

Derivatives Phone Survey

• Survey Pitch / Qualification

- Hello, I'm [YOUR NAME] with Insight Research, an independent research firm in Colorado. We're conducting a brief survey on software and hardware trends in financial organizations. The survey will take about 5 minutes of your time. This is not a sales call and all of what you say will be kept confidential.
- Thank you very much. First, I need to confirm some information about you and your company...

• Respondent and Company Info

- Mr./Ms./Dr. Name: _____ Title: _____
 - **Yes/No** — Are you responsible for defining your company's current and long-term directions in investment management, accounting and analysis? [*Is this correctly-phrased for CFO respondents?*]
 - If "No" (or "Yes" w/ qualifications), determine their responsibilities and, if necessary, ask for the name of a more qualified respondent.
- Company: _____ Department/Division: _____
(if not confirmed in prequalification call)
- Which of the following best describes the activities of your company (or division) ? (only ask %ages to clarify multiple activities)
 - **Bank** (primary or secondary function; _____ % emphasis)
 - **Insurance** (primary or secondary function; _____ % emphasis)
 - **Money Manager** (primary or secondary function; _____ % emphasis)

• Questions for Taxable Organizations

- In terms of derivatives, approximately what % of your company's business is customer-oriented? (_____ %) Speculative? (_____ %)
- Who handles the majority of your transactions? (choose one)
 in-house traders and accountants outside traders
- In terms of internally-made derivative transactions, who do you prefer to handle the majority of your position postings? (choose one) accountants internal traders
- How do you structure the responsibilities of your derivative traders and accountants? (choose one) by investment type by general assignment
- Please estimate the % of your accounting workload that relates to:
Note: express answers in 5% increments)
 - Foreign currencies: _____% Interest rates: _____%
 - Energy-related: _____% Agricultural: _____%
 - Metals: _____% Other (specify: _____) _____%

Derivatives Phone Survey

- In 1994, how many total terminals do you need for:
 - Accountants: _____
 - Clerks: _____
 - Traders: _____
 - Management: _____

Approximately how many of these terminal-using sites do you have in:

- The U.S. : _____
- Other countries: _____

- What is the approximate percentage of your derivatives business in:
 - The United States: _____ %
 - Other countries: _____ % (Please specify the top 3 foreign countries: _____)
- What is your approximate total monthly volume in derivative transactions? (choose one)
 - 1-2,000 transactions
 - 10,000-50,000
 - 2,000-10,000
 - more than 50,000

- In terms of the software you use (or would like to use) in handling your derivative-related business, which of the following are important to you? (check all that apply)
 - Multiple Currency Capability
 - Real-time or End-of-Day Quote Capability
 - Hedge Accounting
 - AIMR (Total Return) Accting.
 - U.S. Tax Reporting
 - Foreign Tax Reporting (specify countries: _____)
 - Regulatory Reporting (specify: _____)
 - General Ledger Interfaces (specify: _____)
 - Custodial Interfaces (specify: _____)

- In terms of the system you use to handle your derivative-related business:
 - What is your current hardware platform(s)? _____
 - What is your current software? _____

- What are your plans for upgrading and/or replacing the system you use to handle your derivative-related business?

(only check one box per line)	1994	1995	1996+, or No Plans
We will <u>upgrade</u> our <u>hardware</u> in...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We will <u>replace</u> our <u>hardware</u> in...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We will <u>upgrade</u> our <u>software</u> in...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We will <u>replace</u> our <u>software</u> in...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Derivatives Phone Survey

• Questions for NON-Taxable Organizations

- In terms of derivatives, approximately what % of your company's business are customer-oriented? (_____ %) In-house accounts? (_____ %)
- Who handles the majority of your transactions? (choose one)
 in-house traders and accountants outside traders
- In terms of internally-made derivative transactions, who do you prefer to handle the majority of your position postings? (choose one) accountants internal traders
- How do you structure the responsibilities of your derivatives staff? (choose one)
 by investment type by general assignment
- Please estimate the % of your accounting workload that relates to:
(Note: express answers in 5% increments)
 Foreign currencies: _____% Interest rates: _____%
 Energy-related: _____% Agricultural: _____%
 Metals: _____% Other (specify: _____) _____%
- In 1994, how many total terminals do you need for:
 Accountants: _____ Clerks: _____
 Traders: _____ Management: _____

Approximately how many of these terminal-using sites do you have in:

- The U.S. : _____ Other countries: _____

- What is the approximate mix of your derivatives business in:
 The United States: _____ %
 Other countries: _____ % (Please specify the top 3 foreign countries: _____)
- What is your approximate monthly volume in customer account transactions? (choose one)
 1-100 transactions 2,500-10,000
 100-500 more than 10,000
 500-2,500
- In terms of the software you use (or would like to use) in handling your derivative-related business, which of the following are important to you? (check all that apply)
 Multiple Currency Capability Real-time or End-of-Day Quote Capability
 Hedge Accounting AIMR (Total Return) Accting.
 U.S. Tax Reporting
 Foreign Tax Reporting (specify countries: _____)
 Regulatory Reporting (specify: _____)
 General Ledger Interfaces (specify: _____)
 Custodial Interfaces (specify: _____)

Derivatives Phone Survey

- In terms of the system you use to handle your derivative-related business:
 - What is your current hardware platform(s)? _____
 - What is your current software? _____
- What are your plans for upgrading and/or replacing the system you use to handle your derivative-related business?

(only check one box per line)

	1994	1995	1996+, or No Plans
We will <u>upgrade</u> our <u>hardware</u> in...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We will <u>replace</u> our <u>hardware</u> in...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We will <u>upgrade</u> our <u>software</u> in...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We will <u>replace</u> our <u>software</u> in...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Closing**

- We thank you very much for your time. Happy Holidays.