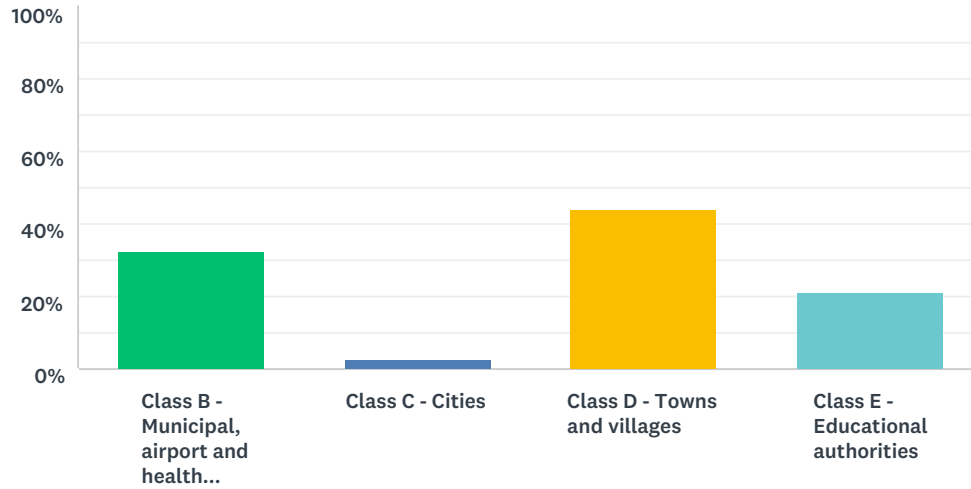


Q1 Please indicate your shareholder class.

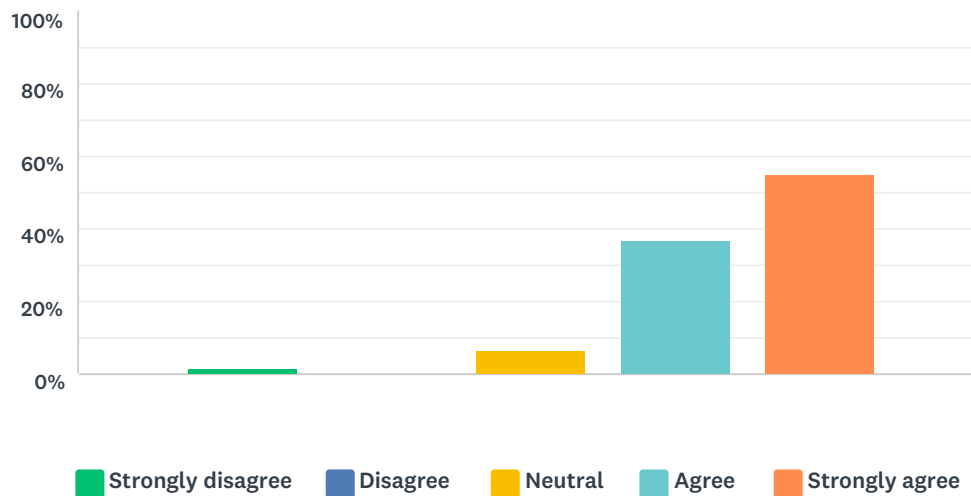
Answered: 86 Skipped: 1



ANSWER CHOICES	RESPONSES	
Class B - Municipal, airport and health authorities	32.56%	28
Class C - Cities	2.33%	2
Class D - Towns and villages	44.19%	38
Class E - Educational authorities	20.93%	18
TOTAL		86

Q2 I am satisfied with the service of ACFA staff when submitting new loan applications.

Answered: 86 Skipped: 1



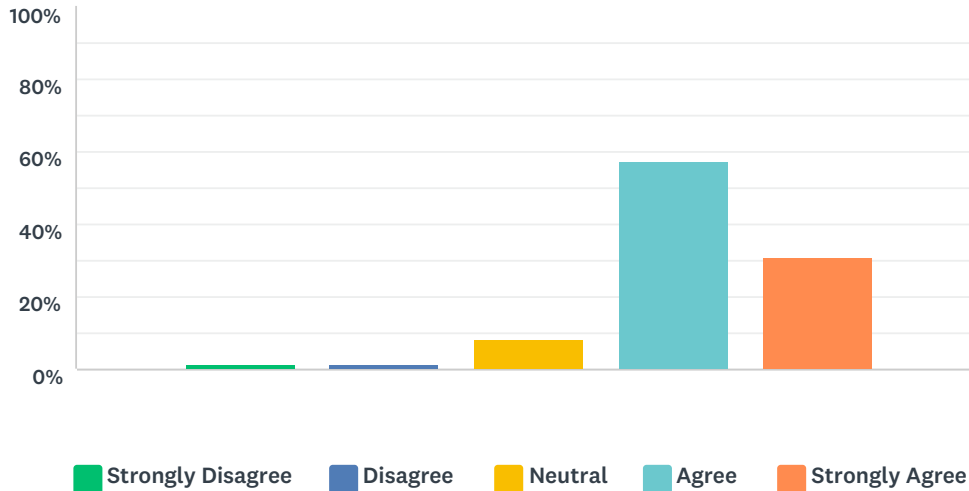
STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
1.61%	0.00%	6.45%	37.10%	54.84%	62	4.44
1	0	4	23	34		

BASIC STATISTICS

Minimum 1.00	Maximum 6.00	Median 5.00	Mean 4.87	Standard Deviation 0.95
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Q3 I am satisfied with the loan types and terms offered by ACFA.

Answered: 86 Skipped: 1



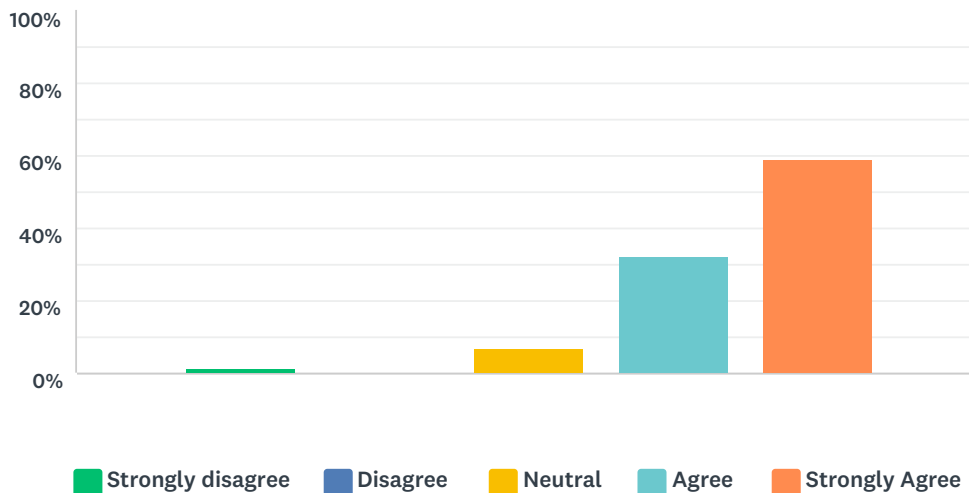
STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
1.41%	1.41%	8.45%	57.75%	30.99%	71	4.15
1	1	6	41	22		

BASIC STATISTICS

Minimum 1.00	Maximum 6.00	Median 4.00	Mean 4.48	Standard Deviation 0.97
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Q4 Courteous and professional service and advice is provided by ACFA staff.

Answered: 86 Skipped: 1



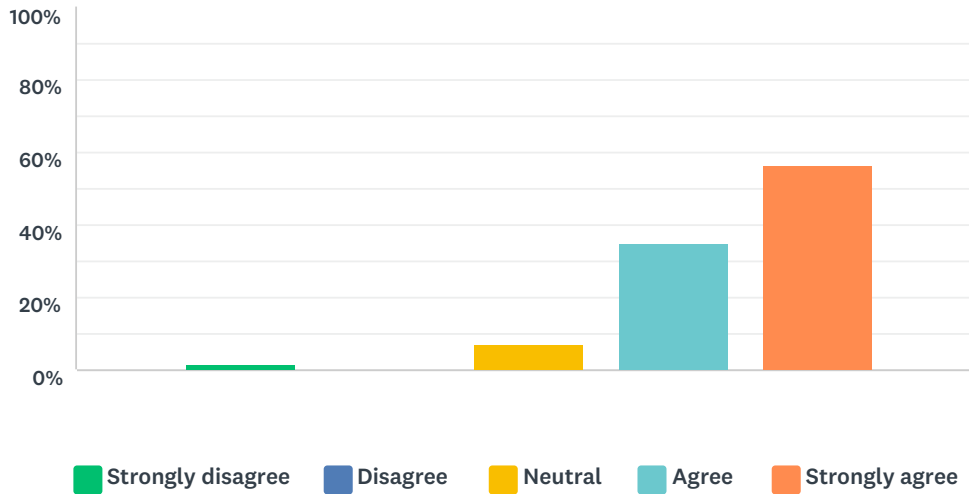
Alberta Capital Finance Authority - 2018 Client Satisfaction Survey

STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
1.41%	0.00%	7.04%	32.39%	59.15%	71	4.48
1	0	5	23	42		

BASIC STATISTICS					
Minimum	Maximum	Median	Mean	Standard Deviation	
1.00	6.00	5.00	4.74	0.89	

Q5 ACFA staff respond to inquiries in a timely manner.

Answered: 85 Skipped: 2



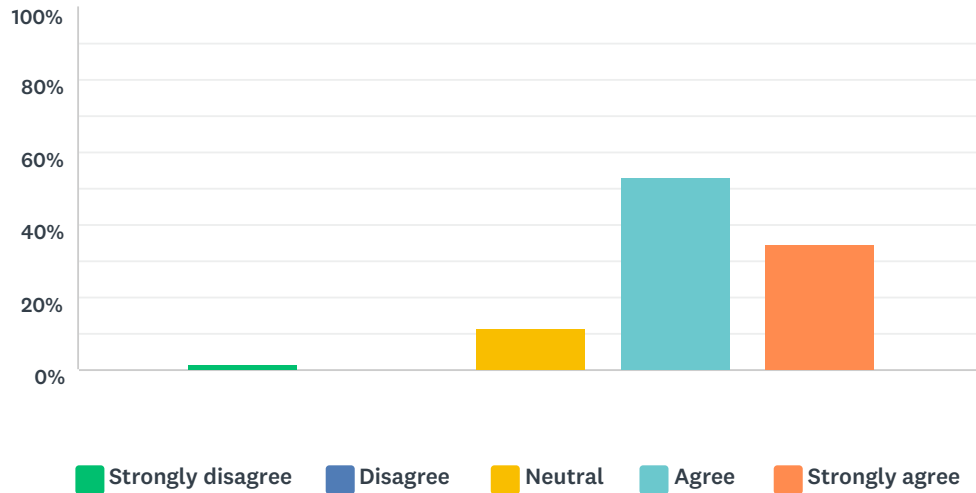
STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
1.45%	0.00%	7.25%	34.78%	56.52%	69	4.45
1	0	5	24	39		

BASIC STATISTICS					
Minimum	Maximum	Median	Mean	Standard Deviation	
1.00	6.00	5.00	4.74	0.91	

Q6 The process for applying for a loan is clear and concise.

Answered: 86 Skipped: 1

Alberta Capital Finance Authority - 2018 Client Satisfaction Survey



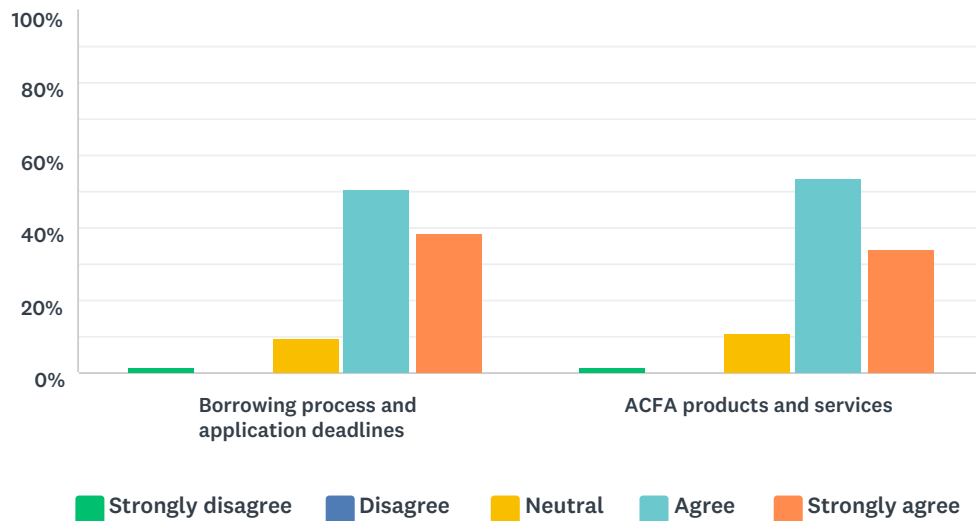
STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
1.43%	0.00%	11.43%	52.86%	34.29%	70	4.19
1	0	8	37	24		

BASIC STATISTICS

Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	4.00	4.52	0.97

Q7 I am satisfied with communication received and/or available on the ACFA website regarding:

Answered: 86 Skipped: 1



	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Borrowing process and application deadlines	1.37%	0.00%	9.59%	50.68%	38.36%	73	4.25
	1	0	7	37	28		
ACFA products and services	1.37%	0.00%	10.96%	53.42%	34.25%	73	4.19
	1	0	8	39	25		

Alberta Capital Finance Authority - 2018 Client Satisfaction Survey

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Borrowing process and application deadlines	1.00	6.00	4.00	4.51	0.92
ACFA products and services	1.00	6.00	4.00	4.47	0.94

Q8 Please use the comment box below to provide your feedback to ACFA regarding any of our products and/or services.

Answered: 24 Skipped: 63

#	RESPONSES	DATE
1	The most important aspect that ACFA provides is competitive borrowing rates. The products are sufficient to help fund municipal assets.	11/21/2018 4:14 PM
2	The MD of Greenview has currently has a loan, but it started back in 2007 and we have had no need for further funds since.	11/21/2018 1:29 PM
3	Sherri is always great to deal with. Timely responses to emails and requests.	11/21/2018 1:00 PM
4	I would like to see ACFA go to market more than quarterly.	11/21/2018 12:58 PM
5	I haven't had to use ACFA but am sure they are doing an outstanding job	11/21/2018 12:50 PM
6	We have had no dealings with ACFA in the 20 years I have been employed with the municipality	11/21/2018 12:17 PM
7	We haven't used these services.	11/21/2018 12:16 PM
8	Should be more flexible terms on the longer term borrowings with respect to payouts.	11/13/2018 8:32 AM
9	Staff have always been very helpful and professional to work with, keep up the good work.	11/13/2018 7:22 AM
10	Keep up the good work.	11/10/2018 9:33 AM
11	Sherri does an amazing job of looking after any questions and difficulties we encounter when borrowing.	11/8/2018 11:10 AM
12	Sorry I am a very new CAO and have not yet delved into this process but I have heard good things :) Have a Great Day!!	11/8/2018 9:34 AM
13	as a school board we haven't had the need to enter into new debentures at this time.	11/7/2018 8:14 PM
14	staff provide information we need and are very quick to respond.	11/7/2018 4:03 PM
15	Great	11/7/2018 2:35 PM
16	While the municipality does have a current borrowing from the ACFA during my tenure as CAO I have not had any reason to have contact with the ACFA staff.	11/7/2018 2:34 PM
17	Please investigate into providing construction loans	11/7/2018 1:08 PM
18	No activity	11/7/2018 12:57 PM
19	N/A	11/7/2018 12:56 PM
20	We appreciate the excellent service and turn around	11/7/2018 12:45 PM
21	Haven't applied for loans in a number of years	11/7/2018 12:33 PM
22	We have only started to look at borrowing and have not yet needed to call in. Processes and information is readily available and very helpful. Once I have had the opportunity to work through the process, I would be able to provide more feedback.	11/7/2018 12:16 PM
23	We've considered using, so I've looked at the website but haven't engaged anyone directly.	11/7/2018 12:07 PM
24	ACFA is great!	11/2/2018 11:35 AM