



MARKET SERVICE ASSESSMENT SURVEY

The Financial Services Commission (the Commission) is currently undergoing a transformation of its processes aimed at reshaping the organisation into a 21st-century regulator. With oversight of the non-bank financial sector, namely the insurance, credit unions, securities and occupational pensions sectors, we are cognisant of the dynamism and evolution of the needs and requirements of the industry and the evolving challenges that call for a repositioning through progressive strategies to ensure that we are well-equipped for the future.

Consequently, the Commission will undertake a comprehensive market service assessment survey to gather valuable insights. This initiative supports our commitment to you to provide strong regulatory oversight and enhanced service offerings as we give further shape to FSC 2.0. Further, beyond the survey, the Commission will seek your valuable input periodically through feedback mechanisms to gauge your satisfaction and receive your feedback on how we can ensure that we are meeting those emerging needs.

The Commission has contracted Market Insight Inc., a market research and analysis consultancy, to carry-out the data collection through online surveys, focus groups and one-on-one interviews. Within the coming weeks you may be contacted by this firm, and if so, we solicit your meaningful cooperation. Your participation in this process will be invaluable as we seek to better serve you.

The Financial Services Commission
February 17, 2025