

MEMO# 14436

February 7, 2002

2002 MUTUAL FUND COMPLEX INTERNET WEBSITE SURVEY

[14436] February 7, 2002 TO: OPERATIONS COMMITTEE No. 1-02 TRANSFER AGENT ADVISORY COMMITTEE No. 11-02 RE: 2002 MUTUAL FUND COMPLEX INTERNET WEBSITE SURVEY The Transfer Agent Advisory Committee established a task force last year to review and update the 1999 Mutual Fund Complex Internet Website survey. The attached survey questionnaire was created to gather specific information regarding current trends and developments in mutual fund websites including site features, personalization and customization, e-mail capabilities, electronic document delivery, online transaction capabilities, retirement and state tuition plans, online forms and calculators, investor education, year-end tax information and website security issues. We are requesting that both Operations Committee and Transfer Agent Advisory Committee members complete the 2002 Mutual Fund Complex Internet Website survey in order to obtain responses from a broad cross-section of the industry. This is a web-only survey. Survey participants may access and complete the survey on a specially designated address on the Institute's website. We respectfully request that Operations Committee and Transfer Agent Advisory Committee members at the same complex coordinate and complete only one online survey response for their respective organization. Your firm's designated survey contact may register to complete the survey at <http://surveys.ici.org/websurvey>. Survey participants are asked to submit their completed web survey forms to the Institute no later than March 8, 2002. As with all Institute surveys, data collected from each individual firm will remain confidential and only aggregate survey results will be reported to Committee members. If you have any questions regarding the survey, please direct your inquiries to the following Institute staff: • Registration Issues – Misty Phillips at mphillip@ici.org or 202-326-5852; • Technical Issues (regarding web entry of the survey) – Lee Butler at lbutler@ici.org or 202-326-5931; • Survey Content Issues – Kathy Joaquin at kjoaquin@ici.org or 202-326-5930. We encourage all Operations Committee and Transfer Agent Advisory Committee members to complete the Internet Website Survey. The aggregate survey results will be shared with the Committees and reviewed and discussed at future Committee meetings. 2 Thank you for your attention and participation in this important project. Kathleen C. Joaquin Director - Transfer Agency & International Operations Attachment Attachment (in .pdf format)