The following questions were received by the Financial Sector Conduct Authority (FSCA) on bid FSCA2022/23-T014. Although no references were made to the relevant paragraphs in the TOR, the responses are as follows:

NO.	QUESTION	***RESPONSE***
1.	Does the FSCA have a comprehensive database of all the various stakeholder segments, and if so, how many for each of the following FSP's as this is to be the **first** part of a Baseline Study: • Banks, Building Societies and Credit Unions • Claims Management Companies • Consumer Credit companies • Other Payment Institutions • Financial Advisers • Fintech businesses • Investment Consultants • Insurance Companies • Loans/Lenders of house loans or others • Wealth Managers in financial institutions	*The FSCA does not have a comprehensive database of all the various stakeholders. Please visit the FSCA website for a list of regulated entities across the sectors with contacts, and links to their own websites with updated contact details.* *The "Useful Links" tab on the website also helpful in that regard.*
2.	The bid document requires identifying the various stakeholder segments of the FSCA including **Second Part** consumers of financial products and services (the public); **Third Part** other regulatory and supervisory bodies across the financial sector (NCR, Prudential Authority, Credit Ombuds, Banking Association of South Africa, etc.); **Fourth Part** strategic partners (e.g. financial literacy or consumer education specialists, regulatory experts, the national and provincial DET; media; service providers, etc.). **Are**	*The segments mentioned in paragraph 26.1.3 of the bid document are provided to bidders as a guide and only in relation to stakeholder groups. Bidders are welcome to identify other stakeholder groups over and above the provided examples.*

NO.	QUESTION	*RESPONSE*
	we correct in assuming that there are four parts to the research?	
3.	Do we have access of all previous surveys involving Consumers, Stakeholders and Small Businesses that you have undertaken?	*Yes. All previous surveys undertaken by the FSCA are available and accessible to the public on the FSCA websites www.fsca.co.za and https://www.fscamymoney.co.za/Pages/Resources/FSCA-Research.aspx*
4.	Is there a link between FSCA and Finmark, and if so is there access to the reports?	*There is no link between Finmark and the FSCA. Enquiries in relation to their reports can be made directly to them.*
5.	Proposing the most appropriate research methods for the survey, including the customization of best practice methodologies to accommodate all the various stakeholder segments under the jurisdiction of the FSCA for approval by the FSCA. Have you done any surveys in the past that relate to "best practice" and if so, what did you measure this against?	*Any previous surveys undertaken by the FSCA and the results are available and accessible to the public on the FSCA websites www.fsca.co.za and https://www.fscamymoney.co.za/Pages/Resources/FSCA-Research.aspx*
6.	Is TCF still conducted and monitored?	*Yes.*
7.	Establishing a baseline of perceptions according to the segments of stakeholders: Do you have defined segments and do these change over time?	*The question is not clear as there is no reference made to the relevant paragraph in the TOR.* *However, the segments mentioned in paragraph 26.1.3 of the bid document are provided to bidders as a guide in relation to*

NO.	QUESTION	***RESPONSE***
		stakeholders. Bidders are welcome to identify other stakeholder groups over and above the provided examples.
8.	Household Surveys will form part of the Baseline survey to be undertaken every two years: Have you done any baseline surveys in the past so that questions can be measured over time and new questions added? This survey will require 10,000 respondents if it is to be representative of the population.	*The question is not clear as there is no reference made to the relevant paragraph in the TOR. The bid document does not specify "household surveys every two years". However any previous surveys can be found on the FSCA websites www.fsca.co.za and https://www.fscamymoney.co.za/Pages/Resources/FSCA-Research.aspx*
9.	Do you require a section for training the consumers as part of the survey?	*The question is not clear as there is no reference made to the relevant paragraph in the TOR. The FSCA does not require a section for training consumers as part of the survey.*