

# **Part 1: Survey on Financing of Small and Medium Enterprises**

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(Specifications for CATI Application)

**DRAFT**

**Small Business and Special Survey Division  
Statistics Canada**

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## SPECIFICATION CONVENTIONS

### QUESTION TEXT:

UPPERCASE: Interviewer instruction

PROMPT: Read if necessary

READ: Read to all respondents

[lowercase text]: Variable; CATI program will substitute appropriate text

### ANSWER CATEGORIES:

Lowercase: Read response categories to respondent

UPPERCASE: Do not read categories to respondent

(CAPS): Variable; CATI program will substitute appropriate text

\*\* MARK ALL THAT APPLY: Answer categories should be randomized

### ORGANIZATION:

A. Major section

A1 Question

A1.1 Inserted question

**BOLD: GO TO AND GO TO TARGET**

### NOTE ABOUT THE SURVEY

\*\*\*SURVEY IS CONDUCTED IN TWO PARTS: 1<sup>ST</sup> PART IS AN INITIAL CONTACT TO VERIFY THE LISTING WITH A TELEPHONE INTERVIEW TO COLLECT QUALITATIVE DATA , THE 2<sup>ND</sup> PART OF THE SURVEY COLLECT QUANTITATIVE DATA. A QUESTIONNAIRE WILL BE FAXED TO THE RESPONDENTS AFTER THE TELEPHONE INTERVIEW \*\*\*

## A. CONTACT IDENTIFICATION

IF NO CONTACT NAME , TRACING AND TRACKING WILL BE REQUIRED

### A.1 PHONE : <sup>1000</sup>.

Contact name : [Contact name]

Phone number : [Phone number]

Legal name of the business : [Lename]

Operating name of the business : [Opname]

INTERVIEWER Notes : <sup>1001</sup>. [Note 1], <sup>1002</sup>. [Note 2], <sup>1003</sup>. [Note 3]

1= Someone answers → **GO TO A.2**

2= Fax machine

3= Bad connection

4= Ring-No-Answer

5= Busy signal

6= Answering device

7= Number not in service/ No phone number

**A.2 READ :** Hello, my name is (interviewer) and I am calling from Statistics Canada. [OPNAME ] or [LENAME] has been selected to participate in a national survey on the financing of small and medium businesses in Canada. The survey is designed to find out what kinds of financing small and medium enterprises are using, and to collect information on recent attempts to obtain new financing. First, I will like to verify our listing for you business with you.

Is this [lename] or [opname]? <sup>1004</sup>.

1= YES → **GO TO A.4**

2= NO —OID PROCEDURE

3= REFUSED—IOD PROCEDURE

4= DON'T KNOW—IOD PROCEDURE

**A.3** What is the correct legal name or operating name of the business?

ENTER CORRECT LEGAL NAME: \_\_\_\_\_<sup>1005</sup>.

ENTER CORRECT OPERATING NAME: \_\_\_\_\_<sup>1006</sup>.

**A.4** Is [lename] or [opname] mailing address [Address, City, Province, Postal Code]? <sup>1007</sup>.

1= YES → **GO TO A.6**

2= NO

3= REFUSED—IOD PROCEDURE

4= DON'T KNOW—IOD PROCEDURE

**A.5** What is [lename] or [opname] correct mailing address?

COLLECT NEW INFORMATION

Street: <sup>1008</sup>. \_\_\_\_\_

City: <sup>1009</sup>. \_\_\_\_\_

Province: <sup>1010</sup>. \_\_\_\_\_

Postal code: <sup>1011</sup>. \_\_\_\_\_

**A.6** Who would be the best person able to provide information on the financing of [Opname] or [Lename] and who would also be most familiar with the financing of [Opname] or [Lename]? Are you that person? <sup>1012</sup>.

- 1= YES
- 2= NO → **GO TO A.8**
- 3= REFUSED—**IOD PROCEDURE**
- 4= DON'T KNOW—**IOD PROCEDURE**

**A.7** What is your name, position title, telephone number and fax number?

COLLECT THE NAME, POSITION TITLE, TELEPHONE AND FAX NUMBER OF THE PERSON.

Name <sup>1013</sup>: \_\_\_\_\_

Title <sup>1014</sup>: \_\_\_\_\_

Telephone number<sup>1015</sup>: \_\_\_\_\_

Fax number<sup>1016</sup>: \_\_\_\_\_

READ: As mentioned previously, Statistics Canada is conducting a survey that is part of a larger federal initiative examining the financing of small and medium business. I have some questions to ask you now over the phone about your business and the types of financing you have recently requested. I would then fax you a questionnaire requesting some basic financial data. Statistics Canada will keep your responses to this survey strictly confidential. Survey data will be used to compile and publish statistics that will not in any way reveal your individual company's information. Your participation in this voluntary survey would greatly help the federal government in planning programs designed to promote small and medium businesses. → **GO TO A.12**

**A.8** Who would be the best person able to provide information on the financing of [Opname] or [Lename] and who would also be most familiar with the financing of [Opname] or [Lename]?

OBTAIN AND RECORD THE NAME , POSITION TITLE AND TELEPHONE NUMBER OF THE CONTACT PERSON AND ASK TO SPEAK TO THE PERSON MENTIONNED

Name <sup>1017</sup>: \_\_\_\_\_

Title <sup>1018</sup>: \_\_\_\_\_

Telephone number <sup>1019</sup>: \_\_\_\_\_

\*\*\*\* NEW CONTACT\*\*\*\*

**A.9** READ : Hello, my name is (interviewer) and I am calling from Statistics Canada. [OPNAME ] or [LENAME] has been selected to participate in a national survey on the financing of small and medium businesses in Canada. The survey is designed to find out what kinds of financing small and medium enterprises rely on, and to collect information on recent attempts to obtain new financing. We would like to find out, who would be the best person able to provide information on the financing of [Opname] or [Lename]. Are you that person? <sup>1020</sup>.

- 1= YES
- 2= NO → GO TO A.8
- 3= REFUSED—IOD PROCEDURE
- 4= DON'T KNOW—IOD PROCEDURE

**A.10** What is your fax number ?

Fax : \_\_\_\_\_ <sup>1021</sup>.

READ: Statistics Canada is conducting a survey that is part of a larger federal initiative examining the financing of small and medium business. I have some questions to ask you now over the phone about your business and the types of financing you have recently requested. I would then fax you a questionnaire requesting some basic financial data. Statistics Canada will keep your responses to this survey strictly confidential. Survey data will be used to compile and publish statistics that will not in any way reveal your individual company's information. Your participation in this voluntary survey would greatly help the federal government in planning programs designed to promote small and medium businesses.

\*\*\*CONFIRM RESPONDENT INFORMATION\*\*\*

**A.11** Your name, title, telephone number and fax number are... ?

(Name) \_\_\_\_\_ <sup>1022</sup>.

(Title) \_\_\_\_\_ <sup>1023</sup>.

(Telephone number) \_\_\_\_\_ <sup>1024</sup>.

(Fax number) \_\_\_\_\_ <sup>1025</sup>.

**A.12** CODE SEX OF RESPONDENT, IF THIS IS NOT CLEAR TO YOU ASK : Are you a...? <sup>1026</sup>.

- 1= Male
- 2= Female

**A.13** Is your mailing address [Address, City, Province, Postal Code]? <sup>1027</sup>.

- 1= YES → GO SECTION B
- 2= NO
- 3= REFUSED—IOD PROCEDURE
- 4= DON'T KNOW --IOD PROCEDURE

**A.14** What is your correct mailing address?

Street : <sup>1028</sup> \_\_\_\_\_

City : <sup>1029</sup> \_\_\_\_\_

Province : <sup>1030</sup> \_\_\_\_\_

Postal code : <sup>1031</sup> \_\_\_\_\_

## B. SCREENING INFORMATION

BEGINNING OF INTERVIEW WITH RESPONDENT. THE FOLLOWING ARE SCREENING QUESTIONS TO DETERMINE IF THE BUSINESS IS IN SCOPE.

READ : Please answer the following questions based on the situation of your business on December 31<sup>st</sup>, 2000

**B.1** Did the business have commercial operation at any time during calendar year 2000? <sup>2000.</sup>

1= YES

2= NO → READ : Since this survey is a business with commercial operations in 2000, we will not need to proceed with the survey. Thank you for your participation.

3= REFUSED

4= DON'T KNOW

**B.2** On average, how many paid full-time employees --**excluding contract workers**- did the business have during calendar year 2000?

PROMPT : Full-time employees are those who work a regular week of at least 30 hours

IF FTE IS MORE THAN 500 : → READ : Since this survey is for small and medium businesses only, we will not need to proceed with the survey. Thank you for your participation.

IF FTE IS LESS THAN 500 → **GO TO B.3**

\_\_\_\_\_ <sup>2001.</sup> number of full-time employees [Min : 0/Max : ??]

**B.3** On average, how many paid part-time employees --**excluding contract workers**- did the business have during calendar year 2000?

\_\_\_\_\_ <sup>2002.</sup> number of part-time employees [Min : 0/Max : ??]

PROMPT : We need to know the average number of part-time employees during the part of 2000 that the firm was in business (Part-time employees are those who work less than 30 hours). Could you give an estimate ?

System calculate full-time equivalents = # full time employees + (# part time employees \* .5)

→ IF FTE IS MORE THAN 500 : **READ : Since this survey is for small and medium businesses only, we will not need to proceed with the survey. Thank you for your participation.**

**B.4** Was the business a non-profit organisation with a special designation or recognition from the Canada Customs and Revenue Agency that confirmed this status ? <sup>2003.</sup>

1= YES → READ : Since this survey is for profit organisation, we will not need to proceed with the survey. Thank you for your participation.

2= NO

3= REFUSED

4= DON'T KNOW

**B.5** Was the business a co-operative on December 31<sup>st</sup>, 2000? 2004.  
1= YES → READ: Since this survey is for private corporations, sole proprietorship or partnership, we will not need to proceed with the survey. Thank you for your participation.  
2= NO  
3= REFUSED  
4= DON'T KNOW

**B.6** On December 31<sup>st</sup>, was the business listed on a stock exchange? 2005.  
1= YES  
2= NO  
3= REFUSED  
4= DON'T KNOW

**B.7** Was the business either a parent or holding company that owned other businesses on December 31<sup>st</sup>, 2000? 2006.  
1= YES  
2= NO  
3= REFUSED  
4= DON'T KNOW

**B.8** Was the business either a partly – or a wholly-owned subsidiary of a parent or holding company on December 31<sup>st</sup>, 2000? 2007.  
1= YES  
2= NO → GO TO B.10  
3= REFUSED  
4= DON'T KNOW

**B.9** On December 31<sup>st</sup> 2000, what percentage of the ownership was held by the parent company? 2008.  
PROMPT : Please, provide your best estimate.  
\_\_\_\_\_ %

IF B.9 > 50% THEN READ: Since this survey is for independent private corporations, we will not need to proceed with the survey. Thank you for your participation.

**B.10** Was the business a joint-venture on December 31<sup>st</sup>, 2000? 2009.  
1= YES → READ: Since this survey is not for joint-ventures, we will not need to proceed with the survey. Thank you for your participation.  
2= NO  
3= REFUSED  
4= DON'T know



**B.11** What was the firm's total gross revenues for fiscal year 2000?<sup>2010</sup>.

PROMPT : Please, provide your best estimate

\$ \_\_\_\_\_

IF REVENUES MORE THAN \$50 MILLIONS → READ: Since this survey is for businesses with less than \$50 millions in revenues , we will not need to proceed with the survey. Thank you for your participation.

**B.12** Was the business owned by a municipal, provincial or federal government agency on December 31<sup>st</sup> , 2000?<sup>2011</sup>.

PROMPT : A government agency is a public organisation which usually regroups a number of specialized administrative services.

1= YES → READ: Since this survey is not for municipal, provincial or federal government agency, we will not need to proceed with the survey. Thank you for your participation.

2= NO

3= REFUSED

4= DON'T KNOW

## C. FINANCING REQUESTED IN 2000

**C.1** During 2000, did the business or its owners approach any type of credit supplier to request new or additional credit for business purposes? This could include any request for a new term loan, mortgage loan, line of credit or credit card, or any request for an increase to existing credit limits. <sup>3000</sup>

1= YES

2= NO → GO TO C.3

3= REFUSED → GO TO C.3

4= DON'T KNOW → GO TO C.3

**C.2** What was the name of the LAST financial institution or credit supplier that the business approached during 2000 to request new or additional credit?

ENTER NAME OF LAST CREDIT SUPPLIER APPROACHED

(CS) \_\_\_\_\_<sup>3001</sup>

998=REFUSED

999=DON'T KNOW

**C.3** During 2000, did the business request any leasing agreements to finance any equipment or other assets? <sup>3002</sup>

1= YES

2= NO → GO TO C.5

3= REFUSED → GO TO C.5

4= DON'T KNOW → GO TO C.5

**C.4** What was the name of the LAST leasing company that the business approached during 2000?

ENTER NAME OF LAST CREDIT SUPPLIER APPROACHED

(LEA) \_\_\_\_\_<sup>3003</sup>

998=REFUSED

999=DON'T KNOW

**C.5** During 2000, did the business request any equity financing? This could include any request for new or additional financing from an investor or venture capital supplier. It could also include a request for a grant from a government or community program. <sup>3004</sup>

1= YES

8= NO → IF C.1=NO AND C.3=NO THEN GO TO C.7

9= REFUSED → GO TO SECTION D

10=DON'T KNOW → GO TO SECTION D

**C.6** What was the name of the LAST investor that the business approached?

ENTER NAME OF LAST INVESTOR APPROACHED

(INV) \_\_\_\_\_<sup>3005</sup> → GO TO SECTION D

998=REFUSED → GO TO SECTION D

999=DON'T KNOW → GO TO SECTION D

**C.7** Why did the business not attempt to obtain new financing in 2000?

MARK ALL THAT APPLY

a) Financing not needed <sup>3006</sup>

b) Thought the request would be turned down <sup>3007</sup>

c) Applying for financing is too difficult <sup>3008</sup>

d) Applying for financing is too time consuming <sup>3009</sup>

e) Cost of debt financing is too high <sup>3010</sup>

f) Don't like to be in debt <sup>3011</sup>

g) Other <sup>3012</sup> (Specify) \_\_\_\_\_<sup>3013</sup>

**→GO TO SECTION G**

## D. DETAILS ON (LAST CS ) APPROACHED FOR DEBT FINANCING

THIS SECTION TO BE ADMINISTRATED ONLY TO FIRMS ANSWERING YES TO QUESTION C.1

READ : I have some questions regarding the last request for credit made to [CS] during 2000.

### D.1 CODE TYPE OF FINANCING ORGANIZATION <sup>4000.</sup>

- 1= ROYAL BANK OF CANADA
- 11=BANK OF MONTREAL
- 12=TORONTO-DOMINION/CANADA TRUST
- 13=CANADIAN IMPERIAL BANK OF COMMERCE (CIBC)
- 14=BANK OF NOVA SCOTIA
- 15=NATIONAL BANK OF CANADA
- 16=HONG-KONG BANK OF CANADA (HSBC)
- 17=LAURENTIAN BANK OF CANADA
- 18=CANADIAN WESTERN BANK
- 19=CITIZENS BANK OF CANADA
- 20=OTHER CHARTERED BANKS
- 21=A TRUST COMPANY
- 22=A CREDIT UNION
- 23=A CAISSE POPULAIRE
- 24=BUSINESS DEVELOPMENT BANK OF CANADA (BDC)
- 25=OTHER CROWN CORPORATIONS OR GOVERNMENT INSTITUTION
- 26=MANUFACTURER, DEALER OR SUPPLIER (“SEARS”, “HOME DEPOT”, ETC.)
- 27=CREDIT CARD COMPANY (“AMERICAN EXPRESS”)
- 28= OTHER TYPES OF INSTITUTIONS → (SPECIFY THE TYPE OF INSTITUTION) \_\_\_\_\_ <sup>4001.</sup>

### D.2 Why did the business choose [CS] to request new or additional credit?

MARK ALL THAT APPLY

- a) THIS WAS THE REGULAR FINANCIAL INSTITUTION FOR THE BUSINESS <sup>4002.</sup>
- b) RECOMMENDED BY FINANCIAL ADVISOR, ACCOUNTANT, OR LAWYER <sup>4003.</sup>
- c) THIS WAS THE ONLY CREDIT SUPPLIER IN OUR AREA <sup>4004.</sup>
- d) DIDN'T THINK OTHER CREDIT SUPPLIERS WOULD APPROVE THE APPLICATION <sup>4005.</sup>
- e) THOUGHT THIS CREDIT SUPPLIER WOULD OFFER THE BEST TERMS <sup>4006.</sup>
- f) THIS WAS THE FINANCIAL INSTITUTION WHERE THE BUSINESS OWNERS DID THEIR PERSONAL BANKING <sup>4007.</sup>
- g) NO OTHER CREDIT SUPPLIER COULD MEET OUR FINANCING NEEDS <sup>4008.</sup>
- h) REQUEST TURNED DOWN BY PREVIOUS CREDIT SUPPLIER <sup>4009.</sup>
- i) RESPONDED TO ADVERTISING BY CREDIT SUPPLIER <sup>4010.</sup>
- j) APPLYING TO THIS CREDIT SUPPLIER WAS CONVENIENT <sup>4011.</sup>
- k) OTHER REASONS <sup>4012.,</sup> PLEASE SPECIFY \_\_\_\_\_ <sup>4013.</sup>

**D.3** How did the business intend to use the financing that was requested from [CS]?

READ LIST IF NECESSARY AND MARK ALL THAT APPLY

- a) BUILDING AND LAND ACQUISITION 4014.
- b) TO BUY VEHICLE 4015.
- c) TO BUY MACHINERY OR EQUIPMENT 4016.
- d) INVENTORY FINANCING 4017.
- e) BUSINESS ACQUISITION 4018.
- f) RESEARCH AND DEVELOPMENT (R&D) 4019.
- g) PRODUCT AND SERVICE DEVELOPMENT 4020.
- h) DEBT CONSOLIDATIONS 4021.
- i) EXPORT FINANCING 4022.
- j) WORKING CAPITAL/OPERATING CAPITAL 4023.
- k) PROMPT: Funds used to finance the day-to-day operations of the business such as the purchase of inventory or pay off of account payables etc...
- l) ACCOUNTS RECEIVABLE FINANCING 4024.
- m) OTHER 4025. →(SPECIFY) \_\_\_\_\_4026.

**D.4** What type of financing did the business request from [CS ], and what was the total amount of financing that was requested from [CS] ?

Financing instrument	Requested	Amount requested
<b>PAUSE FOR RESPONSE AND READ LIST IF NECESSARY MARK ALL THAT APPLY</b>		
A) <u>demand or short-term loan</u> <sup>4027</sup> . PROMPT: This is a loan with a maturity of ONE YEAR OR LESS.	1=Yes, 2=No 3=Refused 4=Don't know	4028. \$
B) <u>term loan</u> <sup>4029</sup> . PROMPT: This a loan with a maturity of MORE THAN ONE YEAR.	1=Yes, 2=No 3=Refused 4=Don't know	4030. \$
C) <u>mortgage loan</u> <sup>4031</sup> . PROMPT: Loan made on real estate collateral such as land and building, in which a mortgage is given to secure payment of principal and interest. A mortgage is a pledge of designated property as security for a loan. The maturity of this type of loan is generally over 20 years.	1=Yes, 2=No 3=Refused 4=Don't know	4032. \$
D) <u>new line of credit (also called operating loan)</u> <sup>4033</sup> . PROMPT: A line of credit is an agreement negotiated between the business and a credit supplier establishing the maximum credit limit against which the business may borrow from the credit supplier.	1=Yes, 2=No 3=Refused 4=Don't know	4034. \$
E) <u>new credit card</u> <sup>4035</sup> . 29=PROMPT: Credit cards such as Visa, MasterCard or American Express allow the holder to charge purchases rather than pay cash. Generally, no interest is charged as long as the monthly statement is paid in full by the due date.	1=Yes, 2=No 3=Refused 4=Don't know	4036. \$
F) <u>increase in the credit limit of current lines of credit</u> <sup>4037</sup> .	1=Yes, 2=No 3=Refused 4=Don't know	4038. \$
G) <u>increase in the the credit limit of current credit cards</u> <sup>4039</sup> .	1=Yes, 2=No 3=Refused 4=Don't know	4040. \$
H) <u>no specific instrument specified at time of request</u> <sup>4041</sup> .	1=Yes, 2=No 3=Refused 4=Don't know	4042. \$
I) <u>other type of debt financing #1</u> <sup>4043</sup> , please specify _____ <sup>4044</sup> .	1=Yes, 2=No 3=Refused 4=Don't know	4045. \$
J) <u>other type of debt financing #2</u> <sup>4046</sup> , please specify _____ <sup>4047</sup> .	1=Yes, 2=No 3=Refused 4=Don't know	4048. \$
K) TOTAL		4049. \$

**D.5** Was any credit authorized by [CS] as a result of this request? <sup>4050.</sup>

- 1= YES → GO TO D.10
- 2= NO
- 3= REFUSED → GO TO D.11
- 4= DON'T KNOW → GO TO D.11

**D.6** What were the reasons why no amount was authorized? Was it because... <sup>4051.</sup>

READ LIST AND MARK ONE ONLY

- 1= ...Request was turned down → GO TO D.8
- 2= ...Application still under review → GO TO D.16
- 3= ...Withdraw application
- 4= ...Other (specify) \_\_\_\_\_ <sup>4052.</sup> → GO TO D.16

**D.7** Why did the business decide not to proceed with request?

MARK ALL THAT APPLY

- a) Interest rate charged <sup>4053.</sup>
  - b) Fees or services charges <sup>4054.</sup>
  - c) Level of guarantees ( collateral ) requested by the credit supplier too high <sup>4055.</sup>
  - d) Too many constraints on general operation of the business <sup>4056.</sup>
  - e) Reporting requirements imposed by credit supplier <sup>4057.</sup>
  - f) Time to process application <sup>4058.</sup>
  - g) Loan repayment schedule <sup>4059.</sup>
  - h) Didn't think account manager knew the business well enough <sup>4060.</sup>
  - i) Other, <sup>4061.</sup> please specify \_\_\_\_\_ <sup>4062.</sup>
- GO TO D.16

**D.8** What reasons were given to the business by the credit supplier for refusing to provide the amount requested?

\*\*\*IF RESPONDENT CHOOSE a) NO REASONS GIVEN BY CREDIT SUPPLIER THEN RESPONSE CATEGORIES b,c,d,e,f,g,h,i,j,k,l,m SHOULD BE LOCKED OUT AND VICE-VERSA.\*\*\*

a) NO REASONS GIVEN BY CREDIT SUPPLIER <sup>4063.</sup> → GO TO D.16
MARK ALL THAT APPLY
b) INSUFFICIENT INCOME OR REVENUE OR SALES TO SERVICE FINANCING <sup>4064.</sup>
c) INSUFFICIENT CASH FLOW <sup>4065.</sup>
d) INSUFFICIENT COLLATERAL/SECURITY <sup>4066.</sup>
e) INSUFFICIENT EQUITY <sup>4067.</sup>
f) INSUFFICIENT WORKING CAPITAL <sup>4068.</sup>
g) POOR CREDIT EXPERIENCE OR HISTORY <sup>4069.</sup>
h) LOW PERSONAL NET WORTH <sup>4070.</sup>
i) THE MANAGEMENT TEAM WAS TOO INEXPERIENCED <sup>4071.</sup>
j) BUSINESS PLAN NOT ACCEPTABLE <sup>4072.</sup>
k) WOULDN'T PERSONNALLY GUARANTEE THE FINANCING <sup>4073.</sup>
l) INSUFFICIENT INFORMATION PROVIDED BY THE BUSINESS <sup>4074.</sup>
m) OTHER REASONS, <sup>4075.</sup> PLEASE SPECIFY : <sup>4076.</sup>
_____

**D.9** Were you satisfied with the explanation provided? <sup>4077.</sup>

- 1= YES
- 2= NO
- 3= DON'T KNOW
- 4= REFUSED
- GO TO D.16**

**D.10** Indicate the amount of credit that was authorized by [CS] and whether the authorisation was on a personal or commercial basis?

Financing instrument	Amount requested	Authorized?	Amount Authorized	Type of authorisation
MARK ALL THAT APPLY				
A) DEMAND OR SHORT-TERM LOAN <sup>4078.</sup>	(C4028)	1=Yes, 2=No 3=Refused 4=Don't know	<sup>4079.</sup> \$	1=Commercial, 2=Personal 3=Refused 4=Don't know <sup>4080.</sup>
B) TERM LOAN <sup>4081.</sup>	(C4030)	1=Yes, 2=No 3=Refused 4=Don't know	<sup>4082.</sup> \$	1=Commercial, 2=Personal 3=Refused 4=Don't know <sup>4083.</sup>
C) MORTGAGE LOAN <sup>4084.</sup>	(C4032)	1=Yes, 2=No 3=Refused 4=Don't know	<sup>4085.</sup> \$	1=Commercial, 2=Personal 3=Refused 4=Don't know <sup>4086.</sup>
D) NEW LINE OF CREDIT (ALSO CALLED OPERATING LOAN) <sup>4087.</sup>	(C4034)	1=Yes, 2=No 3=Refused 4=Don't know	<sup>4088.</sup> \$	1=Commercial, 2=Personal 3=Refused 4=Don't know <sup>4089.</sup>
E) NEW CREDIT CARD <sup>4090.</sup>	(C4036)	1=Yes, 2=No 3=Refused 4=Don't know	<sup>4091.</sup> \$	1=Commercial, 2=Personal 3=Refused 4=Don't know <sup>4092.</sup>
F) INCREASE IN THE CREDIT LIMIT OF CURRENT LINES OF CREDIT <sup>4093.</sup>	(C4038)	1=Yes, 2=No 3=Refused 4=Don't know	<sup>4094.</sup> \$	1=Commercial, 2=Personal 3=Refused 4=Don't know <sup>4095.</sup>
G) INCREASE IN THE CREDIT LIMIT OF CURRENT CREDIT CARDS <sup>4096.</sup>	(C4040)	1=Yes, 2=No 3=Refused 4=Don't know	<sup>4097.</sup> \$	1=Commercial, 2=Personal 3=Refused 4=Don't know <sup>4098.</sup>
H) OTHER TYPE OF DEBT FINANCING #1 <sup>4099.</sup> , PLEASE SPECIFY _____ _____ <sup>4100.</sup>	(C4045)	1=Yes, 2=No 3=Refused 4=Don't know	<sup>4101.</sup> \$	1=Commercial, 2=Personal 3=Refused 4=Don't know <sup>4102.</sup>
I) OTHER TYPE OF DEBT FINANCING #2 <sup>4103.</sup> , PLEASE	(C4048)	1=Yes, 2=No 3=Refused	<sup>4105.</sup> \$	1=Commercial, 2=Personal

SPECIFY _____ _____ 4104.		4=Don't know		3=Refused 4=Don't know 4106.
J) TOTAL	(C4049)		4107. \$	

**D.11** Did the business agree to borrow any or all of this (these) amount(s) from [CS] ? 4108.

- 1= YES → GO TO D.13
- 2= NO
- 3= REFUSED → GO TO D.16
- 4= DON'T KNOW → GO TO D.16

**D.12** Why did the business choose not to accept financing from [CS] ?

MARK ALL THAT APPLY

- n) Fee and interest charges too high 4109.
- o) Level of guaranties requested too high 4110.
- p) Covenants clauses too restrictive 4111.
- q) Financing repayment schedule too difficult 4112.
- r) Project on hold 4113.
- s) Other source offered better terms 4114.
- t) Other reasons 4115., please specify \_\_\_\_\_ 4116.

→GO TO D.16

**D.13** How much did the business actually use/borrow from [CS]?

Financing instrument	Amount authorized	Amount borrowed?	Amount borrowed
READ ALL AND MARK ALL THAT APPLY			
A) DEMAND OR SHORT-TERM LOAN 4117.	(C4079)	1=Yes, 2=No	4118. \$
B) TERM LOAN 4119.	(C4082)	1=Yes, 2=No	4120. \$
C) MORTGAGE LOAN 4121.	(C4085)	1=Yes, 2=No	4122. \$
D) NEW LINE OF CREDIT (ALSO CALLED OPERATING LOAN) 4123. PROMPT: A line of credit is an agreement negotiated between the business and a credit supplier establishing the maximum credit limit against which the business may borrow from the credit supplier.	(C4088)	1=Yes, 2=No	4124. \$
E) NEW CREDIT CARD 4125. PROMPT: Credit cards such as Visa, MasterCard or American Express allow the holder to charge purchases rather than pay cash. Generally, no interest is charged as long as the monthly statement is paid in full by the due date.	(C4091)	1=Yes, 2=No	4126. \$
F) INCREASE IN THE CREDIT LIMIT OF CURRENT LINES OF CREDIT 4127.	(C4094)	1=Yes, 2=No	4128. \$
G) INCREASE IN THE CREDIT LIMIT OF CURRENT CREDIT CARDS 4129.	(C4097)	1=Yes, 2=No	4130. \$
H) OTHER TYPE OF DEBT FINANCING #1 4131., PLEASE SPECIFY _____ _____ 4132.	(C4101)	1=Yes, 2=No	4133. \$
I) OTHER TYPE OF DEBT FINANCING #2 4134., PLEASE	(C4105)	1=Yes, 2=No	4136. \$



SPECIFY _____ 4135.			
J) TOTAL	(C4107)		4137. \$

**D.14** What was the interest rate and term for the credit authorized by (CS)?

PLEASE ENTER THE FIXED RATE OR VARIABLE RATE AND INTEREST TERM.  
RESPONDENT MAY HAVE TO REPORT TO THEIR LOAN AGREEMENT OR THEIR  
BANKING CREDIT AGREEMENT.

Financing instrument	Amount authorized	Fixed rate?	Interest Term? (#MONTHS)	Variable rate?
MARK ALL THAT APPLY				
A) DEMAND OR SHORT-TERM LOAN	(C4079)	_ _  % 4138.	4139.	Prime rate+ ____ % 4140.
B) TERM LOAN	(C4082)	_ _  % 4141.	4142.	Prime rate+ ____ % 4143.
C) MORTGAGE LOAN	(C4085)	_ _  % 4144.	4145.	Prime rate+ ____ % 4146.
D) LINE OF CREDIT	(C4088)	_ _  % 4147.	4148.	Prime rate+ ____ % 4149.
E) NEW CREDIT CARD	(C4091)	_ _  % 4150.	4151.	Prime rate+ ____ % 4152.
F) INCREASE IN THE CREDIT LIMIT OF CURRENT LINES OF CREDIT	(C4094)	_ _  % 4153.	4154.	Prime rate+ ____ % 4155.
G) INCREASE IN THE THE CREDIT LIMIT OF CURRENT CREDIT CARDS	(C4097)	_ _  % 4156.	4157.	Prime rate+ ____ % 4158.
H) <u>(C4100)</u>	<u>(C4101)</u>	_ _  % 4159.	4160.	Prime rate+ ____ % 4161.
I) <u>(C4104)</u>	<u>(C4105)</u>	_ _  % 4162.	4163.	Prime rate+ ____ % 4164.

**D.15** Was the financing guaranteed by the Small Business Loans Act, the Canada Small Business Financing Act, or some other government or community program?

<b>Financing instrument</b>	<b>Amount authorized</b>	<b>Guaranteed</b>	<b>Please specify program</b>
MARK ALL THAT APPLY			
A) DEMAND OR SHORT-TERM LOAN <sup>4165.</sup>	<u>(C4079)</u>	1=Yes, 2=No, 3=Refused 4= don't know	<sup>4166.</sup>
B) TERM LOAN <sup>4167.</sup>	<u>(C4082)</u>	1=Yes, 2=No, 3=Refused 4= don't know	<sup>4168.</sup>
C) MORTGAGE LOAN <sup>4169.</sup>	<u>(C4085)</u>	1=Yes, 2=No, 3=Refused 4= don't know	<sup>4170.</sup>
D) LINE OF CREDIT <sup>4171.</sup>	<u>(C4088)</u>	1=Yes, 2=No, 3=Refused 4= don't know	<sup>4172.</sup>
E) NEW CREDIT CARD <sup>4173.</sup>	<u>(C4091)</u>	1=Yes, 2=No, 3=Refused 4= don't know	<sup>4174.</sup>
F) INCREASE IN THE CREDIT LIMIT OF CURRENT LINES OF CREDIT <sup>4175.</sup>	<u>(C4094)</u>	1=Yes, 2=No, 3=Refused 4= don't know	<sup>4176.</sup>
G) INCREASE IN THE THE CREDIT LIMIT OF CURRENT CREDIT CARDS <sup>4177.</sup>	<u>(C4097)</u>	1=Yes, 2=No, 3=Refused 4= don't know	<sup>4178.</sup>
<u>H) (C4100)</u>	<u>(C4101)</u>	1=Yes, 2=No, 3=Refused 4= don't know	<sup>4179.</sup>
<u>D) (C4104)</u>	<u>(C4105)</u>	1=Yes, 2=No, 3=Refused 4= don't know	<sup>4180.</sup>

**D.16** Were personal assets of the business owner requested as collateral by [CS] to guarantee the financing? These personal assets could include personal assets owned by spouse<sup>4181</sup>.

PROMPT: Collateral is property , such as land, buildings, etc., charged or pledged as security for the payment of a debt.

- 1= YES
- 2= NO → GO TO D.18
- 3= REFUSED → GO TO D.18
- 4= DON'T KNOW → **GO TO D.18**

**D.17** What was the total value of personal assets requested as collateral to obtain financing?

PROMPT: Please provide your best estimate.

\$ \_\_\_\_\_<sup>4182</sup>.

**D.18** Did [CS] request the business to provide business-owned assets as collateral to obtain the new financing?<sup>4183</sup>.

PROMPT: Collateral is property , such as land, buildings, inventories, etc., charged or pledged as security for the payment of a debt.

- 1= YES
- 2= NO → GO TO D.20
- 3= REFUSED → GO TO D.20
- 4= DON'T KNOW → GO TO D.20

**D.19** What were the total value of business-owned assets requested as collateral to obtain the new financing?

PROMPT : Please provide your best estimate.

\$ \_\_\_\_\_<sup>4184</sup>.

**D.20** How did the business first request this financing from [CS]?

MARK ONE ONLY

- a) PERSONAL DISCUSSION WITH CREDIT OFFICER<sup>4185</sup>.
- b) APPLICATION FILED IN AT BRANCH<sup>4186</sup>.
- c) APPLICATION BY MAIL OR COURRIER<sup>4187</sup>.
- d) APPLICATION BY PHONE<sup>4188</sup>.
- e) APPLICATION OVER THE INTERNET (INCLUDE ELECTRONIC MAIL AND WEBSITE)<sup>4189</sup>.
- f) APPLICATION BY FAX<sup>4190</sup>.
- g) I WAS APPROACHED BY CREDIT SUPPLIER<sup>4191</sup>.
- h) OTHER<sup>4192</sup>. (SPECIFY)<sup>4193</sup>. \_\_\_\_\_

**D.21** What documents were requested by [CS] as part of the application process?

\*\*\*IF RESPONDENT CHOOSE a) NO DOCUMENTATION WAS REQUESTED THEN RESPONSE CATEGORIES b,c,d,e,f,g,h,i SHOULD BE LOCKED OUT AND VICE-VERSA.\*\*\*

NO DOCUMENTATION WAS REQUESTED BY (CS) <sup>4194</sup>. → GO TO D.23

**OR**

\*\* READ LIST AND MARK ALL THAT APPLY

a) Formal application for financing <sup>4195</sup>.

b) Business financial statement <sup>4196</sup>.

PROMPT : Business financial statement include all business financial statements such as the balance sheet, the statement of incomes and expenditures and the statement of changes in financial position

c) **Business plan** <sup>4197</sup>.

PROMPT : A business plan is a document specifying the business' goals and the strategy to attain them, along with the actions to be undertaken to achieve this strategic plan.

d) Personal **financial statement** <sup>4198</sup>.

PROMPT :Financial statements are a set of financial statements that, taken together, provide appropriate disclosure for the financial affairs of a particular individual or organization.

e) **Appraisals** of assets to be financed <sup>4199</sup>.

PROMPT : An appraisal is the valuation of real estate or other assets for collateral purposes by qualified experts recognized by a credit supplier.

f) **Franchise agreement** <sup>4200</sup>.

PROMPT : A license or privilege granted by a corporation or government to sell a particular product or to offer a service in a given area.

g) **Cash flow** projection <sup>4201</sup>.

PROMPT :The projection of funds available to the company to pay dividends and finance expansion.

h) Other documentation <sup>4202</sup>., please specify <sup>4203</sup>. \_\_\_\_\_

**D.22** Did the [CS] give the business the opportunity to revise any of the documentation after they were originally submitted? <sup>4204</sup>.

1= YES

2= NO

3= REFUSED

4= DON'T KNOW

**D.23** How many days or months did it take to negotiate the terms and conditions of credit before credit was approved or rejected by [CS]?

\_\_\_\_\_ <sup>4205</sup>. day or \_\_\_\_\_ <sup>4206</sup>. month

**D.24** Did the business approach any alternative financing suppliers in attempting to obtain the financing requested from [CS]? 4207.

- 1= YES
- 2= NO → GO TO SECTION E
- 3= REFUSED → GO TO SECTION E
- 4= DON'T KNOW → GO TO SECTION E

**D.25** What were the names of the alternative financing suppliers that were approached?

Name	Code	
CS#2 : 4208.	4209.	1= ROYAL BANK OF CANADA 30=BANK OF MONTREAL 31=TORONTO-DOMINION/CANADA TRUST 32=CANADIAN IMPERIAL BANK OF COMMERCE (CIBC) 33=BANK OF NOVA SCOTIA
CS#3 : 4215.	4216.	34=NATIONAL BANK OF CANADA 35=HONG-KONG BANK OF CANADA (HSBC) 36=LAURENTIAN BANK OF CANADA 37=CANADIAN WESTERN BANK 38=CITIZENS BANK OF CANADA 39=OTHER CHARTERED BANKS
CS#4 : 4217.	4218.	40=A TRUST COMPANY 41=A CREDIT UNION 42=A CAISSE POPULAIRE 43=BUSINESS DEVELOPMENT BANK OF CANADA (BDC) 44=OTHER CROWN CORPORATIONS OR GOVERNMENT INSTITUTION
CS#5 : 4219.	4220.	45=MANUFACTURER, DEALER OR SUPPLIER ("SEARS", "HOME DEPOT", ETC.) 46=CREDIT CARD COMPANY ("AMERICAN EXPRESS") 47=OTHER TYPES OF INSTITUTIONS/FINANCING SUPPLIERS → PLEASE SPECIFY THE TYPE OF INSTITUTION _____ 4210.
CS#6 : 4221.	4222.	CODE FOR OTHER INSTITUTIONS CS#3 4211. CS#4 4212. CS#5 4213. CS#6 4214.

**D.26** Indicate whether the other financial institutions approved or turned down the request.

Credit supplier	Outcome?
(CS #2) 4223.	MARK ONLY ONE 1=full amount requested was approved, 2=financing approved but only part of the amount requested

	3=request turned down 4=Application pending/no result
(CS #3) 4224.	MARK ONLY ONE 1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result
(CS #4) 4225.	MARK ONLY ONE 1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result
(CS #5) 4226.	MARK ONLY ONE 1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result
(CS #6) 4227.	MARK ONLY ONE 1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result

LET VARIABLE ACS DENOTE THE FIRST CS IDENTIFIED FROM ABOVE THAT IS NOT A FRIEND OR RELATIVE WITH OUTCOME=3 IN QUESTION  
D.26

**1. DETAILS ON FIRST ALTERNATIVE REQUEST FOR DEBT FINANCING THAT WAS DECLINED**

I have some questions for you about the request made to (ACS) during 2000.

**D.27** What type of financing did the business request from (ACS), and what was the total amount of additional financing that was requested?

Financing instrument	Requested	Amount requested?
PAUSE FOR RESPONSE AND READ LIST IF NECESSARY MARK ALL THAT APPLY		
A) DEMAND OR SHORT TERM LOAN <sup>4228.</sup> PROMPT: This is a loan with a maturity of ONE YEAR OR LESS.	1=Yes, 2=No 3=Refused 4=Don't know	4229. \$
B) TERM LOAN <sup>4230.</sup> PROMPT: This a loan with a maturity of MORE THAN ONE YEAR.	1=Yes, 2=No 3=Refused 4=Don't know	4231. \$
C) MORTGAGE LOAN <sup>4232.</sup> PROMPT: Loan made on real estate collateral such as land and building, in which a mortgage is given to secure payment of principal and interest. A mortgage is a pledge of designated property as security for a loan. The maturity of this type of loan is generally over 20 years.	1=Yes, 2=No 3=Refused 4=Don't know	4233. \$
D) NEW LINE OF CREDIT (ALSO CALLED OPERATING LOAN) <sup>4234.</sup> PROMPT: A line of credit is an agreement negotiated between the business and a credit supplier establishing the maximum credit limit against which the business may borrow from the credit supplier.	1=Yes, 2=No 3=Refused 4=Don't know	4235. \$
E) NEW CREDIT CARD <sup>4236.</sup> PROMPT: Credit cards such as Visa, MasterCard or American Express allow the holder to charge purchases rather than pay cash. Generally, no interest is charged as long as the monthly statement is paid in full by the due date.	1=Yes, 2=No 3=Refused 4=Don't know	4237. \$
F) INCREASE IN THE CREDIT LIMIT OF CURRENT LINES OF CREDIT <sup>4238.</sup>	1=Yes, 2=No 3=Refused 4=Don't know	4239. \$
G) INCREASE IN THE THE CREDIT LIMIT OF CURRENT CREDIT CARDS <sup>4240.</sup>	1=Yes, 2=No 3=Refused 4=Don't know	4241. \$
H) NO SPECIFIC INSTRUMENT SPECIFIED AT TIME OF REQUEST <sup>4242.</sup>	1=Yes, 2=No 3=Refused 4=Don't know	4243. \$
I) OTHER TYPE OF DEBT FINANCING #1 <sup>4244.</sup> , PLEASE SPECIFY _____ <sup>4245.</sup>	1=Yes, 2=No 3=Refused 4=Don't know	4246. \$
J) OTHER TYPE OF DEBT FINANCING #2 <sup>4247.</sup> , PLEASE SPECIFY _____ <sup>4248.</sup>	1=Yes, 2=No 3=Refused 4=Don't know	4249. \$
K) TOTAL		4250. \$

**D.28** What reasons were given to the business by [ACS] for refusing to provide the amount requested?

\*\*\*IF RESPONDENT CHOOSE a) NO REASONS GIVEN THEN RESPONSE CATEGORIES b,c,d,e,f,g,h,I,j,k,l,m SHOULD BE LOCKED OUT AND VICE-VERSA.\*\*\*

**a) NO REASONS GIVEN** <sup>4251.</sup> → **GO TO D.30**

OR

MARK ALL THAT APPLY

b) insufficient income or revenue or sales to service financing <sup>4252.</sup>

c) insufficient cash flow <sup>4253.</sup>

d) insufficient collateral/security <sup>4254.</sup>

e) insufficient equity <sup>4255.</sup>

f) insufficient working capital <sup>4256.</sup>

g) poor credit experience or history <sup>4257.</sup>

h) low personal net worth <sup>4258.</sup>

i) the management team was too inexperienced<sup>4259.</sup>

j) business plan not acceptable <sup>4260.</sup>

k) wouldn't personally guarantee the financing <sup>4261.</sup>

l) insufficient information provided by the business <sup>4262.</sup>

m) Other reasons <sup>4263.</sup>, please specify <sup>4264.</sup> \_\_\_\_\_

**D.29** Were you satisfied with the explanation provided? <sup>4265.</sup>

1= YES

2= NO

3= REFUSED

4= DON'T KNOW

**D.30** How did the business first request this financing?

MARK ONE ONLY

a) PERSONAL DISCUSSION WITH CREDIT OFFICER <sup>4266.</sup>

b) APPLICATION FILED IN AT BRANCH <sup>4267.</sup>

c) APPLICATION BY MAIL OR COURRIER <sup>4268.</sup>

d) APPLICATION BY PHONE <sup>4269.</sup>

e) APPLICATION OVER THE INTERNET (INCLUDE ELECTRONIC MAIL AND WEBSITE) <sup>4270.</sup>

f) APPLICATION BY FAX <sup>4271.</sup>

g) I WAS APPROACHED BY CREDIT SUPPLIER <sup>4272.</sup>

h) OTHER <sup>4273.</sup>, PLEASE SPECIFY <sup>4274.</sup> \_\_\_\_\_



**D.31** What documents were provided to [ACS] as part of the application process?

\*\*\*IF RESPONDENT CHOOSE a) NO DOCUMENTATION WAS REQUESTED THEN RESPONSE CATEGORIES b,c,d,e,f,g,h,i SHOULD BE LOCKED OUT AND VICE-VERSA.\*\*\*

a) NO DOCUMENTATION WAS REQUESTED BY [ACS] <sup>4275</sup>. → **GO TO SECTION E**

OR

\*\*READ LIST AND MARK ALL THAT APPLY

b) Formal application for financing <sup>4276</sup>.

c) Business financial statement <sup>4277</sup>.

PROMPT : Business financial statement include all business financial statements such as the balance sheet, the statement of incomes and expenditures and the statement of changes in financial position

d) **Business plan** <sup>4278</sup>.

PROMPT : A business plan is a document specifying the business' goals and the strategy to attain them, along with the actions to be undertaken to achieve this strategic plan.

e) Personal **financial statement** <sup>4279</sup>.

PROMPT : Financial statements are a set of financial statements that, taken together, provide appropriate disclosure for the financial affairs of a particular individual or organization.

f) **Appraisals** of assets to be financed <sup>4280</sup>.

PROMPT : An appraisal is the valuation of real estate or other assets for collateral purposes by qualified experts recognized by a credit supplier.

g) **Franchise agreement** <sup>4281</sup>.

PROMPT : A license or privilege granted by a corporation or government to sell a particular product or to offer a service in a given area.

h) **Cash flow** projection <sup>4282</sup>.

PROMPT : The projection of funds available to the company to pay dividends and finance expansion.

i) Other documentation <sup>4283</sup> , please specify <sup>4284</sup> \_\_\_\_\_

**D.32** Did the (ACS) give the business the opportunity to revise any of the documentation after they were originally submitted? <sup>4285</sup>.

1= YES

2= NO

3= REFUSED

4= DON'T KNOW

→ **GO TO SECTION E**

## **E. DETAILS ON LAST REQUESTS FOR LEASES**

THIS SECTION TO BE ADMINISTRATED ONLY TO FIRMS ANSWERING YES TO QUESTION C.3

READ : I have some questions regarding the last request made to [LEA] for a lease in 2000.

### **E.1 CODE TYPE OF FINANCING ORGANIZATION**

MARK ONE ONLY <sup>5000.</sup>

1= A CHARTERED BANK

5= A TRUST COMPANY

6= A CREDIT UNION OR CAISSE POPULAIRE

7= A LEASING COMPANY

8= A MANUFACTURER, DEALER OR SUPPLIER

9= A CROWN CORPORATION OR GOVERNMENT INSTITUTION

10= OTHER TYPE OF INSTITUTION, PLEASE SPECIFY

\_\_\_\_\_ <sup>5001.</sup>

### **E.2 Why did the business choose [LEA] to request a new lease?**

MARK ALL THAT APPLY

a) THIS WAS THE REGULAR FINANCIAL INSTITUTION FOR THE BUSINESS <sup>5002.</sup>

b) RECOMMENDED BY FINANCIAL ADVISOR, ACCOUNTANT, OR LAWYER <sup>5003.</sup>

c) RECOMMENDED BY THE COMPANY SELLING THE EQUIPMENT OR MACHINERY <sup>5004.</sup>

d) REFUSED BY ANOTHER FINANCIAL INSTITUTION <sup>5005.</sup>

e) THIS WAS THE ONLY CREDIT SUPPLIER IN OUR AREA <sup>5006.</sup>

f) DIDN'T THINK OTHER CREDIT SUPPLIERS WOULD APPROVE THE APPLICATION <sup>5007.</sup>

g) THOUGHT THIS CREDIT SUPPLIER WOULD OFFER THE BEST TERMS <sup>5008.</sup>

h) THIS WAS THE FINANCIAL INSTITUTION WHERE THE BUSINESS OWNERS DID THEIR PERSONAL BANKING <sup>5009.</sup>

i) NO OTHER CREDIT SUPPLIER COULD MEET OUR FINANCING NEEDS <sup>5010.</sup>

j) RESPONDED TO ADVERTISING BY CREDIT SUPPLIER <sup>5011.</sup>

k) APPLYING TO THIS CREDIT SUPPLIER WAS CONVENIENT <sup>5012.</sup>

l) OFFER BEST TERMS <sup>5013.</sup>

m) OTHER REASON, <sup>5014.</sup> PLEASE SPECIFY \_\_\_\_\_ <sup>5015.</sup>

**E.3** What type of asset did the business try to acquire through this lease?

MARK ALL THAT APPLY

- a) Business or office space <sup>5016</sup>.
- b) Automobiles and other light duty vehicles such as cars, mini-vans, sport-utility vehicles, or pick-up trucks <sup>5017</sup>.
- c) Heavy-duty trucks such as moving vans, transport trucks, buses <sup>5018</sup>.
- d) Computers and computer equipment <sup>5019</sup>.
- e) Other office equipment such as faxes or photocopiers <sup>5020</sup>.
- f) Machinery and equipment <sup>5021</sup>.
- g) Other <sup>5022</sup>. (specify) \_\_\_\_\_ <sup>5023</sup>.

**E.4** What was the total value of the lease requested? <sup>5024</sup>.

\$ \_\_\_\_\_

PROMPT : Please provide your best estimate.

**E.5** Was the lease authorized as a result of this request ? <sup>5025</sup>.

- a) Yes → GO TO E.10
- b) No
- c) Refused
- d) Don't know

**E.6** What were the reasons why no lease was authorized? <sup>5026</sup>.

1= ...Request was turned down →GO TO D.8

2= ...Application still under review →GO TO D.12

3= ...Withdraw application

4= ...Other (specify) <sup>5027</sup>. \_\_\_\_\_ → GO TO E.12

**E.7** Why did the business decide not to proceed with request?

MARK ALL THAT APPLY

- a) Interest, fees or services charges <sup>5028</sup>.
- b) Too many constraints on general operation of the business <sup>5029</sup>.
- c) Application process requirements imposed by credit supplier <sup>5030</sup>.
- d) Time to process application <sup>5031</sup>.
- e) Decide to buy <sup>5032</sup>.
- f) Other, <sup>5033</sup>. please specify \_\_\_\_\_ <sup>5034</sup>.

→ GO TO E.12

**E.8** What reasons were given to the business by the credit supplier for refusing to provide the amount requested?

a) NO REASONS GIVEN <sup>5035</sup>. → **GO TO E.11**

OR

MARK ALL THAT APPLY

- b) insufficient income or revenue or sales to service financing <sup>5036</sup>.
- c) insufficient cash flow <sup>5037</sup>.
- d) insufficient collateral or security <sup>5038</sup>.
- e) insufficient equity <sup>5039</sup>.
- f) insufficient working capital <sup>5040</sup>.
- g) poor credit experience or history <sup>5041</sup>.
- h) low personal net worth <sup>5042</sup>.
- i) the management team was too inexperienced <sup>5043</sup>.
- j) business plan not acceptable <sup>5044</sup>.
- k) wouldn't personally guarantee the financing <sup>5045</sup>.
- l) insufficient information provided by the business <sup>5046</sup>.

**E.9** Were you satisfied with the explanation provided? <sup>5047</sup>.

1= YES

2= NO

3= REFUSED

4= DON'T KNOW

**E.10** What was the total value of the lease authorized?

\$ \_\_\_\_\_ <sup>5048</sup>.

**E.11** How many days or months did it take to negotiate the terms and conditions of credit before leasing agreement was approved or rejected by [LEA]?

\_\_\_\_\_ <sup>5049</sup>.day \_\_\_\_\_ <sup>5050</sup>.month

**E.12** How did the business first request this financing?

MARK ONE ONLY

- a) APPROACH BY LESSOR <sup>5051</sup>.
- b) PERSONALLY VISITED LESSOR <sup>5052</sup>.
- c) APPLICATION BY MAIL OR COURRIER <sup>5053</sup>.
- d) APPLICATION BY PHONE <sup>5054</sup>.
- e) APPLICATION OVER THE INTERNET <sup>5055</sup>.
- f) APPLICATION BY FAX <sup>5056</sup>.
- g) OTHER <sup>5057</sup>. (SPECIFY) <sup>5058</sup>. \_\_\_\_\_

**E.13** What documents were requested by [LEA] as part of the application process?

a) NO DOCUMENTATION WAS REQUESTED BY (LEA)<sup>5059</sup>. → **GO TO E.15**  
OR

READ LIST AND MARK ALL THAT APPLY

b) Formal application for financing<sup>5060</sup>.

c) Business financial statement<sup>5061</sup>.

PROMPT : Business financial statement include all business financial statements such as the balance sheet, the statement of incomes and expenditures and the statement of changes in financial position

d) **Business plan**<sup>5062</sup>.

PROMPT : A business plan is a document specifying the business' goals and the strategy to attain them, along with the actions to be undertaken to achieve this strategic plan.

e) Personal **financial statement**<sup>5063</sup>.

PROMPT :Financial statements are a set of financial statements that, taken together, provide appropriate disclosure for the financial affairs of a particular individual or organization.

f) **Appraisals** of assets to be financed<sup>5064</sup>.

PROMPT : An appraisal is the valuation of real estate or other assets for collateral purposes by qualified experts recognized by a credit supplier.

g) **Franchise agreement**<sup>5065</sup>.

PROMPT : A license or privilege granted by a corporation or government to sell a particular product or to offer a service in a given area.

h) **Cash flow** projection<sup>5066</sup>.

PROMPT :The projection of funds available to the company to pay dividends and finance expansion.

i) Other documentation<sup>5067</sup>. (Specify)<sup>5068</sup>. \_\_\_\_\_

**E.14** Did the credit supplier give the business the opportunity to revise any of the documentation after they were originally submitted?<sup>5069</sup>.

1= YES

2= NO

3= REFUSED

4= DON'T KNOW

**E.15** Did the business approach any alternative financing supplier in attempting to obtain the financing requested from [LEA]?<sup>5070</sup>.

1= YES

2= NO → GO TO SECTION F

3= REFUSED → GO TO SECTION F

4= DON'T KNOW → GO TO SECTION F

**E.16** What were the names of the other financing suppliers approached?

Name	Code	Code
LEA#2 : 5071.	5072.	MARK ONE ONLY 1= A CHARTERED BANK 2= A TRUST COMPANY 3= A CREDIT UNION OR CAISSE POPULAIRE 4= A LEASING COMPANY 5= A MANUFACTURER, DEALER OR SUPPLIER 6= A CROWN CORPORATION OR GOVERNMENT INSTITUTION 7= OTHER → (SPECIFY THE TYPE OF INSTITUTION) _____ _ 5073. 5074. 5075. 5076. 5077.
LEA#3 : 5078.	5079.	
LEA#4 : 5080.	5081.	
LEA#5 : 5082.	5083.	
LEA#6 : 5084.	5085.	

**E.17** Indicate whether the other leasing companies or financial institutions approved or turned down the request.

Credit supplier	Request results
(LEA #2) 5086.	1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result
(LEA #3) 5087.	1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result
(LEA #4) 5088.	1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result
(LEA #5) 5089.	1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result
(LEA #6) 5090.	1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result

LET VARIABLE ACS DENOTE THE FIRST LEA IDENTIFIED WITH OUTCOME=3 IN QUESTION E.16

**1. DETAILS ON FIRST ALTERNATIVE REQUEST FOR LEASING FINANCING THAT WAS DECLINED**

I have some questions for you about the request made to (ACS).

**E.18** What type of asset did the business try to acquire through this lease? What was the total value of the lease requested?

<b>Financing instrument</b>	<b>Requested</b>	<b>Amount</b>
**PAUSE AND READ LIST IF NECESSARY MARK ALL THAT APPLY		
a) business or office space <sup>5091.</sup>	1=Yes, 2=No	<sup>5092.</sup> \$
b) Automobiles and other light duty vehicles such as cars ,mini vans, sport-utility vehicles, or pick-up trucks <sup>5093.</sup>	1=Yes, 2=No	<sup>5094.</sup> \$
c) Heavy-duty trucks such as moving vans, transport trucks, buses <sup>5095.</sup>	1=Yes, 2=No	<sup>5096.</sup> \$
d) Computers and computer equipment <sup>5097.</sup>	1=Yes, 2=No	<sup>5098.</sup> \$
e) Other office equipment such as faxes or photocopiers <sup>5099.</sup>	1=Yes, 2=No	<sup>5100.</sup> \$
f) Machinery and equipment <sup>5101.</sup>	1=Yes, 2=No	<sup>5102.</sup> \$
g) Other type of goods or services <sup>5103.</sup> Please specify _____ <sup>5104.</sup>	1=Yes, 2=No	<sup>5105.</sup> \$

**E.19** What reasons were given to the business by [ACS] for refusing to provide the leasing requested?

a) NO REASONS GIVEN<sup>5106.</sup> → **GO TO E.21**

OR

\*\*MARK ALL THAT APPLY

- b) insufficient income or revenue or sales to service financing <sup>5107.</sup>
- c) insufficient cash flow <sup>5108.</sup>
- d) insufficient collateral/security <sup>5109.</sup>
- e) insufficient equity <sup>5110.</sup>
- f) insufficient working capital <sup>5111.</sup>
- g) poor credit experience or history <sup>5112.</sup>
- h) low personal net worth <sup>5113.</sup>
- i) the management team was too inexperienced <sup>5114.</sup>
- j) business plan not acceptable <sup>5115.</sup>
- k) wouldn't personally guarantee the financing <sup>5116.</sup>
- l) insufficient information provided by the business <sup>5117.</sup>

**E.20** Were you satisfied with the explanation provided? <sup>5118.</sup>

- 1= YES
- 2= NO
- 3= REFUSED
- 4= DON'T KNOW

**E.21** How did the business first request this financing?

MARK ONE ONLY

- a) APPROACH BY CREDIT SUPPLIER <sup>5119</sup>.
- b) PERSONALLY VISITED CREDIT SUPPLIER <sup>5120</sup>.
- c) APPLICATION BY MAIL OR COURRIER <sup>5121</sup>.
- d) APPLICATION BY PHONE <sup>5122</sup>.
- e) APPLICATION OVER THE INTERNET <sup>5123</sup>.
- f) APPLICATION BY FAX <sup>5124</sup>.
- g) OTHER <sup>5125</sup>. (SPECIFY) <sup>5126</sup>. \_\_\_\_\_

**E.22** What documents were provided to (ACS) as part of the application process?

a) NO DOCUMENTATION WAS REQUESTED BY (CS) <sup>5127</sup>. → **GO TO SECTION F**

**OR**

READ LIST AND MARK ALL THAT APPLY

- b) Formal application for financing <sup>5128</sup>.
- c) Business financial statement <sup>5129</sup>.

PROMPT : Business financial statement include all business financial statements such as the balance sheet, the statement of incomes and expenditures and the statement of changes in financial position

d) **Business plan** <sup>5130</sup>.

PROMPT : A business plan is a document specifying the business' goals and the strategy to attain them, along with the actions to be undertaken to achieve this strategic plan.

a) Personal **financial statement** <sup>5131</sup>.

PROMPT :Financial statements are a set of financial statements that, taken together, provide appropriate disclosure for the financial affairs of a particular individual or organization.

b) **Appraisals** of assets to be financed <sup>5132</sup>.

PROMPT : An appraisal is the valuation of real estate or other assets for collateral purposes by qualified experts recognized by a credit supplier.

c) **Franchise agreement** <sup>5133</sup>.

PROMPT : A license or privilege granted by a corporation or government to sell a particular product or to offer a service in a given area.

d) **Cash flow** projection <sup>5134</sup>.

PROMPT :The projection of funds available to the company to pay dividends and finance expansion.

e) Other documentation <sup>5135</sup>. (Specify) <sup>5136</sup>. \_\_\_\_\_

**E.23** Did the (ACS) give the business the opportunity to revise any of the documentation after they were originally submitted? <sup>5137</sup>.

1= YES

5= NO

6= REFUSED

7= DON'T KNOW



## F. DETAILS ON REQUESTS FOR EQUITY FINANCING

THIS SECTION TO BE ADMINISTRATED ONLY TO FIRMS ANSWERING YES TO QUESTION C.5

READ : I have some questions regarding the request made for equity financing to [INV] in 2000.

### F.1 CODE TYPE OF FINANCING ORGANIZATION <sup>6000</sup>.

MARK ONE ONLY

- 1= A FRIEND OR RELATIVE OF THE BUSINESS OWNERS
- 2= AN EMPLOYEE OF THE BUSINESS
- 3= A PRIVATE INVESTOR FROM OUTSIDE THE FIRM WHO WAS UNRELATED TO THE FIRM AND ITS OWNERS (I.E. ANGELS)
- 4= A VENTURE CAPITAL FIRM
- 5= A CROWN CORPORATION OR GOVERNMENT INSTITUTION
- 6= OTHER, SPECIFY THE TYPE OF INSTITUTION \_\_\_\_\_<sup>6001</sup>.

### F.2 Why did the business choose [INV]?

\*\*MARK ALL THAT APPLY

- a) This investor already had an investment in the business<sup>6002</sup>.
- b) Recommended by financial advisor, accountant or lawyer<sup>6003</sup>.
- c) This was the only investor in our area <sup>6004</sup>.
- d) Investor approached us <sup>6005</sup>.
- e) Didn't think other investors would accept our request <sup>6006</sup>.
- f) Thought this investor would offer the best terms <sup>6007</sup>.
- g) No other investor could meet our financing needs <sup>6008</sup>.
- h) Other reason(s) <sup>6009</sup>. (Specify) <sup>6010</sup>\_\_\_\_\_

### F.3 What was the intended purpose of the equity financing sought during 2000?

\*\*MARK ALL THAT APPLY

- a) Building and land acquisition <sup>6011</sup>.
- b) Vehicle acquisition <sup>6012</sup>.
- c) Equipment acquisition <sup>6013</sup>.
- d) Inventory financing <sup>6014</sup>.
- e) Business acquisition <sup>6015</sup>.
- f) Research and development (r&d) <sup>6016</sup>.
- g) Product and service development <sup>6017</sup>.
- h) Debt consolidations <sup>6018</sup>.
- i) Export financing <sup>6019</sup>.
- j) Working capital/operating capital <sup>6020</sup>.

PROMPT: funds used to finance the day-to-day operations of the business such as the purchase of inventory or pay off of account payables etc...

- k) Accounts receivable financing <sup>6021</sup>.
- l) Other <sup>6022</sup>. →(specify) \_\_\_\_\_<sup>6023</sup>.

**F.4** Which of the following occurred before financing was accepted or refused?

**\*\*READ LIST AND MARK ALL THAT APPLY**

- a) Informal discussion with investor<sup>6024</sup>.
- b) Submission of written proposal <sup>6025</sup>.
- c) Submission of supporting documents at the request of the investors <sup>6026</sup>.
- d) Revision of supporting documents <sup>6027</sup>.
- e) Negotiations with investor on terms and conditions of financing<sup>6028</sup>.
- f) Other <sup>6029</sup>. (specify) <sup>6030</sup>.\_\_\_\_\_

**F.5** What was the total value of the investment requested? <sup>6031</sup>. \$\_\_\_\_\_

PROMPT : Please provide your best estimate.

**F.6** Was an investment provided as a result of this request? <sup>6032</sup>.

- 1= YES → **GO TO F.11**
- 2= NO
- 3= REFUSED
- 4= DON'T KNOW

**F.7** Why was no investment provided? <sup>6033</sup>.

- 1= ...Request was turned down → **GO TO F.9**
  - 8=** ...Proposal still under review → **GO TO F.12**
  - 9= ...Withdraw proposal
  - 10=**...Other (specify) <sup>6034</sup>.\_\_\_\_\_
- **GO TO F.12**

**F.8** Why did the business decide not to proceed with request?

**MARK ALL THAT APPLY**

- a) Interest, fees or services charges <sup>6035</sup>.
  - b) Too many constraints on general operation of the business <sup>6036</sup>.
  - c) Application process requirements imposed by credit supplier <sup>6037</sup>.
  - d) Time to process application <sup>6038</sup>.
  - e) Decide to buy <sup>6039</sup>.
  - f) Other, <sup>6040</sup>. please specify \_\_\_\_\_ <sup>6041</sup>.
- **GO TO F.12**

**F.9** What reasons were given to the business by [INV] for refusing to provide the amount requested?

a) NO REASONS GIVEN <sup>6042</sup> → **GO TO F.12**  
OR

\*\*READ LIST AND MARK ALL THAT APPLY

- b) insufficient income or revenue or sales to service financing <sup>6043</sup>.
- c) insufficient cash flow <sup>6044</sup>.
- d) insufficient collateral/security <sup>6045</sup>.
- e) insufficient equity <sup>6046</sup>.
- f) insufficient working capital <sup>6047</sup>.
- g) poor credit experience or history <sup>6048</sup>.
- h) low personal net worth <sup>6049</sup>.
- i) the management team was too inexperienced <sup>6050</sup>.
- j) business plan not acceptable <sup>6051</sup>.
- k) wouldn't personally guarantee the financing <sup>6052</sup>.
- l) insufficient information provided by the business <sup>6053</sup>.

**F.10** Were you satisfied with the explanation provided? <sup>6054</sup>.

1= YES

2= NO

3= REFUSED

4= DON'T KNOW

→**GO TO F.12**

**F.11** What was the total value of the investment provided by [INV]? \$\_\_\_\_\_ <sup>6055</sup>.

PROMPT :Please provide your best estimate.

**F.12** How many days or months did it take to negotiate the terms and conditions of financing before equity financing was approved or rejected by [INV]?

\_\_\_\_\_ <sup>6056</sup> day \_\_\_\_\_ <sup>6057</sup> month

**F.13** What documents were requested by [INV] as part of the application process?

a) NO DOCUMENTATION WAS REQUESTED <sup>6058</sup>. →GO TO F.13

READ LIST AND MARK ALL THAT APPLY

b) Formal application for financing <sup>6059</sup>.

c) Business financial statement <sup>6060</sup>.

PROMPT : Business financial statement include all business financial statements such as the balance sheet, the statement of incomes and expenditures and the statement of changes in financial position

d) **Business plan** <sup>6061</sup>.

PROMPT : A business plan is a document specifying the business' goals and the strategy to attain them, along with the actions to be undertaken to achieve this strategic plan.

e) Personal **financial statement** <sup>6062</sup>.

PROMPT :Financial statements are a set of financial statements that, taken together, provide appropriate disclosure for the financial affairs of a particular individual or organization.

f) **Appraisals** of assets to be financed <sup>6063</sup>.

PROMPT : An appraisal is the valuation of real estate or other assets for collateral purposes by qualified experts recognized by a credit supplier.

g) **Franchise agreement** <sup>6064</sup>.

PROMPT : A license or privilege granted by a corporation or government to sell a particular product or to offer a service in a given area.

h) **Cash flow** projection <sup>6065</sup>.

PROMPT :The projection of funds available to the company to pay dividends and finance expansion.

i) Other documentation <sup>6066</sup> ,please specify <sup>6067</sup> \_\_\_\_\_

**F.14** Did the investor give the business the opportunity to revise any of the documentation after they were originally submitted? <sup>6068</sup>.

1= YES

2= NO

3= REFUSED

4= DON'T KNOW

**F.15** Did the business approach any alternative financing suppliers in attempting to obtain the financing requested from [INV]?<sup>6069</sup>.

1= YES

2= NO

3= REFUSED

4= DON'T KOWN

**F.16** What were the names of the other financing suppliers that were approached?

Name	Code	Code
INV#2 : 6070.	6071.	<b>MARK ONE ONLY</b> 1= A FRIEND OR RELATIVE OF THE BUSINESS OWNERS 2= AN EMPLOYEE OF THE BUSINESS 3= A PRIVATE INVESTOR FROM OUTSIDE THE FIRM WHO WAS UNRELATED TO THE FIRM AND ITS OWNERS (I.E. ANGELS) 4= A VENTURE CAPITAL FIRM 5= A CROWN CORPORATION OR GOVERNMENT INSTITUTION 6= OTHER, SPECIFY THE TYPE OF INSTITUTION _____ 6072. _____ 6073. _____ 6074. _____ 6075. _____ 6076. _____ 6077.
INV#3 : 6078.	6079.	
INV#4 : 6080.	6081.	
INV#5 : 6082.	6083.	
INV#6 : 6084.	6085.	

**F.17** Indicate whether the other financing suppliers approved or turned down the request.

Credit supplier	Request results
(INV #2) 6086.	1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result
(INV #3) 6087.	1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result
(INV #4) 6088.	1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result
(INV #5) 6089.	1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result
(INV #6) 6090.	1=full amount requested was approved, 2=financing approved but only part of the amount requested 3=request turned down 4=Application pending/no result

LET VARIABLE ACS DENOTE THE FIRST INV IDENTIFIED FROM ABOVE  
WITH OUTCOME=3 IN QUESTION F.17

## 1. DETAILS ON FIRST ALTERNATIVE REQUEST FOR EQUITY FINANCING THAT WAS DECLINED

I have some questions for you about the request made to (ACS).

- F.18** What reasons were given to the business by the investor for refusing to provide the amount requested?
- a) NO REASONS GIVEN <sup>6091.</sup> → **GO TO F.20**  
OR  
\*\*MARK ALL THAT APPLY
- b) insufficient income or revenue or sales to service financing poor credit experience or history poor credit experience or history <sup>6092.</sup>  
c) insufficient cash flow <sup>6093.</sup>  
d) insufficient collateral/security <sup>6094.</sup>  
e) insufficient equity <sup>6095.</sup>  
f) insufficient working capital <sup>6096.</sup>  
g) low personal net worth <sup>6097.</sup>  
h) the management team was too inexperienced <sup>6098.</sup>  
i) business plan not acceptable <sup>6099.</sup>  
j) insufficient information provided by the business <sup>6100.</sup>  
k) The investor does not invest in the sector of business <sup>6101.</sup>  
l) The business is not focussed on a specific market <sup>6102.</sup>  
m) Other reasons, <sup>6103.</sup> please specify <sup>6104.</sup> \_\_\_\_\_
- F.19** Were you satisfied with the explanation provided? <sup>6105.</sup>
- 1= YES  
2= NO  
3= REFUSED  
4= DON'T KNOW
- F.20** How did the business first request this financing?
- MARK ONE ONLY
- a) APPROACH BY INVESTOR <sup>6106.</sup>  
b) PERSONALLY VISITED INVESTOR <sup>6107.</sup>  
c) BY MAIL OR COURRIER <sup>6108.</sup>  
d) REQUEST BY PHONE <sup>6109.</sup>  
e) REQUEST OVER THE INTERNET <sup>6110.</sup>  
f) REQUEST BY FAX <sup>6111.</sup>  
g) OTHER <sup>6112.</sup> (SPECIFY) <sup>6113.</sup> \_\_\_\_\_

**F.21** What documents were requested by [ACS] as part of the application process?

a) NO DOCUMENTATION WAS REQUESTED BY (CS) <sup>6114</sup>. → **GO TO SECTION G**

\*\*READ LIST MARK ALL THAT APPLY

b) Formal application for financing <sup>6115</sup>.

c) Business financial statement <sup>6116</sup>.

PROMPT : Business financial statement include all business financial statements such as the balance sheet, the statement of incomes and expenditures and the statement of changes in financial position

d) **Business plan** <sup>6117</sup>.

PROMPT : A business plan is a document specifying the business' goals and the strategy to attain them, along with the actions to be undertaken to achieve this strategic plan.

e) Personal **financial statement** <sup>6118</sup>.

PROMPT :Financial statements are a set of financial statements that, taken together, provide appropriate disclosure for the financial affairs of a particular individual or organization.

f) **Appraisals** of assets to be financed <sup>6119</sup>.

PROMPT : An appraisal is the valuation of real estate or other assets for collateral purposes by qualified experts recognized by a credit supplier.

g) **Franchise agreement** <sup>6120</sup>.

PROMPT : A license or privilege granted by a corporation or government to sell a particular product or to offer a service in a given area.

h) **Cash flow** projection <sup>6121</sup>.

PROMPT :The projection of funds available to the company to pay dividends and finance expansion.

i) Other documentation <sup>6122</sup>. please specify <sup>6123</sup>. \_\_\_\_\_

**F.22** Did the (ACS) give the business the opportunity to revise any of the documentation after they were originally submitted? <sup>6124</sup>.

1= YES

2= NO

3= REFUSED

4= DON'T KNOW

## G. OTHER FINANCING EVENT IN 2000

**G.1** In 2000, did any financial institution or other credit supplier reduce any of the business' existing credit limits? <sup>7000.</sup>

- 1= YES
- 2= NO → GO TO G .3
- 3= REFUSED → GO TO G .3
- 4= DON'T KNOW → GO TO G .3

**G.2** What were the reasons for reducing the credit limit?

MARK ALL THAT APPLY

- a) Change in market conditions <sup>7001.</sup>
- b) Drop in market value of collateral <sup>7002.</sup>
- c) Deterioration of credit record <sup>7003.</sup>
- d) Change in financial performance of business <sup>7004.</sup>
- e) Other <sup>7005.</sup> (Specify) \_\_\_\_\_ <sup>7006.</sup>
- f) None <sup>7007.</sup>

**G.3** In 2000, did any financial institution or other credit supplier automatically renew any of the business' loans? <sup>7008.</sup>

- 1= YES
- 2= NO
- 3= REFUSED
- 4= DON'T KNOW

**G.4** In 2000, did the business refinance any existing loans or other debts? <sup>7009.</sup>

PROMPT: Refinancing is the process of paying off maturing or outstanding debt with proceeds of a new issue, often at a lower interest cost to the issuer.

- 1= YES
- 2= NO
- 3= REFUSED
- 4= DON'T KNOW

**G.5** In 2000, did the business consolidate any loans or other debts? <sup>7010.</sup>

PROMPT: To consolidate is to obtain one larger loan to pay off two or more smaller loans. This is usually done to reduce the amount of interest paid on loans.

- 1= YES
- 2= NO
- 3= REFUSED
- 4= DON'T KNOW

**G.6** In 2000, did the business...

READ LIST AND MARK ALL THAT APPLY

- a) ...acquire another business? <sup>7011.</sup>
- b) ...get acquired by another business? <sup>7012.</sup>
- c) ...reduce the scope of its operations? <sup>7013.</sup>



**G.7** What was the name of the main financial institution where the business did its day-to-day banking in 2000?

ENTER NAME OF THE MAIN INSTITUTION:

(MI)\_\_\_\_\_ 7014.

**G.8** How many years has the business been dealing with this financial institution? 7015.

THIS SHOULD INCLUDE THE TOTAL TIME THE COMPANY HAS BEEN IN EXISTENCE UNDER ITS CURRENT LEGAL STATUS, NOT JUST THE PERIOD OF TIME FOR WHICH THE CURRENT OWNER HAS OPERATED THE COMPANY. IF THE RESPONDENT DOES NOT KNOW, TRY TO OBTAIN AN ESTIMATE.

PROMPT: Please, provide your best estimate

(NY)\_\_\_\_\_ number of years

**G.9** IF (NY)<5 YEARS THEN READ: Over the past [NY], how many different designated **account managers** or account officers has (MI) had for the business?

IF NY>5 THEN READ: Over the past five years, how many different designated **account managers** or account officers has (MI) had for the business? 7016.

PROMPT: An account manager manages groups of accounts and supervises the work of several account executives.

1= 0 account manager

2= 1 account manager

3= 2 account managers

4= 3 and 5 account managers

5= More than 5 account managers

**G.10** Was this also the institution where the majority of the owners of the business did their personal banking? 7017.

1= YES

2= NO

3= REFUSED

4= DON'T KNOW

**G.11** During 2000, did the business sell any of its accounts receivables to a **factoring company**? 7018.

PROMPT: A factoring company is one who buy accounts receivable at a discount to provide the vendor with cash and/or to relieve the vendor of collection risk.

1= YES

2= NO → GO TO SECTION H

3= REFUSED → GO TO SECTION H

4= DON'T KNOW → GO TO SECTION H

**G.12** What was the amount factored for 2000? 7019. \$\_\_\_\_\_

PROMPT: Please, provide your best estimate.

**G.13** What was the discount rate charged by factor? 7020. \_\_\_\_\_%

PROMPT: Please, provide your best estimate.

**G.14** During 2000, did the business make a request to purchase any materials, equipment or inventory on credit from a supplier? <sup>7021</sup>.

- 1= YES
- 2= NO → End of section
- 3= REFUSED → End of section
- 4= DON'T KNOW → End of section

**G.15** Did any suppliers turn down a request for trade credit made by the business during the year 2000? <sup>7022</sup>.

- 1= YES
- 2= NO
- 3= REFUSED
- 4= DON'T KNOW

## H. BUSINESS INFORMATION

READ: Finally, I would like to get some basic information about the business. Please answer the following relative to December 31<sup>st</sup>, 2000.

**H.1** Was the business a...? <sup>8000</sup>.

- 1= ...Corporation that was incorporated under a federal or provincial charter
- 2= ...Sole proprietorship
- 3= ...Partnership

**H.2** When did the business obtain its **current legal status**?

MM  <sup>8001</sup>. YYYY  <sup>8002</sup>.

IF THE RESPONDENT CANNOT PROVIDE THE MONTH, ENTER 99 IN THE MONTH FIELD.

IF THE RESPONDENT CANNOT PROVIDE THE EXACT YEAR, PLEASE ASK FOR THE BEST ESTIMATE OR ENTER 9999.

**H.3** On December 31<sup>st</sup> 2000, how many contract workers did the business have in Canada? <sup>8003</sup>.  number of contract workers

PROMPT: A contract worker is paid on a contractual basis rather than as a paid employee. Please provide an estimate.

**H.4** How many individuals had ownership in the business? <sup>8004</sup>.

- 1= 1 OWNER
- 2= 2 OWNERS
- 3= LESS THAN 5 OWNERS
- 4= LESS THAN 10 OWNERS
- 5= 11 TO 20 OWNERS
- 6= MORE THAN 20 OWNERS

**H.5** What percentage of the business ownership was held by women? <sup>8005</sup>.

1= NONE

2= MORE THAN 50%

3= 50%

4= LESS THAN 50%

**H.6** Was 50% or more of the ownership in the business held...

<p>a)...by persons with a disability? <sup>8006</sup>.  <b>PROMPT:</b> Disability refers to the limitation in the kind or amount of a person's activity because of a long-term physical condition, mental condition or health problem.</p>	1=Yes	2=No
<p>b)... by Aboriginal persons? <sup>8007</sup>.  <b>PROMPT:</b> Aboriginal persons refers to those persons who identify with at least one Aboriginal group, (i.e. North American Indian, Métis or Inuit(Eskimo) and /or those who are a Treaty Indian or a Registered Indian as defined by the Indian Act of Canada and/or who are members of an Indian Band or First Nation.</p>	1=Yes	2=No
<p>c)...by persons who are non-Caucasian in race or non-white in color other than aboriginal persons. <sup>8008</sup>.</p>	1=Yes	2=No

**H.7** Excluding publicly-traded shares, mutual funds or stocks, did the majority owners of the business have any PRIVATE investment in any other businesses? <sup>8009</sup>.

**PROMPT:** Majority owners are owners who represent more than 50% of a business entity.

- 1= YES
- 2= NO
- 3= REFUSED
- 4= DON'T KNOW

**H.8** What was the age of the person with the largest share of ownership in [Business]? <sup>8010</sup>.

**PROMPT:** In the case of equal partnerships, please report the age of the oldest partner.

- 1= LESS THAN 25 YEARS
- 2= 25 TO 34 YEARS
- 3= 35 TO 44 YEARS
- 4= 45 TO 64 YEARS
- 5= 65 YEARS AND OVER

**H.9** Was the business based out of the home of one of its owners? <sup>8011</sup>.

**SELECT « YES » IF THE BUSINESS IS OPERATED FROM THE HOME MOST OF THE TIME.**

**IF THE RESPONDENT IS UNSURE OF THE RESPONSE, ASK FOR THE LOCATION OF HIS/HER OFFICE. IF THEY ARE MULTIPLE LOCATIONS, CONSIDER THE ONE WHERE HIS/HER FAX MACHINE OR CALL CENTRE IS LOCATED: IF IT IS A HOME, THIS WOULD BE CONSIDERED A HOME-BASED BUSINESS.**

- 1= YES
- 2= NO
- 3= REFUSED
- 4= DON'T KNOW

**H.10** On December 31<sup>st</sup> 2000, how many years of experience did the manager or the chief executive of the business have in the business' **industry**? <sup>8012.</sup>

PROMPT: Industry of operation refers to the industrial sector to which the business belongs.

1= LESS THAN 2 YEARS

2= 2 TO 5 YEARS

3= 6 TO 8 YEARS

4= 9+ YEARS

**H.11** On December 31<sup>st</sup> 2000, was the person responsible for managing the day-to-day operation of the business also one of its majority owners? <sup>8013.</sup>

1= YES → GO TO H.13

2= NO

3= REFUSED → GO TO H.13

4= DON'T KNOW → GO TO H.13

**H.12** What was the gender of the manager? <sup>8014.</sup>

1= Male

11=Female

**H.13** On December 31<sup>st</sup> 2000, how many years of experience did the manager or chief executive of the business have as a business manager? <sup>8032</sup>

\_\_\_\_\_ Years

**H.14** On December 31<sup>st</sup> 2000, what percentage of the business was held by Canadian owners? <sup>8015.</sup>

1= 100%

2= 75% TO 99%

3= 50% TO 74%

4= 25% TO 49%

5= 0 TO 24%

**H.15** During 2000, did the business sell or export its products or services outside Canada? <sup>8016.</sup>

1= YES

2= NO → **GO TO H.17**

3= **REFUSED** → **GO TO H.17**

4= **DON'T KNOW** → **GO TO H.17**

**H.16** During 2000, where did the business sell or export its products or services?

MARK ALL THAT APPLY

- a) United States <sup>8017</sup>.
- b) Mexico <sup>8018</sup>.
- c) Central/South America <sup>8019</sup>.
- d) Europe <sup>8020</sup>.
- e) Asia <sup>8021</sup>.
- f) Africa <sup>8022</sup>.
- g) Other country, <sup>8023</sup> please specify <sup>8024</sup>\_\_\_\_\_

**H.17** In an average fiscal year, what percentage of the business total investment expenditure is devoted to research and development for products, services and processes? <sup>8025</sup>.

1=None 2=1-5% 3=6-10% 4=11-15% 5=16-20% 6=Over 20%

**H.18** In an average fiscal year, what percentage of the business total investment expenditure is devoted to technology acquisition and licensing including computer hardware and software but excluding expenditures on machinery and equipment? <sup>8026</sup>.

1=None 2=1-5% 3=6-10% 4=11-15% 5=16-20% 6=Over 20%

**H.19** For each year that you can report on, how much did the business' sales grow or decline in percentage terms?

PROMPT: Please, provide your best estimate

Year	Growth or decline of Business Sales in %
a) 1999-2000	<sup>8027</sup> %
b) 1998-1999	<sup>8028</sup> %
c) 1997-1998	<sup>8029</sup> %
d) 1996-1997	<sup>8030</sup> %
e) 1995-1996	<sup>8031</sup> %

# I. CONCLUSION OF PART I

\*\*\* SYSTEM SHOULD BE ABLE TO PROVIDE TOTAL DURATION OF THE INTERVIEW\*\*\*

**I.1** Thank you for your cooperation with the first part of this survey! If you have any comments concerning the survey, I would be pleased to make note of them now. Do you have any comments?

9001 \_\_\_\_\_  
9002 \_\_\_\_\_  
9003 \_\_\_\_\_  
9004 \_\_\_\_\_  
9005 \_\_\_\_\_

## CONCLUSION TEXT

READ: The telephone interview is now over. We will fax you the second part of this survey which will ask for some basic financial data for the business. Thank you once again for your cooperation!