

2019 Small Business Administration (SBA)
Lender Satisfaction Survey
IA# 20328 A1

Introduction

Thank you in advance for taking the time to provide us with your feedback. The U.S. Small Business Administration is interested in hearing from small business owners about their SBA lending experience. You are being contacted as a small business owner who has obtained one or more SBA-backed loans over the course of the last decade.

This survey is being administered by CFI Group, an independent third-party research group. It is voluntary and will take approximately 5 to 10 minutes to complete. Any information you provide will be strictly confidential. Neither names nor email addresses will be associated with any answer you provide.

This survey is authorized by the U.S. Office of Management and Budget Control No. 1090-0007, which expires on September 30, 2021.

Lender Information

Q1. Please tell us if your small business can be described as any of the following (check all that apply):

- Woman-owned small business
- Minority-owned small business
- Veteran-owned small business
- None of the above
- Decline to answer

Q.2 Did you use a third party (i.e., loan packager, broker, referral agent) to secure your SBA loan?

- Yes
- No, I worked directly with the lender/bank.

Third Party Broker Information

Q3 (if yes to Q2) What sort of third party did you use? (Check all that apply.)

Loan packager

Loan broker

Referral agent

Other_____

Don't know_____ (thank and end)

Q4. (if yes to Q2) How did you find your third party?

Internet search

Online advertisement

Television advertisement

Referral from family or friend

Email

Other_____

Don't remember

Q5 (if yes to Q2) Using a scale from 1 to 10, where 1 means poor and 10 means excellent, please rate the third party services on the following (Be sure to assess each option selected in Q3 on the factors below)

1-----10

a. Cost

b. Speed

c. Quality

Q6a (if yes to Q2) Using a scale from 1 to 10, 1 means not likely at all and 10 means extremely likely, how likely do you feel the third party increased your chance of getting an SBA-backed loan?

1-----10

Q6b Why do you feel this way? (optional)

Q7 (if yes to Q2) Why did you use a third party to secure the loan?

I thought it was an SBA requirement

I was recommended to use a third party (by whom?)_____

I thought it would increase my chances of getting a loan

I thought it would be less work than doing it without them

I thought I would obtain the loan more quickly

Other

Q8 (if yes to Q2) Using a scale from 1 to 10, where 1 means not likely at all and 10 means extremely likely if you were to pursue additional SBA-backed financing, what is the likelihood you would go:

1-----10

- a. Directly to your local SBA field office
- b. To SBA's website
- c. To your current SBA Lender
- d. To a different SBA Lender
- e. To a third party

Q9 (if yes to Q2) If a fellow small business owner were to ask for advice about obtaining an SBA loan, please indicate which of the following you would recommend (select all that apply):

Recommend an SBA loan?

Recommend they go directly to an SBA Lender?

Recommend the use of a third party to get an SBA-backed loan?

Send them to the SBA website (sba.gov) for more information?

Send them to the local SBA field office?

Other_____

SBA INFORMATION

Q10 Did you use any of the other SBA resources that are offered on our website (sba.gov) either before or since obtaining your SBA loan?

Yes

No

Not Sure

Q10a. (If yes to Q10), please name all resources or services you have used.

Q11 Were you aware that SBA's local field offices could connect you with an SBA-approved lender at no cost?

Yes

No

Not Sure

Q12 Are you aware that SBA's resource partners, such as SCORE, Small Business Development Centers, and Women's Business Centers, will help you prepare your loan package at no additional cost?

Yes

No

Not Sure

Q13 Are you aware of LenderMatch?

Yes

No

Not Sure

Q13a (if yes to 13) Have you used LenderMatch?

Yes

No

Not Sure

Q13b (if yes 13a) Tell us about your LenderMatch experience. (optional)

Q13c (if no 13a) Tell us why you chose not to use LenderMatch. (optional)

Q14 Using a scale from 1 to 10, where 1 means poor and 10 means excellent, rate your SBA lending experience on the following

1-----10

- a. Processing time
- b. Speed
- c. Ease of the loan application process

ACSI Benchmark Questions

Q15. Using a scale from 1 to 10, where 1 means very dissatisfied and 10 means very satisfied, how satisfied are you with your Small Business Administration loan experience?

Q16. To what extent has your SBA loan experience fallen short of or exceeded your expectations? Please use a scale from 1 to 10, where 1 means falls short of your expectations and 10 means exceeds your expectations.

Q17. Now imagine your idea of an ideal small business loan experience. How well do you think the SBA lending experience compares with that ideal? Please use a scale from 1 to 10, where 1 means not very close to the ideal and 10 means very close to the ideal.

Perception

Q18. Based on everything you have read, heard or seen about the Small Business Administration, using a scale from 1 to 10 where 1 means your perception is very unfavorable and 10 means your perception is very favorable, please indicate how you would characterize your perception of the SBA. (N/A as an option)

Using a scale from 1 to 10, where 1 means not at all and 10 means very closely, how closely do you associate the following terms with the SBA?

- a. Quality
- b. Responsiveness
- c. Innovation
- d. Trust
- e. Credibility

Q19 How does your SBA Lender experience compare to any conventional loan experience you may have had previously (optional)?

Future Behaviors

Q20. How likely are you to return to the SBA for additional assistance in the future? Please use a scale from 1 to 10, where 1 means not very likely and 10 means very likely.

Q21 If asked, how likely would you be to recommend the SBA to other small business owners or those who aspire to own a small business? Please use a scale from 1 to 10, where 1 means not very likely and 10 means very likely.

Q22 What services do you feel SBA should offer that you don't believe they currently offer to small businesses? (optional)-

Q23. What could SBA do to increase the public's awareness of how to get an SBA-backed loan? (optional)

