

How satisfied are INREV members?

January 2020

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.

These results feed into the INREV Business Plan 2020 - 2022. See the full report at [inrev.org](https://www.inrev.org)

High satisfaction



81%

OF MEMBERS RATE SERVICES AS EXCELLENT OR VERY GOOD

EXCELLENT

26%

VERY GOOD

55%

GOOD

17%

FAIR

1%



Market Information

99%

FIND IT RELEVANT

↑ UP FROM 98% IN 2019

Global Investor Index highly rated

71%

RATE AS GOOD OR BETTER

↑ UP FROM 58% IN 2019



Research

99%

FIND IT RELEVANT

Best rated reports

1. Investment Intentions Survey
2. Capital Raising Survey
3. Fund Manager Survey
4. Investor Universe Studies

Use INREV Guidelines



95%

OF MEMBERS USE INREV GUIDELINES

Most used tool



1. DUE DILIGENCE QUESTIONNAIRE (DDQ) 62%
2. STANDARD DATA DELIVERY SHEET (SDDS) 36%
3. GLOBAL DEFINITIONS DATABASE (GDD) 35%

Membership leads to growth

97%

FEEL MEMBERSHIP HAS GROWN THEIR KNOWLEDGE OF THE INDUSTRY



Public affairs

87%

FIND THIS SERVICE RELEVANT

Top regulations

1. AIFMD
2. Solvency II
3. MIFID

Training

99%

WOULD RECOMMEND AN INREV TRAINING COURSE



61%

ARE INTERESTED IN E-LEARNING



LAUNCHED IN 2019

Top reasons to attend a training



1. TOPIC



2. CITY



3. SPEAKERS

Communication

Top ways to receive information:



1. INREV NEWS



2. WEBSITE

Community platform in demand



BUILD AN INTERACTIVE ONLINE COMMUNITY



Events

86%

OF MEMBERS FEEL THERE IS AN EVENT TAILORED TO THEIR NEEDS



Frequency right



Just right



Sufficient



More focus on

1. ESG
2. Legal Counsel
3. Debt Funds

Respondents



396

↑ UP 10% FROM 2019



23
countries