

# How satisfied are INREV members?

January 2019

In today's changing market member satisfaction increases to record levels, but we never stop striving to improve our services and products and listening to our member needs.

## Industry knowledge

**95%** OF MEMBERS

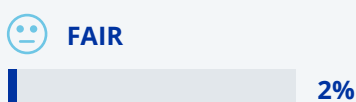
FEEL MEMBERSHIP GROWN THEIR INDUSTRY KNOWLEDGE

## Increased satisfaction



**99%**

OF MEMBERS RATE SERVICES AS GOOD OR BETTER



## Use INREV Guidelines

**96%** OF MEMBERS USE INREV GUIDELINES

### Most used tool



1. DUE DILIGENCE QUESTIONNAIRE (DDQ) **61%**
2. GLOBAL DEFINITIONS DATABASE (GDD) **47%**
3. STANDARD DATA DELIVERY SHEET (SDDS) **34%**

### Most used guideline module



1. NAV
2. REPORTING
3. PERFORMANCE MEASUREMENT



## Market Information

**98%**

FIND IT RELEVANT

### IRR Index highly rated

**83%** RATE AS GOOD OR BETTER



LAUNCHED IN 2018



## Research

**98%**

FIND IT RELEVANT

### Best rated reports

1. Investment Intentions Survey
2. Fund Manager Survey
3. Management Fees and Terms Study



## Public affairs

# 95%

FIND THIS SERVICE RELEVANT

↑ UP FROM 93% IN 2017

### Specifically:

1. Updates in INREV News
2. Monthly briefing calls
3. Training courses

## Training

# 100%

WOULD RECOMMEND AN INREV TRAINING COURSE



100% FOR THE SECOND YEAR IN A ROW



# 82%

ARE INTERESTED IN E-LEARNING



COMING UP IN 2019

### Improve awareness



INREV / HENLEY CERTIFICATE



## Events

# 91%

OF MEMBERS FEEL THERE IS AN EVENT TAILORED TO THEIR NEEDS



### Frequency right



## Communication

Top ways to receive information:



1. INREV NEWS



2. WEBSITE

### Improve awareness



UNLIMITED SIGN UP FOR EMPLOYEES



GLOBAL DEFINITIONS DATABASE

## Respondents



# 382



# 23

countries

REPRESENTS VIEW OF 31% OF OUR CORPORATE MEMBERS

These results feed into the INREV Business Plan 2019 - 2022.

See the full report at [inrev.org](http://inrev.org)