

**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:

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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:

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

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

Comment:

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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:

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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:

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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:

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

Comment:

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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:

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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:

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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:

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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:

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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:

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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:

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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:

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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:

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

Comment:

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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:

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