

**Part 1: Survey on Financing of Small and Medium Enterprises**  
**2004**

(Specs for CATI Application)

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

## A. FRAME MAINTENANCE

**READ:** Hello, my name is (interviewer) and I am calling from Statistics Canada. Your business 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.

May I speak with the person who would best be able to provide this information on financing of the business? Are you the person to provide this information?

Your answers to this voluntary survey will be treated in strict confidence, used for statistical purposes and published in aggregate form only. The survey is conducted under the authority of the Statistics Act.

Before we begin I would like to inform you that a supervisor may listen to the call for the purpose of quality control.

### Sections of the Frame that may need to be updated:

Frame Maintenance Section 02-Legal Name Modification

Frame Maintenance Section 04- Operating (Business) Name Modification

Frame Maintenance Section - contact name, contact and civic address, phone number for contact and fax number.

## B. SCREENING INFORMATION

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

**B.1** Did the business have commercial operations at any time during the past twelve months? <sup>2000</sup>

**PROMPT:** By "*commercial operations*" we mean sales to customers or purchases of business inputs.

1= YES

3= NO → **READ:** Since this survey is for small and medium businesses with commercial operations, we will not need to proceed with the survey. Thank you for your participation.

8= REFUSED

9= DON'T KNOW

**B.2** Is the business a non-profit organisation, a co-operative, a joint venture or a government agency? <sup>2003</sup>

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

3 = NO

8 = REFUSED

9 = DON'T KNOW

**B.3** Is the business either a parent or holding company that owned other businesses? <sup>2006</sup>

1= YES → **READ:** Since this survey is not for parent or holding companies, we will not need to proceed with the survey. Thank you for your participation.

3= NO

8= REFUSED

9= DON'T KNOW

**B. 4** Is the business either a partly – or a wholly-owned subsidiary of a parent or holding company? <sup>2007.</sup>

1= YES

3= NO → **GO TO B.6 (C9999)**

8= REFUSED → **GO TO B.6 (C9999)**

9= DON'T KNOW → **GO TO B.6 (C9999)**

**B. 5** Does the parent company own more than 50%? <sup>2008.</sup>

1= YES → Since this survey is for independent private corporations, we will not need to proceed with the survey. Thank you for your participation.

3= NO

8= REFUSED

9 = DON'T KNOW

**B.6** Did your business have paid employees at any time during the last twelve months - excluding the owners of the business and contract workers? <sup>9999</sup>

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

1=YES → **GO TO B.7a (C2001)**

3= NO → **GO TO B.8 (C1100)**

8= REFUSED

9 = DON'T KNOW

**B.7a** On average, how many paid full-time employees --excluding the owners of the business and contract workers-- did the business have during the past twelve months?

**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 businesses with fewer than 500 employees only, we will not need to proceed with the survey. Thank you for your participation.

\_\_\_\_\_ <sup>2001.</sup> number of full-time employees

IF FTE IS LESS THAN 500 → **GO TO B.7b (C2002)**

**B.7b)** On average, how many paid part-time employees --excluding the owners of the business and contract workers-- did the business have during the past twelve months?

\_\_\_\_\_ <sup>2002.</sup> number of part-time employees

**PROMPT:** *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 businesses with fewer than 500 full-time equivalent employees only, we will not need to proceed with the survey. Thank you for your participation.

**B.8** On average, how many contract workers did the business have during the past 12 months?

\_\_\_\_\_ <sup>1100.</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.*

If FTE is 0 and B.8 (C1100) = 0 → **GOTO Question B.9 (C1101)**

If FTE is between 0.5 and 19 → **GOTO Section C.**

Otherwise → **GO TO B.10 (C2010)**

**B.9** Was your entire business income earned from working for only one company in return for commissions or fees?  
1101.

1= YES

3= NO

8= REFUSED

9= DON'T KNOW

→**GO TO Section C**

**B. 10** Was the business' gross revenue more than \$50 million for the latest fiscal year? 2010.

1= YES → **READ:** Since this survey is for businesses with less than \$50 million in revenue, we will not need to proceed with the survey. Thank you for your participation.

3= NO

8= REFUSED

9= DON'T KNOW

**B. 11** Was the business listed on a stock exchange? 2005.

1= YES

3= NO

8= REFUSED

9= DON'T KNOW

## C. FINANCING REQUESTED IN LATEST FISCAL YEAR

(FOR RANDOMISATION PROCEEDURE INFO. SEE BEGINNING OF SECTION G AND H)

**READ:** All questions refer to your business financing activities during the past 12 months.

- C.1** Did the business or its owners attempt to obtain external financing for business purposes? This includes any request for borrowing or equity, such as loans, lines of credit, credit cards, leases, government grants, credit from suppliers, or equity financing? 1102

1= YES → GO TO C.3 (C3000)

3= NO

8= REFUSED → ENSURE INTERVIEW IS CONDUCTED WITH THE PROPER PERSON! IF ANSWER REMAINS "REFUSED" --> GOTO QUESTION G.2 (C7014), AND CONTINUE WITH QUESTIONS IN SECTION G. AFTER SECTION G IS COMPLETED GO TO SECTION I AND END INTERVIEW  
9= DON'T KNOW → ENSURE INTERVIEW IS CONDUCTED WITH THE PROPER PERSON! IF ANSWER REMAINS "DON'T KNOW" --> GOTO QUESTION G.2 (C7014) AND CONTINUE WITH

**QUESTIONS IN SECTION G. AFTER SECTION G IS COMPLETED GO TO SECTION I AND END INTERVIEW**

**NOTE : SECTION H IS NOT COLLECTED FROM RESPONDENTS THAT REFUSE OR DO NOT KNOW QUESTION C1 (C1102).**

- C.2** Why did the business not attempt to obtain new financing?

**MARK ALL THAT APPLY**

**(Respondent to reply with YES/NO after reading option)**

- |  |  | <b>YES</b>            | <b>NO</b>             |
|--|--|-----------------------|-----------------------|
| a) Financing not needed 3006                         |  | <input type="radio"/> | <input type="radio"/> |
| <b>If C.2 a)(C 3006) =1 Yes→GO TO SECTION G</b>      |  |                       |                       |
| b) Thought the request would be turned down 3007     |  | <input type="radio"/> | <input type="radio"/> |
| c) Applying for financing is too difficult 3008      |  | <input type="radio"/> | <input type="radio"/> |
| d) Applying for financing is too time consuming 3009 |  | <input type="radio"/> | <input type="radio"/> |
| e) Cost of debt financing is too high 3010           |  | <input type="radio"/> | <input type="radio"/> |
| f) Don't like to be in debt 3011                     |  | <input type="radio"/> | <input type="radio"/> |
| g) Other _____ 3012                                  |  | <input type="radio"/> | <input type="radio"/> |
| (Please specify) _____ 3013                          |  |                       |                       |

**→ GO TO SECTION G**

- C.3** 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, and any request for an increase to existing credit limits. 3000

1= YES

3= NO → GO TO C.5 A (C3002)

8= REFUSED → (ENSURE INTERVIEW IS CONDUCTED WITH THE PROPER PERSON!)  
GO TO → G.2 (C7014)

9= DON'T KNOW → (ENSURE INTERVIEW IS CONDUCTED WITH THE PROPER PERSON!)  
GO TO → G.2 (C7014)

**C.4** What was the name of the LAST financial institution or credit supplier that the business approached to request new or additional credit?

CODE NAME OF LAST CREDIT SUPPLIER APPROACHED: (CS) *Code type* \_\_\_\_\_ 3001

- 1= ROYAL BANK OF CANADA
- 2= BANK OF MONTREAL
- 3= TORONTO-DOMINION/CANADA TRUST
- 4= CANADIAN IMPERIAL BANK OF COMMERCE (CIBC)
- 5= BANK OF NOVA SCOTIA
- 6= NATIONAL BANK OF CANADA
- 7= HONG-KONG BANK OF CANADA (HSBC)
- 8= LAURENTIAN BANK OF CANADA
- 9= CANADIAN WESTERN BANK
- 10=CITIZENS BANK OF CANADA
- 11=OTHER CHARTERED BANKS
- 12=A TRUST COMPANY
- 13=A CREDIT UNION
- 14=A CAISSE POPULAIRE
- 15=BUSINESS DEVELOPMENT BANK OF CANADA (BDC)
- 16=OTHER CROWN CORPORATIONS OR GOVERNMENT INSTITUTION
- 17=MANUFACTURER, DEALER OR SUPPLIER (“SEARS”, “HOME DEPOT”, ETC.)
- 18=CREDIT CARD COMPANY (“AMERICAN EXPRESS”)
- 19=OTHER TYPES OF INSTITUTIONS→ (SPECIFY THE TYPE OF INSTITUTION) \_\_\_\_\_ 7777

**C.5A)** Did the business request new or additional capital leasing authorisations? 3002

**PROMPT:** *in contrast to operating leases, capital leasing contracts appear as debt on the balance sheet.*

- 1= YES
- 3= NO → **GO TO C.6 (C3004)**
- 8= REFUSED
- 9= DON'T KNOW

**C.5 B)** ENTER NAME OF LAST LEASE SUPPLIER APPROACHED: (LS) 3003

- 1= ROYAL BANK OF CANADA
- 2= BANK OF MONTREAL
- 3= TORONTO-DOMINION/CANADA TRUST
- 4= CANADIAN IMPERIAL BANK OF COMMERCE (CIBC)
- 5= BANK OF NOVA SCOTIA
- 6= NATIONAL BANK OF CANADA
- 7= HONG-KONG BANK OF CANADA (HSBC)
- 8= LAURENTIAN BANK OF CANADA
- 9= CANADIAN WESTERN BANK
- 10= CITIZENS BANK OF CANADA
- 11= OTHER CHARTERED BANKS
- 12= A TRUST COMPANY
- 13= A CREDIT UNION
- 14= A CAISSE POPULAIRE
- 15= BUSINESS DEVELOPMENT BANK OF CANADA (BDC)
- 16= OTHER CROWN CORPORATIONS OR GOVERNMENT INSTITUTION
- 17= MANUFACTURER, DEALER OR SUPPLIER (“SEARS”, “HOME DEPOT”, ETC.)
- 18= CREDIT CARD COMPANY (“AMERICAN EXPRESS”)
- 19= OTHER TYPES OF INSTITUTIONS, Specify \_\_\_\_\_ 8888

**C.6** Did the business request any equity financing?

**PROMPT :** *Equity financing is the exchange of partial ownership in a business in return for financing.*

**PROMPT:** *This could include any request for new or additional financing from an investor, venture capital supplier, or friend or family member in exchange for a share of the ownership of the business.* 3004

- 1= YES
- 3= NO
- 8= REFUSED
- 9= DON'T KNOW

**C.7 A)** Did the business request a grant, subsidy, or non-repayable contribution from a government or community program? 3014.

- 1= YES
- 3= NO → GO TO C.8 (C1103)
- 8= REFUSED → GO TO C.8 (C1103)
- 9= DON'T KNOW → GO TO C.8 (C1103)

**B)** What was the amount of financing authorised?

**PROMPT:** *(in '000s)*

AMOUNT: \$ \_\_\_\_\_ 1146

**PROMPT:** *Please provide your best estimate*

**C.8** During the past 12 months, did the business make a new request to purchase any materials, equipment or inventory on credit from a supplier? 1103

**PROMPT:** *Credits from a supplier are recorded as accounts payable on your financial statements*

- 1= YES
- 3= NO → GO TO D.1 (C4002)
- 8= REFUSED → GO TO D.1 (C4002)
- 9= DON'T KNOW → GO TO D.1 (C4002)

**C.9** Did any suppliers turn down a request for this type of credit? 1104

- 1= YES
- 3= NO
- 8= REFUSED
- 9= DON'T KNOW

**(FOR RANDOMIZATION PROCEEDURE INFO. SEE SECTION G AND H)**

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

**ONLY UNITS IN THE SAMPLE WITH C.3 = "1" (YES) (C 3000) RECEIVE SECTION D**

**READ :** I have questions regarding the last request for credit made to [CS] during the past 12 months.

**D.1** Why did the business choose [CS] to request new or additional credit?

**READ LIST AND MARK ALL THAT APPLY**  
**(Respondent to reply with YES/NO after reading option)**

- |  |       | <b>YES</b>            | <b>NO</b>             |
|--|-------|-----------------------|-----------------------|
| a) This was the regular financial institution for the business | 4002  | <input type="radio"/> | <input type="radio"/> |
| b) This was the only credit supplier in our area               | 4004  | <input type="radio"/> | <input type="radio"/> |
| c) Thought other credit suppliers would reject the application | 1105  | <input type="radio"/> | <input type="radio"/> |
| d) Thought this credit supplier would offer the best terms     | 4006  | <input type="radio"/> | <input type="radio"/> |
| e) Other reasons _____   | 4012, | <input type="radio"/> | <input type="radio"/> |
| → Please specify _____   | 4013  |                       |                       |

**D.2** How did the business intend to use the financing that was requested from [CS]?

**READ LIST AND MARK ALL THAT APPLY**  
**(Respondent to reply with YES/NO after reading each option)**

a) Fixed assets <sup>1106</sup>

**PROMPT:** *Fixed assets are assets that the business expects to use for an extended period, such as land, buildings, vehicles, machinery and equipment.*

b) Working capital/operating capital <sup>4023</sup>

**PROMPT:** *funds used to finance the day-to-day operations of the business such as the purchase of inventory or paying suppliers.*

c) Research and development (R&D) <sup>4019</sup>

**PROMPT:** *R&D expenditures refers to expenditures meant to bring a new product to market or to improve an existing product.*

d) Debt consolidations <sup>4021</sup>

e) Other \_\_\_\_\_ <sup>4025</sup> Please specify \_\_\_\_\_ <sup>4026</sup>



**D.3** 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> <b>PROMPT:</b> <i>This is a loan with a maturity of ONE YEAR OR LESS.</i>	1=SELECT 8=REFUSED 9=DON'T KNOW	4028 \$
B) <u>term loan</u> <sup>4029</sup> <b>PROMPT:</b> <i>This is loan with a maturity of MORE THAN ONE YEAR.</i>	1=SELECT 8=REFUSED 9=DON'T KNOW	4030 \$
C) <u>mortgage loan</u> <sup>4031</sup> <b>PROMPT:</b> <i>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.</i>	1=SELECT 8=REFUSED 9=DON'T KNOW	4032 \$
D) <u>new line of credit (also called operating loan)</u> <sup>4033</sup> <b>PROMPT:</b> <i>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.</i>	1=SELECT 8=REFUSED 9=DON'T KNOW	4034 \$
E) <u>new credit card</u> <sup>4035</sup> <b>PROMPT:</b> <i>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.</i>	1=SELECT 8=REFUSED 9=DON'T KNOW	4036 \$
F) <u>increase in the credit limit of current lines of credit</u> <sup>4037</sup>	1=SELECT 8=REFUSED 9=DON'T KNOW	4038 \$
G) <u>increase in the credit limit of current credit cards</u> <sup>4039</sup>	1=SELECT 8=REFUSED 9=DON'T KNOW	4040 \$
H) <u>No specific instrument specified at time of request</u> <sup>4041</sup>	1=SELECT 8=REFUSED 9=DON'T KNOW	4042 \$
I) other type of debt financing #1 <sup>4043</sup> Please specify _____ <sup>4044</sup>	1=SELECT 8=REFUSED 9=DON'T KNOW	4045 \$
J) other type of debt financing #2 <sup>4046</sup> Please specify _____ <sup>4047</sup>	1=SELECT 8=REFUSED 9=DON'T KNOW	4048 \$
K) TOTAL		4049 \$

**D.4** Was any credit authorised by [CS] as a result of this request? <sup>4050</sup>

- 1= YES → GO TO D.8 (C4078)
- 3= NO
- 8= REFUSED → GO TO D.11 (C4179)
- 9= DON'T KNOW → GO TO D.11 (C4179)

**D.5** What was the reason why **NO** amount was authorised? Was it because...4051

**READ LIST AND MARK ONE ONLY**

*(Respondent to reply with YES/NO after reading each option. After first "YES", stop. Do not read the remaining choices. )*

- 1= Request was turned down → **GO TO D.6 (C4063)**
- 2= Application still under review → **GO TO D.11 (C4179)**
- 3= Withdrawal of application → **GO TO D.11 (C4179)**
- 4= Other (please specify) \_\_\_\_\_ 4052 → **GO TO D.11(C4179)**
- 8= REFUSED → **GO TO D.11 (C4179)**
- 9= DON'T KNOW → **GO TO D.11 (C4179)**

**D.6** What reasons were given to the business by the credit supplier for refusing to provide the amount requested?

a) No reasons given by credit supplier	4063	→ <b>GO TO D.11 (C4179)</b>
<i>Mark all that apply (Respondent to reply with YES/NO after reading each option)</i>		
b) Insufficient sales, income or cash-flow	4064	
c) Insufficient collateral/security	4066	
d) Poor credit experience or history	4069	
e) Other reasons, _____	4075	
Please specify : _____	4076	

**D.7** Were you satisfied with the explanation provided? 4077

- 1= YES → **GO TO D.11 (C4179)**
- 3= NO → **GO TO D.11 (C4179)**
- 8= REFUSED → **GO TO D.11 (C4179)**
- 9= DON'T KNOW → **GO TO D.11 (C4179)**

**D.8** Indicate the amount of credit that was authorised by [CS] and whether the authorisation was on a personal or commercial basis?

Financing instrument	Amount requested	Authorised?	Amount Authorised	Type of authorisation
MARK ALL THAT APPLY				
A) DEMAND OR SHORT-TERM LOAN <sup>4078</sup>	(C4028)	1=SELECT 8=REFUSED 9=DON'T KNOW	\$ <sup>4079</sup> _____	1=Commercial, 2=Personal 8=REFUSED 9=DON'T KNOW <sup>4080</sup>
B) TERM LOAN <sup>4081</sup>	(C4030)	1=SELECT 8=REFUSED 9=DON'T KNOW	\$ <sup>4082</sup> _____	1=Commercial, 2=Personal 8=REFUSED 9=DON'T KNOW <sup>4083</sup>
C) MORTGAGE LOAN <sup>4084</sup>	(C4032)	1=SELECT 8=REFUSED 9=DON'T KNOW	\$ <sup>4085</sup> _____	1=Commercial, 2=Personal 8=REFUSED 9=DON'T KNOW <sup>4086</sup>
D) NEW LINE OF CREDIT (ALSO CALLED OPERATING LOAN) <sup>4087</sup>	(C4034)	1=SELECT 8=REFUSED 9=DON'T KNOW	\$ <sup>4088</sup> _____	1=Commercial, 2=Personal 8=REFUSED 9=DON'T KNOW <sup>4089</sup>
E) NEW CREDIT CARD <sup>4090</sup>	(C4036)	1=SELECT 8=REFUSED 9=DON'T KNOW	\$ <sup>4091</sup> _____	1=Commercial, 2=Personal 8=REFUSED 9=DON'T KNOW <sup>4092</sup>
F) INCREASE IN THE CREDIT LIMIT OF CURRENT LINES OF CREDIT <sup>4093</sup>	(C4038)	1=SELECT 8=REFUSED 9=DON'T KNOW	\$ <sup>4094</sup> _____	1=Commercial, 2=Personal 8=REFUSED 9=DON'T KNOW <sup>4095</sup>
G) INCREASE IN THE CREDIT LIMIT OF CURRENT CREDIT CARDS <sup>4096</sup>	(C4040)	1=SELECT 8=REFUSED 9=DON'T KNOW	<sup>4097</sup> \$ _____	1=Commercial, 2=Personal 8=REFUSED 9=DON'T KNOW <sup>4098</sup>
H) OTHER TYPE OF DEBT FINANCING #1(C4043) Please specify (C4044)	(C4045)	1=SELECT 8=REFUSED 9=DON'T KNOW	\$ <sup>4101</sup> _____	1=Commercial, 2=Personal 8=REFUSED 9=DON'T KNOW <sup>4102</sup>
I) OTHER TYPE OF DEBT FINANCING #2(C4046) Please specify (C4047)	(C4048)	1=SELECT 8=REFUSED 9=DON'T KNOW	\$ <sup>4105</sup> _____	1=Commercial, 2=Personal 8=REFUSED 9=DON'T KNOW <sup>4106</sup>
J) TOTAL	(C4049)		\$ <sup>4107</sup> _____	

**D.9** What was the term for the credit authorised by (CS)?

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

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

**D.10** Was the financing guaranteed by the Canada Small Business Financing Act, the Small Business Loan Act, or some other government or community program?"

	Amount authorised	Guaranteed by	Please specify other program
MARK ALL THAT APPLY			
A) DEMAND OR SHORT-TERM LOAN <sup>4165</sup>	(C4079)	1= Canada Small Business Financing Act /Small Business Loans Act 3= Other 8=REFUSED 9=DON'T KNOW	4166
B) TERM LOAN <sup>4167</sup>	(C4082)	1= Canada Small Business Financing Act /Small Business Loans Act 3= Other 8=REFUSED 9=DON'T KNOW	4168
C) MORTGAGE LOAN <sup>4169</sup>	(C4085)	1= Canada Small Business Financing Act /Small Business Loans Act 3= Other 8=REFUSED 9=DON'T KNOW	4170
D) NEW LINE OF CREDIT <sup>4171</sup>	(C4088)	1= Canada Small Business Financing Act /Small Business Loans Act 3= Other 8=REFUSED 9=DON'T KNOW	4172
E) NEW CREDIT CARD <sup>4173</sup>	(C4091)	1= Canada Small Business Financing Act /Small Business Loans Act 3= Other 8=REFUSED 9=DON'T KNOW	4174
F) INCREASE IN THE CREDIT LIMIT OF CURRENT LINES OF CREDIT <sup>4175</sup>	(C4094)	1= Canada Small Business Financing Act /Small Business Loans Act 3= Other 8=REFUSED 9=DON'T KNOW	4176
G) INCREASE IN THE CREDIT LIMIT OF CURRENT CREDIT CARDS <sup>4177</sup>	(C4097)	1= Canada Small Business Financing Act /Small Business Loans Act 3= Other 8=REFUSED 9=DON'T KNOW	4178
H) (C4100) <sup>4226</sup>	(C4101)	1= Canada Small Business Financing Act /Small Business Loans Act 3= Other 8=REFUSED 9=DON'T KNOW	4228
I) (C4104) <sup>4227</sup>	(C4105)	1= Canada Small Business Financing Act /Small Business Loans Act 3= Other 8=REFUSED 9=DON'T KNOW	4229

**IF D.9 (C4085) \* "mortgage loan authorisation" GREATER THAN 0 → GO TO D.13. (C1107)**

**D.11** Were personal assets of the business owners requested as collateral by (CS) to guarantee the financing? <sup>4179</sup>

**PROMPT:** *These personal assets could include assets owned by spouse.*

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

- 1= YES
- 3= NO
- 8= REFUSED
- 9= DON'T KNOW

**D.12** Did (CS) request the business to provide business-owned assets as collateral to obtain the new financing? 4181

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

- 1= YES
- 3= NO
- 8= REFUSED
- 9= DON'T KNOW

**D.13** Did (CS) require co-signatures from individuals other than the business owners as a condition to obtain the loan? 1107

- 1 = YES
- 3 = NO
- 8= REFUSED
- 9= DON'T KNOW

**D.14** How did the business first request this financing from [CS]?

**MARK ONE ONLY**

**(Respondent to reply with YES/NO after reading option, stop question after first “YES”)**

- a) Application filled in at branch 4184
- b) Application by phone 4186
- c) Application over the internet (include electronic mail and website) 4187
- d) Other \_\_\_\_\_ 4190 (Please specify)\_\_\_\_\_ 4191

**D.15** What documents were requested by [CS] as part of the application process?

- a) No documentation was requested by (CS) 4192

**OR**

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

**(Respondent to reply with YES/NO after reading option)**

- b) Formal application for financing 4193

- c) Business financial statements 4194

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

- d) Business plan 4195

**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 4196

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

- f) Appraisals of assets to be financed 4197

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

g) Cash flow projection <sup>4199</sup>

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

h) Other documentation \_\_\_\_\_ <sup>4200</sup>, Please specify \_\_\_\_\_ <sup>4201</sup>

**D.16** On a scale of 1 to 7, where "1" stands for "very dissatisfied" and "7" stands for "very satisfied," how would you rate your level of satisfaction with (CS) with regard to:

	Very dissatisfied					Very satisfied		N/A, No opinion
	1	2	3	4	5	6	7	8
a) Overall quality of service <sup>1108</sup>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Interest rates charged <sup>1109</sup>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Time to process application <sup>1110</sup>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Documentation required <sup>1111</sup>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**D.17** Did the business approach any alternative financing suppliers in attempting to obtain the financing requested from [CS]? <sup>4205</sup>

1= YES

3= NO

8= REFUSED

9= DON'T KNOW

## E. DETAILS ON LAST REQUESTS FOR LEASES

**ONLY UNITS IN THE SAMPLE WITH C.5A ="1" (YES)( C1102) RECEIVE SECTION E**

**READ :** I have questions regarding the last request made to [LS] for a capital lease during the past 12 months.

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

**MARK ONE ONLY** 5000

- 1= A leasing company
- 2= A chartered bank
- 3= A trust company
- 4= A credit union or caisse populaire
- 5= A manufacturer, dealer or supplier
- 6= A crown corporation or government institution
- 7= Other type of institution, please specify \_\_\_\_\_ 5001
- 8= REFUSED
- 9= DON'T KNOW

**E.2 What type of asset did the business try to acquire through this lease?**

**READ LIST AND MARK ALL THAT APPLY**

**(Respondent to reply with YES/NO after reading each option)**

- a) Business or office space 5016
- b) Machinery and Equipment 1113
- c) Vehicles 1114
- d) Computer hardware and software 1115
- e) Other \_\_\_\_\_ 5022 (Please specify) \_\_\_\_\_ 5023

**E.3 Was the lease authorised as a result of this request?** 5025

- 1= YES
- 3= NO → **GO TO E.5. (C1116)**
- 8= REFUSED
- 9= DON'T KNOW

**E.4 What was the total value of the lease authorised?**

\$ \_\_\_\_\_ 5024

**PROMPT:** *Please provide your best estimate.*

**E.5** On a scale of 1 to 7, where "1" stands for "very dissatisfied" and "7" stands for "very satisfied," how would you rate your level of satisfaction with (LS) with regard to:

		Very dissatisfied				Very Satisfied				N/A
		1	2	3	4	5	6	7	8	
a) Over all quality of service	1116	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
b) Service fees and interest rates charged	1117	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
c) Time to process application	1118	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
d) Documentation required	1119	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	



## F. DETAILS ON REQUESTS FOR EQUITY FINANCING

### ONLY UNITS IN THE SAMPLE WITH C.6 =1 "YES" RECEIVE SECTION F

**READ :** I have questions regarding the last request made for equity financing during the past 12 months.

**F.1** Who did you request equity financing from? Was it... 6000.

**READ LIST AND 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, please specify \_\_\_\_\_ 6001.
- 8= REFUSED
- 9= DON'T KNOW

**F.2** Was an investment provided as a result of this request? 6032

- 1= YES
- 3= NO → GO TO RANDOMIZATION 1 TO DETERMINE WHETHER THEY GET ASKED TO GO TO → G.1 (C7023)
- 8= REFUSED → GO TO RANDOMIZATION 1 TO DETERMINE WHETHER THEY GET ASKED TO GO TO → G.1 (C7023)
- 9= DON'T KNOW → GO TO RANDOMIZATION 1 TO DETERMINE WHETHER THEY GET ASKED TO GO TO → G.1 (C7023)

**F.3** What was the total value of the investment provided? \$ \_\_\_\_\_ 6055

**PROMPT :** *Please provide your best estimate.*

## G. OTHER FINANCING EVENTS DURING THE PAST 12 MONTHS

**Random 1= (R1) Choose 1 random number between 1-100. If that random number is greater than 20 → GO TO section H. (skip section G)**

**READ:** We have questions on financing events .....

**G.1** During the past 12 months, did the business approach any of its credit suppliers for any of the following reasons:

**MARK ALL THAT APPLY**

**Request  
approved?**

**(Respondent to reply with YES/NO after reading option)**

- |  |                          |                           |      |                          |                           |      |
|--|--------------------------|---------------------------|------|--------------------------|---------------------------|------|
| a) To renegotiate credit terms prior to the existing renewal date? | <input type="radio"/> No | <input type="radio"/> Yes | 7023 | <input type="radio"/> No | <input type="radio"/> Yes | 1500 |
| b) To consolidate any existing loans or other debts?               | <input type="radio"/> No | <input type="radio"/> Yes | 7024 | <input type="radio"/> No | <input type="radio"/> Yes | 1501 |
| c) To increase existing credit limits?                             | <input type="radio"/> No | <input type="radio"/> Yes | 7026 | <input type="radio"/> No | <input type="radio"/> Yes | 1502 |

**G.2** What was the name of the main financial institution where the business did its day-to-day banking?

ENTER NAME OF THE MAIN INSTITUTION: (MI) \_\_\_\_\_ 7014

*(CODE INSTITUTION)*

- 1=ROYAL BANK OF CANADA
- 2=BANK OF MONTREAL
- 3=TORONTO-DOMINION/CANADA TRUST
- 4=CANADIAN IMPERIAL BANK OF COMMERCE (CIBC)
- 5=BANK OF NOVA SCOTIA
- 6=NATIONAL BANK OF CANADA
- 7=HONG-KONG BANK OF CANADA (HSBC)
- 8=LAURENTIAN BANK OF CANADA
- 9=CANADIAN WESTERN BANK
- 10=CITIZENS BANK OF CANADA
- 11=OTHER CHARTERED BANKS
- 12=A TRUST COMPANY
- 13=A CREDIT UNION
- 14=A CAISSE POPULAIRE
- 15=BUSINESS DEVELOPMENT BANK OF CANADA (BDC)
- 16=OTHER CROWN CORPORATIONS OR GOVERNMENT INSTITUTION
- 17=MANUFACTURER, DEALER OR SUPPLIER (“SEARS”, “HOME DEPOT”, ETC.)
- 18=CREDIT CARD COMPANY (“AMERICAN EXPRESS”)
- 19= OTHER TYPES OF INSTITUTIONS → (SPECIFY THE TYPE OF INSTITUTION) \_\_\_\_\_ 1148

**G.3** How many years has the business been dealing with this financial institution?

*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) \_\_\_\_\_ | 7015 number of years

**G.4** On a scale of 1 to 7, where "1" stands for "very dissatisfied" and "7" stands for "very satisfied", how would you rate your level of satisfaction with (MI) with regards to:

		Very dissatisfied				Very satisfied				N\A
		1	2	3	4	5	6	7	8	
a) Convenience and accessibility	1121	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
b) Service charges	1122	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
c) Understanding of your business needs	1123	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
d) Relation with account manager	1124	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
e) Overall quality of service	1125	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

**G.5 a)** Do you have a designated account manager assigned by (MI) to manage your firm's banking relationship? 1126

1= YES → GO TO Question G.5 b) (C1127)

3= NO → GO TO RANDOMIZATION 2 TO DETERMINE WHETHER THEY GET ASKED TO GO TO → H.1 (C8031)

8= REFUSED

9= DON'T KNOW

**G.5 b)** How many Account Managers have you had over the past three years? \_\_\_ Account Managers 1127

**If number of account managers is LESS THAN OR EQUAL TO " 1" → GO TO Question H.1 (C8031)**

**G.6** Thinking about the last time your account manager changed, were you satisfied with the way the changeover was handled? 1128

1= YES

3= NO

8= REFUSED

9= DON'T KNOW

## H. BUSINESS INFORMATION

IF C.3 ≠ YES (C3000) AND C.5 ≠ YES (C3002) AND C.6 ≠ YES (C3004) AND C.7 ≠ YES (C 3014) AND NOT "START UP AND R. 1 > 20

THEN → GO TO R.2

RANDOMIZATION #2 = R.2

R.2= CHOOSE 1 NUMBER RANDOM BETWEEN 1 AND 100. IF THAT RANDOM NUMBER IS > 32 → GO TO SECTION I.

**READ:** Finally, I would like to get some basic information about the business.

**H.1** During what year did the business first start selling goods and services? <sup>8031</sup>

1= 2004

2= 2003

3= 2002

4= 2001

5= 2000

6= 1999

7= Prior to 1999. \_\_\_\_\_ <sup>8032</sup>

8= REFUSED

9= DON'T KNOW

(NOTE: collect year of first legal status from BR).

**H.2 a)** Did the business sell or export any of its goods or services outside Canada during the past 12 months? <sup>8016</sup>

1= YES

3= NO → GO TO H.3 (C8025)

8= REFUSED

9= DON'T KNOW

**H.2 b)** What percentage of your revenues came from outside Canada?

% Total: \_\_\_\_ % <sup>1129</sup>

**H.3** What percentage of total investment expenditure was devoted to research and development? <sup>8025</sup>

**PROMPT:** Please include all R&D expenditures for goods, services and processes

1= 0%

2= 1-10%

3= 11-20%

4= Over 20%

8= REFUSED

9= DON'T KNOW

**H.4** During the next two years, do you intend to expand the size and scope of your business? 1131

**PROMPT:** *Do you intend to significantly grow employment or revenues over the next two years?*

1= YES

3 = NO → **GO TO Question H.6 (C1132)**

8= REFUSED → **GO TO Question H.6 (C1132)**

9= DON'T KNOW → **GO TO Question H.6 (C1132)**

**H.5** In order to grow the business, would the owner share equity in the business? 1130

1= YES

3 = NO

8= REFUSED

9= DON'T KNOW

**H.6** Which of the following obstacles to growth are serious problems for your business?

**MARK ALL THAT APPLY**

**(Respondent to reply with YES/NO after reading option)**

		<b>YES</b>	<b>NO</b>
a) finding qualified labour	1132	<input type="radio"/>	<input type="radio"/>
b) instability of consumer demand	1133	<input type="radio"/>	<input type="radio"/>
c) obtaining financing	1134	<input type="radio"/>	<input type="radio"/>
d) insurance rates	1135	<input type="radio"/>	<input type="radio"/>
e) government regulations	1136	<input type="radio"/>	<input type="radio"/>
f) management capacity	1137	<input type="radio"/>	<input type="radio"/>
g) low profitability	1138	<input type="radio"/>	<input type="radio"/>
h) levels of taxation	1139	<input type="radio"/>	<input type="radio"/>

**H.7** Excluding publicly-traded companies, did the majority owners of the business make investments in other unrelated businesses in 2003 or 2004? 1140

1= YES

3= NO → **GO TO H.10 (C8005)**

8= REFUSED → **GO TO H.10 (C8005)**

9= DON'T KNOW → **GO TO H.10 (C8005)**

**H.8** Approximately how many other businesses did the majority owners make new investments in for each of the following time periods?

a) 2004: \_\_\_\_\_ 1141

b) 2003: \_\_\_\_\_ 1142

**H.9** What was the average amount invested per deal? 1143

**READ IF NECESSARY AND MARK ONE ONLY**

1= less than \$24,999

2= \$25,000 to \$49,999

3= \$50,000 to \$99,999

4= \$100,000 to \$249,999

5= \$250,000 or more

8= REFUSED

9= DON'T KNOW

**H.10** What percentage of the business ownership is held by women? 8005

**IF NECESSARY, READ LIST.**

- 1= None
- 2= 1% to 49%
- 3= Exactly 50%
- 4= 51% to 99%
- 5= 100%
- 8= REFUSED
- 9= DON'T KNOW

**H.11** Was the majority ownership of the business held ...

<p>a) by persons with a disability?  <b>PROMPT:</b> <i>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.</i> 8006</p>	<p>1= YES            3= NO            8= REFUSED            9= DON'T KNOW</p>
<p>b) by Aboriginal persons? <b>PROMPT:</b> <i>Aboriginal persons refer to those persons who identify with at least one Aboriginal group, (i.e. North American Indian, Métis or Inuit).</i> 8007  <b>PROMPT:</b> <i>North American Indians" are 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.</i></p>	<p>1= YES            3= NO            8= REFUSED            9= DON'T KNOW</p>
<p>c) by persons who are from a visible minority group other than aboriginal persons? 8008  <b>PROMPT:</b> <i>Visible minority groups" includes someone (other than an Aboriginal person) who is non-white in colour/race, regardless of place of birth. For example, Black Chinese, Filipino, Japanese, Korean, South Asian/East Indian, Southeast Asian, non-white West Asian, North African or Arab, non-white Latin American, persons of mixed origin (with one parent in one of the visible minority groups in this list), or other visible minority group</i></p>	<p>1= YES            3= NO            8= REFUSED            9= DON'T KNOW</p>
<p>d) by persons who have resided in Canada for less than 5 years? 1144</p>	<p>1= YES            3= NO            8= REFUSED            9= DON'T KNOW</p>

**H.12** What is the age of the person with the largest share of ownership in [Business name]? 8010

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

- 1= Less than 30 years
- 2= 30-39
- 3= 40-49
- 4= 50-64
- 5= 65 and over
- 8= REFUSED
- 9= DON'T KNOW

**H.13** How many years of experience does the majority owner have in owning or managing a business? 1145

- 1= less than 5 years
- 2= 5-10 years
- 3= more than 10 years
- 8= REFUSED
- 9= DON'T KNOW

**H.14** What is the first language of the majority owner? 8043

- 1= English
- 2= French
- 3= Other
- 8= REFUSED
- 9= DON'T KNOW

## I. CONCLUSION OF Part 1

\*\*\*\*System should be able to provide total duration of the interview\*\*\*\*

**I.1** To ease the burden on respondents, Statistics Canada has entered into an agreement with Industry Canada under Section 12 of the Statistics Act to share the responses from this survey. Industry Canada has a mandate to report regularly on the state of business financing. The agreement requires that Industry Canada keep all information pertaining to you and your business confidential and use it solely for statistical and research purposes. Do we have your permission to share your responses with Industry Canada? <sup>8063</sup>

**PROMPT:** *The Government of Canada has mandated Industry Canada, the Department of Finance and Statistics Canada to work together to gather data on SME financing and report regularly to the House of Commons Industry Committee on the state of SME financing in Canada.*

1= YES

3= NO

8= REFUSED

9= DON'T KNOW

**I.2** Thank you for your cooperation with the first part of the survey! If you have any comments concerning the survey, I would be pleased to make note of them now. Do you have any comments?

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9002

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9003

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9004

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9005

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1149

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### CONCLUSION TEXT

**READ:** The telephone interview is now over. We will mail 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!