

The Export-Import Bank (Ex-Im Bank) is surveying recent users of the Bank's **Global Credit Express (GCE)** product. GCE is a new, pilot program, and Ex-Im Bank is interested in learning more about our customers' earliest experiences with this product, to identify possible service improvements. We expect this survey, which is voluntary, will take less than five minutes to complete. Your individual responses will be kept confidential to the extent provided by law. No individual names or organizations will be reported. Thank you for your participation!

What is the size of your company?

- 1-5 employees
- 6-10 employees
- 11-25 employees
- 26-50 employees
- 51-100 employees
- 101-500 employees

In which industry/industries is your company active? Please select all that apply.

- Agriculture and Fishing
- Basic Materials
- Construction
- Energy, Utilities and Power
- Finance, Insurance and Real Estate
- Healthcare/Pharmaceutical
- Manufacturing and Sales of Capital Equipment
- Manufacturing and Sales of Non-Capital Equipment
- Mining, Oil and Gas
- Technology
- Telecommunications
- Textiles
- Transportation
- Other (Please specify)

Exports account for what percentage of your company's FY 2013 total revenue?

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

How many years has your company been exporting?

- 1-3 years
- 4-5 years
- 6-10 years
- 16-25 years
- Other (please specify)

What is your position or level of responsibility within your company?

- Senior executive management including President, Chief Operating Officer or Chief Financial Officer
- Vice President of Finance
- Vice President Sales and/or Marketing
- Treasurer
- Manager, Export Operations
- Credit Manager
- Other (Please specify)

Your company recently received a Global Credit Express (GCE) loan from Ex-Im Bank. Prior to your GCE experience, had you previously worked with Ex-Im Bank?

- Yes
- No
- Don't Know

The next set of questions refers to how the GCE loan impacted your business. To what extent do you agree/disagree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Too Early to Tell
The GCE loan helped me expand my export business.						
The GCE loan had a positive impact on employment in my company.						
Without the GCE loan, my business would not have realized as many export opportunities.						
The GCE loan helped position my company for conventional financing in the future.						

The following questions pertain to the process of applying for and receiving GCE financing. To what extent do you agree/disagree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A
Explanations of the GCE program provided by my originator matched with my actual experiences.						
Written communications surrounding the GCE process were clear and understandable.						
GCE transaction processing time met with my expectations.						
Documentation required in obtaining GCE loan approval met with my expectations.						
I received regular status updates while my GCE application was in process.						
The cost of obtaining the GCE loan was reasonable.						

Please rate your overall satisfaction with the GCE loan program.

Extremely Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Extremely Satisfied
1	2	3	4	5

Additional Comments:

Would you recommend the GCE program to another small business exporter?

Yes
No

Additional Comments:

How much effort did you personally have to put forth to complete this transaction with Ex-Im Bank?

Far Less Than Expected	Less Than Expected	As Much as Expected	More Than Expected	Far More Than Expected
1	2	3	4	5

Additional Comments:

-End survey-

Thank you for participating.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is xxxx-xxxx. The time required to complete this information collection is estimated to average five minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: Export-Import Bank, 811 Vermont Avenue, NW, Attn: VP of Customer Experience, Washington DC 20571.