

Survey of Previous Customers

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!

Survey Questions

- 1. Our records indicate that your business was an Ex-Im Bank customer three or more years ago, but has not conducted a transaction since. Is that accurate?**

Yes

No

(If no, deploy skip logic, to question 22. If yes, continue to question 2.)

Please tell us how your business is doing today.

- 2. Compared to three years ago, what is the current operating status of your business?**

It exists in the same or similar structure as it existed at least three years ago and I am still involved.

It was sold and/or merged with another company and I am still involved.

It was sold and/or has merged with another company and I am no longer involved.

The business is no longer in operation.

I am no longer affiliated with the business.

Other, please specify. (Open text box.)

(If either "no longer involved" option is chosen, deploy skip logic, to question 22. If "the business is no longer in operation" option is chosen, deploy skip logic to question 22. If any other option is chosen, proceed to question 3.)

The next questions pertain to how your business has changed since working with Ex-Im.

- 3. Since working with Ex-Im three or more years ago, how has your employee headcount changed?**

It has grown.

It has stayed about the same size.

It has decreased in size.

- 4. What is the employee headcount of your business today?**

1-5 employees

6-10 employees

11-25 employees

26-50 employees

51-100 employees

101-500 employees

500+ employees

- 5. 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
Services
Technology
Telecommunications
Textiles
Transportation
Other (Please specify)

6. 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)

The next questions pertain to how your exporting experience has changed since working with Ex-Im Bank.

7. Is your business still exporting U.S. products?

Yes
No

(If no, deploy skip logic to question 13. If yes, continue to question 8.)

These questions pertain to how your exporting experience has changed since working with Ex-Im Bank.

8. Since working with Ex-Im Bank three or more years ago, have your U.S.-sourced exports grown, stayed about the same size, or decreased?

Grown
Stayed about the same size
Decreased
Additional comments: (Open box.)

9. If applicable, to what extent have your U.S.-sourced exports grown over the past three years?

1-24%
25-49%
50-74%
74-100%
More than 100%
N/A
Additional comments: (Open box.)

10. Overall, how long has your company been exporting U.S.-sourced goods and/or services?

1-3 years

4-5 years

6-10 years

16-25 years

N/A

Other (please specify)

Additional comments: (Open box.)

11. Is your business currently insuring its foreign receivables with a private sector insurer?

Yes

No

Don't Know

N/A

Additional comments: (Open box.)

12. U.S.-sourced exports of goods or services accounted for what percentage of your company's revenue last year?

0%

1-20%

21-40%

41-60%

61-80%

More than 80%

Additional comments: (Open box.)

The next questions refer to how Ex-Im Bank’s assistance impacted your business.

13. To what extent do you agree/disagree with the following statements?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A
Ex-Im Bank assistance helped to initiate my export business.						
Ex-Im Bank assistance helped to expand my export business.						
Ex-Im Bank assistance had a positive impact on employment in my company.						
Without Ex-Im Bank assistance, my business would not have realized as many export opportunities.						
Ex-Im Bank assistance helped position my company for conventional financing in the future.						

Additional comments (open box)

The following questions ask the reasons why your business no longer uses Ex-Im Bank products.

14. Did you cancel your policy because your business outgrew Ex-Im Bank’s small business insurance product?

Yes
No

Now we would like to ask some questions to better understand why your business no longer uses Ex-Im Bank products.

15. What, if any, is the main business reason why your company no longer uses Ex-Im Bank products? Choose one that best matches your experience or check the answer marked “none of the above.”

- My company lost the foreign business
- Ex-Im Bank products were too costly
- My company switched to a private sector provider
- Policy was never used
- Policy was not renewed by Ex-Im Bank
- My lender no longer requires credit insurance
- My lender no longer works with Ex-Im Bank
- My company does not offer open account credit terms to foreign buyers
- None of the above

- Other business reasons, please specify below

Additional comments: (Open box.)

16. What, if any, is the main insurance-related reason why your company no longer uses Ex-Im Bank products? Choose one that best matches your experience or check the answer marked “none of the above.”

- Unable to get the buyer limits in the amounts needed
- Private sector insurer was a better fit for my growing export business
- Needed a “global” policy (including USA)
- None of the above
- Other insurance reasons, please specify

Additional comments: (Open box.)

17. What, if any, is the main administrative reason why your company no longer uses Ex-Im Bank products? Choose one that best matches your experience or check the answer marked “none of the above.”

- Applications were confusing
- Paperwork was too time-consuming
- Processes were confusing
- Difficulty with Ex-Im Online (shipment reporting, paying premium, applying for buyer approvals, etc.)
- None of the above
- Other administrative reasons, please specify

Additional comments: (Open box.)

18. What part, if any, did Ex-Im Bank’s rules play in your decision to discontinue working with us? Choose one that best matches your experience or check the answer marked “none of the above.”

- Difficulty complying with U.S. content requirements
- Difficulty complying with rules surrounding sales to military
- Difficulty with claims
- Difficulty with underwriting requirements
- Would like to include domestic sales
- None of the above
- Other rule-related reasons, please specify below

Additional comments: (Open box.)

19. What, if any, is the main customer service reason why your company no longer uses Ex-Im Bank products? Choose one that best matches your experience or check the answer marked “none of the above.”

- Processing/turnaround time did not match my business needs
- Ex-Im staff availability
- Ex-Im staff willingness to help
- Ex-Im staff could have demonstrated more thorough knowledge of Ex-Im products
- Ex-Im staff could have demonstrated a more thorough understanding of my company
- None of the above

- Other service reasons, please specify below

Additional comments: (Open box.)

Here are the final questions of the survey.

20. Would you recommend Ex-Im Bank to another exporter?

Yes

No

21. Please rate your overall satisfaction with Ex-Im Bank.

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

22. Thank you for participating. If you wish to do so, please feel free to use this space for any additional comments before exiting the survey. If you would like someone from one of our regional offices to contact you, please leave your name and full contact information in the space below.

(Open space here.)

-End survey-

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