Euromoney Cash Management Survey 2019 - Financial Institutions: Questionnaire

Welcome

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

The results: As a valued respondent, you will receive an in-depth report highlighting the latest trends in the global cash management market based on the survey data. You will also receive full subscriber-level access to euromoney.com for the month of September 2019.

The rules: Please leave blank any questions that do not apply to your company and submit answers as soon as possible (deadline May 10, 2019). Please note that only questions marked with an * are compulsory in the survey.

NB: Please only use the blue back and next buttons provided in the survey. Do not use the back button in your browser as this will restart the survey.

This questionnaire is for FINANCIAL SERVICES COMPANIES only (banks/asset managers/hedge funds/insurance companies). If you are a non-financial corporate, then please click here to go to the relevant survey.

Choose to share your details (optional)

Our surveys are always anonymous. However, we understand that some respondents may wish to share their completed survey (including contact details) with service providers to help improve the service they receive. To share this information, please tick the box(es) below.

[ ] Share with your service providers  [ ] Share with other service providers

Want to receive info on other Euromoney services? (optional)

If you have not previously registered with a Euromoney group website, please tick below so that we can keep you updated with relevant news and insights and other Euromoney group company products and services by:

[ ] Email  [ ] Telephone  [ ] SMS  [ ] Mail

You can also visit our preference centre and make more specific selections based on your interests. Of course, you can unsubscribe at any time.

If you have previously registered with a Euromoney group website and wish to update your marketing preferences, then please visit our preference centre to do so.

Please tick this box to agree to the below terms and conditions, and proceed with the survey

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. Your personal data and the information you provide will be confidential, and collected, transferred and/or stored in compliance with
Euromoney Data’s survey privacy statement and survey disclaimer. Respondents who participate in the survey may be contacted by Euromoney Data: for validation purposes, with survey results and reports, and with invitations to participate in the next edition of the survey or related surveys.

To agree to the above terms and conditions, and proceed with the survey, tick below: *

[ ] I agree

For any questions, please contact data@euromoney.com
Information

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: [drop down]
How many countries does your company operate in?

In how many of the following regions does your company operate? (Regions include: Africa, Asia-Pacific, Central and Eastern Europe, Latin America, Middle East, Nordics, 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 and currency

Please tick all regions for which you actively use international cash management services.

Western Europe []
Central and Eastern Europe []
Latin America []
Middle East []
Nordics []
North America []
Asia Pacific []
Africa []

**What percentage of your total cash management business is conducted in euro, dollar, yen, Sterling?**

Euro: [Click here]
Dollar: [Click here]
Yen: [Click here]
Sterling: [Click here]
Other: [Click here]

This survey will prepopulate the selection you will have the opportunity to express your view on transactions in the above regions across the following currencies: Euro, Dollar, Yen, Sterling. (additional currencies for Asia region)

Please only answer for the regions/currencies for which you have knowledge.
Your priorities

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

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<th>3</th>
<th>4</th>
<th>5</th>
<th>N/A</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Not Important</td>
<td>Somewhat important</td>
<td>Important</td>
<td>Very important</td>
<td>Essential</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Business functions:
- Commitment to cash management business
- Local market presence
- Overall relationship with bank
- Ancillary business offered by bank
- Competitive pricing
- Innovative digital solution

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

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

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

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

WESTERN EUROPE (Repeated for all regions) – Please answer ONLY where applicable.

Your firm’s size

What are your company’s total assets?
(Banks = total assets/ balance sheet; asset managers & insurance companies = AUM)

| Less than $10bn | $10bn - $50bn | $50bn - $100bn | $100bn - $250bn | $250bn - $500bn | $500bn - $1tn | $1tn+ |

In order of preference, please name the top three cash management banks you use for the following currency transactions in WESTERN EUROPE:

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

**Western Europe – EURO transactions:**

Best [Click here] If other (please specify) []
2nd [Click here] if other (please specify) []
3rd [Click here] if other (please specify) []

**Western Europe – DOLLAR transactions:**

Best [Click here] If other (please specify) []
2nd [Click here] if other (please specify) []
3rd [Click here] if other (please specify) []

**Western Europe – STERLING transactions:**

Best [Click here] If other (please specify) []
2nd [Click here] if other (please specify) []
3rd [Click here] if other (please specify) []
Western Europe – YEN transactions:

Best [Click here] If other (please specify) []
2nd [Click here] if other (please specify) []
3rd [Click here] if other (please specify) []

NB: Asia region currencies include EUR, USD, YEN, GBP, AUD, HKD, INR, IDR, KRW, MYR, PHP, RMB, SGD, TWD, THB and VND.
Qualitative section

Western Europe – EURO

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

Approximately how much of your total WESTERN EUROPE/PAYMENTS & RECEIVABLES during the past 12 months was transacted with this provider?

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

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<tbody>
<tr>
<td>Unsatisfactory</td>
<td>Improvement Needed</td>
<td>Meets Expectations</td>
<td>Exceeds Expectations</td>
<td>Exceptional</td>
</tr>
</tbody>
</table>

Business functions

- Commitment to cash management business
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- Innovative digital solution

Financial facilities

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- Overall performance of dedicated client service manager
- Technology / digital literacy
Services

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

Tech provisions

- Treasury management systems
- Electronic banking/e-invoicing
- Security procedures
- Mobile capabilities
• 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 (eg 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? (ie web, mobile, etc) [text box]

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Survey close

Thank you very much for completing this survey. Results will be published in September 2019. Respondents who have selected to receive free access to the results will be sent their login details in September.

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