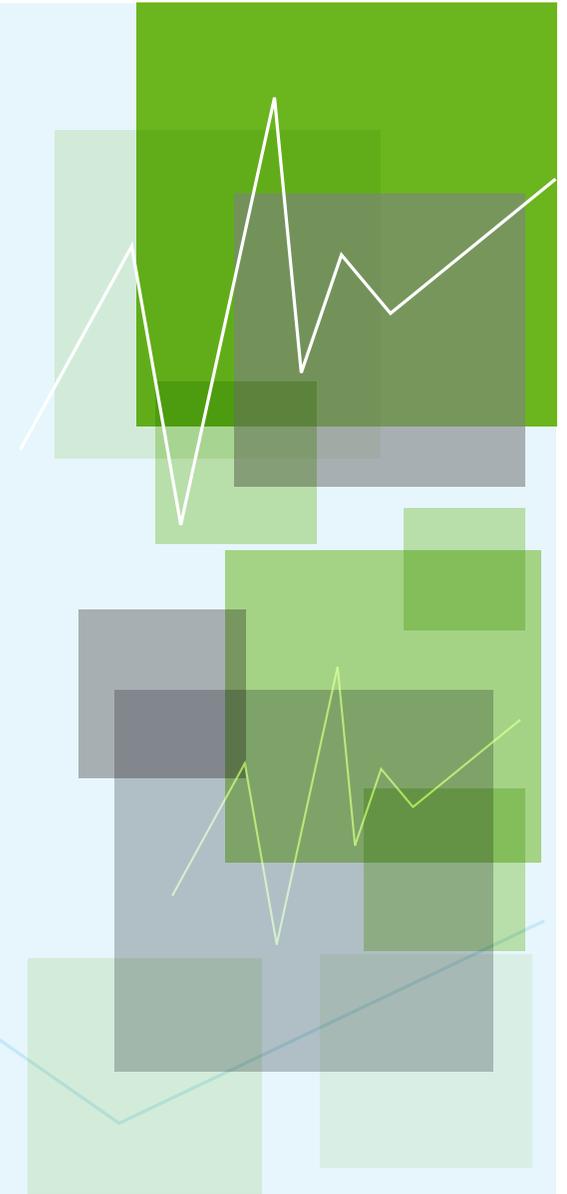
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3. Do you agree that banks' conduct costs should be accounted for in a more transparent, comprehensive and accessible manner than is currently the case? (If your answer is "no", please give reasons).

4. Do you agree that the level of conduct costs incurred is relevant to a bank's attitude to ethical issues and its "culture"? (If your answer is "no" please give reasons).

5. Do you think it would be appropriate to report fully on conduct costs (and their control) in your bank's sustainability report (by whatever name called). (In this regard, you might wish to consider the requirements of GRI indicators PR9 and SO 8).



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6. Do you regard your bank's current conduct costs as being (a) excessively high or (b) at an acceptable level and about what could have been expected for a bank like yours?

Empty text box for response to question 6.

7. Do you expect your bank's conduct costs to go down from 2013 onwards?
(Please give reasons for your answer).

Empty text box for response to question 7.

8. Is responsibility for conduct cost control in your bank part of the legal risk management role?
(If not, please describe how the responsibility is allocated.)

Empty text box for response to question 8.



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9. Does your bank find the control of conduct costs more difficult in some jurisdictions than others? If so, why?

Empty text box for response to question 9.

10. Would your bank be prepared to participate actively in the collection and publication of data on its conduct costs in the future? (Please give reasons for your answer).

Empty text box for response to question 10.

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