

**FDIC's Small Business Lending Survey**

[Screeners] In 2015, were any of the commercial loans originated by your bank government guaranteed by the Small Business Administration (SBA) or by the United States Department of Agriculture (USDA)?

- a. No, **NONE** of our commercial loans were government guaranteed *[If none, no subsequent prompts to exclude all government guaranteed lending in answering Survey questions.]*
- b. Yes, **SOME** of our commercial loans were government guaranteed *[If some, screen prompts provided at the top of the survey screen to instruct respondents to exclude all government guaranteed lending in answering Survey questions.]*
- c. Yes, **ALL** of our commercial loans were government guaranteed *[Terminate Response]*

**Now we would like to know more about what your bank considers to be a small business for the purposes of extending credit.**

**Characteristics of Small Businesses**

1. Does your bank use any of the following criteria to classify your commercial loan borrowers as small businesses? *Mark all that apply.*

- a. Loan Size
- b. Gross Annual Revenue
- c. Number of Employees
- d. Other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ *[List up to three]*

1A. [If loan size marked] What is the maximum loan size allowed in classifying your commercial loan borrowers as small businesses?

1B. [If gross annual revenue marked] What is the maximum gross annual revenue allowed in classifying your commercial loan borrowers as small businesses?

1C. [If number of employees marked] What is the maximum number of employees allowed in classifying your commercial loan borrowers as small businesses?

1D. [If "other" marked] What is the maximum [pipe in "other" response] allowed in classifying your commercial loan borrowers as small businesses? *[Note: List auto-populated based on any "Other" criteria listed above.]*

**Next, we would like to know your bank's volume of commercial lending, and commercial lending to small businesses, in particular, in calendar year 2015.**

**Loan Originations in Calendar Year [2015]**

2. With regard to loan originations made by your bank during calendar year [2015]...
  - a. What was the total dollar amount of lending originated, for **all purposes**? \_\_\_\_\_
  - b. What was the total dollar amount of lending originated, for **commercial purposes only**? \_\_\_\_\_
  - c. \_\_\_\_\_  
What was the total dollar amount of lending originated, to **small businesses**? \_\_\_\_\_

**As you know, banks report outstanding loan amounts on their CALL Reports based on the collateral that secures the loan. For the next set of questions, Question 3 - Question 8, we would like to discuss the extent to which lending reported in some of the CALL Report categories is actually extended for commercial purposes. You may need your bank's [insert date] CALL report to answer these questions.**

3. Looking at the [insert dollar amount] reported on your bank's [insert date] CALL Report for **closed-end** loans secured by **1-4 Family Residential Properties**, does your bank track whether these loans were for commercial business purposes?
- a. Yes
  - b. No

3A. [If yes] What was the total dollar amount for commercial purposes?

3B. [If no] What percentage of your bank's loan dollars for **closed-end** loans secured by **1-4 Family Residential Properties** do you estimate was for commercial business purposes?

4. Looking at the [insert dollar amount] reported on your bank's [insert date] CALL Report for **Home Equity Lines of Credit** secured by **1-4 Family Residential Properties**, does your bank track whether these loans were for commercial business purposes?
- a. Yes
  - b. No

4A. [If yes] What was the total dollar amount for commercial purposes?

4B. [If no] What percentage of your bank's loan dollars for **Home Equity Lines of Credit** secured by **1-4 Family Residential Properties** do you estimate was for commercial business purposes?

5. Looking at the [insert dollar amount] reported on your bank's [insert date] CALL Report for loans secured by **Nonfarm Nonresidential Properties**, does your bank track whether these loans were for commercial business purposes?
- a. Yes
  - b. No

5A. [If yes] What was the total dollar amount for commercial purposes?

5B. [If no] What percentage of your bank's loan dollars secured by **Nonfarm Nonresidential Properties** do you estimate was for commercial business purposes?

6. Looking at the [insert dollar amount] reported on your bank's [insert date] CALL Report for **Construction, Land Development and Other Land Loans**, does your bank track whether these loans were for commercial business purposes?

- a. Yes
- b. No

6A. [If yes] What was the total dollar amount for commercial purposes?

6B. [If no] What percentage of your bank's loan dollars for **Construction, Land Development and Other Land Loans** do you estimate was for commercial business purposes?

7. Looking at the [insert dollar amount] reported on your bank's [insert date] CALL Report for loans secured by **Multifamily Residential Properties**, does your bank track whether these loans were for commercial business purposes?

- a. Yes
- b. No

7A. [If yes] What was the total dollar amount for commercial purposes?

7B. [If no] What percentage of your bank's loan dollars secured by **Multifamily Residential Properties** do you estimate was for commercial business purposes?

8. Looking at the [insert dollar amount] reported on your bank's [insert date] CALL Report for loans secured by **Farmland**, does your bank track whether these loans were for commercial business purposes?

- a. Yes
- b. No

8A. [If yes] What dollar amount was for commercial purposes?

8B. [If no] What percentage of your bank's loan dollars secured by **Farmland** do you estimate was for commercial business purposes?

*[Note that the questions above are asked only if positive dollar amounts were reported for that category, in the bank's [date] CALL Report.]*

**Loan-to-One-Borrower Limit**

9. Under federal banking regulations, a bank's total outstanding loans and extensions of credit to one borrower may not exceed 15 percent of the institution's capital and surplus, also called the 'loan-to-one-borrower' limit.<sup>1</sup> What was the dollar amount of your bank's 'loan-to-one-borrower' limit as of the [date] CALL Report?

*[Programmer's Note: If the answer to Q9 is less than \$1 Million, then the following questions in Section I (Q10-Q19) are not asked.]*

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<sup>1</sup> See <https://www.fdic.gov/regulations/laws/rules/8000-7400.html#fdic8000lending32.3>. Note if the amount that exceeds the institution's 15 percent general limit is fully secured by readily marketable collateral, there is an additional 10 percent limit of the institution's capital and surplus.

Next, we would like to learn about your bank's lending to small businesses. As you may already know, loans of \$1 million dollars or less secured by Nonfarm Nonresidential Properties, or for Commercial and Industrial purposes, are often used as a proxy for banks' small business lending. However, not all loans of this size or less are necessarily extended to small businesses. The following questions, Question 10 - Question 17, help us understand how well loans of these types and sizes capture actual lending to small businesses. Again, you may need your bank's [insert date] CALL report to answer these questions.

**Loans Secured by Nonfarm Nonresidential Properties**

10. Looking at the [insert dollar amount] reported on your bank's [insert date] CALL Report for outstanding loans secured by **Nonfarm Nonresidential Properties** with origination amounts of **\$100k or less**, does your bank track whether these loans were made to a small business?
- a. Yes
  - b. No
- 10A. [If yes] What is the total dollar amount of such loans that were extended to small businesses?
- 10B. [If no] What percentage of the dollar amount of such loans do you estimate were extended to small businesses?
11. Looking at the [insert dollar amount] reported on your bank's [insert date] CALL Report for outstanding loans secured by **Nonfarm Nonresidential Properties** with origination amounts of **more than \$100k and up through \$250k**, does your bank track whether these loans were made to a small business?
- a. Yes
  - b. No
- 11A. [If yes] What is the total dollar amount of such loans that were extended to small businesses?
- 11B. [If no] What percentage of the dollar amount of such loans do you estimate were extended to small businesses?
12. Looking at the [insert dollar amount] reported on your bank's [insert date] CALL Report for outstanding loans secured by **Nonfarm Nonresidential Properties** with origination amounts of **more than \$250k and up through \$1 million**, does your bank track whether these loans were made to a small business?
- a. Yes
  - b. No
- 12A. [If yes] What is the total dollar amount of such loans that were extended to small businesses?
- 12B. [If no] What percentage of the dollar amount of such loans do you estimate were extended to small businesses?

13. Of any outstanding loans originated by your bank that were secured by **Nonfarm Nonresidential Properties** with origination amounts of **more than \$1 million**, does your bank track whether these loans were made to a small business? Note that this information is not directly reported on your bank's call report.

- a. Yes
- b. No

13A. [If yes] What is the total dollar amount of such loans that were extended to small businesses?

13B. [If no] What percentage of the dollar amount of such loans do you estimate were extended to small businesses?

### **Commercial and Industrial Loans**

14. Looking at the [insert dollar amount] reported on your bank's [insert date] CALL Report for loans secured by **Commercial and Industrial Loans** with origination amounts of **\$100k or less**, does your bank track whether these loans were made to a small business?

- a. Yes
- b. No

14A. [If yes] What is the total dollar amount of such loans that were extended to small businesses?

14B. [If no] What percentage of the dollar amount of such loans do you estimate were extended to small businesses?

15. Looking at the [insert dollar amount] reported on your bank's [insert date] CALL Report for loans secured by **Commercial and Industrial Loans** with origination amounts of **more than \$100k and up through 250k**, does your bank track whether these loans were made to a small business?

- a. Yes
- b. No

15A. [If yes] What is the total dollar amount of such loans that were extended to small businesses?

15B. [If no] What percentage of the dollar amount of such loans do you estimate were extended to small businesses?

16. Looking at the [insert dollar amount] reported on your bank's [insert date] CALL Report for loans secured by **Commercial and Industrial Loans** with origination amounts of **more than \$250k and up through \$1 million**, does your bank track whether these loans were made to a small business?

- a. Yes
- b. No

16A. [If yes] What is the dollar amount of such loans that were extended to small businesses?

16B. [If no] What percentage of the dollar amount of such loans do you estimate were extended to small businesses?



17. Of any outstanding loans originated by your bank for **Commercial and Industrial Purposes** with origination amounts of **more than \$1 million**, does your bank track whether these loans were for were made to a small business? Note that this information is not directly reported on your bank's call report.
- a. Yes
  - b. No

17A. [If yes] What is the dollar amount of such loans that were extended to small businesses?

17B. [If no] What percentage of the dollar amount of such loans do you estimate were extended to small businesses?

**Banks often develop loan products to meet the specific needs of their borrowers. We'd like you to tell us more about the small business loan products that your bank offers. In particular, please tell us about your [X] most popular small business loan products.**

**Small Business Loan Products Offered by Your Bank**

18. In calendar year [2015], how many small business loan products with more than [YY] originations did your bank offer? \_\_\_\_\_

*[Programmer's Note: The number of small business loan products identified above determines the number of sets to be asked of the questions directly below.]*

19. Thinking about your bank's most popular small business loan product in terms of loan volume, [Small Business Loan Product #1]:

19A. What is the name of this small business loan product? \_\_\_\_\_

19B. What type of credit is offered by this small business loan product? *Mark only one.*

- a. Credit Card (CC)
- b. Closed-End Loan
- c. Non-CC Line of Credit

19C. What is the purpose of this small business loan product? *Mark all that apply.*

- a. Working capital
- b. Commercial Real Estate (CRE) purchases
- c. Plant, equipment, and leases
- d. Other \_\_\_\_\_

19D. What collateral is required or accepted for this small business loan product? *Mark all that apply.*

- a. Not secured
- b. Secured by CRE
- c. Secured by other collateral

19E. [If Secured by other collateral marked] What other types of collateral are required or accepted for this small business loan product? \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
(List up to three.)

19F. In calendar year [2015], what was the dollar volume of originations for this small business loan product? \$\_\_\_\_,\_\_\_\_,\_\_\_\_,\_\_\_\_.00

19G. In calendar year [2015], what was the count of originations for this small business loan product? \_\_\_\_\_

19H. Thinking about this small business loan product, how do you expect its volume of lending to change in the next calendar year? *Mark only one.*

- a. Expand
- b. Stay the same
- c. Shrink

20. Now, we're going to ask you about your bank's second most popular small business loan product. [Small Business Loan Product #2]:

*[Programmer's Note: Repeat 19A-19H]*

21. Turning now to your bank's third most popular small business loan product, [Small Business Loan Product #3]:

*[Programmer's Note: Repeat 19A-19H]*

**For each of the [X] most popular small business loan products offered by your bank that we just discussed, we would also like to know the underwriting criteria used, the kinds of small businesses that are eligible for these products, and the ways your bank may use relationship-lending practices in your decisions to extend these loans.**

*[Programmer's Note: The questions asked directly below, are auto-populated with the products identified by the bank in Q19-21.]*

22. Please tell us more about your small business loan program, [pipe in the name of top Small Business Loan Product #1 from response to Q19]:

**Loan Characteristics**

22A. Is there a minimum allowable loan amount for this product?

- a. Yes
- b. No

[If yes] What is the minimum loan amount allowed for [pipe in the name of top Small Business Loan Product #1 from response to Q19]? \_\_\_\_\_

22B. Is there a maximum allowable loan amount for [pipe in the name of top Small Business Loan Product #1 from response to Q19]?

- a. Yes
- b. No

[If yes] What is the maximum loan amount allowed for [pipe in the name of top Small Business Loan Product #1 from response to Q19]? \_\_\_\_\_

22C. Are there thresholds for any other loan characteristics that apply to [pipe in the name of top Small Business Loan Product #1 from response to Q19]? (e.g., maximum loan term)

- a. Yes
- b. No

[If yes] What are other loan thresholds used for [pipe in the name of top Small Business Loan Product #1 from response to Q19]? \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
(Programmer's Note: R can list up to three.)

22D. What is the limit allowed for [the loan threshold identified], for [pipe in the name of top Small Business Loan Product #1 from response to Q19]? \_\_\_\_\_

### Small Business Characteristics

We would like to know more about the small businesses that are potentially served by your small business loan program, [name of top Small Business Loan Product #1 from response to Q19]:

22E. Is there a maximum allowable gross annual revenue for small business borrowers to be eligible for [pipe in the name of top Small Business Loan Product #1 from response to Q19]?

- a. Yes
- b. No

[If yes] What is the maximum gross annual revenue allowable for small businesses to be eligible for [pipe in the name of top Small Business Loan Product #1 from response to Q19]?

\_\_\_\_\_

22F. Is there a maximum allowable number of employees for small business borrowers to be eligible for [pipe in the name of top Small Business Loan Product #1 from response to Q19]?

- a. Yes
- b. No

[If yes] What is the maximum number of employees allowable for small businesses to be eligible for [pipe in the name of top Small Business Loan Product #1 from response to Q19]?

\_\_\_\_\_

22G. Are there small business characteristics, not identified above, used to determine eligibility for [pipe in the name of top Small Business Loan Product #1 from response to Q19]?

- a. Yes
- b. No

[If yes] What are the other small business characteristics used to determine eligibility for [pipe in the name of top Small Business Loan Product #1 from response to Q19]? \_\_\_\_\_,

\_\_\_\_\_, \_\_\_\_\_

[Programmer's Note: R can list up to three]

### Underwriting Practices

Now we would like to know more about the underwriting practices used by your bank to originate loans under your small business loan program, [name of top Small Business Loan Product #1 from response to Q19]:

22H. Does your bank use the firm's Debt Service Coverage to evaluate potential borrowers for [pipe in the name of top Small Business Loan Product #1 from response to Q19]? *Mark only one.*

- a. Always
- b. Sometimes
- c. Never

22I. Does your bank use the Loan-to-Value ratio to evaluate potential borrowers for [pipe in the name of top Small Business Loan Product #1 from response to Q19]? *Mark only one.*

- a. Always
- b. Sometimes
- c. Never

22J. Does your bank use the firm owners' Personal Credit Score(s) to evaluate potential borrowers for [pipe in the name of top Small Business Loan Product #1 from response to Q19]? *Mark only one.*

- a. Always
- b. Sometimes
- c. Never

22K. Does your bank use the firm's Business Credit Score to evaluate potential borrowers for [pipe in the name of top Small Business Loan Product #1 from response to Q19]? *Mark only one.*

- a. Always
- b. Sometimes
- c. Never

22L. Does your bank use the firm's Length of Time in Business to evaluate potential borrowers for [pipe in the name of top Small Business Loan Product #1 from response to Q19]? *Mark only one.*

- a. Always
- b. Sometimes
- c. Never

22M. Does your bank use Loan Covenants to evaluate potential borrowers for [pipe in the name of top Small Business Loan Product #1 from response to Q19]? *Mark only one.*

- a. Always
- b. Sometimes
- c. Never

22N. Does your bank use any other underwriting factor to evaluate potential borrowers for [pipe in the name of top Small Business Loan Product #1 from response to Q19]?

- a. Yes
- b. No

[If yes] What are the other factors used? \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

22O. For [Other factor #1: pipe in name of first "other" factor listed]: Is this factor used:

- a. Always
- b. Sometimes
- c. Never

22P. For [Other factor #2: pipe in name of first "other" factor listed]: Is this factor used:

- a. Always
- b. Sometimes
- c. Never

22Q. For [Other factor #3: pipe in name of first "other" factor listed]: Is this factor used:

- a. Always
- b. Sometimes
- c. Never

22R. Please rank these underwriting factors in order of importance to your bank for evaluating borrowers for your small business loan product, [name of top Small Business Loan Product #1 from response to Q19].

*[Programmer's Note: List auto-populated according to answers selected above with responses of 'Always' or 'Sometimes.']*

**Relationship Lending**

22S. Small business lending is often referred to as 'relationship lending', where local banks have an existing relationship with their applicants, and have knowledge about these businesses and the general economic conditions of the local area, in order to be able to make reasonable exceptions. Does your bank allow any exceptions from loan policy for your small business loan product, [name of top Small Business Loan Product #1 from response to Q19]?

- a. Yes
- b. No

*[If yes. Programmer's Note: Questions below occur only for underwriting factors with answers selected above of 'Always' or 'Sometimes.']*

22T. Does your bank allow below loan policy exceptions with respect to Debt Service Coverage?

- a. Yes
- b. No

22U. Does your bank allow above loan policy exceptions with respect to Loan-to-Value?

- a. Yes
- b. No

22V. Does your bank allow below loan policy exceptions with respect to firm owners' Personal Credit Score(s)?

- a. Yes
- b. No

22W. Does your bank allow below loan policy exceptions with respect to the firm's Business Credit Score?

- a. Yes
- b. No

22X. Does your bank allow below loan policy exceptions with respect to Length of Time in Business?

- a. Yes
- b. No

22Y. Does your bank allow outside-of- loan policy exceptions with respect to Loan Covenants?

- a. Yes
- b. No

22Z. Does your bank allow outside-of-loan policy exceptions with respect to \_\_\_\_\_ ?  
[Auto-populate with up to three potential other underwriting factors that the bank may have listed under 'Underwriting Practices.']

- a. Yes
- b. No

22AA. [If yes to the Relationship Lending question] With regard to the loans made under this small business loan program, [name of Small Business Loan Product #1 from response to Q19], what are typical reasons why exemptions from loan policy may be allowed? *Mark up to three.*

- a. Longstanding deposit and loan customer
- b. Longstanding deposit only customer
- c. Longstanding loan only customer
- d. Borrower offered personal collateral or other guarantee
- e. Positive business prospects for borrower
- f. Other \_\_\_\_\_

23. Please tell us more about your small business loan program, [name of top Small Business Loan Product #2 from response to Q20]:

*[Programmer's Note: Repeat 22A-22AA]*

24. Please tell us more about your small business loan program, [name of top Small Business Loan Product #3 from response to Q21]:

*[Programmer's Note: Repeat 22A-22AA]*



Now we would like to know about the small business lending competition that your bank faces. In particular, we'd like to know more about the market that your bank serves, who you consider your competitors to be, and what you believe to be your bank's particular comparative advantages in providing small business credit.

### Small Business Lending Competition in Your Market

25. A bank's geographic market for small business lending is where the bank focuses its resources and outreach to generate this type of lending business. What is your bank's geographic market for small business loans? *Mark only one.*

- a. Only city/town where your bank's headquarters are located
- b. County or counties with branches
- c. County or counties with branches, and nearby counties
- d. Metropolitan Statistical Areas (MSAs) with branches
- e. Metropolitan Statistical Areas (MSAs) with branches, and nearby MSAs
- f. States in which branches are located
- g. States in which branches are located, and nearby states
- h. National
- i. Other \_\_\_\_\_

26. Which types of institutions are your bank's current competitors for small business lending? *Mark all that apply.*

- a. Small banks
- b. Mid-sized regional banks
- c. Large banks
- d. Non-bank online lenders
- e. Other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ *(Programmer's Note: R can list up to three)*

26A. How would you rank the importance of these current competitors? (1=Most Important)  
*[Programmer's Note: Auto-populate list according to answers selected above]*

26B. Are any of these institutions new competitors for your bank, within the past three years?  
*[Programmer's Note: Auto-populate list according to answers selected above]*

- a. Yes
- b. No

27. Which institutions were your bank's competitors for small business lending three years ago? *Mark all that apply.*

- a. Small banks
- b. Mid-sized regional banks
- c. Large banks
- d. Non-bank online lenders
- e. Other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ *(Programmer's Note: R can list up to three)*

27A. How would you rank the importance of these competitors, three years ago? (1=Most Important) *[Programmer's Note: Auto-populate list according to answers selected above]*

28. How do [current competitors, ranked #1] currently compete against your bank for small business lending? *Mark all that apply.*

**Pricing**

- a. Interest rates
- b. Fees
- c. Other \_\_\_\_\_

**Underwriting criteria**

- d. Collateral requirements
- e. Loan-to-Value
- f. Debt Service Coverage
- g. Other \_\_\_\_\_

**Speed of service**

- h. Decision speed
- i. Funding speed
- j. Other \_\_\_\_\_

**Customer Service**

- k. Availability of credit products
- l. Availability of other services
- m. Convenient location
- n. Overall geographic market
- o. Established relationship with loan officer
- p. Familiarity with lender's lending process
- q. Other \_\_\_\_\_

**Other** \_\_\_\_\_

28A. How would you rank the importance of these forms of competition, in how [current competitors, ranked #1] currently compete for your bank's small business lending? (1=Most Important) *[Programmer's Note: Auto-populate list according to answers selected above]*

29. How do [current competitors, ranked #2] currently compete against your bank for small business lending? *Mark all that apply.*

*[Programmer's Note: Repeat 27A-27Q]*

29A. How would you rank the importance of these forms of competition, in how [current competitors, ranked #2] currently compete for your bank's small business lending? (1=Most Important) *[Note: Auto-populate list according to answers selected above]*

30. How do [current competitors, ranked #3] currently compete against your bank for small business lending? *Mark all that apply.*

*[Programmer's Note: Repeat 27A-27Q]*

30A. How would you rank the importance of these forms of competition, in how [current competitors, ranked #3] currently compete for your bank's small business lending? (1=Most Important) *[Note: Auto-populate list according to answers selected above]*

31. Thinking about all of your bank's competitors, which of these forms of competition do you consider to be **your bank's comparative advantages** today, in making small business loans? *Mark all that apply.*

**Pricing**

- a. Interest rates
- b. Fees
- c. Other \_\_\_\_\_

**Underwriting criteria**

- d. Collateral requirements
- e. Loan-to-Value
- f. Debt Service Coverage
- g. Other \_\_\_\_\_

**Speed of service**

- h. Decision speed
- i. Funding speed
- j. Other \_\_\_\_\_

**Customer Service**

- k. Availability of credit products
- l. Availability of other services
- m. Convenient location
- n. Overall geographic market
- o. Established relationship with loan officer
- p. Familiarity with lender's lending process
- q. Other \_\_\_\_\_

**Other** \_\_\_\_\_

31A. How would you rank the importance of these forms of competition today, as comparative advantages for your bank in making small business loans? (1=Most Important)

*[Programmer's Note: Auto-populate list according to answers selected above]*

**Banks are often critical in providing much-needed financing to small businesses. Therefore, we would now like to find out more about how small businesses can apply for loans at your bank, how your bank develops small business lending relationships, and what barriers your bank faces in extending credit to small businesses.**

**Small Business Lending Applications, Activity, and Access**

32. Where can a potential borrower apply for a small business loan from your bank? *Mark all that apply.*

- a. Any branch
- b. Branches with loan offices
- c. Main headquarters office
- d. Online using bank's own website
- e. Online using a third-party website
- f. Brokers (in-person or by telephone)
- g. On-site visits to businesses by bank staff
- h. Other \_\_\_\_\_

33. [If online options selected in Q32] Does your bank accept online applications for small business loans from all applicants? *Mark only one.*

- a. Yes, from all applicants
- b. No, from some applicants only
- c. No small business applications are accepted online

33A. [If online accepted only from some applicants in Q33] You indicated that some small business loan applications are accepted online. Which types of applicants are allowed to submit applications online? *Mark all that apply.*

- a. The bank's existing or previous small business loan borrowers
- b. The bank's existing small business depositors
- c. Small businesses inside bank's market that are not depositors or previous borrowers
- d. Small businesses outside the bank's market that are not depositors or previous borrowers
- e. Other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ [Programmer's Note: R can list up to three]

34. What practices does your bank currently use to develop new small business lending relationships? *Mark all that apply.*

**Outreach**

- a. Dedicated staff
- b. Intentional personal contact
- c. Active marketing to depositors who are not past or current borrowers
- d. Other \_\_\_\_\_

**External sources**

- e. Brokers
- f. Lead generators
- g. Other \_\_\_\_\_

**Convenience**

- h. Online applications
- i. Other technology
- j. Non-bank locations of loan production offices
- k. Walk-ins
- l. Other \_\_\_\_\_

**Strategy**

- m. Hiring of knowledgeable local outreach staff
- n. Other \_\_\_\_\_

**Provide Business Services**

- o. Provide Payroll Services or Payroll Cards
- p. Provide card payment processing
- q. Other \_\_\_\_\_

**Other** \_\_\_\_\_

34A. How would you rank the importance of these practices, in developing your bank's current small business lending activity? (1=Most Important) *[Note: Auto-populate list according to answers selected above]*

35. What practices does your bank currently use to monitor originated small business loans, on an ongoing basis? *Mark all that apply.*

**Automated Systems**

- a. Monitoring payment status of loans made to the business, by your own bank
- b. Monitoring payment status of loans made to the business, by other lenders
- c. Monitoring of personal credit scores
- d. Monitoring of business credit scores
- e. Monitoring deposit account activity of the business, within your own bank
- f. Monitoring deposit account activity of the business, at other institutions
- g. Courtesy notifications of pending payments
- h. Other \_\_\_\_\_

**Personal Contact**

- i. Review of interim financial information on an ongoing basis
- j. Other telephone contact or onsite visits
- k. Other \_\_\_\_\_

**Other** \_\_\_\_\_

35A. How would you rank the importance of these practices, in monitoring the small business loans that your bank originated? (1=Most Important) *[Note: Auto-populate list according to answers above]*

36. Access to financing is critically important for small businesses. We'd like to know more about the barriers your bank faced this past year in providing small business credit. In the past year, was your bank able to fund all applicants who **qualified** for small business credit?
- a. Yes
  - b. No

36A. [If no to Q36] Which of the following constraints made your bank unable to fund all qualified applicants, this past year? *Mark all that apply.*

- a. Small business loans are at their portfolio limit for risk diversification
- b. Other products are more profitable
- c. Capital constraints
- d. Above 'loans-to-one-borrower' limit
- e. Other \_\_\_\_\_

36B. How would you rank the importance of these constraints, in preventing your bank from funding all qualified small business borrowers? (1=Most Important) [Note: Auto-populate list according to answers selected above]

37. What are the obstacles that your bank faced in providing credit to small businesses, this past year?

*Mark all that apply.*

- a. Competition
- b. Lack of demand
- c. Borrowers meeting underwriting criteria
- d. Insufficient funding sources
- e. Guaranteed program caps
- f. Staffing
- g. Secondary market conditions
- h. Other \_\_\_\_\_

37A. How would you rank these obstacles, in providing credit to small businesses, this past year? (1=Most Important) [Note: Auto-populate list according to answers selected above]

38. Over the past year, in situations where an inquiry did not lead to a loan (for any reason), did your bank do any of the following? *Mark all that apply.*

- a. Refer them to other commercial loan products offered by the bank
- b. Refer them to consumer loan products offered by the bank (e.g. HELOC, personal credit card)
- c. Refer them to sources of credit outside the bank
- d. Offer business financial counseling directly (by bank staff)
- e. Share literature developed by third-party technical assistance providers
- f. Place them in direct contact with third-party technical assistance providers
- g. Other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ [Programmer's Note: R can list up to three]

### Access to Retail Bank Services

Often, consumers become small business owners and approach the banks with which they already have consumer relationships when they seek small business loans. Because of this, in this section, we ask about the retail services that your bank offers to consumers. In your answers, please:

- **INCLUDE** only products and services available to the general public;
- **EXCLUDE** products limited to specific consumer segments such as products for students.

### Basic/Entry-Level Consumer Transaction Accounts

39. What is your bank's most basic, entry-level transaction account for consumers (not businesses)?

*Mark all that apply.*

- a. a checking account
- b. a network branded general purpose reloadable (GPR) prepaid card (offered and issued by the bank, not offered by a third party)
- c. other \_\_\_\_\_

40. [If GPR **NOT** selected in Q39, ask Q40] Does your bank offer a general purpose reloadable prepaid card to consumers that is issued by the bank and not offered by a third party? Please exclude payroll cards when answering this question.

- a. Yes
- b. No

Now we would like to know more about the fees and minimum balance requirements of your bank's basic, entry-level consumer checking account.

**Transaction and Savings Account Details**

41. Thinking about your bank's most basic, entry-level consumer checking account:

41A. What is the minimum dollar amount required to open the basic, entry-level consumer checking account?

- a. There is no minimum dollar amount
- b. There is a minimum dollar amount that is NOT waivable. Report minimum amount: \_\_\_\_\_
- c. There is a minimum dollar amount that is waivable if one or more qualifying activities apply. Report minimum amount: \_\_\_\_\_
  - I. Select which qualifying activities apply (*mark all that apply*):
    - i. direct deposit
    - ii. other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ [*Programmer's Note: R can list up to three*]

41B. What is the monthly maintenance fee for the basic, entry-level consumer checking account?

- a. There is no fee
- b. There is a minimum fee that is not waivable. Report minimum fee: \_\_\_\_\_
- c. There is a minimum fee that is waivable if one or more qualifying activities apply. Report minimum fee: \_\_\_\_\_
  - I. Select which qualifying activities apply (*mark all that apply*):
    - i. direct deposit, or
    - ii. make at least one bill payment online,
    - iii. maintain monthly balance of \$ \_\_\_\_\_, or
    - iv. other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ [*Programmer's Note: R can list up to three*]

41C. What is the minimum monthly average account balance required to keep the basic, entry-level consumer checking account open?

- a. No minimum or
- b. Minimum of \$ \_\_\_\_\_

41D. Is your bank's most basic, entry level consumer account a checkless account?

- a. Yes
- b. No

41E. What percentage of your bank's total number of consumer checking accounts are basic, entry level accounts?

- a. Less than 5 percent
- b. 5 percent to less than 10 percent
- c. 10 percent to less than 20 percent
- d. 20 percent or more



**Now we would like to know more about the fees and minimum balance requirements of the network branded general purpose reloadable prepaid card offered and issued by your bank.**

42. [Note: Ask question 42 only if a bank selected GRP prepaid card in response to question 39 or selected "yes" in response to question 40] For your bank's network branded general purpose reloadable (GPR) prepaid card:

42A. What is the minimum dollar amount required to open a prepaid card account?

- a. There is no minimum dollar amount
- b. There is a minimum dollar amount that is NOT waivable. Report minimum amount: \_\_\_\_\_
- c. There is a minimum dollar amount that is waivable if one or more qualifying activities apply. Report minimum amount: \_\_\_\_\_
  - I. Select which qualifying activities apply (*mark all that apply*):
    - i. direct deposit
    - ii. other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ [*Programmer's Note: R can list up to three*]

42B. What is the monthly maintenance fee for the GPR prepaid card?

- a. There is no fee
- b. There is a minimum fee that is not waivable. Report minimum fee: \_\_\_\_\_
- c. There is a minimum fee that is waivable if one or more qualifying activities apply. Report minimum fee: \_\_\_\_\_
  - I. Select which qualifying activities apply (*mark all that apply*)
    - i. direct deposit, or
    - ii. make at least one bill payment online,
    - iii. maintain monthly balance of \$\_\_\_\_\_, or
    - iv. other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ [*Programmer's Note: R can list up to three*]

42C. What is the minimum monthly average prepaid card account balance required to keep the account open?

- a. No minimum or
- b. Minimum of \$\_\_\_\_\_

42D. Approximately, what percent of your customers who currently have one of your network branded GPR prepaid cards also has another account with your bank, such as a checking or savings account, a certificate of deposit, etc.? Do not include payroll cards among these other accounts.

- a. Less than 5 percent
- b. 5 percent to less than 10 percent
- c. 10 percent to less than 20 percent
- d. 20 percent or more

**Now we would like to know more about the fees and minimum balance requirements of your bank's basic, entry-level savings account.**

43. Thinking about your bank's most basic, entry-level savings account:

43A. What is the minimum amount required to open the basic entry-level savings account?

- a. There is no minimum dollar amount
- b. There is a minimum dollar amount that is NOT waivable. Report minimum amount: \_\_\_\_\_
- c. There is a minimum dollar amount that is waivable if one or more qualifying activities apply. Report minimum amount: \_\_\_\_\_
  - I. Select which qualifying activities apply (*mark all that apply*):
    - i. direct deposit
    - ii. other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ [*Programmer's Note: R can list up to three*]

43B. What is the monthly maintenance fee for the basic entry-level savings account?

- a. There is no fee
- b. There is a minimum fee that is not waivable. Report minimum fee: \_\_\_\_\_
- c. There is a minimum fee that is waivable if one or more qualifying activities apply. Report minimum fee: \_\_\_\_\_
  - I. Select which qualifying activities apply (*mark all that apply*)
    - i. direct deposit or automatic transfer
    - ii. maintain monthly balance of \$ \_\_\_\_\_, or
    - iii. other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ [*Programmer's Note: R can list up to three*]

43C. What is the minimum monthly average account balance required to keep the basic entry-level savings account open?

- a. No minimum or
- b. Minimum of \$ \_\_\_\_\_

**Now we would like to know more about the overdraft and Non-Sufficient Funds options available on your bank's basic, entry-level consumer checking account.**

**Basic Consumer Checking Account Overdraft and NSF Options**

44. On your bank's most basic entry-level consumer checking account, what is the Non-Sufficient Funds (NSF) fee for transactions that are returned?
- There is no NSF fee
  - The NSF fee is \$\_\_\_\_\_
45. Does your most basic or entry-level consumer checking account include automated overdraft<sup>2</sup> coverage for consumers who have opted in?
- Yes
  - No
46. Approximately what share of your basic, entry-level consumer checking account customers have opted-in for overdraft coverage of debit transactions?
- Less than 5 percent
  - 5 percent to less than 10 percent
  - 10 percent to less than 20 percent
  - 20 percent or more
47. On your most basic, entry-level consumer checking account, what is the typical fee charged for covering a customer's overdraft obligation? Please assume the customer has opted in and does not have an overdraft line of credit or linked account transfer option to cover overdrawn accounts.
- The bank does not cover overdraft obligations either on an automated or ad-hoc basis
  - The overdraft fee for each covered overdraft is \$\_\_\_\_\_
- 47A. [If overdraft fee is greater than \$0 in Q47] Is there a daily maximum dollar amount of overdraft fees that the basic, entry-level consumer checking account can incur?
- There is no daily maximum overdraft fee
  - The maximum overdraft fee is \$\_\_\_\_\_ per day
48. Thinking about your bank's most basic, entry-level checking account, does it offer an overdraft line of credit (LOC) to qualified customers?
- Yes
  - No
49. Thinking about your bank's most basic, entry-level checking account, does it offer an option to link the account with a savings account to cover overdrafts?
- Yes
  - No

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<sup>2</sup> **Info box:** Automated overdraft programs are formal programs in which the bank honors a customer's overdraft obligations using standardized procedures to determine whether the nonsufficient fund (NSF) transaction qualifies for overdraft coverage.

**Now we would like to know more about your bank's identification requirements for opening consumer deposit accounts.**

**Opening Consumer Deposit Accounts**

50. Does your bank accept a non-U.S. passport (instead of U.S. passport or driver's license) from applicants seeking to open a new consumer deposit account?
- a. Yes
  - b. No
51. Does your bank accept other ID issued by a foreign government (e.g., Matrícula Consular instead of driver's license) from applicants seeking to open a new consumer deposit account?
- a. Yes
  - b. No
52. Does your bank accept Individual Taxpayer Identification Numbers (ITIN) (instead of Social Security number) from applicants seeking to open a new consumer deposit account?
- a. Yes
  - b. No

**Finally, we would like to know more your bank's applicant screening process for opening a basic, entry-level consumer account.**

**Applicant Screening Process**

53. Would an applicant be eligible to open a basic, entry level consumer account if the applicant screening process indicated that there was a prior account closure for account mismanagement, resulting in a loss of less than \$100 at another bank?
  - a. Yes
  - b. No
  
54. Would an applicant be eligible to open a basic, entry level consumer account if the applicant screening process indicated applicant fraud on a prior account?
  - a. Yes
  - b. No
  
55. Would an applicant be eligible to open a basic, entry level consumer account if the applicant screening process indicated that the applicant had insufficient credit bureau information?
  - a. Yes
  - b. No
  
56. Would an applicant be eligible to open a basic, entry level consumer account if the applicant screening process indicated that the applicant had a negative credit history?
  - a. Yes
  - b. No

**Thank you for completing the survey today!**