

Clearstream

Liquidity Hub News – Triparty surveys 2013

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By Pascal Morosini, Global Head of GSF Sales and Relationship Management, Clearstream

Human touch

The Global Investor Magazine noted that one of the main reasons Clearstream was so well rated was that “respondents were especially enamoured with the firm’s client coverage”.

Indeed, although we are first and foremost a market infrastructure, we like to emphasise the personal side of our business by meeting customers firsthand and by giving them full support across time zones in many languages.

In addition to our regular international and domestic customer service around the globe, our committed GSF teams in Luxembourg, Frankfurt, Singapore, New York and London are there to help you manage your exposures anytime.

We understand your business needs and will go out of our way to provide you with comprehensive, personal and individual support.

Clearstream’s Global Liquidity Hub top rated in key triparty surveys

Top rankings in two prestigious industry surveys show that Clearstream is on the right track with the development of its Global Liquidity Hub.

Worldwide success

Clearstream has once again been top-rated for its triparty collateral management services in Europe in the Global Custodian Triparty Securities Survey 2013. This is the 13th consecutive year that Clearstream has been awarded this position by our customers, who judged us to be the “most innovative collateral manager”.

And our European customers were not the only ones to be pleased; Clearstream also received a top rating in the Global category and was commended in the Asia-Pacific region.

We were also delighted to be judged as the joint overall winner of the Global Investor/ISF triparty survey. While we shared the honours with JP Morgan, Clearstream was rated more highly than its competitors in the service categories that customers considered most important.

Access to counterparties, implementation of collateral sets or schedules and the ability to create bespoke schedules were amongst the categories customers were most concerned about and where Clearstream did best.

Valuable feedback

Both the Global Custodian Triparty Securities Survey and the Global Investor/IFS Triparty Survey are key performance indicators for us as they are based solely on customer feedback.

Clearstream once again received more responses than any of our competitors which we see as a demonstration of our open and collaborative relationship with customers.

Our services are based on cutting-edge technology but customer relationships have always been at the heart of what we do.

We would like to take this opportunity to thank all customers who took part for taking the time to do so.

As you know, we are continually working to enhance and expand our Global Liquidity Hub services and so your feedback is always of the utmost interest to us. We will be pleased to take all your comments on board.

For more information about GSF services, please contact the [Sales and Relationship Team](#) or call one of our offices:

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