

Dear _____

As a Federal Agency, the U.S. Export Import Bank, (“Ex-Im Bank”) is determined to streamline service delivery and to improve the experience of its customers. To this end, we have constructed a brief survey that solicits your feedback on Ex-Im Bank’s operational efficiency. We estimate that it will take 10-15 minutes to complete the survey. We value your observations as to our performance and the areas of improvement.

Please note that the survey is being conducted by the Office of Inspector General (“OIG”) of the U.S. Export-Import Bank on a confidential basis. Individual responses will be kept confidential by OIG and we will only share the aggregate results. Questions pertaining to the survey can be directed to Mark Thorum at OIG Ex-Im Bank. (See contact details below)

On behalf of Ex-Im Bank, we would like to thank you for your participation in this customer survey and look forward to receiving your response by _____, 2011.

Upon completion, kindly return the survey as an e-mail attachment and forward to mark.thorum@exim.gov

Thank you for your participation.

Mark Thorum
Senior Inspector
Office of Inspector General
Export-Import Bank
811 Vermont Ave, NW
Washington, DC 20571
202-565-3939 (Direct)
202-565-3908 (Main Line)
202-565-3988 (fax)
mark.thorum@exim.gov