

GLOBAL CUSTODIAN [DOMESTIC SURVEY | INDIA] 2017

SERVICE AREA SCORES VERSUS MARKET AVERAGE

Category	StockHolding	India Average	Difference
Relationship Management and client service	6.82	6.57	0.25
Cost and Value Delivered	6.52	6.33	0.19
Settlement and Cash Management	6.80	6.54	0.26
Asset Servicing	6.66	6.49	0.17
Special Operational Requirements	6.75	3.24	3.51
Operational Reporting	6.71	6.46	0.25
Technology	6.44	6.31	0.13
Fund and Unit Accounting and valuation (if used)	6.83	6.43	0.40
Trustee and Administration Services (if used)	6.70	6.38	0.32
Reputation and Asset Safety	6.80	6.58	0.22
OVERALL WEIGHTED AVERAGES	6.71	6.27	0.44

