

## 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 June 4, 2021**). 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 FINANCIAL SERVICES COMPANIES only (banks/asset managers/hedge funds). If you are a non-financial corporate, 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

### 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)

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### 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 headquarters:

Please indicate the type of financial institution you represent (if insurance company or fintechs please proceed to the corporate survey – **(Corporate Survey Questionnaire link)**)

What is the scope of your role?

How many countries does your company operate in?

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

What percentage of your total cash management business is conducted in the following currencies? If any currencies are not relevant, please leave blank.

- Euro: [\[Click here\]](#)
- Dollar: [\[Click here\]](#)
- Yen: [\[Click here\]](#)
- Sterling: [\[Click here\]](#)
- Australian Dollar: [\[Click here\]](#)
- Hong Kong Dollar: [\[Click here\]](#)
- Indian Rupee: [\[Click here\]](#)
- Indonesian Rupiah: [\[Click here\]](#)
- Renminbi: [\[Click here\]](#)
- Singapore Dollar: [\[Click here\]](#)
- Thai Bhat: [\[Click here\]](#)
- UAE Dirham: [\[Click here\]](#)
- Russian Ruble: [\[Click here\]](#)

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**Quantitative section**

**What are your company's total assets?**

(Banks = total assets/balance sheet; asset managers = AUM)

Less than \$10 billion

\$10bn-\$50bn

\$50bn-\$100bn

\$100bn-\$250bn

\$250bn-\$500bn

\$500bn-\$1tr

More than \$1 trillion

**In order of preference, please name the top three cash management banks you use for the following currency transactions.**

(Insert currency here) transactions:

Best [Click here] If other (please specify)

2nd [Click here] if other (please specify)

3rd [Click here] if other (please specify)

Repeat for the following currencies where selected

EUR, USD, YEN, GBP, AUD, HKD, INR, IDR, RMB, SGD, THB, **AED, RUB**

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### Your priorities

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	
Not Important	Somewhat important	Important	Very important	Essential	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

#### 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

(Insert currency here)

You choose the following bank as your best cash manager: XXXXX

Approximately how much of your total (insert currency here) cash management business during the past 12 months was transacted with this provider? [drop down]

Repeat for the following currencies where selected

USD, YEN, GBP, AUD, HKD, INR, IDR, RMB, SGD, THB, AED, RUB

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

### 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
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### Personnel

- Industry knowledge
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## Services

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## Tech provisions

- Treasury management systems
- Electronic banking/e-invoicing
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- 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
- Which regulatory requirements have most impacted your choice of cash management provider? AML/Basel III/Dodd-Frank/Mifid II/FATCA/IFRS 9/CRD IV/international sanctions
- What additional banking service does your top named cash manager provide to your company? FX/risk management/capital markets/M&A/lending/research advisory/none/other [please specify]
- Have you used a non-banking financial company (eg fintech company) for any cash management services?
- 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

Thank you very much for completing this survey. Results will be published in November 2021. 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)