Q1. How do you feel these upcoming changes will impact the business results of your company?

| | | Ge | nder | | Age | | | | Reg | gion | | | | | Education | | | | Inc | ome | |
|---|-------|------|--------|-------|-------|-----|-----|------|-----|------|-----|-----|---------|-----|-------------------|-------------------|-----------|-----------------------|--------------------------------------|---------------------------------------|-------------------|
| | Total | Male | Female | 18-34 | 35-54 | 55+ | вс | Alb | S/M | ONT | QC | Ati | Some HS | HS | Some Post- Sec | Univ/Post- Sec | Grad/Prof | Less than \$40,000 | \$40,000 to less than \$60,000 | \$60,000 to less than \$100,000 | Over \$100,000 |
| | | Α | В | С | D | E | F | G | Н | 1 | J | K | L | M | N | 0 | P | Q | R | S | Т |
| Base: All Respondents who are Aware of Upcoming Legislation and/or Changes to Any Regulatory Frameworks/Demands (unwtd) | 49 | 29 | 20 | 6 | 35 | 8 | 5 | 1 | 2 | 31 | 8 | 2 | - | 3 | 7 | 26 | 13 | 3 | 2 | 13 | 31 |
| Base: All Respondents who are Aware of Upcoming Legislation and/or Changes to Any Regulatory Frameworks/Demands (wtd) | 47 | 34 | 13 | 11 | 26 | 9 | 6 | 2 | 1 | 22 | 11 | 4 | - | 4 | 7 | 25 | 11 | 3 | 4 | 15 | 25 |
| I believe these will have a positive impact on | 14 | 10 | 4 | 6 | 6 | 2 | 1 | - | 1 | 5 | 4 | 3 | - | 1 | 3 | 5 | 5 | 2 | 3 | 3 | 6 |
| the business results of my company | 30% | 29% | 31% | 55% | 23% | 19% | 19% | - | 48% | 21% | 39% | 74% | - | 18% | 44% | 21% | 45% | 45% | 89% | 22% | 24% |
| | | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | | ** | ** | ** | ** | ** | ** | ** | ** |
| I don't believe these will have an impact on | 10 | 6 | 4 | 3 | 6 | 1 | 1 | - | - | 8 | 1 | - | - | - | 1 | 5 | 4 | - | - | 5 | 5 |
| the business results of my company | 21% | 17% | 33% | 28% | 21% | 12% | 11% | - | - | 36% | 11% | - | - | - | 11% | 21% | 35% | - | - | 34% | 19% |
| | | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | | ** | ** | ** | ** | ** | ** | ** | ** |
| I believe these will have a negative impact on | 13 | 10 | 3 | 2 | 7 | 4 | 4 | - | - | 4 | 4 | - | - | | 3 | 9 | 1 | 2 | - | 2 | 9 |
| the business results of my company | 27% | 30% | 21% | 16% | 26% | 45% | 70% | - | - | 20% | 39% | - | - | | 40% | 37% | 7% | 55% | - | 16% | 34% |
| | | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | | ** | ** | ** | ** | ** | ** | ** | ** |
| I don't know how these will affect the | 10 | 8 | 2 | - | 8 | 2 | - | 2 | 1 | 5 | 1 | 1 | - | 3 | * | 5 | 1 | - | * | 4 | 6 |
| business results of my company | 22% | 24% | 15% | - | 30% | 24% | - | 100% | 52% | 22% | 11% | 26% | - | 82% | 6% | 21% | 13% | - | 11% | 28% | 23% |
| | | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | | ** | ** | ** | ** | ** | ** | ** | ** |

Table: 16

 ${\tt Q5. \ How \ do \ you \ feel \ these \ upcoming \ changes \ will \ impact \ the \ business \ results \ of \ your \ company?}$

- Column Proportions:
Columns Tested (5%): A/B C/D/F E/G/H/I/I

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

3/12/2013

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Q2. [SUMMARY - TOP2BOX (GREATLY/SOMEWHAT IMPACTED)]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

| | | Ge | nder | | Age | | | | Reg | gion | | | | | Education | | | | Inc | ome | |
|-------------------------------|-------|------|--------|-------|-------|-----|-----|-----|-----|------|-----|-----|---------|-----|-------------------|-------------------|-----------|-----------------------|--------------------------------------|---------------------------------------|-------------------|
| | Total | Male | Female | 18-34 | 35-54 | 55+ | вс | Alb | S/M | ONT | QC | Atl | Some HS | HS | Some Post- Sec | Univ/Post- Sec | Grad/Prof | Less than \$40,000 | \$40,000 to less than \$60,000 | \$60,000 to less than \$100,000 | Over \$100,000 |
| | | Α | В | С | D | E | F | G | Н | - 1 | J | K | L | М | N | 0 | P | Q | R | S | Т |
| Base: All Respondents (unwtd) | 300 | 116 | 184 | 46 | 158 | 96 | 35 | 13 | 26 | 155 | 56 | 15 | 2 | 35 | 61 | 157 | 45 | 22 | 53 | 107 | 118 |
| Base: All Respondents (wtd) | 300 | 150 | 150 | 84 | 111 | 105 | 39 | 33 | 21 | 114 | 72 | 21 | 4 | 34 | 60 | 154 | 47 | 24 | 49 | 112 | 115 |
| Audit/Financial | 161 | 82 | 79 | 47 | 67 | 46 | 24 | 14 | 11 | 69 | 31 | 11 | - | 19 | 25 | 90 | 26 | 11 | 19 | 55 | 75 |
| | 54% | 55% | 52% | 57% | 61% | 44% | 61% | 44% | 52% | 61% | 43% | 54% | - | 55% | 42% | 59% | 56% | 46% | 40% | 49% | 66% |
| | | * | | * | E | * | * | ** | ** | J | * | ** | ** | ** | * | | ** | ** | * | * | RS* |
| Back office | 131 | 63 | 67 | 31 | 54 | 46 | 25 | 13 | 7 | 56 | 24 | 5 | 4 | 17 | 21 | 74 | 15 | 8 | 12 | 42 | 68 |
| | 44% | 42% | 45% | 36% | 49% | 44% | 65% | 40% | 32% | 49% | 33% | 25% | 91% | 49% | 36% | 48% | 31% | 32% | 25% | 38% | 59% |
| | | * | | * | | * | J* | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | RS* |
| Middle office | 121 | 63 | 59 | 31 | 49 | 42 | 20 | 9 | 7 | 55 | 26 | 5 | 4 | 14 | 19 | 67 | 17 | 9 | 13 | 38 | 62 |
| | 40% | 42% | 39% | 37% | 44% | 40% | 50% | 28% | 32% | 48% | 36% | 22% | 91% | 42% | 32% | 43% | 36% | 36% | 26% | 34% | 54% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | RS* |
| Front office | 117 | 62 | 55 | 28 | 51 | 38 | 18 | 13 | 6 | 51 | 24 | 5 | 4 | 14 | 17 | 63 | 18 | 6 | 14 | 36 | 61 |
| | 39% | 41% | 37% | 33% | 46% | 36% | 45% | 40% | 27% | 45% | 33% | 23% | 91% | 42% | 29% | 41% | 38% | 23% | 29% | 32% | 53% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | RS* |
| Human resources | 77 | 34 | 43 | 22 | 28 | 27 | 11 | 9 | 6 | 28 | 19 | 3 | - | 9 | 10 | 43 | 15 | 7 | 8 | 32 | 30 |
| | 26% | 23% | 29% | 26% | 26% | 25% | 28% | 28% | 30% | 25% | 26% | 17% | - | 26% | 16% | 28% | 32% | 28% | 16% | 29% | 26% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |

Table: 17

Q6. [SUMMARY - TOP2BOX (GREATLY/SOMEWHAT IMPACTED)]

 $How \ much \ will \ each \ of \ the \ following \ areas \ of \ your \ organization \ be \ impacted \ by \ changes \ in \ these \ regulatory \ frameworks/demands$

- Column Proportions:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

3/12/2013

Q2. [SUMMARY - LOW2BOX (NOT REALLY/NOT AT ALL IMPACTED)]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

| | | Gender | | | Age | | | | Re | gion | | | | | Education | | | | Inc | ome | |
|-------------------------------|-------|--------|--------|-------|-------|-----|-----|-----|-----|------|-----|-----|---------|-----|-------------------|-------------------|-----------|-----------------------|--------------------------------------|---------------------------------------|-------------------|
| | Total | Male | Female | 18-34 | 35-54 | 55+ | вс | Alb | S/M | ONT | QC | Atl | Some HS | HS | Some Post- Sec | Univ/Post- Sec | Grad/Prof | Less than \$40,000 | \$40,000 to less than \$60.000 | \$60,000 to less than \$100.000 | Over \$100,000 |
| | | Α | В | С | D | E | F | G | Н | _ | J | K | L | М | N | 0 | P | Q | R | S | Т |
| Base: All Respondents (unwtd) | 300 | 116 | 184 | 46 | 158 | 96 | 35 | 13 | 26 | 155 | 56 | 15 | 2 | 35 | 61 | 157 | 45 | 22 | 53 | 107 | 118 |
| Base: All Respondents (wtd) | 300 | 150 | 150 | 84 | 111 | 105 | 39 | 33 | 21 | 114 | 72 | 21 | 4 | 34 | 60 | 154 | 47 | 24 | 49 | 112 | 115 |
| Human resources | 223 | 116 | 107 | 62 | 83 | 79 | 28 | 24 | 15 | 86 | 53 | 18 | 4 | 25 | 50 | 111 | 32 | 17 | 41 | 80 | 85 |
| | 74% | 77% | 71% | 74% | 74% | 75% | 72% | 72% | 70% | 75% | 74% | 83% | 100% | 74% | 84% | 72% | 68% | 72% | 84% | 71% | 74% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Front office | 183 | 88 | 95 | 56 | 60 | 67 | 21 | 20 | 15 | 63 | 48 | 16 | * | 20 | 43 | 91 | 30 | 19 | 34 | 76 | 54 |
| | 61% | 59% | 63% | 67% | 54% | 64% | 55% | 60% | 73% | 55% | 67% | 77% | 9% | 58% | 71% | 59% | 62% | 77% | 71% | 68% | 47% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | T* | T* | * |
| Middle office | 179 | 87 | 91 | 53 | 62 | 63 | 19 | 24 | 14 | 59 | 46 | 16 | * | 20 | 41 | 87 | 30 | 16 | 36 | 74 | 53 |
| | 60% | 58% | 61% | 63% | 56% | 60% | 50% | 72% | 68% | 52% | 64% | 78% | 9% | 58% | 68% | 57% | 64% | 64% | 74% | 66% | 46% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | T* | T* | * |
| Back office | 169 | 87 | 83 | 53 | 57 | 59 | 14 | 20 | 14 | 58 | 48 | 16 | * | 17 | 39 | 80 | 33 | 17 | 36 | 70 | 47 |
| | 56% | 58% | 55% | 64% | 51% | 56% | 35% | 60% | 68% | 51% | 67% | 75% | 9% | 51% | 64% | 52% | 69% | 68% | 75% | 62% | 41% |
| | | * | | * | | * | * | ** | ** | | F* | ** | ** | ** | * | | ** | ** | T* | T* | * |
| Audit/Financial | 139 | 68 | 71 | 36 | 44 | 59 | 15 | 19 | 10 | 45 | 41 | 10 | 4 | 15 | 35 | 64 | 21 | 13 | 29 | 57 | 40 |
| | 46% | 45% | 48% | 43% | 39% | 56% | 39% | 56% | 48% | 39% | 57% | 46% | 100% | 45% | 58% | 41% | 44% | 54% | 60% | 51% | 34% |
| | | * | | * | | D* | * | ** | ** | | l* | ** | ** | ** | * | | ** | ** | T* | T* | * |

Table: 18

Q6. [SUMMARY - LOW2BOX (NOT REALLY/NOT AT ALL IMPACTED)]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

- Column Proportions:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

12/2013

Q2_1. [Back office]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

| | | Ge | nder | | Age | | | | Re | gion | | | | | Education | | | | Inc | ome | |
|--|-------|------|--------|-------|-------|-----|-----|-----|-----|------|-----|-----|---------|-----|-------------------|-------------------|-----------|-----------------------|--------------------------------------|---------------------------------------|-------------------|
| | Total | Male | Female | 18-34 | 35-54 | 55+ | ВС | Alb | S/M | ONT | QC | Ati | Some HS | HS | Some Post- Sec | Univ/Post- Sec | Grad/Prof | Less than \$40,000 | \$40,000 to less than \$60,000 | \$60,000 to less than \$100,000 | Over \$100,000 |
| | | Α | В | С | D | E | F | G | Н | 1 | J | K | L | M | N | 0 | P | Q | R | S | Т |
| Base: All Respondents (unwtd) | 300 | 116 | 184 | 46 | 158 | 96 | 35 | 13 | 26 | 155 | 56 | 15 | 2 | 35 | 61 | 157 | 45 | 22 | 53 | 107 | 118 |
| Base: All Respondents (wtd) | 300 | 150 | 150 | 84 | 111 | 105 | 39 | 33 | 21 | 114 | 72 | 21 | 4 | 34 | 60 | 154 | 47 | 24 | 49 | 112 | 115 |
| Greatly impacted | 42 | 24 | 17 | 8 | 21 | 13 | 10 | 4 | 2 | 22 | 4 | - | - | 7 | 6 | 20 | 8 | 2 | 6 | 11 | 23 |
| | 14% | 16% | 12% | 10% | 19% | 12% | 26% | 11% | 11% | 19% | 6% | - | - | 21% | 10% | 13% | 17% | 6% | 13% | 10% | 20% |
| | | * | | * | | * | J* | ** | ** | J | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Somewhat impacted | 89 | 39 | 50 | 22 | 34 | 33 | 15 | 9 | 4 | 35 | 20 | 5 | 4 | 10 | 15 | 54 | 6 | 6 | 6 | 32 | 45 |
| | 30% | 26% | 33% | 27% | 30% | 31% | 39% | 28% | 21% | 31% | 27% | 25% | 91% | 28% | 26% | 35% | 13% | 26% | 12% | 28% | 39% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | R* |
| Not really impacted | 75 | 43 | 32 | 31 | 22 | 22 | 1 | 11 | 5 | 27 | 16 | 14 | * | 6 | 16 | 28 | 24 | 7 | 18 | 30 | 20 |
| | 25% | 28% | 21% | 37% | 20% | 21% | 3% | 35% | 25% | 23% | 22% | 69% | 9% | 18% | 27% | 18% | 50% | 30% | 36% | 26% | 17% |
| | | * | | D* | | * | * | ** | ** | F | F* | ** | ** | ** | * | | ** | ** | T* | * | * |
| Not at all impacted | 95 | 44 | 50 | 23 | 35 | 37 | 12 | 8 | 9 | 31 | 33 | 1 | - | 11 | 23 | 52 | 9 | 9 | 19 | 40 | 27 |
| | 32% | 30% | 34% | 27% | 31% | 35% | 32% | 26% | 43% | 27% | 45% | 6% | - | 33% | 38% | 34% | 20% | 38% | 38% | 36% | 23% |
| | | * | | * | | * | * | ** | ** | | I* | ** | ** | ** | * | | ** | ** | * | * | * |
| Summary | | | | | | | | | | | | | | | | | | | | | |
| Top2Box (Greatly/Somewhat impacted) | 131 | 63 | 67 | 31 | 54 | 46 | 25 | 13 | 7 | 56 | 24 | 5 | 4 | 17 | 21 | 74 | 15 | 8 | 12 | 42 | 68 |
| | 44% | 42% | 45% | 36% | 49% | 44% | 65% | 40% | 32% | 49% | 33% | 25% | 91% | 49% | 36% | 48% | 31% | 32% | 25% | 38% | 59% |
| | | * | | * | | * | J* | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | RS* |
| Low2Box (Not really/Not at all impacted) | 169 | 87 | 83 | 53 | 57 | 59 | 14 | 20 | 14 | 58 | 48 | 16 | * | 17 | 39 | 80 | 33 | 17 | 36 | 70 | 47 |
| | 56% | 58% | 55% | 64% | 51% | 56% | 35% | 60% | 68% | 51% | 67% | 75% | 9% | 51% | 64% | 52% | 69% | 68% | 75% | 62% | 41% |
| | | * | | * | | * | * | ** | ** | | F* | ** | ** | ** | * | | ** | ** | T* | T* | * |

Table: 19

Q6_1. [Back office]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

- Column Proportions: Columns Tested (5%): A/B.C/D/

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

3/12/2013

Q2_2. [Middle office]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

| | | Ge | nder | | Age | | | | Reg | gion | | | | | Education | | | | Inc | ome | |
|--|-------|------|--------|-------|-------|-----|-----|-----|-----|------|-----|-----|---------|-----|-------------------|-------------------|-----------|-----------------------|--------------------------------------|---------------------------------------|-------------------|
| | Total | Male | Female | 18-34 | 35-54 | 55+ | вс | Alb | S/M | ONT | QC | Atl | Some HS | нѕ | Some Post- Sec | Univ/Post- Sec | Grad/Prof | Less than \$40,000 | \$40,000 to less than \$60,000 | \$60,000 to less than \$100.000 | Over \$100,000 |
| | | Α | В | С | D | E | F | G | Н | 1 | J | K | L | M | N | 0 | P | Q | R | S | Т |
| Base: All Respondents (unwtd) | 300 | 116 | 184 | 46 | 158 | 96 | 35 | 13 | 26 | 155 | 56 | 15 | 2 | 35 | 61 | 157 | 45 | 22 | 53 | 107 | 118 |
| Base: All Respondents (wtd) | 300 | 150 | 150 | 84 | 111 | 105 | 39 | 33 | 21 | 114 | 72 | 21 | 4 | 34 | 60 | 154 | 47 | 24 | 49 | 112 | 115 |
| Greatly impacted | 23 | 9 | 14 | 6 | 10 | 7 | 4 | 1 | 1 | 10 | 7 | - | - | 2 | 4 | 15 | 2 | 3 | 5 | 8 | 7 |
| | 8% | 6% | 9% | 7% | 9% | 7% | 10% | 4% | 3% | 9% | 10% | - | - | 7% | 6% | 10% | 5% | 11% | 10% | 7% | 6% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Somewhat impacted | 99 | 54 | 45 | 25 | 39 | 35 | 16 | 8 | 6 | 45 | 19 | 5 | 4 | 12 | 16 | 52 | 15 | 6 | 8 | 30 | 55 |
| | 33% | 36% | 30% | 29% | 35% | 33% | 40% | 24% | 29% | 40% | 27% | 22% | 91% | 35% | 26% | 34% | 32% | 25% | 16% | 26% | 48% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | RS* |
| Not really impacted | 84 | 42 | 42 | 32 | 27 | 25 | 7 | 13 | 5 | 28 | 16 | 15 | * | 6 | 19 | 38 | 21 | 6 | 19 | 34 | 25 |
| | 28% | 28% | 28% | 38% | 24% | 24% | 18% | 39% | 25% | 24% | 23% | 72% | 9% | 18% | 31% | 25% | 44% | 26% | 39% | 30% | 22% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Not at all impacted | 94 | 45 | 50 | 21 | 36 | 38 | 12 | 11 | 9 | 31 | 30 | 1 | - | 14 | 22 | 49 | 9 | 9 | 17 | 41 | 27 |
| | 31% | 30% | 33% | 25% | 32% | 36% | 32% | 33% | 43% | 28% | 41% | 6% | - | 40% | 37% | 32% | 20% | 38% | 35% | 36% | 24% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Summary | | | | | | | | | | | | | | | | | | | | | |
| Top2Box (Greatly/Somewhat impacted) | 121 | 63 | 59 | 31 | 49 | 42 | 20 | 9 | 7 | 55 | 26 | 5 | 4 | 14 | 19 | 67 | 17 | 9 | 13 | 38 | 62 |
| | 40% | 42% | 39% | 37% | 44% | 40% | 50% | 28% | 32% | 48% | 36% | 22% | 91% | 42% | 32% | 43% | 36% | 36% | 26% | 34% | 54% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | RS* |
| Low2Box (Not really/Not at all impacted) | 179 | 87 | 91 | 53 | 62 | 63 | 19 | 24 | 14 | 59 | 46 | 16 | * | 20 | 41 | 87 | 30 | 16 | 36 | 74 | 53 |
| | 60% | 58% | 61% | 63% | 56% | 60% | 50% | 72% | 68% | 52% | 64% | 78% | 9% | 58% | 68% | 57% | 64% | 64% | 74% | 66% | 46% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | T* | T* | * |

Q6_2. [Middle office]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

Q2_3. [Front office]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

| | | Ge | nder | | Age | | | | Re | gion | | | | | Education | | | | Inc | ome | |
|--|-------|------|--------|-------|-------|-----|-----|-----|-----|------|-----|-----|---------|-----|-------------------|-------------------|-----------|-----------------------|--------------------------------------|---------------------------------------|-------------------|
| | Total | Male | Female | 18-34 | 35-54 | 55+ | ВС | Alb | S/M | ONT | QC | Ati | Some HS | HS | Some Post- Sec | Univ/Post- Sec | Grad/Prof | Less than \$40,000 | \$40,000 to less than \$60,000 | \$60,000 to less than \$100,000 | Over \$100,000 |
| | | Α | В | С | D | E | F | G | Н | 1 | J | K | L | M | N | 0 | P | Q | R | S | Т |
| Base: All Respondents (unwtd) | 300 | 116 | 184 | 46 | 158 | 96 | 35 | 13 | 26 | 155 | 56 | 15 | 2 | 35 | 61 | 157 | 45 | 22 | 53 | 107 | 118 |
| Base: All Respondents (wtd) | 300 | 150 | 150 | 84 | 111 | 105 | 39 | 33 | 21 | 114 | 72 | 21 | 4 | 34 | 60 | 154 | 47 | 24 | 49 | 112 | 115 |
| Greatly impacted | 34 | 16 | 18 | 8 | 16 | 10 | 4 | 4 | 2 | 20 | 4 | - | - | 5 | 4 | 21 | 4 | 1 | 2 | 9 | 21 |
| | 11% | 10% | 12% | 10% | 14% | 10% | 11% | 11% | 8% | 17% | 6% | - | - | 16% | 6% | 14% | 9% | 4% | 5% | 8% | 18% |
| | | * | | * | | * | * | ** | ** | J | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Somewhat impacted | 83 | 46 | 36 | 20 | 35 | 28 | 13 | 9 | 4 | 32 | 20 | 5 | 4 | 9 | 14 | 43 | 14 | 5 | 12 | 27 | 40 |
| | 28% | 31% | 24% | 23% | 32% | 27% | 34% | 28% | 19% | 28% | 27% | 23% | 91% | 26% | 23% | 28% | 29% | 18% | 25% | 24% | 35% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Not really impacted | 87 | 41 | 46 | 33 | 25 | 29 | 9 | 11 | 4 | 30 | 18 | 15 | * | 8 | 18 | 42 | 18 | 9 | 15 | 34 | 29 |
| | 29% | 27% | 31% | 39% | 23% | 28% | 23% | 35% | 21% | 26% | 24% | 71% | 9% | 24% | 30% | 27% | 38% | 39% | 31% | 30% | 25% |
| | | * | | D* | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Not at all impacted | 96 | 48 | 49 | 23 | 35 | 38 | 12 | 8 | 11 | 33 | 31 | 1 | - | 12 | 24 | 49 | 11 | 9 | 19 | 42 | 25 |
| | 32% | 32% | 32% | 28% | 32% | 36% | 32% | 26% | 52% | 29% | 42% | 6% | - | 35% | 41% | 32% | 24% | 39% | 40% | 38% | 22% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | T* | T* | * |
| Summary | | | | | | | | | | | | | | | | | | | | | |
| Top2Box (Greatly/Somewhat impacted) | 117 | 62 | 55 | 28 | 51 | 38 | 18 | 13 | 6 | 51 | 24 | 5 | 4 | 14 | 17 | 63 | 18 | 6 | 14 | 36 | 61 |
| | 39% | 41% | 37% | 33% | 46% | 36% | 45% | 40% | 27% | 45% | 33% | 23% | 91% | 42% | 29% | 41% | 38% | 23% | 29% | 32% | 53% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | RS* |
| Low2Box (Not really/Not at all impacted) | 183 | 88 | 95 | 56 | 60 | 67 | 21 | 20 | 15 | 63 | 48 | 16 | * | 20 | 43 | 91 | 30 | 19 | 34 | 76 | 54 |
| | 61% | 59% | 63% | 67% | 54% | 64% | 55% | 60% | 73% | 55% | 67% | 77% | 9% | 58% | 71% | 59% | 62% | 77% | 71% | 68% | 47% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | T* | T* | * |

Table: 21

Q6_3. [Front office]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

- Column Proportions:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

/12/2013

Q2_4. [Audit/Financial]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

| | | Ge | ender | | Age | | | | Reg | gion | | | | | Education | | | | Inc | ome | |
|--|-------|------|--------|-------|-------|-----|-----|-----|-----|------|-----|-----|---------|-----|-------------------|-------------------|-----------|-----------------------|--------------------------------------|---------------------------------------|-------------------|
| | Total | Male | Female | 18-34 | 35-54 | 55+ | ВС | Alb | S/M | ONT | QC | Atl | Some HS | HS | Some Post- Sec | Univ/Post- Sec | Grad/Prof | Less than \$40,000 | \$40,000 to less than \$60.000 | \$60,000 to less than \$100.000 | Over \$100,000 |
| | | Α | В | С | D | E | F | G | Н | _ | J | K | L | M | N | 0 | P | Q | R | S | T |
| Base: All Respondents (unwtd) | 300 | 116 | 184 | 46 | 158 | 96 | 35 | 13 | 26 | 155 | 56 | 15 | 2 | 35 | 61 | 157 | 45 | 22 | 53 | 107 | 118 |
| Base: All Respondents (wtd) | 300 | 150 | 150 | 84 | 111 | 105 | 39 | 33 | 21 | 114 | 72 | 21 | 4 | 34 | 60 | 154 | 47 | 24 | 49 | 112 | 115 |
| Greatly impacted | 73 | 42 | 31 | 22 | 32 | 18 | 14 | 4 | 5 | 34 | 12 | 5 | - | 9 | 6 | 44 | 15 | 4 | 9 | 28 | 32 |
| | 24% | 28% | 20% | 27% | 29% | 17% | 35% | 11% | 22% | 30% | 16% | 24% | - | 25% | 10% | 28% | 31% | 17% | 18% | 25% | 28% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | N | ** | ** | * | * | * |
| Somewhat impacted | 88 | 40 | 48 | 25 | 35 | 28 | 10 | 11 | 6 | 35 | 19 | 6 | - | 10 | 19 | 47 | 12 | 7 | 10 | 27 | 43 |
| | 29% | 26% | 32% | 30% | 31% | 26% | 26% | 32% | 30% | 31% | 27% | 30% | - | 29% | 32% | 30% | 25% | 29% | 21% | 24% | 38% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Not really impacted | 54 | 29 | 26 | 16 | 14 | 25 | 4 | 10 | 2 | 18 | 13 | 8 | 4 | 5 | 14 | 20 | 12 | 6 | 13 | 17 | 18 |
| | 18% | 19% | 17% | 19% | 13% | 24% | 9% | 31% | 8% | 16% | 18% | 40% | 100% | 14% | 23% | 13% | 25% | 24% | 27% | 15% | 16% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Not at all impacted | 85 | 39 | 46 | 21 | 30 | 34 | 12 | 8 | 8 | 27 | 28 | 1 | - | 11 | 21 | 44 | 9 | 7 | 16 | 40 | 21 |
| | 28% | 26% | 30% | 25% | 27% | 33% | 30% | 26% | 40% | 24% | 39% | 6% | - | 31% | 35% | 29% | 20% | 30% | 33% | 36% | 18% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | T* | * |
| Summary | | | | | | | | | | | | | | | | | | | | | |
| Top2Box (Greatly/Somewhat impacted) | 161 | 82 | 79 | 47 | 67 | 46 | 24 | 14 | 11 | 69 | 31 | 11 | - | 19 | 25 | 90 | 26 | 11 | 19 | 55 | 75 |
| | 54% | 55% | 52% | 57% | 61% | 44% | 61% | 44% | 52% | 61% | 43% | 54% | - | 55% | 42% | 59% | 56% | 46% | 40% | 49% | 66% |
| | | * | | * | E | * | * | ** | ** | J | * | ** | ** | ** | * | | ** | ** | * | * | RS* |
| Low2Box (Not really/Not at all impacted) | 139 | 68 | 71 | 36 | 44 | 59 | 15 | 19 | 10 | 45 | 41 | 10 | 4 | 15 | 35 | 64 | 21 | 13 | 29 | 57 | 40 |
| | 46% | 45% | 48% | 43% | 39% | 56% | 39% | 56% | 48% | 39% | 57% | 46% | 100% | 45% | 58% | 41% | 44% | 54% | 60% | 51% | 34% |
| | | * | | * | | D* | * | ** | ** | | l* | ** | ** | ** | * | | ** | ** | T* | T* | * |

Q6_4. [Audit/Financial]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

Q2_5. [Human resources]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

| | | Ge | nder | | Age | | | | Reg | gion | | | | | Education | | | | Inco | ome | |
|--|-------|------|--------|-------|-------|-----|-----|-----|-----|------|-----|-----|---------|-----|-------------------|-------------------|-----------|-----------------------|--------------------------------------|---------------------------------------|-------------------|
| | Total | Male | Female | 18-34 | 35-54 | 55+ | ВС | Alb | S/M | ONT | QC | Atl | Some HS | HS | Some Post- Sec | Univ/Post- Sec | Grad/Prof | Less than \$40,000 | \$40,000 to less than \$60.000 | \$60,000 to less than \$100.000 | Over \$100,000 |
| | | Α | В | С | D | E | F | G | Н | - 1 | J | K | L | М | N | 0 | P | Q | R | S | T |
| Base: All Respondents (unwtd) | 300 | 116 | 184 | 46 | 158 | 96 | 35 | 13 | 26 | 155 | 56 | 15 | 2 | 35 | 61 | 157 | 45 | 22 | 53 | 107 | 118 |
| Base: All Respondents (wtd) | 300 | 150 | 150 | 84 | 111 | 105 | 39 | 33 | 21 | 114 | 72 | 21 | 4 | 34 | 60 | 154 | 47 | 24 | 49 | 112 | 115 |
| Greatly impacted | 13 | 7 | 5 | 2 | 7 | 4 | - | - | 2 | 5 | 6 | - | - | - | 2 | 9 | 1 | 1 | 3 | 5 | 4 |
| | 4% | 5% | 4% | 2% | 6% | 4% | - | - | 10% | 4% | 8% | - | - | | 4% | 6% | 2% | 5% | 6% | 4% | 3% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Somewhat impacted | 64 | 27 | 38 | 20 | 22 | 23 | 11 | 9 | 4 | 24 | 13 | 3 | - | 9 | 7 | 34 | 14 | 6 | 5 | 27 | 27 |
| | 21% | 18% | 25% | 24% | 19% | 22% | 28% | 28% | 20% | 21% | 18% | 17% | - | 26% | 12% | 22% | 30% | 24% | 10% | 24% | 23% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Not really impacted | 111 | 59 | 52 | 34 | 46 | 31 | 12 | 9 | 3 | 49 | 22 | 16 | * | 10 | 24 | 56 | 21 | 8 | 21 | 34 | 47 |
| | 37% | 39% | 35% | 40% | 42% | 30% | 30% | 27% | 15% | 43% | 31% | 78% | 9% | 29% | 40% | 36% | 45% | 34% | 44% | 31% | 41% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Not at all impacted | 112 | 57 | 55 | 28 | 36 | 47 | 16 | 15 | 11 | 37 | 31 | 1 | 4 | 15 | 26 | 55 | 11 | 9 | 20 | 46 | 37 |
| | 37% | 38% | 36% | 34% | 33% | 45% | 42% | 45% | 54% | 33% | 43% | 6% | 91% | 45% | 44% | 36% | 23% | 38% | 40% | 41% | 32% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Summary | | | | | | | | | | | | | | | | | | | | | |
| Top2Box (Greatly/Somewhat impacted) | 77 | 34 | 43 | 22 | 28 | 27 | 11 | 9 | 6 | 28 | 19 | 3 | - | 9 | 10 | 43 | 15 | 7 | 8 | 32 | 30 |
| | 26% | 23% | 29% | 26% | 26% | 25% | 28% | 28% | 30% | 25% | 26% | 17% | - | 26% | 16% | 28% | 32% | 28% | 16% | 29% | 26% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Low2Box (Not really/Not at all impacted) | 223 | 116 | 107 | 62 | 83 | 79 | 28 | 24 | 15 | 86 | 53 | 18 | 4 | 25 | 50 | 111 | 32 | 17 | 41 | 80 | 85 |
| | 74% | 77% | 71% | 74% | 74% | 75% | 72% | 72% | 70% | 75% | 74% | 83% | 100% | 74% | 84% | 72% | 68% | 72% | 84% | 71% | 74% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |

Table: 23

Q6_5. [Human resources]

How much will each of the following areas of your organization be impacted by changes in these regulatory frameworks/demands

- Column Proportions:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

3/12/2013

Q3. How prepared do you feel your organization is when it comes to being prepared to face these changes?

| | | Ge | nder | | Age | | | | Re | gion | | | | | Education | | | | Inc | ome | |
|--|-------|------|--------|-------|-------|-----|-----|-----|-----|------|-----|-----|---------|-----|-------------------|-------------------|-----------|-----------------------|--------------------------------------|---------------------------------------|-------------------|
| | Total | Male | Female | 18-34 | 35-54 | 55+ | вс | Alb | S/M | ONT | QC | Ati | Some HS | HS | Some Post- Sec | Univ/Post- Sec | Grad/Prof | Less than \$40,000 | \$40,000 to less than \$60,000 | \$60,000 to less than \$100,000 | Over \$100,000 |
| | | Α | В | С | D | E | F | G | Н | - 1 | J | K | L | М | N | 0 | Р | Q | R | S | T |
| Base: All Respondents (unwtd) | 300 | 116 | 184 | 46 | 158 | 96 | 35 | 13 | 26 | 155 | 56 | 15 | 2 | 35 | 61 | 157 | 45 | 22 | 53 | 107 | 118 |
| Base: All Respondents (wtd) | 300 | 150 | 150 | 84 | 111 | 105 | 39 | 33 | 21 | 114 | 72 | 21 | 4 | 34 | 60 | 154 | 47 | 24 | 49 | 112 | 115 |
| Very prepared | 83 | 50 | 33 | 19 | 30 | 34 | 8 | 6 | 5 | 34 | 22 | 8 | 4 | 8 | 16 | 39 | 16 | 4 | 14 | 25 | 40 |
| | 28% | 33% | 22% | 23% | 27% | 32% | 20% | 19% | 22% | 30% | 30% | 37% | 91% | 23% | 27% | 25% | 33% | 17% | 29% | 22% | 34% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Somewhat prepared | 135 | 63 | 72 | 32 | 54 | 50 | 23 | 18 | 6 | 53 | 26 | 8 | * | 14 | 31 | 72 | 18 | 14 | 19 | 55 | 47 |
| | 45% | 42% | 48% | 38% | 48% | 47% | 60% | 55% | 30% | 47% | 37% | 37% | 9% | 41% | 52% | 47% | 38% | 58% | 39% | 49% | 41% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Not very prepared | 44 | 17 | 27 | 22 | 12 | 10 | 4 | 2 | 6 | 13 | 16 | 3 | - | 8 | 7 | 22 | 7 | 3 | 8 | 19 | 14 |
| | 15% | 12% | 18% | 26% | 11% | 10% | 11% | 7% | 28% | 12% | 22% | 14% | - | 24% | 12% | 14% | 15% | 12% | 17% | 17% | 12% |
| | | * | | DE* | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Not at all prepared | 38 | 20 | 18 | 11 | 15 | 11 | 4 | 6 | 4 | 13 | 8 | 2 | - | 4 | 5 | 21 | 7 | 3 | 7 | 13 | 15 |
| | 13% | 13% | 12% | 13% | 14% | 10% | 9% | 19% | 20% | 11% | 12% | 12% | - | 12% | 8% | 14% | 15% | 13% | 15% | 11% | 13% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Summary | | | | | | | | | | | | | | | | | | | | | |
| Top2Box (Very/Somewhat prepared) | 218 | 113 | 105 | 51 | 84 | 84 | 31 | 25 | 11 | 88 | 48 | 16 | 4 | 22 | 48 | 111 | 33 | 18 | 33 | 80 | 86 |
| | 73% | 75% | 70% | 60% | 75% | 80% | 80% | 74% | 52% | 77% | 67% | 75% | 100% | 64% | 79% | 72% | 70% | 76% | 68% | 72% | 75% |
| | | * | | * | | C* | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Low2Box (Not very/Not at all prepared) | 82 | 37 | 45 | 33 | 27 | 21 | 8 | 8 | 10 | 26 | 24 | 5 | - | 12 | 12 | 43 | 14 | 6 | 16 | 32 | 29 |
| | 27% | 25% | 30% | 40% | 25% | 20% | 20% | 26% | 48% | 23% | 33% | 25% | - | 36% | 21% | 28% | 30% | 24% | 32% | 28% | 25% |
| | | * | | E* | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |

Table: 24

Q7. How prepared do you feel your organization is when it comes to being prepared to face these changes?

- Column Proportions: Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

3/12/2013

| | | | | | | y through the organi | |
|--|--|--|--|--|--|----------------------|--|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

| | | Gei | nder | | Age | | | | Re | gion | | | | | Education | | | | Inc | ome | |
|-------------------------------|-------|------|--------|-------|-------|-----|-----|-----|-----|------|-----|-----|---------|-----|-------------------|-------------------|-----------|-----------------------|--------------------------------------|---------------------------------------|-------------------|
| | Total | Male | Female | 18-34 | 35-54 | 55+ | вс | Alb | S/M | ONT | QC | Ati | Some HS | HS | Some Post- Sec | Univ/Post- Sec | Grad/Prof | Less than \$40,000 | \$40,000 to less than \$60,000 | \$60,000 to less than \$100,000 | Over \$100,000 |
| | | Α | В | С | D | E | F | G | н | 1 | J | K | L | M | N | 0 | P | Q | R | S | Т |
| Base: All Respondents (unwtd) | 300 | 116 | 184 | 46 | 158 | 96 | 35 | 13 | 26 | 155 | 56 | 15 | 2 | 35 | 61 | 157 | 45 | 22 | 53 | 107 | 118 |
| Base: All Respondents (wtd) | 300 | 150 | 150 | 84 | 111 | 105 | 39 | 33 | 21 | 114 | 72 | 21 | 4 | 34 | 60 | 154 | 47 | 24 | 49 | 112 | 115 |
| Yes | 195 | 109 | 86 | 44 | 75 | 76 | 31 | 29 | 13 | 77 | 35 | 10 | 4 | 22 | 44 | 89 | 36 | 11 | 30 | 68 | 86 |
| | 65% | 73% | 57% | 53% | 67% | 72% | 80% | 89% | 62% | 67% | 49% | 46% | 91% | 65% | 74% | 57% | 77% | 46% | 61% | 61% | 75% |
| | | B* | | * | | C* | J* | ** | ** | J | * | ** | ** | ** | * | | ** | ** | * | * | * |
| No | 34 | 21 | 14 | 9 | 15 | 11 | 2 | 1 | 1 | 14 | 14 | 2 | - | 2 | 4 | 26 | 3 | 4 | 4 | 12 | 15 |
| | 11% | 14% | 9% | 11% | 13% | 10% | 5% | 4% | 5% | 12% | 20% | 11% | - | 6% | 7% | 17% | 5% | 15% | 8% | 11% | 13% |
| | | * | | * | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | * | * | * |
| Don't know | 70 | 20 | 50 | 31 | 21 | 18 | 6 | 2 | 7 | 24 | 22 | 9 | * | 10 | 12 | 40 | 8 | 10 | 15 | 32 | 14 |
| | 23% | 14% | 33% | 37% | 19% | 17% | 15% | 7% | 32% | 21% | 31% | 43% | 9% | 29% | 19% | 26% | 18% | 39% | 31% | 28% | 12% |
| | | * | Α | DE* | | * | * | ** | ** | | * | ** | ** | ** | * | | ** | ** | T* | T* | * |

Table: 36

Q14. In your opinion, is the leadership of your organization capable of driving/effectively communicating risk management programs/strategy through the organization?

- Column Proportions:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:

Columns Tested (5%): A/B,C/D/E,F/G/H/I/J/K,L/M/N/O/P,Q/R/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

3/12/2013