



## 2014 Small Business Exporter Survey



These questions pertain to the status of your business today.

**!** This question requires an answer.

### 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

**!** This question requires an answer.

### 2. In which industry/industries is your company active? Please select all that apply. (A list of industry groups can be found at <http://www.census.gov/cgi-bin/sssd/naics/naicsrch?chart=2012>)

- Agriculture, Forestry, Fishing and Hunting (Such as crops, logging, and fishing)
- Mining (Such as mining turbines, gas and oil productions and related services)
- Construction (Such as road building, or structural steel erection)
- Energy, Utilities and Power (Such as electric services, refuse systems, or sewage disposal)
- Finance, Insurance and Real Estate (Such as depository institutions, commercial banks, or loan brokers)
- Healthcare/Pharmaceutical Equipment Manufacturing (Such as magnetic resonance imaging, X-ray, CT scanner, ultrasound equipment, or diagnostic/treatment/laboratory equipment)
- Manufacturing and Sales of Other Capital Equipment (Such as waste water treatment, renewable PV, or fluid pumps and motors, metal products, electronic components)
- Manufacturing and Sales of Non-Capital Equipment (Such as wallpaper design, manufacturing of cement, medicine, soap, rubber, etc.)

- Other manufacturing (Such as food, textiles, or leather)
- Public administration services (Such as administration of economic programs and consumer protection services)
- Other services (Such as engineering services, direct mail advertising, repair, or educational services)
- Information and Communication Service Providers (Such as Internet publishing and broadcasting)
- Transportation (Such as school buses, or water transportation)
- Other (please specify)

**!** This question requires an answer.

### 3. What is your position or level of responsibility within your company?

- Chief Executive
- Financial Manager
- Sales and Marketing Manager
- Other (please specify below)

**!** This question requires an answer.

### 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

**!** This question requires an answer.

**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



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



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

*(if the answer to Question 6 was "Grown," else this question is skipped)*

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

Additional Comments

**8. 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

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

Yes



No



Do not recall

Additional Comments



**8.a. You indicated you had explored other options for insurance before choosing Ex-Im Bank. What were those options? Check all that apply. (If the answer to Question 8 was "Yes," else this question is skipped)**

- 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





**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?** *(If the answer to Question 9 is "Yes," else, the question is skipped)*

Very satisfied      Satisfied      Neither satisfied nor dissatisfied      Dissatisfied      Very dissatisfied

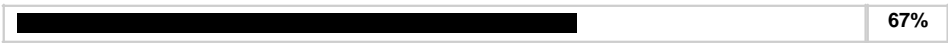
Ex-Im Bank's products and services compared to product offerings at other ECAs.



Overall satisfaction with Ex-Im Bank as compared to other ECAs.



Additional Comments



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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ex-Im Bank assistance helped to expand my export business.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ex-Im Bank assistance had a positive impact on employment in my company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Without Ex-Im Bank assistance, my business would not have realized as many export opportunities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ex-Im Bank assistance helped position my company for conventional financing in the future.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments





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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written communications surrounding how to work with Ex-Im were clear and understandable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transaction processing time met with my expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information/documentation required in submitting my application met with my expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I received regular status updates while my transactions were in process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost of insurance was reasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional comments					





**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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Interface with Ex-Im Online, the IT platform/application process.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Documentation/information requirements for applications.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Availability of staff.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Knowledge of staff.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Staff's willingness to help.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Speed of claims processing.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

<input type="checkbox"/> Yes
<input type="checkbox"/> No





**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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