

Federal Deposit Insurance Corporation
Small Business Lending Survey 2022 – Draft Final Survey Questionnaire

August 27, 2021

About This Survey

What is the SBLS?

The Small Business Lending Survey (SBLS) is a nationally representative survey that asks banks about their small business lending practices and volumes. The survey is sponsored by the Federal Deposit Insurance Corporation (FDIC) and administered by the U.S. Census Bureau (Census).

The SBLS seeks to provide a more comprehensive view of small business lending by banks than more frequently occurring surveys that are not nationally representative or more narrowly defined surveys with standard questions. In the SBLS, questions may differ from collection-to-collection in order to give special attention to questions of most interest at the time. The last collection occurred in 2016 and the current collection will take place in 2022 (SBLS 2022).

What is in the survey?

SBLS 2022 is composed of four sections. The first three sections ask qualitative questions about banks' small business lending practices. Your bank's typical small business borrower likely differs from another bank's small business borrower. Given banks' unique attributes, Sections I to III attempt to capture differences across banks in how they serve their small business customers. Unless otherwise specified, we ask that throughout the survey you use your bank's own formal or informal definitions for what it considers a "small business."

Section IV of the survey asks quantitative questions about banks' lending volumes for business purposes. Regulatory definitions (e.g., from the Call Report, the Community Reinvestment Act, or the Small Business Administration) use simple rules to define and classify small business lending, such as thresholds for a business's revenue or loan size, or classifications based on type of collateral. While these rules facilitate apples-to-apples comparisons across banks, valid bank small business lending may not be captured when relying on standardized definitions. This section attempts to better measure aggregate small business lending by U.S. banks.

Why was my bank chosen?

FDIC-insured U.S. banks of all sizes are randomly sampled to participate. About 2,000 banks have been asked to respond to the survey and their answers will be weighted to make inferences about small business lending for the entire U.S. banking industry.

Are my answers confidential and anonymous?

The answers provided by your bank to the SBLS are confidential and reported only in aggregated form. No individual bank responses are ever disclosed. Only a small group of FDIC researchers with Special Sworn Status are allowed to analyze the data collected.^[1] The information collected is for research purposes only and will be used to inform policy makers and the general public about the contribution of banks to U.S. small business lending. The survey data are never used for examination purposes.

Will this information be in a report and can I see it?

Main findings from the data will be published in an FDIC report scheduled for publication in 2024. All U.S. FDIC-insured banks will receive a copy of the published report.

^[1] Special Sworn Status (SSS) is granted by Census to individuals who are sworn for life to protect the data collected. SSS subjects individuals to the same legal obligations and penalties as U.S. Census Bureau employees.

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Screeners

About These Screeners

Your bank's answers to these screener questions help us determine which questions of the survey are relevant to your bank.

Section IV of this survey asks your bank quantitative questions about its lending for business purposes. Accordingly, Screeners 1, 2, and 3 ask what data your bank can retrieve via its core data systems. Your answers should reflect the abilities of your bank's core data systems rather than what can be manually collected from loan files. We recommend that these screener questions be answered in coordination with the bank staff who will be providing answers to Section IV and that bank staff review Section IV of the PDF version of the survey before answering these questions.

A number of the qualitative questions in Sections I and II of this survey will reference your bank's top small business lending product by volume. Therefore, Screeners 4 and 5 ask questions to help determine what that top product is for your bank.

Lending for Business Purposes

By "lending for business purposes" we mean lending to businesses of all sizes:

Exclude

- Paycheck Protection Program (PPP) loans
- Agricultural lending
- Loans for investment in real estate where loan repayment primarily depends on leasing income or resale of the property
 - E.g., loans for the improvement, purchase, or refinancing of
 - Residential properties (including "flipping")
 - Non-owner-occupied commercial real estate
 - ADC (Acquisition, Development, & Construction) loans

Include

- Unsecured lending
- Business credit cards
- Lines and letters of credit
- Government guaranteed lending (other than PPP loans)
- Lending made through third parties
- Lending primarily secured by non-real estate assets
 - E.g., automobiles, equipment, inventory
- Lending for the purpose of improving, purchasing, or refinancing owner-occupied commercial real estate
- Lending primarily secured by real estate
 - E.g., a loan for working capital secured by the owner's primary residence
 - E.g., a loan for equipment secured by non-owner-occupied commercial real estate

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Small Business

We understand that your bank’s internal definition for small business lending may differ from the definitions used by other banks and from regulatory definitions (for example, those used by the Call Report, the Community Reinvestment Act, or the Small Business Administration).

For this survey we ask that you use your bank’s own formal or informal definitions for what it considers a “small business.” This includes the possibility that your bank considers all of its business borrowers to be small businesses, or the possibility that your bank has multiple divisions that serve small businesses.

Ability to Retrieve Lending Originations for Business Purposes

S1. For calendar year 2021, does your bank have the ability to retrieve from its core data systems the dollar volume of **originations** (both new lending and renewals) for **business purposes** by the following categories?

Refer to the “About These Screeners” box at the beginning of the section for this survey’s definition of “lending for business purposes.”

| Loan category | Yes, my bank can retrieve the dollar volume | No, my bank cannot retrieve the dollar volume |
|---|---|---|
| a. Lending for business purposes | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Lending for business purposes, for loans or commitments of size \$1 million or less | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Lending for business purposes, for any size of loan or commitment | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Lending for business purposes to businesses with \$1 million or less in gross annual revenue (GAR). <i>Either GAR at origination or most recent GAR is acceptable.</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Lending for business purposes, for any gross annual revenue | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Lending for business purposes, primarily secured by 1-4 family real estate | <input type="checkbox"/> | <input type="checkbox"/> |

Ability to Retrieve Originations for Business Purposes Made Under Different Lending Programs

S2. For calendar year 2021, if your bank originated these types of lending products, does your bank have the ability to retrieve from its core data systems the dollar volume of originations (both new lending and renewals) for **business purposes** for the products below?

Refer to the “About These Screeners” box at the beginning of the section for this survey’s definition of “lending for business purposes.”

| Lending product category | Yes, my bank can retrieve the dollar volume | No, my bank cannot retrieve the dollar volume | My bank did not originate |
|--|---|---|---------------------------|
| a. Government guaranteed lending made through SBA programs (excluding PPP) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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| | | | |
|---|--------------------------|--------------------------|--------------------------|
| b. Government guaranteed lending made through non-SBA programs targeted at small businesses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Credit card lending to businesses of all sizes (where my bank holds the portfolio) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Lending for business purposes made through automated approval decisions <i>Exclude:</i> <ul style="list-style-type: none"> • Credit card lending • Government guaranteed lending <i>Include:</i> <ul style="list-style-type: none"> • Lending made through third parties with automated approval | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Lending made through third parties using programs targeted at small businesses <i>Include:</i> <ul style="list-style-type: none"> • Brokers • FinTech partners • Any other non-governmental third party lenders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Ability to Retrieve Call Report Outstanding Commercial & Industrial (C&I) Loan Balances

S3. Does your bank have the ability to retrieve from its core data systems the dollar volume of its **outstanding C&I loan balances as of Call Report date December 31st, 2021**, by the following categories?

For these questions use the [definition for C&I lending from pages 18 to 20 of Call Report Schedule RC-C](#).

| Loan category | Yes, my bank can retrieve the dollar volume | No, my bank cannot retrieve the dollar volume |
|---|---|---|
| a. C&I loans, for loans of size \$1 million or less | <input type="checkbox"/> | <input type="checkbox"/> |
| b. C&I loans, for any loan size | <input type="checkbox"/> | <input type="checkbox"/> |
| c. C&I loans to businesses with \$1 million or less in gross annual revenue (GAR). <i>Either GAR at origination or most recent GAR is acceptable.</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. C&I loans, for any gross annual revenue | <input type="checkbox"/> | <input type="checkbox"/> |

General Small Business Lending Products

S4. For calendar year 2021, did your bank originate loans or commitments to **small business** borrowers for **business purposes** using any of the following general product types?

Refer to the “About These Screeners” box at the beginning of the section for this survey’s definition of “small business.”

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| General lending product type | Yes, my bank originated to small businesses | No, my bank did not originate to small businesses |
|---|---|---|
| a. Credit cards (where my bank holds the portfolio) | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Government guaranteed lending (excluding PPP) | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Letter of credit (non-government guaranteed) | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Line of credit (non-government guaranteed) | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Term loan (non-government guaranteed) | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> |

Top Small Business Lending Product

S5. For calendar year 2021, how would your bank rank these products by the **dollar volume** of originations (both new lending and renewals) for **business purposes** to **small business** borrowers? *Please feel free to approximate your bank’s ranking of its lending rather than rely on exact numbers, if that would be easier for your bank.*

Refer to the “About These Screeners” box at the beginning of the section for this survey’s definition of “small business.”

| General lending product type | Ranking |
|---|---|
| a. Credit cards (where my bank holds the portfolio) | <i>[Programmer’s note: Populate with product types chosen in S4 and allow ranking up to number of product types chosen]</i> |
| b. Government guaranteed lending (excluding PPP) | |
| c. Letter of credit (non-government guaranteed) | |
| d. Line of credit (non-government guaranteed) | |
| e. Term loan (non-government guaranteed) | |
| f. Other _____ | |

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I. Small Business Loan Processes and Underwriting

IA. Small Business Lending at Your Bank

About This Section

In this section, we ask generally about your bank's lending for business purposes to small businesses.

Lending for Business Purposes

By "lending for business purposes" we mean lending to businesses of all sizes:

Exclude

- Paycheck Protection Program (PPP) loans
- Agricultural lending
- Loans for investment in real estate where loan repayment primarily depends on leasing income or resale of the property
 - E.g., loans for the improvement, purchase, or refinancing of
 - Residential properties (including "flipping")
 - Non-owner-occupied commercial real estate
 - ADC (Acquisition, Development, & Construction) loans

Include

- Unsecured lending
- Business credit cards
- Lines and letters of credit
- Government guaranteed lending (other than PPP loans)
- Lending made through third parties
- Lending primarily secured by non-real estate assets
 - E.g., automobiles, equipment, inventory
- Lending for the purpose of improving, purchasing, or refinancing owner-occupied commercial real estate
- Lending primarily secured by real estate
 - E.g., a loan for working capital secured by the owner's primary residence
 - E.g., a loan for equipment secured by non-owner-occupied commercial real estate

Defining a Small Business for Your Bank

IA.1 Did your bank engage in any lending it considers small business lending, regardless of regulatory definitions for small businesses, in calendar year 2021?

- Yes
- No

IA.2 Does your bank have multiple divisions that conduct small business lending, excluding SBA divisions?

- Yes
- No

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IA.3 Does your bank consider a level of gross annual revenue above which a business would not be considered a small business? *If your bank has multiple divisions, please consider the largest small business that any of those divisions would serve, excluding SBA divisions.*

- Yes
- No

[If IA.3=Yes] IA.4 What is the gross annual revenue benchmark above which a business is not considered a small business by your bank? \$____,____,____.00

IA.5 Does your bank consider an aggregate loan exposure above which the business being lent to would not be considered a small business? *If your bank has multiple divisions, please consider the largest acceptable ALE for any of your divisions, excluding SBA divisions.*

- Yes
- No

[If IA.5=Yes] IA.6 What is the aggregate loan exposure above which a business is not considered a small business by your bank? \$____,____,____.00

Loan Portfolio Devoted to Small Business Lending

IA.7 In calendar year 2021, approximately what percent of your bank's **dollar (\$) volume of total lending** was originated or committed for **business purposes**? *Select one.*

- 0 to 20 percent of loan dollars
- 21 to 40 percent of loan dollars
- 41 to 60 percent of loan dollars
- 61 to 80 percent of loan dollars
- 81 to 100 percent of loan dollars
- Don't know

IA.8 In calendar year 2021, approximately what percent of your bank's **dollar (\$) volume of total lending for business purposes** was originated or committed to **small business borrowers**? *Select one.*

- 0 to 20 percent of loan dollars
- 21 to 40 percent of loan dollars
- 41 to 60 percent of loan dollars
- 61 to 80 percent of loan dollars
- 81 to 100 percent of loan dollars
- Don't know

IA.9 In calendar year 2021, approximately what percent of your bank's **total number (units) of loans for business purposes** was originated or committed to **small business borrowers**? *Select one.*

- 0 to 20 percent of loans
- 21 to 40 percent of loans
- 41 to 60 percent of loans
- 61 to 80 percent of loans
- 81 to 100 percent of loans
- Don't know

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Lending to New Small Businesses or Startups

IA.10 Below what age would a small business be considered a new small business, or startup, by your bank? _____ Years My bank does not define start-ups by age

IA.11 Does your bank typically make loans to small businesses it considers new, or startups?

- Yes
- No

[If IA.11=Yes and S4b=Yes] IA.12 What portion of the loans your bank makes to startups are through programs that provide a government guarantee (e.g., SBA)? *Select only ONE.*

- All or almost all the loans my bank makes to startups are government guaranteed
- Most of the loans my bank makes to startups are government guaranteed
- Around half of the loans my bank makes to startups are government guaranteed
- Some of the loans my bank makes to startups are government guaranteed
- None or almost none of the loans my bank makes to startups are government guaranteed

Specializations in Small Business Lending

IA.13 In calendar year 2021, did your bank offer any of these specialized loan products to small businesses?

Select only ONE option for each specialized loan product.

| Specialized loan product | Yes, offer to small businesses | No, do not offer to small businesses | Don't know |
|--------------------------------------|--------------------------------|--------------------------------------|--------------------------|
| a. Asset- or borrowing-based lending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Auto floorplan lending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Equipment leases | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Factoring / invoice financing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Franchise lending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Leasehold improvements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Other ____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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IB. Loan Approval Process

About This Section

In the Screeners section, your bank’s answer to S5 indicated that its highest-volume small business lending product is *[Insert PRODUCT]*, excluding credit cards and government-guaranteed products.

In this section, we ask about the loan approval process for *[Insert PRODUCT]* to small businesses at your bank, including the length of time to loan approval and the staff who make the approval decision.

Time Until Approval

IB.1 For **completed applications** from small business borrowers, how do the following factors influence the amount of time until approval for a *[Insert PRODUCT]*?

Think about the turnaround time at your bank for an approved loan application, **from the time of submission of a completed application to the final credit decision** (before funding). Select only **ONE** option for each factor.

| Factors influencing time until approval | Decreases amount of time | Increases amount of time | No effect | Don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Business is a startup | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Complexity of collateral | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Complexity of loan or borrower | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Exception to credit policy (e.g., low debt service coverage ratio) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Good prior deposit relationship with borrower | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Good prior loan relationship with borrower | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Increasing size of business | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Increasing size of loan or total loan exposure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Lack of experience lending in business’s industry | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Outside of primary lending area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Unusual financial characteristics (e.g., irregular cash flow) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

IB.2 In approximate terms, what is the typical **minimum** number of business days for approval for a *[Insert PRODUCT]*?

For example:

- a small, simple loan
- an automated system that has approval authority (if applicable)

Business Day(s): _____

IB.3 In approximate terms, what is the typical **maximum** number of business days for approval for a *[Insert PRODUCT]*?

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For example:

- a large, complicated loan
- a loan with one or more credit policy exceptions

Business Day(s): _____

[If IB.2 not = IB.3; otherwise IB.4=IB.3] IB.4 In approximate terms, what is the **typical** number of business days for approval for a *[Insert PRODUCT]*?

Business Day(s): _____

Levels of Approval

IB.5 Excluding any automated decision-making, how do the following factors influence the number of levels of approval for a *[Insert PRODUCT]* to a small business? For example, the factor may contribute to a loan policy exception.

*Think about **the number of levels of approval an application could go through before a loan is granted**. These levels may include individuals such as loan officers or executives, and loan committees or groups of decision-makers. Select only ONE option for each factor.*

| Factor influencing levels of approval or potentially contributing to loan policy exceptions | Decreases number of levels | Increases number of levels | No effect | Don't know |
|---|----------------------------|----------------------------|--------------------------|--------------------------|
| a. Business is a startup | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Complexity of collateral | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Complexity of loan or borrower | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Good prior deposit relationship with borrower | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Good prior loan relationship with borrower | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Increasing size of business | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Increasing size of loan or total loan exposure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Insufficient debt service coverage ratio | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Lack of experience lending in business's industry | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Outside of primary lending area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

IB.6 Excluding any automated decision-making, what is the **minimum** number of levels of approval for a *[Insert PRODUCT]*?

For example:

- a small and simple loan

_____ Level(s)

N/A - approval for certain *[Insert PRODUCT]* is fully automated (i.e., no human intervention is required)

IB.7 Excluding any automated decision-making, what is the **maximum** number of levels of approval for a *[Insert PRODUCT]*?

For example:

- a large and complicated loan
- a loan with one or more credit policy exceptions

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_____ Level(s)

- N/A - approval for all *[Insert PRODUCT]* is fully automated (i.e., no human intervention is required)

[If IB.6 = IB.7 OR IB.7 = tickbox then skip and IB.8=IB.7] IB.8 Excluding any automated decision-making and in your approximation, what is the **typical** number of levels of approval for a *[Insert PRODUCT]*?

_____ Level(s)

- N/A - approval for the typical *[Insert PRODUCT]* is fully automated (i.e., no human intervention is required)

Decision-Making at Each Level of Approval

[Loop 1: If IB.7 not equal to N/A and greater or equal to “1”]

Consider the full loan approval process for a typical complete loan application for a *[Insert PRODUCT]* to a small business. Please answer the following questions for the *first* level of approval that a typical application could potentially undergo depending on the size of the loan, its complexity, and any other factors.

IB.9 Excluding any automated decision-making, who or what role conducts the *first* level of approval for applications from small businesses for a *[Insert PRODUCT]*? *Select only ONE.*

- a. Business banker
- b. Loan officer, underwriter, or credit officer
- c. Senior supervising loanofficer, underwriter, or credit officer (non-executive)
- d. Executive
- e. Board member
- f. Group of decision makers (e.g., loan committee, board of directors, etc.)
- g. Other _____

[If IB.9=f] IB.10 Which officials or roles typically serve on this loan committee or within this group of decision-makers? *Select ALL that apply.*

- a. Business banker
- b. Loan officer, underwriter, or credit officer
- c. Senior supervising loanofficer, underwriter, or credit officer (non-executive)
- d. Executive
- e. Board member
- f. Other _____

IB.11 When the *first* level of approval reviews a small business application for a *[Insert PRODUCT]*, do they typically meet with the applicant (either in-person or via telephone call or teleconference) as part of the review?

- Yes
- No

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IB.12 Does the *first* level of approval typically have signature authority for a *[Insert PRODUCT]* below a certain size made to small businesses? By **signature authority** we mean that this level may authorize a loan without being subject to higher levels of decision-making.

- Yes
- No
- This level has authority up to the legal lending limit

[If IB.12=Yes] IB.13 What is the **typical** signature authority loan amount for the *first* level of approval for a *[Insert PRODUCT]* application from small businesses?

\$ _____ Dollars

[Loop 2: If IB.7 not equal to N/A and greater or equal to “2”; repeat questions IB.9 through IB.13]

[Loop 3: If IB.7 not equal to N/A and greater or equal to “3”; repeat questions IB.9 through IB.13]

[Loop 4: If IB.7 not equal to N/A and greater or equal to “4”; repeat questions IB.9 through IB.13]

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IC. Underwriting

About This Section

In the Screeners section, your bank’s answer to S5 indicated that its highest-volume small business lending product is *[Insert product]*, excluding credit cards and government-guaranteed products.

In this section, we ask about your bank’s underwriting practices for *[Insert PRODUCT]* to small businesses.

IC.1 As part of its loan decision process, does your bank assign any kind of grade or numeric score to a loan application from a small business for a *[Insert PRODUCT]*? Include risk-rating scores only if they play a material role in the approval decision.

- Yes
- No

Underwriting Loans of Various Sizes

IC.2 In your **normal course of business**, would your bank make a *[Insert PRODUCT]* of these approximate sizes to a small business? Select one option per loan size.

| Loan size | Yes | No |
|----------------|--------------------------|--------------------------|
| a. \$25,000 | <input type="checkbox"/> | <input type="checkbox"/> |
| b. \$250,000 | <input type="checkbox"/> | <input type="checkbox"/> |
| c. \$1,000,000 | <input type="checkbox"/> | <input type="checkbox"/> |
| d. \$3,000,000 | <input type="checkbox"/> | <input type="checkbox"/> |

[Programmer’s note: Start a loop of questions IC.3 through IC.8, for up to three possible loops by loan size]

Loans of \$25,000 to Small Businesses

[Loop 1: If IC.2a=Yes. Insert SIZE=25,000]

IC.3 Which of these purposes is the **most** common for a *[Insert PRODUCT]* of approximately \$25,000 made to a small business? Select only ONE purpose.

- a. Accounts receivable
- b. Equipment, fixed assets other than real estate, or leasehold improvements
- c. Inventory
- d. Working capital
- e. Owner-occupied commercial real estate
- f. Other _____

IC.4 How **commonly** does your bank evaluate the following pieces of information for small business applicants for a *[Insert PRODUCT]* of approximately \$25,000?

Select only ONE option for each piece of information. The information may be for loans of this size that are made for a variety of purposes.

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| Information | Evaluates for no or almost no loans of this size | Evaluates for some loans of this size | Evaluates for most loans of this size | Evaluates for all or almost all loans of this size | Don't know |
|--|---|--|--|---|--------------------------|
| a. Audited financial statements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Non-audited financial statements such as tax returns or income statements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Business credit score from a credit bureau | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Personal credit score of owner(s) or guarantor(s) from a credit bureau | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Business plan | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Experience in industry of owner(s) or management team | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Identity of business's advisors (i.e., CPAs or consultants) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Loan officer's assessment of owner(s) or business based on interview or personal interactions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Market conditions in business's industry or region | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Purchase agreements or other material third-party contracts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Willingness of owner(s) to offer collateral and quality of offered collateral | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. Willingness of owner(s) or third party(s) to offer personal guarantee for loan | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

IC.5 How often does your bank **require** that a small business or small business owner **offer collateral** in order to receive a *[Insert PRODUCT]* of approximately \$25,000? *Select one.*

- Rarely or never requires for loans of this size
- Sometimes requires for loans of this size
- Often requires for loans of this size
- Almost always or always requires for loans of this size
- Don't know

IC.6 How often does your bank **require** small businesses to **have a valid business credit score available from a major credit-scoring agency** in order to receive a *[Insert PRODUCT]* of approximately \$25,000? *Select one.*

- Rarely or never requires for loans of this size
- Sometimes requires for loans of this size

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- Often requires for loans of this size
- Almost always or always requires for loans of this size
- Don't know

IC.7 How often does your bank **require** a small business owner to **have a valid personal credit score available from a major credit-scoring agency** in order to receive a *[Insert PRODUCT]* of approximately \$25,000? *Select one.*

- Rarely or never requires for loans of this size
- Sometimes requires for loans of this size
- Often requires for loans of this size
- Almost always or always requires for loans of this size
- Don't know

IC.8 How does your bank rank the following aspects of a loan application for a *[Insert PRODUCT]* of approximately \$25,000 in terms of importance? An aspect is **important** if an application that displays strength in this aspect has a higher chance of approval or if an application that displays weakness in this aspect has a lower chance of approval.

Rank aspects in importance from 1-6, with 1 being the most important and 6 being the least important.

| Aspect | Most important 1st | 2nd | 3rd | 4th | 5th | Least important 6th |
|---|---|-----|-----|-----|-----|------------------------|
| a. Credit scores or other information from credit bureaus | <i>[Programmer's note: Allow ranking of aspects from 1-6]</i> | | | | | |
| b. Geographic proximity of the business to a bank branch, loan office, or bank staff | | | | | | |
| c. Industry-level or regional factors, including current conditions in the business's industry or region and your bank's experience in lending to the business's industry or region | | | | | | |
| d. Qualitative factors, such as the quality of the business plan or the experience of the management team | | | | | | |
| e. The business's financial position, such as its balance sheet, debt-service coverage ratio, or liquidity management | | | | | | |
| f. The presence or quality of collateral or guarantees offered by the business or borrower | | | | | | |

Loans of \$250,000 to Small Businesses

[Loop 2: If IC.2b=Yes. Insert SIZE=250,000 and repeat IC.3 through IC.8]

Loans of \$1,000,000 or \$3,000,000 to Small Businesses

[Loop 3:

If IC.2d=Yes. Insert SIZE=3,000,000 and repeat IC.3 through IC.8

If IC.2d=No and IC.2c=Yes. Insert SIZE=1,000,000 and repeat IC.3 through IC.8]

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ID. Automated Underwriting

About This Section

In this section, we ask about your bank’s automated underwriting of any small business loan applications. By automated underwriting we mean underwriting and loan decision-making that occurs without manual or human intervention.

ID.1 Does your bank use a credit-scoring model (or a system of models) to partially or fully automate the underwriting or decision-making process for any applications from small business borrowers?

- Yes
- No

[If ID.1=Yes] ID.2 Does this credit-scoring model (or system of models) produce automatic approvals, automatic denials, or both? *Select only ONE.*

- a. Both automatic approvals and automatic denials
- b. Only automatic approvals
- c. Only automatic denials
- d. Neither automatic approvals nor automatic denials

[If ID.2= a or b] ID.3 What is the largest loan that this credit-scoring model (or system of models) will automatically approve?

\$____,____,____.00

[If ID.1=Yes] ID.4 Does your bank use this information in its credit-scoring model? *Select only ONE option for each piece of information.*

| Information about owner(s) or business | Never or rarely uses | Sometimes uses | Almost always or always uses | Don't know |
|---|--------------------------|--------------------------|------------------------------|--------------------------|
| a. Business credit score from a credit bureau | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Cash/liquidity position of business | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Debt service coverage | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Debt-to-worth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Delinquency history on internal accounts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Derogatory items on business or personal credit report | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Existing or prior deposit relationship | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Existing or prior loan relationship | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Financial strength of owner(s) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Loan-to-value ratio of business | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Market conditions in business's industry or region | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. Overdraft history | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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|--|--------------------------|--------------------------|--------------------------|--------------------------|
| m. Personal credit score of owner(s) or guarantor(s) from a credit bureau | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n. Sell cycle (or liquidity) of accounts receivable or inventory | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| o. Willingness of owner(s) to offer collateral and quality of offered collateral | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| p. Willingness of owner(s) or third party to offer personal guarantee for loan | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| q. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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IE. Financial Technology

About This Section

In this section we ask questions about your bank’s usage and development of financial technology—FinTech—and your bank’s interactions with FinTech firms in connection to small business lending, which we collectively refer to as “FinTech activity.”

Please base your answers on any loan product offered by your bank to small businesses where you use or are considering using internally developed FinTech or working with FinTech firms.

FinTech

By “FinTech” we mean new business processes that use recent technological innovations to alter or improve how financial services are conducted. These processes may be for customer-facing or backend operations, and may include but are not limited to artificial intelligence and machine learning, automation, large data analysis, and mobile payments and other mobile or internet-based applications.

FinTech Firms

By “FinTech firms,” we mean firms that specialize in using FinTech. This includes both firms that lend to or otherwise interact directly with businesses and consumers, as well as firms that provide or sell FinTech to other financial institutions.

IE.1 In which stages of the small business loan process does your bank use or plan to use FinTech? Include usage or planned usage of both in-house technology or through interactions with outside FinTech providers.

Select ALL that apply per small business loan process stage.

| Stage of small business loan process | Usage or planned usage of FinTech | | | | | |
|---|-----------------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|---------------------------------|
| | No plans to use FinTech | Under discussion | Under development or in pilot testing | Currently using | Don't know | Not a stage of our loan process |
| a. Identifying potential borrowers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Loan application submission from borrowers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Application processing by bank | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Under-writing and decision-making process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Post-decision quality control (e.g., anti-fraud) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Regulatory compliance (e.g., AML, BSA, or KYC) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| g. Closing process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Loan funding | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Loan performance tracking and servicing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Portfolio analytics | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

[If any instance of IE.1 not = “No plans to use Fintech”, “Don’t know”, or “Not a stage”] IE.2 Is your bank currently using or planning to use any of the following ways to develop FinTech for small business lending or to interact with FinTech firms in connection to its small business lending?

Select ALL that apply per way listed.

| Way of developing FinTech or interacting with FinTech firms | Usage or planned usage of FinTech | | | | | | |
|--|-----------------------------------|--------------------------|--------------------------|---|---|--------------------------|--------------------------|
| | No plans or interest | General interest | General plans | Actively considering specific offers or plans | Conducting due diligence and compliance | Currently using | Don't know |
| a. Acquire existing FinTech companies to offer new products/services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Develop own products/services in-house using new technologies without cooperating with FinTech companies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Form commercial partnerships with existing FinTech companies to offer new products/services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Invest in FinTech companies (e.g., venture capital) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Participate in FinTech-related bank consortiums | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Participate in non-commercial partnerships with FinTech companies (e.g., through joint research or knowledge-sharing) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Set-up/sponsor FinTech incubators/accelerators | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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IE.3 To what extent are each of the following factors a concern that limits or discourages your bank from using FinTech or more FinTech than current levels in your bank’s small business lending, including both externally and internally developed FinTech?

Select only ONE option for each factor.

| Factor | Not a concern | Small concern | Moderate concern | Large concern | Very large concern | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Compliance/regulatory risk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Cost (e.g., integrating with legacy IT systems, investing in human capital) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Cybersecurity risk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Don't want to share data with third parties | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Lack of awareness of relevant technology | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Lack of perceived benefit to my bank's current business model | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Reputational risk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Other ____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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II. Small Business Markets and Competition

IIA. Lending Markets & Practices

About This Section

In the Screeners section, your bank’s answer to S5 indicated that its highest-volume small business lending product is *[Insert PRODUCT]*, excluding credit cards and government-guaranteed products.

In this section, we ask about your bank’s geographic market for *[Insert PRODUCT]* to small businesses, and the practices that your bank uses within this market to generate and maintain small business lending relationships. By “geographic market,” we mean the physical area or areas where your small business borrowing customers for a *[Insert PRODUCT]* are generally located.

[Programmer’s note: Repeat the following text on each page of the survey web interface for this sub-section, “The following questions ask about your bank’s market practices for [Insert PRODUCT] lending to small businesses”]

IIA.1 Generally speaking, how far in miles from your bank’s physical branches and loan production offices does your geographic market for *[Insert PRODUCT]* to small businesses extend? *Select only ONE.*

- Less than 1 mile
- 1 to less than 2 miles
- 2 to less than 3 miles
- 3 to less than 5 miles
- 5 to less than 10 miles
- 10 to less than 20 miles
- 20 or more miles (specify _____)
- My bank doesn’t lend based on branch footprint
- Don’t know

IIA.2 How important are each of the following potential problems in determining why your bank tends to lend within its geographic market for *[Insert PRODUCT]* to small businesses? *Select only ONE option for each potential problem.*

| Potential problem | Level of importance | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Very low | Low | Moderate | High | Very high | Don’t know |
| a. It is too difficult for loan decision-makers to know local economic conditions outside this geographic market | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. It is too difficult to get potential small business borrowers outside this | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| geographic market to apply for loans with our bank due to lack of referrals or other sourcing issues | | | | | | |
| c. It is too difficult to verify information about applicants outside this geographic market | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. It is too difficult to develop a deposit relationship with small business borrowers outside this geographic market | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Potential small business borrowers outside this geographic market are generally too difficult to monitor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Potential small business borrowers outside this geographic market are too distant or difficult to physically visit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Potential small business borrowers outside this geographic market prefer to borrow from banks with branches closer to them | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. There are very few potential small business borrowers immediately outside this geographic market | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. There is not much demand from small business borrowers immediately outside this geographic market | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Outside of this distance our branches are no longer located within specific geographic/political boundaries (e.g., county or MSA) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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IIA.3 For each of the following locations or means, what loan application step can be completed by small business borrowers for a *[Insert PRODUCT]*? Select ALL that may apply for each location or means.

| Location or means | Loan application step | | | | |
|---|--|---------------------------|---|----------------------------------|---|
| | Consult with a loan officer about appropriate products | Submit formal application | Submit financial statements and other documents | Sign documents for approved loan | Don't use this location or means for any of these steps |
| a. At a branch or loan production office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Through an on-site visit by bank staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Over email, file transfer, fax, telephone, or video-conference | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Online via website or app | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

IIA.4 How valuable do you consider each of the following methods of communication between bank staff and current or potential borrowers for generating and maintaining small business lending relationships for *[Insert PRODUCT]*? Please answer for both methods your bank uses and methods your bank does not use. Select only ONE option for each method.

| Method of communication | Not at all valuable | Somewhat valuable | Moderately valuable | Very valuable | Extremely valuable | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. In-person conversation at branches and loan production offices | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. On-site visit by bank staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Contact by bank staff using email, file transfer, fax, telephone, or video-conference | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Online via website or app | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

IIA.5 Which of the following practices does your bank use to generate and maintain small business lending relationships for *[Insert PRODUCT]*? Select only ONE option for each practice.

| Practice | My bank uses | My bank does not use | Don't know |
|--|--------------------------|--------------------------|--------------------------|
| Staff Interactions with Borrowers | | | |
| a. Employ dedicated staff to assist potential small business borrowers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Encourage knowledgeable staff to regularly share expertise with existing borrowers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Have staff engage in off-premises social engagements with borrowers (e.g., dinners or golf outings) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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|--|--------------------------|--------------------------|--------------------------|
| d. Host or sponsor educational workshops for existing or potential borrowers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Maintain long term consistency in assignment of loan officers or other staff to borrowers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Request that staff actively develop relationships that accumulate knowledge about borrowers’ distinct circumstances | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| External Sources & Outreach | | | |
| h. Attend conventions, industry events, or trade shows | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Paid advertising | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Participate in community involvement and service (e.g., board participation, networking events, and other sponsorships) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Rely on customer referrals (“word of mouth”) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. Rely on professional referrals from local accountants, attorneys, or other “centers of influence” | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m. Use brokers or engage in indirect lending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n. Use lead generators or purchase lists of prospective clients | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| o. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Borrower Services & Convenience | | | |
| p. Accept walk-ins | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| q. Offer card payment processing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| r. Offer cash transfer services or payment systems | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| s. Offer check cashing services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| t. Offer a mobile app | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| u. Offer payroll services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| v. Offer remote deposit capture | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| w. Open new branches or loan offices in locations convenient for current or potential borrowers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| x. Provide business hours longer than 9am to 5pm | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| y. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

IIA.6 How valuable do you consider each of the following practices in terms of their ability to generate and maintain small business lending relationships for *[Insert PRODUCT]*? Please answer for both practices your bank uses and practices your bank does not use. *Select only ONE option for each practice.*

| Practice | Not at all valuable | Somewhat valuable | Moderately valuable | Very valuable | Extremely valuable | Don’t know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <i>[Programmer’s note: Repeat IIA.5 options]</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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IIB. Competitors and Competitive Advantages

About This Section

In this section, we ask about your bank’s competitors for small business lending, and whether your bank or your competitors have an advantage in different areas related to small business lending. By “advantage” we mean being in a more favorable position to conduct small business lending for the particular area.

Small Business

We understand that your bank’s internal definition for small business lending may differ from the definitions used by other banks and from regulatory definitions (for example, those used by the Call Report, the Community Reinvestment Act, or the Small Business Administration).

For this survey we ask that you use your bank’s own formal or informal definitions for what it considers a “small business.” This includes the possibility that your bank considers all of its business borrowers to be small businesses, or the possibility that your bank has multiple divisions that serve small businesses.

IIB.1 How often does your bank compete with each of these financial institutions for small business borrowers? **Exclude** any competition based solely on PPP loans. *Select only ONE option for each financial institution.*

| Financial institution | Never or rarely | Some-times | Often | Most of the time | Don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Local Banks (with a branch or loan office in your market) | | | | | |
| a. Small banks with local presence (less than \$1 billion in assets) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Mid-sized banks with local presence (\$1 billion to \$10 billion in assets) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Large banks with local presence (\$10 billion to \$250 billion in assets) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Very large banks with local presence (\$250+ billion in assets) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Non-local Banks (with no branch or loan office in your market) | | | | | |
| e. Small banks with no local presence (less than \$1 billion in assets) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Mid-sized banks with no local presence (\$1 billion to \$10 billion in assets) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Large banks with no local presence (\$10 to \$250 billion in assets) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Very large banks with no local presence (\$250+ billion in assets) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Non-bank Institutions | | | | | |
| i. Credit card issuer | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Credit unions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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|------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| k. Non-bank online lenders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. Other financing companies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

IIB.2 Compared to your **general field of competitors** that you just noted, do your competitors or does your bank have an advantage in each of the following general areas for small business lending? *Select only ONE option for each area.*

| General area | Competitors have big advantage | Competitors have advantage | Neither my bank nor top competitor has advantage | My bank has advantage | My bank has big advantage | Don't know |
|--|--------------------------------|----------------------------|--|--------------------------|---------------------------|--------------------------|
| a. Convenience <i>Examples: Breadth of credit and other services offered; convenience and number of locations</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Customer-facing technology <i>Examples: Online and mobile services; remote deposit capture; chatbots or other interactive technologies</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Customer service <i>Examples: Established relationships between borrowers and your staff; personal attention given to borrowers; quality of your staff including experience and knowledge</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Interest rates and pricing <i>Examples: Interest rates; pricing of fees; term structure; flexibility in pricing or loan structure</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Lending flexibility <i>Examples: Ability or willingness to lend to marginal borrowers; flexibility in collateral requirements; willingness to accept alternative forms of documentation</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Outreach, sourcing, and reputation <i>Examples: Paid advertising; positive reputation; referral network; staff knowledge of potential borrowers</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Risk management and cost control <i>Examples: Ability to accurately assess lending risk; ability to monitor</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <i>borrowers; ability to diversify risk; cost control</i> | | | | | | |
| h. Speed of service <i>Examples: Decision or funding speed</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

IIB.3 Compared to your **general field of competitors** that you just noted, do your competitors or does your bank have an advantage in each of the following **specific** areas for small business lending? *Select only ONE option for each area.*

| Area | Comp- etitors have big advantage | Comp- etitors have advantage | Neither my bank nor top competitor has advantage | My bank has advant- age | My bank has big advant- age | Don't know |
|--|---|---------------------------------------|---|----------------------------------|---|--------------------------|
| a. Credit products offered | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Breadth of other services offered besides credit products | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Established relationships between borrowers and staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Flexibility in collateral requirements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Flexibility in pricing or loan structure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Willingness to accept alternative forms of documentation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Ability to accurately assess lending risk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Ability or willingness to lend to marginal borrowers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Decision speed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Funding speed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

IIB.4 In your opinion, from the **perspective of your bank's existing and potential small business borrowers**, how important are each of the following areas?

By "important," we mean that this is "something that you believe small business borrowers care about" when they are looking for a loan. Select only ONE option for each area.

| Area | Level of importance | | | | | |
|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Very low | Low | Moderate | High | Very high | Don't know |
| a. Convenience | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Customer-facing technology | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Customer service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Interest rates and pricing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| e. Lending flexibility | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Outreach, sourcing, and reputation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Risk management and cost control | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Speed of service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

*The following questions ask about the general advantages of different types of financial institutions in small business lending. Please answer based on your understanding of small business lending, **regardless of whether or not your bank competes directly with each type of financial institution.***

IIB.5 In your opinion, in which areas (if any) do **credit unions** generally have an advantage in lending to small businesses? *Select ALL areas that apply.*

- Convenience
- Customer-facing technology
- Customer service
- Interest rates and pricing
- Lending flexibility
- Outreach, sourcing, and reputation
- Risk management and cost control
- Speed of service
- None of these areas

IIB.6 In your opinion, in which areas (if any) do **non-bank online lenders** generally have an advantage in lending to small businesses? *Select ALL areas that apply.*

- Convenience
- Customer-facing technology
- Customer service
- Interest rates and pricing
- Lending flexibility
- Outreach, sourcing, and reputation
- Risk management and cost control
- Speed of service
- None of these areas

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III. Coronavirus Pandemic, SBA Lending, and Selling of Loans

IIIA. Coronavirus Pandemic Response

About This Section

Beginning in early 2020, the United States was affected by the coronavirus pandemic. In this section we ask about your bank's experience in dealing with the pandemic and the impact of the government's response to the pandemic on your bank, as it relates to your bank's small business lending activity.

IIIA.1 Did your bank experience this problem in relation to your bank's small business lending activity, as a result of the coronavirus pandemic or the government's response to the pandemic (whether federal, state, or local)? *Select only ONE option for each problem.*

| Problem | Did not experience | Experienced somewhat | Experienced as a serious problem | Don't know |
|--|--------------------------|--------------------------|----------------------------------|--------------------------|
| a. Declining demand for funding from existing or potential small business borrowers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Declining net interest margin | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Decreased creditworthiness of existing or potential small business borrowers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Increased competition from banks or credit unions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Increased competition from FinTech lenders, government lenders, or sources of financing other than banks or credit unions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Increased volatility of credit spreads | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Operational issues due to social distancing (e.g., lack of face-to-face interaction, working off-site) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Staffing shortages or operational difficulties from implementation of the Paycheck Protection Program | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

IIIA.2 Did your bank take any of the following actions in response to the coronavirus pandemic in relation to your bank's small business lending activity? *Select only ONE option for each action.*

| Action | Yes, my bank took this action | No, my bank did not take this action | Don't know |
|--|-------------------------------|--------------------------------------|--------------------------|
| a. Adjusted credit criteria for small business loans | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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|---|--------------------------|--------------------------|--------------------------|
| b. Expanded ability for small business customers to apply for loans online or over the telephone (when they were not previously allowed to do so) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Made modifications to existing small business loans | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Set up teleworking for bank employees who work in small business lending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Initiated or accelerated expansion plans or technology investment for small business lending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Suspended or delayed expansion plans or technology investment for small business lending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Paycheck Protection Program (PPP)

IIIA.3 Did your bank make PPP loans during the following periods? *Select only ONE option for each round.*

| PPP Round | Yes, my bank made PPP loans in this round | No, my bank did not make PPP loans in this round |
|-------------------------|---|--|
| a. April to August 2020 | <input type="checkbox"/> | <input type="checkbox"/> |
| b. January to May 2021 | <input type="checkbox"/> | <input type="checkbox"/> |

[If IIIA.3a=YES or IIIA.3b=YES] IIIA.4 Which of the following statements best describes your bank’s subsequent **lending** relationship with small business customers it first engaged with through the PPP (“new customers”)? *Select only ONE.*

- Most or all of the new customers subsequently applied for non-PPP loans with my bank
- Some of the new customers subsequently applied for non-PPP loans with my bank
- Few of the new customers subsequently applied for non-PPP loans with my bank
- None or almost none of the new customers subsequently applied for non-PPP loans from my bank
- My bank did not make loans to any new customers through PPP
- Don’t know

[If IIIA.3a=YES or IIIA.3b=YES] IIIA.5 Which of the following statements best describes your bank’s subsequent **deposit** relationship with its new small business customers? *Select only ONE.*

- Most or all of the new customers started and maintained a deposit relationship with my bank
- Some of the new customers started and maintained a deposit relationship with my bank
- Few of the new customers started and maintained a deposit relationship with my bank
- None or almost none of the new customers started and maintained a deposit relationship with my bank
- My bank did not make loans to any new customers through PPP
- Don’t know

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IIIB. SBA Lending

About This Section

In this section, we ask about your bank’s Small Business Administration (SBA) lending.

IIIB.1 In calendar year 2021, did your bank originate any SBA-guaranteed loans, outside of PPP loans?

- Yes
- No

IIIB.2 Regardless of whether your bank participated in any SBA program (outside of the PPP) in calendar year 2021, did any of the following reasons discourage or limit your participation?

Select only ONE option for each reason.

| Reason | Yes, limited our participation | No, did not our limit participation | Don't know |
|---|--------------------------------|-------------------------------------|--------------------------|
| a. Applicants qualify for our other loan products | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Concerns about compliance with origination guidelines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Concerns about compliance with servicing guidelines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Concerns about holding all or portions of the loans on our balance sheet | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Difficulty of participating in the secondary market | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Difficulty of obtaining the required expertise and personnel for SBA lending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. High administrative costs of participation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. High startup costs (other than personnel) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Other regulatory or compliance concerns | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Other _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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IIIC. Sales of Small Business Loans

About This Section

In this section, we ask about the extent to which your bank sells any of its small business loans.

IIIC.1 In calendar year 2021, did your bank sell any or any portion of the small business loans that it made? Include loans sold in a secondary market or through a centralized hub even if you retained a portion of the loan or the servicing rights.

Select only ONE option for each loan product type.

| Loan product type | Sold none or only rarely | Sold some | Sold most | Sold all | No originations | Don't know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Non-Government Guaranteed | | | | | | |
| a. Credit cards (where my bank holds the portfolio) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Lines of credit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Letters of credit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Loan products using automated approval decisions (other than credit card) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Term loans | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Other: _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Government Guaranteed | | | | | | |
| g. SBA CDC/504 Loans | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. SBA 7(a) Loans: guaranteed portion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. SBA 7(a) Loans: non-guaranteed portion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. USDA Loans: guaranteed portion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. USDA Loans: non-guaranteed portion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. Other Loans: guaranteed portion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m. Other Loans: non-guaranteed portion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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IV. Measurement of Business Lending

IVA. Originations in 2021

About This Section

In this section we ask quantitative questions about loan originations by your bank in calendar year 2021. In particular, we are interested in your bank's lending for business purposes. Unless otherwise specified, when answering these questions please use the "lending for business purposes" definition on the next screen, rather than standard regulatory definitions, to classify loans.

The questions your bank sees in this section depend on your answers to the Screeners section. Specifically, your responses to S1 (for banks of all sizes) and S2 (for banks with assets greater than \$1 billion) indicate that your bank's core data systems are systematically able to retrieve data by the relevant category.

Lending for Business Purposes

By "lending for business purposes" we mean lending to businesses of all sizes:

Exclude

- Paycheck Protection Program (PPP) loans
- Agricultural lending
- Loans for investment in real estate where loan repayment primarily depends on leasing income or resale of the property
 - E.g., loans for the improvement, purchase, or refinancing of
 - Residential properties (including "flipping")
 - Non-owner-occupied commercial real estate
 - ADC (Acquisition, Development, & Construction) loans

Include

- Unsecured lending
- Business credit cards
- Lines and letters of credit
- Government guaranteed lending (other than PPP loans)
- Lending made through third parties
- Lending primarily secured by non-real estate assets
 - E.g., automobiles, equipment, inventory
- Lending for the purpose of improving, purchasing, or refinancing owner-occupied commercial real estate
- Lending primarily secured by real estate
 - E.g., a loan for working capital secured by the owner's primary residence
 - E.g., a loan for equipment secured by non-owner-occupied commercial real estate

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Lending for All Purposes

IVA.1 In calendar year 2021, what was the total dollar amount of originations (both new lending and renewals) your bank committed for **any purpose**, inclusive of agricultural, commercial, consumer, and real estate-related lending?

- Exclude all PPP loans
- For renewals, include the whole amount of the renewal
- For lines of credit, include the entire amount committed at origination
- Include non-portfolio lending that was originated for sale

\$ _____,_____,_____.00

Lending for Business Purposes

[If S1a=Yes] IVA.2 We will be asking questions related to your bank’s total dollar amount of originations (both new lending and renewals) committed for **business purposes** in calendar year 2021. *Select only ONE option for each lending type.*

Refer to the “About This Section” box at the beginning of the section for this survey’s definition of “lending for business purposes.”

| As part of calculating this total will your bank exclude...? | Yes, will exclude | No, cannot easily exclude | Not applicable |
|---|--------------------------|---------------------------|--------------------------|
| a. PPP loans | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Agricultural lending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Lending for the improvement, purchase, or refinancing of single family residential real estate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Lending for the improvement, purchase, or refinancing of multi-family residential real estate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Lending for the improvement, purchase, or refinancing of non-owner-occupied commercial real estate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Acquisition, Development, & Construction (ADC) loans | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| As part of calculating this total will your bank include...? | Yes, will include | No, cannot easily include | Not applicable |
| g. Renewals | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Credit card lending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Lines and letters of credit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Government guaranteed lending (other than PPP) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Lending made through third parties | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. Lending secured by non-real estate assets | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m. Lending secured by owner-occupied commercial real estate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n. Lending for business purposes but primarily secured by residential real estate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

[If S1a=Yes] IVA.3 You reported *[Insert amount reported in IVA.1]* as the total dollar amount of origination dollars (both new lending and renewals) committed by your bank for any purpose in calendar year 2021. Of that total, what was the total loan dollar amount committed for **business**

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purposes to businesses of any size?

\$____,____,____.00

[Programmer’s note: SKIP IVA.4 to IVA.7 if respondent is in Strata 1 or 2 (banks with less \$1B in assets)]

Lending for Business Purposes Made Through Different Programs or Using Residential Collateral

You reported *[Insert amount reported in IVA.3]* as the total dollar amount of originations (both new lending and renewals) committed for business purposes in calendar year 2021. Of that total, what was the total dollar amount committed for **business purposes** that was extended through the **following lending programs or products?**

| <i>Programmer’s notes:</i> | My bank originated for business purposes in calendar year 2021 | Dollar amounts |
|----------------------------|--|---------------------|
| <i>[If S2d=Yes]</i> | IVA.4 Lending made using automated or algorithm-based decision-making (i.e., no human intervention is required) to determine approval <i>Exclude:</i> <ul style="list-style-type: none"> • Credit card lending • Government guaranteed lending <i>Include:</i> <ul style="list-style-type: none"> • Any lending made through third parties that meets this definition | \$____,____,____.00 |
| <i>[If S2a=Yes]</i> | IVA.5 Lending made through 7(a) and other SBA programs (excluding PPP loans) | \$____,____,____.00 |
| <i>[If S2e=Yes]</i> | IVA.6 Lending made through third parties using programs targeted at small businesses <i>Include:</i> <ul style="list-style-type: none"> • Brokers • FinTech partners • Any other non-governmental third party lenders | \$____,____,____.00 |
| <i>[If S1f=Yes]</i> | IVA.7 Lending that was primarily secured by 1-4 family residential properties <i>For example:</i> <ul style="list-style-type: none"> • Term loan for business purposes, primarily secured by the primary residence of the owner • Lines of credit for working capital, primarily secured by the primary residence of the owner | \$____,____,____.00 |

[Programmer’s note: SKIP IVA.8a if respondent is in Strata 3, 4, 5, or 6 (banks with at least \$1B in assets)]

Lending for Business Purposes by Commitment Size

[If S1a=Yes] IVA.8a You reported *[Insert amount reported in IVA.3]* as the total dollar amount of originations (both new lending and renewals) committed for business purposes in calendar year 2021. Of that total, what were the dollar amounts committed for **business purposes** for each group of **loan or commitment sizes** at origination?

| <i>Programmer’s notes:</i> | Size at origination | Dollar amount of originations for business purposes |
|--------------------------------|---------------------|---|
| <i>[If S1b=Yes or S1c=Yes]</i> | ≤ \$1M | \$____,____,____.00 |

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| | | |
|---------------------|-------------------|---------------------|
| <i>[If S1c=Yes]</i> | > \$1M to ≤ \$5M | \$____,____,____.00 |
| <i>[If S1c=Yes]</i> | > \$5M to ≤ \$10M | \$____,____,____.00 |
| <i>[If S1c=Yes]</i> | > \$10M | \$____,____,____.00 |

[Programmer’s note: SKIP IVA.8b and IVA.9 to IVA.13 if respondent is in Strata 1 or 2 (banks with less \$1B in assets)]

Lending for Business Purposes by Commitment and Borrower Size

You reported *[Insert amount reported in IVA.3]* as the total dollar amount of originations (both new lending and renewals) committed for business purposes in calendar year 2021. Of that total, for the **commitment sizes** below, what were the dollar amounts committed for **business purposes** that were extended to businesses with the following **gross annual revenues (GAR)**?

Either GAR at origination or most recent GAR is acceptable.

| <i>Programmer’s notes:</i> | Dollar amount of originations for business purposes | | | | |
|--------------------------------|---|---|---------------------|---------------------|---------------------|
| | Business gross annual revenue (GAR) | Size of loan or commitment at origination | | | |
| | | <i>Programmer’s notes:</i> | | | |
| | | <i>[If S1b=Yes or S1c=Yes]</i> | <i>[If S1c=Yes]</i> | <i>[If S1c=Yes]</i> | <i>[If S1c=Yes]</i> |
| | ≤ \$1M | > \$1M to ≤ \$5M | > \$5M to ≤ \$10M | > \$10M | |
| <i>[If S1a=Yes]</i> | IVA.8b All businesses (regardless of GAR) | | | | |
| <i>[If S1d=Yes or S1e=Yes]</i> | IVA.9 GAR ≤ \$1M | | | | |
| <i>[If S1e=Yes]</i> | IVA.10 GAR > \$1M to ≤ \$5M | | | | |
| <i>[If S1e=Yes]</i> | IVA.11 GAR > \$5 to ≤ \$10M | | | | |
| <i>[If S1e=Yes]</i> | IVA.12 GAR > \$10M | | | | |
| <i>[If S1e=Yes]</i> | IVA.13 GAR unknown or not available | | | | |

[Programmer’s note: SKIP IVA.14 to IVA.16 if respondent is in Strata 1 or 2 (banks with less \$1B in assets)]

Credit Card Lending for Business Purposes

[If S2c=Yes] You reported *[Insert amount reported in IVA.3]* as the total dollar amount of originations (both new lending and renewals) committed for business purposes in calendar year 2021. Of that total, what were the credit card dollar amounts committed for **business purposes** in calendar year 2021 to businesses with the following **gross annual revenues (GAR)**?

Either GAR at origination or most recent GAR is acceptable.

| Credit card commitments for business purposes in calendar year 2021 | Dollar amounts |
|---|---------------------|
| IVA.14 Lending to businesses where GAR is not available in your core data system or unknown | \$____,____,____.00 |
| IVA.15 Lending to businesses with GAR of less than or equal to \$10M | \$____,____,____.00 |
| IVA.16 Lending to businesses with GAR of greater than \$10M | \$____,____,____.00 |

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Commercial and Industrial Lending

Unlike previous questions about your bank’s originations for business purposes, now we turn to the subset of this lending that can be classified as **Commercial and Industrial (C&I)** using the [definition provided in pages 18 to 20 for Call Report Schedule RC-C](#). Generally, these are loans for commercial purposes that are not secured by real estate.

In calendar year 2021, what was the **number and total dollar amount** of originations (both new lending and renewals) that were **C&I loans with a loan size of \$1 million or less** at origination?

| | |
|---|------------------------|
| IVA.17 Number of new or renewed C&I loans \$1 million or less at origination | # _____,_____,____ |
| IVA.18 Dollar amount of new or renewed C&I loans \$1 million or less at origination | \$ _____,_____,____.00 |

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IVB. Outstanding Call Report C&I Loan Balances

About This Section

In the following questions, we ask questions by loan size about your bank's outstanding Call Report C&I loan balances on December 31st, 2021. For these questions please use the [definition for C&I lending from pages 18 to 20 of Call Report Schedule RC-C](#).

The questions your bank sees in this section depend on your answers to the Screeners section. Specifically, if your bank's response to S3 indicates that your bank's core data systems are systematically able to retrieve data by the relevant category.

Regulatory Call Reports collect data on outstanding Commercial and Industrial (C&I) loan balances that were \$1 million or less at the time of origination. Commitments smaller than \$1 million are commonly used as a proxy for small business lending but many loans to small businesses are greater than \$1 million. In this section, we aim to measure the amount of lending that occurs through these larger loans.

[Programmer's note: SKIP IVB.1a if respondent is in Strata 3, 4, 5, or 6 (banks with at least \$1B in assets)]

IVB.1a Looking at the **outstanding C&I loan balances** reported on your bank's **December 31st, 2021 Call Report**, what were the outstanding loan dollar amounts for each of these loan sizes at the time of origination?

| <i>Programmer's notes:</i> | Loan size at time of origination | Dollar amount of outstanding C&I loan balances |
|--------------------------------|----------------------------------|--|
| <i>[If S3a=Yes or S3b=Yes]</i> | ≤ \$1M | \$ __, __, __.00 |
| <i>[If S3b=Yes]</i> | > \$1M to ≤ \$5M | \$ __, __, __.00 |
| <i>[If S3b=Yes]</i> | > \$5M to ≤ \$10M | \$ __, __, __.00 |
| <i>[If S3b=Yes]</i> | > \$10M | \$ __, __, __.00 |

[Programmer's note: SKIP IVB.1b and IVB.2 to IVB.6 if respondent is in Strata 1 or 2 (banks less than \$1B in assets)]

Looking at the **outstanding C&I loan balances** reported on your bank's **December 31st, 2021 Call Report**, for each of the following business **gross annual revenues (GAR)**, what were the outstanding loan dollar amounts for each of these **loan sizes** at the time of origination?

Either GAR at origination or most recent GAR is acceptable.

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| <i>Programmer's notes:</i> | Dollar amount of outstanding C&I loan balances | | | | |
|--------------------------------|--|----------------------------------|---------------------|---------------------|---------------------|
| | Business gross annual revenue (GAR) | Loan size at time of origination | | | |
| | | <i>Programmer's notes:</i> | | | |
| | | <i>[If S3a=Yes or S3b=Yes]</i> | <i>[If S3b=Yes]</i> | <i>[If S3b=Yes]</i> | <i>[If S3b=Yes]</i> |
| | ≤ \$1M | > \$1M to ≤ \$5M | > \$5M to ≤ \$10M | > \$10M | |
| <i>None</i> | IVB.1b All businesses (regardless of GAR) | | | | |
| <i>[If S3c=Yes or S3d=Yes]</i> | IVB.2 GAR ≤ \$1M | | | | |
| <i>[If S3d=Yes]</i> | IVB.3 GAR > \$1M to ≤ \$5M | | | | |
| <i>[If S3d=Yes]</i> | IVB.4 GAR > \$5M to ≤ \$10M | | | | |
| <i>[If S3d=Yes]</i> | IVB.5 GAR > \$10M | | | | |
| <i>[If S3d=Yes]</i> | IVB.6 GAR unknown or not available | | | | |