

Broker blast—Walter Kosciow, Director of Broker Relations and Product Development, Small Business Group to issue the week before the first survey invitation goes out.

Dear Brokers:

Please be on the lookout next week for an invitation to complete a survey rating your experiences working with EXIM Bank. EXIM Bank has hired NOVA Research Company, an independent consultant, to administer this survey.

We would like to hear from everyone who receives a survey invitation. Even if you feel you are not an “active” broker, we encourage your participation, as we would like to better understand what you may need in order to become an active part of our broker network. For our active brokers, we want to be sure we understand how we can best support our work with you and our mutual customers.

The survey should take no more than 10 minutes to complete and will be available until [INSERT CLOSING DATE HERE.] If you have any questions, please let me know.

Sincerely,

Walter Kosciow

Walter.Kosciow@exim.gov.

FIRST NOTICE

SUBJECT: EXIM Bank Broker Experience Survey – We Want to Hear from You!

Dear [INSERT NAME]:

As a valued broker for EXIM Bank, we kindly request your participation in a voluntary survey rating your experiences working with our agency. Even if you feel you are not an “active” EXIM Bank broker, we welcome your participation, as we would like to better understand what you may be looking for in order to become an active part of our broker network.

The survey is designed to provide EXIM Bank with information that will help support our work with you and our mutual customers. EXIM Bank has hired NOVA Research Company – an independent research firm – to conduct this online survey, which should take approximately 10 minutes to complete.

To share your opinions with us, please [click](#) individual responses will be kept confidential. No individual names or organizations will be reported.

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

Sincerely,

Stephanie Thum
Vice President of Customer Experience
Office of the Chairman
The Export-Import Bank of the United States
811 Vermont Avenue NW
Washington, DC 20571
Stephanie.Thum@exim.gov

SECOND NOTICE

SUBJECT: Reminder: EXIM Bank Broker Experience Survey – We Want to Hear from You!

Dear [INSERT NAME],

Last week, you received an email asking for your assistance on an important survey we are conducting with our brokers regarding your experiences working with EXIM Bank. If you haven't had the opportunity to complete the survey, we encourage you to do so. The survey takes about 10 minutes to complete. Your individual responses will be kept anonymous. No individual names or organizations will be reported.

Even if you feel you are not an “active” EXIM Bank broker, we welcome your participation, as we would like to better understand what you may be looking for in order to become an active part of our broker network.

NOVA Research Company is authorized by EXIM Bank to conduct this important survey. Prior to taking the survey, if you would like to verify the authenticity of this request, you may contact Walter Kosciow at Walter.Kosciow@exim.gov.

The survey will be available online until [INSERT CLOSING DATE].

Please [click here to begin or resume the survey](#).

Thank you!

Sincerely,

Stephanie Thum
Vice President of Customer Experience
Office of the Chairman

The Export-Import Bank of the United States
811 Vermont Avenue NW
Washington, DC 20571
Stephanie.Thum@exim.gov

THIRD NOTICE

SUBJECT: Final Reminder: EXIM Bank Broker Experience Survey – We Want to Hear from You!

Dear [INSERT NAME],

Your feedback is important to EXIM Bank. **Please complete this 10-minute survey before [INSERT CLOSING DATE].** This voluntary survey is being conducted for EXIM Bank by NOVA Research Company, an independent research firm. Your feedback will be kept anonymous. No personally identifying information will be provided to EXIM.

Even if you feel you are not an “active” EXIM Bank broker, we welcome your participation, as we would like to better understand what you may need in order to become an active part of our broker network.

Prior to taking the survey, if you would like to verify the authenticity of this request, you may contact Walter Kosciow at Walter.Kosciow@exim.gov.

Please [click here to begin or resume the survey](#).

Thank you for completing this survey today.

Sincerely,

Stephanie Thum
Vice President of Customer Experience
Office of the Chairman
The Export-Import Bank of the United States
811 Vermont Avenue NW
Washington, DC 20571
Stephanie.Thum@exim.gov



Reducing Risk. Unleashing Opportunity.

OMB Control #: XXXX-XXXX
Expiration Date: mm/dd/yyyy

Ex-Im Broker Experience Survey

As a valued broker for Ex-Im Bank, we kindly request your participation in a voluntary survey rating your experiences working with our agency. The survey is designed to provide Ex-Im Bank with information that will help support our work with you and our mutual customers. Ex-Im Bank has hired NOVA Research Company – an independent research firm – to conduct this online survey, which should take approximately 10 minutes to complete. Your individual responses will be kept confidential. No individual names or organizations will be reported.

Even if you feel you are not an "active" Ex-Im Bank broker, we welcome your participation, as we would like to better understand what you may be looking for in order to become an active part of our broker network.

[Click here to launch the Ex-Im Broker Experience Survey](#)

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 3048-0050. The time required to complete this information collection is estimated to average ten minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: Export-Import Bank, 811 Vermont Avenue, NW, Attn: VP of Customer Experience, Washington, DC 20571.

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Expiration Date: mm/dd/yyyy



Reducing Risk. Unleashing Opportunity.

Ex-Im Broker Experience Survey

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