Survey Invitation

Dear (Customer Name):

Recently, your company accepted a quote for an export credit insurance policy from Ex-Im Bank. We would like to invite you to answer a two-minute survey to help us understand your experiences in working with us to identify possible service improvements. If you would be willing to share your opinions with us, then please click on the link below to start the survey.

https://www.surveymonkey.com/s/ExportCrInsPOS

Thank you for your participation.

Sincerely,
The Staff and Management of Ex-Im Bank

Survey Draft

Our records indicate that you recently accepted Ex-Im Bank's quote for an export credit insurance policy. We would like to ask you a few questions about this particular transaction, so that we can improve service. The following survey is voluntary. Your answers will be kept confidential to the extent provided by law. The survey should take less than two minutes to complete. Thank you for your participation!

1. Did you accomplish what you set out to do in conducting this transaction with Ex-Im Bank?

Yes	No	N/A

2. Please rate your level of agreement or disagreement with the following statements.

	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Explanations of the application process matched my actual experiences.						
Written instructions provided within the policy application were clear and understand able.						
Ex-Im Bank's processing time met with my expectations.						

3. How much effort did you personally have to put forth to complete this transaction with Ex-Im Bank?

Far less than expected	Less than expected	About as much as expected	More than expected	Far more than expected	N/A

1	2	3	4	5	0

Additional comments (optional)