



The Export-Import Bank of the United States
2016 Export Credit Insurance
Customer Experience Survey
Summary Results and Findings



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August 4, 2016

To our customers, intermediaries, and stakeholders:

I am pleased to share with you the results of EXIM Bank's 2016 Export Credit Insurance Customer Experience Survey Summary Results and Findings. This is the third consecutive year that our largest customer segment has been asked to share their feedback on the ease of doing business with our agency.

Overall, we see that EXIM Bank continues to sustain high levels of customer satisfaction. We are progressing in our efforts to improve the ease of doing business for customers. But what strikes me as most compelling this year is the story that has emerged about our customers' *business outcomes*, and what they have been able to achieve, with EXIM's help.

On pages 9 and 11, you will see, through customers' own ratings and qualitative remarks, the extent to which customers feel they have been able to leverage EXIM's help to initiate the sale of U.S. products and services abroad, expand export opportunities, get a competitive advantage by offering payment terms to foreign buyers, and make a positive impact on employment within their respective businesses. To use an old phrase, "at the end of the day," this is EXIM's mission. Through this survey, our customers have shared a description of the extent to which we are meeting our mission, in the context of their own business outcomes.

Last year's customer survey report described how EXIM Bank has responded to customer feedback in the past. We will continue to incorporate customer views into our efforts to improve—not just within our export credit insurance offerings, but also in our working capital guarantee and medium-term insurance and loan guarantee product lines, which are also used by many U.S. small businesses. We know that we have work to do to improve our processes and the surrounding communication, as some of the survey scores show. Moving forward, EXIM Bank will continue to focus on these opportunities to improve. We will check the pulse of our progress again next year, when we conduct the 2017 customer survey.

To the hundreds of U.S. small business exporters who took the time to take our survey, we thank you for your time and feedback. We are committed to listening and will continue working on ways to improve your experiences as customers of EXIM Bank.

Stephanie

Stephanie Thum
Vice President, Customer Experience



Executive Summary

In May 2016, working with an outside contractor, EXIM Bank surveyed 1,853 U.S. exporters who are customers of the agency and utilize EXIM's export credit insurance products. Customers were polled about their export business outcomes, the role of EXIM in their success, their experiences working with staff, navigating the Bank's processes, and working with EXIM's information technology systems. The purpose of the survey was to help EXIM to understand its role in exporters' success, and identify potential service improvement opportunities, specifically toward improving the ease of doing business as noted in the agency's strategic plan.

The 2016 survey was a repeat of a survey conducted in 2014 and 2015 with separate cohorts of customers. Overall, in the 2016 survey, customer satisfaction remained fairly steady when compared with 2014 and 2015 survey scores. For example:

- A majority (83 percent) of respondents said their exports have grown or stayed the same—an important measure of success for EXIM and the National Exports Initiative (NEI).
- Scores were higher across the board when customers were asked to rate the extent to which EXIM helped to expand exports, realize more export opportunities, positively impact employment, and position the company for future conventional financing. These particular scores can be considered as key measures of success toward EXIM's mission to promote U.S. job growth by facilitating exports.
- Customer effort scores were slightly less positive this year, indicating that EXIM's work toward improving the ease of doing business for customers should continue.
- Overall satisfaction is down slightly, but remains positive, with a 4.31/5 overall rating.
- Almost all customers (98 percent) said they would recommend EXIM Bank to another exporter.

Again this year, through qualitative remarks and quantitative scores, EXIM staff and brokers were commended for being helpful and knowledgeable. Still, there are opportunities to improve. For three years in a row, customer ratings for speed of claims processing and EXIM Online have received low ratings relative to other indicators of satisfaction. Specifically with respect to EXIM Online, the online portal where customers submit insurance applications, pay premiums and file shipping reports, customers mentioned a need for better intuitiveness, organization, and modernization.



Summary Results and Findings

Introduction and Background

In May 2016, EXIM Bank contracted with Econometrica to conduct a survey of 1,853 U.S. small business exporters who have recent experience working with EXIM's export credit insurance products and the related customer processes and online reporting protocols.¹ The purpose of the survey was to understand the current state of EXIM Bank's customers' export business, to learn more about the role of EXIM in customers' export success, and to identify opportunities to improve the ease of doing business as outlined in the Bank's strategic plan. The survey was a verbatim repeat of surveys conducted in 2014 and 2015 with separate cohorts of customers. The 2016 survey carried an opportunity to compare customers' experiences across three years.

Export credit insurance customers were chosen for this survey because export credit insurance is EXIM's highest-volume product line, with thousands of transactions underwritten every year. Additionally, EXIM has a congressional mandate to designate 25 percent of its total overall authorizations to U.S. small business exporters.

Survey Pool and Methodology

EXIM Bank provided a contact list of 1,853 export credit insurance customers to Econometrica, which then invited customers from the list to participate in the 2016 survey. The survey was available online to all invitees from May 2, 2016 to May 20, 2016. Communication with invitees included several social media postings and multiple e-mails. Surveys were implemented online using Qualtrics, Econometrica's chosen survey management tool. 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 2016 survey was 21.6 percent (compared with 25.8 percent for the 2015 survey and 24.8 percent for the 2014 survey)². Of the 1,853 individuals contacted, 136 opted out of future communications. Although some contacts were identical between the 2014, 2015, and 2016 survey pools, there is no way to link the identities

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

² Of the 391 surveys returned, 43 were partially complete and are incorporated into this report where possible.

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	2016
Number surveyed	2,157	2,225	1,853
Responses	535	574	391
Response rate	24.8%	25.8%	21.6%

Respondent Profiles

As Figure 2 shows, respondents in the 2016 survey were most likely to be financial managers, followed by chief executives, sales and marketing managers, and others, such as accountants, operations executives, and credit managers. Compared to the past survey respondents, the role characteristics of respondents were only slightly different.

Figure 2.			
Respondent Profile	2014	2015	2016
Chief Executive	36%	32%	31%
Financial Manager	35%	46%	33%
Sales and Marketing Manager	8%	12%	13%
Other	21%	10%	23%

Figure 3 indicates that 2014, 2015 and 2016 survey cohorts were fairly similar in company size by number of employees. Perhaps most noticeably between 2014 and 2016, the percentage of respondent companies with more than 500 employees has increased, but only slightly.

Figure 3.			
Company Size	2014	2015	2016
1-5 employees	20%	17%	18%
6-10 employees	15%	11%	13%
11-25 employees	17%	18%	18%
26-50 employees	19%	16%	15%
51-100 employees	14%	15%	13%
101-500 employees	14%	19%	16%
More than 500 employees	1%	4%	6%



Respondents were asked to identify the industry or industries in which their companies were active. More than four out of five respondents (84 percent) selected only one area of industry in which their company was active. Eleven percent of survey respondents were active in two industries, while 4 percent actively participated in three or more industries. More than half of the companies (53 percent) were in the manufacturing sector.

Respondents’ export-related experience levels were mixed, as was the case in the 2014 and 2015 surveys. Figure 4 also shows that half of survey respondents have been exporting for more than 15 years; only 8 percent have been exporting for less than three years.

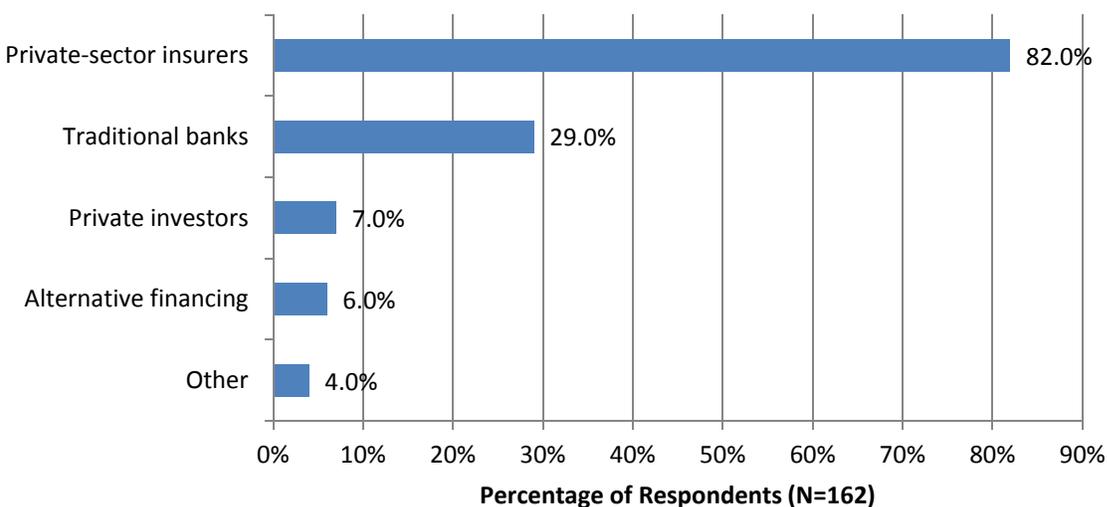
Figure 4.			
Experience Exporting	2014	2015	2016
1-3 years	8%	7%	8%
4-5 years	9%	9%	9%
6-10 years	17%	18%	17%
11-15 years	16%	16%	15%
16-25 years	23%	26%	22%
More than 25 years	23%	23%	28%
Other	1%	1%	1%

In terms of frequency, 29 percent of respondents reported working with EXIM several times a year while 34 percent work with EXIM Bank about once per year and 8 percent work with EXIM once every few years. Twenty-three percent of respondents reported working with EXIM only once before.

Exploring Export Credit Insurance Options Outside of EXIM Bank

Comparing 2015 and 2016 survey cohorts, it was found that a greater percentage of 2016 respondents than those in 2015 reported having explored other insurance options prior to working with EXIM. When asked whether options outside of EXIM Bank had been considered, 162 out of 353 (46 percent) said yes. Of all respondents who investigated alternatives to EXIM Bank, 25 percent had considered two or more alternatives (respondents could select more than one option), 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. Sample comments are as follows:

- “The other options were either ridiculously expensive to the point of not using them or they were targeted for insured amounts above \$500,000 USD which is much higher than the \$200,000 we needed.”
- “No private insurer would insure just export receivables, they would only insure all receivables. We don’t need coverage for U.S. receivables and the cost would be much higher than EXIM policy.”
- “Traditional banks now require receivables insurance. The private insurers have minimum premiums, which put the policies out of reach of small businesses.”

Customers’ Export Growth

Exports continue to account for a significant source of revenue for many respondents. While almost half of respondents (47 percent) indicated that exports accounted for 20 percent or less of the past year’s revenue for their companies, nearly one-quarter (24 percent) indicated that exports accounted for more than 60 percent of the past year’s revenue, as Figure 6 illustrates.

Figure 6.			
Exports as a Percentage of Revenue	2014	2015	2016
0%	2%	1%	3%
1-20%	42%	43%	44%
21-40%	20%	21%	19%
41-60%	12%	10%	10%
61-80%	5%	8%	9%
More than 80%	19%	18%	15%

Customers' export growth changed slightly when compared to 2014 and 2015 survey findings. For example, in the 2016 survey, 55 percent of respondents reported that their export revenues had grown during the past five years, compared with 69 percent reporting growth in 2015. Seventeen percent said exports have decreased, which is a higher percentage compared to 2015, when only 9 percent reported a decrease in exports. See Figure 7.

Figure 7.			
Export Growth Over the Past Five Years	2014	2015	2016
Exports have grown	65%	69%	55%
Stayed about the same	26%	22%	28%
Decreased	10%	9%	17%

Of those who experienced export growth, a majority (77%) saw up to 49 percent growth, while 6 percent experienced more than 100 percent growth. See Figure 8.

Figure 8.			
Rates of Export Growth: Percent growth over the past five years	2014	2015	2016
1-24 percent	46%	48%	53%
25-49 percent	26%	25%	24%
50-74 percent	13%	12%	12%
75-100 percent	7%	4%	6%
More than 100 percent	8%	10%	6%



Experience with Other Export Credit Agencies

Similar to the 2014 and 2015 surveys, as well as to a 2012 survey conducted by EXIM Bank’s Office of the Inspector General, only a small percentage of customers (11 percent or 40 of 352 respondents to the question) indicated they had experienced working with an export credit agency (ECA) other than EXIM during the past five years. As shown in Figure 9, overall satisfaction with EXIM Bank and with EXIM’s products and services compared to other ECAs was slightly above levels reported in the 2014 survey but lower than satisfaction levels reported in 2015.

Figure 9.			
Other ECA experience	2014	2015	2016
Percentage with experience working with other ECAs	8%	9%	11%
Number with experience with other ECAs	40	49	40
Percent satisfied/highly satisfied with EXIM Bank’s products compared to other ECAS	78%	88%	80%
Percent satisfied/highly satisfied with EXIM Bank overall as compared to other ECAs	75%	92%	78%

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.

- “The insurance fees are cheaper.”
- “Very helpful and supportive.”
- “Coface was the other ECA agency we worked in the pass. At a critical moment in 2009, the coverage was denied.”
- “Work with EDC in Canada.”

Understanding EXIM’s Impact on Small Business

To better understand how EXIM’s export credit insurance products have helped U.S. small businesses achieve their intended business outcomes, survey respondents were presented with a series of Likert-type items addressing the extent to which EXIM had an identifiable impact on 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 agreed that working with EXIM had impacted their business in favorable ways. Customers were most satisfied with how EXIM had helped expand their export business and realize more export opportunities. In addition, all indicators were consistent with or higher than the values observed in the 2015 survey, which showed significant improvement since 2014, as Figure 10 demonstrates.

Figure 10.			
To what extent do you agree/disagree with the following:	2014	2015	2016
EXIM ... helped to initiate exports	3.48	3.70	3.61
Helped to expand exports	3.38	4.08	4.11
Had a positive impact on employment	3.42	3.68	3.76
Realize more export opportunities	3.59	3.93	3.97
Positioned for future conventional financing	3.39	3.60	3.66
Overall impact	3.56	3.81	3.82

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. Sample comments include the following:

- Key to our success in emerging markets in Kenya, Uganda, Tanzania, Rwanda, Cameroon, India, and Pakistan. Business in these markets grown from less than \$1 million to about \$10 million end of 2015.”
- “As a result of the transaction the company not only was able to retain some 55 jobs, but a year later, create some 25 jobs. Today in April 2016 the company employs 80 people.”
- “If it were not for EXIM Bank insurance my company would not have the financing available or the confidence to sell to foreign customers. We have been able to position ourselves as a strong consideration on all foreign bids because we can extend open terms that others are not able or willing to do. We have gone from cash-in-advance terms for foreign customers to extended open terms and increased our market share globally.”
- “EXIM allowed us to accept a large multi-year delivery sale in Poland that saved one of our divisions entirely. That particular portion of our business was in a lull and that one



large sale kept it afloat so that we can now take advantage of the rising market in that area domestically as well as internationally.”

- “This was the first time we were able to offer credit terms to our customers. While some of our accounts opted to continue with pre-pay terms, several others were excited about the chance to work with terms and we saw several of these customers business increase as a result.”
- “During the period of time when the construction industry in the US was in decline, we were able to put more effort into our export market and were able to keep our current employees because of those opportunities.”

Ease of Doing Business with EXIM

Several 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. Customers were generally pleased with the ease of doing business with EXIM Bank, which has improved since 2014. The greatest gains were associated with items related to cost of insurance and explanations matching experiences. Figure 11 illustrates the average scores, considering all responses.

Figure 11.			
To what extent do you agree/disagree with the following:	2014	2015	2016
Explanations of the products matched actual experiences	4.03	4.23	4.19
Written communications were clear	3.90	4.06	4.06
Processing time met with expectations	3.99	4.12	4.09
Required information in the application met expectations	4.00	4.10	4.12
Received regular updates during application processing	3.86	3.90	4.01
Cost of insurance was reasonable	4.08	4.16	4.26
Overall ease of doing business	3.98	4.11	4.12

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. Some respondents indicated that they primarily work through their brokers as opposed to working directly with EXIM, while a few also mentioned that EXIM staff was helpful. Some respondents suggested ways to improve the overall application process and application processing speed. Sample comments included the following:



- “This is a user-friendly policy. Everything is simple to understand and has met our expectations above and beyond. The export market for us right now is slow, but when it comes back we will utilize EXIM for all our export accounts.”
- “Website is slow, but I’ve learned to deal with it.”
- “Generally the approval process has been timely.”
- “Our situation was very time sensitive, and while the EXIM responsiveness was acceptable, we required unusually quick turnaround times. Thus the EXIM solution was slower than we needed for that one (first) situation.”

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 the 2014, 2015, and 2016 surveys, 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 customer rating of the level of effort required to complete a transaction was less favorable in 2016 as compared to 2015 but was an improvement from 2014, as Figure 12 demonstrates.

Figure 12.			
How much effort do you personally have to put forth to complete transactions with EXIM Bank?	2014	2015	2016
Overall customer effort score	2.61	2.45	2.54

Satisfaction with EXIM Interactions

Seven 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 a mix of scores across 2014, 2015 and 2016. While scores related to the speed of claims processing have improved, ratings in this category continue to be the lowest relative to other indicators of satisfaction in 2014, 2015, and 2016. 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	2016
Availability of information on the website	3.94	4.03	3.99
Interface with EXIM Online	3.85	3.93	3.94
Documentation/information requirements for applications	3.90	4.04	4.01
Availability of staff	4.03	4.11	4.10
Knowledge of staff	4.17	4.28	4.19
Staff willingness to help	4.21	4.31	4.21
Speed of claims processing ³	3.75	3.76	3.82

Prior to moving to the next set of questions, respondents were given the option of providing additional comments about their interactions with EXIM. Sample comments included the following:

- “The site could be a bit better written. It is not exactly intuitive to use. EXIM’s private business partners (brokers) helped us through it, though.”
- “The staff was excellent and knowledgeable. The website software could use a bit of an upgrade. It is a bit dated and confusing to use. Finding information can be frustrating.”
- “We filed a claim that should have been successful but was denied. It took far too long and was a terrible process with no explanation offered as to what they were doing or why.”
- “It would be helpful to call a help desk number posted at the website and answered by someone who doesn’t need to refer back to our local EXIM Bank representative.”

Overall Satisfaction with EXIM Bank

Toward the end of the questionnaire, respondents were asked to rate their overall satisfaction with EXIM. Overall levels of satisfaction remained high, as Figures 14, 15, and 16 show.

³ Operationally, EXIM Bank measures and monitors the processing time for claims, and processing times have improved over time. In FY2014, the average processing time for claims, from application to decision, was 86 days. In FY2015, the average processing time for claims, from application to decision, was 73 days.

Figure 14.			
Overall level of satisfaction/dissatisfaction with EXIM Bank (percentages)	2014	2015	2016
Satisfied/extremely satisfied	86%	93%	90%
Dissatisfied/extremely dissatisfied	4%	5%	2%
Neither satisfied nor dissatisfied	10%	5%	7%

Looking at customer satisfaction metrics on a Likert scale, customer satisfaction scores between 2014 and 2016 are noted in Figure 15.

Figure 15.			
Overall level of satisfaction/dissatisfaction with EXIM Bank (Likert scale scores)	2014	2015	2016
Overall score	4.17	4.37	4.31

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	2016
Yes	95%	97.5%	98%
No	3%	2.5%	2%
N/A	2%	N/A	N/A

Additional Customer Comments

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. Sample comments include the following:

- "Having an EXIM policy made my banker happy. I was able to use export receivables as collateral for my line of credit."
- "Having EXIM gives me security in doing business internationally. Although the leads I have had did not work out, I am still pursuing international business. Having the



security of getting paid through EXIM gives me that opportunity. Otherwise, I would not go international."

- "EXIM has played a critical role in helping us stay in business and expanding our export destination. By taking advantage of the EXIM Bank insurance we are able to offer credit to foreign clients . . . This makes us more competitive and better able to take advantage of export opportunities."
- Without the EXIM insurance for our export receivables, we could not obtain the export working capital credit lines we need to support our export sales. We would have to lay off employees or not accept purchase orders from our international customers. We would not have adequate cash flow to both pay employees and support the cost of export shipments."
- "EXIM was instrumental in allowing us to venture into countries we didn't consider in the past. The contracts we found allowed us to hire 5-10 people on the manufacturing floor. The business we have established in the foreign countries remains today with some moved to terms. It is so difficult validating creditworthiness, this allows us security that our board of directors demand."
- "I could use some tutoring on use of the web page, and how to enter names of potential customers on a multi-client policy. I think I'm missing an opportunity to have EXIM Bank help my business."
- "There is no substitute for EXIM. The institutional support I get from EXIM and the positive impact EXIM has had on my international marketing, closing sales and support from my domestic suppliers is beyond value. Going without EXIM would be like going without my right arm (and I'm right handed). Commercial policies may be OK with the big companies, but for the small to mid-size U.S. company like me, there is no better sales tool. "
- I don't understand what all the terms mean and am never sure I'm filling out the forms accurately. I often have to ask for guidance, and, even then I find it confusing."
- We encountered a situation that made it necessary for us to use the insurance coverage that we purchased through EXIM Bank. After going through the process of submitting the claim and eventually having the claim approved, it was ultimately denied by EXIM Bank. It was not clear at all how that claims process would initially be approved and then denied."
- "Overall the credit aspect of our policy has been satisfactory. However, the claims and approval process for new accounts has been slower than we would like and communication could definitely be improved."



Conclusions

Overall, the results of the 2016 customer survey indicate EXIM is sustaining its high levels of customer satisfaction and/or is continuing to improve its customer-oriented procedures and processes, particularly around the ease of doing business.

Just as importantly, survey results and the ensuing analysis show that EXIM's customers continue to find EXIM's export credit insurance product very useful in helping them to achieve their own intended business outcomes of new export sales, expanded opportunities, job growth, and competitive advantage through offering payment terms to foreign buyers.

Yet there are opportunities to improve. Communication surrounding claims processing and the ease of using EXIM Online were noted as areas where EXIM could focus its improvement attention.

EXIM Bank will continue to focus on these areas of improvement and will conduct this survey of export credit insurance customers again in 2017.



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 production 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 U.S.-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. U.S.-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 U.S.-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 U.S.-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.
