BC Financial Services Authority

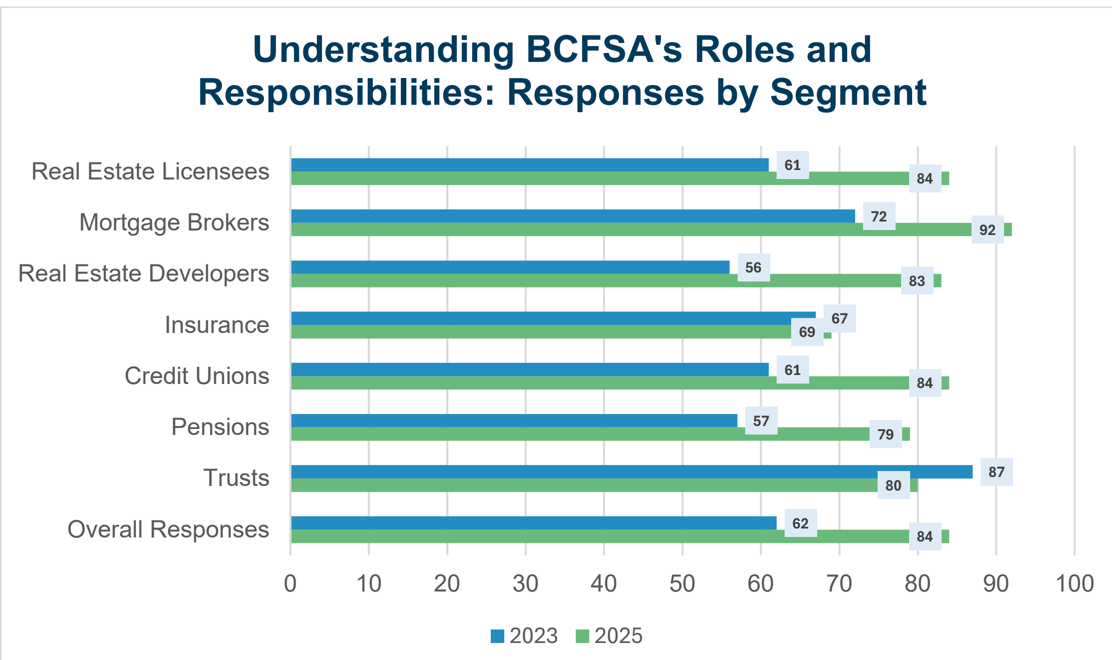
DETAILED SURVEY RESULTS: BCSFA 2025 SECTOR INSIGHTS SURVEY

All individuals and entities regulated by BCFSA were invited to participate in the 2025 Sector Insights Survey, which was open from January to February 2025. A total of 2,226 responses were received. The survey aimed to assess perceptions of BCFSA's role as a regulator, its communications and engagement efforts, and the effectiveness of real estate and mortgage broker education. It also sought to track progress since the initial survey in 2023 and identify any emerging trends. The survey was administered and analyzed by a third-party consulting firm on behalf of BCFSA.

The following graphs represent responses from each of BCFSA's regulated segments, alongside overall survey results, highlighting key insights from the 2025 Sector Insights Survey and comparisons to the 2023 baseline.

Clarity on BCFSA's mandate

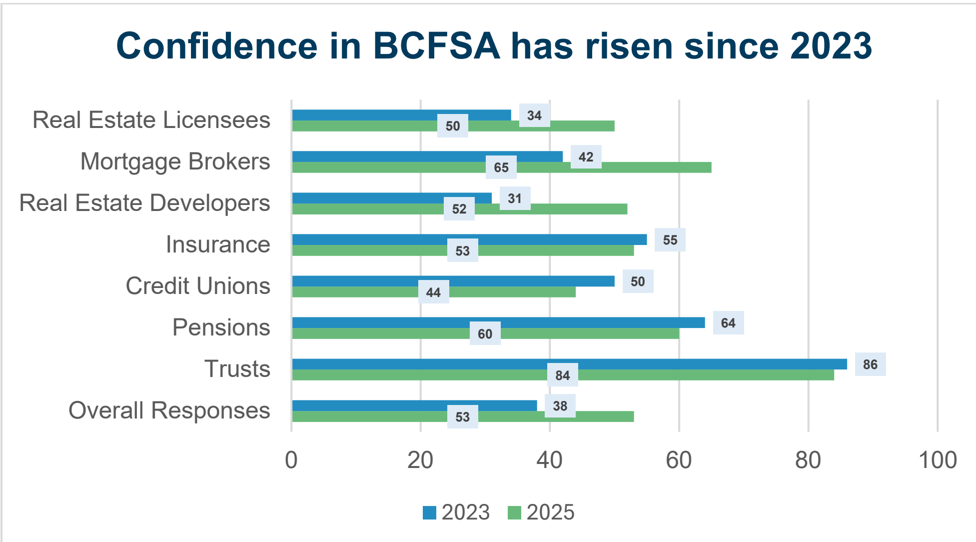
Overall, 84 per cent of survey respondents in 2025 expressed familiarity with the roles and responsibilities of BCFSA as the provincial financial services regulator, up from 62 per cent in 2023.



600-750 West Pender Street
Vancouver, B.C. V6C 2T8
T 866 206 3030
F 604 660 3365

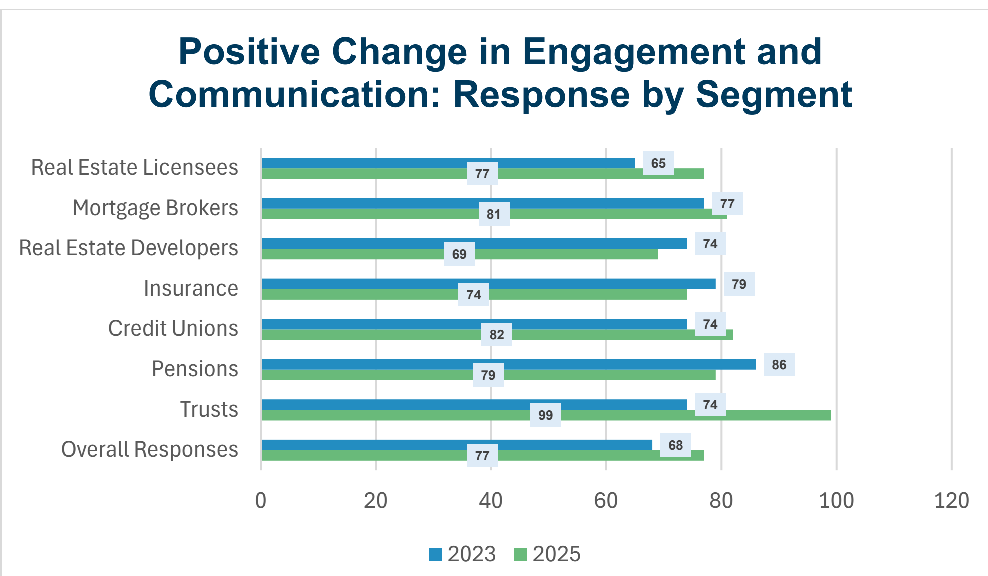
Increased Confidence

Overall, confidence in BCFSA rose to 53 per cent in 2025, compared to 38 per cent in 2023.



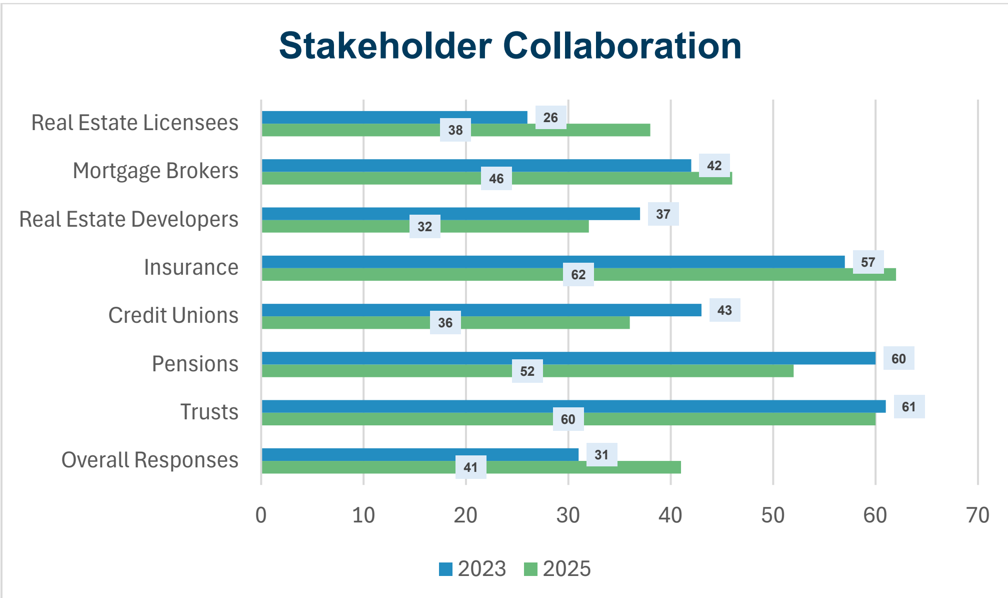
Better Engagement and Communication

Overall, 77 per cent of survey respondents noted improvements in how BCFSA engages and communicates, up from 68 per cent in 2023.

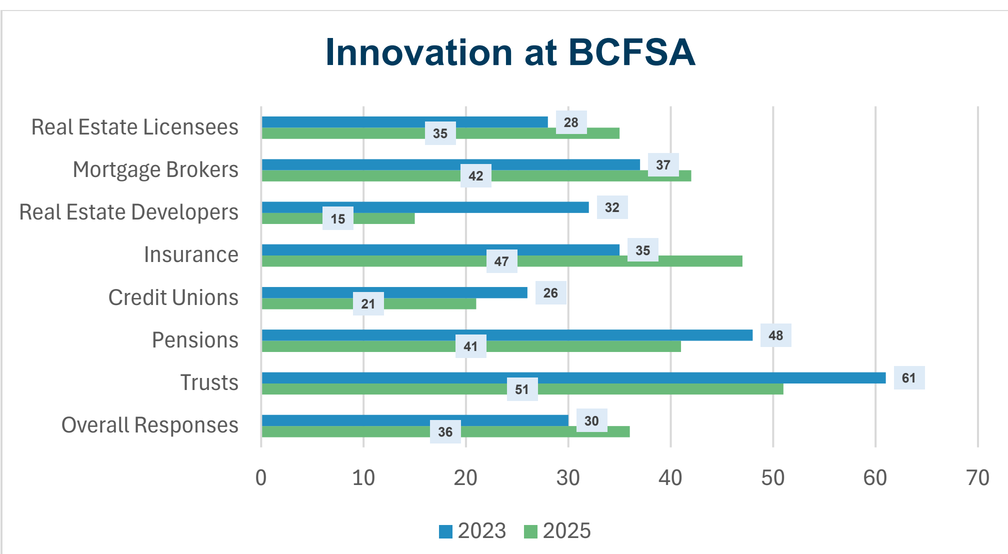


Increase opportunities for meaningful feedback and engagement

While perceptions of strong and active collaboration improved from 31 per cent in 2023 to 41 per cent in 2025, this remains an area for continued focus.



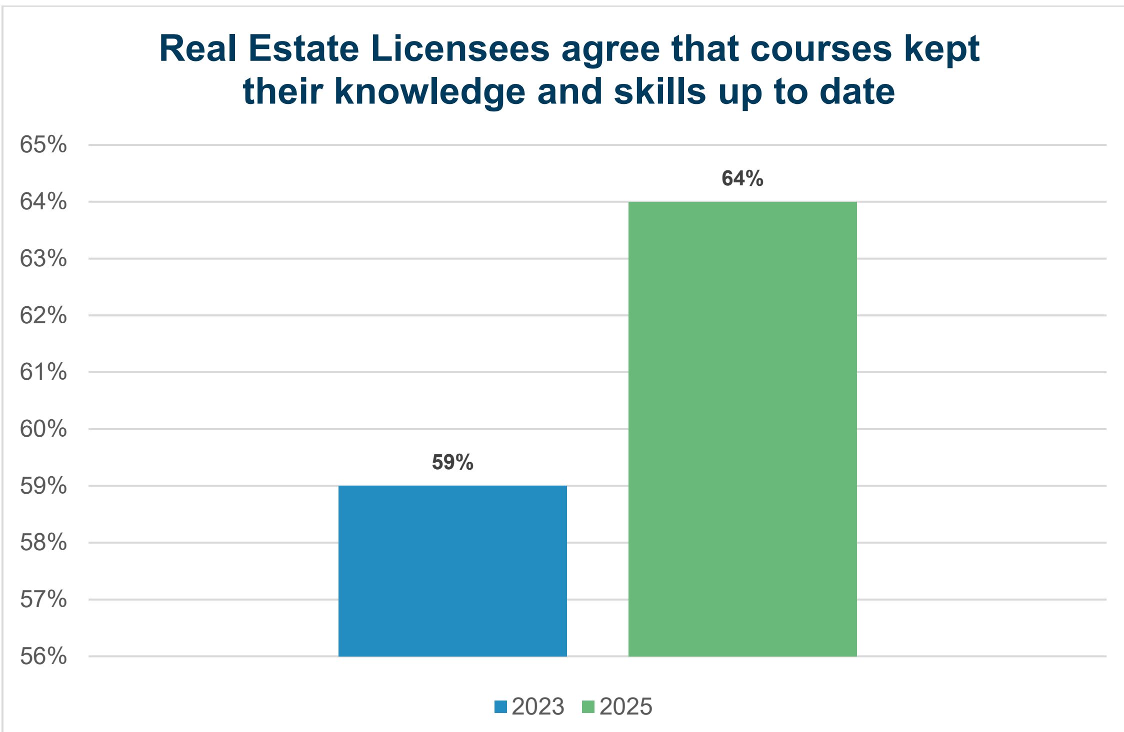
Perceptions of BCFSA as an "innovative organization" increased modestly from 30 per cent to 36 per cent, indicating room for further growth.



BCFSA's continuing education courses help keep knowledge and skills up-to-date

As part of its 2025 Sector Insights Survey, BCFSA took a closer look at how effective its education offerings are in supporting real estate licensees and mortgage brokers.

Real estate licensees reported increased value in BCFSA's continuing education courses, with 64 per cent agreeing the courses help keep their knowledge and skills up to date, up from 59 per cent in 2023.



Mortgage brokers were also asked about continuing education for the first time, as these offerings were introduced after the 2023 survey. In 2025, **more than half (53 per cent) agreed** the courses are helping them stay current, indicating a strong foundation for the continued development of BCFSA's education offerings.

More information

See **BCFSA Releases Findings from 2025 Sector Insights Survey** to learn more.

For questions related to the Sector Insights Survey, please contact BCFSA's Stakeholder Engagement team at **engage@bcfsa.ca**.