

MEMO# 11063

June 21, 1999

MUTUAL FUND COMPLEX INTERNET WEBSITE SURVEY

[11063] June 21, 1999 TO: OPERATIONS COMMITTEE No. 23-99 TRANSFER AGENT
ADVISORY COMMITTEE No. 38-99 RE: MUTUAL FUND COMPLEX INTERNET WEBSITE SURVEY

The Transfer Agent Advisory Committee recently established a task force to obtain industry feedback regarding trends and developments with respect to mutual fund complex internet websites. The attached survey questionnaire was created to gather specific information regarding mutual fund websites including site features, email capabilities, electronic document delivery, online forms and transaction capabilities, investor education, retirement planning, year-end tax information and website security issues. We are requesting that both Operations Committee and Transfer Agent Advisory Committee members please complete the attached Mutual Fund Complex Internet Website Survey, in order to obtain responses from a broad cross-section of the industry. Survey responses should be returned directly to the Institute and individual complex data will remain confidential. Institute staff will tabulate responses received and aggregate survey results will be reported only to those mutual fund complexes that choose to participate in the survey. We respectfully request that Operations Committee and Transfer Agent Advisory Committee members at the same complex coordinate and return only one survey response for their respective organization. Survey responses should be returned to the Institute no later than July 16, 1999 to the attention of: Jamie Kodey, Administrative Assistant - Operations Department Investment Company Institute 1401 H Street, NW - Suite 1100 Washington, DC 20005 If you have any questions regarding the completion of the survey or it's contents, please contact either Kathy Joaquin (202-326-5930 or kjoaquin@ici.org) or Cynthia Jones (617-772-3930 or cjones@lib.com). Your participation in this important project is greatly appreciated. Cynthia Jones Kathleen C. Joaquin Chairman Director - Transfer Agency Transfer Agent Advisory Committee & International Operations Attachment