



PERÚ

Ministerio  
de Economía y Finanzas

# Results of the Annual Satisfaction Survey 2016

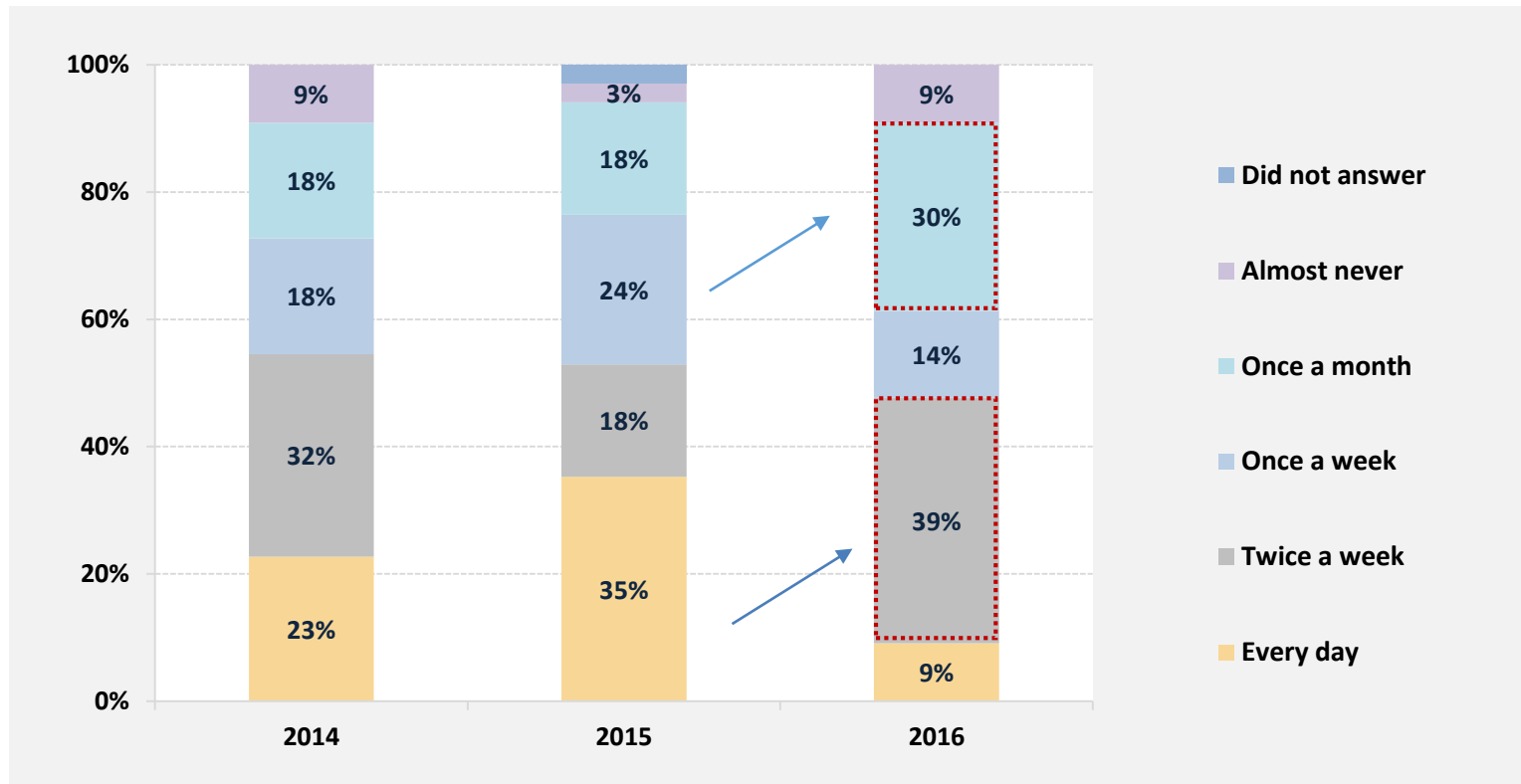
Investor Relations Office (ORI)

General Directorate of Indebtedness and Public Treasury



# MAIN ASPECTS TO BE EVALUATED

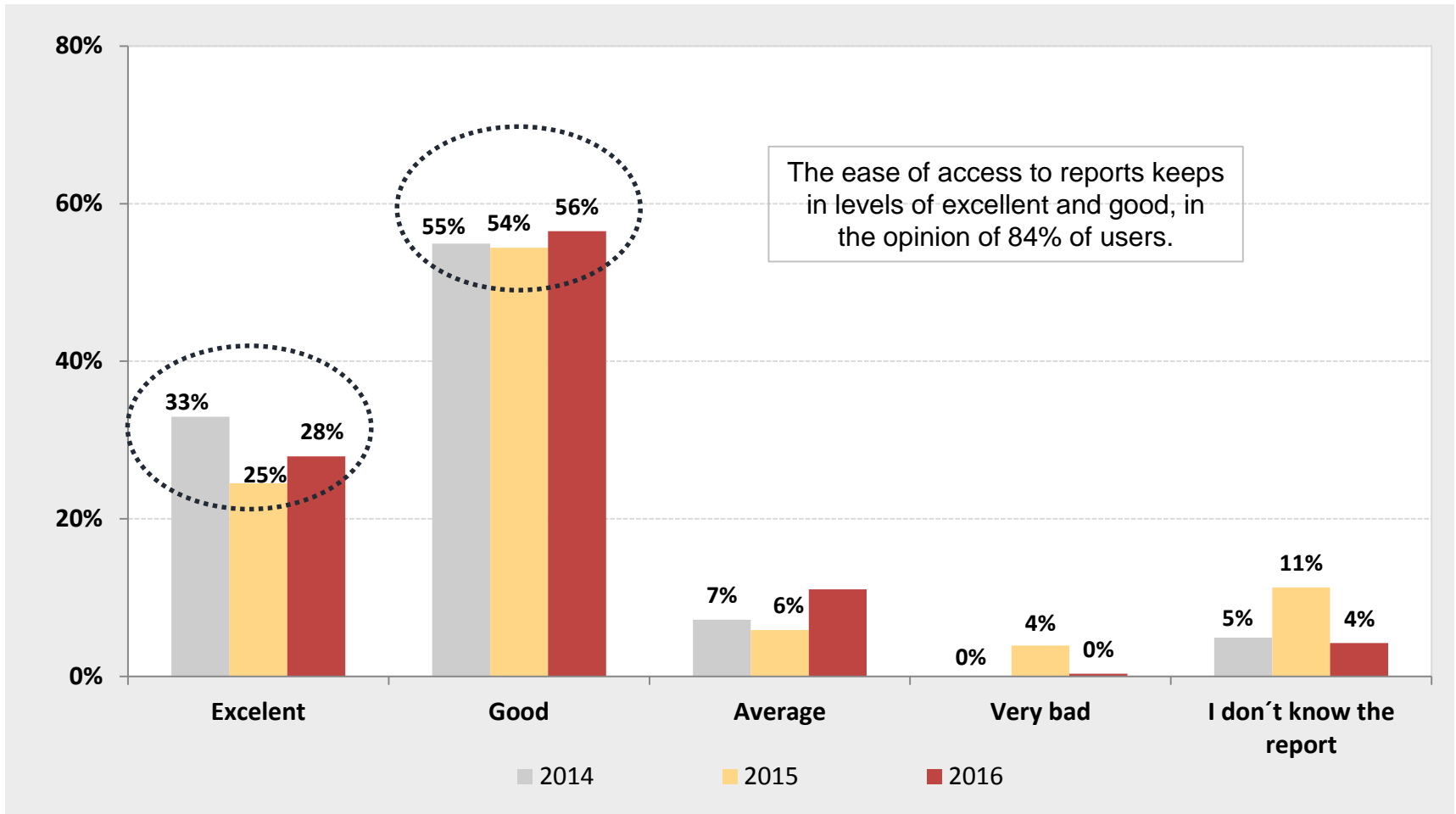
## Frequency of visits to the MEF website



*Frequent access to the web site by the investors move to “Twice a week” and “Once a month” with 39% and 30% respectively.*

# MAIN ASPECTS TO BE EVALUATED

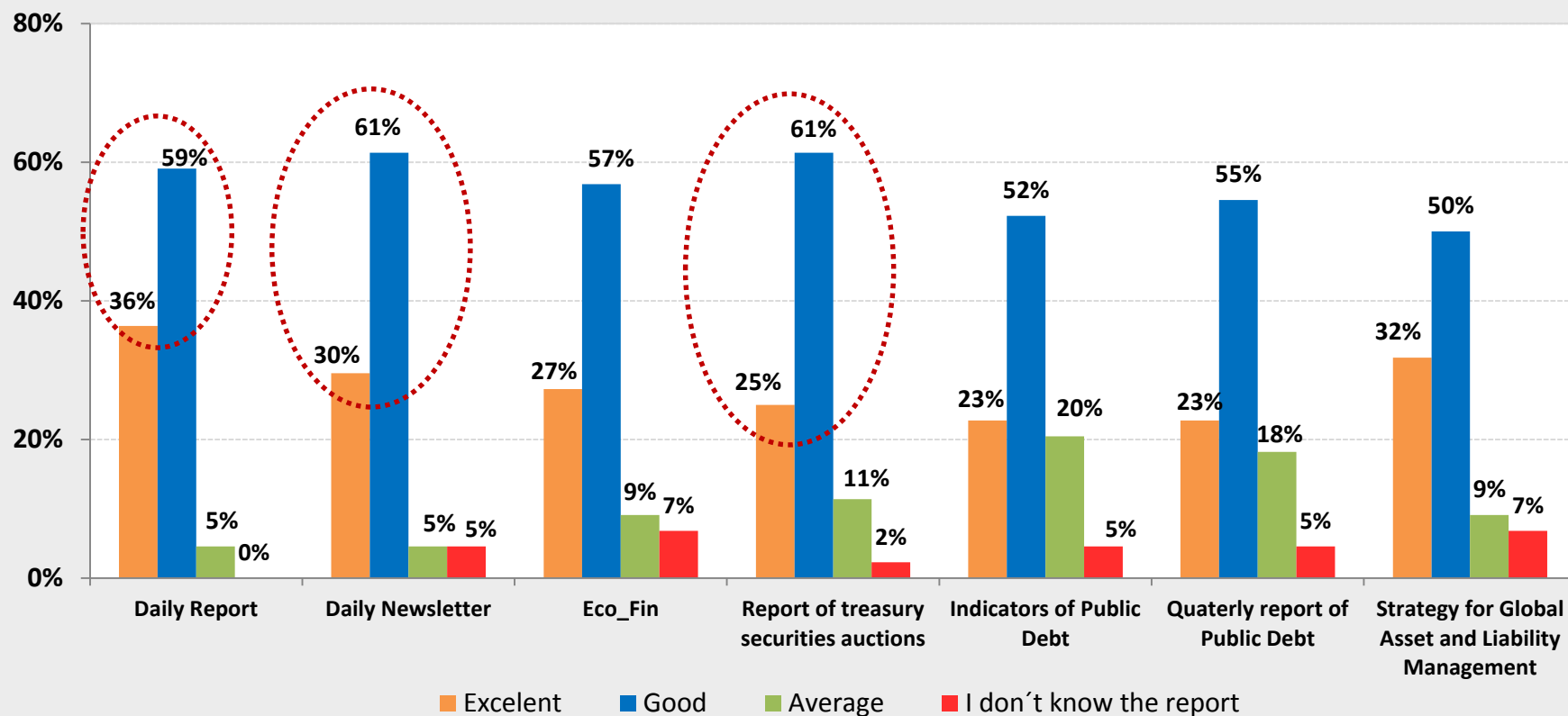
## Ease of access to ORI reports



*The restructuring of the website facilitates the user's experiences.*

# MAIN ASPECTS TO BE EVALUATED

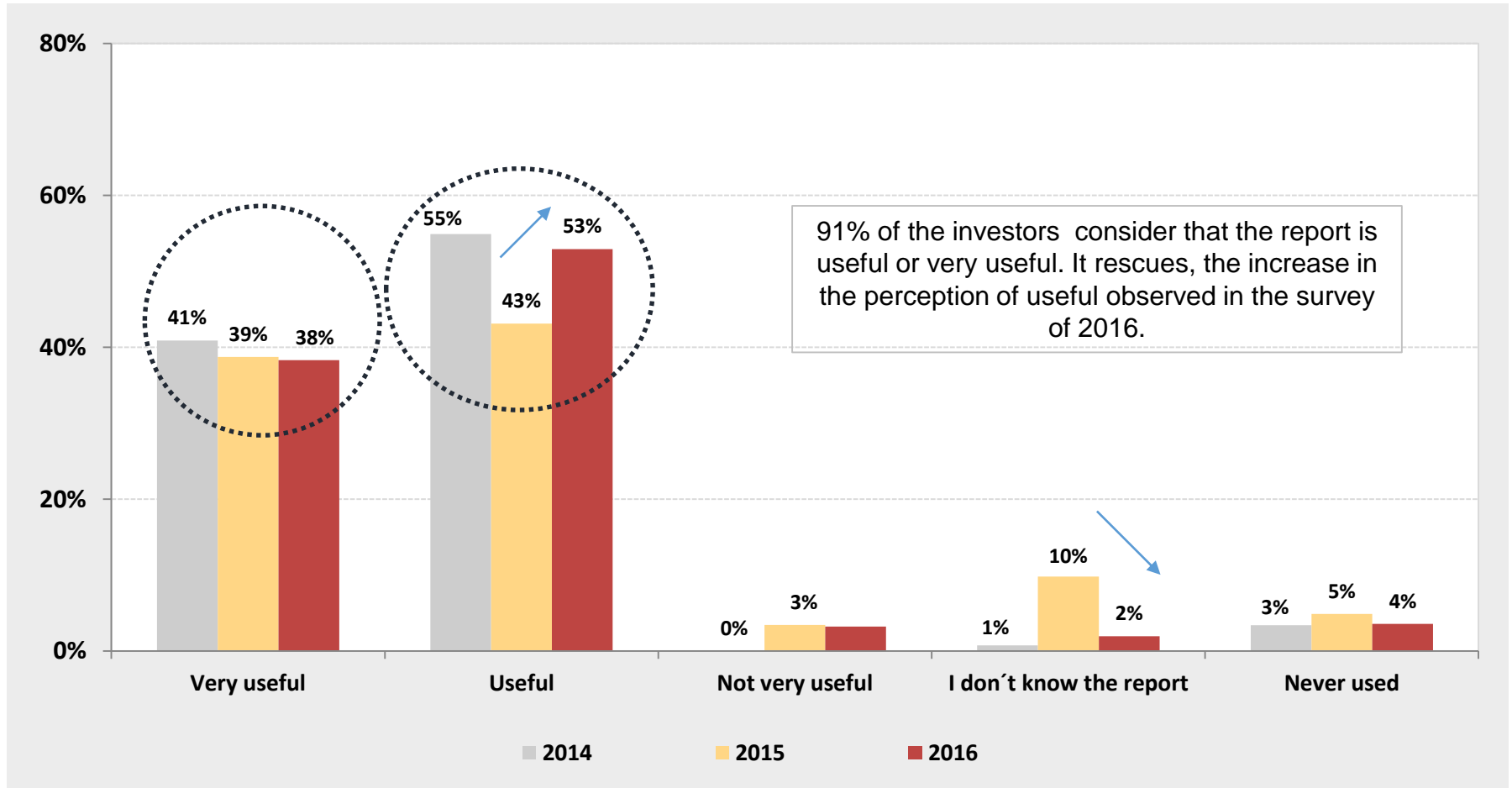
## Accessibility 2016 – By report



*In relation to accessibility, the survey shows that the three reports possess an approval bigger than 86 % between the categories excellent and good.*

# MAIN ASPECTS TO BE EVALUATED

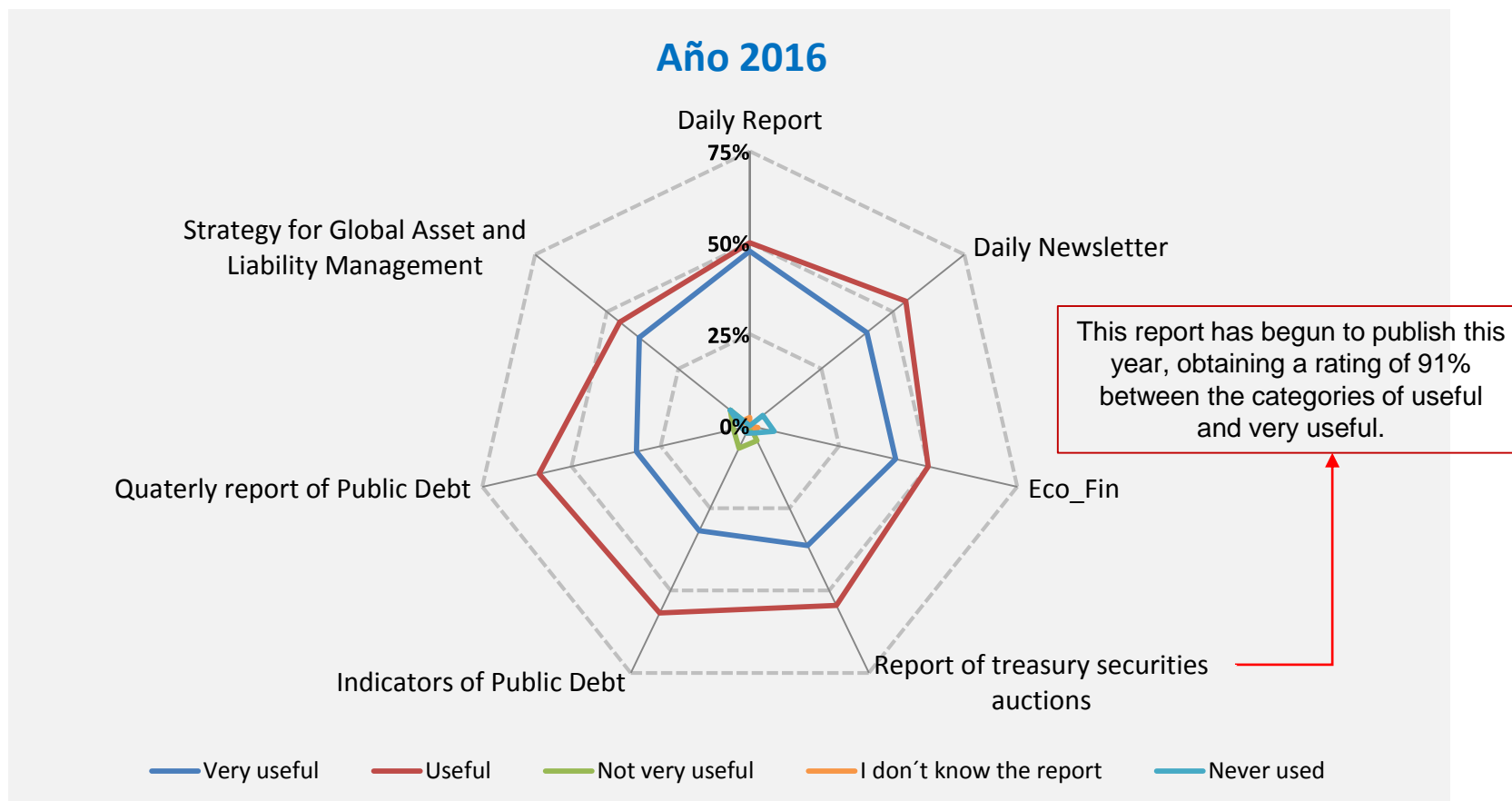
## Usefulness of the ORI's Reports



*The information of the reports aims to meet the needs and expectations of users.*

# MAIN ASPECTS TO BE EVALUATED

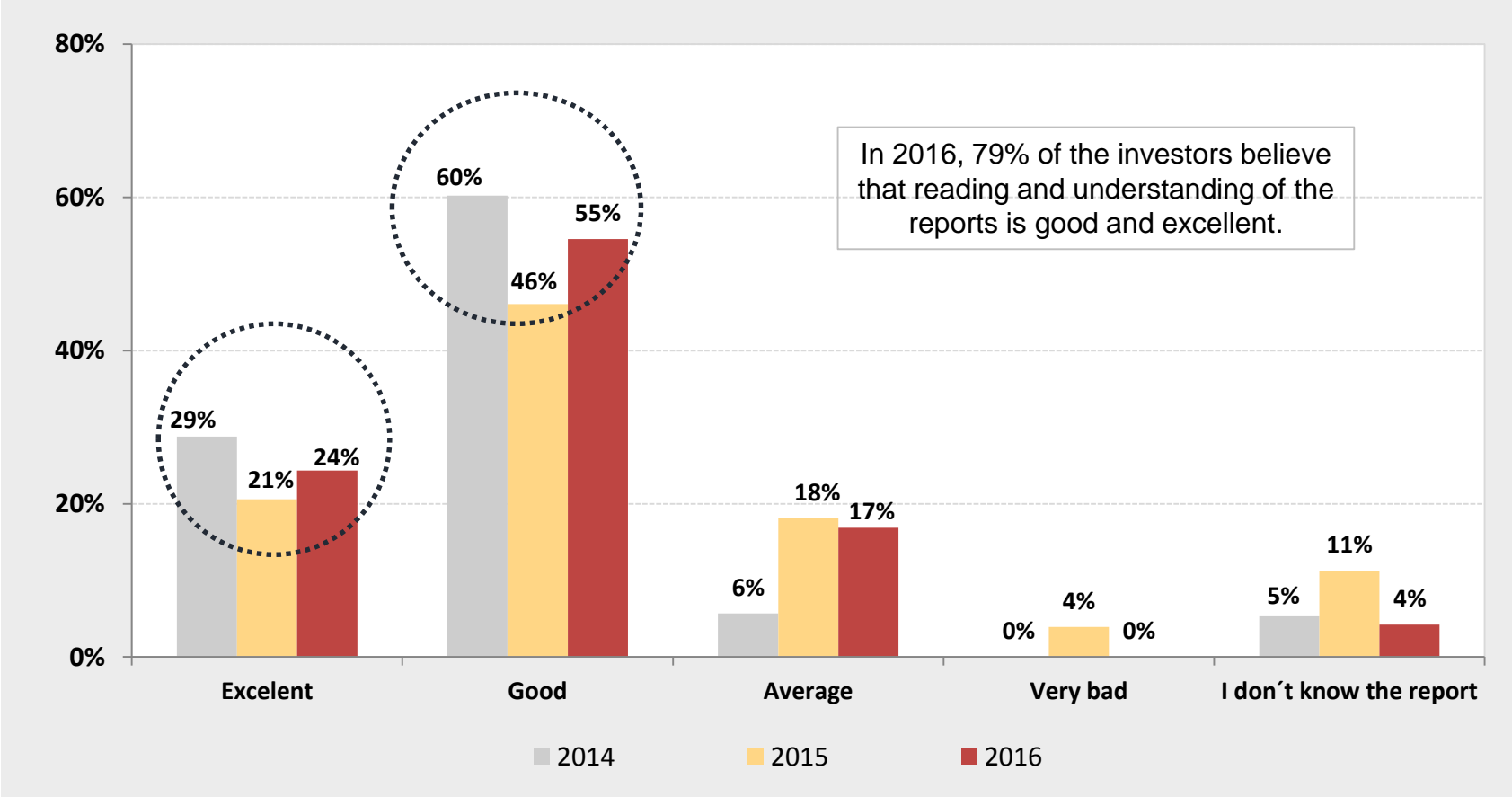
## Usefulness of the ORI's Reports 2016



*According to the results of the 2016 survey, the qualitative attributes “useful” and “very useful” prevailed in all the reports*

# MAIN ASPECTS TO BE EVALUATED

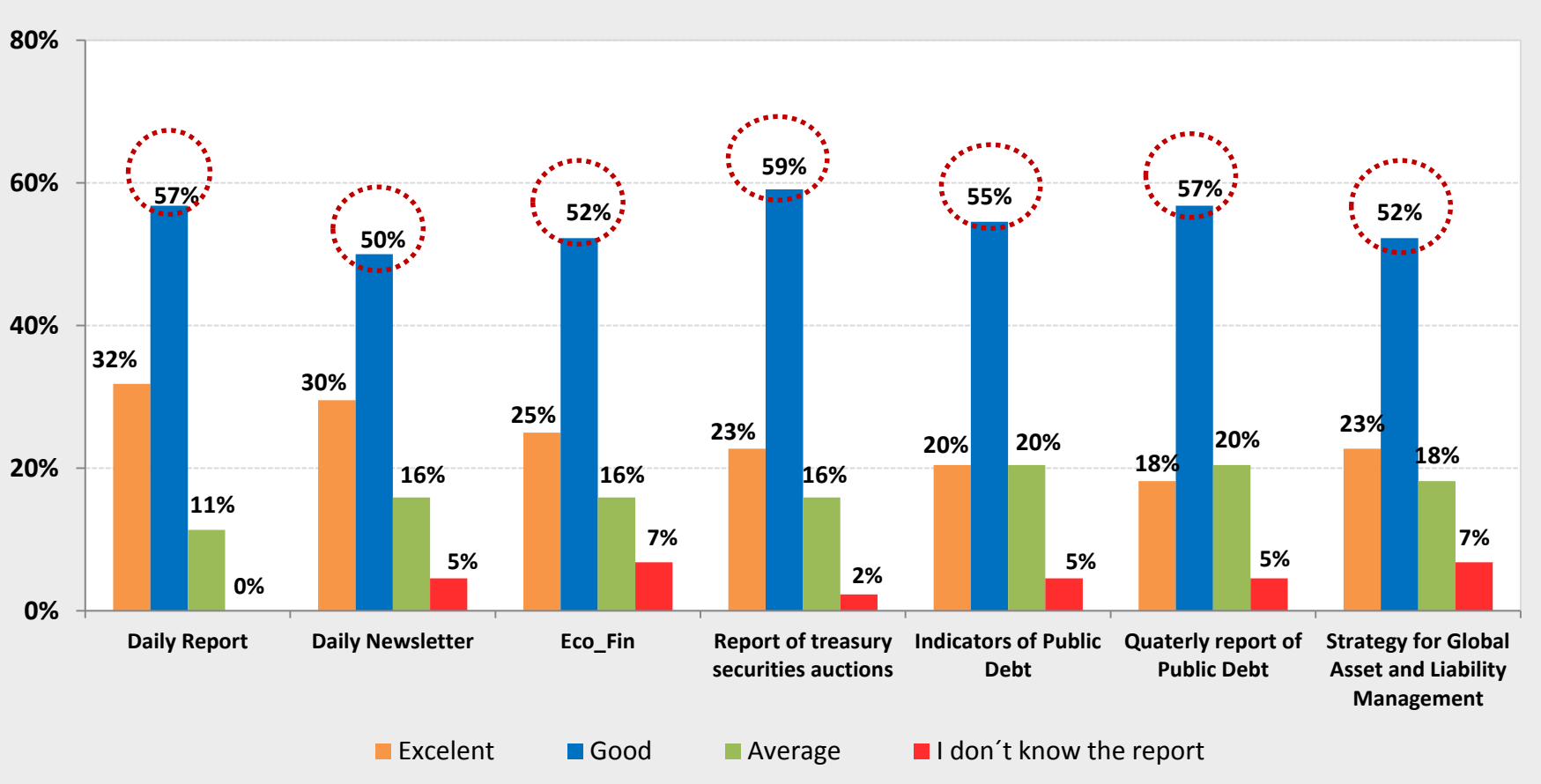
## Ease of reading and comprehension



*The organization and presentation of the information meant to be clear, direct and transparent.*

# MAIN ASPECTS TO BE EVALUATED

## Ease of reading and comprehension 2016 - By report

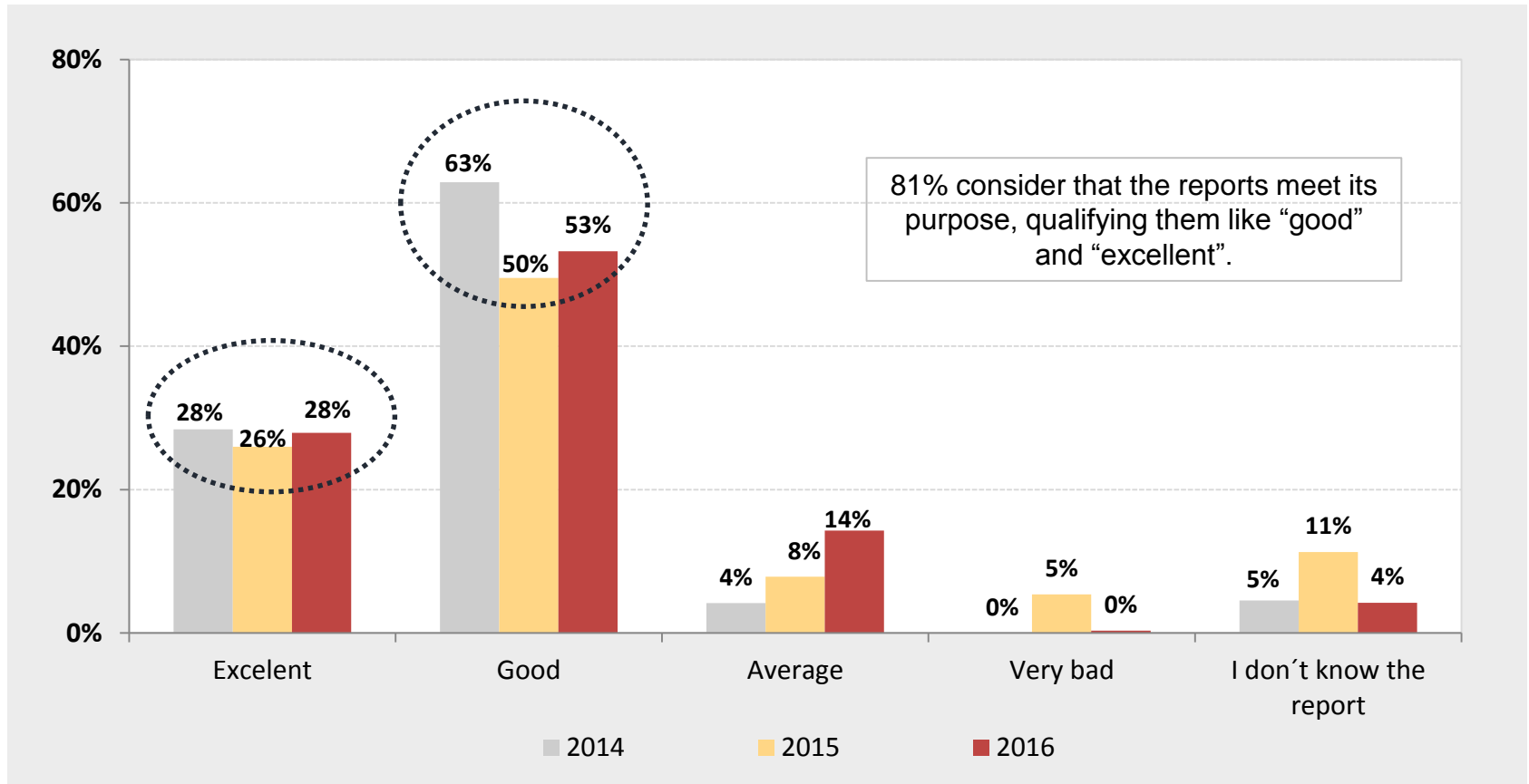


*In relation to easily of reading and comprehension, all the reports keep the highest valuation in the qualification of “good” followed by “excellent”.*



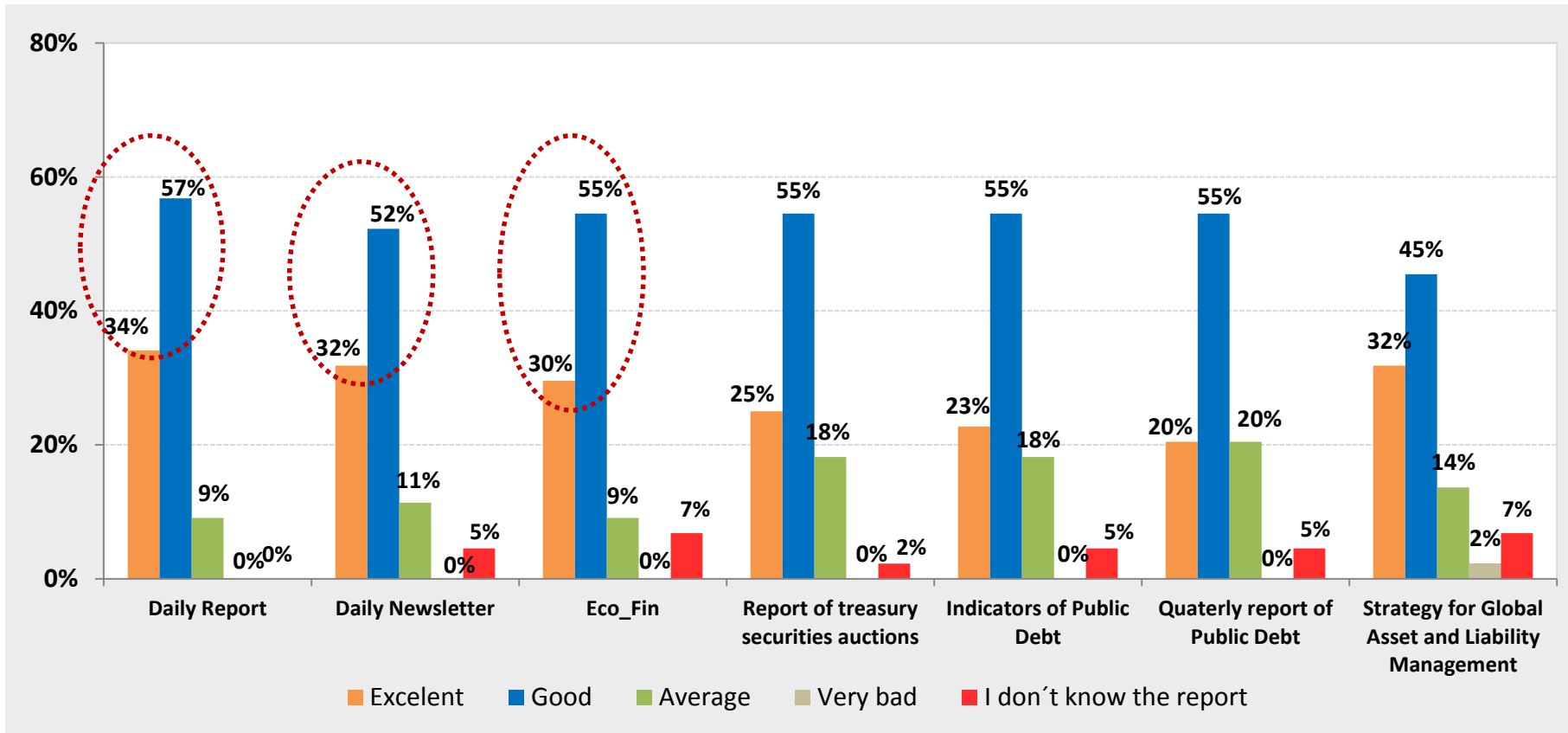
# MAIN ASPECTS TO BE EVALUATED

## Achievement of its purpose



*From an investor perspective, there is a high level of satisfaction in relation to the use of reports for their specific purposes.*

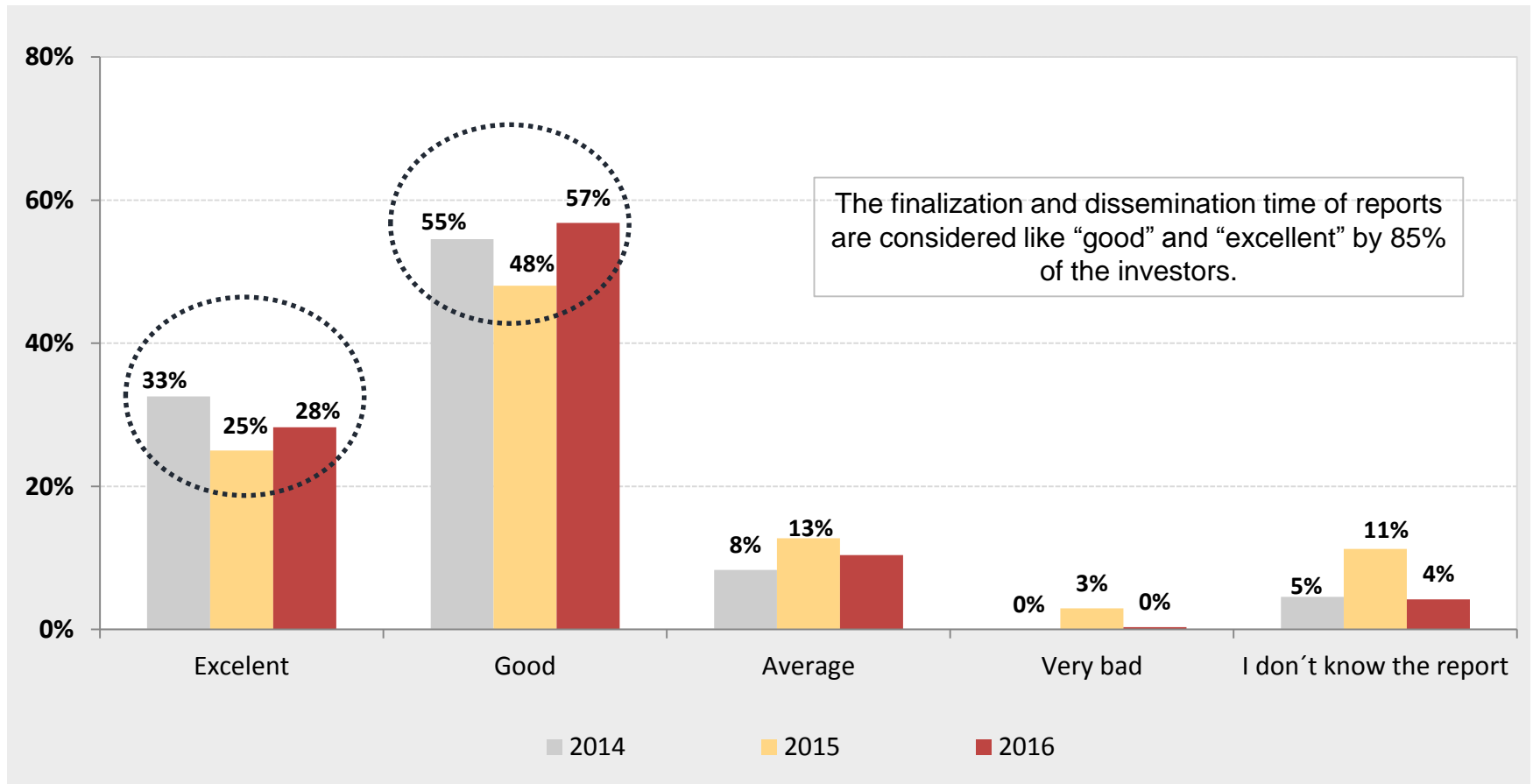
## MAIN ASPECTS TO BE EVALUATED: Achievement of its purpose 2016 – By report



*The investors have a high level of satisfaction in relation with the achievement of purposes of the reports (Daily Report, Daily Newsletter and Eco-Fin show a qualification of 84% in the categories “good” and “excellent”).*

# MAIN ASPECTS TO BE EVALUATED

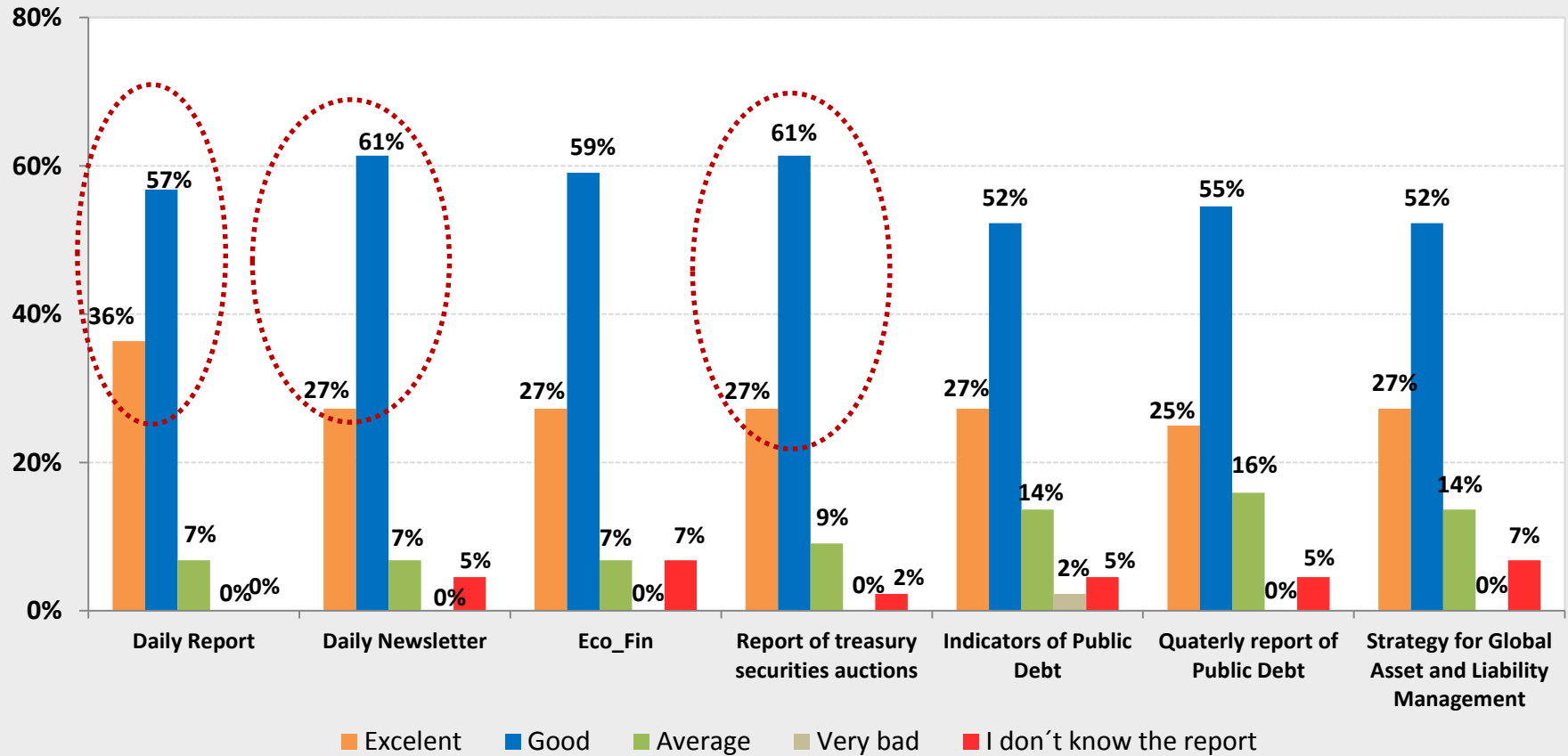
## Delivery times of reports



*The ORI promotes the opportunity and predictability in the dissemination of reports and documents.*

# MAIN ASPECTS TO BE EVALUATED

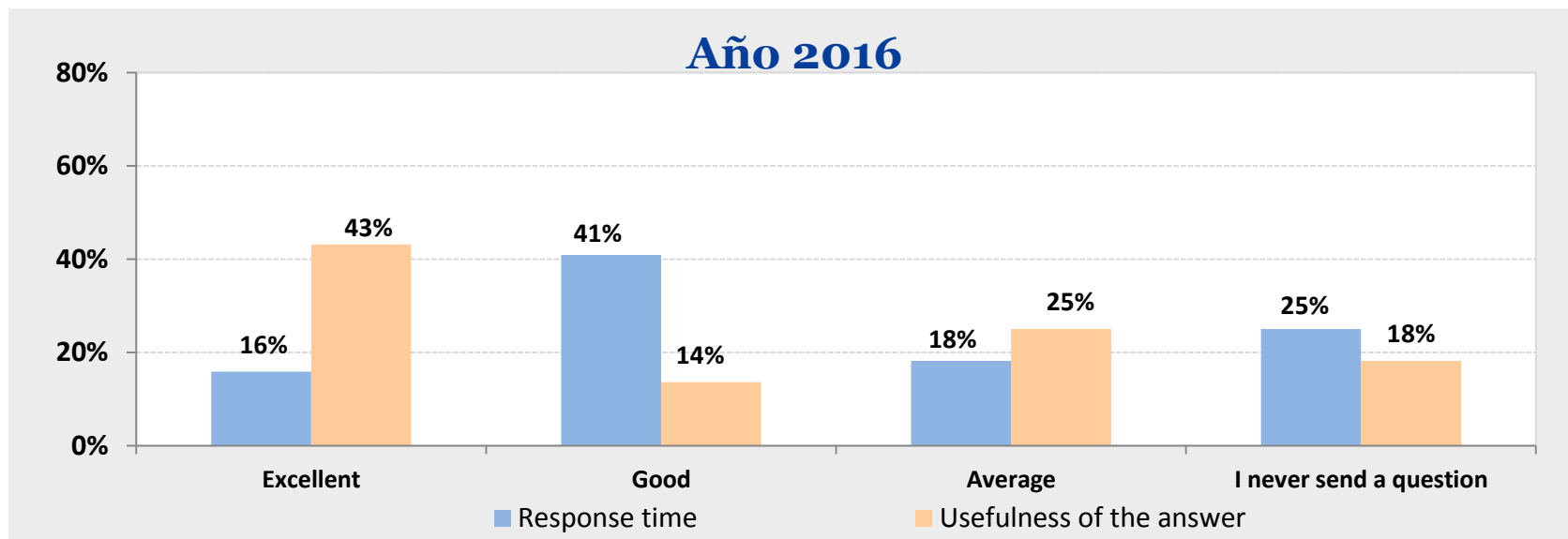
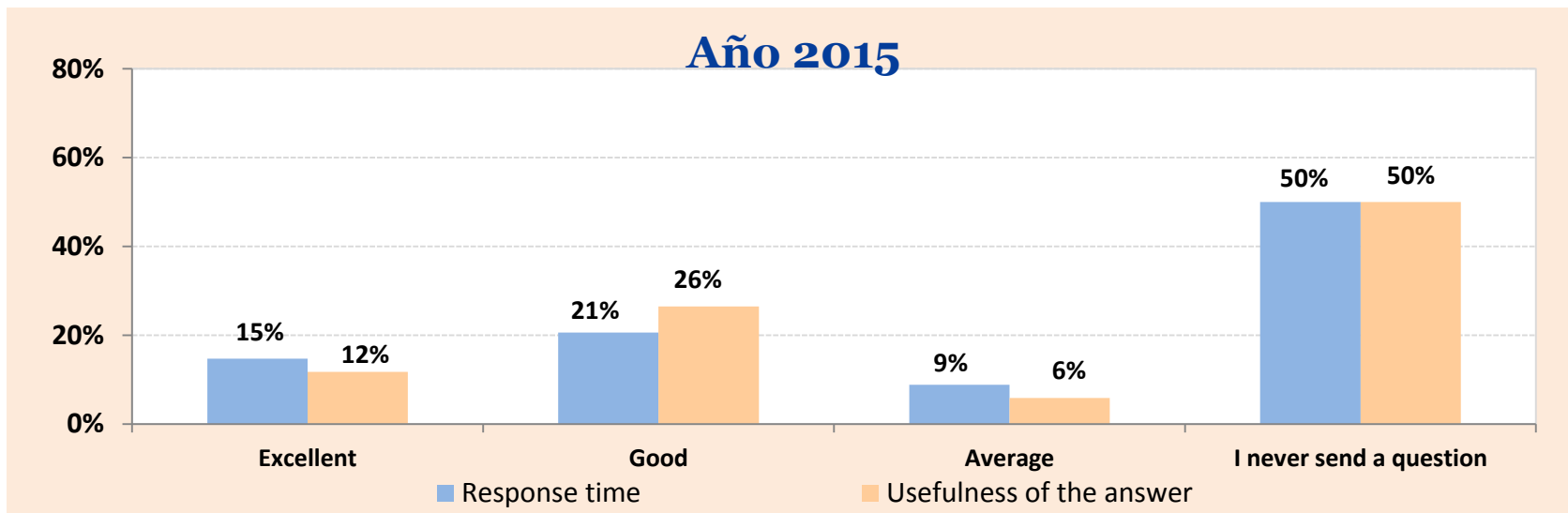
## Delivery times of reports 2016



*The joint valuation “good” and “excellent” exceeds 89% in all the reports, in response time. Highlighting Daily Report, Daily Newsletter and Report of treasury securities auctions.*

# MAIN ASPECTS TO BE EVALUATED

## Questions sent to ORI



# TOTAL RESULTS

## Easiness of access, reading and comprehension, achievement of goals and timely delivery

### Año 2015



### Año 216



*As a global result, the 2016 survey reveals an improvement in all aspects of the reports developed by ORI.*



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