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Q1 Job number:

**SME FINANCE MONITOR – PROPOSED CHANGES FOR Q2 2017**

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J22831 \_\_\_\_\_ (8-12)

Changes proposed to this quarter in **YELLOW**

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**SURVEY DETAILS:** Executive Name: Shiona Davies  
Field Dates:

Sample Source: Dun & Bradstreet / Experian

Client: BUSINESS FINANCE ROUND TABLE

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**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!**

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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

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

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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

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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

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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

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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)

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**Q6b DELETED Q1 2014**

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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

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Q8 (5) ASK ALL WHO SAID 'DK/REFUSED' AT Q7.  
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

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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

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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

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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

Q11A FROM Q3 2014 - ASK ALL WITH 1+ EMPLOYEES (NOT CODE 1 AT Q8) – 0 EMPS GO TO Q12  
Is your business a family owned business, that is one which is majority owned by members of the same family?

Yes  
No  
Don't know/refused

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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	

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Q13 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	

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**REGION COMES FROM POSTCODE ON SAMPLE (10)**

**CHECK QUOTAS!**

**IF QUOTA OPEN CONTINUE - OTHERWISE, THANK AND CLOSE!**

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Q15 ASK ALL

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

	Currently uses
	(37)
Bank Overdraft	1
Bank Loan	2
<b>SEPARATE CODE From Q3 14: Commercial mortgage</b>	
Grants	3
<u>Amended Q1:</u> Loans from directors or friends and family	4
<u>Amended Q1:</u> Equity from directors or friends and family	5
Loans from other third parties	6
<b>COMPANIES ONLY</b> Equity from other third parties	
Leasing or hire purchase or vehicle finance	7
Invoice finance	8
Credit cards	9
	(38)
Export/import finance eg doc credits	0

**NB WE WILL INCLUDE ANYONE USING CROWD FUNDING AT Q238A4 IN OUR DEFINITION OF USE OF EXTERNAL FINANCE BUT WILL NOT ASK ABOUT IT HERE**

Q15z Is the business currently using any *other* form of external finance not already mentioned?

Yes

No

Not sure

**Q15BB WAS ADDED BACK IN FOR Q1 2014. - CONTINUED TO RUN IN 2015 AND 2016 – DELETE 2017**

Q15BB ASK ALL WHO CODED CREDIT CARDS AT Q15

And can I just check, do you usually pay off the balance on the credit card(s) you use for the business, in full every month?

Yes, usually

No

Varies too much to say

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

**Q15BBB REWORDED AND NEW ANSWERS (FROM Q3 14)** And can I just check, is any of that **overdraft, loan or credit card finance (TEXT SUBSTITUTE BASED ON Q15 ANSWERS)** in your personal name, rather than that of the business? **So, is the overdraft in your personal name? The loan? The credit cards?**

	Overdraft	Loan	Credit card
Business			
Personal			
Both			
DK			

ASKED OF ALL CODING “LEASING / HP / VEHICLE FINANCE” AT Q15 CODE 7 –

**REVISED QUESTION FORMAT FROM Q1 2015 – Q1 2017: DELETED Q14X1 AND Q14X AND SIMPLIFIED AS PER Q14X2 BELOW**

*Q14X1 Thinking about the leasing / hire purchase / vehicle finance that your business uses, who provides you with this finance?*

*TYPE IN NAME(S) OF PROVIDER(S).....*

*Q14X IF DO NOT KNOW NAME PROMPT WITH CATEGORIES BELOW: Well is it...*

*Your main bank*

*A company within the same banking group as your main bank*

*Another bank*

*A company within another banking group (not your main bank)*

*An equipment manufacturer*

*Another leasing provider*

*A broker*

*Other*

*DK*

**Q14X3 Thinking about the leasing / hire purchase / vehicle finance that your business uses, is this provided by your main bank, or a company within the same banking group as your main bank?**

**Yes, it is all provided by the bank / banking group**

**Some of it is provided by the bank / banking group**

**No, it is provided by another provider**

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**Q14A ASK ALL WHO CODE “NONE OF THESE” AT Q15 AND SAY NO / NOT SURE AT NEW Q15Z**

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?

Yes..... (36) 1

No ..... 2

Q14Y FROM Q1 2014: Does the business regularly purchase products or services from other businesses on credit? (i.e. agreeing to pay a certain number of days after delivery or invoice?)

Yes

No

Q14Y3 FROM Q3 14: IF YES AT Q14Y: Does being able to use credit from your suppliers mean that your business has

less of a need for external finance, for example an overdraft facility?

Yes

No

Not sure

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 At Q15D:

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

**Q15D2X – D4 TO BE RESTED FOR REMAINDER OF 2014 AND 2015**

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## START OF THE MAIN QUESTIONNAIRE

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RESPONDENT DEMOGS NOW MOVED TO BACK OF QUESTIONNAIRE

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

ALL OTHERS GO TO Q22.

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

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Q16 DELETED

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

Q18 DELETED

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

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Q19 DELETED

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Q's 20 & 21 DELETED

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## D. PROVIDERS OF FINANCE

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

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### HAVE MADE SEPARATE LLOYDS AND TSB CODES TO REFLECT NEW STRUCTURE BUT KEPT COMBINED CODE FOR THOSE WHO DON'T KNOW WHERE THEY NOW BANK

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		
Lloyds TSB	7	7
NatWest	8	8
Nationwide	9	9
	(56)	(59)
Northern Bank / Danske Bank	0	0
Royal Bank of Scotland (RBS)	1	1
Standard Chartered bank	2	2
Santander	3	3
TSB		
Woolwich	4	4
Yorkshire bank	5	5
Other (specify)	6	6

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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

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**NEW FROM Q1 2017 – ASK ALL**

**Q24b** Over the course of the last 12 months, have you had any conversations, however informal, or contact from (MAIN BANK) about external finance for your business?

**Yes**

**No**

**Don't remember**

Q24a ASK ALL, FROM Q1 2016

Thinking about (MAIN BANK), which of these best describes your relationship with them?  
HALF READ CODES 1-3 AND HALF CODES 3-1

We have a strong working relationship with our bank and feel we can approach them whenever we need to

The relationship with our bank is fine, but we really just use the bank for transactions, so rarely need to approach them

We don't have an active working relationship with our bank and wish that we had one

**ASK ALL:**

I'd now like to ask you about the last 12 months, that is since say **April 2016**, 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.

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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?*

**REPLACE WITH (FROM Q1 17):**Over the past 12 months have you been approached by a bank or other institution looking to cancel or renegotiate the terms of a loan or overdraft previously agreed for the business?

**IF SAY NO, CODE "NONE OF THESE". IF SAY YES, PROBE WHAT HAPPENED AND 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
- No**, none of these ..... 5

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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

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**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:**

**IF CODED Q26 CODE 4 OR CODE 5 THEN GO TO Q51**

**IF HAVE NOT CODED ANY OF Q25 CODES 3 OR 4 OR Q26 CODES 4,5,6 BUT DO HAVE AN OVERDRAFT AT Q15 THEN ASK Q26A**

**EVERYONE ELSE TO ROUTING ABOVE Q124 FOR LOANS**

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 **Q124**

Not sure GO TO ROUTING ABOVE **Q124**

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**Q26B2 DELETE FROM Q1 2016**

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**Q26B3 DELETE FROM Q1 2016**

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**Q26DX 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)

**April-June 2017**

**Jan-Mar 2017**

**Oct-Dec 2016**

**July-September 2016**

**April-June 2016**

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

Business

Personal

Dk/refused

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**IF SAY NO/NOT SURE AT Q26A, GO TO ROUTING ABOVE Q124**

**IF SAY YES AT Q26A, GO TO ROUTING ABOVE Q101**

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**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**

**FROM Q3 14: Q27-28, 30-39 and 40-50 to be deleted until such time as incidence of Type 2 and 3 events increases – RESPONDENTS WHO WOULD HAVE ANSWERED THESE QUESTIONS NOW GO STRAIGHT TO LOAN ROUTING ABOVE Q124**

**LOW INCIDENCE – THIS SECTION DELETED FOR 2016 and 2017**

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Q51X (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)

**April-June 2017**

**Jan-Mar 2017**

**Oct-Dec 2016**

**July-September 2016**

**April-June 2016**

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

Business

Personal

Dk/refused

Q51b And when you were initially applying for/renewing this overdraft did you apply to one bank or to several providers?

One

Several

Dk/ref

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

(80)

*NEW (from Q3 14): We were applying for a new overdraft but not our first*

*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*

**REPLACE Q52 AS FOLLOWS (FROM Q1 17):**

**Q52X Which of these best describes this most recent overdraft application?**

**You were renewing an existing overdraft facility**

**You were applying for your first ever overdraft**

**You were applying for a new or increased overdraft, but not your first**

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**DELETE FROM Q1 17**

**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)



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**DELETE FROM Q1 17**

**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

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**Q55** 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 growth of the business in the UK.....	5
To fund growth of the business overseas.....	6
<b>NEW (Q1 17): To hire staff</b>	
Something else (Specify?).....	7

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

(16)

Yes to main bank .....	1
No to another bank .....	2
NEW from Q3 14: No, to another provider .....	3

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**Q57** (36) Did you seek any external advice before applying for your overdraft facility?

DO NOT PROMPT, CODE AS APPROPRIATE

(17)

No advice .....	1
Yes, took external advice	2
Dk/refused	3

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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

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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

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Q63 ASK ALL APPLYING FOR OD  
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

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**ROUTING FROM HERE TO NEW QUESTION AFTER 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)- THIS CONTINUES AS BEFORE**

**EACH RESPONDENT ANSWERS ONE OF THESE SECTIONS ONLY AND THEN GOES TO NEW QUESTION AFTER Q100**

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

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**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

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**CODES CHANGED FROM Q1 2016**

**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 difficulty arranging to speak to your Relationship Manager ..... 2

Have to supply further information..... 3

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

Something else (SPECIFY?) ..... 1

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**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 Goto Q67

Decided not to have a facility at all ..... 4

---

**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

Leasing or hire purchase or vehicle finance ..... 5a

Other (specify) ..... 6

Q67B: ASK ALL CODING 1,2,3 OR 5A AT Q67: And did this alternative form of borrowing come from the bank you applied to or from a different provider?

Same bank applied to

Different provider

Both

DK/ref

---

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
NEW Q1 2014: The bank did not think we could afford it	
	(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

**NEW QUESTION TO REPLACE Q71,Q73, Q76,Q79 FROM Q1 2016**

**Q71A After this initial rejection, did any of the following happen? CODE ALL THAT APPLY**

---

1. The bank offered you an alternative form of finance instead such as leasing or invoice discounting
  2. The bank made you aware of **its** appeals process for declined applications
  3. Someone other than the bank made you aware of the appeals process
  4. **NEW (Q1 17): The bank offered to refer your application to other finance providers**
  5. The bank referred you to some external help or advice
  6. You sought some external help or advice yourself
  7. None of these
- 
- 
-

**Q74 ASK ALL MADE AWARE OF APPEAL CODE 2 OR 3 AT NEW Q71A - REST TO NEW Q76 (FROM Q1 17)**

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	
You accepted the bank's decision .....	6	
Other (specify) .....	7	
	(67-70)	

---

**NEW (FROM Q1 17)**

**Q76X ASK ALL WHO WERE OFFERED REFERRAL (CODE 4 AT NEW Q71A) REST TO Q81**

And did you agree that your application could be referred to other finance providers?

Yes

No – GO TO NEW Q76A

Not sure

**NEW Q76A ASK ALL AWARE OF REFERRAL WHO DID NOT GET REFERRED (CODE 2 AT NEW Q76)**

Why didn't you agree to your application being referred to other providers?

Didn't think it would change anything

Couldn't be bothered

Too much hassle

Found the funding elsewhere

Too busy trying to keep the business going

You accepted the bank's decision

Other (specify)

---

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 funding to replace some or all of the overdraft ..... 3 Goto Q82  
**Do not 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  
From Q3 14: Leasing or hire purchase or vehicle finance ..... 5a  
Other (specify) ..... 6

Q82A ASK ALL CODING 1,2,3 OR 5A AT Q82: And did this alternative form of borrowing come from the bank you **originally** applied to or from a different provider?

Same bank applied to

Different provider

Both

DK/ref

Q82b (NEW FROM Q1 17) IF AGREED APPLICATION COULD BE REFERRED (CODE 1 AT NEW Q76) **AND**  
CODE EITHER 2 AT Q81 OR CODES 2 OR 3 AT Q82A:

Did any of this funding come as a result of the referral process?

Yes

No

Not sure

---

---

**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



---

**ASK Q85 TO Q95 OF ALL OFFERED LESS THAN THEY WANTED - CODE 2 AT Q63**

---

**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
NEW Q1 2014: The bank did not think we could afford the amount we asked for	
	(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

---

**Q91A (NEW FROM Q1 17) Did the bank offer to refer your application to other finance providers?**

**Yes, and we agreed the application could be referred**  
**Yes, but we decided not to refer the application to other providers**  
**No, the bank did not offer to refer the application**

**NEW Q91b ASK ALL AWARE OF REFERRAL WHO DID NOT GET REFERRED (CODE 2 AT NEW Q91a)**

**Why didn't you agree to your application being referred to other providers?**

**Didn't think it would change anything**  
**Couldn't be bothered**  
**Too much hassle**  
**Found the funding elsewhere**  
**Too busy trying to keep the business going**  
**You accepted the bank's decision**  
**Other (specify)**

---

---

**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  |
| From Q3 14: Leasing or hire purchase or vehicle finance.....               | 5a |
| Other (specify) .....  | 6  |

**Q93A ASK ALL CODING 1,2,3 OR 5A AT Q93: And did this alternative form of borrowing come from the bank you originally applied to or from a different provider?**

Same bank applied to

Different provider

Both

DK/ref

**Q93b (NEW FROM Q1 17) IF AGREED APPLICATION COULD BE REFERRED (CODE 1 AT Q91A) AND CODE EITHER 3 OR 4 AT Q92 OR CODES 2 OR 3 AT Q93A:**

**Did any of this funding come as a result of the referral process?**

**Yes**

**No**

**Not sure**

---

**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

---

**ASK Q96 TO Q100 TO ALL WHO WERE OFFERED OD ON TERMS THEY DID NOT WANT TO ACCEPT:  
CODE 3 AT Q63**

---

**COMBINE CODES 4-6 TO "THE LEVEL, TYPE OR COST OF SECURITY REQUIRED", FROM Q1 2016**

**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
<b>The level, type or cost of security required .....</b>	<b>4</b>
The time it took to make the offer .....	7
Something else (specify) .....	8

**Q96A (NEW FROM Q1 17) Did the bank offer to refer your application to other finance providers?**

**Yes, and we agreed the application could be referred**

**Yes, but we decided not to refer the application to other providers**

**No, the bank did not offer to refer the application**

**NEW Q96B ASK ALL AWARE OF REFERRAL WHO DID NOT GET REFERRED (CODE 2 AT NEW Q96a)**

**Why didn't you agree to your application being referred to other providers?**

**Didn't think it would change anything**

**Couldn't be bothered**

**Too much hassle**

**Found the funding elsewhere**

**Too busy trying to keep the business going**

**You accepted the bank's decision**

**Other (specify)**

---

(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
Leasing or hire purchase or vehicle finance .....	5a
Other (specify) .....	6

Q98A ASK ALL CODING 1,2,3 OR 5A AT Q98: And did this alternative form of borrowing come from the bank you **originally** applied to or from a different provider?

Same bank applied to

Different provider

Both

DK/ref

---

**Q98b (NEW FROM Q1 17) IF AGREED APPLICATION COULD BE REFERRED (CODE 1 AT Q96a) AND CODE EITHER 2 OR 4 AT Q97 OR CODES 2 OR 3 AT Q98A:**

**Did any of this funding come as a result of the referral process?**

**Yes**

**No**

---

**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

---

**NEW FROM Q1 2016:**

**ASK ALL WHO APLIED FOR AN OVERDRAFT (ANSWERED Q63), WHATEVER THE OUTCOME**

**Q100A Overall, how satisfied were you with the process of applying for an overdraft? Were you...**

**Very satisfied**

**Fairly satisfied**

**Neither satisfied nor dissatisfied**

**Fairly dissatisfied**

**Very dissatisfied**

---

**NEW FROM Q1 2016:**

**THIS QUESTION TO BE ASKED OF EVERYONE ANSWERING Q63 EXCEPT THOSE WHO WERE OFFERED THE OVERDRAFT THEY WANTED AND WENT ON TO TAKE IT (Q63=CODE 1 AND Q64=CODE 1)**

**Q100B** Has the overdraft experience you have just described had any negative impact on the running of your business, such as preventing you from expanding as you wanted?

	(68)
No negative 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 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

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

ALL OTHER RESPONDENTS NOW GO TO START OF LOAN SECTION ABOVE Q124

---

**Q101A-C ASK ALL WITH OVERDRAFT BUT NOT AUTOMATIC RENEWALS WHO START AT NEW QUESTION REPLACING Q105 AND 106**

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

NEW FOR Q1 2014: ASK ALL WITH OVERDRAFT BUT NOT AUTOMATIC RENEWALS

Q101C Thinking about your overdraft application, how much effort did you have to put into this process? Please give me a score out of 5 where 1 means very low effort and 5 means very high effort

TYPE IN SCORE



---

**Q105A** And thinking about this overdraft facility, is it secured in any way?

IF AUTORENEWAL: and thinking about this automatically renewed overdraft facility, is it secured in any way?

Yes – it is secured against business and/or personal property	1
Yes – it is secured in some other way (eg stock or debtors or a guarantee)	2
No it is not secured	3
Don't know	4

Codes 1 and 2 can be multicoded, Q3 single code

**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 Q113
Variable .....	2	Goto Q113
(DO NOT READ OUT) Don't know .....	3	Goto Q113

---

---

**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)	
No fee paid .....	1	
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	

---

**ALL RESPONDENTS NOW GO TO START OF LOAN SECTION ABOVE Q124**

**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:**

**IF Q26 CODE 1 OR 2 GO TO Q148**

**REST 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**

FROM Q3 2014: Q124-126, 127-136 , AND 137-147 to be deleted until such time as incidence of Type 2 and 3 events increases – THOSE WHO WOULD HAVE ANSWERED THESE QUESTIONS NOW GO STRAIGHT TO Q220 – **TO REMAIN DELETED IN 2016 AND 2017**

---

**Q148X (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)

**April-June 2017**

**Jan-Mar 2017**

**Oct-Dec 2016**

**July-September 2016**

**April-June 2016**

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

Business

Personal

Dk/refused

**NEW FROM Q1 2016:**

**Q148B1** And when you first thought about this loan, did you consider applying to one bank or provider or to more than one?

One

Several

Dk/ref

**Q148B** And when you were initially applying for/renewing this loan did you apply to one bank or to several providers?

One

Several

Dk/ref

---

**Q149 ASK ALL WHO APPLIED / RENEWED A LOAN FACILITY:**

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

	(80)
<i>We were applying for our first ever loan .....</i>	<i>1</i>
<i>We were applying for a new loan but not our first</i>	
<i>We were applying for a new loan to top up our borrowing .....</i>	<i>4</i>
<i>We were refinancing existing borrowing onto a cheaper deal .....</i>	<i>5</i>
<i>We were consolidating our borrowing into fewer loans .....</i>	<i>6</i>
<i>We were looking to renew an existing loan on the same terms as before .....</i>	<i>7</i>
<i>We had switched banks and were setting up new facilities with the new bank</i>	

**REPLACE Q149 AS FOLLOWS (FROM Q1 17):**

**Q149X Which of these best describes this most recent loan application?**

**You were renewing an existing loan facility**

**You were applying for your first ever loan**

**You were applying for a new or increased loan, but not your first**

---

**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
<b>NEW from Q3 14: No, to another provider .....</b>	<b>3</b>

---

**Q152 (36) Did you seek any external advice before applying for your loan facility?**

DO NOT PROMPT, CODE AS APPROPRIATE

	(15)
No advice .....	1
Yes, took external advice	2
Dk/refused	3

**Q152a DELETE FROM Q1 2016**

---

Q153 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 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 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

Q155-157B DELETED

---

Q158 ASK ALL  
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  
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 Q221**

**EACH RESPONDENT ANSWERS ONE OF THESE SECTIONS ONLY AND THEN GOES TO NEW QUESTION AFTER Q195**

---

**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

---

**CODES AMENDED Q1 2016**

- 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 difficulty arranging to speak to your Relationship Manager ..... 2  
Have to supply further information..... 3  
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  
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  
Leasing or hire purchase or vehicle finance ..... 5a  
Other (specify) ..... 6

Q162A ASK ALL CODING 1,2,3 OR 5A AT Q162: And did this alternative form of borrowing come from the bank you applied to or from a different provider?

Same bank applied to

Different provider

Both

DK/ref

---

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
NEW Q1 2014: The bank did not think we could afford the repayments	
	(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

---

**Q165B After this initial rejection, did any of the following happen? CODE ALL THAT APPLY**

---

1. The bank offered you an alternative form of finance instead such as leasing or invoice discounting
  2. The bank made you aware of **its** appeals process for declined applications
  3. Someone other than the bank made you aware of the appeals process
  4. **NEW (Q1 17): The bank offered to refer your application to other finance providers**
  5. The bank referred you to some external help or advice
  6. You sought some external help or advice yourself
  7. None of these
-



Q169 (48.2) ASK ALL MADE AWARE OF APPEAL (CODES 2 OR 3 AT NEW QUESTION) REST TO Q176  
 And did you go through the appeals process?

	(63)
Yes and the bank changed its decision .....	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
You accepted the bank's decision .....	6
Other (specify) .....	7
	(65-68)

**NEW (FROM Q1 17)**

**Q171X ASK ALL WHO WERE OFFERED REFERRAL (CODE 4 AT Q165b) REST TO Q176**

**And did you agree that your application could be referred to other finance providers?**

**Yes**

**No – GO TO NEW Q171A**

**Not sure**

**NEW (FROM Q1 17)**

**Q171A ASK ALL AWARE OF REFERRAL WHO DID NOT GET REFERRED (CODE 2 AT NEW Q171)**

**Why didn't you agree to your application being referred to other providers?**

**Didn't think it would change anything**

**Couldn't be bothered**

**Too much hassle**

**Found the funding elsewhere**

**Too busy trying to keep the business going**

**You accepted the bank's decision**

**Other (specify)**

---

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
<b>(Q1 17) Not have a facility .....</b>	<b>4</b>

---

**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
Leasing or hire purchase or vehicle finance .....	5a
Other (specify) .....	6

**Q177A ASK ALL CODING 1,2,3 OR 5A AT Q177: And did this alternative form of borrowing come from the bank you **originally** applied to or from a different provider?**

Same bank applied to

Different provider

Both

DK/ref

**Q177b (NEW Q1 17) IF AGREED APPLICATION COULD BE REFERRED (CODE 1 AT NEW Q171) AND CODE EITHER 2 AT Q176 OR CODES 2 OR 3 AT Q177A:**

**Did any of this funding come as a result of the referral process?**

**Yes**

**No**

**Not sure**

---

**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**

---

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
NEW Q1 2014: The bank did not think we could afford the repayments	
	(34)
Other (specify) .....	0
(DO NOT READ OUT) No reason given .....	1
<b>(DO NOT READ OUT) Can't remember</b>	
(DO NOT READ OUT) Don't know .....	2

---

**NEW (Q1 17) Q182A Did the bank offer to refer your application to any other finance providers?**

**Yes, and we agreed the application could be referred**

**Yes, but we decided not to refer the application**

**No, the bank did not offer to refer the application**

**NEW (Q1 17) Q182B ASK ALL AWARE OF REFERRAL WHO DID NOT GET REFERRED (CODE 2 AT NEW Q182a)**

**Why didn't you agree to your application being referred to other providers?**

**Didn't think it would change anything**

**Couldn't be bothered**

**Too much hassle**

**Found the funding elsewhere**

**Too busy trying to keep the business going**

**You accepted the bank's decision**

**Other (specify)**

---

**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
Leasing or hire purchase or vehicle finance .....	5a
Other (specify) .....	6

Q188A ASK ALL CODING 1,2,3 OR 5A AT Q188: And did this alternative form of borrowing come from the bank you **originally** applied to or from a different provider?

Same bank applied to

Different provider

Both

DK/ref

**(NEW Q1 17) Q188b IF AGREED APPLICATION COULD BE REFERRED (CODE 1 AT NEW Q182a) AND CODE EITHER 3 OR 4 AT Q187 OR CODES 2 OR 3 AT Q188A:**

**Did any of this funding come as a result of the referral process?**

**Yes**

**No**

**Not sure**

---

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, type or cost of security required .....	4
The time it took to make the offer .....	7
Something else (specify) .....	8
	(58-62)

---

**NEW (Q1 17) Q191A Did the bank offer to refer your application to any other finance providers?**

**Yes, and we agreed the application could be referred**

**Yes, but we decided not to refer the application**

**No, the bank did not offer to refer the application**

**NEW (Q1 17) Q191B ASK ALL AWARE OF REFERRAL WHO DID NOT GET REFERRED (CODE 2 AT NEW Q191a)**

**Why didn't you agree to your application being referred to other providers?**

**Didn't think it would change anything**

**Couldn't be bothered**

**Too much hassle**

**Found the funding elsewhere**

**Too busy trying to keep the business going**

**You accepted the bank's decision**

**Other (specify)**

---

**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
Leasing or hire purchase or vehicle finance .....	5a
Other (specify) .....	6

Q193A ASK ALL CODING 1,2,3 OR 5A AT Q193: And did this alternative form of borrowing come from the bank you **originally** applied to or from a different provider?

Same bank applied to

Different provider

Both

DK/ref

---

Q193b (NEW Q1 17) IF AGREED APPLICATION COULD BE REFERRED (CODE 1 AT NEW Q191a) **AND**  
CODE EITHER 2 OR 4 AT Q192 OR CODES 2 OR 3 AT Q193A:

Did any of this funding come as a result of the referral process?

Yes

No

Not sure

---

---

**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  
..... (76)  
(DO NOT READ OUT) DK/refused ..... 0

---

ASK ALL WHO APPLIED FOR A LOAN (ANSWERED Q158)

**Q195A** Overall, how satisfied were you with the process of applying for a loan? Were you...

Very satisfied  
Fairly satisfied  
Neither satisfied nor dissatisfied  
Fairly dissatisfied  
Very dissatisfied

---

**THIS QUESTION IS TO BE ASKED OF EVERYONE ANSWERING Q158 EXCEPT THOSE WHO WERE OFFERED THE LOAN THEY WANTED AND WENT ON TO TAKE IT (Q158=CODE 1 AND Q159=CODE 1)**

**Q195B** Has the loan experience you have just described had any negative impact on the running of your business, such as preventing you from expanding as you wanted?

..... (68)  
No negative 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 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

---

**Q196A-C      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...

(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

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

NEW FOR Q1 2014: ASK ALL WITH LOAN

Q196c Thinking about your loan application, how much effort did you have to put into this process? Please give me a score out of 5 where 1 means very low effort and 5 means very high effort

TYPE IN SCORE

**NEW FROM Q1 2016:**  
**ASKED OF ALL WITH A NEW LOAN/COMMERCIAL MORTGAGE – Q26 CODE 1 AND ANSWERED Q196A, REST TO Q198**

**Q197A How long was your new loan or commercial mortgage agreed for? SINGLE CODE ONLY.**  
**PROMPT AS NECESSARY**

One year or less	1
1-2 years	2
3-4 years	3
5-7 years	4
8-10 years	5
11-15 years	6
16-20 years	7
21-25 years	8
26-30 years	9
Over 30 years	10
Don't know	97
Refused	98

**Q197B And was this how long you originally wanted the facility for? IF NOT: did you originally want the loan over a shorter or longer time period? SINGLE CODE ONLY**

Yes – for the period requested	1
No – wanted longer period	2
No – wanted shorter period	3
Don't know	4
Refused	5

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	<b>Goto Q198a</b>
Dk.....	3	<b>Goto Q198a</b>

---

Q198A And thinking about this loan, is it secured in any way?

Yes – it is secured against business and/or personal property	1
Yes – it is secured in some other way (eg stock or debtors or a guarantee)	2
No it is not secured	3
Don't know	4

**Codes 1 and 2 can be multicoded, Q3 single code**

**ASK ALL REQUIRED TO PROVIDE SECURITY FOR THE LOAN AT Q198A (SO EXCLUDING COMMERCIAL MORTGAGES)**

**BBB NEEDS TO CONFIRM FUNDNG FOR 2017 FOR THIS QUESTION**

Q200a Thinking about the value of the security that you provided for this loan, how does it compare to the value of the loan agreed? Was the value of the security...

READ OUT SINGLE CODE

0-25% of the value of the loan

26%-50%

51%-75%

76%-100%

Over 100% of the value of the loan

Dk/ref

---

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 Q207  
Variable..... 2 Goto Q207  
(DO NOT READ OUT) Don't know ..... 3 Goto Q207

---

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)

No fee paid..... 1  
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

---

FROM Q1 2016: THIS NEXT SECTION IS NOW TO BE ASKED OF ALL WHO HAVE NOT HAD AN OVERDRAFT EVENT AND NOR HAVE THEY HAD A LOAN EVENT AT Q25 OR Q26 – IE HAVE NOT SAID ANY OF CODES 1-4 AT Q25 OR CODES 1-6 AT Q26 NOR AN AUTOMATIC RENEWAL (YES AT Q26A)

REST TO Q221

---

**Q209x AMENDED QUESTION WORDING FROM Q1 2016:**

IF HAVE A LOAN/OVERDAFT AT Q15: Has anything stopped you applying for more overdraft or loan finance in the past 12 months or was it simply that you felt the business did not need more of this kind of finance?

IF DO NOT HAVE A LOAN OR OVERDRAFT AT Q15: Has anything stopped you applying for overdraft or loan finance in the past 12 months or was it simply that you felt the business did not need this kind of finance ?

(46)  
Yes something stopped us applying for a loan ..... 1 Goto Q210x  
Yes something stopped us applying for an overdraft ..... 2 Goto Q210x  
No, did not need one ..... 3 **GotoQ221x**

---

**Q210x ASK ALL WHO HAVE NOT APPLIED FOR A FACILITY, BUT NEEDED ONE (CODE 1 OR 2 AT Q209x)**  
Which of these then are reasons why you have not applied **for a facility**? You can say as many or as few as you like  
ROTATE ORDER

**Q210ax** 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 facility**? DISPLAY ANSWERS CODED AT Q210x

(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  
**Facilities** come with too many terms and conditions ..... 6  
DELETED: I prefer not to borrow ..... 7  
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 ..... 0  
I can raise personal funds ..... 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)

---

**Q211x ASK ALL WHO PREFER ALTERNATIVE FORM OF BORROWING (CODE 12 AT Q210x)**  
And what alternative forms of borrowing do you prefer?  
PROMPT IF NECESSARY

(52)  
An overdraft ..... 1  
**ADDED Q1 2016: A loan**  
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

---

**Q212x IF THOUGHT WOULD BE TURNED DOWN (CODE 3 AT Q210x) 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
Because of what you had read in the press or seen on TV	
Because of the borrowing experiences of other businesses	
Because of what you had heard from business or other interest groups	
Because of what you had heard from your bank	
Other (specify) .....	6
	(54-57)

---

**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?

	(74)
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)

		<b>Successfully applied for in past 12 months</b>	<b>Unsuccessfully applied for in past 12 months</b>	<b>Neither of these</b>
Grants	10(8)	1	2	3
<u>Amended Q1:</u> Loans from directors or friends and family	(9)	1	2	3
<u>Amended Q1:</u> Equity from directors or friends and family	(10)	1	2	3
Loans from other third parties	(11)	1	2	3
<b>COMPANIES ONLY</b> Equity from other third parties				
Leasing or hire purchase or vehicle finance	(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

**Q222B2**

And has the business applied for any other form of external finance that we haven't already covered?

Yes, successfully

Yes, unsuccessfully

No

**Q222B3 ASK ALL WHO HAVE NOT APPLIED FOR ANY FORMS OF FUNDING AT Q222 (ALL CODE 3) AND NOR HAVE THEY APPLIED FOR ANY OTHER FINANCE (IE HAVE CODED 3 AT Q222B2)**

Has anything stopped you applying for any of these other forms of finance, such as credit cards or leasing, or was it simply that you felt that the business did not need this finance?

Yes something stopped you ..... 1

No, nothing stopped you..... 2

**IN 2017 WE WILL REPORT ON THE EFFECT OF INCLUDING CODE 1 ABOVE AS A "WOULD BE SEEKER" BUT WILL NOT CHANGE THE CURRENT DEFINITION**



**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 sell goods or services abroad ..... 2

You buy goods or services from abroad ..... 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

The business holds intellectual property or other knowledge assets on its balance sheet such as patents,  
copyrights, trademarks or goodwill

The business has a mentor who provides help and advice

None of these ..... 2

**Q223a NOW ASK ALL WHO EXPORT (CODE 2 AT Q223)**

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

**THEN PROBE TO NARROWER BANDS BELOW**

25% or less

26-50%

51%-75%

76% - 100%

Don't know

---

FROM Q3 2016 – ASK ALL WHO EXPORT

Q 223B How important is the EU in terms of your current overseas business sales? Would you say...

READ OUT SINGLE CODE

We only export to EU countries 1

The majority of our sales are to the EU 2

Half of our sales are to the EU 3

A minority of our sales are to the EU 4

We do not export to the EU 5

---

Q225 (23) ASK ALL:  
Which of the following do you feel describes your plans for your business turnover over the next year?  
DP HALF READ CODES 1-5 AND HALF CODES 5-1

**REPLACED WITH CODES TO MATCH GROWTH QUESTIONS Q245A:**

(20)

To grow by more than 20% - Go to Q226  
To grow but by less than 20% - Go to Q226

To stay the same – Go to Q227  
To become smaller -Go to Q227  
You plan to sell pass on or close the business – Go to Q227

---

Q226 (24) ASK ALL PLANNING TO GROW (CODE 1 & 2 AT NEW CODES FOR 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  
Increasing sales in existing markets in the UK  
Increasing sales in existing markets overseas  
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, regulation **(Q1 17) and red tape**  
Issues recruiting and retaining skilled staff (from Q3 14)  
Cash flow or issues with late payment  
Availability of relevant advice for your business  
Political uncertainty and future government policy (from Q3 14)  
**DELETE (Q1 17): The quality of management and leadership skills in the business**  
**NEW (Q1 17): Changes in the value of sterling**

**FROM Q3 14: IF DO NOT ANSWER 8-10 FOR ANY FACTOR ABOVE THEN ASK:**

Is there anything else that we have not mentioned here that you would see as a major barrier to your business and would have given a score of 8-10 for?  
None  
Yes (type in)

Q228 DELETED

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							

#### AMENDED CODES

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 grow the business in the UK.....	5
To grow the business internationally .....	6
<b>NEW (Q1 17): To hire staff .....</b>	<b>7</b>
<b>NEW (Q1 17): To develop a new product or service .....</b>	<b>8</b>
<b>NEW (Q1 17): To pay for marketing or a sales campaign.....</b>	<b>9</b>
Other (specify?) .....	0

---

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

		Consider	Unlikely to consider
A core form of finance – a loan, overdraft or credit card	(53)	1	2
	(54)	1	2
A commercial mortgage			
	(59)	1	2
Leasing or invoice finance			
Some other form of finance such as loans or equity from directors or family and friends	(60)	1	2

**Q233A: IF WOULD NOT CONSIDER ANY FACTOR AT Q233 THEN ASK: And would you not consider any of these because you are considering another form of finance we haven't mentioned here, or because you have not decided yet what sorts of finance you might consider?**

**Not decided what might use**

**Considering another form of finance**

---

---

Q238 ASK ALL CONSIDERING OVERDRAFT / LOAN / LEASING / INVOICE FINANCE / CARDS (CODE 1) 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
DELETED I prefer not to borrow .....	7
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
-----------------------	---

Q239B FROM Q1 2016: ASK ALL WHO DID NOT ANSWER Q238

If you were to ask your main bank for finance, how confident are you that they would agree? Would you be...

Very confident  
Fairly confident  
Not sure  
Not very confident  
Not at all confident

FROM Q1 2016:

ASK ALL

Q240I How confident would you say you are in your abilities to do the following in future... READ OUT. SINGLE CODE ONLY FOR EACH

	Not at all confident	Not very confident	Not sure	Fairly confident	Very confident	Don't know	Refused
Assess the advantages and disadvantages of the various finance products offered by <u>your own bank</u>	1	2	3	4	5	97	98
Assess the advantages and disadvantages of the various finance products offered by <u>other finance providers</u> in the market	1	2	3	4	5	97	98
To put together an application to obtain external finance from someone other than your main bank	1	2	3	4	5	97	98

ASK ALL (FROM Q1 2014):

Q240X Thinking more broadly, has the business ever had either an application for a loan or overdraft, or a more informal request for flexibility on a facility, turned down by your bank?

Yes

No

IF YES:

Q240Y And has this previous decline made you more reluctant to apply for bank finance?

Yes

No

Q240BX: Which of the following are you aware of.... (Multicode)

**DELETE (Q1 17): Funding for Lending**

Enterprise Finance Guarantee Scheme

The Business Growth Fund

The British Business Bank

Start Up Loans

---

**Q240A Next actions the major banks are taking to improve customer relationships**

1. A network of business mentors across the UK
  2. A Lending Code, or **(Q1 17) Standards of Lending Practice**, 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.
  5. **NEW (Q1 17): A scheme where if a bank is unable to agree to your borrowing request they will offer to refer you to other providers, sometimes via an online portal**
- 

**Q240C: Next, ways of improving information and understanding**

The Better Business Finance (BBF) programme, and its dedicated website, [BetterBusinessFinance.co.uk](http://BetterBusinessFinance.co.uk), which draws together and link useful sources of information to help business

The British Banking Insight website which shows satisfaction ratings given to banks and other providers by SME' (FROM Q1 2015)

The Business Finance Guide published by the ICAEW and the British Business Bank

None of the above

Q238A2 In the last couple of years, 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. This is sometimes described as "peer-to-peer lending" or "crowd funding". Were you aware of such alternative forms of funding before today?

Yes

No

REPLACE Q238A2 WITH VARIATION ON BBB QUESTION (FROM Q1 17):

Q238A3X Which of the following forms of external finance are you aware of? (THOSE IN BOLD ONLY)

---

		A1	A2
<b>A</b>	<b>Business angels</b>	1	1
<b>B</b>	<i>Credit cards</i>	2	2
<b>C</b>	<b>Equity crowd funding platforms</b>	3	3
<b>D</b>	<i>Trade finance</i>	4	4
<b>E</b>	<i>Government or local government grants</i>	5	5
<b>F</b>	<i>Invoice finance or factoring (asset based finance)</i>	6	6
<b>G</b>	<i>Leasing or hire purchasing</i>	7	7
<b>H</b>	<b>Mezzanine finance</b>	8	8
<b>I</b>	<b>Peer to peer lending platforms</b>	9	9
<b>J</b>	<i>Venture capitalists</i>	10	10
<b>K</b>	<i>Corporate bonds</i>	11	11
	<i>None of these</i>	12	12
	<i>Don't know</i>	13	13

---

Q238A4 IF AWARE OF C OR I (FROM Q1 17): And which of the following apply to you?

You are using **peer to peer or crowd funding finance**

You applied for this type of finance but were not successful

You would consider applying for this type of finance in future

None of these

---



**Q238A5 ASK ALL: How much would you agree or disagree with the following statements about SMEs and their use of external finance? RANDOMISE ORDER**

	SA	A	NN	D	SD
1. <b>DELETE FROM Q1 17</b> <i>Our aim as a business is to repay any existing finance (eg on loan or overdraft) and then remain debt free if possible</i>					
2.If our cost of borrowing were to increase by 2% or more, the business would be struggling					
3.As a business we are happy to use external finance to help the business grow and develop					
4. Our current plans for the business are based entirely on what we can afford to fund ourselves					
5. <b>DELETE FROM Q1 17</b> <i>If our bank were unable to help us with the finance we needed, we would be happy for them to pass on our request to an alternative lender</i>					
NEW FROM Q1 2016: We never think about whether we could or should use more external finance in the business					
NEW FROM Q1 2016: We will accept a slower growth rate that we fund ourselves rather than borrowing to grow faster					
NEW FROM Q4 2016: A fall in the cost of credit would not make us any more likely to consider applying for new external finance					

**NEW (FROM Q1 17)**

**Q238A6** Imagine that a promising new business growth opportunity presented itself in the next few months. How likely would you be to speak to your bank about borrowing the funds to allow you to make the most of this opportunity?

- |                   |   |
|-------------------|---|
| Very likely       | 1 |
| Fairly likely     | 2 |
| Not very likely   | 3 |
| Not at all likely | 4 |

**Q238A6B** Ask all coding 3 or 4 AT Q238A6: And why would you be unlikely to contact your bank?  
CODE ALL THAT APPLY:

- We would look to fund it from inside the business (eg cash balances)
- Don't think the bank would agree to lend to us
- Don't want to take on debt, even for a good opportunity
- Don't want to take the risk of borrowing for an opportunity that might not work out
- Would prefer to speak to another finance provider, not a bank
- Have a poor relationship with the bank
- The owners, directors would fund it themselves
- We wouldn't take an opportunity if it needed external finance to make it happen
- Something else (type in)

## 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**

Q242 DELETED

**Q243 NOW ASKED OF ALL STATING WHETHER PROFIT OR LOSS AT Q241**

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

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

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

---

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

**NEW – ASK ALL WHO HOLD MORE THAN £10,000 IN CREDIT BALANCES (CODES 3-9 AT Q244)**

Q244XX Would you say that having these credit balances means that your business has less of a need for external finance, for example an overdraft or loan facility?

Yes

No

Not sure

---

**FROM Q2 2014: ASK ALL: BBB TO CONFIRM FUNDING FOR 2017**

Q244a What were the total assets of the firm in the last financial statement (including both financial and real assets)? PROMPT WITH BANDS AS NECESSARY

Less than £25,000  
£25,000 - £49,999  
£50,000 - £74,999  
£75,000 - £99,999  
£100,000 - £249,999  
£250,000 - £499,999  
£500,000 - £999,999  
£1m - £1.9m  
£2m-4.9m  
£5m - £9.9m  
£10m - £14.9m  
£15m-24.9m  
£25m+  
Don't know  
Refused

**FROM Q2 2014: ASK ALL – BBB TO CONFIRM FUNDING FOR 2017**

Q244b And what were the total liabilities of the firm in the last financial statement (excluding equity)?

**PROMPT WITH BANDS AS NECESSARY**

Less than £25,000

£25,000 - £49,999

£50,000 - £74,999

£75,000 - £99,999

£100,000 - £249,999

£250,000 - £499,999

£500,000 - £999,999

£1m - £1.9m

£2m-4.9m

£5m - £9.9m

£10m - £14.9m

£15m-24.9m

£25m+

Don't know

Refused

---

---

**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

---

Q249 DELETED

Q249i DELETED

---

Q250 DELETED

---

Q250X IF OWNER (CODE 1) AT Q246 - ASK:

Which of the following apply to you?

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

Which of the following apply to the owner of the business?

READ OUT, AMEND WORDING AS APPROPRIATE, CODE ALL THAT APPLY.

(19)

This is the only business in which you/they are currently involved in any  
managerial or strategic capacity ..... 1  
You/they currently run/manage another business as well as this one.....2  
You/They have set up or run a business before this one ..... 3  
In the past 3 years, you/they have personally provided funds for a new business  
being set up by someone else ..... 4  
**DK/REF** ..... 5

---

Q251 Does the person in charge of the financial management **within** 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?

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 **within** 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

---

**Q257 DELETED**

**Q257i** DELETED

---

**Q258** DELETED

---

**Q258X** IF LEADING PARTNER (CODE 1) AT Q252 - ASK:

Which of the following apply to you?

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

Which of the following apply to the managing/leading partner of the business?

READ OUT, AMEND WORDING AS APPROPRIATE, CODE ALL THAT APPLY.

(19)

This is the only business in which you/they are currently involved in any  
managerial or strategic capacity ..... 1  
You/they currently run/manage another business as well as this one.....2  
You/They have set up or run a business before this one ..... 3  
In the past 3 years, you/they have personally provided funds for a new business  
being set up by someone else ..... 4  
**DK/REF** ..... 5



**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

**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 **within** 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

---

**Q264 DELETED**

**Q264i DELETED**

---

**Q265 DELETED**

---

Q265X IF OWNER (CODE 1) AT Q259 - ASK:

Which of the following apply to you?

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

Which of the following apply to the principle owner of the business?

READ OUT, AMEND WORDING AS APPROPRIATE, CODE ALL THAT APPLY.

(19)

This is the only business in which you/they are currently involved in any  
managerial or strategic capacity ..... 1  
You/they currently run/manage another business as well as this one.....2  
You/They have set up or run a business before this one ..... 3  
In the past 3 years, you/they have personally provided funds for a new business  
being set up by someone else ..... 4  
**DK/REF** ..... 5

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

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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](http://www.sme-finance-monitor.co.uk)**

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**Please can I just confirm some details...**

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

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

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

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Q271 And may we contact you again with regards to this survey if any queries should arise?  
(51)  
Yes ..... 1  
No ..... 2

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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

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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

**NEW FROM Q1 2016: IF AGREE TO RECONTACT AT Q272 OR Q273 – TAKE EMAIL ADDRESS – WE WILL PILOT THIS FOR Q1-2 AND TEST HOW WELL THESE WORK FOR RECONTACTS**

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Q274 We are working with academic researchers who would like to be able to analyse the answers you have provided in this survey alongside data you may provide to government departments such as through Companies House. We can assure you that your answers will still remain confidential and will only be presented in the form of statistical summaries. At no stage will details identifying your company by name be included in any data, or provided to the academic researchers. Would this be OK?

INTERVIEWER NOTE: READ OUT EXACTLY AS SCRIPTED

AS NECESSARY: This will allow the researchers to 'look up' other data held on your business by central Government, which will in turn allow them to conduct a fuller and more meaningful analysis of this survey data.

Yes ..... 1

No ..... 2

(Don't know) ..... 3