

Welcome to Euromoney Trade Finance Survey 2021

What you need to know

The Survey: Please complete this questionnaire to help make Euromoney's Trade Finance 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 Trade Finance market based on the survey data. You will also receive full subscriber-level access to Euromoney.com for the month of January 2021.

The Rules: Please leave blank any questions, which do not apply to your company and submit answers as soon as possible (deadline 23rd.October 2020). Please note that only questions marked with an * are compulsory in the survey.

***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.**

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

Want to receive info 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, 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, 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

First name:

Last name:

Company:

Job title: [drop down]

Professional email address:

Please re-enter your professional email address:

Telephone (including country and city codes):

Your office location:

Company Global headquarters:

Regional treasury centre (or regional shared service center):

What is the scope of your role?

Respondent Type: [Drop down]

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) (Regions include: Africa, Asia-Pacific, Central and Eastern Europe, Latin America, Middle East, Nordics, North America, Western Europe).

How many trade finance providers do you have? (Banks/ Financial Institutions) [Drop down]

Are you looking to change your roster of trade finance providers in the next 12 months? [Drop down]

If so, will the number of your providers increase, decrease or stay the same? [Drop down]

Approximate total volume of trade finance business conducted by your organisation for the 12 months period ending 31st August 2020.

Please incorporate all forms of trade finance including: avalised drafts/avalisation, guarantees, letters of credit, working capital solutions, document preparation services, transactional 'flow' trade finance (eg documentary credits, open account, demand guarantees), supply chain finance/receivables finance (eg buyer-led payables finance, forfaiting, factoring, supplier-led receivables finance), structured trade and commodities finance (eg pre-export finance, borrowing base finance, warehouse finance), structured trade and export finance/project and infrastructure finance, islamic Trade Finance, trade loans (import or export)

US\$ [dropdown] millions

PAGE 3

Approximately what are the global/regional/domestic annual gross sales of your business?

Global	Regional	Domestic
Greater than \$100bn	Greater than \$25bn	Greater 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

Approximately what are the global/regional/domestic volumes of your trade finance business?

Global	Regional	Domestic
Greater than \$100bn	Greater than \$25bn	Greater 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

Quantitative section

Please name the **five banks** you use most for your trade finance services and the percentage of your **business put through each:**

- **Top bank:** [drop down]
- Approximately what percentage of your trade finance 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 trade finance 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 trade finance 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 trade finance 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 trade finance 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

Your priorities

How important are the following when selecting your main trade finance provider? Please only vote in categories which apply to you.

1	2	3	4	5	
Not Important	Somewhat important	Important	Very important	Essential	N/A

Products

- Avalised Drafts/Avalisation
- Document preparation services
- Guarantees
- Letters of credit
- Working Capital solutions

Financing

- Transactional 'flow' trade finance (e.g. documentary credits, open account, demand guarantees)
- Supply chain finance/receivables finance (e.g. buyer-led payables finance, forfaiting, factoring, supplier-led receivables finance)
- Structured trade and commodities finance (e.g. pre-export finance, borrowing base finance, warehouse finance)
- Structured trade and export finance/project and infrastructure finance
- Islamic Trade Finance
- Trade loans (import or export)

Advisory

- Advice on availability and access to Export Credit Agency support
- Advice on country risk
- Compliance and due diligence (KYC and KYCC)
- Advice on Market practices
- Advice on draft checking
- Letters of credit vetting and due diligence

Market Insight

- Competitive pricing
- Country risk appetite
- Global presence/access to international markets

Support and advisory

- Level of additional support in difficult conditions
- Speed of issuance of letters of credit and guarantees
- Support through currency fluctuations
- Transaction turnaround times
- Customer Service-First time resolution
- Customer Service-Response speed/Quality of service

Digital Offering

- Web based delivery/Digital Input of instruction
- Digital initiation
- Ability of the bank to partner /support with multibank providers

PAGE 6

On a scale from 'Unsatisfactory' to 'Exceptional', please rate the above named bank on the following:

1	2	3	4	5
Unsatisfactory	Improvement Needed	Meets Expectations	Exceeds Expectations	Exceptional

Further to your ratings above, please comment on the main strengths and weaknesses of this bank:

Products

- Avalised Drafts/ Avalisation
- Document preparation services
- Guarantees
- Letters of credit
- Working Capital solutions

Financing

- Transactional 'flow' trade finance (e.g. documentary credits, open account, demand guarantees)
- Supply chain finance/receivables finance (e.g. buyer-led payables finance, forfaiting, factoring, supplier-led receivables finance)
- Structured trade and commodities finance (e.g. pre-export finance, borrowing base finance, warehouse finance)
- Structured trade and export finance/project and infrastructure finance
- Islamic Trade Finance
- Trade loans (import or export)

Advisory

- Advice on availability and access to Export Credit Agency support
- Advice on country risk
- Compliance and due diligence (KYC and KYCC)
- Advice on Market practices
- Advice on draft checking
- Letters of credit vetting and due diligence

Market Insight

- Competitive pricing
- Country risk appetite
- Global presence/access to international markets

Support and advisory

- Level of additional support in difficult conditions
- Speed of issuance of letters of credit and guarantees
- Support through currency fluctuations
- Transaction turnaround times
- Customer Service-First time resolution
- Customer Service-Response speed/Quality of service

Digital Offering

- Web based delivery/Digital Input of instruction
- Digital initiation
- Ability of the bank to partner /support with multibank providers

PAGE 7

Market view

How do you expect trade flows for your company to change over the next year?

[Drop down]

How do you expect your company's use of trade financing to change over the next year?

[Drop down]

How has the availability of credit from your trade banks changed in the past 12 months?

[Drop down]

How has the cost of credit from your trade banks changed in the past 12 months?

[Drop down]

Is sustainable finance important to your business?

1	2	3	4	5	
Not Important	Somewhat important	Important	Very important	Essential	N/A

Do you feel well informed about the sustainable services or products offered by your trade finance provider?

[Drop down]

Will the securitisation of trade assets open up your balance sheet? Yes/ No

Do you currently buy or sell trade finance assets? Yes or no (drop down)

If yes, which platforms do you use to buy and sell trade finance assets? [Dropdown]

If no, do you plan on trading trade finance assets?

Do you prefer single or multiple providers for your trade finance needs? (Single or multiple drop down)

Do you want one bank to manage your distribution? Yes or no

COVID-19

Please rate your trade finance providers on the following specific relating to the COVID-19 pandemic:

- Operational support (scale from 1 to 5 same as execution)
- Financial support (scale from 1 to 5 same as execution)

Has your organisation changed the way they work in relation to your trade finance providers in response to the COVID-19 pandemic? Yes/No

If yes- how? (Free text box)

USE OF DIGITALISATION

Please indicate whether you now use or plan to implement the following:

Block chain technology

- Already use
 - o What do you use it for? [drop down]
- Plan to implement within 12 months
- Plan to implement someday
- No plans to implement
- N/A

If no plans to implement or N/A what are the barriers to implementing? (dropdown)

- Lack of single platform
- Existing customer/s don't support
- Lack of common language and rules
- Limited connectivity across the whole supply chain
- Concern over the security of the product
- Cost of implementation/change required
- Current supplier doesn't currently offer the solution
- Would rather wait until the market stabilises

Electronic bills of lading

- Already use
- Plan to implement within 12 months
- Plan to implement someday
- No plans to implement
- N/A

If no plans to implement or N/A what are the barriers to implementing? (dropdown)

- Lack of single platform
- Existing customer/s don't support
- Lack of common language and rules
- Limited connectivity across the whole supply chain
- Concern over the security of the product
- Cost of implementation/change required
- Current supplier doesn't currently offer the solution
- Would rather wait until the market stabilises

MT798, known as “The Trade Envelope,” SWIFT’s authenticated messaging system, which can be used for Import/Export/Standby Letters of Credit, and other functions.

- Already use
- Plan to implement within 12 months
- Plan to implement someday
- No plans to implement
- N/A
-

If no plans to implement or N/A what are the barriers to implementing?

- Lack of single platform
- Existing customer/s don't support
- Lack of common language and rules
- Limited connectivity across the whole supply chain
- Concern over the security of the product
- Cost of implementation/change required
- Current supplier doesn't currently offer the solution
- Would rather wait until the market stabilises

Have you worked with a private credit lender previously? Yes/No

If yes- would you do so again?

If no- would you be open to working with one in the future?

If you have- which one?



End of survey

Thank you

Thank you very much for completing this survey. Results will be published on January 2021. Respondents who have selected to receive free access to the results will be able to do so from January 2021 until February 2021.

For any questions about this survey, please contact: insight@euromoney.com