

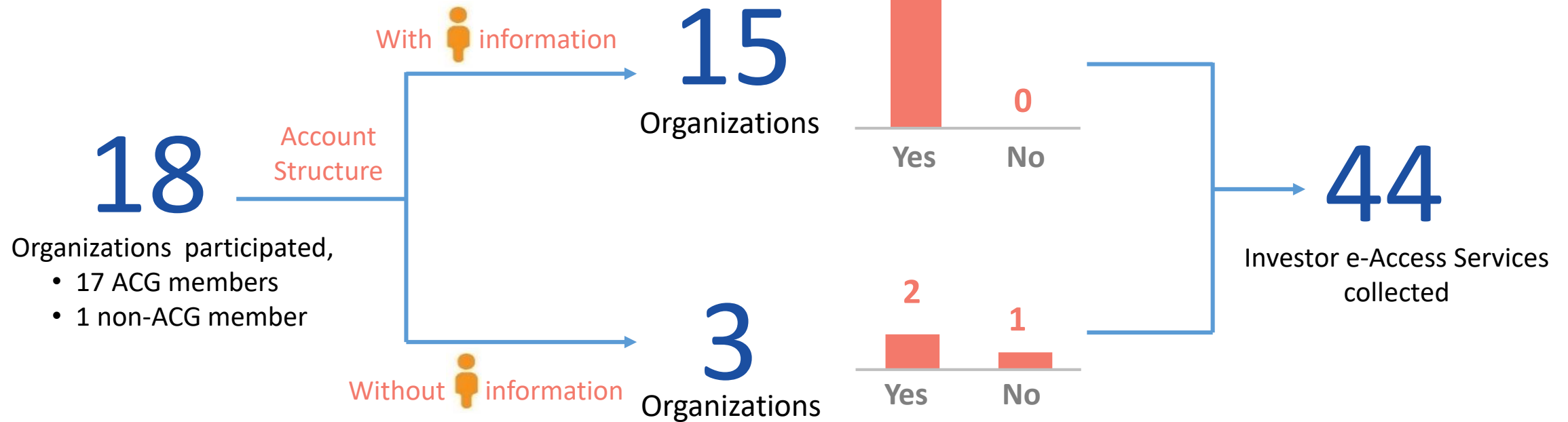
Investor e-Access Services Survey Report



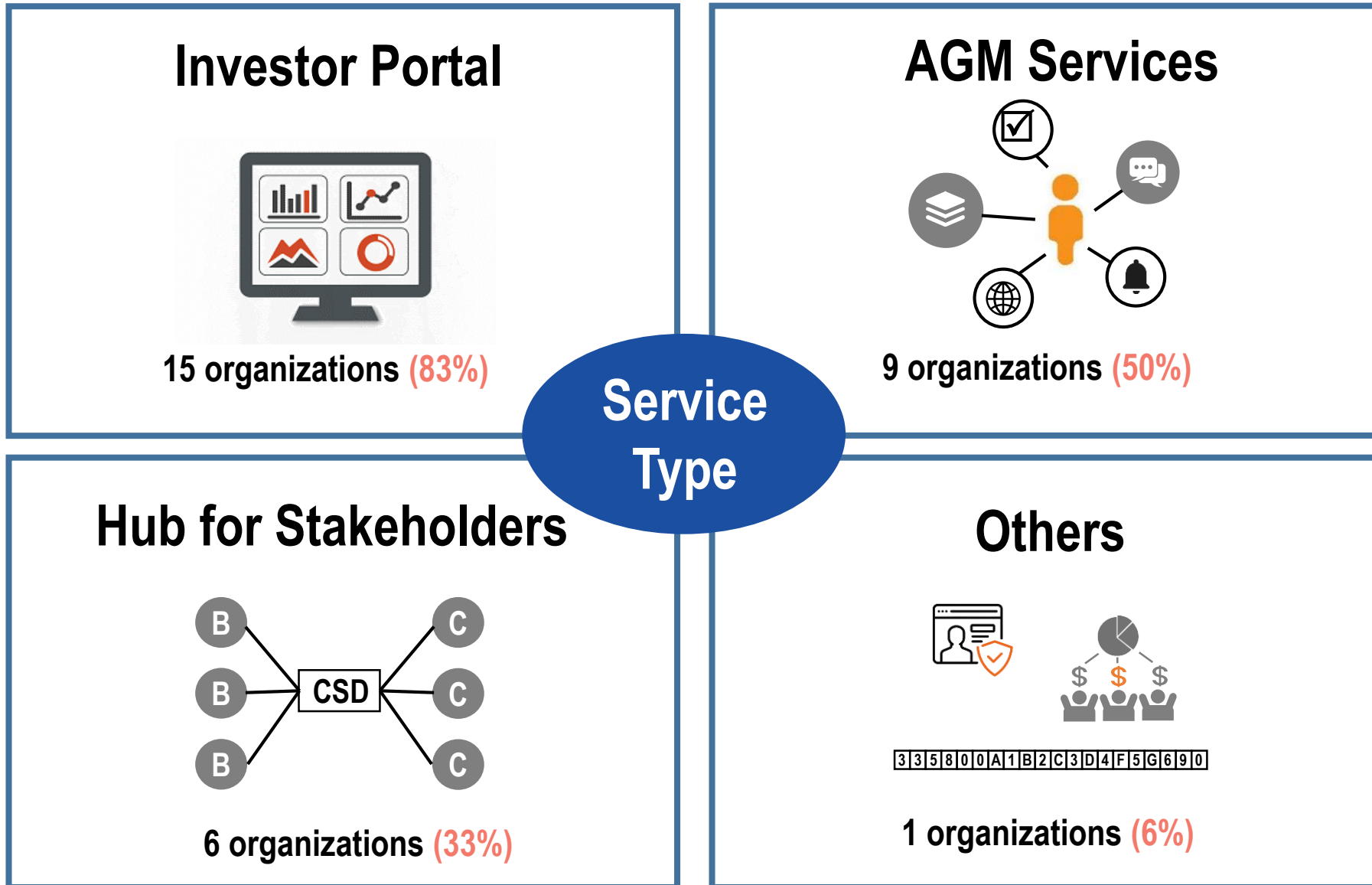
September 2022

Background

- **Survey Topic:** Investor e-Access Services Survey
- **Survey Period:** since July 2020



Survey Results



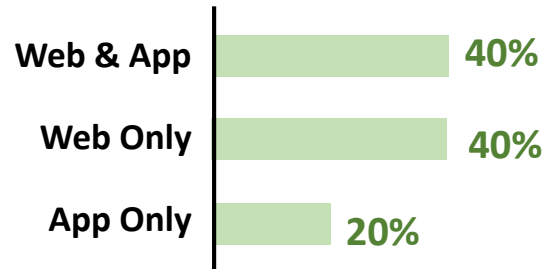
Survey Results (cont.)



Investor Portal

◆ e-Access Type

Unit: organization



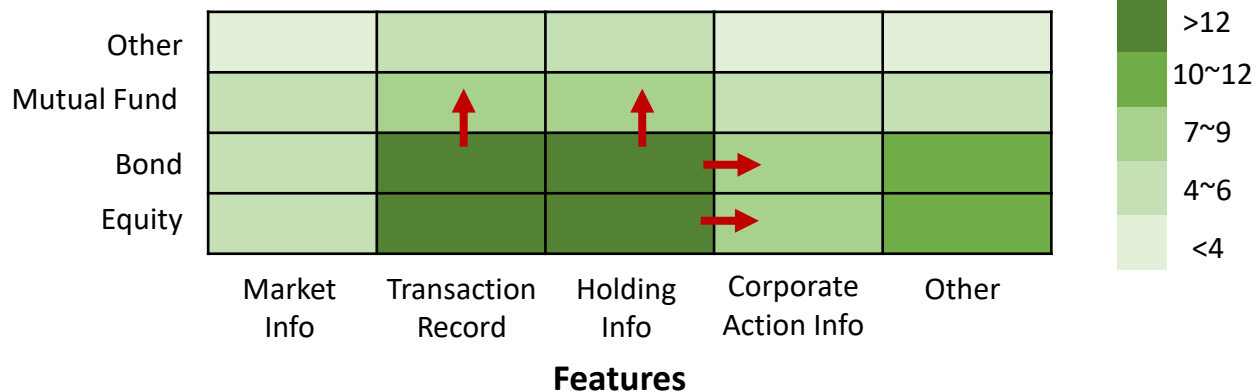
◆ Applied Fintech/ New Techniques

- ★ 1 UI/ UX (60%)
- ★ 2 API (40%)
- ★ 3 Big data (35%)

Trend of Investor Portal

Securities Type

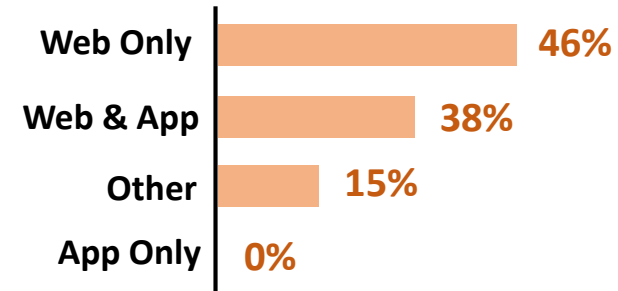
Unit: organization



AGM Service

◆ e-Access Type

Unit: organization



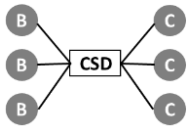
◆ Applied Fintech/ New Techniques

- ★ 1 UI/UX (50%)
- ★ 2 API (33%)
- ★ 2 None (33%)

◆ Service Type

- e-Voting/ e-Proxy
 - e-AGM/ e-Meeting/ VSM
 - Other (e.g. e-Dividend/ QR code for meeting materials)
- Investor portal

Survey Results (cont.)



Hub for Stakeholders



Other

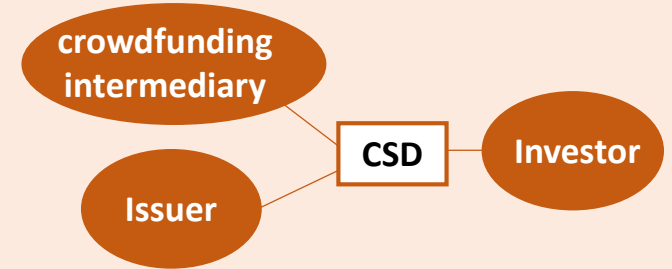
1. Instruction slip delivery



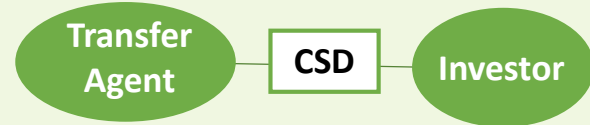
2. e-KYC



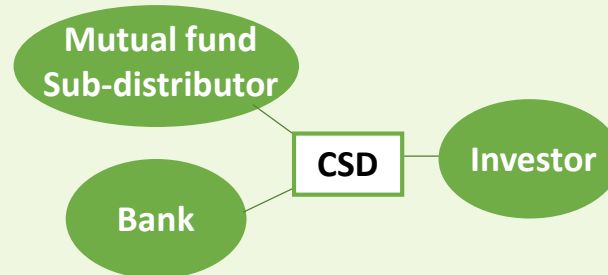
1. Crowdfunding



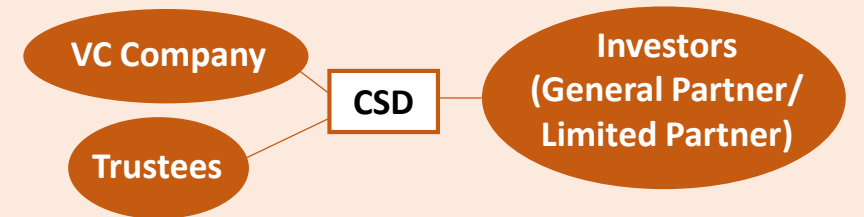
3. Securities Agent Service



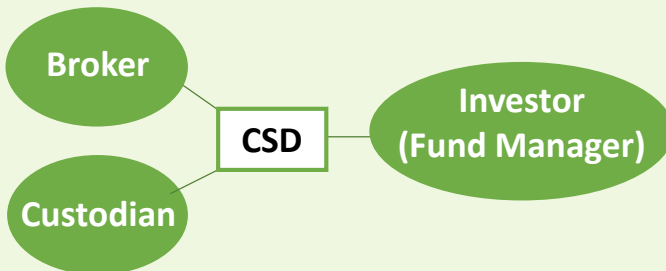
4. Online debit authorization



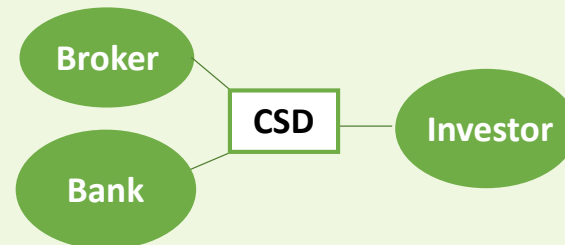
2. Venture Capital



5. Digitally signed contract notes



6. Securities Collateralization



3. Legal entity identifier (LEI) code issuance



Key Findings & Conclusion

- 01** CSDs whose account structure is indirect holding type can also provide investor e-access services.
- 02** The responses collected show that the most investor e-access services are investor portals, while the AGM services and hub for stakeholders services are the second and the third most commonly provided service types. In addition to the above three types, there are also LEI code issuance and post-trade services for crowdfunding and venture capital.
- 03** Fintech and advanced techniques/concepts are most used in investor portal services, and the mostly used ones are UI/UX, API and Big Data.

Thank You!

