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**Questionnaire**

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**Euromoney Cash Management Survey 2018 - Corporates**

**Welcome**

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

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

We are happy to provide you with subscriber-level access to euromoney.com (including the results to this survey) for the month of October 2018 if you fill out your details on the following page.

Please leave blank any questions which do not apply to your company.

Submit answers as soon as possible and no later than end of day local time, 11th May 2018.

Queries on survey policy should be addressed to Dirk Schneider: [dirk.schneider@euromoneyplc.com](mailto:dirk.schneider@euromoneyplc.com)

For technical questions please contact [data@euromoney.com](mailto:data@euromoney.com)

## General Data Protection Regulation (GDPR)

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This survey is conducted by Euromoney Data. Your participation is voluntary, and refusal to participate will involve no penalty or loss of benefits to which you are otherwise entitled, and you may discontinue participation at any time. If you decide not to participate in this survey, would like to withdraw from participating or have any questions about the survey, please contact Dirk Schneider at [dirk.schneider@euromoneyplc.com](mailto:dirk.schneider@euromoneyplc.com).

Your personal data and the information you provide will be confidential, and collected, transferred and/or stored in compliance with Euromoney's privacy, data protection and security policies. The information you provide to Euromoney may be collected, stored and/or processed outside the country in which you are located.

Respondents' contact details may be used for survey validation purposes and to email respondents with reports on the survey. Respondents that accept this privacy policy and agree to participate in a particular survey may be contacted from time to time with the option to participate in the next version of this survey or in related surveys.

**Please tick this box to agree to the above terms and conditions and proceed with the survey. \*This question is required.** \*(throughout the entire survey, the \* indicates that this question is required)

I agree

**Please tick below for access to the survey results and/or our other cash management related products:**

- Free access to the Euromoney survey results on [Euromoney.com](https://euromoney.com)
- Free trial access to Euromoney Country Risk, the consensus-based sovereign risk ranking platform
- I would like to learn more about cash management courses offered by Euromoney Learning Solutions
- Please tick for free cash management news alerts from [Euromoney.com](https://euromoney.com)

**Choose to share your details**

Our surveys are always anonymous. We never publish or share individual responses to questions and only produce aggregated results. However we understand that some respondents may wish to share their information (contact details and how they've voted) with their named counterparties to help improve the service they receive. If you would like to share this information with your counterparty please tick the box.

**Data protection** [[link](#)]

**Disclaimer** [[link](#)]

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**Information**

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First name:

Last name:

Company:

Job title: [drop down]

Professional email address:

Please re-enter your Professional email address:

Telephone (including country and city codes):

Your office location (country):

Company headquarters (country):

Select your industry sector:

How many countries is your company based in?

In how many of the following regions does your company operate? (Regions include: Asia, Australasia, Central and Eastern Europe, Latin America, Middle East, Nordics and Baltics, North America, Western Europe).

How many cash managers do you have now?

How many did you have 12 months ago?

Are you looking to change your roster of cash managers in the next 12 months? [drop down]

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

Region

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**For what level of business organisation does your vote apply? Are you voting in the capacity of or on behalf of a global, regional or country head of cash management?**

- [tick box] Global
- [tick box] Regional
- [tick box] Domestic

Please tick 'Global' if you are able to vote on your company's cash management operations globally

Please tick 'Regional' if you are able to vote on your company's cash management operations in a specific region (Western Europe, Central and Eastern Europe, Middle East, Africa, etc.)

Please tick 'Domestic' if you are able to vote on your company's cash management operations related to a specific country.

**If region selected trigger:**

**Please select the region for which you actively use cash management services.**

- [tick box] Africa
- [tick box] Asia Pacific
- [tick box] Central and Eastern Europe
- [tick box] Latin America
- [tick box] Middle East
- [tick box] North America
- [tick box] Western Europe

**If domestic selected trigger:**

**Please select the country for which you actively use cash management services.**

[drop down]

**Your priorities**

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

**Business functions:**

Not important – Somewhat important – Very important – Essential – N/A

- Commitment to cash management business
- Local market presence
- Overall relationship with bank
- Ancillary business offered by bank
- Competitive pricing

**Financial facilities**

Not important – Somewhat important – Very important – Essential – N/A

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

**Personnel**

Not important – Somewhat important – Very important – Essential – N/A

- Industry knowledge
- Understanding of my business
- Quality of RFP/pitches
- Speed/quality of responses to enquiries
- Overall performance of dedicated client service manager

**Services**

Not important – Somewhat important – Very important – Essential – N/A

- Advisory services
- Counterparty risk
- Product/service innovation
- Implementation of additional products/services
- Cross-border capabilities
- Onboarding process

**Tech provisions**

Not important – Somewhat important – Very important – Essential – N/A

- Treasury management systems
- Electronic banking/e-invoicing
- Security procedures
- Mobile capabilities

Quantitative Section

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**Global Cash Management Business** (repeated for regional and domestic)

**Your firm's size – STRICTLY CONFIDENTIAL**

**Approximately what are the global annual gross sales of your business?**

Greater than US\$100bn
US\$25 - 99.99bn
US\$10 - 24.99bn
US\$2.5 - 4.99bn
US\$5 - 9.99bn
US\$1 - 2.49 billion
US\$500 - 999.9m
US\$100 - 499.9m
US\$50 - 99.9m
Less than US\$50m

**On a global basis please name the three banks you use most for cash management and the percentage of your business put through each:**

If your counterparty does not appear, please type in "other" and then specify!

- **Top bank:** [drop down] if other please specify: [free text box]
- Approximately how much of your % of global cash management business over the last 12 months was transacted with this provider? [drop down]
- How likely is it that you would recommend this provider to a peer or colleague? 0 – 10 scale
  
- **Second bank:** [drop down] if other please specify: [free text box]
- Approximately how much of your % of global cash management business over the last 12 months was transacted with this provider? [drop down]
- How likely is it that you would recommend this provider to a peer or colleague? 0 – 10 scale
  
- **Third bank:** [drop down] if other please specify: [free text box]
- Approximately how much of your % of global cash management business over the last 12 months was transacted with this provider? [drop down]
- How likely is it that you would recommend this provider to a peer or colleague? 0 – 10 scale

**Qualitative Section**

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**Global Cash Management Business** (repeated for Regional and Domestic)

***Top Global Bank***

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

**Business functions:**

Unsatisfactory – Improvement needed – Meets expectations – Exceeds expectations – Exceptional – N/A

- Commitment to cash management business
- Local market presence
- Overall relationship with bank
- Ancillary business offered by bank
- Competitive pricing

**Financial facilities**

Unsatisfactory – Improvement needed – Meets expectations – Exceeds expectations – Exceptional – N/A

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

**Personnel**

Unsatisfactory – Improvement needed – Meets expectations – Exceeds expectations – Exceptional – N/A

- Industry knowledge
- Understanding of the business
- Quality of RFP/pitches
- Speed/quality of responses to enquiries
- Overall performance of dedicated client service manager

**Services**

Unsatisfactory – Improvement needed – Meets expectations – Exceeds expectations – Exceptional – N/A

- Advisory services
- Counterparty risk
- Product/service innovation
- Implementation of new/additional products/services

- Cross-border capabilities
- Onboarding process

**Tech provisions**

Unsatisfactory – Improvement needed – Meets expectations – Exceeds expectations – Exceptional – N/A

- Treasury management systems
- Electronic banking/e-invoicing
- Security procedures
- Mobile capabilities

Market View

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- **Which key parts of the Cash Management process are now being conducted digitally at your firm?** Payments / Collections / Liquidity Management
- **Which regulatory requirements have most impacted your choice of cash management provider?** AML / Basel III / Dodd Frank / Mifid II / FATCA / IFRS 9 / CRD IV / KYC / International sanctions
- **What additional banking service does your top named cash manager provide to your company?** FX / Risk Management / Capital markets / M&A / Lending / Research advisory / None / Other [please specify]
- **Have you used a non-banking financial company (e.g. Alipay, Paypal) for any cash management services?**
- **If yes,**
  - **Separate from my cash management relationship**
  - **In collaboration with an existing cash manager**
- **If no, are you planning to in the next 12 months?**
  - **Yes separate from my cash management relationship**
  - **Yes in collaboration with an existing cash manager**
  - **No.**
- **What is your preferred channel for managing cash? (i.e. web, mobile etc)**  
[text box]

Survey close

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Thank you very much for completing this survey. Results will be published in October 2018. Respondents who have selected to receive free access to the results will be sent their login details in October.

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