



The Export-Import Bank of the United States
2015 Export Credit Insurance
Customer Experience Survey
Summary Results and Findings



December 9, 2015

To our customers, intermediaries and stakeholders:

My name is Stephanie Thum and I lead the customer experience division at EXIM Bank. My team is responsible for influencing decisions within the Bank that lead to improving the ease of doing business for our customers—particularly small business exporters, with whom our agency conducts thousands of export credit insurance transactions each year. With this report, I am pleased to share with you the results of EXIM Bank’s 2015 survey of export credit insurance customers.

EXIM Bank has a big goal, as outlined in [EXIM Bank Strategic Plan 2010-2015](#), to improve the ease of doing business for customers. We routinely challenge the ease of our business processes, IT systems, website content, transaction processing times, and communication protocols. We seek to hear from our customers about their experiences completing application forms, understanding rules and conditions, and following the business processes necessary order to work with our agency.

You may be wondering how EXIM has actually used customer feedback to improve. Customer feedback has helped us to validate and, if necessary, redirect our efforts to improve the ease of doing business. For example, in the past two years, customers have challenged us to make it easier to use EXIM Bank, and we have responded by:

- Opening a new customer contact center from 8 a.m. to 5 p.m. Monday through Friday
- Improving the clarity of Bank communications to customers around certain programs
- Piloting improvisational style customer service skills training for Bank staff
- Challenging cycle times and changing processes that go into underwriting transactions
- Initiating a new point-of-experience survey to capture real-time information about customers’ experiences with us, starting from the moment they accept a quote for an export credit insurance policy

We also share customer feedback throughout the Bank so that our 450+ employees have the customer front-and-center in everything we do.

Earlier this year, we worked with a third party contractor to survey more than 2,200 export credit insurance customers—our largest survey pool yet—for a fresh, in depth look at our performance. We are pleased to see that our work is paying off with higher ratings across the board.

We hope that our customers, intermediaries and stakeholders will continue sharing with us their ideas on how the Bank can improve the ease of doing business. And to the hundreds of American small business exporters who took our survey, thank you for your time. We are committed to listening, and will continue working on ways to improve your experiences as customers of EXIM Bank.

Stephanie

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Executive Summary

In April and May 2015, working with an outside contractor, EXIM surveyed more than 2,200 U.S. exporters who utilize EXIM’s export credit insurance products and comprise the largest segment of EXIM’s customer base. Customers were polled about their export business, the role of EXIM in their success, and their experiences working with staff, navigating the Bank’s processes, and working with EXIM’s IT systems. The purpose of the survey was to help EXIM to identify potential service improvement opportunities, specifically toward improving the ease of doing business as noted in the [ExIm Bank Strategic Plan 2010-2015](#).

Overall, in the 2015 survey, customer satisfaction improved when compared with scores from the 2014 customer survey. For example:

- A higher percentage of customers this year said their exports have grown—an important measure of success for EXIM as President Obama’s National Exports Initiative continues.
- A higher percentage of customers said EXIM Bank helped them to expand exports, had a positive impact on employment, and that they would not have realized as many export opportunities without EXIM—which can be considered as key measures of success toward meeting EXIM’s mission to promote U.S. job growth by facilitating exports.
- Customer effort scores have improved—which is a positive indicator that EXIM’s work toward improving the ease of doing business for customers as noted in the Bank’s strategic plan has been successful.
- Overall customer satisfaction has improved significantly.
- A higher percentage of customers this year said they would recommend EXIM Bank to another exporter.

Through qualitative remarks and quantitative scores, EXIM staff and brokers were commended for being helpful and knowledgeable. Still, there are opportunities to improve. For two years in a row, customer ratings for speed of claims processing received the same lowest rating relative to other indicators of satisfaction in both 2014 and 2015. Customers suggest the need for greater communication during claims processing and a more expeditious claims reconsideration process. Customers also mention a need for improvements to the speed and intuitiveness of EXIM’s online platform—EXIM Online, where customers submit insurance applications, pay premiums and file shipping reports on a regular basis. EXIM’s Customer Experience team plans to conduct its customer survey again in 2016.



Summary Results and Findings

Introduction and Background

In March 2015, EXIM Bank contracted with NOVA Research Company to conduct a survey of 2,255 U.S. small business exporters with recent experience working with EXIM's export credit insurance products.¹ The purpose of the survey was to understand the current state of EXIM Bank's customers' export business, learn more about the role of EXIM in customers' export success, and to identify opportunities to improve the ease of doing business with the Bank as outlined in the [ExIm Bank Strategic Plan 2010-2015](#). The survey was a verbatim repeat of a survey conducted in 2014 with a separate cohort of customers, also conducted by EXIM through NOVA Research Company. Therefore, the 2015 survey carried with it an opportunity to compare customers' 2014 experiences.

Export credit insurance customers were chosen as a target for this survey because the export credit insurance product is EXIM's highest-volume product line, with thousands of transactions underwritten every year. Additionally, EXIM has a congressional mandate to focus on small business customers and designate 20 percent of its total overall authorizations to U.S. small business exporters. Moving forward, with EXIM's 2015 reauthorization, the goal will be 25% of overall authorizations.

Survey Pool and Methodology

EXIM Bank provided a contact list of 2,255 export credit insurance customers to NOVA Research Company, who then invited customers from the list to participate in the 2015 survey. The survey was available online to all invitees from April 6, 2015 to May 1, 2015. Communication with invitees included multiple e-mails and an option to decline the survey. If a survey was declined, the contact was given an option to provide a reason. Of the initial list of 2,255 contacts, 140 declined to participate in the survey. For those who provided a reason for declining the survey, the most common response was lack of time, even though the email indicated that the survey would take ten minutes to complete.

Surveys were implemented online using NOVA Research Company's proprietary survey management tool, QDS-Web™. QDS-Web includes embedded data checks and preprogrammed skip logic, which ensures that only valid responses can be entered and only applicable data

¹ OMB Control Number: 3048-0050. Expiration date March 31, 2017.

items are presented to respondents. The survey was comprised primarily of Likert-type items but also included multiple questions that allowed respondents to enter open-ended text responses.

Response Rates

As Figure 1 depicts, the final response rate for the 2015 survey was 25.8 percent (compared with 24.8 percent for the 2014 survey). Although 1,223 contacts were identical between the 2014 and 2015 survey pools, there is no way of linking the identities of the respondents. Therefore, for the purpose of analyses in this report, the cohorts were treated as independent samples.

Figure 1.		
Response Overview	2014	2015
Number surveyed	2,157	2,225
Responses	535	574
Response rate	24.8%	25.8% (↑ 1%)

Respondent Profiles

Figure 2 shows, respondents in the 2015 survey were most likely to be Financial Managers, followed by Chief Executives, Sales and Marketing Managers, and others. Compared to the 2014 survey respondents, role characteristics of respondents were only slightly different.

Figure 2.		
Respondent Profile	2014	2015
Chief Executive	36%	32%
Financial Manager	35%	46%
Sales and Marketing Manager	8%	12%
Other	21%	10%

In terms of company size, Figure 3 indicates that 2014 and 2015 survey cohorts were moderately different. In 2014, only 15 percent of respondents' companies had 100 or more employees compared with 22 percent of companies in the 2015 cohort. The percentage with ten or fewer employees decreased from 35 percent in 2014 to 28 percent in 2015, while the percentage of companies with more than 500 employees increased.

Figure 3.		
Company Size	2014	2015
1-5 employees	20%	17%
6-10 employees	15%	11%
11-25 employees	17%	18%
26-50 employees	19%	16%
51-100 employees	14%	15%
101-500 employees	14%	19%
More than 500 employees	1%	4%

Respondents were asked to identify the industry or industries in which their companies were active. More than four out of five respondents (87 percent) selected only one area of industry in which their company was active. The most common area of industry reported in the 2015 survey was in manufacturing (72 percent), followed by agriculture, forestry, fishing and hunting (13 percent).

Respondents' export-related experience levels were mixed, as was the case in the 2014 survey. Figure 4 also shows that nearly half of survey respondents have been exporting for more than 15 years; only 7 percent have been exporting for less than three years.

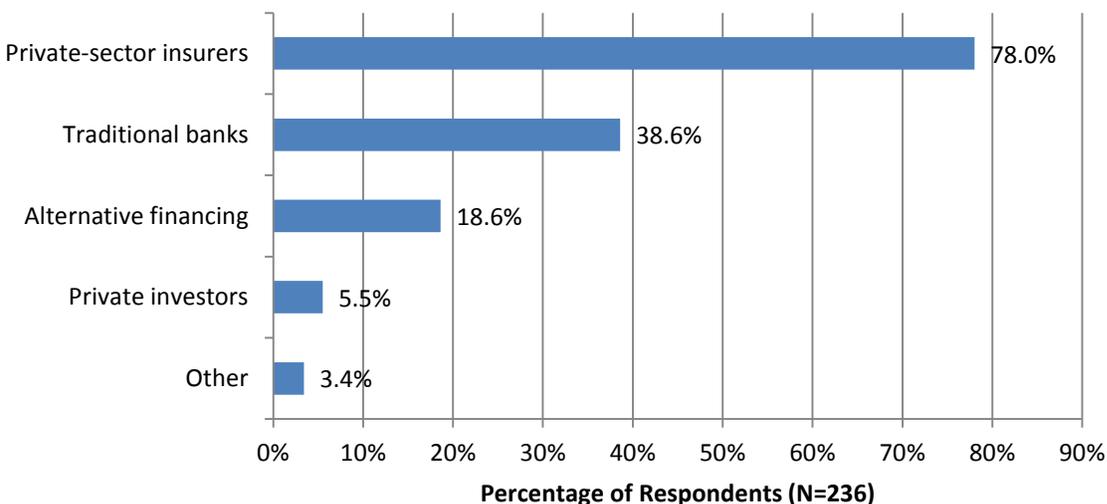
Figure 4.		
Experience Exporting	2014	2015
1-3 years	8%	7%
4-5 years	9%	9%
6-10 years	17%	18%
11-15 years	16%	16%
16-25 years	23%	26%
More than 25 years	23%	23%
Other	1%	1%

In terms of frequency, three-quarters of respondents reported working with EXIM Bank at least once a year while 24 percent indicated working with EXIM Bank less than once per year.

Exploring Export Credit Insurance Options Outside of EXIM Bank

Comparing 2014 and 2015 survey cohorts, it was found that a greater percentage of 2015 respondents than those in 2014 reported having explored other insurance options prior to working with EXIM. When asked whether options outside of EXIM Bank had been considered, 236 out of 574 responded, “yes.” Of the respondents who had explored other options, nearly 80 percent had looked at private sector options, and another 20 percent had looked at traditional banks (respondents could select more than one option). Smaller numbers had looked at alternative financing, private investors or other options, as depicted in Figure 5.

Figure 5. Other Options Explored



Prior to moving to the next set of survey questions, respondents were given the opportunity to provide additional information about their experiences exploring other insurance options. Most comments indicated that private insurance was too expensive, that private insurers were difficult to work with, and that EXIM provided better options for growth, rates, and coverage. Sample comments are as follows:

- “EXIM was able to provide the best coverage. Export companies tend to be more wary when you are using EXIM bank because they don’t want to anger our government.”
- “Export Import bank provided the best opportunities for growth.”
- “Conventional insurers have been too overpriced.”

Customers' Export Growth

Exports continue to account for a significant portion of revenue for many respondents. While almost two-thirds of respondents indicated that exports accounted for 40 percent or less of the past year's revenue for their companies, nearly one-fifth of respondents indicated that exports accounted for more than 80 percent of the past year's revenue, as Figure 6 illustrates.

Figure 6.		
Exports as a Percentage of Revenue	2014	2015
0%	2%	1%
1-20%	42%	43%
21-40%	20%	21%
41-60%	12%	10%
61-80%	5%	8%
More than 80%	19%	18%

Export growth among survey respondents continues to be strong, with more respondents reporting greater export growth in 2015, compared to 2014 survey findings. For example, more than two-thirds of respondents (69%) reported that their export revenues had grown during the past five years, compared with only 9 percent who reported a decrease during the same time period. See Figure 7.

Figure 7.		
Export Growth Over the Past Five Years	2014	2015
Exports have grown	65%	69% (↑ 4%)
Stayed about the same	26%	22%
Decreased	10%	9%

Of those who reported export growth (394 out of 574 respondents), almost three-quarters reported growth of up to 49%. Among companies with more than 80 percent of revenue from exports, more than half reported 50 percent or higher growth. See Figure 8.

Figure 8.

Rates of Export Growth: Percent growth over the past five years	2014	2015
1-24 percent	46%	48%
25-49 percent	26%	25%
50-74 percent	13%	12%
75-100 percent	7%	4%
More than 100 percent	8%	10%

Experience with Other Export Credit Agencies

Similar to the 2014 survey, as well as to a 2012 survey conducted by EXIM’s Office of the Inspector General, only a small percentage (9 percent or 49 respondents) of respondents indicated they had experienced working with an export credit agency (ECA) other than EXIM during the past five years. Satisfaction levels were up significantly in 2015 versus 2014 when respondents compared EXIM’s products and services to those of other ECAs, and rated their overall satisfaction with EXIM Bank compared to other ECAs, as Figure 9 illustrates.

Figure 9.

Other ECA experience	2014	2015
Percentage with experience working with other ECAs	8%	9%
Number with experience with other ECAs	40	49
Percent satisfied/highly satisfied with EXIM Bank’s products compared to other ECAs	78%	88% (↑ 10%)
Percent satisfied/highly satisfied with EXIM Bank overall as compared to other ECAs	75%	92% (↑ 17%)

Following the survey questions regarding their experience working with other ECAs, and prior to moving to the next set of survey questions, respondents were given an opportunity to enter additional comments about their work with other ECAs. Sample comments include the following:



- “We obtained quotes from other export credit agencies twice but have never used their services. They were too expensive and wanted a large piece of our business instead of single payer credit insurance. They did not meet our need.
- “EXIM is much easier to work with than other agencies.”
- “EXIM is very expensive nowadays.”
- “(Other ECAs) are too expensive and will not consider underwriting for small business deals. EXIM Bank has a program for small companies to start exporting. With private insurance there is no way.”

Understanding EXIM’s Impact on Small Business

To better understand how EXIM’s export credit insurance products have helped U.S. small businesses, survey respondents were presented with a series of Likert-type items addressing the extent to which EXIM impacted their export success. Indicators were scored on a scale from 1-5 with 1 indicating strong disagreement and 5 indicating strong agreement (i.e., higher scores indicate stronger agreement that EXIM Bank had a positive impact). Overall, respondents reported high levels of agreement with statements indicating that EXIM had impacted their business in favorable ways, and all indicators showed significant increases between 2014 and 2015, as Figure 10 demonstrates.

Figure 10.		
To what extent do you agree/disagree with the following:	2014	2015
EXIM ... helped to initiate exports	3.48	3.70
Helped to expand exports	3.38	4.08
Had a positive impact on employment	3.42	3.68
Realize more export opportunities	3.59	3.93
Positioned for future conventional financing	3.39	3.60
Overall impact	3.56	3.81

Prior to moving to the next set of questions, respondents were given the option of providing additional comments about EXIM’s impact to their business. Most comments indicated that ExIm had enabled their companies to grow, helped them to set terms and establish credit with their customers, gave them peace of mind, and reduced risk to their business. Sample comments include the following:



- “Using EXIM, I have reduced the credit risk to the company. Exporting levels would be the same with or without EXIM.”
- “It would be difficult to export without EXIM Bank insurance, and our sales would probably be lower, causing us to lay off employees.”
- “Because of EXIM, I am encouraged to be more optimistic and willing to work a little harder to identify export opportunities.”
- “Without EXIM bank my business would have to close—that simple.”
- “My only suggestion is to not charge 100 percent of the premium when the SBCL is below the invoice level. That has hurt me a couple of times and does not make sense to me.”

Ease of Doing Business with EXIM

Seven survey items assessed respondents’ perceptions related to the ease of doing business with EXIM. Indicators were scored on a scale from 1-5 with 1 indicating strong disagreement and 5 indicating strong agreement (i.e., higher scores indicate stronger agreement that EXIM Bank had a positive impact). All indicators showed improvement between 2014 and 2015, and five of the seven were significant. No significant changes were found in ratings for having received regular updates from EXIM or in the cost of insurance. The largest improvements were associated with items related to explanations matching experiences and written communications being clear, as displayed in Figure 11.

Figure 11.		
To what extent do you agree/disagree with the following:	2014	2015
Explanations of the products matched actual experiences	4.03	4.23
Written communications were clear	3.90	4.06
Processing time met with expectations	3.99	4.12
Required information in the application met expectations	4.00	4.10
Received regular updates during application processing	3.86	3.90
Cost of insurance was reasonable	4.08	4.16
Overall ease of doing business	3.98	4.11



Prior to moving to the next set of questions, respondents were given the opportunity to provide additional comments about the ease of doing business with EXIM. Many respondents indicated that they primarily work through their brokers (as opposed to working directly with EXIM), though a few also mentioned that EXIM staff were helpful. Some respondents provided suggestions for improving the overall process and processing speed, which was described by some as too difficult and/or too much of a burden. Multiple respondents indicated difficulty working with EXIM Online, the agency's online platform, where applications and shipping reports occur on a regular basis. With regard to cost, opinions were split, with some indicating it was high and others reporting that it was very reasonable. Sample comments included the following:

- "One of the prime benefits of working with EXIM Bank is the simplicity of the application process and the monthly reporting."
- "Response time to requests has improved greatly in the past six months."
- "I found overall it was easy, but some of the documentation and paperwork were a little difficult for me as a non-accountant/non-lawyer."
- "Changes in policies were often vague and instituted with no prior notification."
- "The web site is terrible to work with and manage...extremely easy to make mistakes."
- "The policy documents should have more clarifications and definitions regarding over-shipments. Also the online site does not always give good status reports on SBCLs in progress."

Customer Effort Score and the Ease of Doing Business with EXIM

Toward EXIM's strategic goal to improve the ease of doing business for customers, the Bank seeks to measure customer effort. In both 2014 and 2015, respondents were asked, "Generally speaking, how much effort do you personally have to put forth to complete transactions with EXIM Bank?" Responses were rated on a scale of 1 to 5, where 1 indicated that the level of effort was far less than expected and 5 indicated that the level of effort was far more than expected. Thus, lower scores indicate lower levels of perceived effort while higher scores indicate higher levels of effort.

The average rating of the level of effort required to complete a transaction improved from 2.61 to 2.45 between 2014 and 2015, as Figure 12 demonstrates.

Figure 12.		
How much effort do you personally have to put forth to complete transactions with EXIM Bank?	2014	2015
Overall score	2.61	2.45

Two side notes should be included in the review of the customer effort score results. First, as noted earlier, because many small business exporters work with EXIM through brokers rather than directly with EXIM Bank, brokers and EXIM staff can be commended for improvements to customer effort scores. Second, respondents from companies that had interacted with EXIM more than once a year were more likely to say effort put forth to complete transactions with EXIM was far less than expected, indicating that more frequent interaction brings a heightened understanding of EXIM processes, and therefore leads to improvements in the ease of doing business from customers’ perspectives.

Satisfaction with EXIM Interactions

Eight survey questions assessed customers’ levels of satisfaction with interactions with EXIM. Indicators were scored on a scale from 1-5 with 1 indicating strong dissatisfaction and 5 indicating strong satisfaction (i.e., higher scores indicate higher levels of satisfaction among customers). Figure 13 exhibits improvement from 2014 to 2015; however, ratings for speed of claims processing received the same lowest rating relative to other indicators of satisfaction in both 2014 and 2015. Customers’ highest satisfaction ratings were given to knowledge of staff and staff willingness of staff to help.

Figure 13.		
Please rate your level of satisfaction/dissatisfaction with the following	2014	2015
Availability of information on the website	3.94	4.03
Interface with EXIM Online	3.85	3.93
Documentation/information requirements for applications	3.90	4.04
Availability of staff	4.03	4.11
Knowledge of staff	4.17	4.28
Staff willingness to help	4.21	4.31
Speed of claims processing	3.75	3.76



Prior to moving to the next set of questions, respondents were given the option of providing additional comments about their interactions with EXIM. Some mentioned they had experienced issues regarding lack of communication or support, but many also mentioned positive experiences. Primary complaints were with the speed of application processing and EXIM Online. Sample comments included the following:

- “Staff is very interested in knowing about our business in order to help. Staff is very approachable.”
- “The interactions I have experienced with the people that work with EXIM are very helpful and [they] are willing to do what it takes to help me understand.”
- “Claims often dispositioned quickly. However, when a claim is rejected, even if for the wrong reason, reconsideration can take over a year. There is no dialogue during claims processing, when speaking is sometimes the only clear way to convey.”
- “We've had no claims. Usually, just mentioning the ExIm Bank gets the clients to pay when they are lagging...”

Overall Satisfaction with EXIM Bank

Respondents were asked to provide a rating of their overall satisfaction with EXIM, and while the rating was relatively high in both 2014 and 2015, Figure 14 shows the rating increased significantly between 2014 and 2015.

Figure 14.		
Overall level of satisfaction/dissatisfaction with EXIM Bank (percentages)	2014	2015
Satisfied/extremely satisfied	86%	93.2%
Dissatisfied/extremely dissatisfied	4%	4.6%
Neither satisfied nor dissatisfied	10%	4.6%

Looking at customer satisfaction metrics on a Likert scale, customer satisfaction scores between 2014 and 2015 are noted in Figure 15.

Figure 15.		
Overall level of satisfaction/dissatisfaction with EXIM Bank (Likert scale scores)	2014	2015
Overall score	4.17	4.37



Almost all respondents reported that they would recommend EXIM to another exporter as noted in Figure 16.

Figure 16.		
Would you recommend EXIM to another exporter?	2014	2015
Yes	95%	97.5%
No	3%	2.5%
N/A	2%	N/A

Additional Comments before Exiting the Survey

Prior to closing and completing the survey, many respondents added comments to further describe their experiences working with EXIM. Comments included positive feedback regarding interactions with brokers, as well as statements that EXIM had helped their companies to grow their export business. Many respondents indicated that they would recommend or already had recommended EXIM to other exporters. Sample comments include the following:

- “EXIM Bank’s insurance program has been the major reason for our expansions and job growth. THANK YOU.”
- “I always recommend Ex-im Bank to all the other companies and Financial Managers in our NACM meetings.”
- “I have been exporting for many years, but have avoided certain prospects because of inability to risk my capital. EXIM provides me with a tool to let me grow my export business and compete with many other countries selling into my market.”
- “I hope that the Export-Import Bank continues to receive funding to operate. I do believe it is a useful tool for promoting export sales particularly for small business.”
- “We would not have exported offering customers’ terms without EXIM. It has been great to work with and is affordable. When I started looking into credit insurance, the private companies said we were too small, so EXIM has been great for us.”
- “The level of staffing and expediency in underwriting process should improve. I love EXIM Bank, but it is currently not what it used to be.”
- “Rules of submitting a claim under a Special Buyer Credit Limit were not adequately explained and so I did not follow them and lost money on a sale.”



- “Once learning how to use the site, it was relatively easy. But if we don't have many insurable export sales for a number of months, we have to move back down the learning curve.”
- “I think more exporters in the food and agribusiness industries need to know about and use EXIM. Our relationship with EXIM has been beneficial— we appreciate the support which allows us to do export sales with a minimal risk.”
- “EXIM Bank is a well-kept secret— most small manufacturers do not know about it.”
- “In reference to EXIM insurance policy: we were pleased with the policy which appeared to force our EU distributor into better payment schedules. (Our company) plans to use EXIM insurance policy for our EU distributor and our Australian distributor.”

Conclusions

Overall, survey results indicate EXIM is continuing to improve on its mission to promote U.S. job growth by facilitating exports—specifically in the small business space. Overall customer satisfaction with EXIM significantly improved between 2014 and 2015, as did respondents' ratings of how little effort it took to complete transactions. Customers believe EXIM has played a role in helping to expand exports and support employment. Yet, there are opportunities to improve. Claims processing and the ease of using EXIM Online were noted as areas where EXIM could focus its improvement attention. EXIM's Customer Experience team plans to conduct its customer survey again in 2016.



Appendix: 2015 EXIM Bank Export Credit Insurance Customer Survey

The following questions pertain to the status of your business today.

Q1. What is the size (employee headcount) of your company? After selecting your answer, click "Next" to proceed.

(Choose one)

- 1 1-5 employees
- 2 6-10 employees
- 3 11-25 employees
- 4 26-50 employees
- 5 51-100 employees
- 6 101-500 employees
- 7 500+ employees

Q2. In which industry/industries is your company active? Please select all that apply. (Note: the list of official NAICS codes can be found at <http://1.usa.gov/1mWACqg>) (Check all that apply)

- Agriculture, Forestry, Fishing and Hunting (Such as crops, logging, and fishing)
- Mining (Such as mining turbines, gas and oil productions and related services)
- Construction (Such as road building or structural steel erection)
- Energy, Utilities and Power (Such as electric services, refuse systems, or sewage disposal)
- Finance, Insurance and Real Estate (Such as depository institutions, commercial banks, or loan brokers)
- Healthcare/Pharmaceutical Equipment Manufacturing (Such as magnetic resonance imaging, X-ray, CT scanner, ultrasound equipment, or diagnostic/treatment/laboratory equipment)
- Manufacturing and Sales of Other Capital Equipment (Such as waste water treatment, renewable PV, or fluid pumps and motors, metal products, electronic components)
- Manufacturing and Sales of Non-Capital Equipment (Such as wallpaper design, or manufacturing of cement, medicine, soap, rubber, etc.)
- Other manufacturing (Such as food, textiles, or leather)
- Public administration services (Such as administration of economic programs and consumer protection services)
- Other services (Such as engineering services, direct mail advertising, or educational services)
- Information and Communication Service Providers (Such as Internet publishing and broadcasting)
- Transportation (Such as school buses, or water transportation)
- Other (please specify)

If Q2N is not equal to 1, then skip to Q3.

Q2_s. Please specify other industry:



Q3. What is your position or level of responsibility within your company? (Choose one)

- 1 Chief Executive
- 2 Financial Manager
- 3 Sales and Marketing Manager
- 4 Other

If Q3 is not equal to 4, then skip to Q4.

Q3_s. Please specify other position or level of responsibility:

Q4. Overall, how long has your company been exporting US-sourced goods and/or services? (Choose one)

- 1 1-3 years
- 2 4-5 years
- 3 6-10 years
- 4 11-15 years
- 5 16-25 years
- 6 More than 25 years
- 7 Other

If Q4 is not equal to 7, then skip to Q5.

Q4_s. Please specify other amount of time:

Q5. US-sourced exports accounted for what percentage of your company's revenue last year? (Choose one)

- 0 0%
- 1 1-20%
- 2 21-40%
- 4 41-60%
- 5 61-80%
- 6 More than 80%

The next questions pertain to how your exporting business has changed over the past five years.

Q6. During the past five years, have your US-sourced exports grown, stayed about the same size, or decreased? (Choose one)

- 1 Grown
- 2 Stayed about the same size
- 3 Decreased

If Q6 is not equal to 1, then skip to Q8.



Q7. To what extent have your US-sourced exports grown over the past five years? (Choose one)

- 1 1-24%
- 2 25-49%
- 3 50-74%
- 4 75-100%
- 5 More than 100%

Q8. Over the past five years, how frequently has your company worked with EXIM Bank (e.g., to purchase a new policy, guarantee, loan, etc.)? (Choose one)

- 1 Once before
- 2 Every few years
- 3 About once a year
- 4 Several times a year
- 5 Other

If Q8 is not equal to 5, then skip to Q9.

Q8_s. Please specify how frequently your company has worked with EXIM Bank:

Q9. Before choosing EXIM Bank, did you explore other options for insurance? (Choose one)

- 0 No
- 1 Yes
- 2 Do not recall

If Q9 is not equal to 1, then skip to instruction before Q11.

Q10. You indicated you had explored other options for insurance before choosing EXIM Bank. What were those options?

Check all that apply. (Check all that apply)

- Traditional banks, including community, savings and commercial banks
- Private investors
- Alternative financing including forfeiting, factoring, etc.
- Private sector insurers
- Other

If Q10E is not equal to 1, then skip to Q10a.

Q10_s. Please specify other options explored:



Q10a. Please enter any additional comments about other options explored: (Note: If no additional comments, select 'Next' to proceed)

The following questions pertain to your experiences working with other Export Credit Agencies (ECAs).

Q11. Has your company worked with an export credit agency (ECA) other than EXIM Bank during the past five years?

(Choose one)

- 0 No
- 1 Yes
- 2 Don't Know

If Q11 is not equal to 1, then skip to instruction before Q13a.

Q12a. Thinking about your experience with other export credit agencies (ECAs) as compared to your work with ExIm Bank, how satisfied are you with:

EXIM Bank's products and services compared to product offerings at other ECAs. (Choose one)

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied

Q12b. Thinking about your experience with other export credit agencies (ECAs) as compared to your work with EXIM Bank, how satisfied are you with:

Overall satisfaction with EXIM Bank as compared to other ECAs. (Choose one)

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied

Q12c. Please enter any additional comments about working with other Export Credit Agencies (ECAs). (Note: If no additional comments, select 'Next' to proceed)

The next questions refer to how EXIM Bank's assistance impacted your business.



Q13a. To what extent do you agree/disagree with the following:

EXIM Bank assistance helped to initiate my export business. (Choose one)

- 1 Strongly Agree
- 2 Agree
- 3 Neither Agree nor Disagree
- 4 Disagree
- 5 Strongly Disagree
- 9 Not Applicable

Q13b. To what extent do you agree/disagree with the following:

EXIM Bank assistance helped to expand my export business. (Choose one)

- 1 Strongly Agree
- 2 Agree
- 3 Neither Agree nor Disagree
- 4 Disagree
- 5 Strongly Disagree
- 9 Not Applicable

Q13c. To what extent do you agree/disagree with the following:

EXIM Bank assistance had a positive impact on employment in my company. (Choose one)

- 1 Strongly Agree
- 2 Agree
- 3 Neither Agree nor Disagree
- 4 Disagree
- 5 Strongly Disagree
- 9 Not Applicable



Q13d. To what extent do you agree/disagree with the following:

Without EXIM Bank assistance, my business would not have realized as many export opportunities.

(Choose one)

- 1 Strongly Agree
- 2 Agree
- 3 Neither Agree nor Disagree
- 4 Disagree
- 5 Strongly Disagree
- 9 Not Applicable

Q13e. To what extent do you agree/disagree with the following:

EXIM Bank assistance helped position my company for conventional financing in the future. (Choose one)

- 1 Strongly Agree
- 2 Agree
- 3 Neither Agree nor Disagree
- 4 Disagree
- 5 Strongly Disagree
- 9 Not Applicable

Q13f. Please enter any additional comments about how EXIM Bank's assistance impacted your business: (Note: If no additional comments, select 'Next' to proceed)

The following questions pertain to the ease of doing business with EXIM Bank.

Q14a. To what extent do you agree/disagree with the following:

Explanations of the insurance product I purchased matched my actual experiences. (Choose one)

- 1 Strongly Agree
- 2 Agree
- 3 Neither Agree nor Disagree
- 4 Disagree
- 5 Strongly Disagree
- 9 Not Applicable



Q14b. To what extent do you agree/disagree with the following:

Written communications surrounding how to work with EXIM were clear and understandable. (Choose one)

- 1 Strongly Agree
- 2 Agree
- 3 Neither Agree nor Disagree
- 4 Disagree
- 5 Strongly Disagree
- 9 Not Applicable

Q14c. To what extent do you agree/disagree with the following:

Transaction processing time met with my expectations. (Choose one)

- 1 Strongly Agree
- 2 Agree
- 3 Neither Agree nor Disagree
- 4 Disagree
- 5 Strongly Disagree
- 9 Not Applicable

Q14d. To what extent do you agree/disagree with the following:

Information/documentation required in submitting my application met with my expectations. (Choose one)

- 1 Strongly Agree
- 2 Agree
- 3 Neither Agree nor Disagree
- 4 Disagree
- 5 Strongly Disagree
- 9 Not Applicable



Q14e. To what extent do you agree/disagree with the following:

I received regular status updates while my transactions were in process. (Choose one)

- 1 Strongly Agree
- 2 Agree
- 3 Neither Agree nor Disagree
- 4 Disagree
- 5 Strongly Disagree
- 9 Not Applicable

Q14f. To what extent do you agree/disagree with the following:

Cost of insurance was reasonable. (Choose one)

- 1 Strongly Agree
- 2 Agree
- 3 Neither Agree nor Disagree
- 4 Disagree
- 5 Strongly Disagree
- 9 Not Applicable

Q14g. Please enter any additional comments about the ease of doing business with EXIM Bank: (Note: If no additional comments, select 'Next' to proceed)

Q15a. When thinking about your interactions with EXIM Bank, how satisfied are you with:

Availability of information on the website. (Choose one)

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 9 Not Applicable



Q15b. When thinking about your interactions with EXIM Bank, how satisfied are you with:

Interface with EXIM Online, the IT platform/application process. (Choose one)

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 9 Not Applicable

Q15c. When thinking about your interactions with EXIM Bank, how satisfied are you with:

Documentation/information requirements for applications. (Choose one)

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 9 Not Applicable

Q15d. When thinking about your interactions with EXIM Bank, how satisfied are you with:

Availability of staff. (Choose one)

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 9 Not Applicable

Q15e. When thinking about your interactions with EXIM Bank, how satisfied are you with:

Knowledge of staff. (Choose one)

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 9 Not Applicable



Q15f. When thinking about your interactions with EXIM Bank, how satisfied are you with:

Staff's willingness to help. (Choose one)

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 9 Not Applicable

Q15g. When thinking about your interactions with EXIM Bank, how satisfied are you with:

Speed of claims processing. (Choose one)

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 9 Not Applicable

Q15h. Please enter any additional comments about your interactions with EXIM Bank: (Note: If no additional comments, select 'Next' to proceed)

Q16. Next are the final questions of the survey.

Generally speaking, how much effort do you personally have to put forth to complete transactions with EXIM Bank?

(Choose one)

- 1 Far less than expected
- 2 Less than expected
- 3 As much as expected
- 4 More than expected
- 5 Far more than expected
- 9 Not Applicable



Q17. Please rate your overall satisfaction with EXIM Bank. (Choose one)

- 1 Extremely satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Extremely dissatisfied
- 9 Not Applicable

Q18. Would you recommend EXIM Bank to another exporter? (Choose one)

- 0 No
- 1 Yes
- 9 Not Applicable

Q19. **Thank you for participating!** If you wish to do so, please feel free to use this space for any additional comments before exiting the survey. If you would like someone from one of our regional offices to contact you, please leave your name and full contact information in the space below.

To submit this survey, please click the "Next" button below.
