

Industry Standard (e.g., Commercial Banking)	Disclosure Topic (e.g., Systemic Risk Management)	Accounting metric code (e.g., FN0102-02)	Line of disclosure, where relevant (e.g., .09)	Agenda item number (e.g. #4-10)(in Conclusion Document)	Proposal/Comment to Add measures	Reason
Commercial Banks	Transparent Information & Fair Advice for Customers				<p>Customer retention rate - Quantitative</p> <p>Earning loyalty in the banking industry with the cost of customer acquisition rising, retention is a priority for banking institutions. Providing effective, meaningful service is the key to retaining customers. But while companies often assume that customers want human interactions above all else, the research does not back it up. Ultimately, the most important factor is providing an effortless experience for customers.</p> <p>According to a recent article in CustomerThink, the costs of acquiring a banking customer are estimated to be around \$200 while the typical customer generates only \$150 in revenue each year. That means the relationship does not become profitable for the bank until well into the second year. Unfortunately, the annual churn rates on new customers hover in the 20-25 percent range during the first year, with half not making it past the first 90 days after opening their accounts.</p> <p>The Commercial Bank is a major industry in financial sector, which is why we will devote some particular attention to it. It is an industry where, if a customer is lost, it can be a big financial loss to the company. Also, it can be quite hard to gain them back (as opposed to the FMCG (Fast Moving consumer goods) industry where a consumer can be less loyal to a brand and purchases are often based on cost and discounts). Hence we suggest that Customer retention rate should be included for Commercial Banks and Consumer Finance. This gives holistic view on companies' performance and would help investors in decision making.</p>	
Consumer Finance	Transparent Information & Fair Advice for Customers				<p>Customer retention rate - Quantitative</p> <p>Earning loyalty in the banking industry with the cost of customer acquisition rising, retention is a priority for banking institutions. Providing effective, meaningful service is the key to retaining customers. But while companies often assume that customers want human interactions above all else, the research does not back it up. Ultimately, the most important factor is providing an effortless experience for customers.</p> <p>According to a recent article in CustomerThink, the costs of acquiring a banking customer are estimated to be around \$200 while the typical customer generates only \$150 in revenue each year. That means the relationship does not become profitable for the bank until well into the second year. Unfortunately, the annual churn rates on new customers hover in the 20-25 percent range during the first year, with half not making it past the first 90 days after opening their accounts.</p> <p>The Commercial Bank is a major industry in financial sector, which is why we will devote some particular attention to it. It is an industry where, if a customer is lost, it can be a big financial loss to the company. Also, it can be quite hard to gain them back (as opposed to the FMCG (Fast Moving consumer goods) industry where a consumer can be less loyal to a brand and purchases are often based on cost and discounts). Hence we suggest that Customer retention rate should be included for Commercial Banks and Consumer Finance. This gives holistic view on companies' performance and would help investors in decision making.</p>	

Insurance	Data Security			<p>Number of data security breaches and, percentage involving customers' personally identifiable information (PII), number of customers affected-Quantitative</p> <p>Insurance industry watchers are predicting that the information breaches that have rocked the sector in recent years will only increase in the months and years to come. According to these analysts, hackers are increasingly targeting insurance companies with the aim of stealing customer information that they can use for insurance fraud. Interestingly, hackers have identified the insurance industry as one which handles extremely sensitive information that has yet to put in place few measures to effectively safeguard itself and its customers from cyber-attacks. For hackers, the best companies to attack are those with the most consumer data, and insurance companies fit the bill. It is an uphill task for any insurance company to consistently and successfully protect its customers from hackers who only need to be lucky once. In an environment where the ransom ware attacks have increased exponentially, no insurance company would want to find its information breached and its customers' medical and credit information stolen.</p> <p>Cyber crime is big business; it is now the second most reported crime globally according to PwC. When it comes to stealing data, some verticals are more desirable to cyber criminals than others, and a financial service – with its host of confidential customer information – tops that list. Getting cyber security right is integral to longevity. Just one big breach could have a detrimental impact on reputation and with the increasing amount of wide-scale data breaches occurring, consumers are more aware than ever of the amount of sensitive data these institutions hold. Hence with such high stakes, financial services firms need to get data security right.</p>	
Commercial Banks	Waste Management			<p>Discussion and Analysis- e-waste management</p> <p>The global e-Waste management market is expected to grow to \$49.4bn by 2020. It is one of the fastest growing waste streams with the reduced life span of electrical, electronic and consumer electronic devices. Research shows that the generation of e-Waste is the highest in the IT sector followed by the Banking, Financial Services, and Insurance (BFSI) sector. Improper disposal of electronic devices has an adverse effect on the environment and subsequently, there are now various regulations that are being enforced upon organizations for suitable recycling of electronic assets. Organizations are now required to reduce their power consumption from server equipment and they therefore need to replace their existing infrastructure. The growth of e-Waste is therefore supplemented by the growing need for upgrading to and adopting new technologies.</p> <p>Our research on companies reporting such information show that most of the companies in universe are already including topic on e-waste management. Hence it would serve companies sustainability criteria, cost-effectiveness and would help investors in decision making.</p>	

Investment Banking & Brokerage	Waste Management			<p>Discussion and Analysis- e-waste management</p> <p>The global e-Waste management market is expected to grow to \$49.4bn by 2020. It is one of the fastest growing waste streams with the reduced life span of electrical, electronic and consumer electronic devices. Research shows that the generation of e-Waste is the highest in the IT sector followed by the Banking, Financial Services, and Insurance (BFSI) sector. Improper disposal of electronic devices has an adverse effect on the environment and subsequently, there are now various regulations that are being enforced upon organizations for suitable recycling of electronic assets. Organizations are now required to reduce their power consumption from server equipment and they therefore need to replace their existing infrastructure. The growth of e-Waste is therefore supplemented by the growing need for upgrading to and adopting new technologies.</p> <p>Our research on companies reporting such information show that most of the companies in universe are already including topic on e-waste management. Hence it would serve companies sustainability criteria, cost-effectiveness and would help investors in decision making.</p>	
Asset Management & Custody Activities	Waste Management			<p>Discussion and Analysis- e-waste management</p> <p>The global e-Waste management market is expected to grow to \$49.4bn by 2020. It is one of the fastest growing waste streams with the reduced life span of electrical, electronic and consumer electronic devices. Research shows that the generation of e-Waste is the highest in the IT sector followed by the Banking, Financial Services, and Insurance (BFSI) sector. Improper disposal of electronic devices has an adverse effect on the environment and subsequently, there are now various regulations that are being enforced upon organizations for suitable recycling of electronic assets. Organizations are now required to reduce their power consumption from server equipment and they therefore need to replace their existing infrastructure. The growth of e-Waste is therefore supplemented by the growing need for upgrading to and adopting new technologies.</p> <p>Our research on companies reporting such information show that most of the companies in universe are already including topic on e-waste management. Hence it would serve companies sustainability criteria, cost-effectiveness and would help investors in decision making.</p>	
Mortgage Finance	Waste Management			<p>Discussion and Analysis- e-waste management</p> <p>The global e-Waste management market is expected to grow to \$49.4bn by 2020. It is one of the fastest growing waste streams with the reduced life span of electrical, electronic and consumer electronic devices. Research shows that the generation of e-Waste is the highest in the IT sector followed by the Banking, Financial Services, and Insurance (BFSI) sector. Improper disposal of electronic devices has an adverse effect on the environment and subsequently, there are now various regulations that are being enforced upon organizations for suitable recycling of electronic assets. Organizations are now required to reduce their power consumption from server equipment and they therefore need to replace their existing infrastructure. The growth of e-Waste is therefore supplemented by the growing need for upgrading to and adopting new technologies.</p> <p>Our research on companies reporting such information show that most of the companies in universe are already including topic on e-waste management. Hence it would serve companies sustainability criteria, cost-effectiveness and would help investors in decision making.</p>	

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