

Export-Import Bank of the United States
Customer Survey on Operational Efficiency

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 addresses operational efficiency. We estimate that 10-15 minutes will be required to complete the survey. We value your feedback as to our performance and the areas of improvement. On behalf of Ex-Im Bank, we would like to thank you for your participation in this customer survey and look forward to your responses.

What is the size of your company?

- 1-100 employees _____
- 101-250 employees _____
- 251-500 employees _____
- More than 500 employees _____

Comment:

In which business sector(s) is your company active? Please select all that apply.

- Agriculture and Fishing _____
- Basic Materials (chemicals, paper, etc.) _____
- Construction _____
- Finance, Insurance, and Real Estate _____
- Information & Communication Service providers _____
- Manufacturing & Sales of Capital Equipment _____
- Manufacturing & Sales of Non Capital Equipment _____
- Mining, Oil and Gas _____
- Public Administration _____
- Transportation _____
- Utilities; Power projects _____
- Other—Please specify _____

Comment:

Exports account for what percentage of your company's total sales?

- 1-20% _____
- 21-40% _____
- 41-60% _____
- 61-80% _____
- More than 80% _____

Comment:

How many years has your company been exporting?

- 1-5 years _____
- 5-10 years _____
- 10-15 years _____
- 15-20 years _____
- More than 20 years _____

Comment:

How frequently does your company work with Ex-Im Bank (e.g. purchase a new policy, guarantee, loan, etc.)? Please select one value.

- Once before _____
- Every few years _____
- About once a year _____
- Several times a year _____
- Other—Please specify _____

Comment:

In which product area(s) have you worked with Ex-Im Bank in the past 2 years?
Please select all that apply.

- Short Term Export Credit Insurance _____
- Medium Term Export Credit Insurance _____
- Medium Term Loan Guarantees _____
- Long Term Loan Guarantees _____
- Direct Loan _____
- Working Capital Guarantees _____

Comment:

Please indicate below your position or level of responsibility within your company.

Comment:

To what degree do each of the following statements accurately reflect the overall significance of Ex-Im Bank to your company's operations? Please select a value from the following range: 0 (not accurate), 1, 2, 3, 4, 5 (accurate), 6, 7, 8, 9, 10 (extremely accurate); NA (don't know).

- Ex-Im Bank's products and services have supported the exports of our company. _____
- Ex-Im Bank's products and services have had a positive impact on employment in our company. _____
- Without the products and services provided by Ex-Im Bank, our company would not have experienced as much of a growth in exports. _____
- Our company considers Ex-Im Bank a knowledgeable and reliable agency with which to entrust our business. _____

Comment:

Has your company worked with an ECA, other than Ex-Im Bank, during the past 12 months?

- Please respond Y/N _____
- If Yes, please identify the ECA(s) _____

If you answered “Yes” above, please comment below on the following:

- How would you compare Ex-Im Bank’s product offering with the other ECA’s ?
- How does your overall assessment of Ex-Im Bank compare with your assessment of the other ECA institution?

Comment:

Please rate the relative importance of each of the following factors as a driver of your satisfaction. Please select a value from the following range: 0 (not important), 1, 2, 3, 4, 5 (important) 6, 7, 8, 9, and 10 (most important); NA (don’t know)

- Transaction response time (speed of application processing/decision making) _____
- Client interface with IT platform/ on line application process _____
- Availability and accuracy of information on web site _____
- Information/documentation requirements for applications _____
- Speed of Claims processing _____
- Availability and knowledge level of staff _____
- Availability of funding/ insurance coverage _____
- Pricing _____
- Other—Please specify _____

Comment:

What best describes your experience with Ex-Im Bank’s personnel? Please reflect upon the knowledge level of the personnel and their willingness to provide you with assistance. Please select one value for each category.

Knowledge Level		Willingness to assist	
➤ Excellent	_____	Excellent	_____
➤ Good	_____	Good	_____
➤ Satisfactory	_____	Satisfactory	_____
➤ Poor	_____	Poor	_____

Comment:

To what degree do the following statements accurately reflect your company’s experience with Ex-Im Bank transaction response time. Please select a value from the following range: 0 (not accurate), 1, 2, 3, 4, 5 (somewhat accurate), 6, 7, 8, 9, and 10 (extremely accurately); NA (don’t know)

- Ex-Im Bank’s transaction response time contributes to our overall competitiveness, and is an important factor in our ability to win additional export business. _____
- Our company actively monitors transaction response time. _____
- Ex-Im Bank’s transaction response time largely meets our expectations. _____
- Transaction response time is the joint responsibility of both Ex-Im Bank and its customers. _____

Comment:

Which of the following time frames would your company use to measure transaction response time?

- From submission of request to delivery of initial Letter of Interest. _____
- From submission of request to credit approval. _____
- From submission of request to delivery of proposed terms and conditions. _____
- From submission of request to transaction closing. _____
- Other—Please specify _____

Comment:

Please rate the following statements regarding your company's interface with Ex-Im Bank's IT platform. Please select a value from the following range: 0 (poor),1, 2, 3, 4, 5 (good) 6, 7, 8, 9, and 10 (excellent); NA (don't know)

- Overall functionality of the Ex-Im Bank IT platform _____
- Overall navigability of the Ex-Im Bank IT platform _____
- Ease of use of Ex-Im Bank's online application process _____
- Usefulness of online "fillable" forms _____
- Ex-Im Bank's IT platform meets our company's expectations _____
- Other—Please specify _____

Comment:

In which of the following areas do you believe Ex-Im Bank can provide better customer service? Please prioritize each area selected (if any) by ascribing a value from the following range: 0 (low priority),1, 2, 3, 4, 5 (medium priority) 6, 7, 8, 9, and 10 (high priority); NA (don't know)

- Information requirements for applications _____
- Documentation for application processing _____
- Access to on line application process _____
- Speed of application processing/decision making _____
- Speed of Claims processing _____
- Availability of staff to answer questions _____
- Knowledge level of staff _____
- Availability of information on web site _____
- IT platform _____
- Other—Please specify _____

(Please be specific regarding those areas that you note above)

Comment:

Based on your experience with Ex-Im Bank, what practical suggestions can you provide to streamline service delivery and improve customer experience?

Comment:

How likely are you to recommend Ex-Im Bank's programs to a colleague or fellow exporter? Please select a value from the following range: 0 (not likely), 1, 2, 3, 4, 5 (likely) 6, 7, 8, 9, and 10 (very likely); NA (don't know)

Comment:
