

## Surety Bond Guarantee Customer Survey

### Survey Introduction

All calls to the small businesses will be made by a GS – 13 or higher staff person within the Office of Surety Bond Guarantees (OSG). The staff person will introduce the survey to the small business representative as follows:

“Good morning/afternoon. My name is \_\_\_\_\_, and I am calling from the Small Business Administration (SBA), Office of Surety Guarantees in Washington, D.C. We are conducting a survey of small businesses to help improve our service to the small business community. This survey is strictly voluntary. There are eight questions and it will take about 2 minutes of your time to complete. I want to assure you that all information will be kept strictly confidential. Would you be willing to participate?” (Small business response – Yes) “ Thank you” PROCEED with QUESTIONS. At the end of the survey, the staff person will ask the small business representative if there are any questions about the SBG Program or other services offered by SBA. The questions will be answered immediately, or in a follow-up call to the small business, if the staff person needs to obtain additional information.

(Small Business Response – NO) “Thank you for your time. Please do not hesitate to call me at (telephone #) if you would like information concerning the services offered by SBA, or you may visit our Website at [www.sba.gov/osg](http://www.sba.gov/osg) “.

## Surety Bond Guarantee Customer Survey

1. (a) Are you familiar with SBA's Surety Bond Guarantee Program?

Yes

No  (Please visit the SBA at  
proceed to Question #2)

[www.sba.gov](http://www.sba.gov) &

(b) Have you participated in the SBA Surety Bond Guarantee Program?

Yes

No  Proceed to Question #2

(c) How would you rate the service provided by SBA?

Excellent

Good

Fair

Poor

2. Have you experienced any difficulty in obtaining bonds through

(a) The commercial market      Yes   
No

(b) The SBA's guarantee program      Yes   
No

3. What is the approximate size of the bond that your company typically needs? (Please check only one block)

- (a) less than \$100,000
- (b) \$100,000 to \$200,000
- (c) \$200,000 to \$300,000
- (d) \$300,000 to \$1 million
- (e) \$1 million to \$2 million
- (f) greater than \$2 million

4. How long has your company been in business? (Please check only one block)

- (a) 0 to 12 months
- (b) 1 to 2 years
- (c) 2 to 3 years
- (d) 3 to 4 years
- (e) 4 to 5 years
- (f) Over 5 years

5. What is the approximate annual sales or revenue of your business?

- (a) less than \$200,000
- (b) \$200,000 to \$500,000
- (c) \$500,000 to \$1 million
- (d) \$1 million to \$5 million

(e) greater than \$5 million

6. Would you like more information about SBA's Surety Bond Guarantee Program?  
Yes   
No