

TOP STOCKBROKERS 2019



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Editorial and research: Heidi Dietzsch



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WHAT?

Launched in 2010, the Top Stockbrokers survey is now the industry's premier research exercise. It has three components: a major client survey in which 7,406 respondents participated this year; a mystery shopping exercise; and a survey of stockbroking firms. The research informs various consulting projects undertaken with banks and other firms and is widely credited for having caused an evolution in the standards of retail stockbroking in SA.

WHEN?

The fieldwork was conducted between July and August 2019. The results were published in FM Investors Monthly on 26 September 2019.

HOW?

Intellidex, which conducts a range of research across financial and capital markets in South Africa, designed two comprehensive questionnaires, one for stockbrokers and another for their clients.

WHY?

A comprehensive survey provides important insight into the competitiveness of South Africa's stockbrokers. The survey is designed as a guide for potential clients to establish which institution will serve their individual needs the best. It also generates substantial statistical analysis of clients' opinions that can be useful to stockbrokers that want to improve their products and services.

WHO IS INTELLIDEX?

Intellidex is a leading research house focused on South Africa's capital markets and financial services. We also undertake major research projects into stockbroking, institutional research analysts, wealth management, banking, black economic empowerment, tax-free savings and other areas. You can find out more at www.intellidex.co.za

WANT TO KNOW MORE?

The research process gathers substantial insight and information from stockbrokers' clients. This includes demographic information and rankings from clients on their

specific institutions on various aspects of products, services and costs, among others.

We can provide detailed reports for stockbrokers, with benchmarking against industry averages.

If you are interested in such a detailed report, please contact Heidi Dietzsch, email heidi@intellidex.co.za, telephone 010 072 0472.

GET READY FOR 2020

We will be undertaking the project again in the second half of 2020. Stay in touch with us through social media so you don't miss this and other information about research we undertake.



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INTRODUCTION

The Top Stockbrokers survey has established itself as SA's leading assessment of the industry. This year's survey marks the 10th anniversary of this rigorous review of stockbroking services in SA. The results stem from a questionnaire completed by stockbrokers and a mystery shopping exercise, as well as feedback from their clients via an extensive online questionnaire. This year 7,406 clients participated in the client survey. Such a large pool entrenches the credibility of the survey findings. We consider the sample size to be a meaningful reflection of the views of the universe of clients of South African stockbrokers.

This publication is a summary of the main findings from the 2019 survey. It provides some insights from the client research survey, as well as an overview of the overall winners. The winners are chosen by a panel of judges which this year included:

Stuart Theobald, PhD, CFA (chairperson)
Phibion Makuwerere, CFA (lead analyst)
Colin Anthony (Intellidex general manager)
Heidi Dietzsch (market research manager)

This report is published for participating stockbrokers and its content is focused on their interests. Please see the September 2019 issue of FM Investors Monthly for the full, detailed survey report of the findings.

OVERALL WINNERS

1. SA's Top Stockbroker

Institution	Rank	Out of 30 (Weighted)
Rand Swiss	1	27,14
Standard Bank Online Share Trading/Stockbroking	2	26,82
PSG Wealth	3	25,20
Sharenet	4	24,95
FNB Stockbroking & Portfolio Management	5	24,71
EasyEquities	6	24,68
Absa Stockbrokers & Portfolio Management	7	24,63
GT247/GT Private Broking	8	24,31
Unum Capital	9	24,26
Afrifocus Securities	10	22,41

Rand Swiss is the Top Stockbroker of the Year. Close attention to detail, well-rounded offerings to all client segments, many new developments and strong ratings from clients helped secure it the top position. Standard OST/Stockbroking is a consistently strong performer in this survey and takes second spot while PSG Wealth has shot up from seventh last year to secure third place.

2. Top Advice-Based Broker

Institution	Rank	Out of 10 (Weighted)
Rand Swiss	1	9,28
Afrifocus Securities	2	9,15
PSG Wealth	3	9,04
FNB Stockbroking & Portfolio Management	4	8,74
Unum Capital	5	8,69

The winner, Rand Swiss, and runner-up, Afrifocus (last year's winner of this award) delivered stellar performances. Both offer what is expected from excellent advice brokers – personal and dedicated service, comprehensive research and a specialised focus on clients with traditional and sophisticated investment needs. PSG Wealth was also very competitive in this category.

3. Top Online Broker

Institution	Rank	Out of 10 (Weighted)
GT247.com	1	9,19
EasyEquities	2	9,115
Rand Swiss	3	9,112
IG	4	9,08
PSG Wealth	5	8,90

GT247.com edges out sister company EasyEquities and Rand Swiss for the Top Online Broker award. GT does a great deal to attract clients who trade actively. Clients have access to the MT5 trading platform, an algorithmic trading solution and products such as CFDs, local and international indices, currency pairs, commodities and cryptocurrencies. It is one of the most affordable online brokers.

4. People's Choice Award

Institution	Rank	Percentage
Rand Swiss	1	94,3%
Afrifocus Securities	2	91,8%
EasyEquities	3	91,2%
IG	4	90,5%
GT247/GT Private Broking	5	90,5%
Sharenet	6	90,2%
PSG Wealth	7	87,8%
Investec Wealth & Investment	8	86,9%
FNB Stockbroking & Portfolio Management	9	86,4%
Momentum Securities	10	86,4%

Exceptional client ratings propelled Rand Swiss to the winner's podium for the People's Choice award. The firm certainly keeps its clients satisfied. Almost 60% believe its service has improved over the past year and say that they are extremely likely to recommend it to acquaintances. Clients praise the firm for its knowledge and accessibility.

Afrifocus' over performance in the Top Stockbrokers survey has been improving dramatically over the past few years and this year, high rankings from its clients catapulted it into second place from seventh last year.

5. Top CFD Provider

Institution	Rank	Out of 15 (Weighted)
FNB Stockbroking & Portfolio Management	1	11,49
GT247.com	2	11,19
Standard OST/Stockbroking	3	10,91
IG	4	10,84
Sharenet	5	10,67

FNB Stockbroking & Portfolio Management is the top-ranked CFD provider for 2019 with GT247.com second and Standard OST/Stockbroking third. The top five firms in this category all perform exceptionally well but FNB takes top spot with resoundingly stronger scores from clients. FNB says it has noticed renewed interest from clients in CFDs and has upgraded its CFD offering, beefing up educational content.

6. Top Tax-Free Savings Account Provider

Institution	Rank	Out of 20 (Weighted)
EasyEquities	1	17,27
Avior Wealth Services	2	17,25
Rand Swiss	3	16,26
Afrifocus Securities	4	15,86
Sharenet	5	15,65

EasyEquities once again wins this award. This firm makes an exceptional effort to instil a culture of saving in young people. Its excellent tax-free savings product is just one of many offerings that make investing attractive to young people, and client ratings are consistently high – more than 70% expressed great satisfaction towards the firm's tax-free savings product.

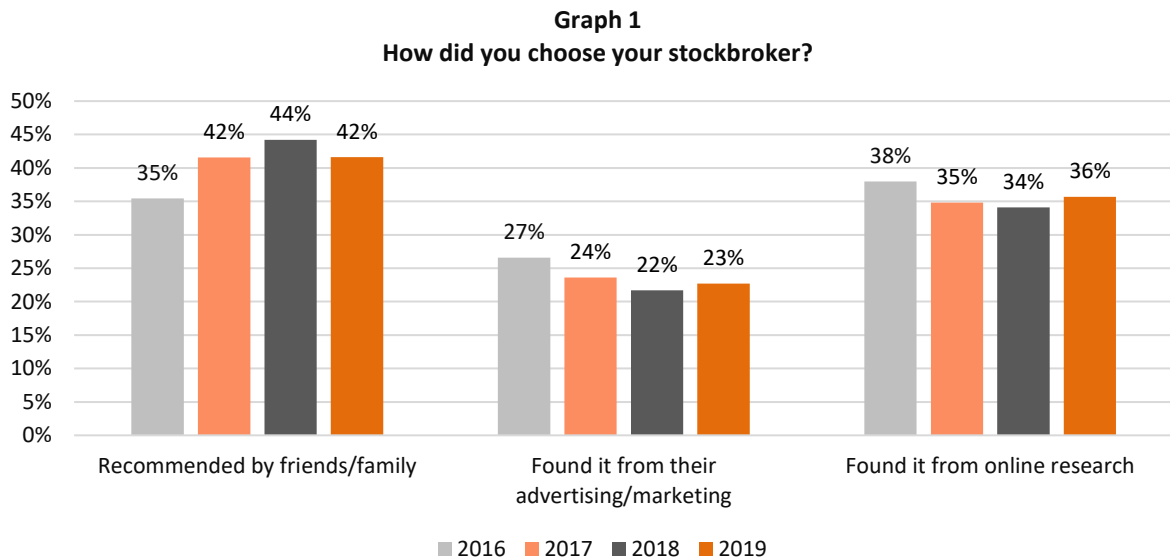
7. Most Improved Stockbroker

Institution	Rank	Out of 5 (Weighted)
EasyEquities	1	3.81
GT247/GT Private Broking	2	3.79
IG	3	3.76
Rand Swiss	4	3.52
FNB Stockbroking & Portfolio Management	5	3.29

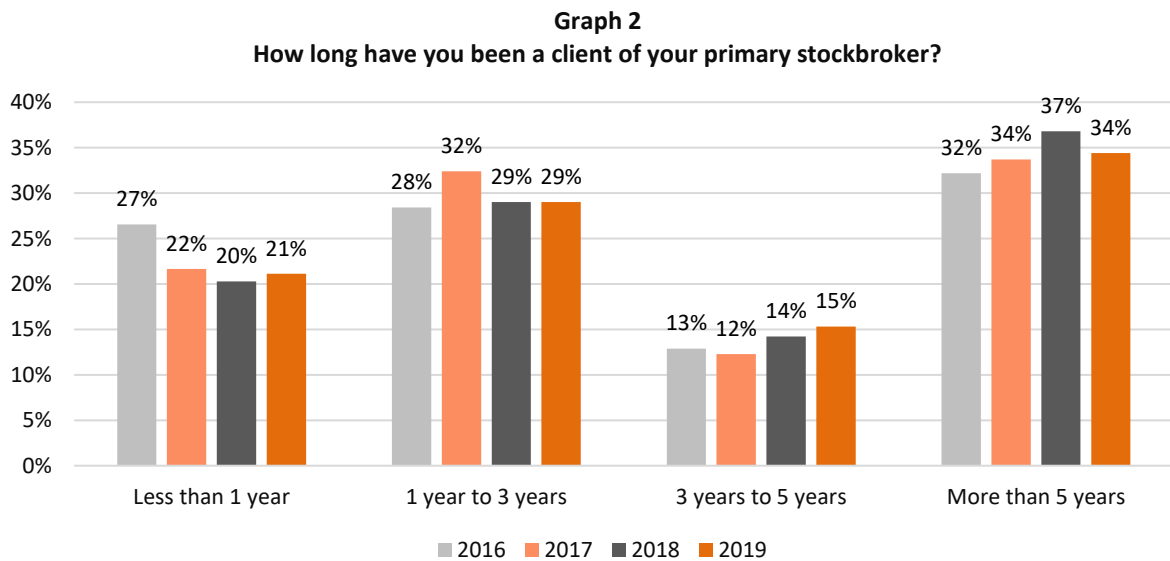
Introduced last year, this award has proven difficult to judge because just about every firm that participates in this survey constantly works hard to improve its offerings and client experience. As with most firms, EasyEquities' list of additional offerings is too long to mention but it secures the award ahead of GT247 and IG South Africa thanks to strong client rankings.

GENERAL MARKET DYNAMICS

In this section we provide insight into general market dynamics. We are able to provide a wide range of analysis, comparing the scores of individual firms to the market aggregate across a wide range of categories. Please contact us if you are interested in our in-depth analysis for your firm. The survey changes year on year, therefore some questions do not have historical data.

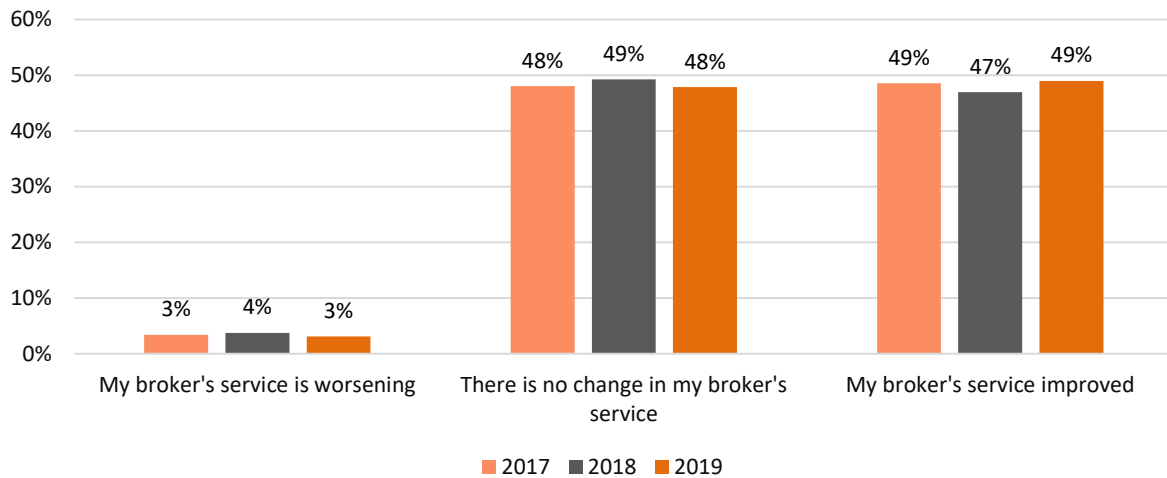


As in 2018, more than 40% of clients choose a stockbroker that was recommended by friends or family – an indication of how influential word-of-mouth can be. Recommendation is also a good indicator of client satisfaction.



Stockbrokers are retaining clients well but are also gaining new ones at a healthy rate – 34% have been with their stockbrokers for more than five years and 21% for less than a year.

Graph 3
How would you describe your stockbroker's services over the last year?

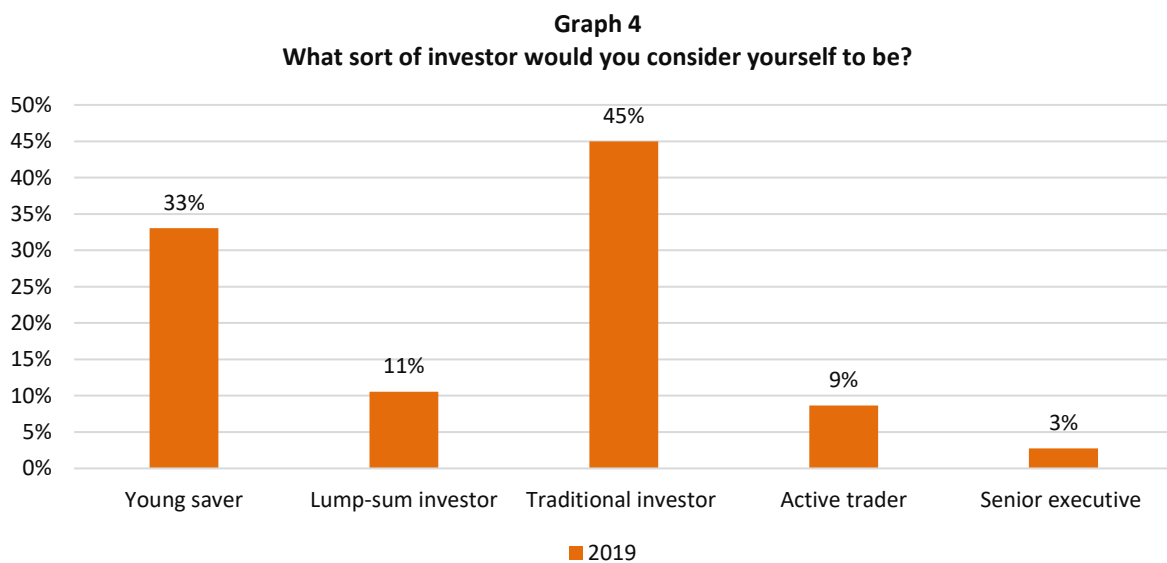


Almost half of clients believe that their stockbroker’s service has improved. To stay relevant, most firms strive to implement various enhancements every year and Intellidex was impressed by the number of innovations and new offerings across the market.

We asked clients why they gave their specific responses to the above question. Some of their responses (negative ones in red) were:

- *“Their investment ideas have improved. The investment portal is getting better.”*
- *“There has been an improvement in the financial advice and the knowledge of investment options or products.”*
- *“My stockbroker is great and improving all the time. They provide lots of extra stuff like education, training, seminars, etc.”*
- *“More essentials are now provided. My stockbroker has become more accessible and provides all the bells and whistles.”*
- *“Additional features have been added. Investment research and increased investment opportunities are now provided.”*
- *“The online platform provides superb quality and usability and has remained stable since I began using it.”*
- *“They are constantly looking at ways to improve the online stockbroking experience.”*
- *“They continue to update their platform with new features. The time in which they respond and resolve queries is improving and has always been timely. The platform is very user-friendly and the service when calling in is friendly and helpful. They continue to treat me and my requests professionally and often go the extra mile.”*

- *“Amateurs have built their new website. There is no app that I am aware of. It is 2019 and they do not offer a stop-loss option. Have they tested their website on any iOS devices to see how silly it is?”*
- *“The website keeps changing which makes it incompatible with my tablet. Also, there are more frequent down times.”*
- *“Service still the same, yet cost is escalating.”*
- *“It seems like nothing has changed since I joined them 10 years ago. Meanwhile other brokers have improved. Call centre is very bad.”*
- *“I am still unable to invest offshore.”*
- *“They have changed their website and now nothing works. Emails are ignored.”*
- *“I feel like they are more reactive to market changes rather than proactive.”*
- *“No educational training. Fees keep increasing.”*



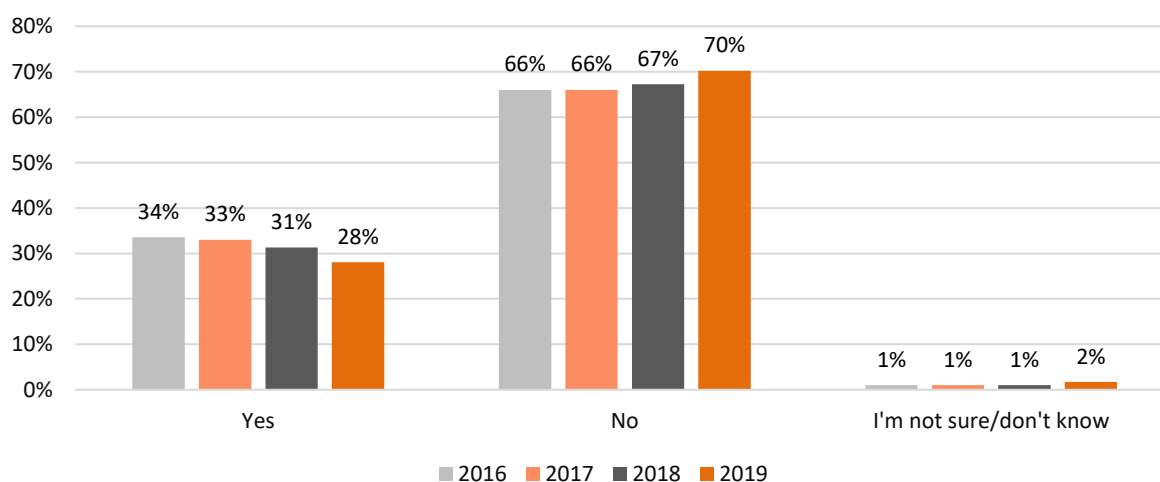
The majority of stockbroking clients identify as traditional investors followed by young savers. The large percentage of young savers is a positive industry trend and many brokers are actively trying to attract these investors. These measures include the omission of minimum trading or investment amounts, offering affordable products such as tax-free savings accounts, accessible and user-friendly trading platforms and free education.

Table 1

How important were the following factors when you chose your current stockbroker?	2016	2017	2018	2019
Website security	4,73	4,76	4,78	4,76
Website speed and uptime	4,55	4,55	4,55	4,55
Quality and usability of online trading platform	4,40	4,46	4,40	4,42
Low monthly fees and transaction costs	4,17	4,31	4,23	4,27
Live share prices and market depth	4,25	4,19	4,19	4,22
Quality of research	4,05	4,11	4,17	4,17
Watchlists and alerts	3,92	3,92	3,93	3,98
Charting and technical analysis tools	3,88	3,88	3,90	3,97
Availability of international trading capabilities	3,57	3,81	3,82	3,92
Market news and commentary	3,79	3,83	3,88	3,91
Quality and usability of mobile/tablet trading	3,69	3,77	3,77	3,81
Stop-loss orders	3,68	3,66	3,67	3,78
Live SENS feed	3,67	3,64	3,65	3,70
Education/training events and webinars	3,22	3,33	3,31	3,44
Ability to provide general financial advice and wealth planning	3,26	3,24	3,37	3,42
Availability of ESG/sustainability/responsible investment vehicles	-	-	-	3,35
Availability of CFDs, currency futures and other derivatives	3,16	3,13	3,09	3,28
Personal service from individual brokers	3,01	2,84	2,91	2,92

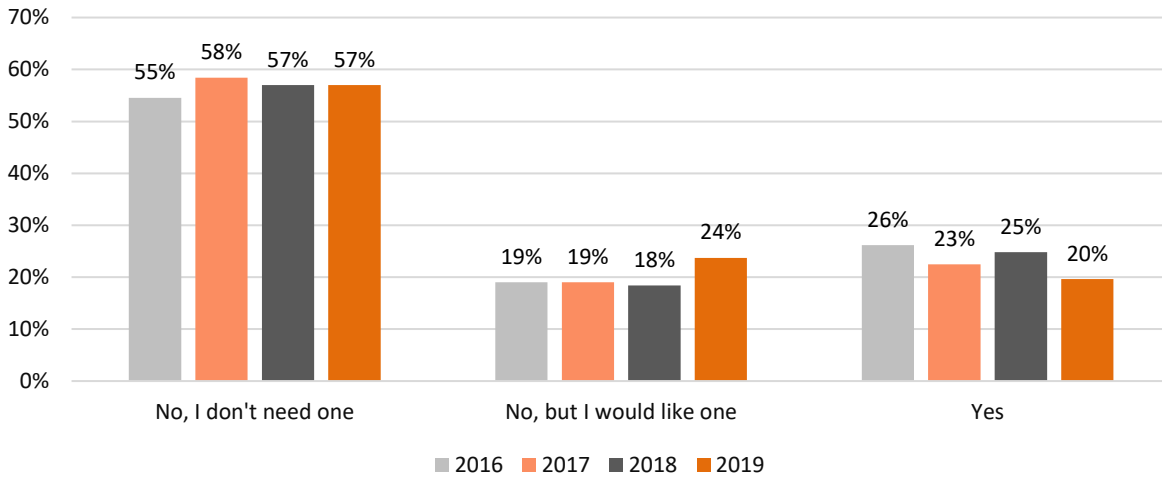
As in previous years, website security followed by website speed and uptime are the most important factors that clients consider when choosing their stockbroker. Low fees are also important, but personal service from individual stockbrokers is the least important factor, which is an indication that clients are comfortable trading by themselves. A new factor included in 2019 – availability of ESG, sustainability and responsible investment vehicles – is also of low importance to clients. However, this factor might become increasingly important in future.

Graph 5
Have you ever met with a representative from your stockbroker in person?



The trend here over the years of fewer clients having had personal contact with a broker seems to be contradictory to efforts by brokers of improving personal relationships.

Graph 6
Do you have a dedicated broker assisting you with your trading?



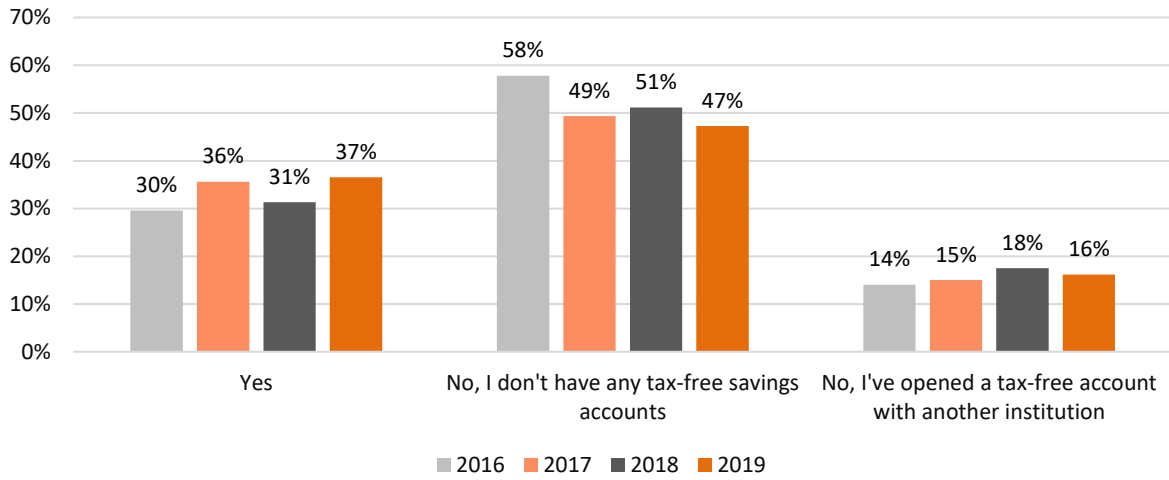
In the same vein as the previous graph, the percentage of clients who indicate that they have a dedicated stockbroker who assists them with trading has decreased.

Table 2:

Please rate the quality of service you receive from your broker on the following factors:	2017	2018	2019
Service when you opened the account	4,37	4,38	4,42
Service with administration queries	4,31	4,32	4,36
Service with IT queries	4,25	4,25	4,28
Service when information on the system must be changed	4,23	4,23	4,26
Service to help you understand the trading platform and functionality	4,25	4,23	4,25
Service explaining corporate actions and the decisions you have to make	4,14	4,14	4,19
Service for backdated statements	4,11	4,10	4,15
Service with tax reports and audit information	4,05	4,07	4,12
Service when trading misdeals happen	4,02	4,03	4,07
Service in your language of choice	3,94	3,95	4,00
Overall satisfaction with service	3,93	3,91	3,96

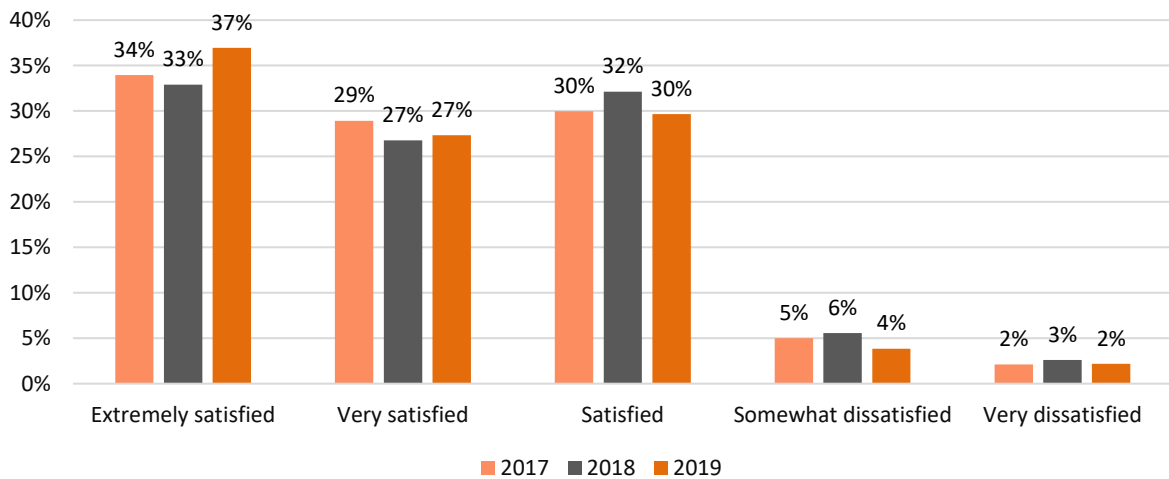
Services are generally highly rated by clients, especially the service when opening their accounts, as well as the service related to administration queries. Overall satisfaction with service is rated the lowest, although this factor's ratings saw a slight increase since 2018.

Graph 7
Have you opened a tax-free savings account with your stockbroker?



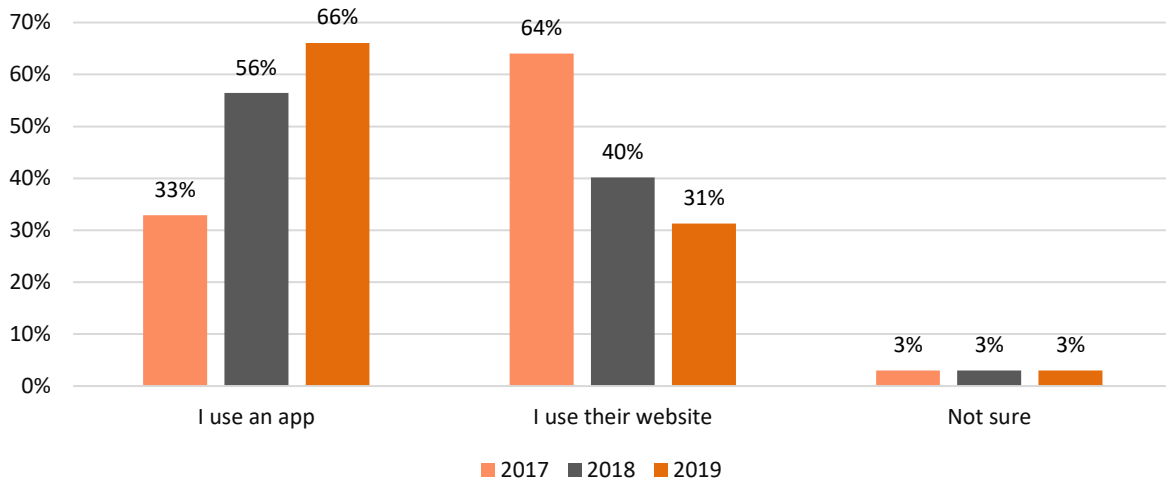
The percentage of clients who opened tax-free savings accounts with their stockbroker has increased substantially since 2018. However, the majority of clients still don't have any tax-free savings accounts.

Graph 8
How satisfied are you with your stockbroker's tax-free savings account?



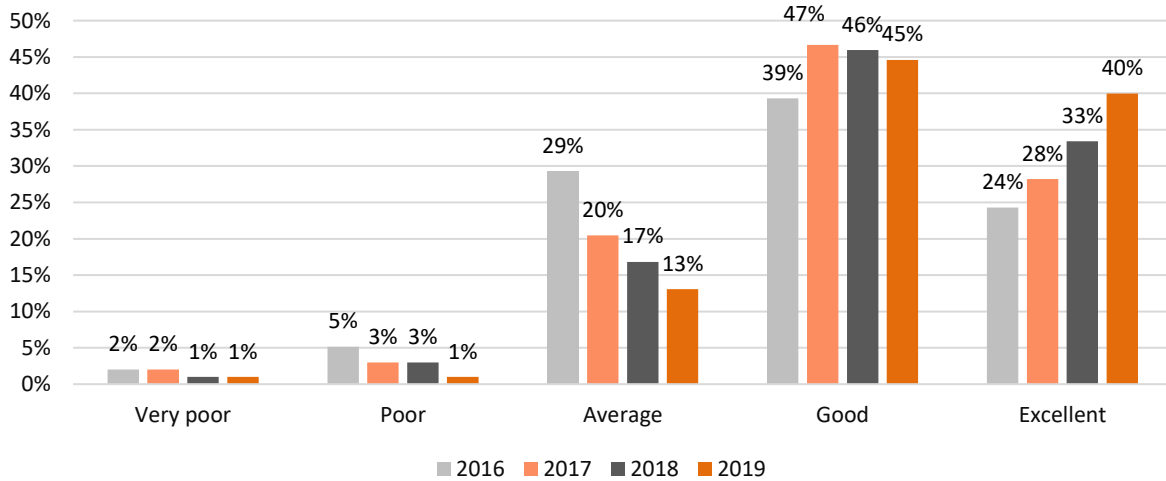
Almost 40% of clients say they are extremely satisfied with their stockbroker's tax-free savings account. The percentage of clients with these accounts remains low, providing a potential opportunity to promote them more extensively.

Graph 9
Do you make use of an app when you trade on your cellphone or tablet?



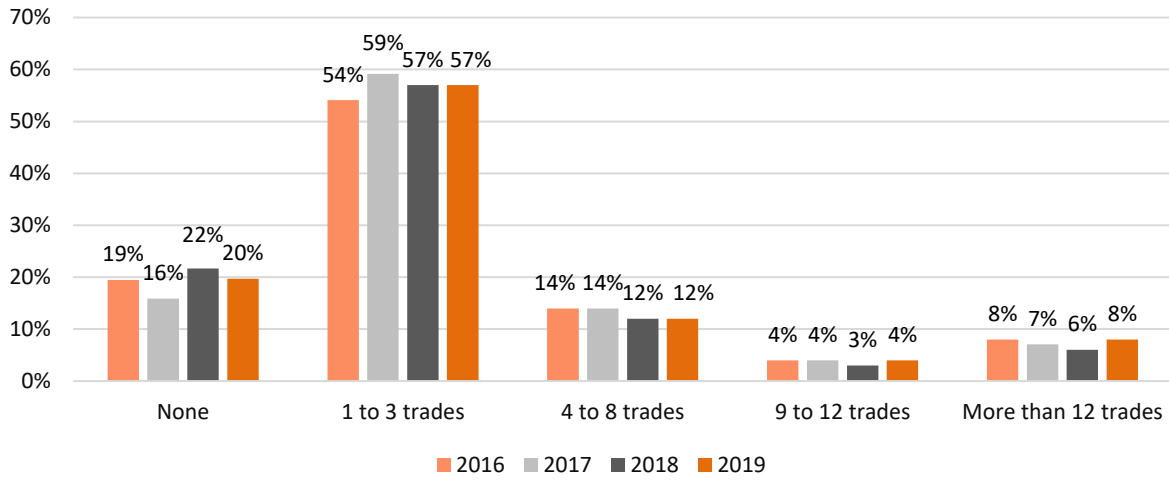
The percentage of clients who make use of an app when they trade has doubled since 2017. The availability of a trading app has become increasingly important to clients over the years.

Graph 10
How do you rate your stockbroker's cellphone/tablet service?



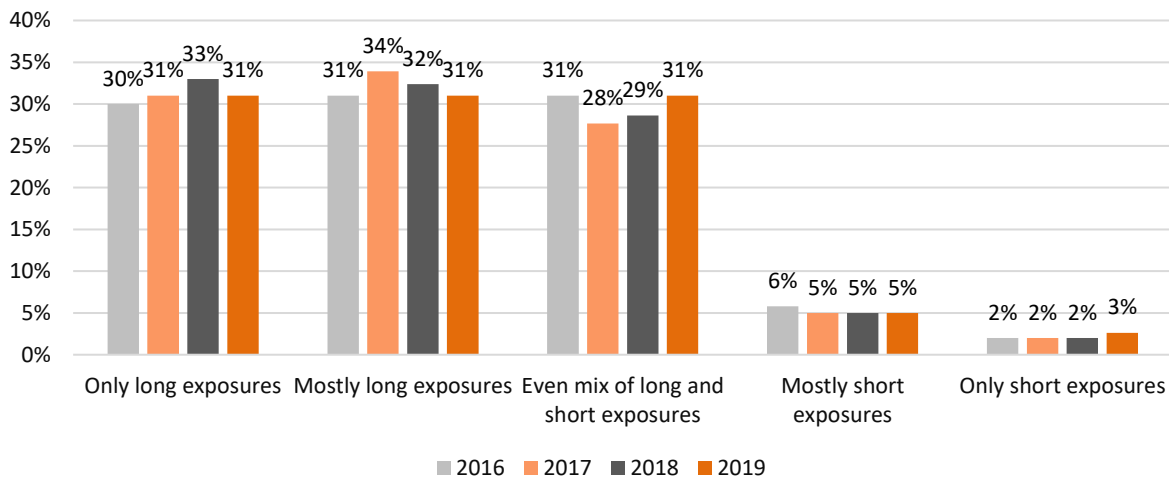
The percentage of clients who rate their stockbrokers' cellphone or tablet service as excellent has increased consistently year on year. This is a positive trend and an indication that stockbrokers strive to improve this service which is very significant to clients.

Graph 11
How many trades do you place on average per month?



Clients are consistent in the number of trades they place. Almost 60% place one to three trades on average per month and only 8% place 12 trades or more. These findings also reflect the fact that active day traders are in the minority.

Graph 12
Do you take long exposures or short exposures or both?



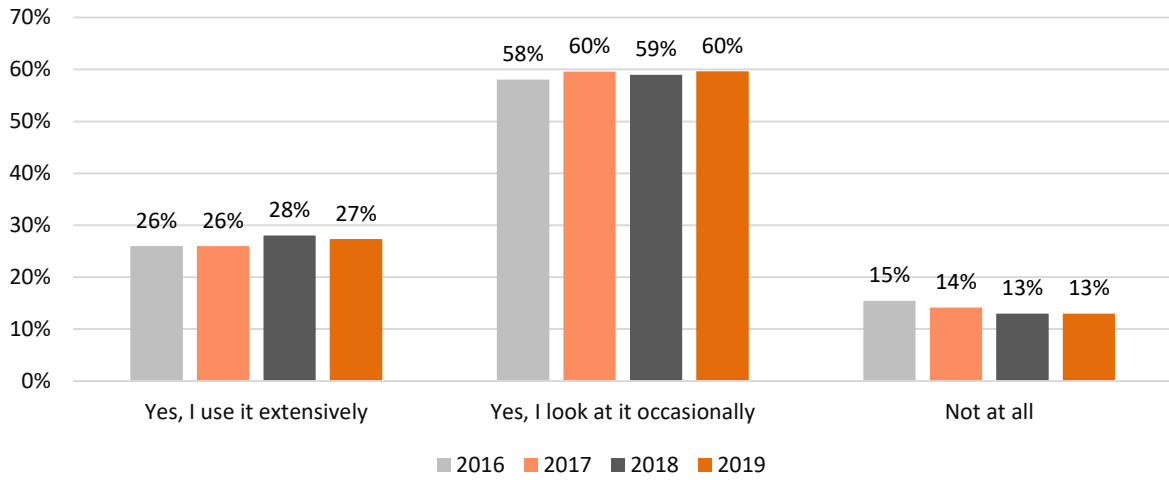
Long trades remain the dominant transaction, with the number of long and short traders remaining consistent over the years.

Table 3

How do you rate the quality of your stockbroker on the following factors?						
Factor		Very Poor	Poor	Average	Good	Excellent
Overall quality of service	2016	1%	2%	15%	42%	40%
	2017	1%	1%	8%	33%	57%
	2018	1%	1%	7%	34%	57%
	2019	1%	1%	6%	34%	58%
Ease of use of online trading platform or software	2016	1%	2%	13%	38%	45%
	2017	1%	1%	8%	33%	57%
	2018	1%	1%	7%	32%	59%
	2019	1%	1%	6%	31%	61%
Quality and service level for telephone-based trading	2016	2%	2%	20%	37%	39%
	2017	1%	2%	14%	34%	49%
	2018	1%	2%	12%	37%	48%
	2019	1%	2%	12%	35%	51%
Quality of administration including statements and cash deposits/withdrawals	2016	1%	2%	15%	38%	44%
	2017	1%	1%	8%	33%	57%
	2018	0%	1%	7%	33%	58%
	2019	1%	1%	7%	33%	58%
Quality of help desk	2016	2%	3%	19%	39%	38%
	2017	1%	2%	11%	37%	48%
	2018	1%	2%	10%	37%	49%
	2019	1%	2%	11%	38%	49%
Value for money	2016	-	-	-	-	-
	2017	1%	2%	12%	33%	52%
	2018	1%	2%	13%	35%	50%
	2019	1%	2%	12%	33%	52%

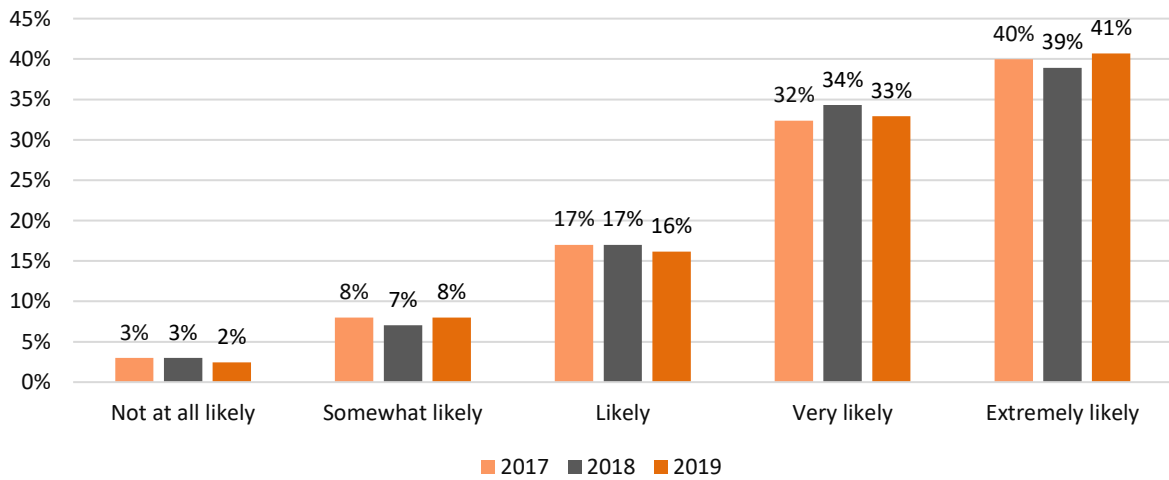
Clients are extremely satisfied with the user-friendliness of their stockbrokers' online trading platforms – more than 60% rate this factor as excellent. Client ratings of all factors have either improved on or remained the same as 2018.

Graph 13
Do you use research provided by your stockbroker?



The research provided by stockbrokers is significant to clients – 60% use it occasionally and 27% use it extensively to make important investment decisions.

Graph 14
How likely are you to recommend your stockbroker to friends and family?



Referrals are a very significant indication of client satisfaction and clients are consistently positive on this question.

Table 4: A selection of positive and negative comments from clients about their stockbrokers

Please comment on issues pertaining to your broker that you feel are important
Low costs and efficient
Overall product offering is excellent and security has never been compromised. Issues are resolved in a professional and timely manner
The website could be more user-friendly. I can't see my entire portfolio on one screen. It's even worse on a mobile screen
The platform is easy to navigate. Seminars and educational offerings are up to date. Most importantly the platform costs are very affordable
My stockbroker has been very helpful in my investment journey. It keeps me updated and informed with what is happening in the financial markets globally, which I appreciate very much
Very easy to use and affordable. Very low costs on trades
Excellent response times, professional, friendly and conscientious
I'm quite new to world of investing and trading, so I do need one-on-one advice and help with the various products. So, I appreciate having a broker I can call and bounce ideas off
My stockbroker is very professional and the employees are very helpful and friendly
Transactional cost too high for foreign instruments
My stockbroker's service is excellent, professional and efficient
I don't know why they are in the business of stockbroking. They appear reluctant and definitely incompetent. Their website is outdated and their service offering is poor
Trading online has been the best thing that has ever happened to me. It has changed my investing life. I absolutely love the online opportunity that it gives me
I was a complete newcomer to internet trading platforms and had trouble using it in the beginning. My fears were however short lived as all queries were rapidly answered and expert advice given
The service I receive from my stockbroker is excellent. I am treated with consideration as though I am a super wealthy client. I cannot rate them highly enough and have recommended them to friends and family on numerous occasions
They are way behind the curve technically. Virtually no real useful information
It is indeed good for me. I have learnt a lot and look forward to building my future with them
Very satisfied with overall service and range of products
I wish they would develop an app and a charting system to use on mobile devices
Friendly, professional, approachable and way above adequate
I am 100% happy with my stockbroker
Price alerts and stop-loss function not available
Been with them for many years. Excellent service
My stockbroker is affordable and above all, honest and above board
It has been a pleasure dealing with my stockbroker from the start. The team instils confidence that I've chosen a quality broker firm. They always make time to attend to my needs
An extremely good long-term relationship
They look after me so well and I have complete confidence in my stockbroker
I wish my stockbroker provided an app, instead of just the website
Have a great personal relationship with my stockbroker of many years. Have proved to be extremely efficient and helpful
Since I started trading all of my requirements were met and occasionally exceeded
My stockbroker is excellent value for money
My stockbroker took a trading system that wasn't great, but worked, and totally stuffed it up
They are simply the best. In all aspects
More detailed bar graphs are required

ISSUES INTERROGATED IN THE CLIENT SURVEY

We are able to provide individual institutions with an in-depth analysis report of client feedback on a wide range of categories and services, comparing how they performed against their competitors. The following is a list of the questions asked that indicates the kind of information we gather. Note that in the case of some institutions, insufficient numbers of clients completed the questionnaire for the data to be meaningful.

1. Demographics
 - a. Age
 - b. Gender
 - c. Highest educational qualification
 - d. Marital status
 - e. Annual income before deductions

2. Stockbroker relationship features
 - a. Client archetype
 - b. Which mediums do client use to place trades?
 - c. Has client ever met a representative from broker in person?
 - d. Does client have a dedicated broker?

3. Service provider
 - a. Which broker is used?
 - b. Length of client relationship
 - c. The importance of certain offerings when choosing a broker

4. Tax-free savings accounts
 - a. Did client open a tax-free savings account with broker?
 - b. The quality of broker's tax-free savings account

5. Technology used
 - a. Does a client use a tablet or smartphone when trading?
 - b. When trading, does client use an app or broker's mobi site?
 - c. Quality of broker's mobile/tablet service
 - d. How important are certain factors when using mobile/tablet services?

6. Client's trading behaviour
 - a. How many trades does a client place per month?
 - b. Does a client take long exposures, short exposures or both?
 - c. What is client's average monthly turnover?
 - d. Where does client get trading and investing ideas from?
 - e. Does client use research provided by the broker?

7. Trading instruments
 - a. Which instruments does client trade through broker?
 - b. Importance of certain factors pertaining to CFDs
 - c. Which instruments should a broker offer?
 - d. Which international exposures would client like to be able to trade through broker?

8. Overall service and fees
 - a. The quality of service of certain factors
 - b. The affordability of broker's service
 - c. Quality of research provided by broker
 - d. Is client likely to recommend broker's services?
 - e. Did broker's service worsen or improve?

9. Verbatim comments on experiences with the institution

METHODOLOGY

This is the 10th year we have assessed SA's retail stockbrokers. This year 15 firms participated with 7,406 of their clients completing an online client survey, a record number representing a substantial sample of the market. The high number of client votes entrenches the credibility of the survey findings.

The structure and approach of the project has been informed by our experience built up over past years, as well as feedback from the stockbroking community and stockbroking clients. Overall, we aim to blend qualitative client feedback with data provided by the firms and Intellidex analysts' judgment where necessary.

The awards recognise firms in two main categories: Top Online Broker and Top Advice-Based Broker. This division recognises the two main types of stockbroker and similar financial service providers that operate in the market and the types of services in which clients are interested.

These two awards are complemented by an overall award, the Top Stockbroker of the Year. There is also an award based purely on client feedback, the People's Choice award, and we recognise the top brokers in contracts for difference, tax-free savings accounts and the most-improved broker. We provide assessments of which firms cater best to specific client segments; and specify which firms excel in different categories, such as value for money and range of instruments available. Each of these have different calculation methodologies which we explain below.

This year we introduced a new award to recognise individual excellence: Top Relationship Manager of the Year. The winner is determined by client nominations and the motivations they provide, weighted according to firm size and client base.

The firms we cover come in two types: registered stockbrokers and registered financial services providers (FSPs) that offer stockbroking-like services. Registered stockbrokers tend to be older firms

focused on personal relationships with clients while FSPs tend to be more execution-focused. Only registered stockbrokers are allowed to call themselves “stockbrokers” in terms of legislation, though it has become common usage to refer to everyone who supplies stockbroking-like services as stockbrokers. Because our priority is to provide a useful service to members of the public, for whom the difference is often irrelevant, we incorporate both registered stockbrokers and FSPs in our survey.

The research follows three legs. First, a comprehensive questionnaire is sent to stockbrokers, asking for details of their products, pricing and market positioning. Second, a mystery shopping and desktop research exercise is undertaken by Intellidex analysts to verify information provided and assess transparency and responsiveness. Finally, a major online survey is undertaken of retail stockbroking clients. Clients rank their brokers on numerous factors and these scores determine the important People’s Choice Award and feed into the other scoring categories where relevant.

The Top Advice-Based Broker and Online Broker scores reflect a combination of Intellidex’s views and client feedback. The Intellidex view gets a weighting of 80% and client feedback contributes 20%, but the Intellidex view is informed by both firm and client feedback. For the Top Advice-Based Broker, the client input consists of ratings for advice on investment decisions, quality of fundamental research, buy and sell recommendations, macroeconomic analysis, quality and service levels of telephone-based trading, advice on corporate actions and value for money.

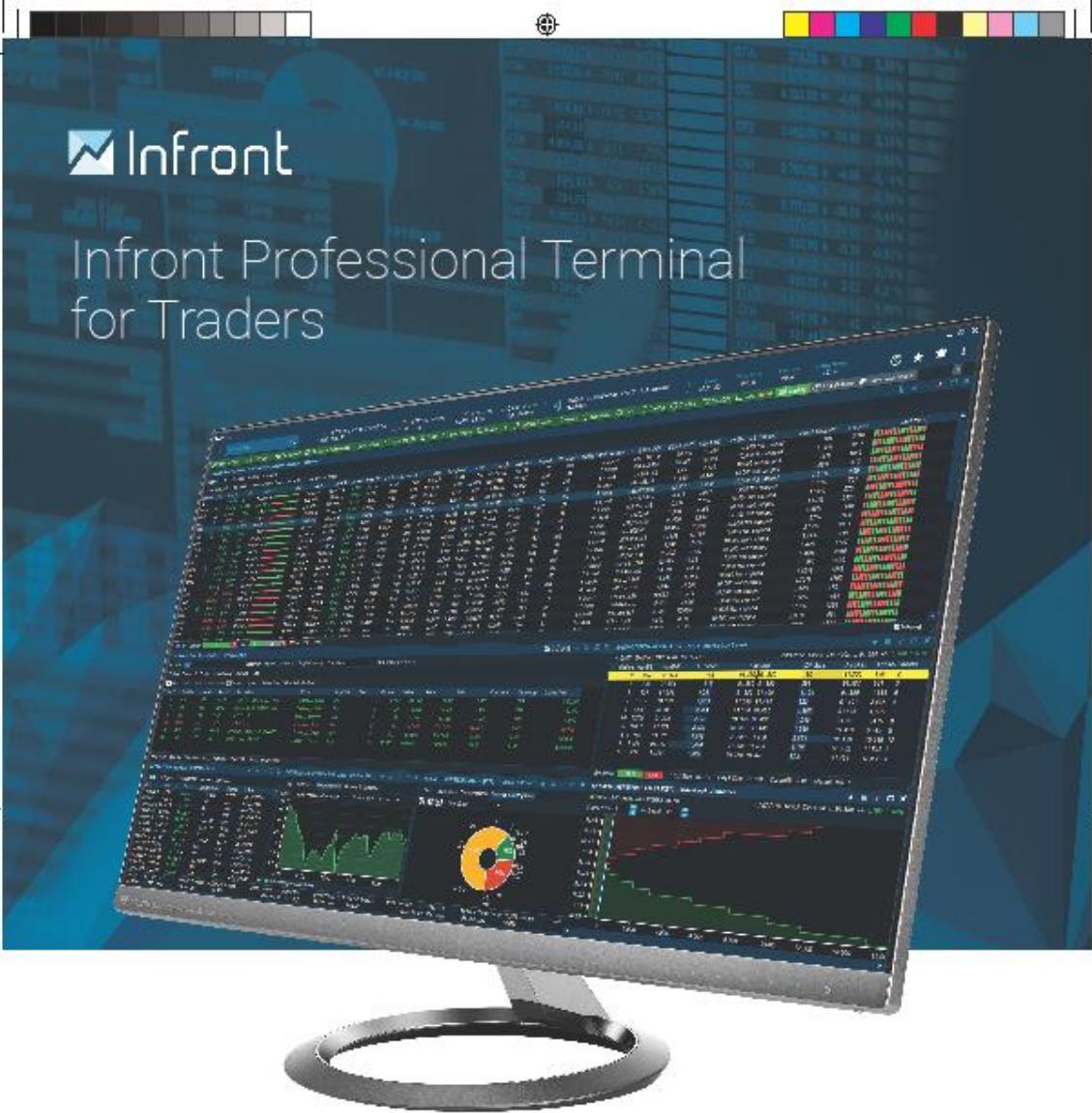
For the Top Online Broker, client input includes service with IT queries; help with understanding the trading platform; educational assistance; ease of use of the online trading platform; satisfaction levels with the platform an app; and access to data.

The Top Overall Broker award is informed both by client input and an Intellidex assessment. The assessment takes into account: cost of trading; a mystery shopping exercise (which looks at responsiveness and transparency); available instruments and trading tools; and client support and education tools. The client input is a consolidation of the client input used for the Online and Advice-Based categories. Then we provide an assessment of brokers that are suitable for different client types.

The People’s Choice award is based purely on client feedback on 13 factors where clients rank their brokers on satisfaction levels on specific services and products, value for money, overall satisfaction levels and on their likelihood of recommending the broker to family or friends.

The top tax-free savings account provider is determined solely from client feedback. Clients who have opened an account with their broker rate the broker on costs, ease of opening the account, range of products and service levels.

The top CFD provider is also determined from a mix of client feedback and an Intellidex assessment of the trading costs and credit riskiness of the provider. Client opinion on CFD research is also considered. Better scores for risk are given for firms where the counterparty for CFDs is clear and has a large balance sheet. Small or obscure balance sheets receive lower scores.



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Intellidex produces detailed reports on the performance of individual private banks and wealth managers based on the client feedback we have collected. If you would like to commission such a report, please contact Heidi Dietzsch, email heidi@intellidex.co.za or telephone 010 072 0472.

Give us feedback

We would like to know what you think of the Top Stockbrokers survey process. If you have any thoughts or feedback, please email heidi@intellidex.co.za



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