

DETAILED SURVEY RESULTS: BCSFA 2023 SECTOR INSIGHTS SURVEY

The following graphs indicate responses from each of BCFSA's regulated segments, as compared to overall survey results, for key questions included in the 2023 Sector Insights Survey.

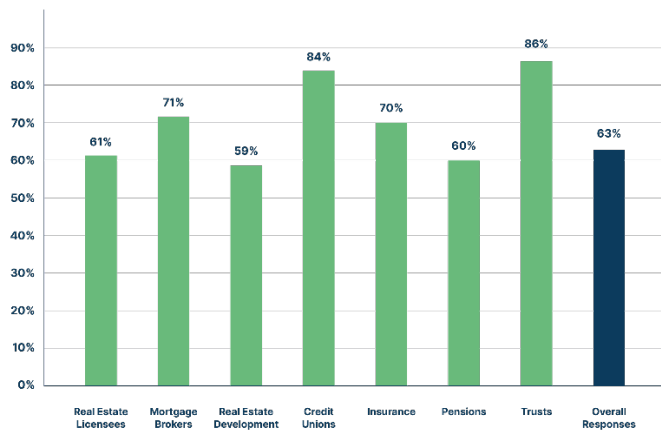
All BCFSA regulated entities and individuals were invited to complete the survey, which was open from January to February, 2023. A total of 2,589 responses were collected. The survey objectives were to measure perceptions of BCFSA as a regulator, communications and engagement, as well as real estate and mortgage broker education.

The survey was conducted and all results analyzed on behalf of BCFSA by a third-party consulting firm.

Clarity on BCFSA's mandate

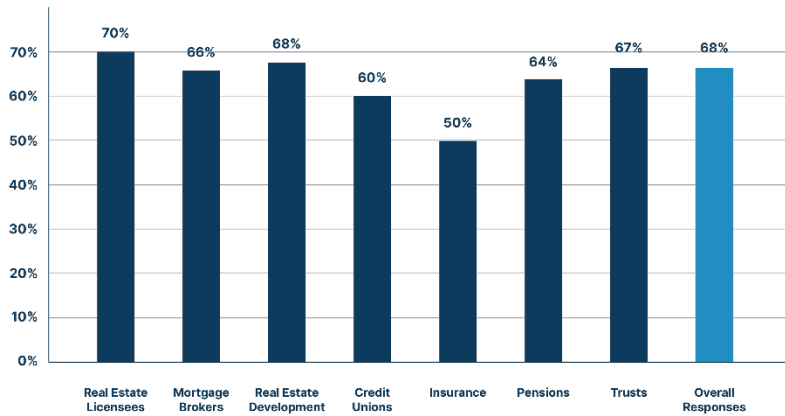
Overall, 63% of survey respondents expressed familiarity with the roles and responsibilities of BCFSA as the provincial financial services regulator.

**Understanding of BCFSA's
Roles and Responsibilities: Response by Segment**



Overall, 68% of survey respondents acknowledged a positive difference in the way BCFSA engages and communicates with them since organizational changes in 2019 and 2021.

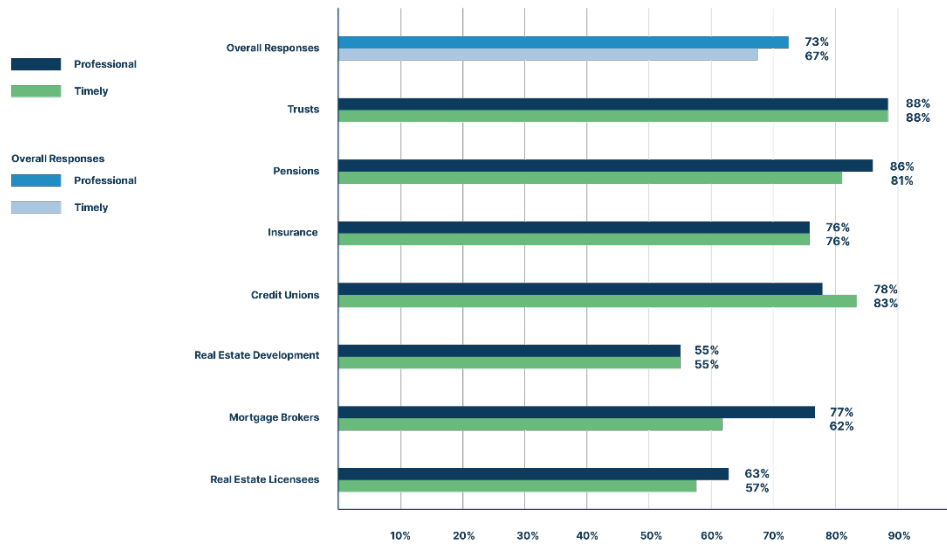
See Positive Change in Engagement and Communication: Response by Segment



Positive perspectives on BCFSA communications and interactions with BCFSA Team Members

Overall, 73% of survey respondents rated their interactions with BCFSA Team Members as professional and 67% rated them as timely.

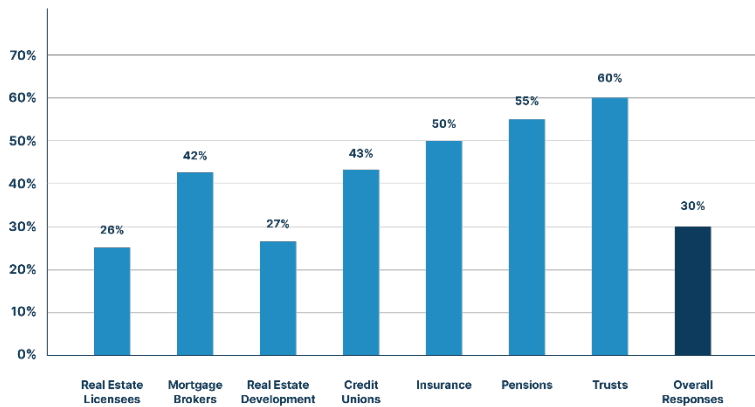
Professionalism of BCFSA Team Members: Response by Segment



Increase opportunities for meaningful feedback and engagement

Overall, 30% of respondents agreed that BCFSA is "collaborative" and "innovative in its approach."

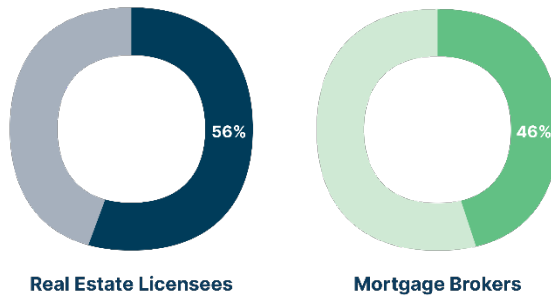
**Perceptions of BCFSA as Collaborative:
Response by Segment**



Education is top-of-mind for real estate and mortgage professionals

More than half of the respondents agreed that the course(s) they had taken prepared them to provide competent and professional services and kept their knowledge and skills up to date.

**Agree that BCFSA Courses Contribute to Competent
and Professional Services: Response by Segment**



More information

See [BCFSA Releases Findings from 2023 Sector Insights Survey](#) to learn more.

For questions related to the Sector Insights Survey, please contact BCFSA's Stakeholder Engagement team at engage@bcfsa.ca.