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To the Senior Executive Officers
Of DFSA Authorised Firms and Ancillary Service Providers

19th August 2008

Dear SEO,

Re: DFSA Stakeholder Survey

I am pleased to send to you a Summary Report from Chant Link and Associates about stakeholder perceptions of the DFSA. I am sending this report to all Authorised Firms and Ancillary Service Providers in the DIFC.

As many of you know, earlier this year the DFSA commissioned independent research into levels of satisfaction with the DFSA and its performance. The research was carried out by Chant Link and Associates, an Australian firm experienced in conducting market research and satisfaction surveys on behalf of financial services firms and regulators. I know that many of you gave your time to participate in the research and I extend my gratitude to you.

Chant Link chose, on a random basis, a large sample for the research, conducting interviews with 81 stakeholders representing 60 firms. The interviews, scores and comments are confidential to Chant Link and the DFSA has only seen the scores in aggregate, without any attribution of scores or comments.

I am gratified by the results of the research, which indicate a high level of satisfaction with the DFSA and our people. One of the benefits of using a firm such as Chant Link has been their ability to compare the results with those achieved by like organisations in other jurisdictions and in this regard I'm particularly encouraged by their view that the DFSA compares very favourably with such organisations.

I can assure you that the matters identified in the survey where improvement can be made are being addressed by the DFSA. We will conduct similar research in the future.

Yours sincerely,

David Knott
Chief Executive



The DFSA is the independent financial services regulator for the DIFC

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