

We are pleased to share with you the key findings from the FIDE Programme Training Needs Survey conducted in October/November last year together with our comments.

| KEY FINDINGS FROM THE FIDE PROGRAMME TRAINING NEEDS SURVEY | |
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| 1 | <p>125 respondents indicated they would like to attend a total of 434 Elective programmes.</p> <p><i>Our Comment: This works out to an average of 3.5 programmes per respondent to the survey which we think is encouraging, indicating that directors are keen to continuously improve their knowledge and skills; and that FIDE is offering programmes that are helpful to directors.</i></p> |
| 2 | <p>Programmes they would like to attend by categories:</p> <ul style="list-style-type: none"> • Advanced-level (202 pax) • Committee-type (90 pax) • Technical (79 pax) • Foundation-level (63 pax) <p><i>Our Comment: Understandably, interest is focussed more on advanced-level programmes given the introduction of 4 new Advanced-level programmes in the 4th quarter of 2013 plus the fact that we have a large pool of directors who have completed the FIDE Core programme to date. We have taken note of these responses and will offer the preferred Electives accordingly.</i></p> |
| 3 | <p>Top picks of programmes they would like to attend:</p> <ul style="list-style-type: none"> • Advanced Risk Management & Rick Governance (37 pax) • Board, Committee, Director and CEO Assessments (34 pax) • Nomination/Remuneration Committees (34 pax) • Tools and Techniques for Nomination/Remuneration Committees (28 pax) • Operational Risk (27 pax) • Audit Committee (27 pax) • Aligning Business and Human Capital Strategy (26 pax) <p><i>Our Comment: The top picks of Electives which directors would like to attend are 5 new programmes offered at the Advanced level and 2 Committee-type programmes. We have taken note of this and will offer the programmes accordingly.</i></p> |
| 4 | <p>83% of respondents think the FIDE programme should be accredited.</p> <p><i>Our Comment: We have taken note of this finding, and will consult with BNM and FIDE Forum on the next steps going forward.</i></p> |
| 5 | <p>Preferred duration:</p> <ul style="list-style-type: none"> • 50% prefers 1 day • 27% prefers 0.5 day • 18% prefers 2 days • 5% prefers 2 hours |

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| | <p>Our Comment: Currently, most of our Electives are 2-day programmes though we have recently also offered a number of 1-day programmes. While we have taken note of this finding, we have to also point out that the need to offer comprehensive coverage of the topics and the cost of engaging the right facilitators (especially those from overseas) may limit our ability to offer shorter length programmes.</p> |
| 6 | <p>Preferred venue:</p> <ul style="list-style-type: none"> • 66% prefers Sasana • 28% prefers Lanai • 6% prefers Best Western and other locations <p>Our Comment: We have taken note that most respondents prefer the BNM training facilities. We will try our best to juggle between the two options depending on availability.</p> |
| 7 | <p>Maximum amount willing to pay for programme:</p> <ul style="list-style-type: none"> • 76% for RM2,500/day or multiples thereof • 20% for RM3,000/day or multiples thereof • 4% for RM3,500/day or multiples thereof <p>Our Comment: The above finding suggests we are within the range of what is considered acceptable since our current pricing is RM5,000 for a 2-day programme and RM3,000 for a 1-day programme.</p> |
| 8 | <p>Ranking in order of importance when considering a programme:</p> <p>Most important: Content</p> <p>Average importance: Facilitator</p> <p>Not as important: Pricing</p> <p>Least important: Timing</p> <p>Our Comment: We have taken note of the factors that directors consider most important.</p> |
| 9 | <p>Some suggestions of programmes they would like offered:</p> <ul style="list-style-type: none"> • Programme for Chairman of Boards • Role of Boards in Crisis Management • Derivatives & Hedging • Banking Strategy • Islamic Finance/Syariah Compliance and Governance • Negotiation Techniques and Skills • Corporate Responsibility • Lessons from Best-run FIs <p>Our Comment: We have taken note of the above and other comments made; and will take action accordingly, wherever possible and feasible. A number of respondents requested for programmes on or related to the FSA, and updates on current developments and global trends as well as regulatory updates. We think these should be addressed by FIDE Forum and as such, have passed on the comments accordingly.</p> |

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Other selected comments:

- To provide FIDE Calendar with programme offerings in advance.
- To minimise postponements/changes to programmes offered.
- Would like to see more local content/case studies.
- Clearer separation of insurance from bank programmes.

***Our Comment:** The 2014 FIDE Calendar was sent to you in October 2013 (also posted on the FIDE website). Updates on programmes will be emailed to you as and when they become confirmed.*

We have also taken note of all the other comments made and will take action accordingly, wherever possible and feasible.

We thank all directors who took the time to complete the survey. Your feedback is invaluable to us and we look forward to serving you better. Should any FIDE director have any further comments to make and/or in response to the above findings, please feel free to contact us.
