



# Survey Questionnaire

This is the final version of Euromoney’s 2024 Cash Management survey questionnaire. It has been designed with inputs from the world’s leading financial institutions in transaction banking.

The survey is expected to go live on the 24<sup>th</sup> April 2024 and run until 14 June 2024. If you have any questions, please contact [Olga Kontodimou](#) at Euromoney.

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## Section 1: Personal Details

The following information is required to validate your vote only. It will not be passed on to third parties nor used in sales or marketing activities.

Q1. Full Name: [text]

Q2. Work email address: [text]

Q3. Your office location: [pre-defined drop down]

Q4. Which of the following describes your role? [pre-defined drop down], Other (please specify): [text]

Q5. What is the scope of your role: [single choice: global, regional or domestic]

*If selected regional or global:*

Q6a. Which regions does your role cover? [check boxes with regions]

## Section 2: Company Details

Q1. Company Name: [text]

Q2: If your company is listed on a stock exchange, please enter your ticker/code/symbol?  
(optional) [text]

Q3. Approximately, what is your company's turnover (global, regional or domestic) in USD)?

- Global turnover [pre-defined drop down, 3 bands]
- Regional turnover [pre-defined drop down, 3 bands]
- Domestic turnover [pre-defined drop down, 3 bands]

[Link to currency conversion](#)

## Section 3: Your Priorities

Q1. How important are the following cash management products and services to your business? [rate each from 1 (low) to 10 (high)]:

- Corporate accounts
- Corporate cards
- Payables automation
- Receivables automation
- Collections
- Liquidity management
- Virtual accounts
- Foreign exchange
- Treasury and trade financing
- Advisory services
- Domestic payments
- International payments

Q2. How important are the following criteria when selecting your cash management provider? [rate each from 1 (low) to 10 (high)]

- Local market presence
- International capabilities
- Price
- Overall relationship
- Best-in-class products
- Finance and credit
- Software solutions
- Partner marketplace
- ESG credentials
- External accreditation

Q3. What would make you change your main cash management bank? (*optional*) [text]

## Section 4: Your Cash Management Providers

Q1. How many cash management banks do you use? [single choice: 1, 2, 3, 4, 5, 6 or more]

Q2. Please list them in order of priority:

- Principal (main) bank: [pre-defined drop down]
- Secondary bank: [pre-defined drop down]
- Third bank: [pre-defined drop down]
- Fourth bank: [pre-defined drop down]
- Fifth bank: [pre-defined drop down]

Q3. What is the difference between how you use your principal (main) bank and the other providers? (for example, different products, domestic vs international, risk management, etc.) *(optional)* [text]

## Section 5: Rate Your Providers

Q1. Rate each of your providers by competence in the following sectors [rate each from 1 (low) to 10 (high)]:

Product:

- Corporate accounts
- Corporate cards
- Payables automation
- Receivables automation
- Collections
- Liquidity management
- Virtual accounts
- Foreign exchange
- Treasury and trade financing
- Domestic payments
- International payments

Service:

- Local market presence
- International capabilities
- Price
- Overall relationship
- Partner marketplace

People:

- Customer on-boarding
- KYC process
- Issue resolution
- Performance of client service manager
- Quality of team preparation
- Advisory services
- Proactive servicing

Technology

- Digital banking functionality
- Digital banking user experience
- Software tools
- Connectivity (SWIFT, host-to-host, APIs)
- Security
- Financial crime prevention

## Section 6: Fintech and Software

This section evaluates technology solutions that corporate treasurers typically purchase from Fintechs and software vendors. In some cases, those capabilities can be provided by banks as well.

Which provider do you use for:

Q1. Treasury management system? (*optional*) [pre-defined drop down]; Other, please specify: [text]

Q1a. Please rate this provider: (*optional*) [slider 1-10, Not Applicable]

Q2. Financial planning solution? (*optional*) [pre-defined drop down]; Other, please specify: [text]

Q2a. Please rate this provider: (*optional*) [slider 1-10, Not Applicable]

Q3. Accounts receivables automation? (*optional*) [pre-defined drop down]; Other, please specify: [text]

Q3a. Please rate provider: (*optional*) [slider 1-10, Not Applicable]

Q4. Bill payment (account payables) automation? (*optional*) [pre-defined drop down]; Other, please specify: [text]

Q4a. Please rate provider: (*optional*) [slider 1-10, Not Applicable]

## Section 7: Market View

Q1. How do you expect your cash management needs to evolve in the next 12-18 months?  
*(optional)* [text]

Q2. What innovative capabilities related to corporate treasury are becoming more important for your business? *(optional)* [text]



## Section 8: Your Main Provider

Please think about all the products and services you receive from [insert your bank name].

Q1. What does your main cash management provider do particularly well? Where does it stand-out? [text]

Q2. How could [insert your bank name] improve the products and services they offer to your business? [text]

## Section 9: Sign-off

As a thank you for participating in this survey, we are offering you 12-month free subscription to Euromoney.com. You will be able to review our rankings of the leading cash management providers and access research and opinion on corporate treasury, banking, capital markets and more.

[tick box]

Yes, please send me a registration email for 12-month free access to Euromoney.com

Thank you for the participation!