



[Exit this survey](#)



As a valued customer of Ex-Im Bank, you have been selected to participate in this customer experience survey. The survey’s objective is to better understand your experience with Ex-Im Bank’s products and services and identify potential service improvements. 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!

Exit this survey



These questions pertain to the status of your business today.

**1. What is the size (employee headcount) of your company?**

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

**2. 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)

**3. 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 below)

Other (please specify)

**4. Overall, how long has your company been exporting US-sourced goods and/or services?**

- ☐ 1-3 years
- ☐ 4-5 years
- ☐ 6-10 years
- ☐ 11-15 years
- ☐ 16-25 years
- ☐ Other (please specify below)

Additional Comments

**5. US-sourced exports accounted for what percentage of your company's revenue last year?**

- ☐ 1-20%
- ☐ 21-40%
- ☐ 41-60%
- ☐ 61-80%

☐ More than 80%

Additional Comments



Exit this survey



These questions pertain to how your exporting business has changed over the past five years.

**6. During the past five years, have your US-sourced exports grown, stayed about the same size, or decreased?**

- ☐ Grown
- ☐ Stayed about the same size
- ☐ Decreased

Additional Comments

Exit this survey



**6.a. To what extent have your US-sourced exports grown over the past five years?**

*(skip if the answer to Question 6 was "Stayed about the same size" or "Decreased")*

- ☐ 1-24%
- ☐ 25-49%
- ☐ 50-74%
- ☐ 74-100%
- ☐ More than 100%
- ☐ N/A

Additional Comments

**7. Over the past five years, how frequently has your company worked with Ex-Im Bank (e.g., to purchase a new policy, guarantee, loan, etc.)?**

- ☐ Once before
- ☐ Every few years
- ☐ About once a year
- ☐ Several times a year
- ☐ Other (please specify)

Additional Comments

**8. Before choosing Ex-Im Bank, did you explore other options for insurance?**

Yes

☐☐

No

☐

Do not recall

Additional Comments

Exit this survey



**8.a.You indicated you had explored other options for insurance before choosing Ex-Im Bank. What were those options? Check all that apply. (Skip if the answer to Question 8 was "No" or "Do not recall")**

- ☐ Traditional banks, including community, savings and commercial banks
- ☐ Private investors
- ☐ Alternative financing including forfeiting, factoring, etc.
- ☐ Private sector insurers
- ☐ Other (please specify)

Additional Comments



Exit this survey



The following questions pertain to your experiences working with other Export Credit Agencies (ECAs).

**9. Has your company worked with an export credit agency (ECA) other than Ex-Im Bank during the past five years?**

- ☐ Yes
- ☐ No
- ☐ Don't know



Exit this survey



9a. Thinking about your experience with other export credit agencies (ECAs) as compared to your work with Ex-Im Bank, how satisfied are you with each of the following? *(Skip if the answer to Question 9 is "No" or "Do not know")*

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Ex-Im Bank's products and services compared to product offerings at other ECAs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with Ex-Im Bank as compared to other ECAs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments



Exit this survey



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

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

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

Additional Comments





Exit this survey



The following questions pertain to the ease of doing business with Ex-Im Bank.

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

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Explanations of the insurance product I purchased matched my actual experiences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Written communications surrounding how to work with Ex-Im were clear and understandable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transaction processing time met with my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information/documentation required in submitting my application met with my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received regular status updates while my transactions were in process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of insurance was reasonable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional comments					





Exit this survey



12. When thinking about your interactions with Ex-Im Bank, how satisfied are you with each of the following?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
Availability of information on the website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interface with Ex-Im Online, the IT platform/application process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation/information requirements for applications.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff's willingness to help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of claims processing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional comments						





Exit this survey



Here are the final questions of the survey.

**13. Generally speaking, how much effort do you personally have to put forth to complete transactions with Ex-Im Bank?**

Far less than expected	Less than expected	As much as expected	More than expected	Far more than expected
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**14. Please rate your overall satisfaction with Ex-Im Bank.**

Extremely Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Extremely Dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

☐ Yes

☐ No



[Exit this survey](#)



**16. 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.**

Thank you for participating! To submit this survey, please click the "Done" button below.

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