



KEY FINDINGS
SMALL BUSINESS CREDIT SURVEY, SPRING 2014

National evidence of improvements in business lending continues to emerge, particularly for high performing firms. However, challenges remain for small business owners seeking credit, especially those seeking lower dollar amounts. FFIEC Call Reports data show that despite growth in loans over \$1 million, lending in lower dollar ranges — under \$1 million — has stagnated and remains at 2005 levels.

Responses to the *Small Business Credit Survey* provide insight into the dynamics behind these aggregate lending trends and shed light on noteworthy segments of the small business credit market, including small dollar borrowers. The spring 2014 survey highlights rising business costs, including financing costs, and high credit application costs, which may explain stagnant small dollar lending. The findings also indicate widespread interest in new financing types and new, nontraditional lenders.

Here are the key findings in detail:

Small firms report rising costs, including financing costs, as key growth challenge in 2013

- 2 in 3 firms experienced increasing costs of running their business and a quarter said it was their biggest growth challenge
- 2 in 5 firms reported increasing financing costs
- The number of firms reporting being priced out of traditional credit markets increased to 5% in 2013 from 3% in 2012

40% of firms applied for credit in 2013 - not a significant change from 2012

- Lines of credit and business loans continue to be the most sought after credit products with 70% and 52% of applicants seeking each product respectively
- While 39% of applicants sought credit to cover day-to-day operations, 30% sought credit to expand their business or make capital investments – a significant increase from a year ago

Firms continue to report small credit needs and high application costs

- Most applicants sought relative small loans: 90% sought under \$1M and 51% under \$100K
- Applying for credit is time consuming – on average firms spent 33 hours applying for credit, contacted 3 financial institutions, and submitted 3 credit applications

Overall approval rates remained constant from a year ago; credit market continues to be favorable for profitable and experienced firms

- 58% of applicants received at least some of the credit they applied for in 2013 – not a significant change from 2012
- 37% of credit applicants were profitable, down from 44% in 2012; however, 76% had credit experience, up from 69%
- Experienced and profitable firms typically sought larger loan amounts, had higher approval rates, and faced unchanged or decreasing financing costs



Small Business Credit Survey, Spring 2014 Federal Reserve Bank of New York

Credit demand will remain strong in 2014

- 37% of firms plan to apply for credit in 2014 and 17% have not made a decision
- Applicant pool likely to increase: fewer firms reported having sufficient financing and being debt averse in 2013
- More than half of unsuccessful applicants and non-applicants report interest in exploring new financing types and contacting new lenders

About the Survey

The *Small Business Credit Survey* (SBCS) is a semi-annual survey of establishments conducted by the Federal Reserve Bank of New York's Outreach Team, reporting information about business performance, financing needs and choices, and borrowing experiences. The SBCS captures the perspectives of businesses with fewer than 500 employees in New York, New Jersey, Connecticut, and Pennsylvania. In the spring 2014 survey, which reports on 2013 business activity, we heard from 835 small firms in New York, New Jersey, Connecticut, and Pennsylvania. Results are weighted to reflect the full population of small businesses in the four states of coverage along the dimensions of industry, age, employee size, and geography.

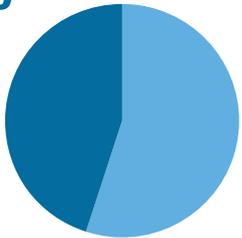
SMALL BUSINESS SNAPSHOT 2013

Business Conditions



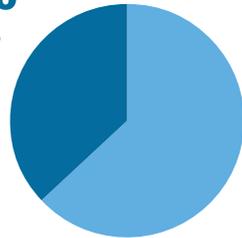
INCREASING REVENUES

45%
of firms



PROFITABLE

37%
of firms



TOP GROWTH CHALLENGE

- 21%** Attracting customers
- 20%** Lack of credit availability
- 18%** Uneven cash flow
- 17%** Rising costs

Employment



24% added workers, of those:

72% hired to meet
customer demand

76% did not add workers, of those:

50% held off due to high wages
& benefit costs

Financing



59% had outstanding debt, of those:

81% held revolving debt

35% used large banks as
primary credit source

42% reported higher financing
costs than last year

Credit Demand



40% applied for credit in 2013,
of those:

51% sought under \$100K

30% sought credit to expand or
make investments

18% were too discouraged to apply

37% plan to apply in 2014

Applicant Outcomes



58% were approved

39% were fully funded

42% were denied, of those:

43% had insufficient collateral

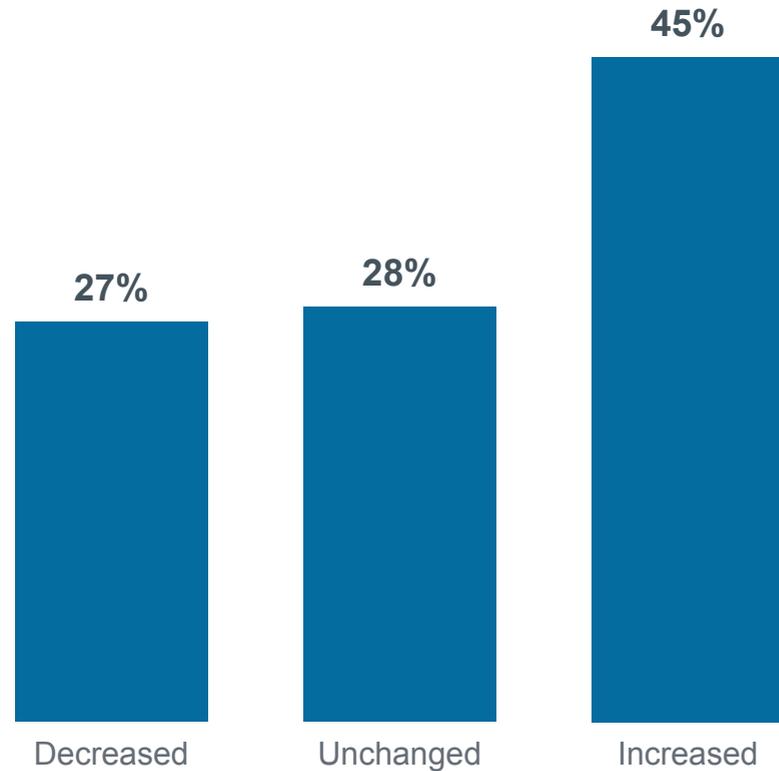
45% reported denial
limited expansion

The Fall 2014 SBCS was fielded in the 2nd quarter of 2014 and it asked respondents about their experiences in 2013. All percentages apply to all respondents except when otherwise indicated.

BUSINESS PERFORMANCE

REVENUE CHANGE

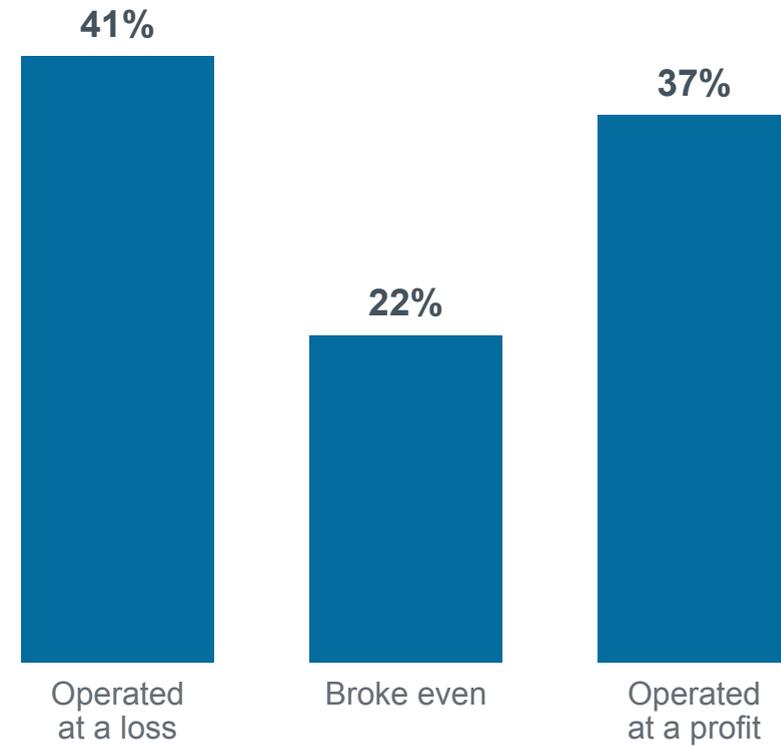
Comparing 2013 with 2012, did revenues increase, decrease, or stay the same for your business?



N = 792

PROFITABILITY

In 2013, did your business operate at a profit, break even, or at a loss?

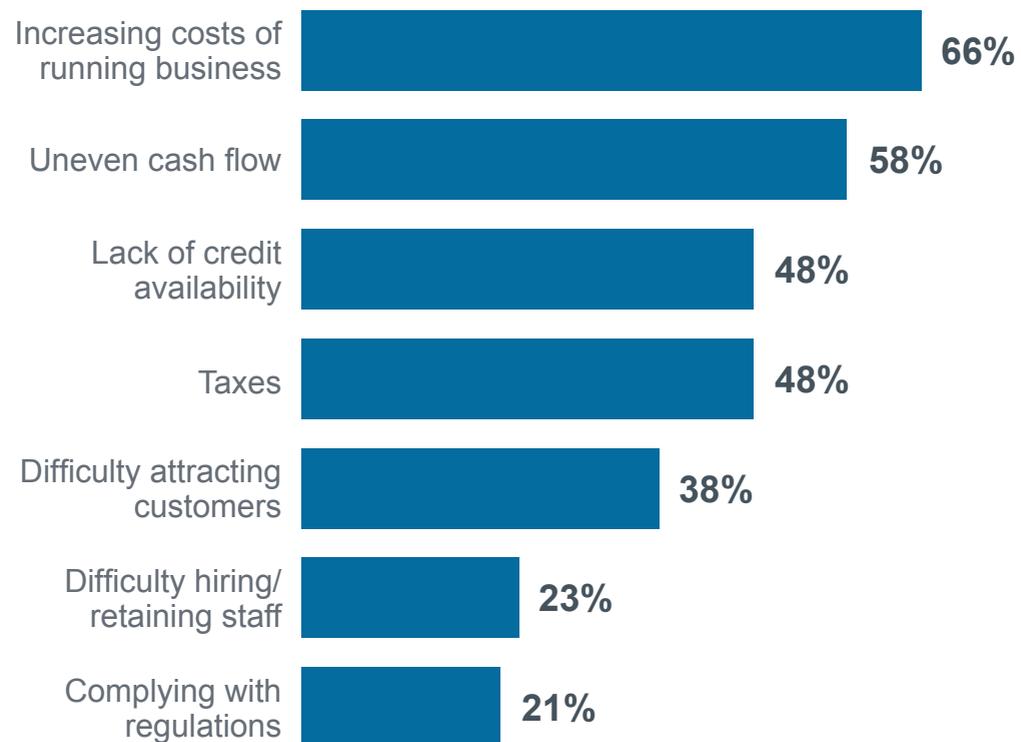


N = 823

BUSINESS CHALLENGES

GROWTH CHALLENGES

Did your business experience ANY OF the following challenges during 2013? *Select all that apply.*



RANK ORDERING OF GROWTH CHALLENGES

What was your business's BIGGEST challenge during 2013?

Rank	Challenge	% of firms
1	Difficulty attracting customers	21%
2	Lack of credit availability	20%
3	Uneven cash flow	18%
4	Increasing costs of running business	17%
5	Difficulty hiring and/or retaining qualified staff	8%

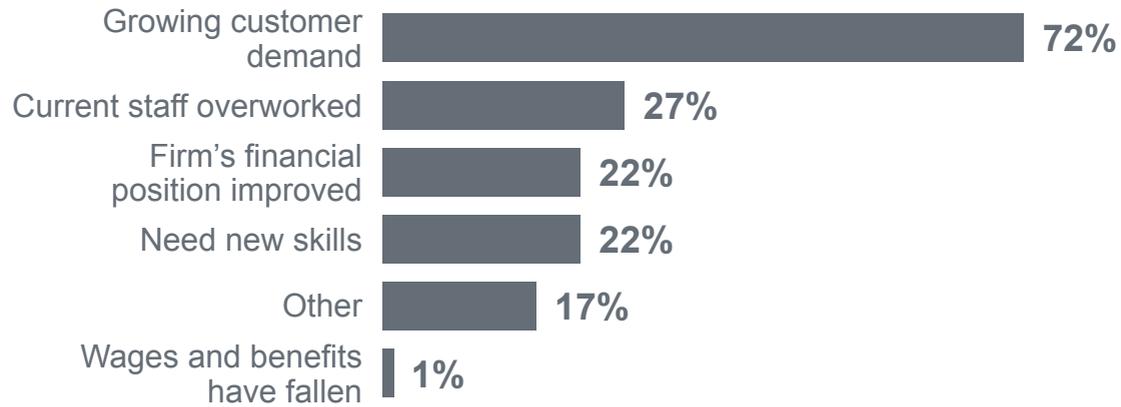
N = 814

See detailed findings for more information.

EMPLOYMENT

REASON FOR ADDING EMPLOYEES

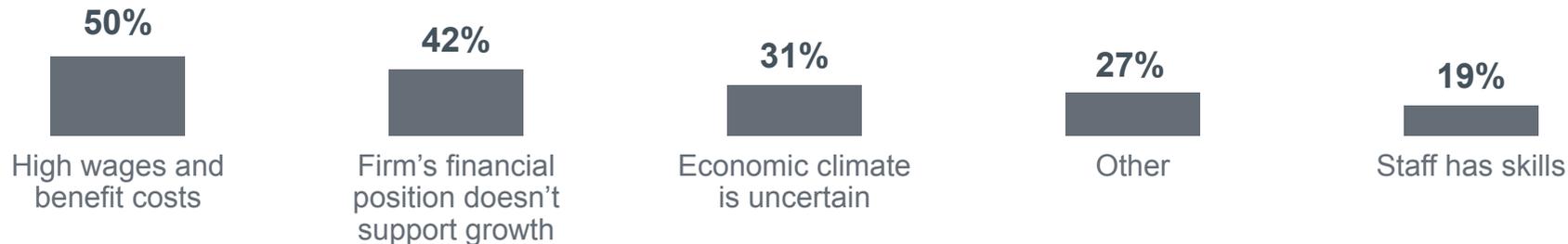
What were the reasons for adding employees?
Select all that apply.



N = 223

REASON FOR NOT ADDING EMPLOYEES

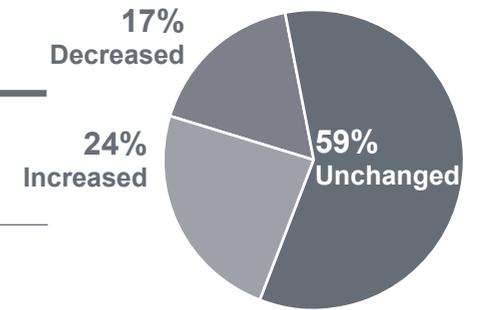
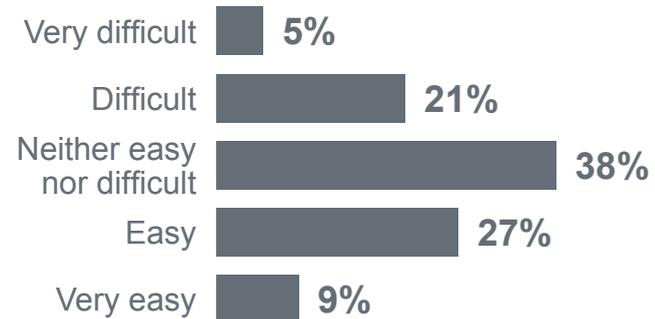
What were the reasons for not adding employees? *Select all that apply.*



N = 569

DIFFICULTY OF FILLING POSITIONS

How easy or difficult was it to fill the open position(s)?



FINANCING

59% of firms had outstanding debt, of those:

41%

used debt to manage cash flow / operations

35%

used large banks as primary credit source

50%

pledged collateral to secure debt

81%

held revolving debt

OUTSTANDING DEBT BY REVENUE

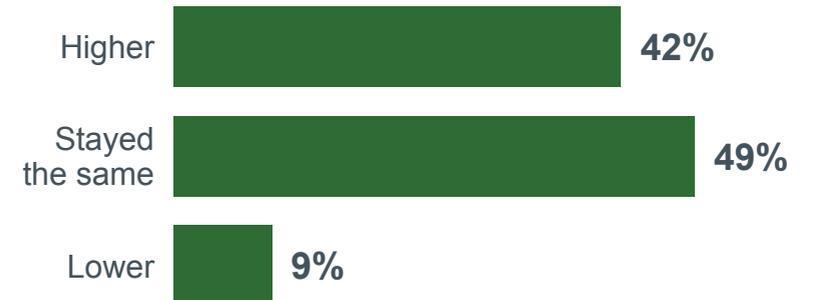
		Firm revenues		
		Less than \$250K	\$250K - \$1M	Over \$1M
Outstanding debt	No debt	48%	25%	24%
	Less than \$250K	42%	58%	21%
	\$250K–\$1M	5%	13%	27%
	Over \$1M	1%	1%	24%

N = 785

See detailed findings for more information.

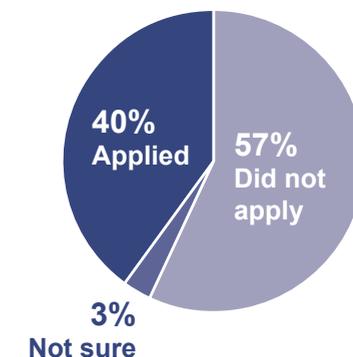
CHANGE IN FINANCING COSTS

How did financing costs on your business debt change in 2013 compared with 2012?



N = 481

CREDIT DEMAND



Did your business APPLY for credit in 2013?

What was the PRIMARY reason your business DID NOT apply for credit in 2013?

	Spring 2013 SBCS	Spring 2014 SBCS	Change
Applied for credit	36%	40%	4%
Did not apply for credit			
Sufficient	19%	13%	-6%***
Discouraged	19%	18%	-1%
Debt averse	18%	15%	-3%*
Priced out	3%	5%	2%**
Other	5%	6%	2%
Not sure	0%	3%	—

N(2013 SBCS) = 693; N(2014 SBCS) = 782 | *** significant at 1%, ** significant at 5%, * significant at 10% | The Spring 2014 SBCS was fielded in the 2nd quarter of 2014 and it asked respondents about their experiences in 2013. The Spring 2013 SBCS was fielded in the 2nd quarter of 2013 and it asked respondents about their experiences in 2012. Sufficient, discouraged, debt averse, and priced out refers to firms that reported not applying for credit because they had sufficient financing, did not think they would be approved, did not want to accrue debt, or thought the cost of credit was too high respectively.

APPLICANTS

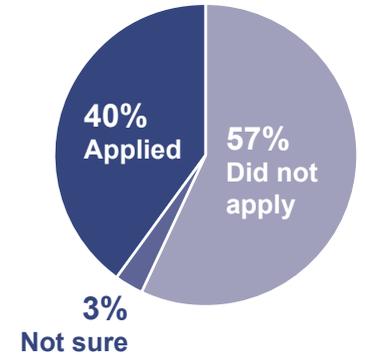
40% of firms applied for credit, of those:

3 applications
submitted on average

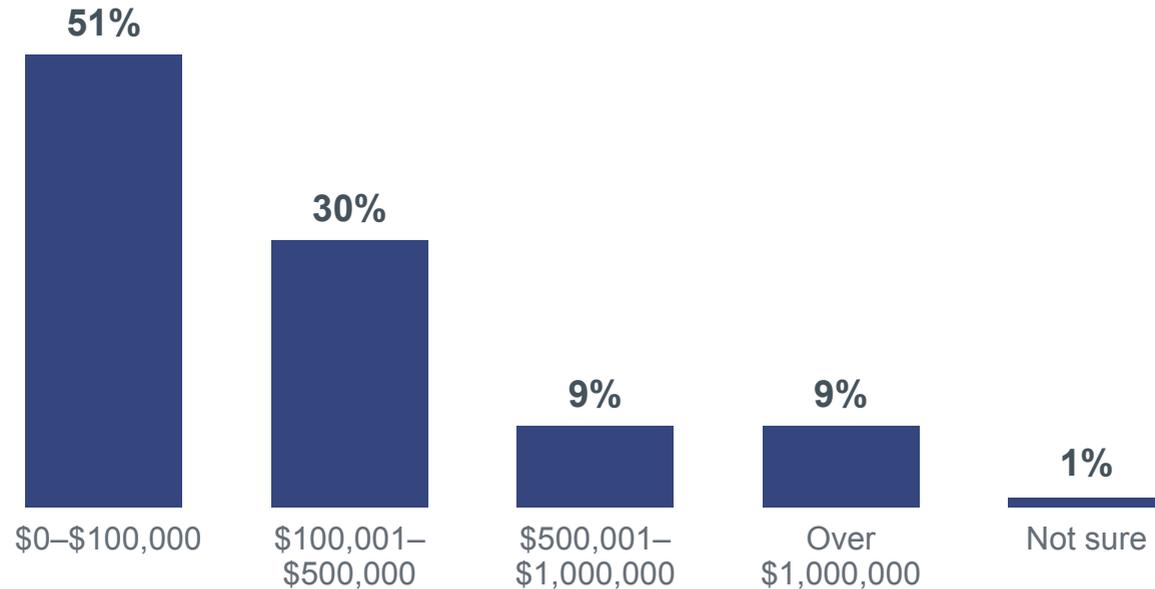
2.7 institutions
contacted on average

33 hours
spent applying for
credit on average

30%
sought credit to expand
or make investments



AMOUNT OF FINANCING SOUGHT

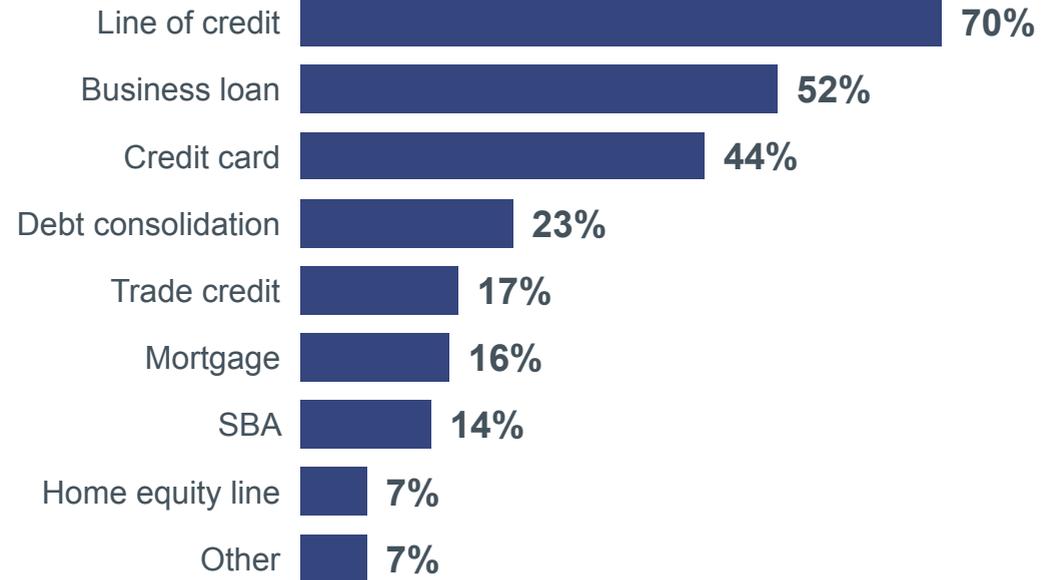


N = 293

See detailed findings for more information.

FRBNY Small Business Credit Survey | August 2014

CREDIT PRODUCTS SOUGHT



N = 283

DISCOURAGED FIRMS

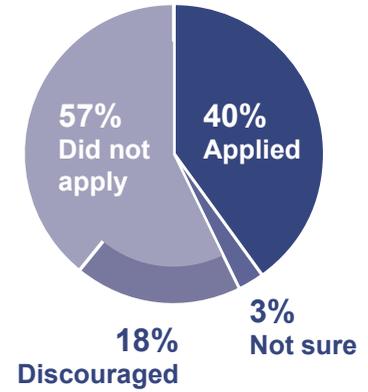
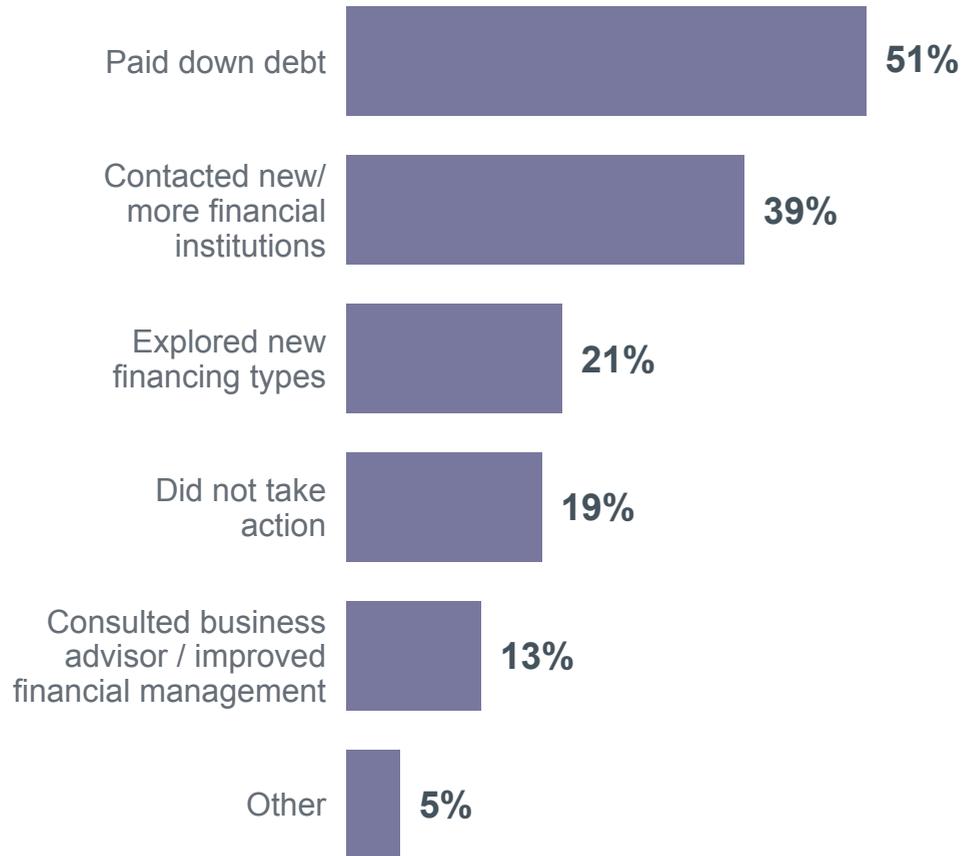
REASONS FOR NOT APPLYING

What were the likely reasons your business would not be approved? *Select all that apply.*



ACTIONS TAKEN TO IMPROVE CREDITWORTHINESS

What, if anything, has your business done to improve its ability to obtain financing in 2013? *Select all that apply.*



N = 116

DISCOURAGED FIRMS

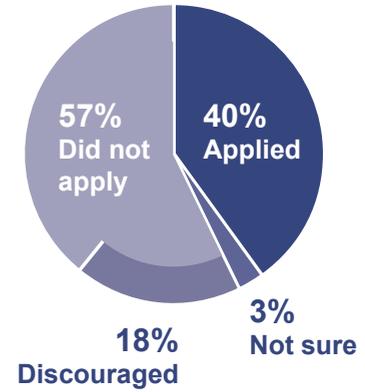
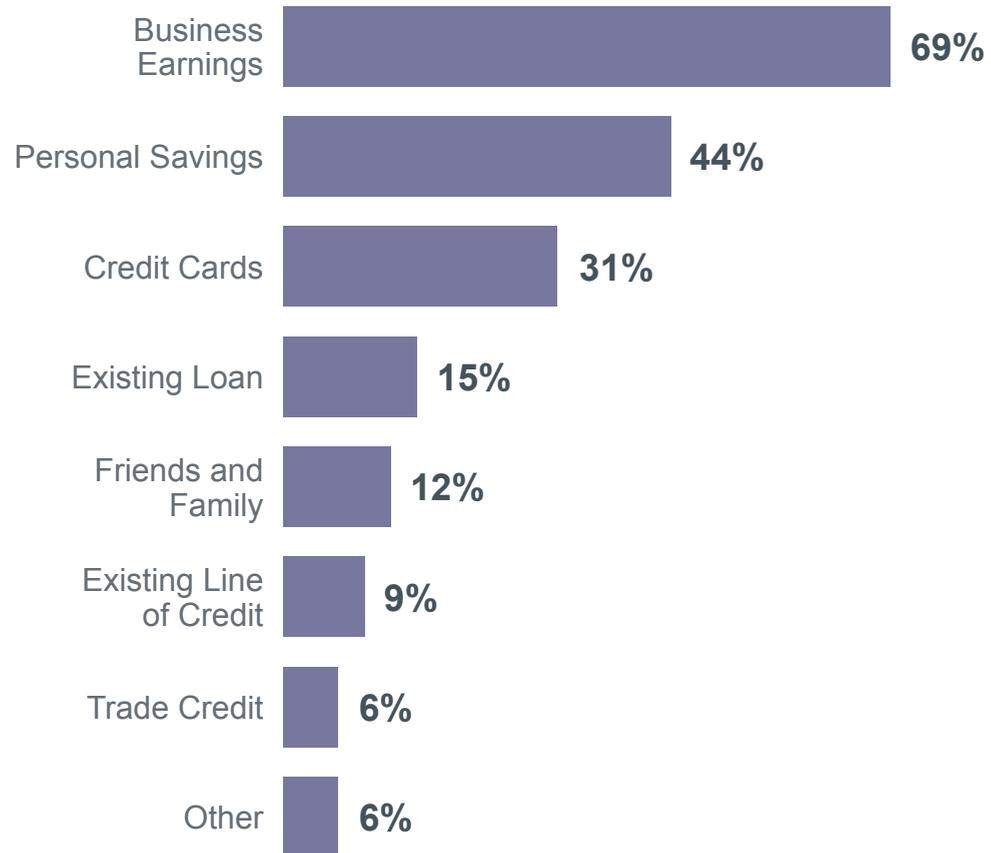
IMPACT OF NOT APPLYING

In 2013, what was the MOST important business impact of deciding not to apply for credit?



FINANCING PLANS

How do you plan to finance your business in the next 12 months? *Select all that apply.*

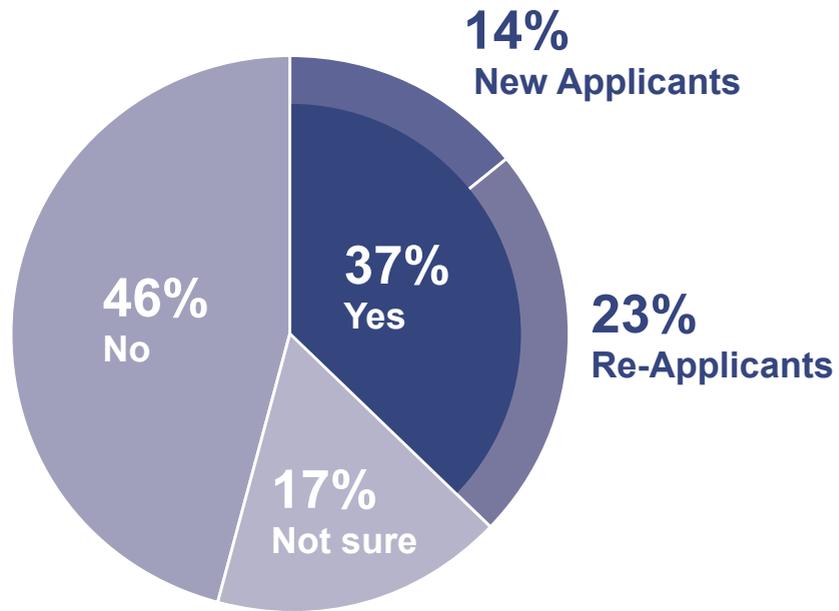


N = 117

FUTURE DEMAND

UPCOMING CREDIT PLANS

Does your business plan to apply for credit in 2014?



N =761

FUTURE APPLICANTS

	New Applicants	Re-Applicants	2013 successful applicants
Average firm age	8 years	16 years	14 years
% profitable	43%	39%	51%
% with credit experience prior to 2014	39	82	80

CREDIT SUCCESS

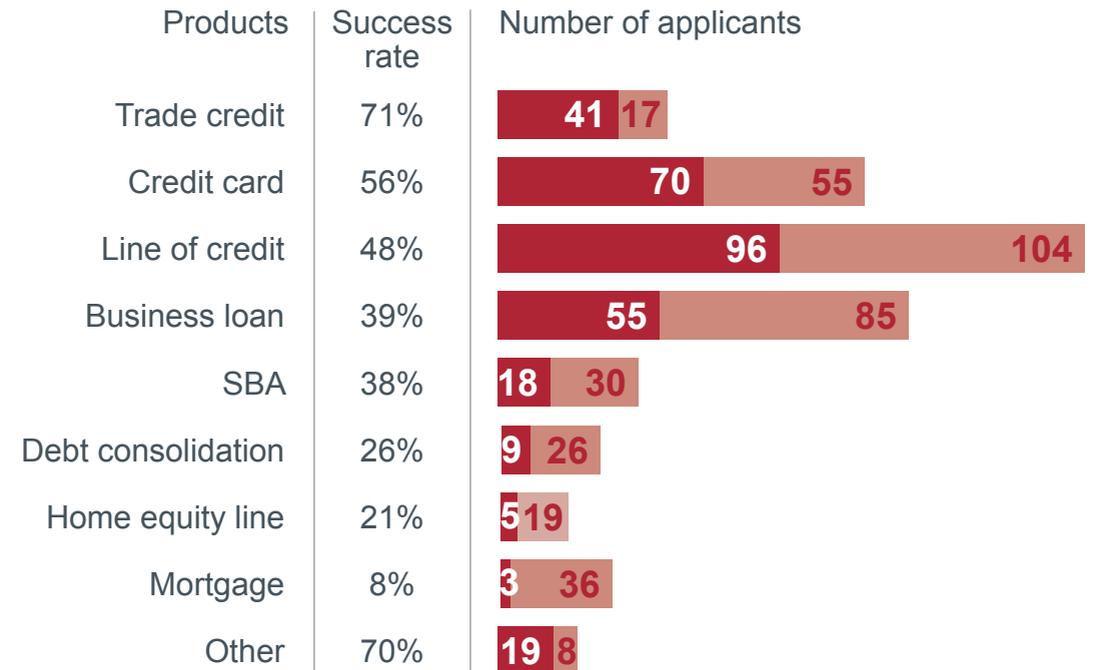
CREDIT OUTCOMES

	2013 SBCS	2014 SBCS	Difference
Successful applicants	63%	58%	-5%
Received all	46%	39%	-7%*
Received most (>=50%)	11%	11%	0%
Received some (<50%)	6%	8%	2%
Unsuccessful applicants	37%	42%	5%

N(2013 SBCS) = 283; N(2014 SBCS) = 293

* Significant at 10% | The Spring 2014 SBCS was fielded in the 2nd quarter of 2014 and it asked respondents about their experiences in 2013. The Spring 2013 SBCS was fielded in the 2nd quarter of 2013 and it asked respondents about their experiences in 2012.

SUCCESS BY CREDIT PRODUCT

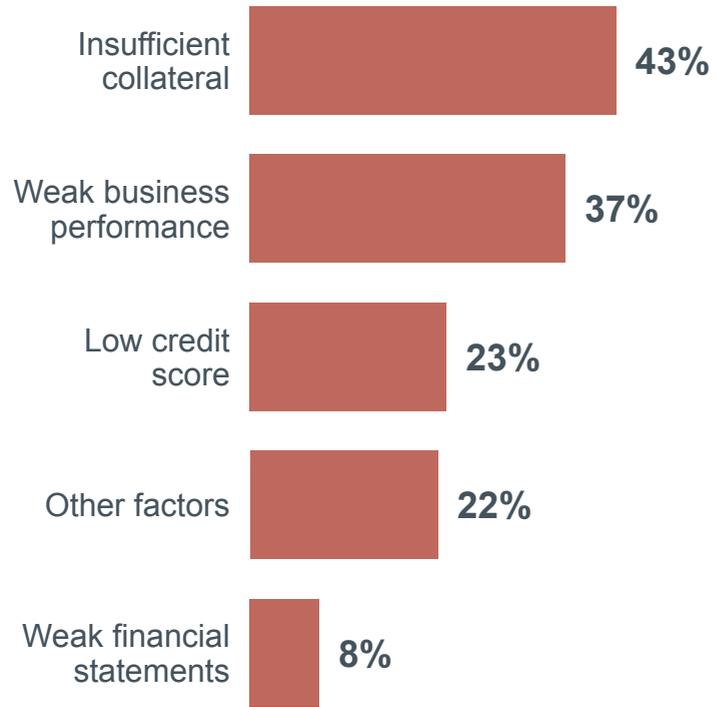


N = 602 ■ Successful ■ Unsuccessful

UNSUCCESSFUL APPLICANTS

REASONS FOR DENIAL

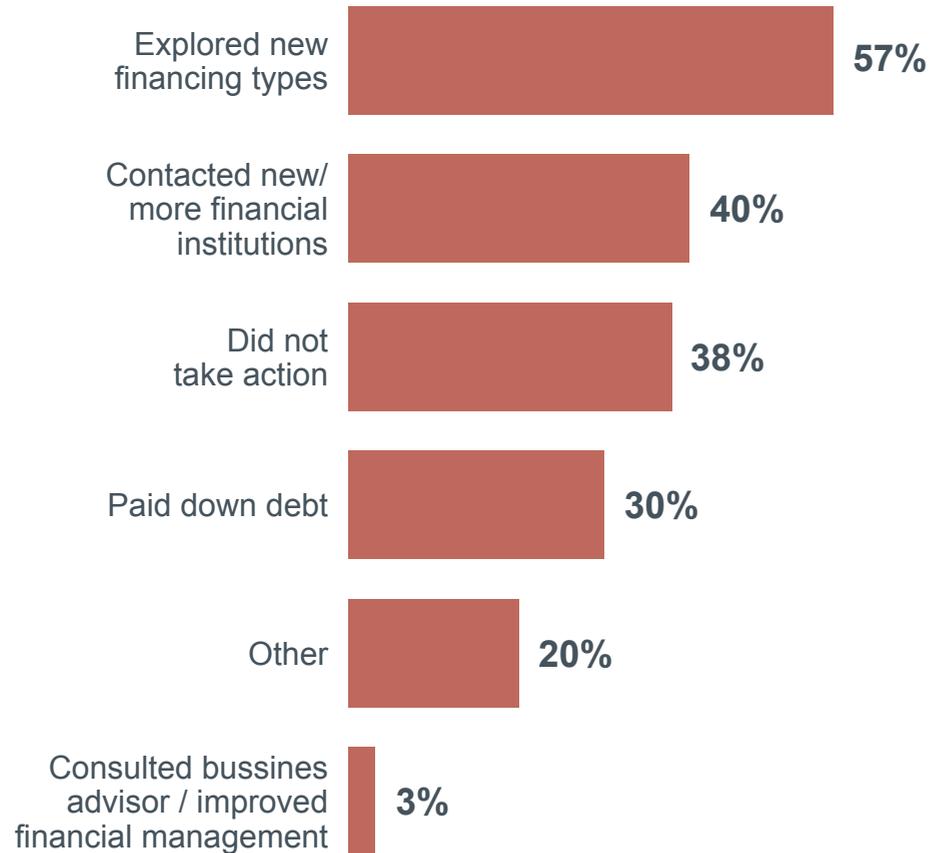
What were the likely reasons your business would not be approved? *Select all that apply.*



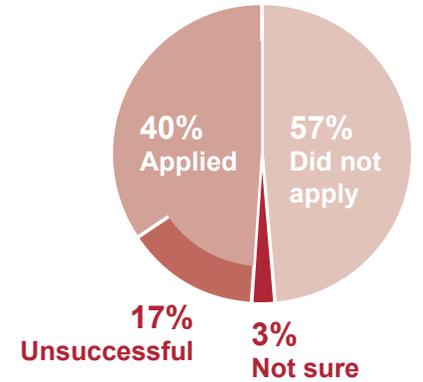
N = 173

ACTIONS TAKEN TO IMPROVE CREDITWORTHINESS

What, if anything, has your business done to improve its ability to obtain financing in 2013? *Select all that apply.*



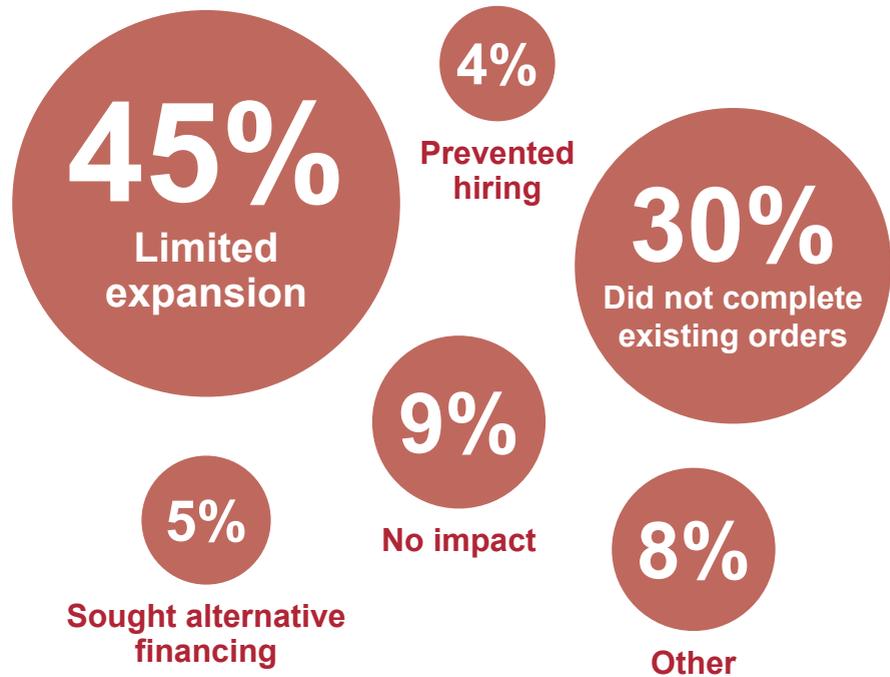
N = 113



UNSUCCESSFUL APPLICANTS

IMPACT OF DENIAL

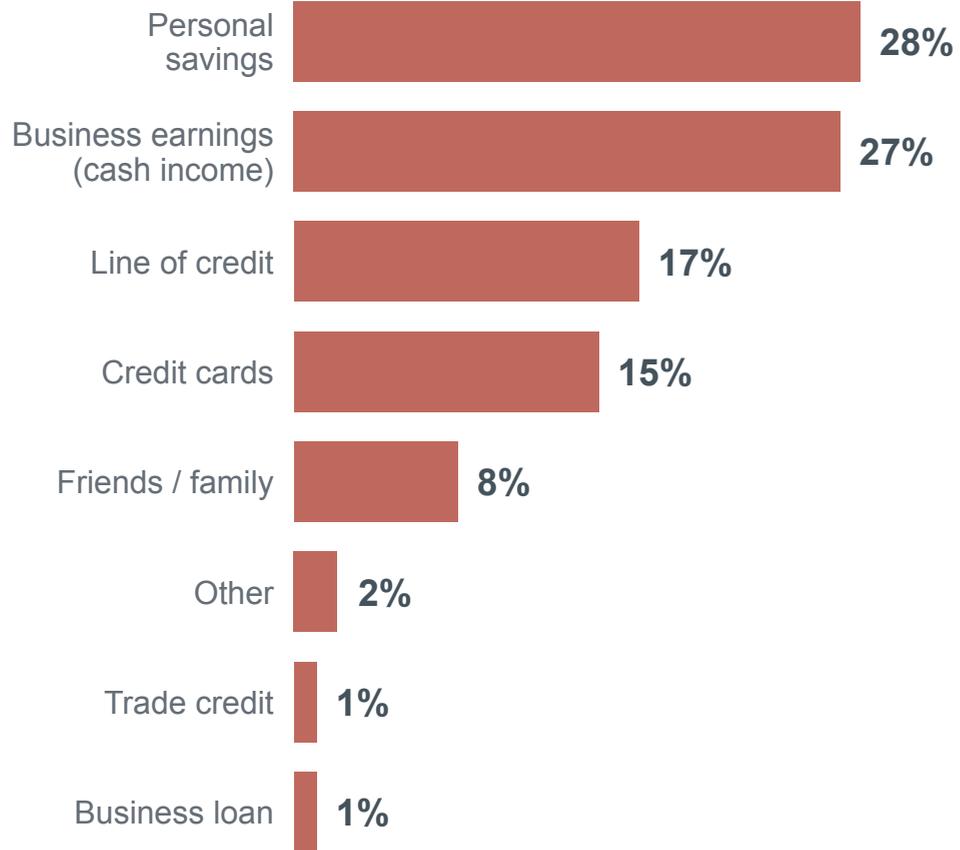
In 2013, what was the MOST important business impact of deciding not to apply for credit?



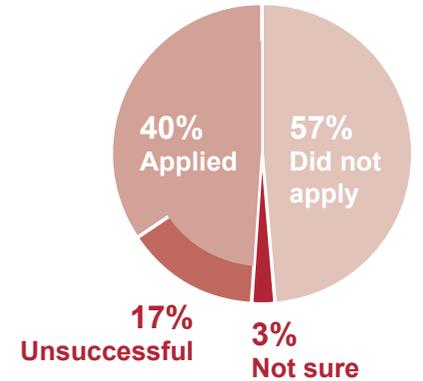
N = 174

CURRENT SOURCE OF FINANCING

Please select the PRIMARY type of financing used by your business in 2013.

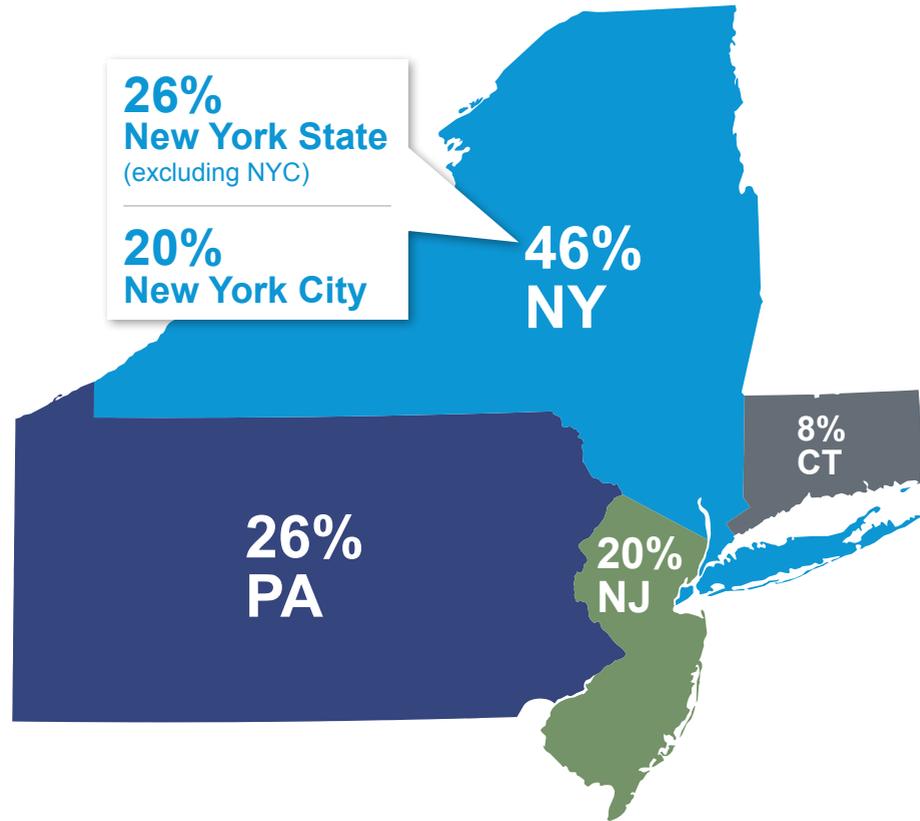


N = 113

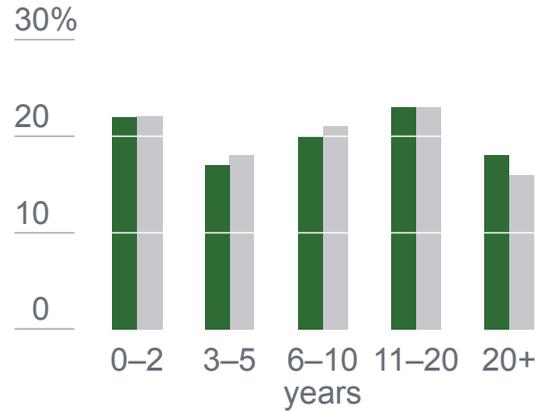


WEIGHTED SAMPLE DEMOGRAPHICS

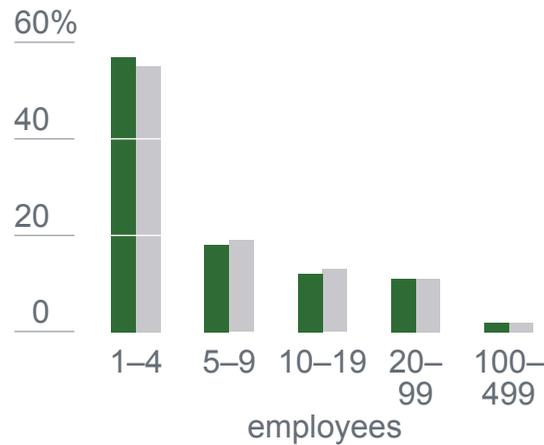
GEOGRAPHIC DISTRIBUTION



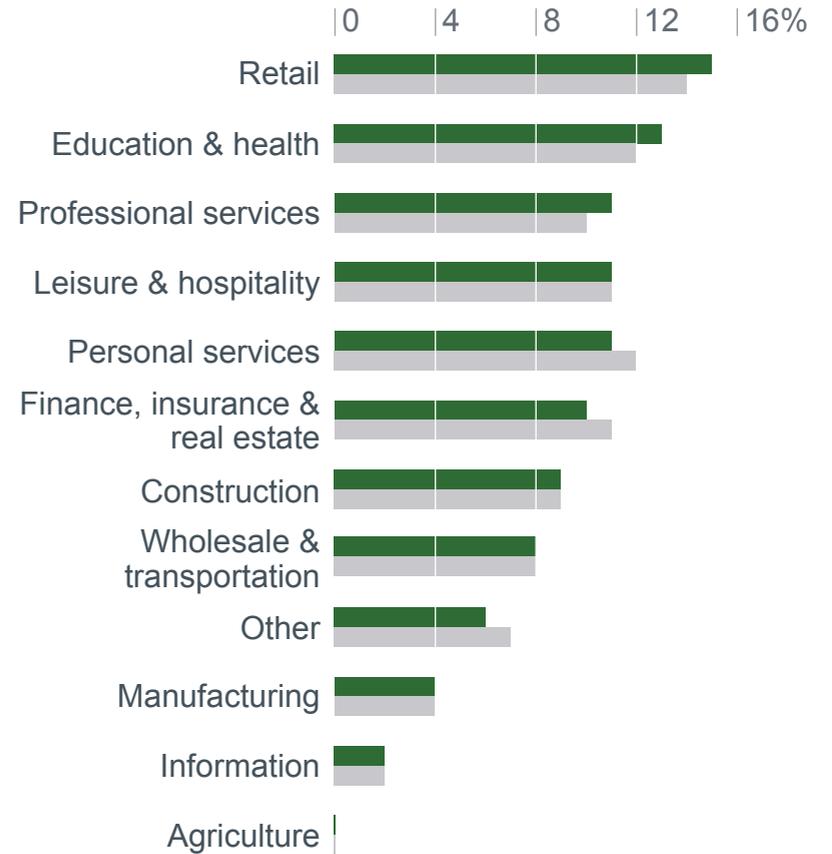
AGE



EMPLOYEES



INDUSTRY COMPOSITION

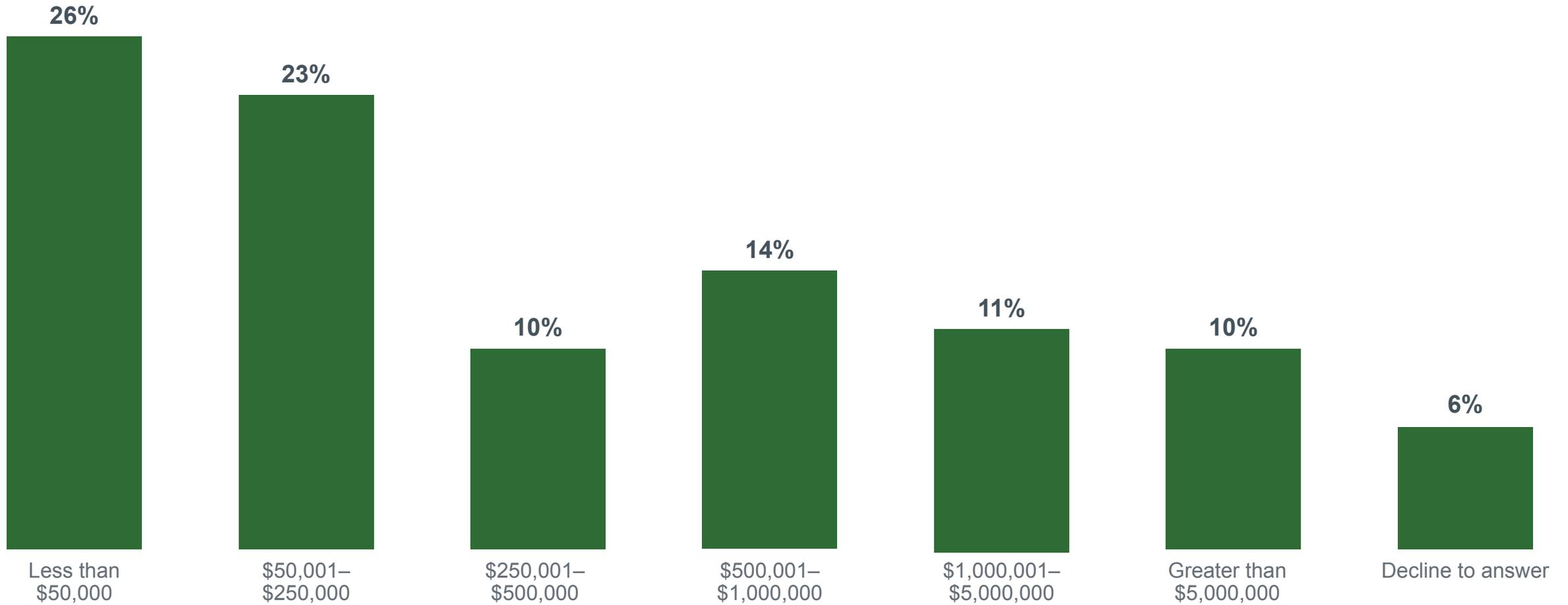


■ Weighted SBCS respondents ■ U.S.

Age data from *Longitudinal Business Database, 2012*. All other data from *Census Business Patterns, 2012*.

DETAILED RESULTS

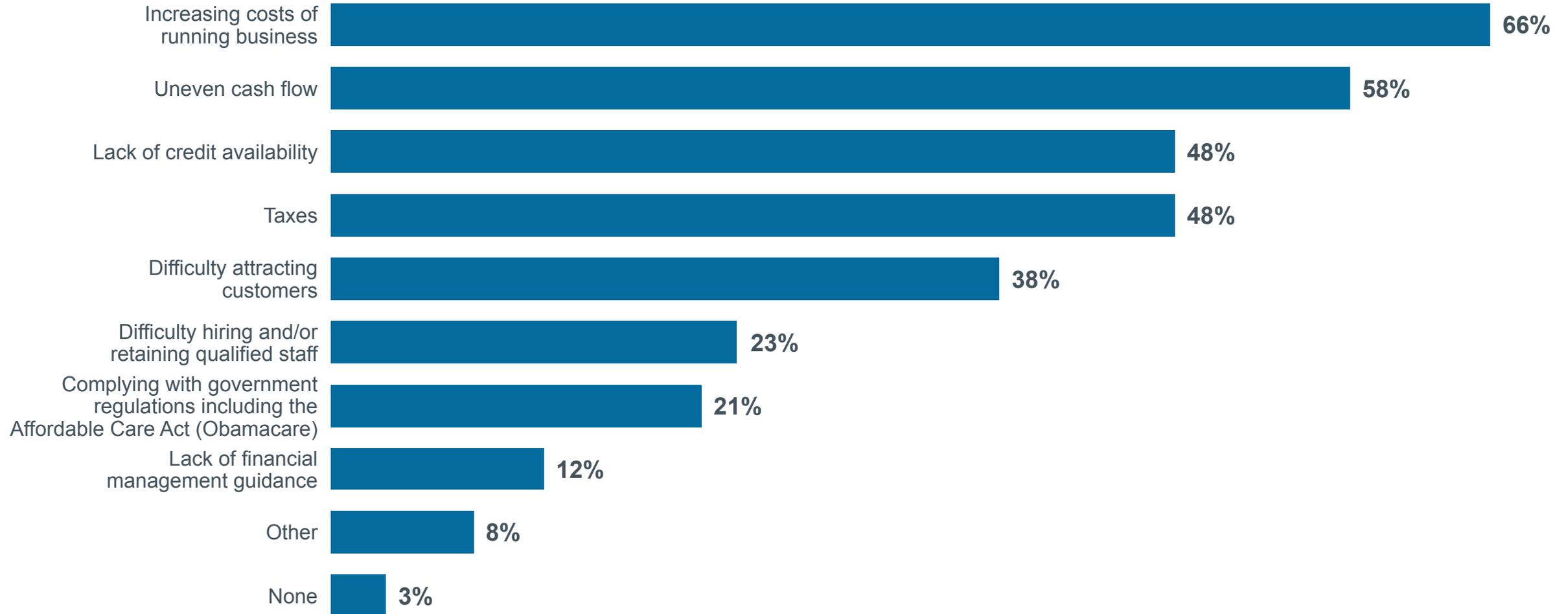
Roughly, what were your business's total revenues in 2013?



N = 835

DETAILED RESULTS

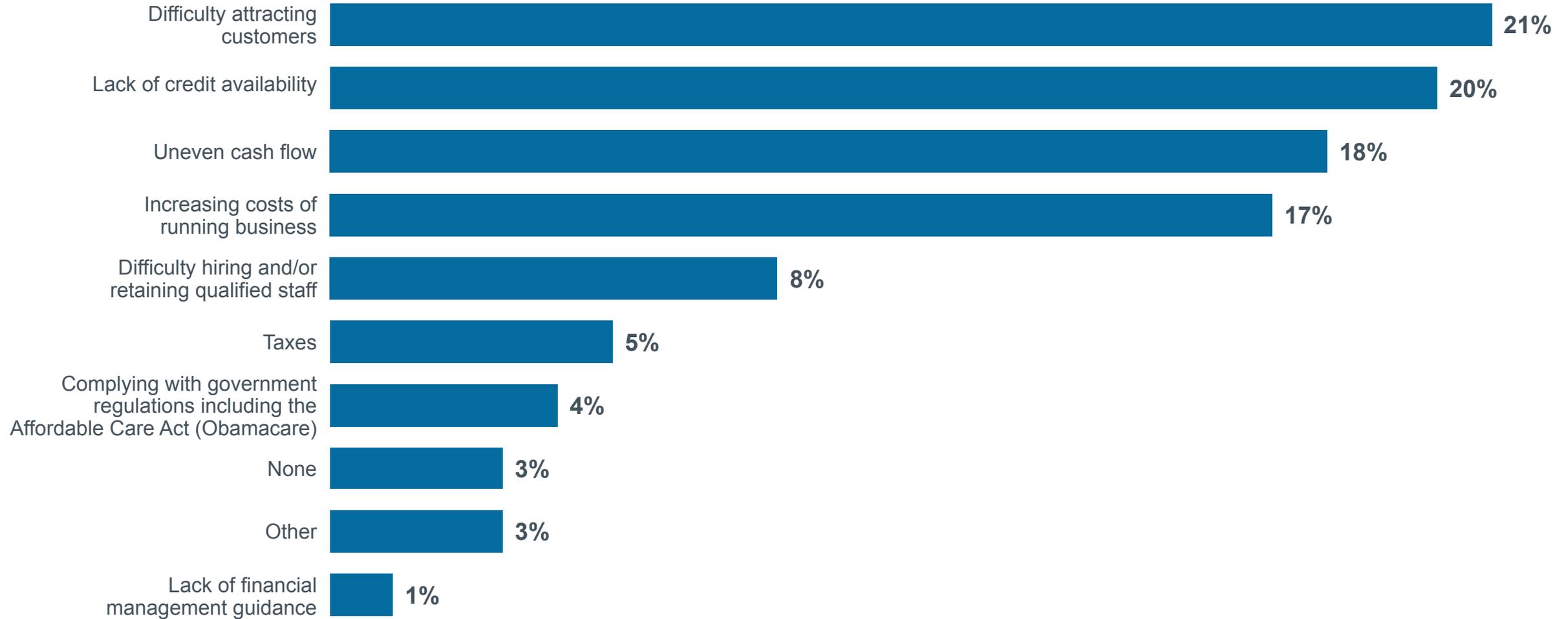
Did your business experience ANY OF the following challenges during 2013? *Select all that apply.*



N = 814

DETAILED RESULTS

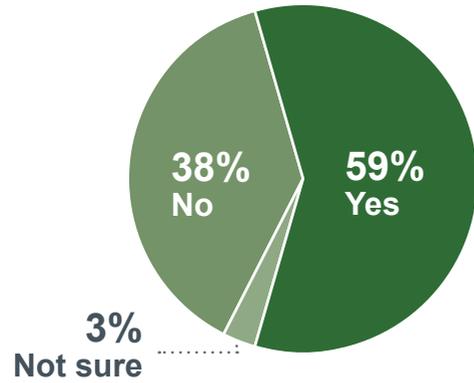
What was your business **BIGGEST** challenge during 2013?



N = 814

DETAILED RESULTS

Did your business have any outstanding debt as of December 31, 2013?



N = 801

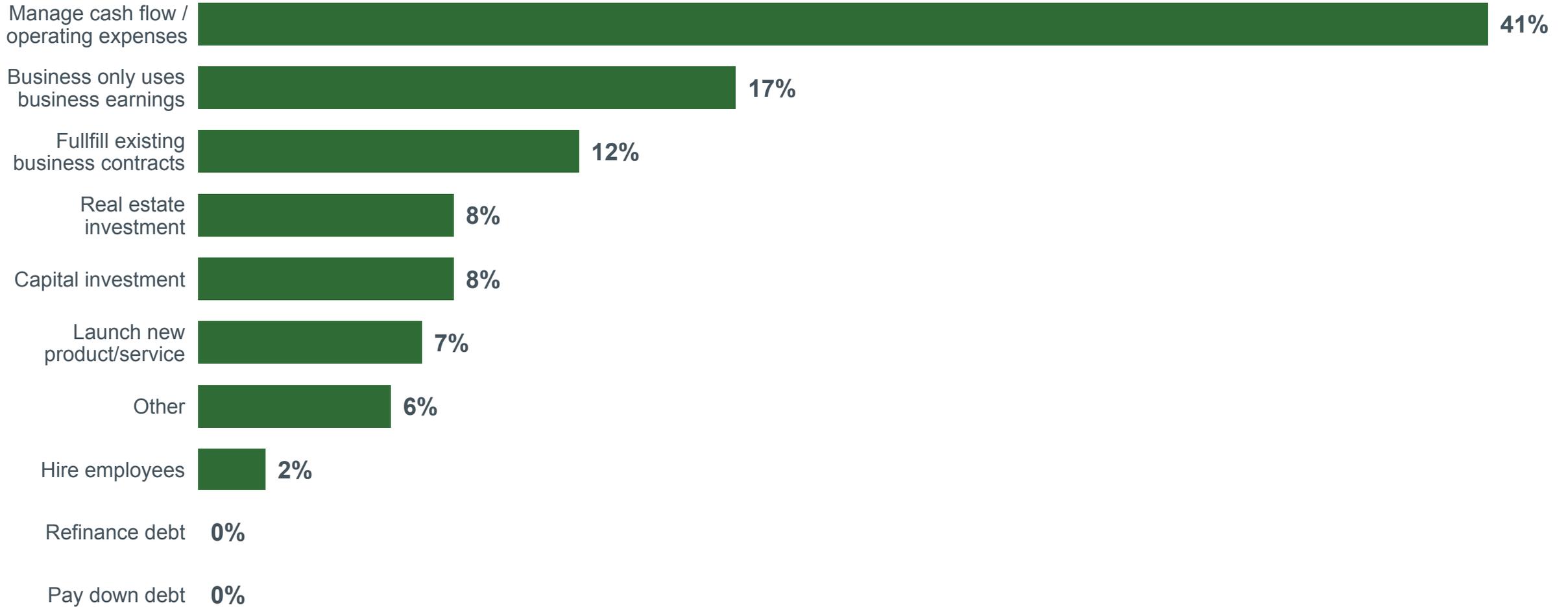
How much total debt did your business have as of December 31, 2013?



N = 506

DETAILED RESULTS

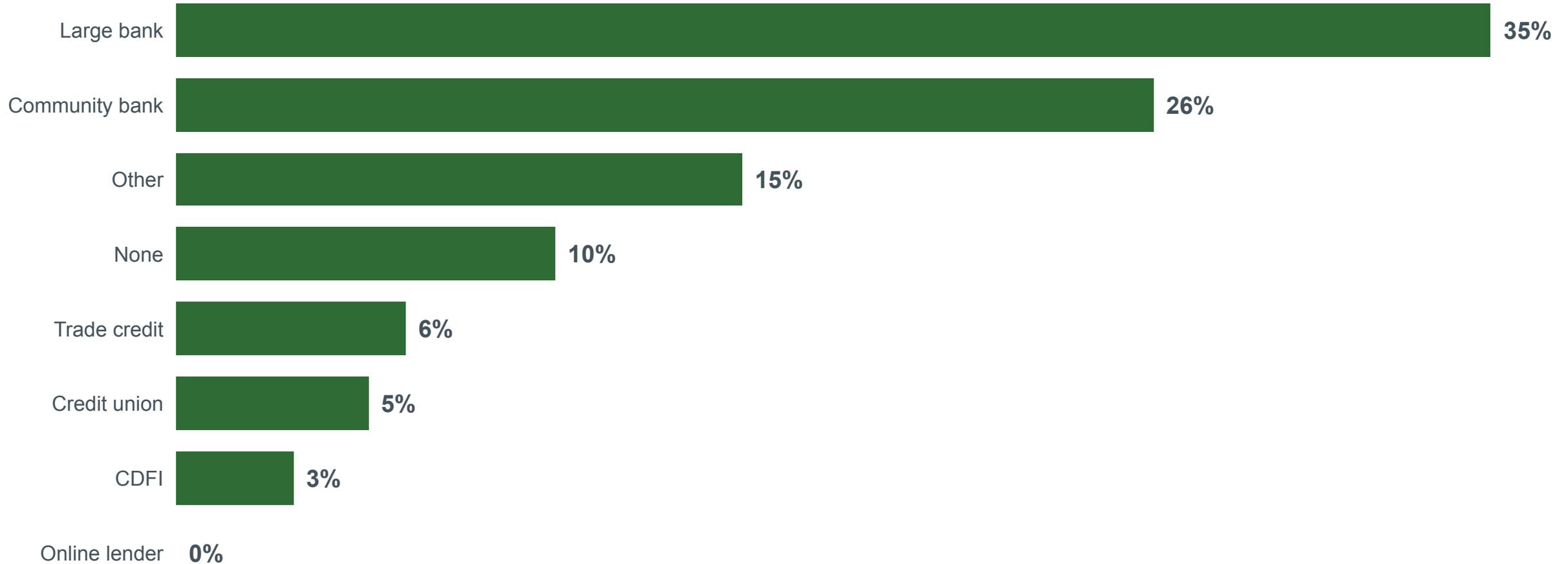
For what PRIMARY purpose does your business use financing from non-business earning sources (e.g. business loan, line of credit, personal savings)?



N = 492

DETAILED RESULTS

Which of the following was your business's PRIMARY source of credit in 2013?

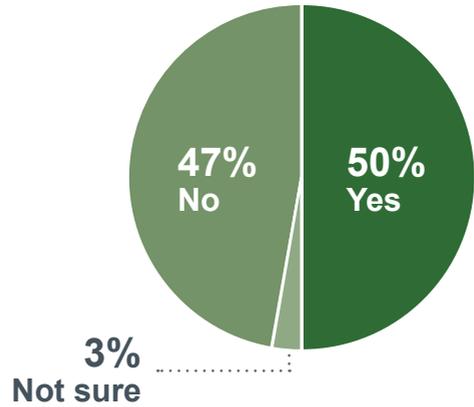


N = 514

DETAILED RESULTS

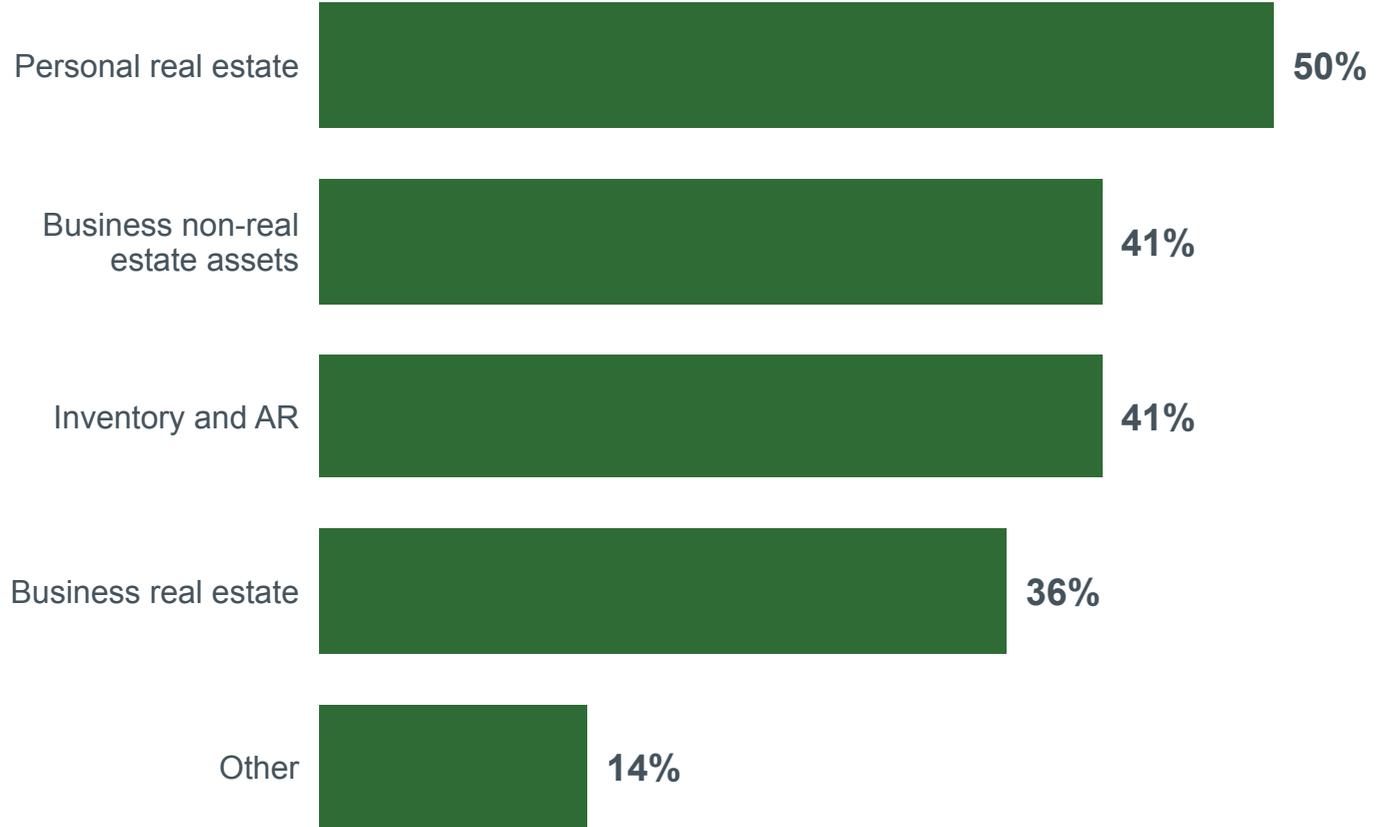
Was collateral required to secure ANY OF your business debt?

Collateral can include inventory, equipment, property, personal real estate or other assets.



N = 498

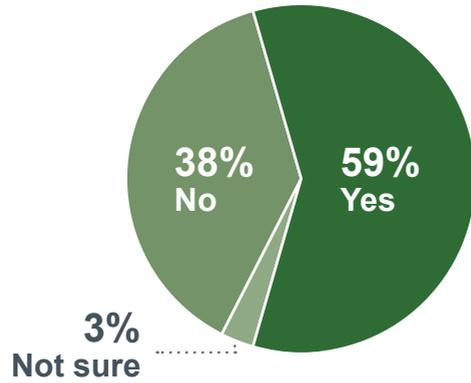
Which types of collateral were required to secure your business debt?
Select all that apply.



N = 496

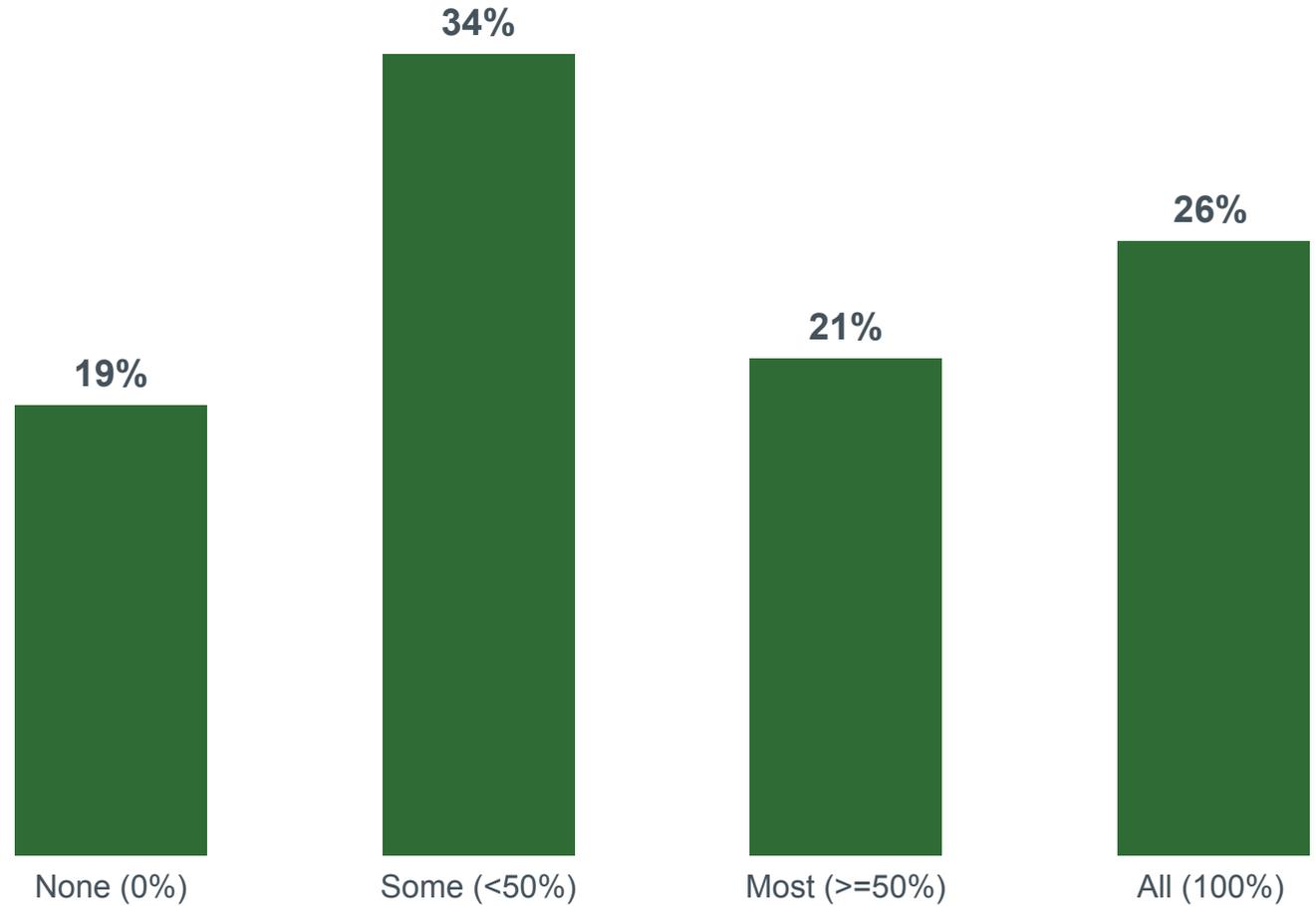
DETAILED RESULTS

Did your business have any outstanding debt as of December 31, 2013?



N = 801

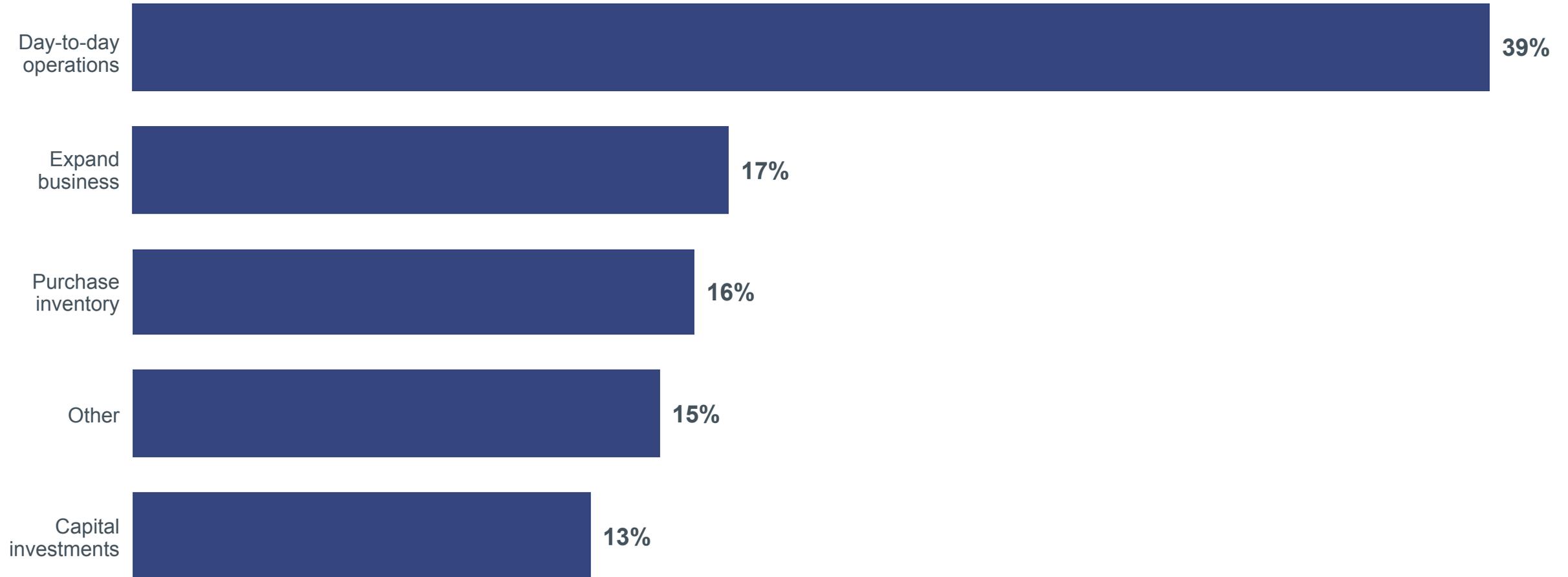
What percentage of your business's total debt was revolving as of December 31, 2013?



N = 496

DETAILED RESULTS

What was your business's MAIN purpose for seeking credit in 2013?



N = 293



Small Business Credit Survey, Spring 2014 Federal Reserve Bank of New York

SMALL BUSINESS CREDIT SURVEY METHODOLOGY

Overview

The Small Business Credit Survey (SBCS) is a semi-annual establishment survey conducted by the Federal Reserve Bank of New York, reporting information about business performance, financing needs and choices, and borrowing experiences. The SBCS captures the perspectives of businesses with fewer than 500 employees in New York, New Jersey, Connecticut, and Pennsylvania. The SBCS is distributed through civic and non-profit partners, primarily Chambers of Commerce, industry associations, and development corporations/authorities.

In total, there were 835 responses to the survey fielded from April 3, 2014 to June 20, 2014. The number of responses to each individual question varied based on relevance. Results are weighted to reflect the full population of small businesses in the four states of coverage along the dimensions of industry, age, employee size, and geography.

Sample Design

The SBCS questionnaire is an online survey distributed by more than 20 partner organizations. Partners contact businesses on their membership lists, asking them to participate in the survey provided through a URL address. In some cases, partners make their distribution list available to the New York Fed. The SBCS is not a random sample, and therefore results should not be interpreted as a statistical representation of small businesses in the Second District or the nation. Rather, the results should be viewed as suggestive and analyzed with awareness of potential methodological biases.

Weighting

To reduce coverage bias, we use US Census Bureau data¹ to weight responses along the dimensions of industry, age, employee size, and geography. Survey weights are derived to allow estimates to be generated from the sample so as to represent the true small business population. For example, by reweighting our data, we correct for the overrepresentation of older firms. See Appendix A for sampling distributions of the spring 2014 SBCS after weighting.

¹ Age data from US Census Business Dynamics Statistics, 2012. All other data from Census Business Patterns, 2012.



Small Business Credit Survey, Spring 2014
Federal Reserve Bank of New York

Appendix A: Selected Characteristics of Firms in the Survey Sample, spring 2014

	Sample Size	Sample Distribution After Weighting	Percentage of Total for Weighted Sample
Firm Age			
0-2 years	71	252,852	22.39%
3-5 years	137	188,352	16.68%
6-10 years	155	225,987	20.01%
11-20 years	186	263,676	23.35%
20+ years	286	198,344	17.56%
All Firm Ages	835	1,129,211	100%
Firm Size			
1-4 employees	366	647,232	57.32%
5-9 employees	167	202,957	17.97%
10-19 employees	124	135,657	12.01%
20-99 employees	155	120,832	10.70%
100-499 employees	23	22,532	2.00%
All Firm Sizes	835	1,129,211	100%
Geography			
Connecticut	60	87,836	7.78%
New Jersey	154	226,346	20.04%
New York (minus NYC)	269	298,162	26.40%
New York City	304	222,004	19.66%
Pennsylvania	48	294,863	26.11%
All Geographies	835	1,129,211	100%
Industry			
Agriculture	6	1,357	0.12%
Construction	160	99,216	8.79%
Manufacturing	84	42,623	3.77%
Retail	64	165,926	14.69%
Wholesale/Transportation	49	95,424	8.45%
Information/Media/Telecommunications	57	21,255	1.88%
Finance/Insurance/Real Estate	43	115,873	10.26%
Professional and Business Services	183	127,090	11.25%
Personal Services	26	121,630	10.77%
Education/Healthcare and Social Assistance	58	144,068	12.76%
Leisure and Hospitality	33	124,681	11.04%
Other	72	70,066	6.20%
All Industries	835	1,129,211	100%



Small Business Credit Survey, Spring 2014

Federal Reserve Bank of New York

Partner Organizations

Albany Colonie Regional Chamber of Commerce

Business Council of Fairfield County

Connecticut Business and Industry Association

Connecticut Small Business Development Center

Empire State Development Corporation

Federal Reserve Bank of Philadelphia

Jefferson County Industrial Development Agency

Manhattan Chamber of Commerce

Mohawk Valley EDGE

Minority Women Owned Business Enterprise Directories: New York City, New York State

New York City Council

New York City Department of Consumer Affairs, Office of Financial Empowerment

New York City Department of Small Business Services

New York State Business Council

North Country Chamber of Commerce

Small Business Administration, Buffalo Office

South Bronx Overall Economic Development Corporation

Staten Island Chamber of Commerce

Tompkins Chamber of Commerce

WHEDco

INTRODUCTION

The Small Business Credit Survey is conducted by the Federal Reserve Bank of New York in partnership with business and civic groups in your area. The questions will ask about your business's recent performance and financial and credit experiences. This information will help to shape programs that benefit the business community.

The questionnaire takes approximately 10 minutes to complete. **Your answers are confidential and results are reported only in the aggregate.** We recommend taking the survey on a desktop/laptop computer or a tablet.

Thank you for your time.

DEMOGRAPHICS

First, we have some general questions about your business.

- 1) What is the name of your business? _____

- 2) Is your business a **FOR-PROFIT** organization? (*Not-for-profit firms have a special designation from the IRS*)
 Yes
 No
 Not Sure

- 3) What is your business's **PRIMARY** Zip Code? _____

- 4) In what year was your business established? _____ (YYYY)

- 5) Please select the category that **BEST** describes your business's industry.
 Agriculture
 Construction
 Manufacturing
 Retail trade
 Wholesale trade
 Transportation and warehousing
 Information, media, and telecommunications
 Finance, insurance and real estate
 Professional and business services (*e.g. Consulting, accounting*)
 Personal services (*e.g. Laundry services, nail/hair salon*)
 Education
 Health care and social assistance
 Arts, entertainment, and recreation

___ Accommodations and food services
 ___ Other, please specify: _____

Next, we have a few questions about the approximate size of your business

6) How many people does your business employ, including all full-time and part-time employees, and owners? _____

7) Roughly, what were your business's total revenues in 2013?

- ___ Less than \$50,000
- ___ \$50,001 - \$250,000
- ___ \$250,001 - \$500,000
- ___ \$500,001 - \$1,000,000
- ___ \$1,000,001 - \$5,000,000
- ___ \$5,000,001 - \$10,000,000
- ___ \$10,000,001 - \$100,000,000
- ___ Greater than \$100,000,000
- ___ Not Sure
- ___ Decline to answer

8) Over the next three years, what are your revenue and employment plans for your business?

	Increase	Stay the same	Decrease
Revenue			
Employment			

PERFORMANCE

We now have a few questions about your business's performance and strategy during 2013.

9) In 2013, did your business operate at a profit, break even, or at a loss?

- ___ At a profit
- ___ Break even
- ___ At a loss

10) Comparing 2013 with 2012, did the following increase, decrease, or stay the same for your business?

	Increased	Stayed the Same	Decreased
Revenue	○	○	○
Net profits	○	○	○
Number of employees	○	○	○

If number of employees increased, go to Q11, if number of employees decreased, go to Q13, otherwise go to Q14

11) What were the reasons for adding employees? *Select all that apply.*

- Need new skills
- Growing customer demand
- Current staff members are overworked
- Firm's financial position improved
- Wages and benefits have fallen
- Other factors, please specify _____

12) How easy or difficult was it to fill the open position(s)?

- Very Easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

Go to Q14

13) What were the reasons for **NOT** adding employees? *Select all that apply.*

- Current staff has needed skills
- Economic climate isn't good/is uncertain
- Firm's financial position doesn't support growth
- Wages and benefits were too high
- Other factors, please specify _____

14) Did your business experience **ANY OF** the following challenges during 2013? *Select all that apply.*

- Complying with Government regulation including the Affordable Care Act (ObamaCare)
- Taxes
- Lack of credit availability
- Lack of financial management guidance
- Uneven cash flow
- Increased costs of running business
- Difficulty attracting customers
- Difficulty hiring and/or retaining qualified staff
- None
- Other, please specify _____

15) What was your business's **MOST** important challenge during 2013?

Complying with Government regulation including the Affordable Care Act (ObamaCare)

Taxes

Lack of credit availability

Lack of financial management guidance

Uneven cash flow

Increased costs of running business

Difficulty attracting customers

Difficulty hiring and/or retaining qualified staff

None

Other, please specify _____

FINANCING

Next, we have a few questions regarding your business's financing during 2013.

16) What, if anything, has your business done to improve its ability to obtain financing in 2013?

Select all that apply.

Paid down debt / consolidated debt

Consulted business advisor / improved financial management

Contacted new/more financial institutions

Explored new financing channels (*e.g. Crowdfunding, peer loans*)

Did not take any action to improve my business's financing position

Other, please specify

17) Please select the **PRIMARY** type of financing used by your business in 2013.

Business earnings (*cash income*)

Credit cards

Business loan

Line of credit

Personal savings

Trade credit

Friends/Family

Other, please specify (*e.g. equity financing, home equity line*)

18) Which of the following was your business's **PRIMARY** source of credit in 2013?

- Large Bank (e.g. Bank of America, JP Morgan Chase)
- Community Bank (e.g. Bank of New Jersey, New York Community Bank)
- Credit Union (e.g. Cornerstone Community Federal Credit Union)
- Community Development Financial Institution (e.g. Accion)
- Online lender (e.g. Lending Club, Prosper)
- Trade credit provider (e.g. Kabbage)
- Other, please specify _____

19) Why was <insert response from Q18> your business's primary source of credit? *Select all that apply.*

- I do my personal banking there
- Offered best terms
- Offered flexibility
- Fast credit decision process
- Offered short-term credit
- Allowed debt consolidation
- Only financial institution that would fund me
- Other, please specify _____

20) Did your business have any outstanding debt as of December 31, 2013?

- Yes
- No
- Not Sure

If you answered "Yes" go to question 21, otherwise skip to 27.

21) How much total debt did your business have as of December 31, 2013?

- \$1- \$10,000
- \$10,001 - \$25,000
- \$25,001 - \$50,000
- \$50,001 - \$100,000
- \$100,001 - \$250,000
- \$250,001 - \$500,000
- \$500,001 - \$1,000,000
- \$1,000,001 - \$2,000,000
- Over \$2,000,000
- Not sure

22) What percentage of your business's total debt was revolving as of December 31, 2013?

- All (100%)
- Most ($\geq 50\%$)
- Some ($< 50\%$)
- None (0%)

23) For what **PRIMARY** purpose does your business use financing from non-business earning sources (e.g. business loan, line of credit, personal savings)?

- Pay down debt
- Refinance
- Capital investment
- Hire employees
- Real estate purchase
- Fulfill existing business contracts
- Launch new product/service
- Manage cash flow / operating expenses
- Only use business earnings
- Other, please specify _____

24) How did financing costs on your business debt change in 2013 compared with 2012?

- Costs became lower
- Costs stayed the same
- Costs became higher

25) Was collateral required to secure **ANY OF** your business debt? *Collateral can include inventory, equipment, property, personal real estate or other assets.*

- Yes
- No
- Not sure

If you answered "Yes" continue to question 26, otherwise go to question 27.

26) Which types of collateral were required to secure your business debt? *Select all that apply.*

- Inventory or accounts receivable
 - Business non-real estate assets (e.g. equipment, vehicles, securities)
 - Business real estate
 - Personal real estate
 - Other, please specify (e.g. personal assets)
-

APPLICATIONS

Next, we have a few questions regarding your business's use of credit during 2013.

27) Did your business **APPLY** for credit in 2013?

- Yes
- No
- Not sure

If you answered "Yes" continue to question 28, if you answered "NO" continue to question 39, otherwise go to question 44.

APPLICANT BRANCH

28) How many applications for credit did your business submit in 2013? _____

29) How many different financial institutions did your business submit a credit application to in 2013? _____

30) When applying for credit in 2013, approximately how many total hours did your business spend researching and completing credit applications? _____

31) What was your business's **MAIN** purpose for seeking credit in 2013?

- Expand business (*e.g. New products, new markets, including exporting*)
- Fund day-to-day operations
- Purchase inventory
- Make capital investments (*e.g. Real estate, equipment, or vehicles*)
- Other (*e.g. repay debt, build reserve*)

32) How much credit did your business **APPLY** for in 2013?

- \$1-\$10,000
- \$10,001 - \$25,000
- \$25,001 - \$50,000
- \$50,001 - \$100,000
- \$100,001 - \$250,000
- \$250,001 - \$500,000
- \$500,001 - \$1,000,000
- \$1,000,001 - \$2,000,000
- Over \$2,000,000
- Not sure

33) How much of the credit your business applied for was approved?

- All (100%)
- Most ($\geq 50\%$)
- Some ($< 50\%$)
- None (0%)

If answer to Q33 different from received "All (100%)" of the credit it applied for continue to question 34, otherwise go to question 37.

34) What was the **MOST** important business impact of not receiving the full amount of credit for which your business applied?

- Did not hire new employees
 - Delayed/prevented ability to fulfill existing orders/contracts
 - Delayed/prevented expansion of business (*e.g. Purchase of new capital assets, Launch of new product or service*)
 - Sought alternative financing sources (*e.g. Crowd funding, peer-to-peer lending, community networks*)
 - No significant impact
 - Other, please specify
-

If sought alternative financing sources continue to question 35, otherwise go to question 36.

35) Please specify the alternative financing sources (*e.g. crowd funding, peer-to-peer lending, community networks*)

36) What were the likely reasons your business did not receive the full amount of credit applied for in 2013? *Select all that apply.*

- Low credit score
- Insufficient collateral
- Weak/missing financial documents or tax statements
- Weak business performance (*e.g. uneven cash flow, weak revenue*)
- Other factors, please specify _____

37) Which types of credit **PRODUCTS** did your business apply for in 2013?

Credit Product	Applied	Did not apply
Business Loan	<input type="radio"/>	<input type="radio"/>
Line of Credit	<input type="radio"/>	<input type="radio"/>
Credit Card	<input type="radio"/>	<input type="radio"/>
SBA Loan	<input type="radio"/>	<input type="radio"/>
Home Equity Line	<input type="radio"/>	<input type="radio"/>
Mortgage	<input type="radio"/>	<input type="radio"/>
Debt Consolidation Loan	<input type="radio"/>	<input type="radio"/>
Trade Credit	<input type="radio"/>	<input type="radio"/>
Other, please specify	<input type="radio"/>	<input type="radio"/>

38) Did your business receive all, some, or none of the credit it applied for in 2013??

Credit Product	Received all	Received some	Received none
<Fill based on Q38 answers>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NON-APPLICANT BRANCH

39) What was the **PRIMARY** reason your business **DID NOT** apply for credit in 2013?

- Had sufficient financing
- Did not think business would be approved
- Did not want to accrue debt
- Credit cost was too high
- Other, please specify _____

40) How do you plan to finance your business in the next 12 months? *Select all that apply.*

- Business earnings (*cash income*)
 - Credit cards
 - Existing business loan/line of credit
 - Personal savings
 - Trade credit
 - Friends/Family
 - Other, please specify (*e.g. equity financing, home equity line*)
-

If you selected “Did not think we would be approved” continue to question 41, otherwise go to question 42.

41) What were the likely reasons your business would not be approved? *Select all that apply.*

- Low credit score
- Insufficient collateral
- Weak/missing financial documents or tax statements
- Weak business performance (e.g. uneven cash flow, weak revenue)
- Other factors, please specify _____

42) In 2013, what was the **MOST** important business impact of deciding not to apply for credit?

- Did not hire new employees
 - Delayed/prevented ability to fulfill existing orders/contracts
 - Delayed/prevented expansion of business (e.g. purchased new capital assets, Launch of new product or service)
 - Sought alternative financing sources
 - No significant impact
 - Other, please specify (e.g. Delayed/prevented ability to fulfill existing business)
-

If business sought alternative financing sources continue to question 43, otherwise go to question 44.

43) Please specify the alternative financing sources (e.g. Crowd funding, peer-to-peer lending)

END OF NON-APPLICANT BRANCH

We have a couple more questions about your business.

44) Does your business plan to apply for credit in 2014?

- Yes
- No
- Not Sure

45) Is your business a . . .

	Yes	No
Chamber of commerce member?	<input type="radio"/>	<input type="radio"/>
Business association member?	<input type="radio"/>	<input type="radio"/>
Certified women-owned business?	<input type="radio"/>	<input type="radio"/>
Certified minority-owned business?	<input type="radio"/>	<input type="radio"/>