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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 institutions submit statistical data as well as documents in connection with the SNB COVID-19 refinancing facility (CRF) to the SNB.

### 2. Security

#### 2.1. SSL encryption

With eSurvey, data is transmitted via a secure channel (https). SSL encryption ensures that the recipient is the SNB and that submissions cannot be viewed by third parties.

#### 2.2. Two-factor authentication

Access to a personal eSurvey account is secured via two-factor authentication using an mTAN process. This also enables account holders to reset a forgotten password themselves at any time.

An email address and a mobile phone number must be provided for this two-factor authentication. Unless the information provided on login has already been provided to the SNB for other purposes, the SNB will use your mobile phone number exclusively for the mTAN process. It will not be used for queries or for any other purposes, and will also not be passed on to third parties. The number will also not be visible to other persons in the same institution (e.g. administrators). This ensures that privacy is protected at all times, even if personal mobile phone numbers are used.

## **3. Account types**

### **3.1. Executive management account**

When companies which are required to report data for the first time start to use the user administration function they are given an 'executive management account'. The same applies when companies switch over to using this function. Executive management thus receives the initial access details to eSurvey from the SNB and uses these to set up the administrator accounts. They then pass the initial access details on to the administrators. The executive management account is temporary. As soon as the administrators have been set up, the executive management account is deleted.

### **3.2. Administration account**

eSurvey administrators of reporting institutions are appointed by the executive management of the institution in question, and should wherever possible have a workplace address in Switzerland or the Principality of Liechtenstein.

The administrators control access to eSurvey for their institution. To this end, they can create and manage users (standard accounts), and also manage the responsibilities allocated to users.

Changes to administration accounts are made by the SNB. To prevent any misuse of eSurvey, executive management will be informed in writing of changes to the administration accounts. Notification of any changes to administrator contact details is to be sent immediately to [esurvey.support@snb.ch](mailto:esurvey.support@snb.ch).

### **3.3. Standard account**

Users are set up with standard accounts by those individuals with administrator rights. They can use the functions for the CRF mailbox and/or for the surveys allocated to them.

Specifically this means they can submit reports for the relevant surveys or send and receive messages in connection with the CRF.

The eSurvey administrators send the initial access details to new users.

## **4. eSurvey functions**

eSurvey includes functions for submitting statistical reports and a CRF mailbox via which documents in connection with the CRF can be uploaded or received. Administrators can set up, change and delete contacts, apply for eSurvey accounts, and manage responsibilities.

### **4.1. Functions for submitting statistical reports**

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

### **‘Reports due and forms’**

eSurvey provides users with an overview of the reports pending and the corresponding deadlines for the surveys for which they are authorised data providers. The corresponding Excel survey documents can also be downloaded here.

### **‘Submit reports’**

Valid reports can be uploaded as xls, xlsx or xml files using this function.

### **‘Submitted reports’**

This shows a list of the reports already submitted by users via eSurvey together with their processing status.

### **‘Comments & documents’**

Supplementary comments on reports and other documents in connection with statistical reports can be sent using this function.

## **4.2. Document exchange in connection with the CRF**

Documents in connection with the CRF are exchanged via the CRF mailbox, which is subdivided by topic. The relevant topic can be entered when uploading a file. The SNB can also post messages to the mailbox.

This function is currently only available for forms regarding the submission of collateral and the drawing of the loan, as well as for sample data in connection with the CRF.

Further information on the CRF can be found [here](#).

## **4.3. ‘My profile’**

A person’s profile contains an overview of their own contact details and responsibilities, as well as the contact details of the administrators responsible. The password and email address for the two-factor authentication can also be changed here.

## **4.4. Functions for executive management**

### **‘Create administrator accounts’**

Here executive management registers two new contacts who are to administer access to eSurvey. The temporary account for executive management will be deleted at a later date.

### **‘List of contacts’**

The list of contacts shows an overview of all the contacts set up by executive management. Contacts can be created, changed and deleted, and administrator rights can be applied for.

## 4.5. Functions for administrators

### ‘User administration’

The user administration function allows administrators to manage access to eSurvey by creating contacts and eSurvey accounts themselves and managing the responsibilities for the submission of individual surveys or for the use of mailboxes.

### ‘List of contacts’

The list of contacts shows an overview of all the contact persons managed by the administrators. New contacts can be created, changed or deleted, eSurvey accounts applied for, and responsibilities for surveys and CRF mailboxes allocated and/or changed.

A contact can have a survey allocated to them as a data provider and/or information provider. A contact can also have a CRF mailbox allocated to them, making them the mailbox manager. Data providers and mailbox managers are given a standard account and receive the initial access details from their administrators.

Information providers do not need an account for eSurvey. However, they will be contacted if there are any questions regarding the content of the survey.

Administrators can assign responsibilities to themselves.

### Important

A company will only be able to meet its obligations to provide information via eSurvey and submit reports if the responsibilities for data providers have been properly allocated.

### ‘List of responsibilities’

Administrators can see here all of the surveys for which their company is required to provide information, and which contact person has been allocated as data provider/information provider for which survey. They can also see the mailboxes and the users responsible for them.

## 5. Additional information

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

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