

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3048-0036)

TITLE OF INFORMATION COLLECTION: EXIM Bank Product Seminar Survey

PURPOSE: The purpose is to ascertain the levels of confidence newly trained intermediaries have in their ability to adequately represent EXIM in the market, counsel U.S. small business exporters, submit new customer applications and manage accounts.

DESCRIPTION OF RESPONDENTS:

EXIM Bank’s seminar participants who 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)

- | | |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> 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: _____

John Trammell, Management and Program Analyst, 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	100	1 minute	1.6 hours
Total			1.6 hours

FEDERAL COST:

Review time per response 1 minute. The total estimated time is 100 minutes or 1.6 hours.
Average Hourly Wage \$42.5, resulting in \$68.00 annual wages.
With Benefits & Overhead Costs of 20%, Federal Cost per hour is \$51.00
The total annual cost to the government is \$81.60.

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 100 Product Seminar participants who have completed EXIM Banks Product seminars.

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

Please make sure that all instruments, instructions, and scripts are submitted with the request.

The survey will be administered through the current contracting source that provides registration and communication with the participants.

Dear Seminar Participant:

On behalf of EXIM Bank, thank you for participating in training for new brokers and intermediaries. We appreciate your time and attention. To make sure we have provided you the information, resources and tools that you will need to work with U.S. small businesses, we would like to ask you to take a one-minute survey rating your satisfaction with training and likelihood of working with customers in your market on EXIM's behalf, after today. Please take a moment to complete a survey rating your experiences in participating in EXIM Bank Product Seminar. The survey will be available until [INSERT CLOSING DATE HERE.] If you have any questions, please let me know. Individual responses will be kept confidential. No individual names or organizations will be reported. Please [click here to begin or resume the survey](#).

Thank you in advance for your participation. Please feel free to contact me with any questions or concerns.

Sincerely,

John Trammell
Management and Program Analyst
Office of the Senior Vice President, Small
Business
The Export-Import Bank of the United States
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Washington, DC 20571
John.Trammell@exim.gov

EXIM Bank Product Seminary Survey

The training I received today will help me cultivate new business prospects and/or customers
(Choose One - with Five being the most favorable)

1 2 3 4 5 N/A

I understand how to explain the basics of EXIM financing products to U.S exporters
(Choose One - with five being the most favorable)

1 2 3 4 5 N/A

How likely are you to submit an application in the next 30-60 days?
(Choose one - with five being the most favorable)

1 2 3 4 5 N/A

Please comment on any specific items or concerns you may have and how we can help you in regards to locating and/or working with your customers: