

## SURVEY IN THE EU FINANCIAL SERVICES SECTOR

### QUESTIONNAIRE

#### *1. Monthly questions*

**Q1**      **How has your business situation developed over the past 3 months?  
It has ...**

- + improved
- = remained unchanged
- deteriorated

**Q2**      **How has demand for your company's services changed over the past 3 months?  
It has ...**

- + increased
- = remained unchanged
- decreased

**Q3**      **How do you expect the demand for your company's services to change over the  
next 3 months? It will ...**

- + increase
- = remain unchanged
- decrease

**Q4**      **How has your firm's total employment changed over the past 3 months?  
It has ...**

- + increased
- = remained unchanged
- decreased

**Q5**      **How do you expect your firm's total employment to change over the next 3  
months? It will ...**

- + increase
- = remain unchanged
- decrease

## *2. Quarterly questions*

**Q10** How has your operating income developed in the last three months, compared to the preceding three months? It has...

- + increased
- = remained unchanged
- decreased

**Q20** How do you expect your operating income to develop in the next three months compared to the preceding three months? It will...

- + increase
- = remain unchanged
- decrease

**Q30** How have your operating expenses developed in the last three months, compared to the preceding three months? They have...

- + increase
- = remain unchanged
- decrease

**Q40** How do you expect your operating expenses to develop in the next three months, compared to the preceding three months? They will...

- + increase
- = remain unchanged
- decrease

**Q50** How has the profitability of your company developed in the last three months, compared to the preceding three months? It has...

- + increase
- = remain unchanged
- decrease

**Q60** How do you expect the profitability of your company to develop in the next quarter, compared to the previous quarter? It will...

- + improve
- = remain unchanged
- deteriorate

**Q70** How has your capital expenditure developed in the last 3 months, compared to the preceding 3 months? They have...

- + increase
- = remain unchanged
- decrease

**Q80** How do you expect your capital expenditure to develop in the next 3 months, compared to the preceding 3 months? They will...

- + increase
- = remain unchanged
- decrease

**How has the competitive position of your company developed over the past 3 months? It has...**

- |            |                      |  |
|------------|----------------------|--|
| <b>Q90</b> | Total                | + improved / = remained unchanged / - deteriorated |
| <b>Q91</b> | In your country      | + improved / = remained unchanged / - deteriorated |
| <b>Q92</b> | Within the euro area | + improved / = remained unchanged / - deteriorated |
| <b>Q93</b> | Within the EU        | + improved / = remained unchanged / - deteriorated |
| <b>Q94</b> | Outside the EU       | + improved / = remained unchanged / - deteriorated |

**How do you expect the competitive position of your company to develop over the next 3 months? It will...**

- |             |                      |  |
|-------------|----------------------|--|
| <b>Q100</b> | Total                | + increase / = remain unchanged / - decrease |
| <b>Q101</b> | In your country      | + increase / = remain unchanged / - decrease |
| <b>Q102</b> | Within the euro area | + increase / = remain unchanged / - decrease |
| <b>Q103</b> | Within the EU        | + increase / = remain unchanged / - decrease |
| <b>Q104</b> | outside the EU       | + increase / = remain unchanged / - decrease |