EUROMONEY

Corporate Banking

Trade Finance Survey 2027

Final questionnaire

EUROMONEY

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Survey runs from **21st September** to **1st November**, with a potential of extension of additional 2 weeks.

For any questions or to get weekly report, reach out to Olga Kontodimou.

Survey Outline

This year's survey was designed to bring a better user experience to participants:

- Streamlined the questionnaire by removing overlapping and low-impact questions, based on analysis of response patterns over the past three years
- Introduced a clearer and more consistent structure across products and client segments
- Added Net Promoter Score (NPS) questions to deliver a single comparable metric across banks and geographies

We have introduced new sections:

- A new set of questions on corporate spend, capturing both current allocation across banking providers and future spend intentions, to provide a clearer view of wallet distribution and potential growth opportunities
- Updated market view section, this year being focused on future technologies

Privacy Disclosure

Your personal data and the information you provide will be kept confidential, and collected, transferred and/or stored securely in compliance with Euromoney Data Privacy Policy.

By participating in this survey, and consenting to share your responses with banking providers, you will help them gain valuable insights which will help to refine their products, enhance technology, and improve client service, ultimately delivering a better experience for you. You may withdraw your consent at any time by contacting research@euromoney.com.

Respondents who participate in the survey may be contacted by Euromoney for validation purposes, with survey results, reports, notifications, rankings and invitations to participate in the next edition of the survey or related surveys.

Please click the following boxes if you agree to share the data contained in your response:

[tick] By ticking this box, I consent and agree to the collection and use of my survey responses, including personally identifiable information for the purpose outlined above. I understand and agree that my responses may be linked to my identity and used in a manner that may identify me and the company I represent.

[tick] By ticking this box, I consent and agree to the collection and use of my survey responses for the purpose outlined above. I agree that the data collected may be used in an aggregated, anonymised form without any personally identifiable information of me, or the company I represent, being disclosed.

Privacy Policy - Euromoney

Section 1: Personal Details

Q1	Full name	*Text*
Q2	Last name	
Q3	Work email address	*Text*
Q4	Which of the following describes your role?	*Drop down*
Q5	What is the scope of your role: ○ Global ○ Regional ○ Domestic	*Single choice*
Q6.1	Office location [Question will be presented only to regional and global respondents]	*Drop down*
Q6.2	Country you oversee [Question will be presented only to domestic respondents. The location question was split to improve clarity for respondents, as the answers determine the geography used for national rankings.]	*Drop down*
Q6.3	[If selected regional or global] Which regions does your role cover? ○ North Africa ○ Sub-Saharan Africa ○ North & Central Asia ○ South & East Asia ○ Oceania ○ Central & Eastern Europe ○ Western Europe ○ Central & North America ○ Latin America ○ Middle East	*Tick box*

Section 2: Company Details

Q1	Company name	*Text*
Q2	If your company is listed on a stock exchange, please enter your ticker/code/symbol?	*Text, optional*
Q3	Your Legal Entity Identifier (LEI), if known	*Text, optional*
Q4	Approximately, what is your company's turnover (global, regional or domestic) in USD? [Currency calculator included] ○ Less than USD $10MM ○ USD $10-$50 MM ○ USD $50-$250 MM ○ USD $250-$500 MM ○ USD $500-$1BN ○ More than USD $1BN	*Single selection*

Q5 Which of the below describes best the ownership of your company? *Single selection*

- Parent company
- Treasury centre
- Subsidiary of domestic company
- Subsidiary of foreign company

Section 3: Your Priorities

Q1 **How important are the following trade finance products to your business?** *1 to 10 slider*

[Rate each from 1 (low) to 10 (high). Option for each sub-category: currently not using this set of products. Refer to the appendix for the product taxonomy, which will be included in a hover over message over each item below]

- Advisory services
- Dynamic discounting
- Documentary collections
- ESG solutions
- Guarantees
- Letters of credit
- Trade loans
- Structured trade
- Working capital solutions
- Other [please specify]

Q2 **How important are the following criteria when selecting your trade finance provider?** *1 to 10 slider*

[Rate each from 1 (low) to 10 (high)]

- Advisory capabilities
- Availability of credit
- Credit terms and conditions
- ESG credentials and knowledge sharing
- In-country presence
- International capabilities
- Overall relationship
- Partner marketplace
- Price
- Product offering
- Quality of client service
- Software and technology solutions

Q3 **Approximately how much does your organisation spend per month on trade finance services across all banking providers (including fees and other charges)?** *Single choice, dropdown, optional*

Please include all fees, commissions and service charges paid to banks for trade finance services, including letters of credit, guarantees, documentary collections, receivables finance, supply chain finance, import and export finance, facility fees, document-checking charges and platform-related fees. Exclude financing principal, interest expense, benchmark-rate charges, cash collateral, foreign-exchange costs, general

cash-management fees, internal operating costs and fees paid to non-bank providers.
[Incremental bands for selection from 0 USD to 5,000,000 USD+]

Q4.1	**How do you expect your trade finance volume to change in the next 12-18 months?** ○ Increase ○ Remain the same ○ Decrease	*Single choice*
Q4.2	**By how much do you expect your trade finance volume to [increase] [decrease] in the next 12-18 months?** *Question skipped if response in Q4.1 is "remain the same". [Increase] [Decrease] adjusted based on response in Q4.1.* *Incremental banks of 10% from 0% to 100%+.*	*%, optional*

Section 4: Your providers

Q1	**How many trade finance providers do you use?** ○ 1, 2, 3, 4, 5, 6 or more	*Single choice*
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]	*Drop down*
Q3	**For the providers selected, in which region(s) do you use each of the banks? Think about all your trade finance activities.** ○ North Africa ○ Sub-Saharan Africa ○ North & Central Asia ○ South & East Asia ○ Oceania ○ Central & Eastern Europe ○ Western Europe ○ Central & North America ○ Latin America ○ Middle East	*Multi choice*
Q4	**What is the approximate spend share for [provider name], across your total Trade Finance spend?**	*Number, percentage, optional*
Q5	**Do you plan any significant redistribution of spend across providers?** [Drop-down option for each provider cited for Increase Spend by 0-10% / Increase spend by 10%+ / Remain the same / Decrease Flows by 0-10% / Decrease spend by 10%+*]*	*Single option per provider, optional*

Section 5: Rate Your Providers

Q1	**On a scale of 0 to 10, how likely are you to recommend [provider name] to a peer or another organisation like yours?**	*1 to 10 slider*
Q2	**What does [provider name] do particularly well? Where does it stand-out?** Please offer tangible examples where the providers excelled.	*Text, optional*
Q3	**How could [provider's name] improve the products and services they offer to your business? Where can it do better?** Please offer tangible examples of what can be improved.	*Text, optional*
Q4	**Rate each of your providers by competence in the following sectors:** [Rate each from 1 (low) to 10 (high). Option for each sub-category: not applicable] **Product offering:** o Advisory services o Dynamic discounting o Documentary collections o ESG solutions o Guarantees o Letters of credit o Trade loans o Structured trade o Working capital solutions **Client service:** o International presence o Pricing o Credit facility terms and availability o Credible and trusted ESG advisor o Transaction execution o Billing and invoicing process o Onboarding and KYC o Client manager quality of advice **Technology:** o Digital product origination o Paperless documentation processing o Integration into supply chain / workflow management o Software tools o Analytics and reporting tools	*1 to 10 slider*
Q5	**How well does [provider name] understand your business model, industry you operate in and treasury needs?**	*1 to 10 slider, optional*
Q6	**To what extent do you consider [provider name] a trusted long-term partner for your treasury operations?**	*1 to 10 slider, optional*

Section 6: Market view

Q1 **What were the top 3 risks your business regarding trade activities in 2026?** *Multichoice*

- Cybersecurity
- Environmental / climate-related events
- FX volatility
- Geopolitical tensions
- Inflation
- Protectionism / tariffs
- Regulatory changes
- Sanctions
- Supply chain disruptions
- Other (please specify)

Q2 **How significant an impact do you expect each of the following developments to have on your organisation's trade finance activities over the next 3 years?** *1 to 5 slider, optional*

[Scale: 1 – No impact; 2 – Limited impact; 3 – Moderate; 4 – Significant impact; 5 – Transformative. Each have option "unsure" to skip]

- Electronic trade documents and paperless trade
- Artificial intelligence and intelligent automation
- API-based and embedded trade finance
- Greater use of real-time data
- Sustainability-linked trade and supply-chain finance
- New digital settlement methods, such as tokenised deposits
- Growth of non-bank, alternative finance providers or private credit

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Q3 **Approximately what proportion of your organisation's trade finance transactions are processed entirely digitally today and what proportion do you expect to be processed entirely digitally in three years?** *Percentage, optional*

Entirely digitally means that documents, instructions, approvals and transaction status information are exchanged electronically, without requiring original paper documents or manual rekeying.

- Current proportion: __%
- Expected proportion in 3 years: __%

Q4 **What are the top 3 barriers your organisation faces in adopting digital solutions for trade finance processes?** *Multichoice, optional*

- Cost
- Counterparty readiness
- Data security concerns
- Implementation turnaround time
- Internal technology barriers
- Lack of legal clarity
- Lack of standards and interoperability
- Resources
- Other (please specify)

Q5 **Rate your providers' digital capabilities:** *1 to 10 slider, optional*

[Rate each from 1 (low) to 10 (high). Option for each sub-category: not applicable]

- API connectivity
- Komgo integration
- Digital Vault Services
- CargoDocs / eBL integration
- Swift trade services connectivity

Q6 **Which electronic trade documents does your organisation currently use or expect to use within the next 3 years?** *Single choice, optional*

[Options: Currently use / Plan to use within 12 months / Plan to use within 1–3 years / No plans / Not relevant]

- Electronic bills of lading
- Electronic bills of exchange or promissory notes
- Electronic guarantees
- Electronic presentation under letters of credit
- Electronic invoices
- Electronic certificates of origin or inspection
- Other electronic trade documents

Section 7: 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 trade finance providers and access research and opinion on corporate banking.

[tick box]

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

Thank you for the participation!