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## Key points on eSurvey

### 1. The SNB's online reporting system

eSurvey is the Swiss National Bank's online reporting system via which reporting institutions submit their data to the SNB.

#### 1.1. Data security

With eSurvey, data is transmitted via a secure channel (https). SSL encryption ensures that the recipient is the SNB and that submissions cannot be intercepted by third parties. Institutions do not need to carry out the installation and periodic updating of email encryption certificates themselves.

#### 1.2. Access protection

Access to an eSurvey account is secured using two-factor authentication.<sup>1</sup> This enables users to reset their passwords electronically at any time, wherever they are.

In contrast to a simple login procedure with a user ID and password, two-factor authentication uses two independent communication channels for logging in. eSurvey uses an mTan procedure for this. Users are required to provide a mobile telephone number, to which an SMS is sent during the login process. The SNB uses this mobile number exclusively for the purpose of two-factor authentication, and does not pass it on to third parties. This ensures that privacy is guaranteed at all times, even when personal mobile phone numbers are used.

#### 1.3. Functionality

eSurvey provides a range of functions to support users in submitting their statistical data:

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<sup>1</sup> This is only possible for personal accounts, and not for non-personal group or team accounts.

### **Overview of submissions due**

eSurvey provides users with an overview of submissions that are due and the corresponding deadlines.

### **Upload and download**

For each survey due, eSurvey users can download the current version of the corresponding survey forms from the SNB website, thus providing them with an easy and secure means of uploading xls, xlsx and xml files.

Similarly, supplementary remarks on submissions can also be transmitted as files in eSurvey.

### **Status of submitted reports**

eSurvey provides users with an overview of the status of submitted reports.

### **User administration**

The user administration function allows companies to manage access to eSurvey themselves by creating their own users and managing the responsibilities for the submission of individual surveys.

Companies must use the user administration function if they wish to use eSurvey for transmitting banking statistics data.

### **Viewing contact details**

eSurvey users can view their contact details and responsibilities in the system, and are responsible for ensuring that these are correct and kept up-to-date.

## **2. User administration**

A company may create as many data providers and information providers as necessary using the user administration function. For this, it must first specify two administrators, who can create and manage users as required. Data providers are granted access to the SNB's online reporting system by being allocated responsibility for a given survey. Information providers do not have access to eSurvey.

### **2.1. Administrators**

eSurvey administrators ensure controlled access to the online reporting system for the reporting institution. To this end, they can create, manage and delete users.

Administrators can view all of the company's reporting obligations and can obtain at any time an overview of the deadlines for reports due for submission.

Administrators specify the persons responsible for a given survey (e.g. as data providers or information providers) and in doing so also determine who has access to the SNB's online reporting system, and the surveys for which these people can view the reports due and provide data or information.

A company will only be able to meet its reporting obligations via eSurvey if the responsibilities for data providers have been properly allocated.

The administrators are specified by the reporting institution's executive management.

**To create, change or delete administrator accounts, the eSurvey administrator application form should be completed** and sent to [dataexchange@snb.ch](mailto:dataexchange@snb.ch) (cf. Section 3, Additional information).

The SNB is responsible for setting up administrator accounts. To prevent any misuse of eSurvey, the SNB will inform executive management of the registered administrators responsible for managing access to eSurvey for the company in question. Notification of any changes in respect of the administrators is to be sent immediately to [dataexchange@snb.ch](mailto:dataexchange@snb.ch).

Administrators should wherever possible have a workplace address in Switzerland or in the Principality of Liechtenstein.

The contact information of administrators is managed by the SNB alone.

## **2.2. Users without administrator rights**

Users without administrator rights can view and submit due reports for the surveys for which they are authorised data providers.

The SNB sends the initial login details to new users by post.

Accounts for people outside a reporting institution will be set up by the SNB only upon application by the administrators.

## **3. Additional information**

[www.snb.ch](http://www.snb.ch), *Statistics, Surveys, Information on Reporting*

**eSurvey administrator application form:**

[www.snb.ch](http://www.snb.ch), *Statistics, Surveys, Transmission of data files, Submission via eSurvey*