
Q1 Job number: 20293

SME FINANCE MONITOR – WORKING VERSION FOR Q4

=====

J11586 _____ (8-12)

Changes to this quarter in **RED**

SURVEY DETAILS: Executive Name: Shiona Davies

Field Dates:

Sample Source: Dun & Bradstreet / Experian

Client: BUSINESS FINANCE ROUND TABLE

ASK RECEPTIONIST:

Hello, my name is and I'm calling from BDRC Continental, an independent market research company based in London. Please can I speak to the owner / finance director / accountant? This has to be the person in charge of managing the business's finances.

IF NECESSARY:

We are currently conducting a major survey on behalf of The Business Finance Roundtable, which comprises leading business groups, major banks and the government. The survey is about how small and medium size businesses finance themselves, and their banking relationships. The results will be reported in the next SME Finance Monitor

PRESS RETURN KEY WHEN THROUGH TO CORRECT RESPONDENT FOR FURTHER INTRO!

Q2 SPEAKING TO MAIN RESPONDENT:

Good morning / afternoon. My name is and I'm calling from BDRC Continental, an independent market research company based in London. We are currently conducting a major survey on behalf of the Business Finance Roundtable, which comprises leading business groups, major banks and government that deal with SMEs. **The results will be reported in the next SME Finance Monitor**

The survey is about how small and medium size businesses finance themselves and their banking relationships. The survey is intended to provide a comprehensive and fair assessment of the SME market, so we are looking to speak to businesses in a range of different situations.

Please may I ask you some questions?

REASSURANCES IF NECESSARY:

Please be assured that the survey is completely confidential and that you and your business will not be identified in relation to the results of the survey.

BDRC Continental is an independent Market Research company. All our work is carried out according to the Code of Conduct of the Market Research Society. If you wish to check BDRC Continental's credentials, you can call the MRS, free of charge, on 0800 396 999

If you would like to speak to someone at BDRC Continental about this study, or about BDRC Continental generally, you can call Shiona Davies (Director) on 020 7490 9124

(13)
Yes - continue 1 Goto Q3
No - make appointment (hard or soft)..... 2
Refused..... 3 Goto CLOSE

Q3 TO Q13 CHECK THE BUSINESS DEMOGRAPHICS TO ENSURE WE ARE SPEAKING TO AN ELIGIBLE ORGANISATION

Q3 (1) ASK ALL:
Firstly, can I just check, are you the principal person responsible for managing the business's finances?

(14)
Yes - CONTINUE..... 1 Goto Q4
No - ASK TO BE TRANSFERRED TO CORRECT PERSON..... 2 Goto Q2

Q4 (2) ASK ALL:
Does another company own 50% or more of your firm?
PROMPT: That is, is your firm a majority-owned subsidiary of another business?

(15)
Yes..... 1 Goto CLOSE
No 2 Goto Q5

Q5 (3) ASK ALL:
And is your business owned by an agency of local or national government?

(16)
Yes..... 1 Goto CLOSE
No 2 Goto Q6

Q6 (4) ASK ALL:
Is the business run...
READ OUT, SINGLE CODE.

(17)
For profit..... 1 Goto Q7
As a social enterprise (i.e. run for primarily social objectives with any profits being used mainly to further these objectives) 2 Goto CLOSE
Not for profit (charities etc.) 3 Goto CLOSE
Other (specify) - REFER TO SUPERVISOR 4
(18-19)

Q6b (4b) ASK ALL:
And is your business part of a franchise?

(16)
Yes..... 1
No 2

Q7 (5) ASK ALL:
How many people, including you, work in this business?
TYPE IN EXACT NUMBER:

..... (20-26)
(27)
(DO NOT READ OUT) Don't know / Refused 1 Goto Q8

Q8 (5) ASK ALL WHO SAID 'DK/REFUSED' AT Q7.
 NEW: INTERVIEWER TO ALSO CODE ANSWER AT Q7 INTO THESE BANDS AS AN EXTRA CHECK
 Which of the following bands best describes how many people, including you, work in this business?
 READ OUT, SINGLE CODE.

	(28)	
1	1	
2-10.....	2	
11-50.....	3	
51-100.....	4	
101-200.....	5	
201-250.....	6	
251+	7	Goto CLOSE
DK.....	8	Goto CLOSE

Q9 (6)ASK ALL:
 Which of the following bands best describes the annual turnover of your company for the last full financial year?
 READ OUT, SINGLE CODE.
 IF SAY HAVE NOT BEEN IN BUSINESS FOR A YEAR ASK "What is your turnover likely to be for the full year?"

	(29)	
Less than £25,000	1	
£25,000 - £49,999.....	2	
£50,000 - £74,999.....	3	
£75,000 - £99,999.....	4	
£100,000 - £249,999.....	5	
£250,000 - £499,999.....	5b	
£500,000 - £999,999.....	6	
£1m - £1.9m.....	7	
£2m-4.9m.....	8	
£5m - £9.9m.....	9	
	(30)	
£10m - £14.9m.....	0	
£15m-24.9m.....	1	
£25m+	2	Goto CLOSE
(DO NOT READ OUT) Don't know	3	
(DO NOT READ OUT) Refused	4	

Q10 (7) ASK ALL:
 And can I just check whether (INSERT INDUSTRY CATEGORY FROM SAMPLE) BROADLY describes the activity of this business?

	(31)	
Yes.....	1	Goto Q12
No	2	Goto Q11

Q11 (7) ASK ALL WHO SAID 'No' AT Q10:
 What is the principal activity of this business?
 READ OUT, SINGLE CODE.

PROMPT IF NECESSARY: What does the business do or make?

	(32)	
Agriculture, Hunting and Forestry, Fishing	1	
Manufacturing	2	
Construction.....	3	
Wholesale / Retail.....	4	
Hotels and Restaurants	5	
Transport, Storage and Communication.....	6	
Real Estate, Renting and Business Activities.....	7	
Health and Social Work	8	
Other Community, Social and Personal Service Activities	9	
	(33)	
(DO NOT READ OUT) None of these	0	Goto CLOSE

Q12 (8) ASK ALL:
 What is the legal status of this business?
 READ OUT, SINGLE CODE.

	(34)
Sole Proprietorship (single owner)	1
Partnership.....	2
Limited Liability Partnership.....	3
Limited Liability Company (private limited company, public limited company, private unlimited company).....	4

Q13 (9) - REPLACES PREVIOUS MORE PRECISE QUESTION
 ASK ALL
 Which of the following bands best describes when your business was first established?
 READ OUT, SINGLE CODE.

DP: STARTS = CODES 1 OR 2

	(35)
Less than 12 months ago	1
Over 1 but under 2 years ago	2
2 - 5 years ago	3
6 - 9 years ago	4
10 - 15 years ago.....	5
More than 15 years ago.....	6

REGION COMES FROM POSTCODE ON SAMPLE (10)

CHECK QUOTAS!

IF QUOTA OPEN CONTINUE - OTHERWISE, THANK AND CLOSE!

Q15 ASK ALL

Which of the following forms of external finance does the business currently use?

	Currently uses
	(37)
Bank Overdraft	1
Bank Loan / Commercial mortgage	2
Grants	3
Loans or equity from friends or family	4
Loans or equity from directors	5
Loans from other third parties	6
COMPANIES ONLY Equity from other third parties	
Leasing or hire purchase	7
Invoice finance	8
Credit cards	9
	(38)
Export/import finance eg doc credits	0

REVIEW FOR Q2 2013: Do we want to add Q15BB back in? (Asked in Q1 2011 and Q2/Q3 2012)

NEW Q4 2012 – ASK OF ALL CODING 1 OR 2 OR 9 AT Q15 (OVERDRAFTS OR LOANS OR CREDIT CARDS)

Q15BBB And can I just check, is any of that finance in your personal name, rather than that of the business?

Yes

No

DK

Q14A **ASK ALL WHO CODE “NONE OF THESE” AT Q15**

Has the business used any form of external finance (such as an overdraft, loan, invoice finance, leasing, new equity finance etc) in the past 5 years?

	(36)
Yes.....	1
No	2

Q15D ASK ALL

In the past 12 months, have you, or any other owner/director, injected personal funds into this business?

Yes

No

Q15D2 IF YES:

And would you say that putting in personal funds was

Something that you chose to do to help the business grow and develop

OR something that you felt you had no choice about, that you had to do

NEW Q4 2012:

Q15D3 IF YES:

Were these personal funds put into the business in the last 12 months as a long term investment, or as a short term cash injection?

Long term investment

Short term injection

Both

DK

NEW Q4 2012:

Q15D4 IF YES:

And were the personal funds that were put in more or less than £5,000 in total?

£5,000 or less

More than £5,000

Dk/refused

START OF THE MAIN QUESTIONNAIRE

RESPONDENT DEMOGS NOW MOVED TO BACK OF QUESTIONNAIRE

IF START UPS - I.E. WITHIN LAST 2 YEARS (CODES 1 OR 2 AT Q13) GO TO Q17

ALL OTHERS GO TO Q22.

C. START UPS (BUSINESSES TRADING FOR <24 MONTHS AT Q13)

Q16 DELETED

Q17 NEW CODE:
(28)
What sources of finance were used to establish the business?
PROMPT IF NECESSARY, MULTICODE.
PROBE: What other sources were used?

Q17

	(44)
Personal savings	1
(Re)Mortgage on home	2
Credit card (balance due may be carried forward each month)	3
Chargecard (balance due paid off in full each month)	4
Gift from friends / family	5
Loan from a bank / building society / finance company	6
Loan from friends / family	7
Issuing shares to friends / family	8
Issuing shares to one or more business angels	9
	(45)
Issuing shares to a venture capitalist	0
Issuing shares to other investor (specify)	1
Grant / subsidised loan from a public authority	2
Inheritance / redundancy / windfall	3
Directors loans	4
Leasing / HP	5
Other sources (specify)	6
(DO NOT READ OUT) None	7
(DO NOT READ OUT) Don't know	8

Q19 (27)

How much money was used to start your business?
PROMPT IF NECESSARY. SINGLE CODE.

	(48)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+.....	9
	(49)
(DO NOT READ OUT) DK/refused.....	0

D. PROVIDERS OF FINANCE

The next section is about how your business uses external finance, from banks or other sources

Q22 ASK ALL:
Which banks or financial institutions does your business use?
CODE ALL THAT APPLY

Q23 (21) ASK ALL CODING MORE THAN ONE INSTITUTION AT Q22:
Which is the main bank or financial institution used by your business?
DO NOT PROMPT, SINGLE CODE.

IF NECESSARY: The bank or financial institution with which you do the most business.

	Q22	Q23
	(54)	(57)
ABN Amro	1	1
Abbey (National)	2	2
AIB (Allied Irish Bank)	3	3
Alliance & Leicester PLC	4	4
Bank of Ireland	5	5
Bank of Scotland	6	6
Barclays Bank PLC	7	7
Citibank	8	8
Clydesdale Bank	9	9
	(55)	(58)
Cooperative	0	0
Deutsche Bank	1	1
Halifax	2	2
HBOS	3	3
HSBC	4	4
ING	5	5
JP Morgan	6	6
Lloyds TSB	7	7
NatWest	8	8
Nationwide	9	9
	(56)	(59)
Northern Bank	0	0
Royal Bank of Scotland (RBS)	1	1
Standard Chartered bank	2	2
Santander	3	3
Woolwich	4	4
Yorkshire bank	5	5
Other (specify)	6	6

Q24 May I check whether the main current account used for the business is a personal or a business account?
READ OUT, SINGLE CODE.

	(60)
Personal.....	1
Business	2
(DO NOT READ OUT) Don't know	3

ASK ALL:

I'd now like to ask you about the last 12 months, that is since say **January 2012**, and anything that has happened to your business in terms of finance and borrowing.

First of all I'd like to ask you about any changes to the external finance used by the business that were caused by a bank or other financial institution approaching you with changes they wanted to make to existing borrowing. Then I'll go on to ask you about any changes to external finance that you wanted to make.

Q25 ASK ALL:

So firstly, over the past 12 months, have you been approached by a bank or other institution looking to do any of the following?

READ OUT CODE ALL THAT APPLY

- (61)
- Looking to cancel an existing loan or commercial mortgage that you had for the business, before it was due to be repaid 1
- Looking to renegotiate the terms or amount of a loan or commercial mortgage that you had, including suggesting converting to another form of borrowing 2
- Looking to cancel an existing overdraft facility that you had agreed for the business 3
- Looking to renegotiate the terms or amount of an existing overdraft facility including suggesting converting to another form of borrowing 4
- None of these 5
-

Q26 ASK ALL:

IF DID NOT CODE ANY OF 1-4 AT Q25 ASK:

And also over the past 12 months, have you done any of the following for your business?

IF DID CODE ANY OF 1-4 AT Q25 ASK:

Apart from any action you might have taken as a direct result of that cancellation / renegotiation, have you separately done any of the following for your business in the past 12 months?

READ OUT CODE ALL THAT APPLY

- (62)
- Applied for a new bank loan or commercial mortgage (whether agreed or not) 1
- Gone through an annual review process for an existing loan or commercial mortgage with a bank..... 2
- Chosen to pay off a loan early or to pay extra each month to pay it off more quickly..... 3
- Applied for a new overdraft facility (whether agreed or not)..... 4
- Gone through an annual review process for an existing overdraft facility with a bank..... 5
- Chosen to cancel or reduce an existing overdraft facility 6
- None of these 7
-

OVERDRAFTS:

IF CODE MORE THAN ONE OF CODES 3-4 AT Q25 AND/OR CODES 4-6 AT Q26 THEN BRING UP ALL CODES CODED AND ASK WHICH OF THESE HAPPENED MOST RECENTLY, AND ROUTE FROM THAT:

Q25:

CODE 3 GO TO Q30

CODE 4 GO TO Q40

Q26:

CODE 4 GO TO Q51

CODE 5 GO TO Q51

CODE 6 GO TO Q27

ONCE SECTION COMPLETED GO TO ROUTING ABOVE Q101

IF NONE OF THESE CODES APPLY, ASK NEW QUESTION BELOW IF RESPONDENT HAS AN OVERDRAFT, OTHERWISE GO TO ROUTING ABOVE Q115

NEW FOR QUARTER 4

Q26a ASK ALL WHO HAVE AN OVERDRAFT AT Q15 (CODE 1) BUT DID NOT CODE ANY OVERDRAFT CODES AT Q25 (CODES 3 OR 4) OR Q26 (CODES 4,5 OR 6)

Can I just check, in the past 12 months, has your bank automatically renewed your overdraft facility at the same level for a further period without you having to do anything?

- Yes **GO TO Q26B2**
- No GO TO ROUTING ABOVE Q115
- Not sure GO TO ROUTING ABOVE Q115

NEW FOR Q4 2012

Q26B2 ASK ALL WITH AUTO-RENEW FACILITY (CODE 1 AT Q26A)

How large is the overdraft facility that you had automatically renewed?
TYPE IN AMOUNT IN POUNDS!

_____ (65-73)
(74)
(DO NOT READ OUT) Don't know 1 Goto Q26C
(DO NOT READ OUT) Refused 2 Goto Q26C

NEW FOR Q4 2012

Q26B3 INTERVIEWERS TO CODE ANSWER AT Q26B AS A CHECK

ASK ALL SAYING DK/REFUSED AT Q26B:

Well, is it...

	(75)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+.....	9
	(76)
(DO NOT READ OUT) DK/refused.....	0

NEW FOR Q4 2012

Q26D ASK ALL WITH AUTO-RENEW OD AT Q26A

When did this renewal of your overdraft facility take place?

PROMPT IF NECESSARY Well, was it....

TAKE CARE RE THE YEAR THEY ARE TALKING ABOUT

(53)

(20)

Jan-Mar 2013

Oct-Dec 2012

July-Sept 2012

April-June 2012

Jan-March 2012

NEW FOR Q4 2012

Q26E Was this automatically renewed overdraft for a facility in your personal name, or in the name of the business?

Business

Personal

Dk/refused

IF SAY NO/NOT SURE AT Q26A, GO TO ROUTING ABOVE Q115

IF SAY YES AT Q26A, GO TO ROUTING ABOVE Q101

THIS SECTION (Q27 TO Q123) IS ASKED OF ALL, ROUTED DEPENDING ON ACTIONS TAKEN REGARDING AN OVERDRAFT FACILITY AT Q25 AND/OR Q26 AND AGREED PRIORITISATION

**These next few questions are about overdraft facilities and specifically the most recent occasion when...
READ OUT ANSWER CODED AT Q25 OR Q26**

- Q27 NEW: ASK ALL REQUESTING A LOWER / NO OVERDRAFT LIMIT (CODE 6 AT Q26):**
And why did you decide to request this lower overdraft limit? Was it that... (63)
- The business didn't need the larger facility..... 1
 - You thought a larger facility would be too expensive 2
 - You didn't think the bank would agree to continue with a larger facility 3
 - In the current economic climate you wanted to reduce the amount you were borrowing ... 4
 - NEW: You had another overdraft facility at another bank 5
 - NEW: In the current climate you wanted to reduce the cost of borrowing 6
 - The business was using another form of borrowing instead 7
 - Other (specify) 8
- (64-68)
-

- Q28 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 7 AT Q27)**
And what alternative form of borrowing are you now using?
PROMPT IF NECESSARY (69)
- A loan..... 1
 - A business credit card 2
 - Invoice finance 3
 - Loan/equity from friends or family 4
 - Funds borrowed in your personal name (loan overdraft credit card etc)..... 5
 - Other (specify) 6
-

- Q30 ASK Q30 TO Q39 TO ALL WHO SAY BANK WAS LOOKING TO CANCEL OVERDRAFT FACILITY (CODE 3 AT Q25)**
You mentioned that a bank was looking to cancel an overdraft facility. Can I just confirm, was that an overdraft with your main bank (TEXT)? (71)
- Yes was with main bank 1
 - No was with other bank 2
 - Dk/refused..... 3
-

- Q31 How large was the facility that the bank wanted to cancel?
TYPE IN AMOUNT IN POUNDS!**
- card: 02 (6-7)
(17)
- (DO NOT READ OUT) Don't know 1 Goto Q32
 - (DO NOT READ OUT) Refused 2 Goto Q32

Q32 INTERVIEWER TO CODE BAND AT Q31 AS DOUBLE CHECK
ASK ALL SAYING DK/REFUSED AT Q31:
Well, was it...

	(18)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+.....	9
	(19)
(DO NOT READ OUT) DK/refused.....	0

Q33 ASK ALL WITH CANCELLED OD
When did this proposed cancellation of your overdraft facility take place?

PROMPT IF NECESSARY Well, was it....
CODES WILL NEED TO UPDATE AS WE GO THROUGH YEAR - ALLOW CURRENT QUARTER PLUS 4 PREVIOUS QUARTERS EACH TIME – **TAKE CARE WITH WHICH YEAR THEY ARE REFERRING TO**

(20)

Jan-Mar 2013
Oct-Dec 2012
July-Sept 2012
April-June 2012
Jan-March 2012

Q34 And what reasons did the bank give for looking to cancel this overdraft facility?
DO NOT PROMPT, CODE AS APPROPRIATE

	(21)
The performance of your business	1
Increased riskiness of your business.....	2
Lack of financial information	3
Likely performance in future	4
Change in bank lending criteria	5
No longer meets banks credit score (or risk rating has increased)	6
Banks higher cost of capital.....	7
Wanted to restructure borrowing as a loan.....	8
Wanted to change facility to another form of borrowing	9
	(22)
No reason given.....	0
Other (specify)	1

Q35 Did you seek any external advice when the bank wanted to cancel your overdraft facility? IF YES: Who did you get advice from?
DO NOT PROMPT, CODE AS APPROPRIATE

	(23)
No advice	1
Accountant.....	2
Business Associate	
Business Debt Helpline.....	3
Business Link.....	4
Business mentor (free)	5
Business mentor (paid).....	6
CBI	7
Chamber of Commerce	8
Citizens Advice	9
	(24)
Consultant.....	0
Enterprise Agency	1
Finance Wales	2
Federation of Small Businesses (FSB).....	3
Forum for Private Business (FPB).....	4
Friends and family	5
Government department.....	6
Independent Commercial Finance Broker / Adviser	7
Institute of Directors	8
Local Authority	9
	(25)
Northern Ireland Invest	0
Business Gateway	1
Solicitor	2
Trade Body or Association.....	3
Website	4
Other (specify)	5

ASK ALL NOT SEEKING EXTERNAL ADVICE – CODE 1 AT Q35

Q35a Why did you not seek any external advice?

ROTATE, READ OUT, CODE ALL THAT APPLY

I would not know who to ask

External advice is too expensive

I did not have time to ask

I did not think the quality of advice on offer was good enough

I did not think it would make any difference

I didn't think we needed it

I've previously been successful in gaining finance

Other

Q36 And what have you been able to arrange since the overdraft facility was cancelled?
MULTICODE CODES 1-3 POSSIBLE

	(26)
An overdraft facility with the same bank.....	1
An overdraft facility with another bank.....	2
Another form of borrowing to replace some or all of the overdraft	3 Goto Q37
Have no facility at all.....	4

Q37 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 3 AT Q36)
And what alternative form of borrowing are you now using?
PROMPT IF NECESSARY

- (27)
- A loan..... 1
 - A business credit card 2
 - Invoice finance 3
 - Loan/equity from friends or family 4
 - Funds borrowed in your personal name (loan overdraft credit card etc)..... 5
 - Other (specify) 6

Q38 ASK ALL WITH A NEW OD FACILITY (CODES 1-2 AT Q36):
How large is your new overdraft facility?
TYPE IN AMOUNT IN POUNDS!

- (28-36)
- _____
- (37)
- (DO NOT READ OUT) Don't know 1 Goto Q39
 - (DO NOT READ OUT) Refused 2 Goto Q39

Q39 NEW: INTERVIEWER TO CODE ANSWER AT Q38 AS CHECK
ASK ALL SAYING DK/REFUSED AT Q38:
Well, is it...

	(38)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+.....	9
	(39)
(DO NOT READ OUT) DK/refused.....	0

Q40 **ASK Q40 TO Q50 TO ALL WHO HAD OD FACILITY RE-NEGOTIATED (CODE 4 AT Q25):**
You mentioned that the bank approached you to re-negotiate the terms of an existing overdraft facility. Can I just check, was this an overdraft held at your main bank (TEXT)?

	(40)
Yes was with main bank	1
No was with another bank	2
Dk/refused.....	3

Q41 How large was the facility that the bank wanted to renegotiate?
TYPE IN AMOUNT IN POUNDS!

	(41-49)
	(50)
(DO NOT READ OUT) Don't know	1 Goto Q42
(DO NOT READ OUT) Refused	2 Goto Q42

Q42 INTERVIEWER TO CODE ANSWER FROM Q41
ASK ALL SAYING DK/REFUSED AT Q41:
Well, was it...

	(51)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+.....	9
	(52)
(DO NOT READ OUT) DK/refused.....	0

Q43 ASK ALL WITH RENEGOTIATED OD
When did this renegotiation of your overdraft facility take place?

PROMPT IF NECESSARY Well, was it....

CODES WILL NEED TO UPDATE AS WE GO THROUGH YEAR - ALLOW CURRENT QUARTER PLUS 4
PREVIOUS QUARTERS EACH TIME – **TAKE CARE RE THE YEAR THEY ARE TALKING ABOUT**

(53)

(20)

Jan-Mar 2013

Oct-Dec 2012

July-Sept 2012

April-June 2012

Jan-March 2012

Q44 What did the bank want to change about your overdraft facility?
DO NOT PROMPT CODE ALL THAT APPLY

(54)

To reduce the amount..... 1
To increase the amount..... 2
To reduce the interest rate..... 3
To increase the interest rate 4
Asked for more security 5
To reduce the amount of security required..... 6
To impose more conditions such as providing regular financial information..... 7
To change to another form of borrowing 8
Other (specify) 9

(55-59)

Q45 And what reasons did the bank give for looking to renegotiate this overdraft facility?
DO NOT PROMPT, CODE AS APPROPRIATE

(60)

The performance of your business 1
Increased riskiness of your business..... 2
Lack of financial information 3
Likely performance in future 4
Change in bank lending criteria 5
No longer meets banks credit score (or risk rating has increased) 6
Banks higher cost of capital..... 7
Wanted to restructure borrowing as a loan..... 8
Wanted to change facility to another form of borrowing 9

(61)

No reason given..... 0
Other (specify) 1

Q46 Did you seek any external advice when the bank wanted to renegotiate your overdraft facility? IF YES:
Who did you get advice from?
DO NOT PROMPT, CODE AS APPROPRIATE

	(62)
No advice	1
Accountant.....	2
Business Associate	
Business Debt Helpline.....	3
Business Link.....	4
Business mentor (free)	5
Business mentor (paid).....	6
CBI	7
Chamber of Commerce	8
Citizens Advice	9
	(24)
Consultant.....	0
Enterprise Agency	1
Finance Wales	2
Federation of Small Businesses (FSB).....	3
Forum for Private Business (FPB).....	4
Friends and family	5
Government department.....	6
Independent Commercial Finance Broker / Adviser	7
Institute of Directors	8
Local Authority	9
	(25)
Northern Ireland Invest	0
Business Gateway	1
Solicitor	2
Trade Body or Association.....	3
Website	4
Other (specify)	5

ASK ALL NOT SEEKING EXTERNAL ADVICE – CODE 1 AT Q46

- Q46a Why did you not seek any external advice?
ROTATE, READ OUT, CODE ALL THAT APPLY
- I would not know who to ask
 - External advice is too expensive
 - I did not have time to ask
 - I did not think the quality of advice on offer was good enough
 - I did not think it would make any difference
 - I didn't think we needed it
 - I've previously been successful in gaining finance
 - Other

Q47 What was your response to the bank's action? Did you...
MULTICODE OF CODES 1-5 POSSIBLE

	(65)
Negotiate and manage to get a better overdraft deal than originally offered	1
Try to negotiate but then accept proposed new amount or terms for an overdraft	2
Look around for alternatives but then accept new amount or terms for an overdraft.....	3
Move your overdraft to another bank.....	4
Change to another form of borrowing.....	5 Goto Q48
Cancel your facility entirely	6

Q48	ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 5 AT Q47) And what alternative form of borrowing are you now using? PROMPT IF NECESSARY	(66)
	A loan.....	1
	A business credit card	2
	Invoice finance	3
	Loan/equity from friends or family	4
	Funds borrowed in your personal name (loan overdraft credit card etc).....	5
	Other (specify)	6

Q49	ASK ALL WITH A NEW FACILITY (CODES 1-4 AT Q47): How large is your new overdraft facility? TYPE IN AMOUNT IN POUNDS!	(67-75)
	_____	(76)
	(DO NOT READ OUT) Don't know	1 Goto Q50
	(DO NOT READ OUT) Refused	2 Goto Q50

Q50	INTERVIEWER TO CODE ANSWER FROM Q49 AS A CHECK ASK ALL SAYING DK/REFUSED AT Q49: Well, is it...	(77)
	Less than £5,000	1
	£5,000 - £9,999.....	2
	£10,000 - £24,999.....	3
	£25,000 - £49,999.....	4
	£50,000 - £99,999.....	5
	£100,000 - £499,999.....	6
	£500,000 - £999,999.....	7
	£1m - £4.9m.....	8
	£5m+	9
	(DO NOT READ OUT) DK/refused.....	(78) 0

Q51	(34) ASK Q51 TO Q63 TO ALL APPLYING FOR AN OVERDRAFT / RENEWAL (CODES 4 OR 5 AT Q26) You mentioned that you (TEXT SUB: applied for a new overdraft facility / renewed an existing overdraft facility.) When did this overdraft application take place? PROMPT IF NECESSARY Well, was it... CODES WILL NEED TO UPDATE AS WE GO THROUGH YEAR - ALLOW CURRENT QUARTER PLUS 4 PREVIOUS QUARTERS EACH TIME – TAKE CARE RE WHICH YEAR THEY ARE TALKING ABOUT	(79)
		(20)
	Jan-Mar 2013	
	Oct-Dec 2012	
	July-Sept 2012	
	April-June 2012	
	Jan-March 2012	

NEW FOR Q4 2012

Q51A Was this overdraft application for a facility in your personal name, or in the name of the business?

- Business
- Personal
- Dk/refused

Q52 (35 & 38) Which of these best describes the most recent overdraft facility you applied for / renewed?

- (80)
- We had switched banks and were setting up facilities with the new bank 1
- We were applying for our first ever overdraft..... 2
- We were applying for an additional overdraft on another account 3
- We were renewing our overdraft for the same amount 4
- We wanted to increase the amount of our existing overdraft 5
- We wanted to reduce the amount of our existing overdraft..... 6 Goto Q53

Q53 (49) ASK ALL APPLYING FOR A LOWER OVERDRAFT LIMIT (CODE 6 AT Q52):

And why did you decide to apply for a lower overdraft limit? Was it that...

- card: 03 (6-7)
- (8)
- The business didn't need the larger facility..... 1
- You thought a larger facility would be too expensive 2
- You didn't think the bank would agree to a larger facility 3
- In the current economic climate you wanted to reduce the amount you were borrowing ... 4
- You had another overdraft facility at another bank..... 5
- In the current climate you wanted to reduce the cost of borrowing..... 6
- The business was using another form of borrowing instead 7
- Other (specify) 8
- (9-13)

Q54 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 7 AT Q53)

And what alternative form of borrowing are you now using?

PROMPT IF NECESSARY

- (14)
- A loan..... 1
- A business credit card 2
- Invoice finance..... 3
- Loan/equity from friends or family 4
- Funds borrowed in your personal name (loan overdraft credit card etc)..... 5
- Other (specify) 6

Q55 (35)- ASK ALL WHO APPLIED FOR AN OVERDRAFT FACILITY:

And which of the following are reasons why you needed this overdraft facility? You can say as many or as few as you like

READ OUT CODE ALL THAT APPLY

- (15)
- Working capital to help with day to day cash flow 1
- Purchase of fixed assets such as machinery and equipment 2
- To cover a short term gap until funds were received 3
- As a safety net just in case 4
- To fund expansion of the business in the UK..... 5
- To fund expansion of the business overseas 6
- Something else (Specify?)..... 7

Q56 And did you make this application to your main bank (TEXT NAME)?

(16)
Yes to main bank 1
No to another bank 2

Q57 (36) Did you seek any external advice before applying for your overdraft facility? IF YES: Who did you get advice from?

DO NOT PROMPT, CODE AS APPROPRIATE

(17)
No advice 1
Accountant 2
Business Associate
Business Debt Helpline 3
Business Link 4
Business mentor (free) 5
Business mentor (paid) 6
CBI 7
Chamber of Commerce 8
Citizens Advice 9
(24)
Consultant 0
Enterprise Agency 1
Finance Wales 2
Federation of Small Businesses (FSB) 3
Forum for Private Business (FPB) 4
Friends and family 5
Government department 6
Independent Commercial Finance Broker / Adviser 7
Institute of Directors 8
Local Authority 9
(25)
Northern Ireland Invest 0
Business Gateway 1
Solicitor 2
Trade Body or Association 3
Website 4
Other (specify) 5

ASK ALL NOT SEEKING EXTERNAL ADVICE – CODE 1 AT Q57

Q57a Why did you not seek any external advice?

ROTATE, READ OUT, CODE ALL THAT APPLY

I would not know who to ask

External advice is too expensive

I did not have time to ask

I did not think the quality of advice on offer was good enough

I did not think it would make any difference

I didn't think we needed it

I've previously been successful in gaining finance

Other

Q58 (37)
Regarding this most recent overdraft application, how large was the facility that you initially applied for?
TYPE IN AMOUNT IN POUNDS!

..... (20-28)
(29)
(DO NOT READ OUT) Don't know 1 Goto Q59
(DO NOT READ OUT) Refused 2 Goto Q59

Q59 INTERVIEWER TO CODE ANSWER AT Q58 AS A CHECK
ASK ALL SAYING DK/REFUSED AT Q58:
Well, was it...

..... (30)
Less than £5,000 1
£5,000 - £9,999 2
£10,000 - £24,999 3
£25,000 - £49,999 4
£50,000 - £99,999 5
£100,000 - £499,999 6
£500,000 - £999,999 7
£1m - £4.9m 8
£5m+ 9
(31)
(DO NOT READ OUT) DK/refused 0

Q63 **ASK ALL**
And which of these best summarises the bank's initial response to the overdraft application that you made?
READ OUT, SINGLE CODE

DP - HALF READ CODES 1-5 AND HALF CODES 5-1 (37)
You were offered the overdraft facility that you wanted 1
You were offered a smaller overdraft facility than you wanted 2
You were offered an overdraft facility but with terms and conditions that
you didn't want to accept 3
You were turned down for an overdraft facility 4
You have not had a response from the bank yet..... 5

ROUTING FROM HERE TO Q100 DEPENDS ON ANSWER TO Q63

CODE 1 GO TO Q64
CODE 2 GO TO Q85
CODE 3 GO TO Q96
CODE 4 GO TO Q70
CODE 5 GO TO ROUTING ABOVE Q124 (AS Q62 CODE 8 USED TO)

EACH RESPONDENT ANSWERS ONE OF THESE SECTIONS ONLY AND THEN GOES TO ROUTING ABOVE Q101

ASK Q64 TO Q69 TO ALL WHO WERE OFFERED OD - CODE 1 AT Q63

Q64 ASK ALL WHO WERE OFFERED OVERDRAFT FACILITY (CODE 1 AT Q63):
 The bank offered you the overdraft facility you wanted, were there any issues or delays before you accepted the overdraft facility?
 (38)

No there were no issues or delays and we took the overdraft facility	1
Yes there were issues / delays before it was agreed	2
Yes there were issues / delays and we did not take out the overdraft facility	3

Q65 (41) ASK ALL WHO HAD ISSUES (CODE 2 OR 3 AT Q64):
 What sort of issues did you have with your application? Did you...
 READ OUT, CODE ALL THAT APPLY
 (39)

Have to go in for an interview	1
Have difficulty arranging to speak to your Relationship Manager	2
Have to supply further information.....	3
Have to wait for valuations.....	4
Have to wait for legal work to be done	5
Have to wait for a decision to be made	6
Have to wait while security values were checked.....	7
Initially offered something that was too expensive	8
Initially offered something that didn't meet your needs	9

(40)

Receive an offer of an alternative lending product instead of some or all of the overdraft you wanted.....	0
Something else (SPECIFY?)	1

Q66 (41) ASK ALL WHO HAD PROBLEMS AND DID NOT ACCEPT FACILITY (CODE 3 AT Q64):
 What happened after you decided not to take up the overdraft facility offered? Did you...
 READ OUT, MULTICODE OF CODES 1-3 POSSIBLE
 (41)

Arrange an alternative overdraft with the same bank.....	1
Arrange an alternative overdraft facility with another bank	2
Switch to another form of borrowing to replace some or all of the overdraft	3
Decided not to have a facility at all	4

Goto Q67

Q67 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 3 AT Q66)
 And what alternative form of borrowing are you now using?
 PROMPT IF NECESSARY
 (42)

A loan.....	1
A business credit card	2
Invoice finance	3
Loan/equity from friends or family	4
Funds borrowed in your personal name (loan overdraft credit card etc).....	5
Other (specify)	6

Q68 ASK ALL WITH NEW FACILITY (CODES 1 OR 2 AT Q64 OR CODE 1 OR 2 AT Q66)
How large is the overdraft facility that you now have?
TYPE IN AMOUNT IN POUNDS!

..... (43-51)
(52)
(DO NOT READ OUT) Don't know 1 Goto Q69
(DO NOT READ OUT) Refused 2 Goto Q69

Q69 INTERVIEWER TO CODE ANSWER FROM Q68 AS A CHECK
ASK ALL SAYING DK/REFUSED AT Q68:
Well, is it...

..... (53)
Less than £5,000 1
£5,000 - £9,999 2
£10,000 - £24,999 3
£25,000 - £49,999 4
£50,000 - £99,999 5
£100,000 - £499,999 6
£500,000 - £999,999 7
£1m - £4.9m 8
£5m+ 9
(54)
(DO NOT READ OUT) DK/refused 0

ASK Q70 TO Q84 OF ALL WHO WERE TURNED DOWN FOR AN OVERDRAFT FACILITY - CODE 4 AT Q63

Q70 (48.1) ASK ALL REJECTED (CODE 4 AT Q63)
 And what reasons were given for turning down your application?
 PROMPT IF NECESSARY, MULTICODE – CARE RE CODING IF THEY CANNOT GIVE A REASON –
 CAN THEY NOT REMEMBER OR DID THEY NOT GET ONE?

	(55)
No security	1
Insufficient security	2
Poor personal credit history	3
Poor business credit history.....	4
No credit history / not in business long enough.....	5
Failed credit score	6
Applied for too much.....	7
Applied for too little	8
Too much existing borrowing.....	9
	(56)
Needed more equity in the business	0
Weak balance sheet	1
Inadequate business plan.....	2
Bank not satisfied with financial forecasts	3
Concerns about the assessment process	4
Concerns re management / succession planning.....	5
Industry too risky.....	6
Trading environment too risky	7
Media coverage of bank lending.....	8
Did not find forms and literature from the bank clear and easy to understand.....	9
	(57)
Other (specify)	0
(DO NOT READ OUT) No reason given	1
(DO NOT READ OUT) Can't remember	
(DO NOT READ OUT) Don't know	2

Q70a ASK ALL WHO GAVE A REASON AT Q70 (CODES 1-20)
 Did the bank tell you about its decision to turn down your application in writing or verbally?
 In writing
 Verbally
 Can't remember

Q70b ASK ALL WHO GAVE A REASON AT Q70 (CODES 1-20)
 And did they give you enough information to explain why they had made their decision?
 Yes
 No
 Don't know

Q71 Did the bank offer you an alternative to an overdraft such as invoice discounting or a loan, or suggest alternative sources of external finance?

	(58)
No	1
Yes a loan	2
Yes invoice finance.....	3
Yes a business credit card.....	4
Yes something else (specify).....	5
	(59-62)

Q72i (48.3)
How would you rate the advice offered by your lender after your application was rejected? Would you say that it was...

DP: ASK HALF RESPONDENTS CODES 1-5 AND THEN 6 AND OTHER HALF 5-1 AND THEN 6

(63)
Good 1
Neither good nor poor 2
Poor 3
No advice given 4

Q73 (48.2)
Did the bank make you aware of an appeals procedure for lending applications?

(64)
Yes 1 Goto Q74
No 2
Not sure 3

Q74 (48.2) ASK ALL MADE AWARE OF APPEAL (CODE 1 AT Q73)
And did you go through the appeals process?

(65)
NEW: Yes and the bank changed its decision 1
NEW: Yes but the bank did not change its decision 2
Yes but have not heard yet 3
No 4 Goto Q75
Not sure 5

Q75 ASK ALL MADE AWARE OF APPEAL BUT DID NOT APPEAL (CODE 4 AT Q74)
Why did you not appeal?

(66)
Didn't think it would change anything 1
Couldn't be bothered 2
Too much hassle 3
Found alternative funding elsewhere 4
Too busy trying to keep business going 5
Other (specify) 6
(67-70)

Q76 (48.4) ASK ALL REJECTED:
Did the bank refer you to any other source of help or advice?

(71)
Yes 1 Goto Q77
No 2 Goto Q79
Not sure 3 Goto Q79

Q77	(48.5) ASK ALL REFERRED FOR ADVICE (CODE 1 AT Q76, REST TO Q79):	
	What source(s) of advice were you referred to?	
		(72)
	Accountant.....	1
	Business Associate	
	Business Debt Helpline.....	2
	Business Link.....	3
	Business mentor (free)	4
	Business mentor (paid).....	5
	CBI	6
	Chamber of Commerce	7
	Citizens Advice	8
	Consultant.....	9
		(73)
	Enterprise Agency	0
	Finance Wales	1
	Federation of Small Businesses (FSB).....	2
	Forum for Private Business (FPB).....	3
	Friends and family	4
	Government department.....	5
	Independent Commercial Finance Broker / Adviser	6
	Institute of Directors	7
	Local Authority	8
	Northern Ireland Invest	9
		(74)
	Business Gateway	0
	Solicitor	1
	Trade Body or Association.....	2
	Website	3
	Other (specify)	4

Q78	(48.6) ASK ALL REFERRED FOR ADVICE:	
	Did you use those sources, or indeed any others, after your application?	
		(75)
	Yes to sources referred to	1
	Yes to other sources.....	2
	No	3

Q79	(48.6) ASK ALL NOT REFERRED FOR ADVICE (CODE 2 OR 3 AT Q76)	
	Did you seek any external help or advice about what to do about your application?	
		(76)
	Yes.....	1
	No	2

Q80i	ASK ALL WHO TOOK ADVICE: CODES 1 OR 2 AT Q78 OR CODE 1 AT Q79:	
	How useful were these sources? Were they...	
		(77)
	Useful.....	1
	Neither/nor	2
	Not useful.....	3

Q81 ASK ALL REJECTED
 And so what happened after that initial rejection? Did you.....

(78)

Talk to the bank and manage to negotiate a new overdraft facility with them.....	1
Talk to another bank and agree an overdraft facility with them.....	2
Arrange an alternative form of borrowing to replace some or all of the overdraft	3 Goto Q82
No longer have a facility	4

Q82 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 3 AT Q81)
 And what alternative form of borrowing are you now using?
 PROMPT IF NECESSARY

(79)

A loan.....	1
A business credit card	2
Invoice finance	3
Loan/equity from friends or family	4
Funds borrowed in your personal name (loan overdraft credit card etc).....	5
Other (specify)	6

Q83 ASK ALL WITH NEW FACILITY (CODES 1 OR 2 AT Q81)
 How large is the overdraft facility that you now have?
 TYPE IN AMOUNT IN POUNDS!

card: 04 (6-7)

(17)

(DO NOT READ OUT) Don't know	1 Goto Q84
(DO NOT READ OUT) Refused	2 Goto Q84

Q84 INTERVIEWER TO CODE ANSWER AT Q83 AS A CHECK
 ASK ALL SAYING DK/REFUSED AT Q83:
 Well, is it...

(18)

Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+	9

(19)

(DO NOT READ OUT) DK/refused.....	0
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ASK Q85 TO Q95 OF ALL OFFERED LESS THAN THEY WANTED - CODE 2 AT Q63

Q85 (39) ASK ALL WHO WERE OFFERED LESS THAN THEY WANTED (CODE 2 AT Q63):
 Still thinking about this application, what was the size of the facility you were offered?
 TYPE IN AMOUNT IN POUNDS!

_____ (20-28)

(29)

(DO NOT READ OUT) Don't know 1 Goto Q86
 (DO NOT READ OUT) Refused 2 Goto Q86

Q86 INTERVIEWER TO CODE AMOUNT AT Q85 AS A CHECK
 ASK ALL SAYING DK/REFUSED AT Q85:
 Well, was it...

(30)

Less than £5,000 1
 £5,000 - £9,999 2
 £10,000 - £24,999 3
 £25,000 - £49,999 4
 £50,000 - £99,999 5
 £100,000 - £499,999 6
 £500,000 - £999,999 7
 £1m - £4.9m 8
 £5m+ 9

(31)

(DO NOT READ OUT) DK/refused 0

Q87 (47.1) And what reasons were given for offering you less than you wanted?
 PROMPT IF NECESSARY, MULTICODE. – CARE RE CODING IF THEY CANNOT GIVE A REASON –
 CAN THEY NOT REMEMBER OR DID THEY NOT GET ONE?

(32)

No security 1
 Insufficient security 2
 Poor personal credit history 3
 Poor business credit history 4
 No credit history / not in business long enough 5
 Failed credit score 6
 Applied for too much 7
 Applied for too little 8
 Too much existing borrowing 9

(33)

Needed more equity in the business 0
 Weak balance sheet 1
 Inadequate business plan 2
 Bank not satisfied with financial forecasts 3
 Concerns about the assessment process 4
 Concerns re management / succession planning 5
 Industry too risky 6
 Trading environment too risky 7
 Media coverage of bank lending 8
 Did not find forms and literature from the bank clear and easy to understand 9

(34)

Other (specify) 0
 (DO NOT READ OUT) No reason given 1
 (DO NOT READ OUT) Can't remember
 (DO NOT READ OUT) Don't know 2

Q88i (47.3) How would you rate the advice offered by your lender after your application was partly rejected?
Would you say that it was...

DP - HALF RESPONDENTS TO GET CODES 1-5 THEN 6, OTHER HALF TO GET 5-1 AND THEN 6
(35)

Good	1
Neither good nor poor.....	2
Poor	3
No advice given	4

Q92 ASK ALL OFFERED LESS
And so what happened after that initial offer of less than you wanted? Did you.....

(43)

Talk to the same bank and manage to negotiate a higher overdraft facility with them	1
Talk to the same bank but accept the lower overdraft facility with them	2
Talk to another bank and agree a higher overdraft facility with them.....	3
Accept a lower overdraft facility than you wanted with another bank.....	4
Take out another form of borrowing to replace some or all of the overdraft facility	5 Goto Q93
Decide not to have a facility at all	6

Q93 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 5 AT Q92)
And what alternative form of borrowing are you now using?
PROMPT IF NECESSARY

(44)

A loan.....	1
A business credit card	2
Invoice finance	3
Loan/equity from friends or family	4
Funds borrowed in your personal name (loan overdraft credit card etc).....	5
Other (specify)	6

Q94 ASK ALL WITH NEW FACILITY (CODES 1-4 AT Q92)
How large is the overdraft facility that you now have?
TYPE IN AMOUNT IN POUNDS!

_____ (45-53)
(54)

(DO NOT READ OUT) Don't know	1 Goto Q95
(DO NOT READ OUT) Refused	2 Goto Q95

Q95 INTERVIEWER TO CODE ANSWER FROM Q94 AS A CHECK
ASK ALL SAYING DK/REFUSED AT Q94:
Well, is it...

(55)

Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+	9

(56)

(DO NOT READ OUT) DK/refused.....	0
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**ASK Q96 TO Q100 TO ALL WHO WERE OFFERED OD ON TERMS THEY DID NOT WANT TO ACCEPT:
CODE 3 AT Q63**

**Q96 (50) ASK ALL WHO WERE OFFERED, BUT DID NOT WANT TO ACCEPT OVERDRAFT FACILITY
(CODE 3 AT Q63:
You mentioned that you did not want to accept the terms and conditions initially offered on this overdraft.
Can you tell me whether that was because of any of the following?
READ OUT CODE ALL THAT APPLY**

- (57)
- The amount offered 1
 - The proposed interest rate 2
 - The proposed fee 3
 - The level of security required..... 4
 - The type of security required 5
 - The cost of providing the security 6
 - The time it took to make the offer 7
 - Something else (specify) 8
- (58-62)

**Q97 And so what happened after this initial offer on terms you did not want to accept? Did you....
MULTICODE OF CODES 1-5 POSSIBLE**

- (63)
- Talk to the bank and manage to negotiate a better deal with them..... 1
 - Talk to another bank and get a better deal with them 2
 - Accept the terms offered to you by your bank..... 3
 - Accept an equivalent deal at another bank 4
 - Take out another form of borrowing to replace all or part of the overdraft facility 5 Goto Q98
 - Decide not to have a facility..... 6

**Q98 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 5 AT Q97)
And what alternative form of borrowing are you now using?
PROMPT IF NECESSARY**

- (64)
- A loan..... 1
 - A business credit card 2
 - Invoice finance 3
 - Loan/equity from friends or family 4
 - Funds borrowed in your personal name (loan overdraft credit card etc)..... 5
 - Other (specify) 6

**Q99 ASK ALL WITH NEW FACILITY (CODES 1-4 AT Q97)
How large is the overdraft facility that you now have?
TYPE IN AMOUNT IN POUNDS!**

- (65-73)
- _____
- (74)
- (DO NOT READ OUT) Don't know 1 Goto Q100
 - (DO NOT READ OUT) Refused 2 Goto Q100

Q100 INTERVIEWERS TO CODE ANSWER AT Q94 AS A CHECK
ASK ALL SAYING DK/REFUSED AT Q94:

Well, is it...

	(75)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+.....	9
	(76)
(DO NOT READ OUT) DK/refused.....	0

ASK Q101A TO Q114 OF ALL THOSE WHO HAVE AN OVERDRAFT, IE ANY OF:

- Q36 CODE 1-2
- Q47 CODES 1-4
- Q64 CODES 1-2
- Q66 CODE 1-2
- Q81 CODES 1-2
- Q92 CODES 1-4
- Q97 CODES 1-4

NEW FROM Q2 2012 – ASK THIS SECTION OF THOSE SAYING YES TO AUTOMATIC RENEWAL AT Q26A

NEW FOR Q4 2012

Q101A-B ASK ALL WITH OVERDRAFT BUT NOT AUTOMATIC RENEWALS WHO START AT Q101

Q101A Approximately how long did it take from you submitting your application to the bank putting the overdraft facility in place, ready for you to use? Would you say it was...

	(36)
Less than a week.....	1
Less than 2 weeks.....	2
Less than 3 weeks.....	3
Less than 4 weeks.....	4
1-2 months.....	5
3-4 months.....	6
More than 4 months.....	7
Facility not in place yet.....	8
Don't know (if required).....	9

Q101B ASK ALL ANSWERING Q101A APART FROM THOSE SAYING FACILITY NOT IN PLACE YET (CODE 8)
Would you say that this overdraft facility was put in place in good time by the bank so that you could use it for what you needed it for?

- Yes
- No
- Not sure

Q101 (42) **ASK ALL WITH OVERDRAFT**

Thinking about your overdraft facility, how often will you use the facility in a typical month? Would you say...

	(77)	
All or most of the time.....	1	Goto Q102
Three quarters of the time.....	2	Goto Q102
Half of the time.....	3	Goto Q102
A quarter of the time.....	4	Goto Q102
Occasionally.....	5	Goto Q102
Rarely.....	6	Goto Q103
Never.....	7	Goto Q103
DK/not sure.....	8	Goto Q102

Q102 ASK ALL USING THEIR OVERDRAFT AT LEAST OCCASIONALLY IN THE MONTH (CODES 1-5 OR 8 AT Q101):

When you do use your overdraft, how much of the facility do you typically use? Do you use...

	(78)
Less than 10% of your limit.....	1
Between 10 and 25% of your limit.....	2
Between 26 and 50% of your limit.....	3
Between 51 and 75% of your limit.....	4
More than 75% of your limit.....	5
DK/not sure.....	6

Q103 ASK ALL WITH OVERDRAFT;
And, overall, how satisfied are you with the overdraft facility that the business now has? Are you...
(79)

Very satisfied	1	Goto Q105
Fairly satisfied.....	2	Goto Q104
Neither/nor	3	Goto Q104
Not very satisfied	4	Goto Q104
Not at all satisfied	5	Goto Q104

Q104 NEW
(52) ASK ALL LESS THAN VERY SATISFIED WITH THEIR OVERDRAFT FACILITY (CODES 2-5 AT Q103):
What has been the impact, if any, on the way you run the business, of having an overdraft that you are less than very satisfied with?
PROMPT IF NECESSARY

(80)

No real impact.....	1
Running the business day to day is more of a struggle.....	2
We have not expanded as we would have liked to	3
We have not improved the business as we would have liked to	4
We have made cutbacks in spending.....	5
We have made staff redundant.....	6
We have deferred capital expenditure or investment	7
Other (specify)	8

IF AUTOMATIC RENEWAL AT Q26A OR RENEWED FACILITY (Q52 CODE 4) THEN WORDING AMENDED TO: Is this overdraft secured? Yes/No (routing then as per existing question)

Q105 (43) ASK ALL **OTHERS** WITH OVERDRAFT:
Was any security required to obtain this overdraft?

card: 05 (6-7)
(8)

Yes.....	1	Goto Q106
No	2	Goto Q107

Q106 (44) ASK ALL REQUIRED TO PROVIDE SECURITY FOR THE OVERDRAFT AT Q105:
What type of security did you have to provide?
CODE ALL THAT APPLY

(9)

Stock or debtors (Stock = raw materials, work in progress and finished goods. Debtors = money owed to the business arising from the sale of products or services)....	1
Equipment or vehicles	2
Business securities or deposits (Business securities = marketable shares or bonds owned by the business).....	3
Business property (land/buildings)	4
Personal property (e.g. house).....	5
Mixed property (e.g. flat above shop).....	6
Other personal assets.....	7
Floating charge (A security on assets which are subject to change on a day to day basis. The floating charge becomes fixed, on the assets which it covers at the time, in the event of default)	8
Directors or personal guarantee (An undertaking by these persons to pay the business' debt in the event of default)	9

(10)

Other (specify)	0
(DO NOT READ OUT) Don't know	1

<hr/>	
Q107	(45) ASK ALL WITH OVERDRAFT Now I'd like you to think about the interest charges on your overdraft facility...
	Is the interest rate fixed or variable? READ OUT, SINGLE CODE.
	(11)
	Fixed 1 Goto Q111
	Variable..... 2 Goto Q108
	(DO NOT READ OUT) Don't know 3 Goto Q108
<hr/>	
Q108	NEW (45) ASK ALL WHO SAID 'Variable' (CODE 2) OR 'DK' (CODE 3) AT Q107. OTHERS GO TO Q111. Do you know what rate is used as the reference rate for this overdraft? Is it Base rate or LIBOR?
	(12)
	Base rate..... 1
	LIBOR 2
	DK..... 3
<hr/>	
Q109	(45) ASK ALL WHO SAID 'Variable' (CODE 2) OR 'DK' (CODE 3) AT Q107. OTHERS GO TO Q111. What is the current margin over TEXT SUB FROM Q108: <base rate / LIBOR / the reference rate> on this overdraft? TYPE IN PERCENTAGE BELOW!
	(13-21)
	_____ (22)
	(DO NOT READ OUT) Don't know / Refused..... 1 Goto Q110
<hr/>	
Q110	INTERVIEWER TO CODE ANSWER FROM Q109 AS A CHECK (45) ASK ALL WHO SAID 'DK/REFUSED' AT Q108: Well would you say it is... READ OUT, SINGLE CODE.
	(23)
	Up to 2.0% above base 1
	2.1-4.0%..... 2
	4.01-6.0%..... 3
	6.01-8.0%..... 4
	8.01-10.0%..... 5
	10.01-12.0%..... 6
	More than 12.0% 7
	(DO NOT READ OUT) Don't know / Refused..... 8
<hr/>	
Q111	(45) ASK ALL WHO SAID 'Fixed' (CODE 1) AT Q107. OTHERS GO TO Q113. What is the interest rate on this overdraft? TYPE IN PERCENTAGE BELOW!
	(24-32)
	_____ (33)
	(DO NOT READ OUT) Don't know / Refused..... 1 Goto Q112

Q112 (45) ASK ALL WHO SAID 'DK/REFUSED' AT Q111:
Well would you say it is...
READ OUT, SINGLE CODE.

	(34)
0.00-3.00%.....	1
3.01-6.00%.....	2
6.01-8.00%.....	3
8.01-10.00%.....	4
10.01-17.00%	5
More than 17%	6
(DO NOT READ OUT) Don't know / Refused.....	7

Q113 (46.1) ASK ALL WITH OVERDRAFT
How much did your business pay in fees/charges to arrange this facility?
TYPE IN AMOUNT IN POUNDS IF NO FEE PAID TYPE 0

(35-43)

(44)

(DO NOT READ OUT) Don't know / Refused..... 1 Goto Q114

Q114 (46.1) ASK ALL WHO SAID 'DK/REFUSED' AT Q113:
Well would you say it is...
READ OUT, SINGLE CODE.

	(45)
NEW No fee paid	1
NEW Up to £50.....	2
£50-£99.....	3
£100-£199.....	4
£200-£399.....	5
£400-£999.....	6
£1,000-£2,499.....	7
£2,500+	8
(DO NOT READ OUT) Don't know / Refused.....	9

ASK Q115 TO Q119 TO THOSE WHO HAVE NOT APPLIED FOR ANY OVERDRAFT FACILITIES - IE NONE OF CODES 3-4 AT Q25 OR CODES 4-6 AT Q26 – EXCEPT THOSE WITH AN AUTOMATIC RENEWAL AT Q26A, WHO NO LONGER ANSWER THIS SECTION

NB HAVE EXCLUDED CODE 6 AT Q26 AS WELL

Q115 **AMENDED QUESTION WORDING (from Q4 2012):**
(52) ASK ALL WHO HAVE NOT APPLIED FOR AN OVERDRAFT FACILITY

IF DO NOT HAVE OD AT Q15: Has anything stopped you applying for an overdraft, or was it simply that you felt that the business did not need one?

IF HAVE OD AT Q15: Has anything stopped you applying for a different overdraft facility for the business, or was it simply that you felt that it didn't need a different facility?

	(46)
Yes something stopped us	1 Goto Q116
No, did not need one	2

Q116 (52) ASK ALL WHO HAVE NOT APPLIED FOR AN OVERDRAFT FACILITY, BUT NEEDED ONE (CODE 1 AT Q115)
 Which of these then are reasons why you have not applied for this overdraft facility? You can say as many or as few as you like
 ROTATE ORDER

Q116a IF CODE MORE THAN ONE ANSWER AT Q116 THEN ASK: And which of these would you say was the MAIN reason why you did not apply for an overdraft? DISPLAY ANSWERS CODED AT Q116

- | | |
|--|---------|
| | (47) |
| We mentioned it informally to the bank but they seemed reluctant to lend to us | 1 |
| I thought it would be too expensive | 2 |
| I thought I would be turned down | 3 |
| This is not the right time to apply for borrowing..... | 4 |
| I thought we would be asked to provide too much security..... | 5 |
| Overdraft facilities come with too many terms and conditions | 6 |
| I do not want to lose control of the business | 8 |
| It would be too much hassle | 9 |
| | (48) |
| I can get finance from family and friends if needed..... | 0 |
| I can raise personal funds if needed..... | 1 |
| NEW Prefer to use other forms of finance..... | 2 |
| NEW Did not want to go through application process | 3 |
| NEW Find bank forms and literature hard to understand..... | 4 |
| Other (specify) | 5 |
| | (49-52) |

Q117 ASK ALL WHO PREFER ALTERNATIVE FORM OF BORROWING (CODE 12 AT Q116)
 And what alternative forms of borrowing do you prefer?
 PROMPT IF NECESSARY

- | | |
|--|------|
| | (53) |
| A loan..... | 1 |
| A business credit card | 2 |
| Invoice finance..... | 3 |
| Loan/equity from friends or family | 4 |
| Funds borrowed in your personal name (loan overdraft credit card etc)..... | 5 |
| Other (specify) | 6 |

NEW CODES FROM Q4 2012

Q118 IF THOUGHT WOULD BE TURNED DOWN (CODE 3 AT Q116) THEN ASK:
 Why did you think you would be turned down? Was it....
 READ OUT MULTICODE

- | | |
|---|---------|
| | (54) |
| A poor credit history..... | 1 |
| Yours is a new business | 2 |
| No or insufficient security to offer | 3 |
| You believe banks are reluctant to lend to businesses your size..... | 4 |
| You believe banks are reluctant to lend to businesses in your sector..... | 5 |
| NEW: Because of what you had read in the press or seen on TV | |
| NEW: Because of the borrowing experiences of other businesses | |
| NEW: Because of what you had heard from business or other interest groups | |
| NEW: Because of what you had heard from your bank | |
| Other (specify) | 6 |
| | (55-58) |

Q119 (52) ASK ALL WHO DID NOT APPLY, EXCEPT THOSE WHO DO NOT NEED AN OVERDRAFT (NOT CODE 2 AT Q115)

What has been the impact on your business of your decision not to seek an overdraft facility?
PROMPT IF NECESSARY

	(59)
No real impact.....	1
Running the business day to day is more of a struggle.....	2
We have not expanded as we would have liked to	3
We have not improved the business as we would have liked to	4
We have made cutbacks in spending	5
We have made staff redundant.....	6
We have deferred capital expenditure or investment	7
Other (specify)	8

ASK Q120 TO Q123 TO THOSE WHO APPLIED / DISCUSSED OVERDRAFT FACILITIES BUT NOW DO NOT HAVE ONE (IE ANY OF FOLLOWING):

ANSWERED Q36 BUT DID NOT CODE 1 OR 2

OR

ANSWERED Q47 BUT DID NOT CODE ANY OF 1-4

OR

ANSWERED Q66 BUT DID NOT CODE 1 OR 2

OR

ANSWERED Q81 BUT DID NOT CODE 1 OR 2

OR

ANSWERED Q92 BUT DID NOT CODE ANY OF 1-4

OR

ANSWERED Q97 BUT DID NOT CODE ANY OF 1-4

Q120 NEW STRUCTURE:

(52) ASK ALL WHO HAVE APPLIED BUT DO NOT HAVE AN OVERDRAFT FACILITY

Would you say that you would like to have an overdraft facility for the business?

(60)

Yes would like one 1 Goto Q121

No 2

Q121 ASK ALL WHO HAVE APPLIED FOR BUT NOT RECEIVED AN OVERDRAFT FACILITY, BUT WANT ONE (CODE 1 AT Q120)

Which of these are reasons why you now do not have an overdraft facility? You can say as many or as few as you like

(61)

The bank did not want to lend to us..... 1

The overdraft on offer was too expensive 2

This is not the right time to apply for borrowing..... 3

We were asked to provide too much security 4

We were asked to provide a type of security we weren't prepared to give 5

Overdraft facilities come with too many terms and conditions 6

I do not want to lose control of the business 7

It was too much hassle 8

I can get finance from family and friends if needed..... 9

(62)

I can raise personal funds if needed..... 0

Prefer to use other forms of finance 1

Find bank forms and literature hard to understand..... 2

Other (specify) 3

(63-66)

Q122 ASK ALL WHO PREFER ALTERNATIVE FORM OF BORROWING (CODE 11 AT Q121)

And what alternative forms of borrowing do you prefer?

PROMPT IF NECESSARY

(67)

A loan..... 1

A business credit card 2

Invoice finance 3

Loan/equity from friends or family 4

Funds borrowed in your personal name (loan overdraft credit card etc)..... 5

Other (specify) 6

Q123 (52) ASK ALL WHO APPLIED BUT WERE NOT SUCCESSFUL, EXCEPT THOSE WHO DO NOT NEED AN OVERDRAFT (CODE 1 AT Q120 AND NOT CODE 2)

What has been the impact on your business of your decision not to have an overdraft facility?
PROMPT IF NECESSARY

	(68)
No real impact.....	1
Running the business day to day is more of a struggle.....	2
We have not expanded as we would have liked to	3
We have not improved the business as we would have liked to	4
We have made cutbacks in spending	5
We have made staff redundant.....	6
We have deferred capital expenditure or investment	7
Other (specify)	8

LOANS:

IF CODE MORE THAN ONE OF CODES 1-2 AT Q25 AND/OR CODES 1-3 AT Q26 THEN BRING UP ALL CODES CODED AND ASK WHICH OF THESE HAPPENED MOST RECENTLY, AND ROUTE FROM THAT:

Q25:

CODE 1 GO TO Q127

CODE 2 GO TO Q137

Q26:

CODE 1 GO TO Q148

CODE 2 GO TO Q148

CODE 3 GO TO Q124

ONCE SECTION COMPLETED GO TO ROUTING ABOVE Q196

IF NO LOAN CODES CODED GO TO ROUTING ABOVE Q209

THIS SECTION (Q124 TO Q217) IS ASKED OF ALL, Routed DEPENDING ON ACTIONS TAKEN REGARDING A LOAN FACILITY AT Q25 AND/OR Q26 AND AGREED PRIORITISATION

These next few questions are about loans and commercial mortgages and specifically the most recent occasion when...

READ OUT ANSWER CODED AT Q25 OR Q26

Q124 NEW: ASK ALL PAYING OFF LOAN EARLY (CODE 3 AT Q26):

And why did you decide to pay off this loan early? Was it...

READ OUT CODE ALL THAT APPLY

	(69)
The business had spare cash available	1
The business didn't need the larger loan.....	2
You thought continuing with a larger facility would be too expensive	3
You didn't think the bank would agree to continue with a larger facility	4
In the current economic climate you wanted to reduce the amount you were borrowing ...	5
NEW: You had another loan at another bank.....	6
NEW: In the current climate you wanted to reduce the cost of borrowing	7
The business was using another form of borrowing instead	8
Other (specify)	9
	(70-74)

Q125 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 8 AT Q124)

And what alternative form of borrowing are you now using?

PROMPT IF NECESSARY

	(75)
An overdraft	1
A business credit card	2
Invoice finance	3
Loan/equity from friends or family	4
Funds borrowed in your personal name (loan overdraft credit card etc).....	5
Other (specify)	6

Q126 NEW

(52) ASK ALL PAYING OFF LOAN EARLY

What has been the impact on your business of your decision to pay off this loan early?

PROMPT IF NECESSARY

	(76)
No real impact.....	1
Running the business day to day is more of a struggle.....	2
We have not expanded as we would have liked to	3
We have not improved the business as we would have liked to	4
We have made cutbacks in spending	5
We have made staff redundant.....	6
We have deferred capital expenditure or investment	7
Other (specify)	8

Q127 **ASK Q127 TO Q136 TO ALL WHO SAY LOAN FACILITY WAS CANCELLED (CODE 1 AT Q25)**

You mentioned that a bank was looking to cancel a loan facility. Can I just confirm, was that a loan with your main bank (TEXT)?

	(77)
Yes was with main bank	1
No was with other bank	2
Dk/refused.....	3

Q128 How large was the facility that the bank wanted to cancel?

TYPE IN AMOUNT IN POUNDS!

	card: 06	(6-7)
	(17)	
(DO NOT READ OUT) Don't know	1	Goto Q129
(DO NOT READ OUT) Refused	2	Goto Q129

Q129 INTERVIEWER TO CODE BAND AT Q128 AS DOUBLE CHECK

ASK ALL SAYING DK/REFUSED AT Q128:

Well, was it...

	(18)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+	9
	(19)
(DO NOT READ OUT) DK/refused.....	0

Q130 When did this proposed cancellation of your loan facility take place?

PROMPT IF NECESSARY Well, was it...

CODES WILL NEED TO UPDATE AS WE GO THROUGH YEAR - ALLOW CURRENT QUARTER PLUS 4 PREVIOUS QUARTERS EACH TIME – **CARE RE WHICH YEAR THEY ARE REFERRING TO**

(20)

(20)

Jan-Mar 2013

Oct-Dec 2012

July-Sept 2012

April-June 2012

Jan-March 2012

Q131 And what reasons did the bank give for looking to cancel this loan facility?

DO NOT PROMPT, CODE AS APPROPRIATE

(21)

The performance of your business 1
Increased riskiness of your business..... 2
Lack of financial information 3
Likely performance in future 4
Change in bank lending criteria 5
No longer meets banks credit score (or risk rating has increased) 6
Banks higher cost of capital 7
Wanted to restructure borrowing as an overdraft 8
Wanted to change facility to another form of borrowing 9

(22)

No reason given..... 0
Other (specify) 1

Q132 Did you seek any external advice when the bank wanted to cancel your loan? IF YES: Who did you get advice from?

DO NOT PROMPT, CODE AS APPROPRIATE

	(23)
No advice	1
Accountant.....	2
Business Associate	
Business Debt Helpline.....	3
Business Link.....	4
Business mentor (free)	5
Business mentor (paid).....	6
CBI	7
Chamber of Commerce	8
Citizens Advice	9
	(24)
Consultant.....	0
Enterprise Agency	1
Finance Wales	2
Federation of Small Businesses (FSB).....	3
Forum for Private Business (FPB).....	4
Friends and family	5
Government department.....	6
Independent Commercial Finance Broker / Adviser	7
Institute of Directors	8
Local Authority	9
	(25)
Northern Ireland Invest	0
Business Gateway	1
Solicitor	2
Trade Body or Association.....	3
Website	4
Other (specify)	5

ASK ALL NOT SEEKING EXTERNAL ADVICE – CODE 1 AT Q132

Q132a Why did you not seek any external advice?

ROTATE, READ OUT, CODE ALL THAT APPLY

I would not know who to ask

External advice is too expensive

I did not have time to ask

I did not think the quality of advice on offer was good enough

I did not think it would make any difference

I didn't think we needed it

I've previously been successful in gaining finance

Other

Q133 And what have you been able to arrange since the loan was cancelled?
MULTICODE CODES 1-3 POSSIBLE

	(26)
An loan with the same bank.....	1
A loan with another bank	2
Another form of borrowing to replace some or all of the loan.....	3 Goto Q134
Have no facility at all.....	4

Q134 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 3 AT Q133)

And what alternative form of borrowing are you now using?

PROMPT IF NECESSARY

	(27)
An overdraft	1
A business credit card	2
Invoice finance	3
Loan/equity from friends or family	4
Funds borrowed in your personal name (loan overdraft credit card etc).....	5
Other (specify)	6

Q135 ASK ALL WITH A NEW LOAN FACILITY (CODES 1-2 AT Q133):
How large is your new loan facility?
TYPE IN AMOUNT IN POUNDS!

..... (28-36)
(37)
(DO NOT READ OUT) Don't know 1 Goto Q136
(DO NOT READ OUT) Refused 2 Goto Q136

Q136 NEW: INTERVIEWER TO CODE ANSWER AT Q135 AS CHECK
ASK ALL SAYING DK/REFUSED AT Q135:
Well, is it...

..... (38)
Less than £5,000 1
£5,000 - £9,999 2
£10,000 - £24,999 3
£25,000 - £49,999 4
£50,000 - £99,999 5
£100,000 - £499,999 6
£500,000 - £999,999 7
£1m - £4.9m 8
£5m+ 9
(39)
(DO NOT READ OUT) DK/refused 0

Q137 ASK Q137 TO Q147 TO ALL WHO HAD LOAN FACILITY RE-NEGOTIATED (CODE 2 AT Q25):
You mentioned that the bank approached you to re-negotiate the terms of an existing loan facility. Can I
just check, was this a loan held at your main bank (TEXT)?

..... (40)
Yes was with main bank 1
No was with another bank 2
Dk/refused 3

Q138 ASK ALL WITH RENEGOTIATION
How large was the facility that the bank wanted to renegotiate?
TYPE IN AMOUNT IN POUNDS!

..... (41-49)
(50)
(DO NOT READ OUT) Don't know 1 Goto Q139
(DO NOT READ OUT) Refused 2 Goto Q139

Q139 INTERVIEWER TO CODE ANSWER FROM Q138
ASK ALL SAYING DK/REFUSED AT Q138:
Well, was it... (51)

Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+.....	9
	(52)
(DO NOT READ OUT) DK/refused.....	0

Q140 ASK ALL WITH RENEGOTIATED LOAN
When did this renegotiation of your loan facility take place?

PROMPT IF NECESSARY Well, was it....
CODES WILL NEED TO UPDATE AS WE GO THROUGH YEAR - ALLOW CURRENT QUARTER PLUS 4
PREVIOUS QUARTERS EACH TIME – **CARE RE WHICH YEAR THEY ARE REFERRING TO**
(53)

(20)

Jan-Mar 2013
Oct-Dec 2012
July-Sept 2012
April-June 2012
Jan-March 2012

Q141 What did the bank want to change about your loan facility?
DO NOT PROMPT CODE ALL THAT APPLY (54)

To reduce the amount.....	1
To increase the amount.....	2
To reduce the interest rate.....	3
To increase the interest rate.....	4
Asked for more security.....	5
To reduce the amount of security required.....	6
To impose more conditions such as providing regular financial information.....	7
To change to another form of borrowing.....	8
Other (specify).....	9
	(55-59)

Q142 And what reasons did the bank give for looking to renegotiate this loan facility?
DO NOT PROMPT, CODE AS APPROPRIATE

	(60)
The performance of your business	1
Increased riskiness of your business.....	2
Lack of financial information	3
Likely performance in future	4
Change in bank lending criteria	5
No longer meets banks credit score (or risk rating has increased)	6
Banks higher cost of capital.....	7
Wanted to restructure borrowing as an overdraft	8
Wanted to change facility to another form of borrowing	9
	(61)
No reason given.....	0
Other (specify)	1

Q143 Did you seek any external advice when the bank wanted to renegotiate your loan facility? IF YES: Who did you get advice from?
DO NOT PROMPT, CODE AS APPROPRIATE

	(62)
No advice	1
Accountant.....	2
Business Associate	
Business Debt Helpline.....	3
Business Link.....	4
Business mentor (free)	5
Business mentor (paid).....	6
CBI	7
Chamber of Commerce	8
Citizens Advice	9
	(24)
Consultant.....	0
Enterprise Agency	1
Finance Wales	2
Federation of Small Businesses (FSB).....	3
Forum for Private Business (FPB).....	4
Friends and family	5
Government department.....	6
Independent Commercial Finance Broker / Adviser	7
Institute of Directors.....	8
Local Authority	9
	(25)
Northern Ireland Invest	0
Business Gateway	1
Solicitor	2
Trade Body or Association.....	3
Website	4
Other (specify)	5

ASK ALL NOT SEEKING EXTERNAL ADVICE – CODE 1 AT Q143

Q143a Why did you not seek any external advice?

ROTATE, READ OUT, CODE ALL THAT APPLY

I would not know who to ask

External advice is too expensive

I did not have time to ask

I did not think the quality of advice on offer was good enough

I did not think it would make any difference

I didn't think we needed it

I didn't think we needed it

I've previously been successful in gaining finance

Other

Q144 What was your response to the bank's action? Did you...

MULTICODE OF CODES 1-5 POSSIBLE

(65)

Negotiate and manage to get a better loan deal than originally offered..... 1

Try to negotiate but then accept proposed new amount or terms for a loan..... 2

Look around for alternatives but then accept new amount or terms for a loan 3

Move your loan to another bank 4

Change to another form of borrowing 5 Goto Q145

Cancel your facility entirely 6

Q145 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 5 AT Q144)

And what alternative form of borrowing are you now using?

PROMPT IF NECESSARY

(66)

An overdraft 1

A business credit card 2

Invoice finance 3

Loan/equity from friends or family 4

Funds borrowed in your personal name (loan overdraft credit card etc)..... 5

Other (specify) 6

Q146 ASK ALL WITH A NEW FACILITY (CODES 1-4 AT Q144):
How large is your new loan?
TYPE IN AMOUNT IN POUNDS!

_____	(67-75)
	(76)
(DO NOT READ OUT) Don't know	1 Goto Q147
(DO NOT READ OUT) Refused	2 Goto Q147

Q147 INTERVIEWER TO CODE ANSWER FROM Q146 AS A CHECK
ASK ALL SAYING DK/REFUSED AT Q146:
Well, is it...

	(77)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+	9
	(78)
(DO NOT READ OUT) DK/refused.....	0

Q148 (34) **ASK Q148 TO Q158 TO ALL APPLYING FOR A LOAN / RENEWAL (CODES 1 OR 2 AT Q26)**
You mentioned that you (TEXT SUB: applied for a new loan facility / renewed an existing loan.)
When did this loan application take place?

PROMPT IF NECESSARY Well, was it....

CODES WILL NEED TO UPDATE AS WE GO THROUGH YEAR - ALLOW CURRENT QUARTER PLUS 4
PREVIOUS QUARTERS EACH TIME – **CARE RE WHICH YEAR THEY ARE REFERRING TO**

(79)

Jan-Mar 2013

Oct-Dec 2012

July-Sept 2012

April-June 2012

Jan-March 2012

NEW FROM Q4 2012

Q148A Was this loan application for a facility in your personal name, or in the name of the business?

Business

Personal

Dk/refused

Q149 ASK ALL WHO APPLIED / RENEWED A LOAN FACILITY:

Which of these best describes the most recent loan facility you applied for / renewed?

(80)

We were applying for our first ever loan 1

We were applying for a new loan but not our first

We were applying for a new loan to top up our borrowing 4

We were refinancing existing borrowing onto a cheaper deal 5

We were consolidating our borrowing into fewer loans 6

We were looking to renew an existing loan on the same terms as before 7

We had switched banks and were setting up new facilities with the new bank

Q150 (35)- ASK ALL WHO APPLIED FOR / RENEWED A LOAN:

And which of the following are reasons why you needed this loan facility? You can say as many or as few
as you like

READ OUT CODE ALL THAT APPLY

card: 07

(6-7)

(8)

Motor vehicles 1

Fixed assets such as equipment or machinery 2

Premises 3

To develop new products or services 4

To fund expansion of the business in the UK 5

To fund expansion of the business overseas 6

To take over another business 7

To replace other funding 8

Other (specify) 9

(9-13)

Q151 And did you make this application to your main bank (TEXT NAME)?

(14)

Yes to main bank 1

No to another bank 2

Q152 (36) Did you seek any external advice before applying for your loan facility? IF YES: Who did you get advice from?

DO NOT PROMPT, CODE AS APPROPRIATE

	(15)
No advice	1
Accountant.....	2
Business Associate	
Business Debt Helpline.....	3
Business Link.....	4
Business mentor (free)	5
Business mentor (paid).....	6
CBI	7
Chamber of Commerce	8
Citizens Advice	9
	(24)
Consultant.....	0
Enterprise Agency	1
Finance Wales	2
Federation of Small Businesses (FSB).....	3
Forum for Private Business (FPB).....	4
Friends and family	5
Government department.....	6
Independent Commercial Finance Broker / Adviser	7
Institute of Directors	8
Local Authority	9
	(25)
Northern Ireland Invest	0
Business Gateway	1
Solicitor	2
Trade Body or Association.....	3
Website	4
Other (specify)	5

ASK ALL NOT SEEKING EXTERNAL ADVICE – CODE 1 AT Q152

Q152a Why did you not seek any external advice?

ROTATE, READ OUT, CODE ALL THAT APPLY

I would not know who to ask

External advice is too expensive

I did not have time to ask

I did not think the quality of advice on offer was good enough

I did not think it would make any difference

I didn't think we needed it

I've previously been successful in gaining finance

Other

Q153 (37)

Regarding this most recent loan application, how large was the facility that you initially applied for?
TYPE IN AMOUNT IN POUNDS!

_____	(18-26)
	(27)
(DO NOT READ OUT) Don't know	1 Goto Q154
(DO NOT READ OUT) Refused	2 Goto Q154

Q154 INTERVIEWER TO CODE ANSWER AT Q153 AS A CHECK
ASK ALL SAYING DK/REFUSED AT Q153:
Well, was it...

	(28)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+.....	9
	(29)
(DO NOT READ OUT) DK/refused.....	0

Q155A NEW QUARTER 4 2011
Was the amount you applied for from the bank the TOTAL amount of funding that you needed, or was some of the funding coming from within the business or elsewhere?

- All coming from bank
- Some coming from business / elsewhere
- Don't know

Q155B NEW QUARTER 4 – ASK ALL WHO SAID SOME FUNDING COMING FROM ELSEWHERE
What proportion of the total funding required did you apply to the bank for?
PROMPT WITH BANDS IF REQUIRED

- Less than 10% of the total funding required
- Between 10% and 25%
- Between 26% and 50%
- Between 51% and 75%
- Between 76% and 90%
- More than 90% of the total funding required
- Don't know

Q158 ASK ALL (FROM Q4 2012)
And which of these best summarises the bank's initial response to the loan application that you made?
READ OUT, SINGLE CODE

- DP - HALF READ CODES 1-5 AND HALF CODES 5-1
- | | |
|--|----------|
| | (35) |
| You were offered the loan that you wanted | 1 |
| You were offered a smaller loan than you wanted | 2 |
| You were offered a loan but with terms and conditions that you didn't want to accept | 3 |
| You were turned down for a loan..... | 4 |
| NEW: You have not had a response from the bank yet..... | 5 |

ROUTING FROM HERE TO Q195 DEPENDS ON ANSWER TO Q158

- CODE 1 GO TO Q159**
- CODE 2 GO TO Q180**
- CODE 3 GO TO Q191**
- CODE 4 GO TO Q165**
- CODE 5 GO TO ROUTING ABOVE Q218**

EACH RESPONDENT ANSWERS ONE OF THESE SECTIONS ONLY AND THEN GOES TO ROUTING ABOVE Q196

ASK Q159 TO Q164 TO ALL WHO WERE OFFERED LOAN - CODE 1 AT Q158

- Q159 ASK ALL WHO WERE OFFERED LOAN FACILITY (CODE 1) AT Q158:**
The bank offered you the loan facility you wanted, were there any issues or delays before you accepted the loan?
- (36)
- No there were no issues or delays and we took the loan..... 1
 - Yes there were issues / delays before it was agreed 2
 - Yes there were issues / delays and we did not take out the loan..... 3
-

- Q160 (41) ASK ALL WHO HAD ISSUES (CODE 2 OR 3 AT Q159):**
What sort of issues did you have with your application? Did you...
READ OUT, CODE ALL THAT APPLY
- (37)
- Have to go in for an interview 1
 - Have difficulty arranging to speak to your Relationship Manager 2
 - Have to supply further information..... 3
 - Have to wait for valuations..... 4
 - Have to wait for legal work to be done 5
 - Have to wait for a decision to be made 6
 - Have to wait while security values were checked..... 7
 - Initially offered something that was too expensive 8
 - Initially offered something that didn't meet your needs 9
- (38)
- Receive an offer of an alternative lending product instead of some or all of the loan you wanted 0
 - Something else (SPECIFY?) 1
-

- Q161 (41) ASK ALL WHO HAD PROBLEMS AND DID NOT ACCEPT FACILITY (CODE 3 AT Q159):**
What happened after you decided not to take up the loan facility offered ? Did you...
READ OUT, MULTICODE OF CODES 1-3 POSSIBLE
- (39)
- Arrange an alternative loan with the same bank 1
 - Arrange an alternative loan facility with another bank 2
 - Switch to another form of borrowing to replace some or all of the loan 3 Goto Q162
 - Decided not to have a facility at all 4

Q162 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 3 AT Q161)
 And what alternative form of borrowing are you now using?
 PROMPT IF NECESSARY

	(40)
An overdraft	1
A business credit card	2
Invoice finance	3
Loan/equity from friends or family	4
Funds borrowed in your personal name (loan overdraft credit card etc).....	5
Other (specify)	6

Q163 ASK ALL WITH NEW FACILITY (CODES 1 OR 2 AT Q159 OR CODE 1 OR 2 AT Q161)
 How large was the loan facility that you were granted?
 TYPE IN AMOUNT IN POUNDS!

	(41-49)
	(50)
(DO NOT READ OUT) Don't know	1 Goto Q164
(DO NOT READ OUT) Refused	2 Goto Q164

Q164 INTERVIEWER TO CODE ANSWER FROM Q163 AS A CHECK
 ASK ALL SAYING DK/REFUSED AT Q163:
 Well, is it...

	(51)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+	9
	(52)
(DO NOT READ OUT) DK/refused.....	0

ASK Q165 TO Q179 OF ALL WHO WERE TURNED DOWN FOR A LOAN FACILITY - CODE 4 AT Q158

Q165 (48.1) ASK ALL REJECTED (CODE 4 AT Q158)

And what reasons were given for turning down your application?

PROMPT IF NECESSARY, MULTICODE. CARE RE CODING IF THEY CANNOT GIVE A REASON – CAN THEY NOT REMEMBER OR DID THEY NOT GET ONE?

	(53)
No security	1
Insufficient security	2
Poor personal credit history	3
Poor business credit history.....	4
No credit history / not in business long enough.....	5
Failed credit score	6
Applied for too much.....	7
Applied for too little	8
Too much existing borrowing.....	9
	(54)
Needed more equity in the business	0
Weak balance sheet	1
Inadequate business plan.....	2
Bank not satisfied with financial forecasts.....	3
Concerns about the assessment process	4
Concerns re management / succession planning.....	5
Industry too risky.....	6
Trading environment too risky	7
Media coverage of bank lending.....	8
Did not find forms and literature from the bank clear and easy to understand.....	9
	(55)
Other (specify)	0
(DO NOT READ OUT) No reason given	1
(DO NOT READ OUT) Can't remember	
(DO NOT READ OUT) Don't know	2

Q165a ASK ALL WHO GAVE A REASON AT Q165 (CODES 1-20)

Did the bank tell you about its decision to turn down your application in writing or verbally?

- In writing
- Verbally
- Can't remember

Q165b ASK ALL WHO GAVE A REASON AT Q165 (CODES 1-20)

And did they give you enough information to explain why they had made their decision?

- Yes
- No
- Don't know

Q166 Did the bank offer you an alternative to a loan such as invoice discounting or leasing, or suggest alternative sources of external finance?

- No (56) 1
 - Yes an overdraft 2
 - Yes invoice finance 3
 - Yes leasing 4
 - Yes a business credit card 5
 - Yes something else (specify) 6
- (57-60)

Q167i (48.3)

How would you rate the advice offered by your lender after your application was rejected? Would you say that it was...

DP: ASK HALF RESPONDENTS CODES 1-5 AND THEN 6 AND OTHER HALF 5-1 AND THEN 6

- Good (61) 1
- Neither good nor poor 3
- Poor 5
- No advice given 6

Q168 (48.2)

Did the bank make you aware of an appeals procedure for lending applications?

- Yes (62) 1 Goto Q169
- No 2
- Not sure 3

Q169 (48.2) ASK ALL MADE AWARE OF APPEAL (CODE 1 AT Q168)

And did you go through the appeals process?

- Yes and the bank changed its decision (63) 1
- Yes but the bank did not change its decision 2
- Yes but have not heard yet 3
- No 4 Goto Q170
- Not sure 5

Q170 (48.2) ASK ALL MADE AWARE OF APPEAL BUT DID NOT APPEAL (CODE 4 AT Q169)

Why did you not appeal?

(64)

Didn't think it would change anything 1

Couldn't be bothered 2

Too much hassle 3

Found alternative funding elsewhere..... 4

Too busy trying to keep business going 5

Other (specify) 6

(65-68)

Q171 (48.4) ASK ALL REJECTED:

Did the bank refer you to any other source of help or advice?

(69)

Yes..... 1 Goto Q172

No 2 Goto Q174

Not sure 3 Goto Q174

Q172 (48.5) ASK ALL REFERRED FOR ADVICE (CODE 1 AT Q171, REST TO Q174):
What source(s) of advice were you referred to?

	(70)
Accountant.....	1
Business Associate.....	
Business Debt Helpline.....	2
Business Link.....	3
Business mentor (free).....	4
Business mentor (paid).....	5
CBI.....	6
Chamber of Commerce.....	7
Citizens Advice.....	8
Consultant.....	9
	(71)
Enterprise Agency.....	0
Finance Wales.....	1
Federation of Small Businesses (FSB).....	2
Forum for Private Business (FPB).....	3
Friends and family.....	4
Government department.....	5
Independent Commercial Finance Broker / Adviser.....	6
Institute of Directors.....	7
Local Authority.....	8
Northern Ireland Invest.....	9
	(72)
Business Gateway.....	0
Solicitor.....	1
Trade Body or Association.....	2
Website.....	3
Other (specify).....	4

Q173 (48.6) ASK ALL REFERRED FOR ADVICE:
Did you use those sources, or indeed any others, after your application?

	(73)
Yes to sources referred to.....	1
Yes to other sources.....	2
No.....	3

Q174 (48.6) ASK ALL NOT REFERRED FOR ADVICE (CODE 2 OR 3 AT Q171)
Did you seek any external help or advice about what to do about your loan application?

	(74)
Yes.....	1
No.....	2

Q175i ASK ALL WHO TOOK ADVICE: CODES 1 OR 2 AT Q173 OR CODE 1 AT Q174:
How useful were these sources?

	(75)
Useful.....	1
Neither/nor.....	3
Not useful.....	5

Q176 ASK ALL REJECTED

And so what happened after that initial rejection? Did you.....

- (76)
- Talk to the bank and manage to negotiate a new loan facility with them 1
 - Talk to another bank and agree a loan facility with them 2
 - Arrange an alternative form of borrowing to replace some or all of the loan..... 3 Goto Q177
 - No longer have a facility 4

Q177 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 3 AT Q176)

And what alternative form of borrowing are you now using?

PROMPT IF NECESSARY

- (77)
- An overdraft 1
 - A business credit card 2
 - Invoice finance 3
 - Loan/equity from friends or family 4
 - Funds borrowed in your personal name (loan overdraft credit card etc)..... 5
 - Other (specify) 6

Q178 ASK ALL WITH NEW FACILITY (CODES 1 OR 2 AT Q176)

How large was the loan facility that you were granted?

TYPE IN AMOUNT IN POUNDS!

- card: 08 (6-7)
- (17)
- (DO NOT READ OUT) Don't know 1 Goto Q179
 - (DO NOT READ OUT) Refused 2 Goto Q179

Q179 INTERVIEWER TO CODE ANSWER AT Q178 AS A CHECK

ASK ALL SAYING DK/REFUSED AT Q178:

Well, is it...

- (18)
- Less than £5,000 1
 - £5,000 - £9,999..... 2
 - £10,000 - £24,999..... 3
 - £25,000 - £49,999..... 4
 - £50,000 - £99,999..... 5
 - £100,000 - £499,999..... 6
 - £500,000 - £999,999..... 7
 - £1m - £4.9m..... 8
 - £5m+ 9
- (19)
- (DO NOT READ OUT) DK/refused..... 0

ASK Q180 TO Q190 OF ALL OFFERED LESS THAN THEY WANTED - CODE 2 AT Q158

Q180 (39) **ASK ALL WHO WERE OFFERED LESS THAN THEY WANTED (CODE 2 AT Q158):**
Still thinking about this application, what was the size of the loan facility you were offered?
TYPE IN AMOUNT IN POUNDS!

_____	(20-28)
	(29)
(DO NOT READ OUT) Don't know	1 Goto Q181
(DO NOT READ OUT) Refused	2 Goto Q181

Q181 INTERVIEWER TO CODE AMOUNT AT Q180 AS A CHECK
ASK ALL SAYING DK/REFUSED AT Q180:
Well, was it...

	(30)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+	9
	(31)
(DO NOT READ OUT) DK/refused.....	0

Q182 (47.1) **ASK ALL OFFERED LESS THAN THEY WANTED**
And what reasons were given for offering you less than you wanted?
PROMPT IF NECESSARY, MULTICODE. CARE RE CODING IF THEY CANNOT GIVE A REASON –
CAN THEY NOT REMEMBER OR DID THEY NOT GET ONE?

	(32)
No security	1
Insufficient security	2
Poor personal credit history	3
Poor business credit history.....	4
No credit history / not in business long enough.....	5
Failed credit score	6
Applied for too much.....	7
Applied for too little	8
Too much existing borrowing.....	9
	(33)
Needed more equity in the business	0
Weak balance sheet	1
Inadequate business plan.....	2
Bank not satisfied with financial forecasts.....	3
Concerns about the assessment process	4
Concerns re management / succession planning.....	5
Industry too risky.....	6
Trading environment too risky	7
Media coverage of bank lending.....	8
Did not find forms and literature from the bank clear and easy to understand.....	9
	(34)
Other (specify)	0
(DO NOT READ OUT) No reason given	1
(DO NOT READ OUT) Can't remember	
(DO NOT READ OUT) Don't know	2

Q183i (47.3) ASK ALL OFFERED LESS:
How would you rate the advice offered by your lender after your application was partly rejected? Would you say that it was...

DP - HALF RESPONDENTS TO GET CODES 1-5 THEN 6, OTHER HALF TO GET 5-1 AND THEN 6 (35)

Good 1
Neither good nor poor..... 3
Poor 5
No advice given 6

Q184-186 DELETED AS NOT PART OF APPEALS PROCESS

Q187 ASK ALL OFFERED LESS
And so what happened after that initial offer of less than you wanted? Did you.....

(43)
Talk to the same bank and manage to negotiate a larger loan facility with them..... 1
Talk to the same bank but accept the smaller loan facility with them..... 2
Talk to another bank and agree a larger loan with them 3
Accept a smaller loan than you wanted with another bank 4
Take out another form of borrowing to replace some or all of the loan facility 5 Goto Q188
Decide not to have a facility at all 6

Q188 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 5 AT Q187)
And what alternative form of borrowing are you now using?
PROMPT IF NECESSARY

(44)
An overdraft 1
A business credit card 2
Invoice finance 3
Loan/equity from friends or family 4
Funds borrowed in your personal name (loan overdraft credit card etc)..... 5
Other (specify) 6

Q189 ASK ALL WITH NEW FACILITY (CODES 1-4 AT Q187)
How large was the loan that you were granted?
TYPE IN AMOUNT IN POUNDS!

_____ (45-53)
(54)
(DO NOT READ OUT) Don't know 1 Goto Q190
(DO NOT READ OUT) Refused 2 Goto Q190

Q190 INTERVIEWER TO CODE ANSWER FROM Q189 AS A CHECK
ASK ALL SAYING DK/REFUSED AT Q189:
Well, is it...

	(55)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+.....	9
	(56)
(DO NOT READ OUT) DK/refused.....	0

**ASK Q191 TO Q195 TO ALL WHO WERE OFFERED LOAN ON TERMS THEY DID NOT WANT TO ACCEPT:
CODE 3 AT Q158**

Q191 (50) ASK ALL WHO WERE OFFERED, BUT DID NOT WANT TO ACCEPT LOAN FACILITY (CODE 3 AT Q158):

You mentioned that you did not want to accept the terms and conditions initially offered on this loan. Can you tell me whether that was because of any of the following?

READ OUT CODE ALL THAT APPLY

	(57)
The amount offered	1
The proposed interest rate	2
The proposed fee	3
The level of security required.....	4
The type of security required	5
The cost of providing the security.....	6
The time it took to make the offer	7
Something else (specify)	8

(58-62)

**Q192 And so what happened after this initial offer on terms you did not want to accept? Did you.....
MULTICODE OF CODES 1-5 POSSIBLE**

	(63)
Talk to the bank and manage to negotiate a better deal with them.....	1
Talk to another bank and get a better deal with them	2
Accept the terms offered to you by your bank.....	3
Accept an equivalent deal at another bank	4
Take out another form of borrowing to replace all or part of the loan.....	5 Goto Q193
Decide not to have a facility.....	6

Q193 ASK ALL WHO HAVE FOUND ALTERNATIVE FORM OF BORROWING (CODE 5 AT Q192)

And what alternative form of borrowing are you now using?

PROMPT IF NECESSARY

	(64)
An overdraft	1
A business credit card	2
Invoice finance	3
Loan/equity from friends or family	4
Funds borrowed in your personal name (loan overdraft credit card etc).....	5
Other (specify)	6

Q194 ASK ALL WITH NEW FACILITY (CODES 1-4 AT Q192)

How large is the loan that you were granted?

TYPE IN AMOUNT IN POUNDS!

_____	(65-73)
	(74)
(DO NOT READ OUT) Don't know	1 Goto Q195
(DO NOT READ OUT) Refused	2 Goto Q195

Q195 INTERVIEWERS TO CODE ANSWER AT Q189 AS A CHECK
ASK ALL SAYING DK/REFUSED AT Q189:
 Well, is it... (75)

Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+.....	9
(DO NOT READ OUT) DK/refused.....	(76) 0

ASK Q196 TO Q208 OF ALL THOSE WHO HAVE A LOAN, IE ANY OF:

- Q133 CODE 1-2**
 - Q144 CODES 1-4**
 - Q159 CODES 1-2**
 - Q161 CODE 1-2**
 - Q176 CODES 1-2**
 - Q187 CODES 1-4**
 - Q192 CODES 1-4**
-

NEW FOR Q4 2012

Q196A-B ASK ALL WITH LOAN

Q196A Approximately how long did it take from you submitting your application to the bank putting the loan facility in place, ready for you to use? Would you say it was...

Less than a week.....	1
Less than 2 weeks.....	2
Less than 3 weeks.....	3
Less than 4 weeks.....	4
1-2 months.....	5
3-4 months.....	6
More than 4 months.....	7
Facility not in place yet.....	8
Don't know (if required).....	9

Q196B ASK ALL ANSWERING Q196A, EXCEPT THOSE SAYING FACILITY NOT IN PLACE YET: Would you say that this loan facility was put in place in good time by the bank so that you could use it for what you needed it for?

- Yes
- No
- Not sure

Q196 ASK ALL WITH LOAN;

And, overall, how satisfied are you with the loan facility that the business now has? Are you...

Very satisfied	1	Goto Q198
Fairly satisfied.....	2	Goto Q197
Neither/nor	3	Goto Q197
Not very satisfied	4	Goto Q197
Not at all satisfied	5	Goto Q197

Q197 (52) ASK ALL LESS THAN VERY SATISFIED WITH THEIR LOAN FACILITY (CODES 2-5 AT Q196):
 What has been the impact, if any, on the way you run the business, of having a loan that you are less than very satisfied with?
 PROMPT IF NECESSARY

- (78)
- No real impact..... 1
 - Running the business day to day is more of a struggle..... 2
 - We have not expanded as we would have liked to 3
 - We have not improved the business as we would have liked to 4
 - We have made cutbacks in spending 5
 - We have made staff redundant..... 6
 - We have deferred capital expenditure or investment 7
 - Other (specify) 8

Q198 ASK ALL WITH LOAN:
 And can I just check, was this latest loan a commercial mortgage or a business loan?

- (79)
- Commercial mortgage 1 Goto Q201
 - Business loan 2 Goto Q199
 - Dk..... 3 Goto Q199

Q199 ASK ALL WITH A BUSINESS LOAN - THOSE WITH A COMMERCIAL MORTGAGE GO TO Q201
 (43)

Was any security required to obtain this loan?

- (80)
- Yes..... 1 Goto Q200
 - No 2 Goto Q201

Q200 (44) ASK ALL REQUIRED TO PROVIDE SECURITY FOR THE LOAN AT Q199:
 What type of security did you have to provide?
 CODE ALL THAT APPLY

- card: 09 (6-7)
(8)
- Stock or debtors (Stock = raw materials, work in progress and finished goods.
 Debtors = money owed to the business arising from the sale of products or services).... 1
 - Equipment or vehicles 2
 - Business securities or deposits (Business securities = marketable shares or bonds
 owned by the business) 3
 - Business property (land/buildings) 4
 - Personal property (e.g. house) 5
 - Mixed property (e.g. flat above shop) 6
 - Other personal assets..... 7
 - Floating charge (A security on assets which are subject to change on a day to day
 basis. The floating charge becomes fixed, on the assets which it covers at the time,
 in the event of default) 8
 - Directors or personal guarantee (An undertaking by these persons to pay the
 business' debt in the event of default) 9
 - Other (specify) (9)
0
 - (DO NOT READ OUT) Don't know 1

Q201 (45) ASK ALL WITH LOAN:
Now I'd like you to think about the interest charges on your loan...

Is the interest rate fixed or variable?
READ OUT, SINGLE CODE.

(10)

Fixed 1 Goto Q205
Variable..... 2 Goto Q202
(DO NOT READ OUT) Don't know 3 Goto Q202

Q202 (45) ASK ALL WHO SAID 'Variable' (CODE 2) OR 'DK' (CODE 3) AT Q201. OTHERS GO TO Q205.
Do you know what rate is used as the reference rate for this loan? Is it Base rate or LIBOR?

(11)

Base rate..... 1
LIBOR 2
DK..... 3

Q203 (45) ASK ALL WHO SAID 'Variable' (CODE 2) OR 'DK' (CODE 3) AT Q201. OTHERS GO TO Q205.
What is the current margin over TEXT SUB FROM Q108: <base rate / LIBOR / the reference rate> on this overdraft?
TYPE IN PERCENTAGE BELOW!

(12-20)

_____ (21)
(DO NOT READ OUT) Don't know / Refused..... 1 Goto Q204

Q204 INTERVIEWER TO CODE ANSWER FROM Q203 AS A CHECK
(45) ASK ALL WHO SAID 'DK/REFUSED' AT Q202:
Well would you say it is...
READ OUT, SINGLE CODE.

(22)

Up to 2.0% above base 1
2.1-4.0%..... 2
4.01-6.0%..... 3
6.01-8.0%..... 4
8.01-10.0%..... 5
10.01-12.0%..... 6
More than 12.0% 7
(DO NOT READ OUT) Don't know / Refused..... 8

Q205 (45) ASK ALL WHO SAID 'Fixed' (CODE 1) AT Q201. OTHERS GO TO Q207.
What is the interest rate on this loan?
TYPE IN PERCENTAGE BELOW!

(23-31)

_____ (32)
(DO NOT READ OUT) Don't know / Refused..... 1 Goto Q206

Q206 (45) ASK ALL WHO SAID 'DK/REFUSED' AT Q205:
Well would you say it is...
READ OUT, SINGLE CODE.

	(33)
0.00-3.00%.....	1
3.01-6.00%.....	2
6.01-8.00%.....	3
8.01-10.00%.....	4
10.01-17.00%	5
More than 17%	6
(DO NOT READ OUT) Don't know / Refused.....	7

Q207 (46.1) ASK ALL WITH LOAN:
How much did your business pay in fees/charges to arrange this loan facility?
TYPE IN AMOUNT IN POUNDS IF NO FEE PAID TYPE 0

	(34-42)
	(43)
(DO NOT READ OUT) Don't know / Refused.....	1 Goto Q208

Q208 (46.1) ASK ALL WHO SAID 'DK/REFUSED' AT Q207:
Well would you say it is...
READ OUT, SINGLE CODE.

	(44)
NEW No fee paid	1
NEW Up to £50.....	2
£50-£99.....	3
£100-£199.....	4
£200-£399.....	5
£400-£999.....	6
£1,000-£2,499.....	7
£2,500+	8
(DO NOT READ OUT) Don't know / Refused.....	9

ASK NEXT QUESTIONS TO THOSE WHO HAVE NOT APPLIED FOR ANY LOAN FACILITIES - IE NONE OF CODES 1-2 AT Q25 OR CODES 1-3 AT Q26

NB HAVE EXCLUDED CODE 3 AT Q26 AS WELL

Q209 AMENDED QUESTION WORDING IN Q4 2012:
(52) ASK ALL WHO HAVE NOT APPLIED FOR A LOAN FACILITY

IF DO NOT HAVE LOAN AT Q15: Has anything stopped you applying for a business loan or commercial mortgage, or was it simply that you felt that the business did not need one?

IF HAVE LOAN AT Q15: Has anything stopped you applying for a different business loan or commercial mortgage for the business, or was it simply that you felt that it didn't need a different facility?

(46)

Yes something stopped us 1 Goto Q210
No, did not need one 2

Q210 (52) ASK ALL WHO HAVE NOT APPLIED FOR A LOAN FACILITY, BUT NEEDED ONE (CODE 1 AT Q209)
Which of these then are reasons why you have not applied for this loan facility? You can say as many or as few as you like
ROTATE ORDER

Q210a IF CODE MORE THAN ONE ANSWER AT Q210 THEN ASK: And which of these would you say was the MAIN reason why you did not apply for a loan? DISPLAY ANSWERS CODED AT Q210

(46)

We mentioned it informally to the bank but they seemed reluctant to lend to us 1
I thought it would be too expensive 2
I thought I would be turned down 3
This is not the right time to apply for borrowing 4
I thought we would be asked to provide too much security 5
Loan facilities come with too many terms and conditions 6
I do not want to lose control of the business 8
It would be too much hassle 9

(47)

I can get finance from family and friends if needed 0
I can raise personal funds if needed 1
Prefer to use other forms of finance 2
Did not want to go through application process 3
Find bank forms and literature hard to understand 4
Other (specify) 5

(48-51)

Q211 ASK ALL WHO PREFER ALTERNATIVE FORM OF BORROWING (CODE 12 AT Q210)
And what alternative forms of borrowing do you prefer?
PROMPT IF NECESSARY

(52)

An overdraft 1
A business credit card 2
Invoice finance 3
Loan/equity from friends or family 4
Funds borrowed in your personal name (loan overdraft credit card etc) 5
Other (specify) 6

NEW CODES FROM Q4 2012

Q212 IF THOUGHT WOULD BE TURNED DOWN (CODE 3 AT Q210) THEN ASK:

Why did you think you would be turned down? Was it....

READ OUT MULTICODE

(53)

- A poor credit history 1
- Yours is a new business 2
- No or insufficient security to offer 3
- You believe banks are reluctant to lend to businesses your size..... 4
- You believe banks are reluctant to lend to businesses in your sector..... 5
- NEW: Because of what you had read in the press or seen on TV
- NEW: Because of the borrowing experiences of other businesses
- NEW: Because of what you had heard from business or other interest groups
- NEW:** Because of what you had heard from your bank
- Other (specify) 6

(54-57)

Q213 (52) ASK ALL WHO DID NOT APPLY, EXCEPT THOSE WHO DO NOT NEED A LOAN (NOT CODE 2 AT Q209)

What has been the impact on your business of your decision not to seek a loan?

PROMPT IF NECESSARY

(58)

- No real impact..... 1
- Running the business day to day is more of a struggle..... 2
- We have not expanded as we would have liked to 3
- We have not improved the business as we would have liked to 4
- We have made cutbacks in spending..... 5
- We have made staff redundant..... 6
- We have deferred capital expenditure or investment 7
- Other (specify) 8

ASK NEXT QUESTIONS TO THOSE WHO APPLIED / DISCUSSED LOAN FACILITIES BUT NOW DO NOT HAVE ONE (IE ANY OF FOLLOWING): ANSWERED Q133 BUT DID NOT CODE 1 OR 2

OR

ANSWERED Q144 BUT DID NOT CODE ANY OF 1-4

OR

ANSWERED Q161 BUT DID NOT CODE 1 OR 2

OR

ANSWERED Q176 BUT DID NOT CODE 1 OR 2

OR

ANSWERED Q187 BUT DID NOT CODE ANY OF 1-4

OR

ANSWERED Q192 BUT DID NOT CODE ANY OF 1-4

Q214 NEW STRUCTURE:

(52) ASK ALL WHO HAVE APPLIED BUT DO NOT HAVE A LOAN

Would you say that you would like to have a business loan or commercial mortgage?

(59)

Yes would like one 1 Goto Q215

No 2

Q215 ASK ALL WHO HAVE APPLIED FOR BUT NOT RECEIVED A LOAN, BUT WANTED ONE

Which of these are reasons why you now do not have a loan? You can say as many or as few as you like

(60)

The bank did not want to lend to us..... 1

The loan on offer was too expensive 2

This is not the right time to apply for borrowing..... 3

We were asked to provide too much security..... 4

We were asked to provide a type of security we weren't prepared to give 5

Loans come with too many terms and conditions..... 6

I do not want to lose control of the business 7

It was too much hassle 8

I can get finance from family and friends if needed..... 9

(61)

I can raise personal funds if needed..... 0

NEW: Prefer to use other forms of finance..... 1

NEW: Find bank forms and literature hard to understand 2

Other (specify) 3

(62-65)

Q216 ASK ALL WHO PREFER ALTERNATIVE FORM OF BORROWING (CODE 11 AT Q215)

And what alternative forms of borrowing do you prefer?

PROMPT IF NECESSARY

(66)

An overdraft 1

A business credit card 2

Invoice finance..... 3

Loan/equity from friends or family 4

Funds borrowed in your personal name (loan overdraft credit card etc)..... 5

Other (specify) 6

Q217 (52) ASK ALL WHO APPLIED BUT WERE NOT SUCCESSFUL, EXCEPT THOSE WHO DO NOT NEED A LOAN (CODE 1 AT Q214)

What has been the impact on your business of your decision not to have a loan?
PROMPT IF NECESSARY

	(67)
No real impact.....	1
Running the business day to day is more of a struggle.....	2
We have not expanded as we would have liked to	3
We have not improved the business as we would have liked to	4
We have made cutbacks in spending	5
We have made staff redundant.....	6
We have deferred capital expenditure or investment	7
Other (specify)	8

Q218 IS ASKED OF ALL WHO HAVE APPLIED FOR / CHANGED EITHER AN OVERDRAFT OR A LOAN - ANY OF CODES 1-4 AT Q25 OR 1-2 OR 4-5 AT Q26, BUT PLEASE EXCLUDE IF:

- Code 1 at Q26 and have not yet had a response from the bank at Q158
- AND
- Code 4 at Q26 and have not yet had a response from the bank at Q63

NB HAVE NOT INCLUDED CODES 3 OR 6 AT Q26 HERE?

REST TO Q220

Q218 Thinking now overall about the experience of **discussing finance for your business with a bank** in the past 12 months, that we have just discussed, how much would you agree or disagree with the following statements?

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I think our application was considered fairly	(68)	1	2	3	4	5
I think another bank would have treated us more favourably	(69)	1	2	3	4	5
We are seriously considering changing our main bank	(70)	1	2	3	4	5

Q220 ASK ALL:

Thinking more broadly now, overall how satisfied are you with your main bank (TEXT)? Are you... (73)

Very satisfied	1
Fairly satisfied.....	2
Neither/nor	3
Not very satisfied	4
Not at all satisfied	5

Q221 ASK ALL:

In the past 3 months have you been approached either by your main bank or another bank, to indicate that they would be willing to lend to your business, if you wanted to borrow?

Yes main bank	1
Yes other bank.....	2
No	3

Q222 ASK ALL

I would now just like to ask you very briefly about other forms of finance that the business might have applied for, either to use for the first time, or to use more of. In the past 12 months, have you applied for any of the following and was your application successful or unsuccessful?

card: 010

(6-7)

		Successfully applied for in past 12 months	Unsuccessfully applied for in past 12 months	Neither of these
Grants	10(8)	1	2	3
Loans or equity from friends or family	(9)	1	2	3
Loans or equity from directors	(10)	1	2	3
Loans from other third parties	(11)	1	2	3
COMPANIES ONLY Equity from other third parties				
Leasing or hire purchase	(12)	1	2	3
Invoice finance	(13)	1	2	3
Credit cards	(14)	1	2	3
Export/import finance eg doc credits	(15)	1	2	3

ENTREPRENEUR QUESTIONS - Q223 TO Q229 ASKED OF ALL RESPONDENTS, ROUTING FROM Q229 FOR REST OF SECTION TO Q240

Q223 (25) ASK ALL

Which of these apply to your business?

READ OUT CODE ALL THAT APPLY

- (17)
- You have a formal written business plan..... 1
 - You export goods or services 2
 - You import goods or services 3
 - You produce regular monthly or quarterly management accounts..... 4
 - You have developed a new product or service in the past 3 years..... 5
 - You have significantly improved an aspect of the business in the past 3 years 6
 - You have a website for trading 8

(18)

You use total quality management or work to a recognised quality standard such as BS5750..... 0

DELETED (RE-RUN IN Q2 NEXT YEAR) You submit invoices to customers electronically over the internet in a format that can be processed automatically and transferred directly from your application into the recipient's own system. The transmission protocol might be XML, EDI, PDF or another similar format.

NEW from Q4 2012: Use online banking

None of these 2

Q223a NOW ASK ALL WHO EXPORT (CODE 2 AT Q223) FROM Q4 2012

Would you say that exporting makes up more or less than 50% of your total business **sales**?

More than 50%

50% or less

Don't know

Q224 (26)

Have any of the following applied to your business in the past 12 months?

ROTATE, READ OUT CODE ALL THAT APPLY

- (19)
- You have missed a loan repayment 1
 - You went into unauthorised overdraft on your account 2
 - You have had cheques bounced on your account 3
 - You have had a County Court judgement against you 4
 - You have used the HMRC Time to Pay scheme 5
 - You have had problems getting trade credit..... 6
 - None of these 7

CHANGE TO QUESTION WORDING FROM Q4 2012

REQUEST TO KEEP TWO GROW CODES SEPARATE, SUGGEST DO SO FOR Q4 AND THEN REVIEW RE LENGTH ETC:

Q225 (23) ASK ALL:

Which of the following do you feel describes your plans **for the business** over the next year?

DP HALF READ CODES 1-5 AND HALF CODES 5-1

- (20)
- You plan to sell pass on or close the business..... 1 Goto Q227
Become smaller 2 Goto Q227
Stay the same size 3 Goto Q227
Grow moderately 4 Goto Q226
Grow substantially 5 Goto Q226

NEW ROUTING, QUESTION TEXT AND NEW CODES FROM Q4 2012

Q226 (24) ASK ALL **PLANNING TO GROW (CODE 4 & 5 AT Q225):**

And are you planning to achieve that growth by.....

READ OUT CODE ALL THAT APPLY

- (21)
- Moving into new markets in the UK 1

Moving into new markets overseas

NEW: Increasing sales in existing markets

NEW: Not sure

(22-25)

Q227A ASK ALL:

To what extent do each of the following present an obstacle to you running your business as you would want in the next 12 months? Please give me a score out of 10, where 1 means this is not an obstacle at all, and 10 that you see this as a major obstacle for the next 12 months

ROTATE ORDER – SCORE FOR EACH FACTOR, ALLOW DK

The current economic climate

Access to external finance for the business

Legislation and regulation

Staff related issues

Cash flow or issues with late payment

Availability of relevant advice for your business

Q229 (73) ASK ALL:

How likely are you to do each of the following in the next 3 months?

- have a need for more external finance
- apply for more external finance for the business
- reduce the amount of external finance used by the business
- Renew existing borrowing eg on overdraft at the same level as currently
- inject personal funds into the business
- COMPANIES: Seek new equity from **new or** existing shareholders

	Have a need for finance	Apply for more finance	Reduce the amount of finance	Renew existing facilities	Inject personal funds	New equity from existing shareholders	New equity from new shareholders
	(33)	(34)	(35)	(36)	(37)	(38)	(39)
Very likely	1	1	1	1	1	1	1
	2	2	2	2	2	2	2
Fairly likely	3	3	3	3	3	3	3
Not very likely	4	4	4	4	4	4	4
Not at all likely							

Q230 **Q230 TO Q238 ASKED OF THOSE WHO THINK IT LIKELY THEY WILL APPLY FOR MORE FUNDS OR RENEW EXISTING FUNDS (CODES 1 OR 2 AT 2ND AND/OR 4TH STATEMENTS AT Q229), REST TO Q239:**

(74)

What is this external finance / renewed facility likely to be used for?

PROMPT IF NECESSARY

	(40)
Working Capital / Cash flow.....	1
To buy plant machinery office equipment etc.....	2
To buy or lease premises.....	3
To launch a new product or service.....	4
To expand the business in the UK.....	5
To expand the business internationally.....	6
Other (specify?).....	7

Q233 (76) Which of the following forms of finance would you consider applying for in the next 3 months?

		Likely to consider	Might consider	Unlikely to consider
Bank Overdraft	(53)	1	2	3
Grants	(54)	1	2	3
Bank loans / commercial mortgage	(55)	1	2	3
Loans or equity from friends or family	(56)	1	2	3
Loans or equity from directors	(57)	1	2	3
Loans from other third parties	(58)	1	2	3
COMPANIES ONLY Equity from other third parties				
Leasing or hire purchase	(59)	1	2	3
Invoice finance	(60)	1	2	3
Credit cards	(61)	1	2	3

COMPANIES ONLY: IF UNLIKELY TO CONSIDER EQUITY FINANCE (STATEMENT 7) AT Q233 ASK Q234

ASK ALL: IF UNLIKELY TO CONSIDER LEASING (STATEMENT 8) AT Q233 ASK Q236

ASK ALL; IF UNLIKELY TO CONSIDER INVOICE FINANCE (STATEMENT 9) AT Q233 ASK Q237

IF ELIGIBLE FOR MORE THAN ONE QUESTION, ROTATE ORDER IN WHICH THEY ARE ASKED

TWO REQUESTS TO KEEP Q234/236/237 BUT WILL DELETE FOR NOW AND RE-RUN NEXT YEAR FOR AN UPDATE

Q235 (79) **NOW ASK ALL (FROM Q4 2012)**

Have you heard of any of the following?

	(65)
Venture Capital	1
Business Angels	2
Local support programmes to help access equity	3
Corporate Finance Advisors	4
NEW from Q4 2012: Community Development Finance Institutions	
None of these	5

Q238 **ASK ALL CONSIDERING OVERDRAFT / LOAN / LEASING / INVOICE FINANCE / CARDS (CODE 1 OR 2) AT Q233:**

How confident are you that your main bank (TEXT) will be willing to meet your external finance needs?

	(76)
Very confident.....	1
Fairly confident	2
Not sure	3
Not very confident.....	4
Not at all confident.....	5

Q239 (82) **ASK ALL NOT LIKELY TO SEEK EXTERNAL FINANCE AT Q229 (IE NOT ANSWERING Q230):**
Why do you think you will not be seeking external finance in the next 3 months or so?
PROMPT IF NECESSARY

Q239a IF CODE MORE THAN ONE ANSWER AT Q239 THEN ASK: And which of these would you say was the
MAIN reason why you will not apply for external finance? DISPLAY ANSWERS CODED AT Q239

	(77)
Do not need to borrow / borrow more.....	1
Do not want to borrow (more) in the current climate	2
The predicted performance of the business means we don't want to borrow more.....	3
Think the bank would say no	4
Think it would be too expensive.....	5
Think the bank would want security.....	6
Too much hassle	7
Already have the facilities we need	8
Do not find bank forms and literature easy to understand.....	9
We mentioned it informally to the bank but they seemed reluctant to lend to us	1
Facilities come with too many terms and conditions	6
I do not want to lose control of the business	8
	(48)
I can get finance from family and friends if needed.....	0
I can raise personal funds if needed.....	1
Prefer to use other forms of finance	2
Did not want to go through application process.....	3
	(78)
Other (specify)	0

NEW / AMENDED LIST BELOW (from Q4 2012)

Q240A ASK ALL: Are you aware of any of the following?
READ OUT ROTATE ORDER IN EACH SECTION

Firstly, actions the taskforce banks are taking to improve customer relationships

1. A network of business mentors across the UK
2. **NEW:** A Lending Code, or Lending Principles, which sets out the levels of service banks provide to micro-enterprises, medium sized and larger businesses
3. An independently monitored appeals process within some banks for **customer** finance applications which are declined
4. (if have a loan at Q15) **Bank initiated discussions of re-financing needs 12 months'** ahead of term loans coming to an end.

Secondly, ways of providing better access to finance

5. **NEW: New support from the Bank of England called "Funding for Lending" which is designed to encourage banks to lend to businesses and individuals**
6. **NEW: Other Government support schemes for access to finance such as the Enterprise Finance guarantee scheme, National Loan Guarantee scheme and support for exporters through UK Export Finance**
7. The Business Growth Fund to provide capital for viable businesses
8. **NEW: Other alternative sources of finance, such as Asset based Finance, Business Angel Finance or Community Development Finance**

Next, ways of improving information and understanding

9. **A regional programme of events** throughout 2012 and 2013 to enable business customers and business groups to meet with banks to see what **products and** services are available
 10. A dedicated website, BetterBusinessFinance.co.uk, to draw together and link useful sources of information to help business

 11. None of the above
-

NEW from Q4 2012:

Q240XX ASK ALL AWARE OF "FUNDING FOR LENDING" – CODE 5 AT Q240A:

Are you aware of your bank offering finance options under the Funding for Lending Scheme?

Yes

No

Not sure

Q238A DELETED IN Q4 2012 (RE-RUN AGAIN IN Q2 2013?)

In the last year or so, some new ways of accessing finance have become available to businesses. These are typically online services, and they allow businesses to raise funds through borrowing directly from individual lenders, auctioning individual invoices, or by offering equity, or other financial benefits, in return for funding from one, or more, investors, sometimes described as "peer-to-peer lending" or "crowd funding". Were you aware of such alternative forms of funding before today?

Yes

No

BOTH NLGS QUESTIONS REPLACED BY NEW QUESTION BELOW (FROM Q4 2012)

NEW:

Q238D ASK ALL

Various initiatives have been announced to help reduce the cost of finance to SMEs – such as the National Loan Guarantee Scheme that offers a 1% discount on loans, hire purchase or leasing, and Funding for Lending which makes funds available to banks at lower cost for lending to SMEs. How, if at all, would you say such schemes affect your future decisions about applying for external finance for your business?

READ OUT SINGLE CODE

Such schemes make it more likely you will apply for external finance

These schemes make no difference to you because you do not want to borrow

These schemes make no difference to you because interest rates are not your main consideration when deciding on your financing needs

These schemes make it less likely you will apply for external finance

None of these/DK

INCOME AND PROFITS

Q241 (17) ASK ALL:
You mentioned at the start of the survey that your turnover for the last 12 months was (BANDED ANSWER AT Q9). Can I just check, did you make a net profit or loss during this financial period?

(80)

Profit..... 1 Goto Q243i
Loss 2 Goto Q243i
DK/refused 3 **Q245A**
(DO NOT READ OUT) Broke even 4 **Q245A**

Q243i NOW ASKED OF ALL STATING WHETHER PROFIT OR LOSS AT Q241 (From Q4 2012)
And how much was that (TEXT SUB) profit / loss? Was it.....
READ OUT SINGLE CODE

(9)

Less than £5,000 1
£5,000 - £24,999 2
£25,000 - £99,999 4
£100,000 - £499,999 6
£500,000+ 7

(10)

(DO NOT READ OUT) DK/refused 0

METRIC CHANGED TO 20% from Q4 2012**NEW**

Q245A ASK ALL IN BUSINESS FOR 3 YRS+ (NOT CODES 1-2 AT Q13):

In the last 12 months, has your business turnover.....

Grown by more than 20%
Grown but by less than 20%
Stayed the same
Declined
DK/ref

AMENDED TEXT AND ANSWERS from Q4 2012:

Q245i (18) ASK ALL IN BUSINESS FOR 3 YRS+ (NOT CODES 1-2 AT Q13) **WHO HAVE GROWN BY 20%+ (CODE 1 AT Q245A):**

And has your business turnover also grown by 20% or more in both of the previous two years (ie making 3 years of 20%+ growth)

(13)

Yes 1
No 2
DK 3

MOVED TO AFTER Q245 TO IMPROVE FLOW OF Q'RE (from Q4 2012)

Q244 (22) ASK ALL

Thinking about credit balances, on average, how much does your business usually hold in current and deposit accounts?

PROMPT IF NECESSARY, SINGLE CODE.

NOTE: IF RESPONDENT SAY IT VARIES, SAY: How much is in the business's current and deposit accounts at the moment?

ALLOW NULL CODE FOR NO CREDIT BALANCES

	(11)
Less than £5,000	1
£5,000 - £9,999.....	2
£10,000 - £24,999.....	3
£25,000 - £49,999.....	4
£50,000 - £99,999.....	5
£100,000 - £499,999.....	6
£500,000 - £999,999.....	7
£1m - £4.9m.....	8
£5m+	9
	(12)
(DO NOT READ OUT) DK/refused.....	0

Q246 TO Q265 COVER THE DEMOGRAPHICS OF THE PERSON IN CHARGE OF THE BUSINESS (POINTS 11-15) - IT IS DIVIDED INTO 3 SECTIONS DEPENDING ON THE TYPE OF ORGANISATION AND RESPONDENTS ONLY ANSWER ONE SECTION:

IF SOLE PROPRIETOR (CODE 1) AT Q12 - GO TO Q246.

IF PARTNERSHIP (CODES 2 OR 3) AT Q12 - GO TO Q252.

IF LIMITED LIABILITY COMPANY (CODE 4) AT Q12 - GO TO Q259.

Finally, just a few questions about the people who run the business

Q246 ASK ALL SOLE PROPRIETORS (CODE 1) AT Q12 - OTHERS GO TO Q252.

Can I just double check if you're the owner of the business?

(14)

Yes..... 1
No 2

Q247 IF OWNER (CODE 1) AT Q246 - CODE GENDER - DO NOT ASK!

IF NOT OWNER (CODE 2) AT Q246 - ASK:

Is the owner of the business male or female?

(15)

Male 1
Female 2

Q248 BROADER GROUPINGS:

IF OWNER (CODE 1) AT Q246 - ASK:

Which of the following bands best describes your age?

IF NOT OWNER (CODE 2) AT Q246 - ASK:

Which of the following bands best describes the owner's age?

READ OUT, SINGLE CODE.

(16)

18-30..... 1
31-50..... 2
51-65..... 3
66+ 4
DK / refused..... 5

Q249i (NEW FROM Q4 2012)

IF OWNER (CODE 1) AT Q246 - ASK: Which of the following qualifications do you have?

IF NOT OWNER (CODE 2) AT Q246 - ASK: Which of the following qualifications does the owner have?

READ OUT – CODE ALL THAT APPLY

Vocational qualifications such as City and Guilds or NVQs

Professional or management qualifications

A university degree

None of these

Q250 IF OWNER (CODE 1) AT Q246 - ASK:

How many years of experience have you had managing or owning a business, including this business? Is it...

IF NOT OWNER (CODE 2) AT Q246 - ASK:

How many years of experience has the owner had managing or owning a business, including this business? Is it...

READ OUT, SINGLE CODE.

	(19)
Less than 1 year	1
1-3 years	2
4-6 years	3
7-9 years	4
10-15 years	5
More than 15 years	6
(DO NOT READ OUT) Don't know	7

Q251 Does the person in charge of the financial management of the business have a finance qualification or have they undertaken any financial training?

	(20)
Yes	1
No	2
(DO NOT READ OUT) Don't know	3

Q252 ASK ALL PARTNERSHIPS (CODES 2 OR 3) AT Q12 - OTHERS GO TO Q259.

Can I just check whether you are the managing or leading partner?

NEW: IF THERE IS A TIE, LET THE RESPONDENT SELECT ONE PARTNER, IE THEMSELVES, CODE YES, SOMEONE ELSE CODE NO

(21)
Yes..... 1
No 2

Q253 Does the person in charge of the financial management of the business have a finance qualification or have they undertaken any financial training?

(22)
Yes..... 1
No 2
(DO NOT READ OUT) Don't know 3

Q254 IF LEADING PARTNER (CODE 1) AT Q252 - CODE GENDER - DO NOT ASK!

IF NOT LEADING PARTNER (CODE 2) AT Q252 - ASK:
Is the managing or leading partner male or female?

INTERVIEWER NOTE IF JOINT SENIOR PARTNERS (MALE AND FEMALE) CODE "BOTH"
(23)
Male 1
Female 2
Both (joint partners) 3

Q255 Is 50% or more of the firm owned by women?

(24)
Yes..... 1
No 2

**Q256 IF LEADING PARTNER (CODE 1) AT Q252 - ASK:
Which of the following bands best describes your age?**

IF NOT LEADING PARTNER (CODE 2) AT Q252 - ASK:
Which of the following bands best describes the managing or leading partner's age?

READ OUT, SINGLE CODE.
(25)
18-30..... 1
31-50..... 2
51-65..... 3
66+ 4
DK / refused..... 5

Q257i (NEW FROM Q4 2012)

IF LEADING PARTNER (CODE 1) AT Q252 - ASK: Which of the following qualifications do you have?

IF NOT LEADING PARTNER (CODE 2) AT Q252 - ASK: Which of the following qualifications does the managing/ leading partner have?

READ OUT – CODE ALL THAT APPLY

Vocational qualifications such as City and Guilds or NVQs

Professional or management qualifications

A university degree

None of these

Q258 TEXT CORRECT TO LEADING PARTNER:

IF LEADING PARTNER (CODE 1) AT Q252 - ASK:

How many years of experience have you had managing or owning a business, including this business? Is it...

IF NOT LEADING PARTNER (CODE 2) AT Q252 - ASK:

How many years of experience has the managing / leading partner had managing or owning a business, including this business? Is it...

READ OUT, SINGLE CODE.

	(28)
Less than 1 year	1
1-3 years	2
4-6 years	3
7-9 years	4
10-15 years	5
More than 15 years	6
(DO NOT READ OUT) Don't know	7

Q259 ASK ALL LIMITED LIABILITY COMPANIES (CODE 4) AT Q12 - OTHERS GO TO Q265C.
Firstly, may I ask if you are the principal owner/shareholder of the business? By this we mean the person who has the largest shareholding.

IF THERE IS A TIE, LET THE RESPONDENT SELECT ONE OWNER, I.E. IF THEMSELVES - CODE 'YES', IF SOMEONE ELSE - CODE 'NO'.

(29)
Yes..... 1
No 2

NEW FROM Q4 2012

Q259A Does the business have more than one owner?

One owner
More than one

Q260 IF OWNER (CODE 1) AT Q259 - CODE GENDER - DO NOT ASK!

IF NOT OWNER (CODE 2) AT Q259 - ASK:
Is the principal owner of the business male or female?

(30)
Male 1
Female 2

Q261 Is 50% or more of the business owned by women?

(31)
Yes..... 1
No 2

Q262 ADDED TO MAKE SAME AS OTHER SECTIONS

Does the person in charge of the financial management of the business have a finance qualification or have they undertaken financial training?

(32)
Yes..... 1
No 2
(DO NOT READ OUT) Don't know 3

Q263 IF OWNER (CODE 1) AT Q259 - ASK:

Which of the following bands best describes your age?

IF NOT OWNER (CODE 2) AT Q259 - ASK:

Which of the following bands best describes the principal owner's age?

READ OUT, SINGLE CODE.

(33)
18-30..... 1
31-50..... 2
51-65..... 3
66+ 4
DK / refused..... 5

Q264i (NEW FROM Q4 2012)

IF OWNER (CODE 1) AT Q259 - ASK: Which of the following qualifications do you have?

IF NOT OWNER (CODE 2) AT Q259 - ASK: Which of the following qualifications does the owner have?

READ OUT – CODE ALL THAT APPLY

Vocational qualifications such as City and Guilds or NVQs

Professional or management qualifications

A university degree

None of these

Q265 IF OWNER (CODE 1) AT Q259 - ASK:

How many years of experience have you had managing or owning a business, including this business? Is it...

IF NOT OWNER (CODE 2) AT Q259 - ASK:

How many years of experience has the principal owner had managing or owning a business, including this business? Is it...

READ OUT, SINGLE CODE.

	(36)
Less than 1 year	1
1-3 years	2
4-6 years	3
7-9 years	4
10-15 years	5
More than 15 years	6
(DO NOT READ OUT) Don't know	7

NEW FROM Q4 2012

Q265C IF SOLE PROPRIETOR (CODE 1) AT Q12, READ TEXT: Do you or the owner.....
IF PARTNERSHIP (CODE 2 OR 3) AT Q12, READ TEXT: Do any of the partners.....
IF LIMITED COMPANY (CODE 4) AT Q12, READ TEXT: Does the majority shareholder...

... belong to any business groups or industry bodies?

- Yes
- No
- DK

Q265a

ASK ALL:

Finally, please tell me which category best describes...

IF SOLE PROPRIETOR (CODE 1) AT Q12, READ TEXT: your / the owner's ethnic background?

IF PARTNERSHIP (CODE 2 OR 3) AT Q12, READ TEXT: the ethnic background of the partners or majority of the partners?

IF LIMITED COMPANY (CODE 4) AT Q12, READ TEXT: the ethnic background of the majority shareholder?

Reassure if necessary: This is being collected purely for analysis purposes, and will be kept confidential along with the other data you have provided.

READ OUT IF NECESSARY, SINGLE CODE.

	(67)
White - British	1
White - Irish.....	2
Any other white background	3
Mixed - White and Black Caribbean	4
Mixed - White and Black African.....	5
Mixed - White and Asian.....	6
Mixed - Any other mixed background	7
Asian or Asian British - Indian.....	8
Asian or Asian British - Pakistani.....	9
	(68)
Asian or Asian British - Bangladeshi	0
Asian or Asian British - Any other Asian background	1
Black or Black British - Caribbean	2
Black or Black British - African.....	3
Black or Black British - Any other Black background	4
Chinese or ethnic group - Chinese	5
Chinese or ethnic group - Other ethnic group	6
(DO NOT READ OUT) Prefer not to say	7

Q266 ASK ALL:
That is the end of the survey. Very many thanks for taking part. Would you like the web address to access the report that has been produced, summarising the findings of **previous surveys**? (37)

Yes..... 1 Goto Q267
No 2

Q267 IF WOULD LIKE WEB ADDRESS:
TEXT ONLY:
The web address to access the reports from the previous surveys is:

www.sme-finance-monitor.co.uk

Please can I just confirm some details...

Q268 ASK ALL:
Can I have your full name?
TYPE IN. (42-44)

Q269 ASK ALL:
And please can I take down the full company address, including post code?
TYPE IN CAREFULLY. (45-47)

Q270 ASK ALL:
And could I just take down your exact job title?
TYPE IN. (48-50)

Q271 And may we contact you again with regards to this survey if any queries should arise? (51)

Yes..... 1
No 2

Q272 ASK ALL:

As we mentioned at the beginning of this survey, this research is being conducted for the Business Finance roundtable, which comprises business groups, banks and the government. If this survey were to be repeated next year, might you be prepared to take part, either in this or in a similar study of SMEs? This provides the syndicate with valuable information about how businesses progress over time, and the issues they face.

(52)

Yes..... 1
No 2

Q273 Here at BDRC Continental we conduct surveys on many different subjects. Would to be alright if we were to contact you again from time to time?

(53)

Yes..... 1
No 2