

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: TBD)

TITLE OF INFORMATION COLLECTION: EXIM Bank Survey EXIM Bank Registered Brokers

PURPOSE: Measure the extent to which EXIM Registered Brokers believe they have the tools, training and materials needed to go to market with our products and services. Using five broad areas: 1) IT platform and tools, 2) education and marketing preparedness, 3) commission and fees, 4) access to EXIM staff, and 5) overall effort required to work with EXIM in order to provide a business development purpose benefit and close gaps that preclude brokers from selling our products.

DESCRIPTION OF RESPONDENTS:

EXIM Bank’s designated brokers that are responsible for interacting with hundreds of exporters, including and especially small business exporters, on our behalf in the marketplace every year.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group

☒ Customer Satisfaction Survey
☐ Small Discussion Group
☐ Other: _____

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Stephanie Thum

Stephanie Thum, Vice President of Customer Experience, EXIM Bank

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No
3. If Applicable, has a System or Records Notice been published? ☐ Yes ☐ No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? ☐ Yes ☒ No

BURDEN HOURS for the Public

Category of Respondent	No. of Respondents	Participation Time	Burden
Individual Customers	147	10 minutes	24.5 hours
Total			24.5 hours

FEDERAL COST:

Review time per response 10 minutes. The total estimated time is 1,470 minutes or 24.5 hours.

Average Hourly Wage \$42.5, resulting in \$1,041.25 annual wages.

With Benefits & Overhead Costs of 20%, Federal Cost per hour is \$51.00

The total annual cost to the government is \$1,249.50.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
☒ Yes ☐ No

If the answer is yes, please provide a description of both below (or attach the sampling plan)?

If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Respondents will be comprised of approximately 147 US Brokers who have completed EXIM Banks Registered Broker training.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
☐ Web-based or other forms of Social Media

- ☐ Telephone
- ☐ In-person
- ☐ Mail
- ☒ Other: E-mail surveys.

2. Will interviewers or facilitators be used? ☐ Yes ☒ No