

Cover letter for former small business customer survey:

Dear Sir or Madam:

The Export-Import Bank (Ex-Im Bank) is surveying former users of our insurance products. Our records show that your business conducted a transaction with Ex-Im Bank three or more years ago, but has not conducted a transaction since. We would like to better understand the reasons why so that we can improve our processes and better support small business. This survey, which is voluntary, will take less than ten minutes to complete. Your individual responses will be kept confidential to the extent provided by law. Thank you for your participation!

Stephanie Thum
Vice President of Customer Experience
Office of the Chairman
Export-Import Bank of the United States
811 Vermont Avenue, NW
Washington, D.C. 20571
Stephanie.Thum@exim.gov