

Euromoney Cash Management Survey 2023 – Financial Institutions Survey: Questionnaire

Thank you for participating in the Euromoney Cash Management study.

As a valued respondent, you will be eligible to view our rankings of the leading cash management providers when they are published in September 2023.

Please submit answers as soon as possible (deadline 16 June 2023).

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.

We need to establish your main industry sector to make sure that we direct you to the correct survey.

Please select your industry sector:

[dropdown AND route to Corporates or Financial Institutions survey]

This survey is conducted by Euromoney Insight. 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 Insight's survey [privacy statement](#) and [survey disclaimer](#). Respondents who participate in the survey may be contacted by Euromoney Insight: for validation purposes, with survey results and reports, and with invitations to participate in the next edition of the survey or related surveys.

I agree.

For any questions please contact: insight@euromoney.com

Please confirm your industry sector:

Information

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.

First name:

Last name:

Company:

Which of the following best describes your role? [dropdown]

Professional email address:

Telephone (including country and city codes, but excluding spaces and '+' signs):

Your office location: [Region dropdown] [Territory dropdown]

What is the scope of your role? [dropdown: Global/Regional/National]

In which of the following regions does your company have a physical presence/ representative office? [Select all that apply: Africa, Asia-Pacific, Central and Eastern Europe, Latin America, Middle East, Nordics, North America, Western Europe]

In how many countries/territories does your company have a physical presence or representative office?

Approximately, what is your company's total assets?

(banks = total assets/ balance sheet; asset managers = AUM) [Currency converter included]

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

Currency

Approximately, what percentage of your total cash management business is conducted in the following currencies?

If any currencies are not relevant, please leave blank.

- Euro: [Click here]
- Dollar: [Click here]
- Yen: [Click here]
- Sterling: [Click here]
- Australian Dollar: [Click here]
- Hong Kong Dollar: [Click here]
- Indian Rupee: [Click here]
- Indonesian Rupiah: [Click here]
- Renminbi: [Click here]
- Singapore Dollar: [Click here]
- Swiss Franc: [Click here]
- Thai Bhat: [Click here]
- UAE Dirham: [Click here]

Market Leader

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

[CURRENCY] transactions:

Best [dropdown: bank list]

2nd [dropdown: bank list]

3rd [dropdown: bank list]

[Repeat for all currencies where selected]

EUR, USD, YEN, GBP, AUD, HKD, INR, IDR, RMB, SGD, THB, AED, CHF]

Your priorities

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

If a category does not apply to you, please select N/A

1	2	3	4	5	
Very unimportant	Somewhat unimportant	Neither important nor unimportant	Somewhat important	Very important	N/A

Business functions:

- Commitment to cash management business
- Local market presence
- International footprint/Cross-border capabilities
- Competitive pricing
- Overall relationship with bank

Financial facilities

- Netting/in-house banking
- Payments/collections
- Liquidity management

Personnel

- Understanding of my industry
- Speed of response to enquiries
- Quality of response to enquiries
- Overall performance of client service manager

Services

- Counterparty risk management
- System stability and operational resilience
- Product/service innovation

Tech provisions

- Electronic invoicing solutions
- Security procedures & fraud prevention
- Self-service functions in e-Banking/Mobile banking
- Compatibility with API or Cloud-based 3rd party platforms

Qualitative section

On a scale from “Very poor” to “Very good”, please rate the service of each bank on the following attributes:

1	2	3	4	5
Very poor	Somewhat poor	Neither good nor poor	Somewhat good	Very good

Business functions:

- Commitment to cash management business
- Local market presence
- International footprint/Cross-border capabilities
- Competitive pricing
- Overall relationship with bank

Financial facilities

- Netting/in-house banking
- Payments/collections
- Liquidity management

Personnel

- Understanding of my industry
- Speed of response to enquiries
- Quality of response to enquiries
- Overall performance of client service manager

Services

- Counterparty risk management
- System stability and operational resilience
- Product/service innovation

Tech provisions

- Electronic invoicing solutions
- Security procedures & fraud prevention
- Self-service functions in e-Banking/Mobile banking
- Compatibility with API or Cloud-based 3rd party platforms

Market view

- How many cash managers do you have now?
- Will the number of your providers increase, decrease or stay the same over the next 12 months? [Increase, Decrease, Stay the same]
- 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., Fintech company) for any cash management services? [Yes/No]
- Do you currently have an API into any of your cash management providers? [Yes/No]

Exclusive questions section

TBC

Survey close

As a thank you for participating in this survey, we are offering you a one-month free subscription to Euromoney.com when our ranking results are published in September 2023. You will be able to review our rankings of the leading cash management providers and access in-depth content on global financial markets.

Yes, please send me a registration email in September 2023 for my one-month free subscription to Euromoney.com

Thank you very much for completing this survey.

Results will be published in September/October 2023. Respondents who have selected to receive free access to the results will be sent their login details in the month of publication.

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