

Welcome

What you need to know

**The survey:** Please complete this confidential questionnaire to help make Euromoney's annual Cash Management Survey the most authoritative and comprehensive ranking possible.

**The results:** As a valued respondent, you will receive an in-depth report highlighting the latest trends in the global cash management market based on the survey data. You will also receive full subscriber-level access to euromoney.com for the month of publication.

**The rules:** Please leave blank any questions that do not apply to your company and submit answers as soon as possible (deadline **May 6th, 2022**). Please note that only questions marked with an \* are compulsory in the survey.

**NB:** Please only use the blue *back* and *next* buttons provided in the survey. Do not use the back button in your browser as this will restart the survey.

This questionnaire is for CORPORATES only (corporates/state agencies/public sector companies/insurance companies). If you are a financial services company (bank/asset manager/hedge fund) then please click here to go to the relevant survey.

Choose to share your details (optional)

Our surveys are always anonymous. However, we understand that some respondents may wish to share their completed survey (including contact details) with service providers to help improve the service they receive. To share this information please tick the box(es) below.

☐ Share with your service providers ☐ Share with other service providers

**If you are willing to share your response on an individual but anonymous basis, please tick the following box – we will not name your institution but may share the details of your response on an individual basis (ie. UK Corporate)**

**☐ Share my response anonymously**

Want to receive information on other Euromoney services? (optional)

I would like to receive exclusive news, content and offers from Euromoney and other [Euromoney Group](#) company products and services by:

☒ Email ☐ Telephone ☐ SMS ☐ Mail

You can unsubscribe at any time by clicking the "unsubscribe" link at the bottom of any communications we send you. You can also visit our [preference centre](#).

[Privacy Notice](#)

Please tick this box to agree to the below terms and conditions, and proceed with the survey

This survey is conducted by Euromoney Insight. Your participation is voluntary and refusal to participate will involve no penalty or loss of benefits to which you are otherwise entitled, and you may discontinue participation at any time. Your personal data and the information you provide will be confidential, and collected, transferred and/or stored in compliance with Euromoney Insight's survey privacy statement and survey disclaimer. Respondents who participate in the survey may be contacted by Euromoney Insight: for validation purposes, with survey results and reports, and with invitations to participate in the next edition of the survey or related surveys.

To agree to the above terms and conditions, and proceed with the survey, tick below:\*

☐ I agree.

For any questions please contact: [insight@euromoney.com](mailto:insight@euromoney.com)

## PAGE 2 Information

First name:

Last name:

Company:

Job title: [drop down]

Professional email address:

Please re-enter your professional email address:

Telephone (including country/territory and city codes):

Your office location:

Company global headquarters:

Regional treasury centre (or regional shared service centre):

What is the scope of your role?

Select your industry sector: [drop down]

How many countries does your company operate in? (Physical presence/Representative office)

In how many of the following regions does your company operate? (Physical presence/Representative office) (Africa, Asia-Pacific, Central and Eastern Europe, Latin America, Middle East, Nordics, North America, Western Europe).

Approximately what **is** the global/regional/domestic **turnover** of your business?

Global		Regional	Domestic
More than \$100bn	More than \$25bn	More than \$100m	
\$25bn-\$99.99bn	\$10bn-\$24.99bn	\$90m-\$99.9m	
\$10bn-\$24.99bn	\$2.5bn-\$4.99bn	\$80m-\$89.9m	
\$5bn-\$9.99bn	\$5bn-\$9.99bn	\$70m-\$79.9m	
\$2.5bn-\$4.99bn	\$1bn-\$2.49bn	\$60m-\$69.9m	
\$1bn-\$2.49bn	\$500m-\$999.9m	\$50m-\$59.9m	
\$500m-\$999.9m	\$100m-\$499.9m	\$40m-\$49.9m	
\$100m-\$499.9m	\$50m-\$99.9m	\$30m-\$39.9m	
\$50m-\$99.9m	\$25m-\$49.9m	\$20m-\$29.9m	
Less than \$50m	Less than \$25m	\$10m-\$19.9m	
		Less than \$10m	

Of the above total, approximately what volume is subject to external Cash Management advice? (We will define this as volume of Cash Management)

Global	Regional	Domestic
More than \$100bn	Greater than \$25bn	More than \$100m
\$25bn-\$99.99bn	\$10bn-\$24.99bn	\$90m-\$99.9m
\$10bn-\$24.99bn	\$2.5bn-\$4.99bn	\$80m-\$89.9m
\$5bn-\$9.99bn	\$5bn-\$9.99bn	\$70m-\$79.9m
\$2.5bn-\$4.99bn	\$1bn-\$2.49bn	\$60m-\$69.9m
\$1bn-\$2.49bn	\$500m-\$999.9m	\$50m-\$59.9m
\$500m-\$999.9m	\$100m-\$499.9m	\$40m-\$49.9m
\$100m-\$499.9m	\$50m-\$99.9m	\$30m-\$39.9m
\$50m-\$99.9m	\$25m-\$49.9m	\$20m-\$29.9m
Less than \$50m	Less than \$25m	\$10m-\$19.9m
		Less than \$10m

Please name the five banks you use most for cash management and the percentage of your business put through each:

- **Top bank:** [drop down]
  - Approximately what percentage of your cash management business during the past 12 months was transacted with this provider? [drop down]
  - How likely is it that you would recommend this provider to a peer or colleague? 0 – 10 scale
- **Second bank:** [drop down]
  - Approximately what percentage of your cash management business during the past 12 months was transacted with this provider? [drop down]
  - How likely is it that you would recommend this provider to a peer or colleague? 0 – 10 scale
- **Third bank:** [drop down]
  - Approximately what percentage of your cash management business during the past 12 months was transacted with this provider? [drop down]
  - How likely is it that you would recommend this provider to a peer or colleague? 0 – 10 scale
- **Fourth bank:** [drop down]
  - Approximately what percentage of your cash management business during the past 12 months was transacted with this provider? [drop down]
  - How likely is it that you would recommend this provider to a peer or colleague? 0 – 10 scale
- **Fifth bank:** [drop down]
  - Approximately what percentage of your cash management business during the past 12 months was transacted with this provider? [drop down]
  - How likely is it that you would recommend this provider to a peer or colleague? 0 – 10 scale

How important are the following when selecting your cash management provider?

*If a category does not apply to you, please select N/A or leave blank*

1	2	3	4	5	
Very unimportant	Somewhat unimportant	Neither important nor unimportant	Somewhat important	Very important	N/A

## Business functions:

- Commitment to cash management business
- Local market presence
- Overall relationship with bank
- Ancillary business offered by bank
- Competitive pricing
- Innovative digital solution
- Digital payment platform (ie Cloud/API platform)

## Financial facilities

- Access to lending/credit facilities
- Netting/in-house banking
- Payments/collections
- Multi-currency capabilities
- Liquidity management

## Personnel

- Industry knowledge
- Understanding of my business
- Quality of RFP/pitches
- Speed of response to enquiries
- Quality of response to enquiries
- Overall performance of dedicated client service manager
- Technology/digital literacy
- Quality of sales relationship
- Ability to provide adequate advice on complex projects (Only if regional/global votes)

## Services

- Advisory services
- Counterparty risk
- Product/service innovation
- Implementation of additional products/services
- Cross-border capabilities
- Onboarding process
- Post-sales support
- System stability and delivery
- Effort required for KYC/AML processes
- Operational resilience

## Tech provisions

- Treasury management systems
- Electronic banking/e-invoicing
- Security procedures
- Self-service systems (apps/mobile)

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### Qualitative section

On a scale from "Very poor" to "Very good", please rate the above-named bank(s) on the following:

1	2	3	4	5
Very poor	Somewhat poor	Neither good nor poor	Somewhat good	Very good

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### Market view

- How many cash managers do you have now?
- How many did you have 12 months ago?
- Are you looking to change your roster of cash managers in the next 12 months? [drop down]
- If so, will the number of your providers increase, decrease or stay the same? [drop down]
- Which key parts of the cash management process are now being conducted digitally at your firm? Payments/collections/liquidity management
- What are the barriers / pain points / challenges to digitising these processes:
  - Text box for collections
  - Text box for payments
  - Text box for liquidity management
  - Text box for end to end client onboarding / client experience
- What impact has regulatory change had on your business this year
  - Text box
- Have you used a non-banking financial provider for any cash management services in the past 12 months?
- If yes,
  - Separate from my cash management relationship
  - In collaboration with an existing cash manager
- If no, are you planning to in the next 12 months?
  - Yes, separate from my cash management relationship
  - Yes, in collaboration with an existing cash manager
  - No
- Do you currently have an API into any of your cash management providers? Yes/No
- If no, are you looking to have one? Yes – in the next 12 months/Yes – but not within the next 12 months/No

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Survey close

Thank you very much for completing this survey. Results will be published in September/October 2022. Respondents who have selected to receive free access to the results will be sent their login details in the month of publication.

For any questions about this survey, please contact: [insight@euromoney.com](mailto:insight@euromoney.com)