

Federal Deposit Insurance Corporation | 2022

Small Business Lending Survey

NOTICE

The purpose of this PDF version of the FDIC's 2022 Small Business Lending Survey (SBLS 2022) is for your bank to be able to review the questionnaire and determine who at your bank would be most appropriate to provide survey responses. The survey itself will be administered through a web interface and only some banks will be selected to participate. If selected, your bank will receive a letter and associated email on June 14, 2022 with a link to a Census web portal and an authentication code unique to your bank.

Approximately 2,000 FDIC-insured depository institutions will be selected to participate in the survey. Please note that all FDIC-insured institutions with assets of \$3 billion or more will be asked to participate. Respondents will be randomly selected from the set of banks with assets of less than \$3 billion.

This survey represents the entire banking industry, including banks that may not consider themselves to be small business lenders. Banks that do not engage in small business lending will receive an abbreviated version of the survey (see question IA.1).

For more information on the SBLS, please visit the FDIC's [SBLS dedicated website](#), where you can find updated FAQs. If you have any additional questions, please submit them to SBLS@FDIC.gov.

OMB CONTROL NUMBER: 3064-0203 (Approved September 10, 2021)
For Public Distribution (Version as of April 12, 2022)



About This Survey

The Small Business Lending Survey (SBLS) is a nationally representative survey that asks banks about their small business lending practices and volumes. The survey is sponsored by the Federal Deposit Insurance Corporation (FDIC) and administered by the U.S. Census Bureau.

What is the purpose of the SBLS?

The goal of the survey is to better understand, and share with the public, banks' contributions to this vital part of the U.S. economy. Banks are the most common source of external financing for small businesses, which comprise 99.9 percent of all U.S. firms.¹ Despite the importance of small businesses to the U.S. economy and the importance of bank lending to small businesses, there is little high quality data on this activity. The SBLS aims to fill gaps in our understanding. The SBLS provides a more comprehensive view of small business lending by banks than more frequently occurring surveys that are not nationally representative or more narrowly defined surveys with standard questions. In the SBLS, questions differ from collection-to-collection to evolve with the industry and capture information on emerging topics. The last collection occurred in 2016.

What is in the survey?

The 2022 SBLS is composed of four sections of questions about small business lending. The first three sections ask about three broad topics: (i) loan processes, underwriting, and FinTech usage; (ii) markets and competition; and (iii) the Coronavirus Pandemic, SBA lending, and selling of loans. In these first sections of the survey, respondents are asked to use their own formal or informal definitions for what the bank considers a "small business." The fourth section is quantitative and gathers information on bank small business lending that may not be captured when relying on definitions used for regulatory reporting. This final section collects bank business lending by multiple firm and loan sizes.

Why was my bank chosen?

Approximately 2,000 banks of all sizes and from all geographic areas in the domestic U.S. have been selected to receive the survey from the universe of around 4,800 FDIC-insured depository institutions with domestic offices and that actively make loans. This includes banks primarily regulated by the Federal Reserve System or the Office of the Comptroller of the Currency, as well as by the FDIC. All FDIC-insured institutions with assets of \$3 billion or more are asked to participate. A random sample has been drawn from the set of banks with assets of less than \$3 billion to determine who from this group will be asked to participate.

Are my answers confidential and anonymous?

All bank responses are confidential and anonymous; no respondent identities or individual bank responses are ever disclosed. Results will only be reported in aggregate form. The information collected is for research purposes only and will be used to inform policy makers and the general public about the contribution of banks to U.S. small business lending. The survey data are never used for examination purposes.

Will this information be published in a report?

Main findings from the data will be published in an FDIC report scheduled for publication in 2024.

¹ Sources: *Small Business Credit Survey* (Federal Reserve, 2021) <https://www.fedsmallbusiness.org/medialibrary/FedSmallBusiness/files/2021/2021-sbcs-employer-firms-report> and *Frequently Asked Questions* (Small Business Administration, 2021) <https://cdn.advocacy.sba.gov/wp-content/uploads/2021/12/06095731/Small-Business-FAQ-Revised-December-2021.pdf>.

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Screeners

About These Screeners

Your bank's answers to these screener questions help us determine which questions of the survey are relevant to your bank.

Section IV of this survey asks your bank quantitative questions about its lending for business purposes. Accordingly, Screeners 1, 2, and 3 ask what data your bank can retrieve via its core data systems. Your answers should reflect the abilities of your bank's core data systems rather than what can be manually collected from loan files. We recommend that these screener questions be answered in coordination with the bank staff who will be providing answers to Section IV and that bank staff review Section IV of the PDF version of the survey before answering these questions.

A number of the qualitative questions in Sections I and II of this survey will reference your bank's top small business lending product by volume. Therefore, Screeners 4 and 5 ask questions to help determine what that top product is for your bank.

Lending for Business Purposes

By "lending for business purposes" we mean lending to businesses of all sizes:

Exclude

- Paycheck Protection Program (PPP) loans
- Agricultural lending
- Loans for investment in real estate where loan repayment primarily depends on leasing income or resale of the property
 - E.g., loans for the improvement, purchase, or refinancing of
 - Residential properties (including "flipping")
 - Non-owner-occupied commercial real estate
 - ADC (Acquisition, Development, & Construction) loans

Include

- Unsecured lending
- Business credit cards
- Lines and letters of credit
- Government guaranteed lending (other than PPP loans)
- Lending made through third parties
- Lending primarily secured by non-real estate assets
 - E.g., automobiles, equipment, inventory
- Lending for the purpose of improving, purchasing, or refinancing owner-occupied commercial real estate
- Lending primarily secured by real estate
 - E.g., a loan for working capital secured by the owner's primary residence
 - E.g., a loan for equipment secured by non-owner-occupied commercial real estate

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Small Business

We understand that your bank's internal definition for small business lending may differ from the definitions used by other banks and from regulatory definitions (for example, those used by the Call Report, the Community Reinvestment Act, or the Small Business Administration).

For this survey we ask that you use your bank's own formal or informal definitions for what it considers a "small business." This includes the possibility that your bank considers all of its business borrowers to be small businesses, or the possibility that your bank has multiple divisions that serve small businesses.

Ability to Retrieve Lending Originations for Business Purposes

S1. For calendar year 2021, does your bank have the ability to retrieve from its core data systems the dollar volume of **originations** (both new lending and renewals) for **business purposes** by the following categories?

Refer to the "About These Screeners" box at the beginning of the section for this survey's definition of "lending for business purposes."

Loan category	Yes, my bank can retrieve the dollar volume	No, my bank cannot retrieve the dollar volume
a. Lending for business purposes	☐	☐
b. Lending for business purposes, for loans or commitments of size \$1 million or less	☐	☐
c. Lending for business purposes, for any size of loan or commitment	☐	☐
d. Lending for business purposes to businesses with \$1 million or less in gross annual revenue (GAR). <i>Either GAR at origination or most recent GAR is acceptable.</i>	☐	☐
e. Lending for business purposes, for any gross annual revenue	☐	☐
f. Lending for business purposes, primarily secured by 1-4 family real estate	☐	☐

Ability to Retrieve Originations for Business Purposes Made Under Different Lending Programs

S2. For calendar year 2021, if your bank originated these types of lending products, does your bank have the ability to retrieve from its core data systems the dollar volume of originations (both new lending and renewals) for **business purposes** for the products below?

Refer to the "About These Screeners" box at the beginning of the section for this survey's definition of "lending for business purposes."

Lending product category	Yes, my bank can retrieve the dollar volume	No, my bank cannot retrieve the dollar volume	My bank did not originate
a. Government guaranteed lending made through SBA programs (excluding PPP)	☐	☐	☐

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b. Government guaranteed lending made through non-SBA programs targeted at small businesses	☐	☐	☐
c. Credit card lending to businesses of all sizes (where my bank holds the portfolio)	☐	☐	☐
d. Lending for business purposes made through automated approval decisions <i>Exclude:</i> <ul style="list-style-type: none"> • Credit card lending • Government guaranteed lending <i>Include:</i> <ul style="list-style-type: none"> • Lending made through third parties with automated approval 	☐	☐	☐
e. Lending made through third parties using programs targeted at small businesses <i>Include:</i> <ul style="list-style-type: none"> • Brokers • FinTech partners • Any other non-governmental third party lenders 	☐	☐	☐

Ability to Retrieve Call Report Outstanding Commercial & Industrial (C&I) Loan Balances

S3. Does your bank have the ability to retrieve from its core data systems the dollar volume of its **outstanding C&I loan balances as of Call Report date December 31st, 2021**, by the following categories?

For these questions use the [definition for C&I lending from pages 18 to 20 of Call Report Schedule RC-C](#).

Loan category	Yes, my bank can retrieve the dollar volume	No, my bank cannot retrieve the dollar volume
a. C&I loans, for loans of size \$1 million or less	☐	☐
b. C&I loans, for any loan size	☐	☐
c. C&I loans to businesses with \$1 million or less in gross annual revenue (GAR). <i>Either GAR at origination or most recent GAR is acceptable.</i>	☐	☐
d. C&I loans, for any gross annual revenue	☐	☐

General Small Business Lending Products

S4. For calendar year 2021, did your bank originate loans or commitments to **small business** borrowers for **business purposes** using any of the following general product types?

Refer to the "About These Screeners" box at the beginning of the section for this survey's definition of "lending for business purposes" and "small business."

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General lending product type	Yes, my bank originated to small businesses	No, my bank did not originate to small businesses
a. Credit cards (where my bank holds the portfolio)	☐	☐
b. Government guaranteed lending (excluding PPP)	☐	☐
c. Letter of credit (non-government guaranteed)	☐	☐
d. Line of credit (non-government guaranteed)	☐	☐
e. Term loan (non-government guaranteed)	☐	☐
f. Other _____	☐	☐

Top Small Business Lending Product

S5. For calendar year 2021, how would your bank rank these products by the **dollar volume** of originations (both new lending and renewals) for **business purposes** to **small business** borrowers? *Please feel free to approximate your bank's ranking of its lending rather than rely on exact numbers, if that would be easier for your bank.*

Refer to the "About These Screeners" box at the beginning of the section for this survey's definition of "lending for business purposes" and "small business."

General lending product type	Ranking
a. Credit cards (where my bank holds the portfolio)	<i>[Programmer's note: Populate with product types chosen in S4 and allow ranking up to number of product types chosen]</i>
b. Government guaranteed lending (excluding PPP)	
c. Letter of credit (non-government guaranteed)	
d. Line of credit (non-government guaranteed)	
e. Term loan (non-government guaranteed)	
f. Other _____	

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I. Small Business Loan Processes and Underwriting

IA. Small Business Lending at Your Bank

About This Section

In this section, we ask generally about your bank's lending for business purposes to small businesses.

Lending for Business Purposes

By "lending for business purposes" we mean lending to businesses of all sizes:

Exclude

- Paycheck Protection Program (PPP) loans
- Agricultural lending
- Loans for investment in real estate where loan repayment primarily depends on leasing income or resale of the property
 - E.g., loans for the improvement, purchase, or refinancing of
 - Residential properties (including "flipping")
 - Non-owner-occupied commercial real estate
 - ADC (Acquisition, Development, & Construction) loans

Include

- Unsecured lending
- Business credit cards
- Lines and letters of credit
- Government guaranteed lending (other than PPP loans)
- Lending made through third parties
- Lending primarily secured by non-real estate assets
 - E.g., automobiles, equipment, inventory
- Lending for the purpose of improving, purchasing, or refinancing owner-occupied commercial real estate
- Lending primarily secured by real estate
 - E.g., a loan for working capital secured by the owner's primary residence
 - E.g., a loan for equipment secured by non-owner-occupied commercial real estate

Defining a Small Business for Your Bank

IA.1 Did your bank engage in any lending it considers small business lending, regardless of regulatory definitions for small businesses, in calendar year 2021?

- Yes
- No

Important Note: If your bank answers "No" to question IA.1 above, then your institution will not be asked to answer any of the remaining questions here, nor any question in Sections I, II, and III. Please go directly to Section IVA (page 29).

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IA.2 Does your bank have multiple divisions that conduct small business lending, excluding SBA divisions?

- ☐ Yes
- ☐ No

IA.3 Does your bank consider a level of gross annual revenue above which a business would not be considered a small business? *If your bank has multiple divisions, please consider the largest small business that any of those divisions would serve, excluding SBA divisions.*

- ☐ Yes
- ☐ No

[If IA.3=Yes] IA.4 What is the gross annual revenue benchmark above which a business is not considered a small business by your bank? \$____,____,____.00

IA.5 Does your bank consider an aggregate loan exposure above which the business being lent to would not be considered a small business? *If your bank has multiple divisions, please consider the largest acceptable ALE for any of your divisions, excluding SBA divisions.*

- ☐ Yes
- ☐ No

[If IA.5=Yes] IA.6 What is the aggregate loan exposure above which a business is not considered a small business by your bank? \$____,____,____.00

Loan Portfolio Devoted to Small Business Lending

IA.7 In calendar year 2021, approximately what percent of your bank's **dollar (\$)** volume of total lending was originated or committed for **business purposes**? *Select one.*

- ☐ 0 to less than 20 percent of loan dollars
- ☐ 20 to less than 40 percent of loan dollars
- ☐ 40 to less than 60 percent of loan dollars
- ☐ 60 to less than 80 percent of loan dollars
- ☐ 80 to 100 percent of loan dollars
- ☐ Don't know

IA.8 In calendar year 2021, approximately what percent of your bank's **dollar (\$)** volume of total lending for **business purposes** was originated or committed to **small business borrowers**? *Select one.*

- ☐ 0 to less than 20 percent of loan dollars
- ☐ 20 to less than 40 percent of loan dollars
- ☐ 40 to less than 60 percent of loan dollars
- ☐ 60 to less than 80 percent of loan dollars
- ☐ 80 to 100 percent of loan dollars
- ☐ Don't know

IA.9 In calendar year 2021, approximately what percent of your bank's **total number (units)** of loans for **business purposes** was originated or committed to **small business borrowers**? *Select one.*

- ☐ 0 to less than 20 percent of loans
- ☐ 20 to less than 40 percent of loans
- ☐ 40 to less than 60 percent of loans
- ☐ 60 to less than 80 percent of loans
- ☐ 80 to 100 percent of loans
- ☐ Don't know

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Lending to New Small Businesses or Startups

IA.10 Below what age would a small business be considered a new small business, or startup, by your bank? _____ Years ☐ My bank does not define start-ups by age

IA.11 Does your bank typically make loans to small businesses it considers new, or startups?

- ☐ Yes
- ☐ No

[If IA.11=Yes and S4b=Yes] IA.12 What portion of the loans your bank makes to startups are through programs that provide a government guarantee (e.g., SBA)? *Select only ONE.*

- ☐ All or almost all the loans my bank makes to startups are government guaranteed
- ☐ Most of the loans my bank makes to startups are government guaranteed
- ☐ Around half of the loans my bank makes to startups are government guaranteed
- ☐ Some of the loans my bank makes to startups are government guaranteed
- ☐ None or almost none of the loans my bank makes to startups are government guaranteed

Specializations in Small Business Lending

IA.13 In calendar year 2021, did your bank offer any of these specialized loan products to small businesses?

Select only ONE option for each specialized loan product.

Specialized loan product	Yes, offer to small businesses	No, do not offer to small businesses	Don't know
a. Asset- or borrowing-based lending	☐	☐	☐
b. Auto floorplan lending	☐	☐	☐
c. Equipment leases	☐	☐	☐
d. Factoring / invoice financing	☐	☐	☐
e. Franchise lending	☐	☐	☐
f. Leasehold improvements	☐	☐	☐
g. Other ____	☐	☐	☐

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IB. Loan Approval Process

About This Section

In the Screeners section, your bank's answer to S5, Top Small Business Lending Product, indicated that its highest-volume small business lending product is *[Insert PRODUCT]*, excluding any credit cards or government-guaranteed products.

In this section, we ask about the loan approval process for *[Insert PRODUCT]* to small businesses at your bank, including the length of time to loan approval and the staff who make the approval decision.

Important Note: If your bank answered "No" to question IA.1, then your institution will not be asked to answer any of the questions here nor any remaining questions in Sections I, II, and III. Please go directly to Section IVA (page 29).

Time Until Approval

IB.1 For **completed applications** from small business borrowers, how do the following factors influence the amount of time until approval for a *[Insert PRODUCT]*?

Think about the turnaround time at your bank for an approved loan application, from the time of submission of a completed application to the final credit decision (before funding). Select only ONE option for each factor.

Factors influencing time until approval	Decreases amount of time	Increases amount of time	No effect	Don't know
a. Business is a startup	☐	☐	☐	☐
b. Complexity of collateral	☐	☐	☐	☐
c. Complexity of loan or borrower	☐	☐	☐	☐
d. Exception to credit policy (e.g., low debt service coverage ratio)	☐	☐	☐	☐
e. Good prior deposit relationship with borrower	☐	☐	☐	☐
f. Good prior loan relationship with borrower	☐	☐	☐	☐
g. Increasing size of business	☐	☐	☐	☐
h. Increasing size of loan or total loan exposure	☐	☐	☐	☐
i. Lack of experience lending in business's industry	☐	☐	☐	☐
j. Outside of primary lending area	☐	☐	☐	☐
k. Unusual financial characteristics (e.g., irregular cash flow)	☐	☐	☐	☐

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IB.2 In approximate terms, what is the typical **minimum** number of business days for approval for a *[Insert PRODUCT]*?

For example:

- a small, simple loan
- an automated system that has approval authority (if applicable)

Business Day(s): _____

IB.3 In approximate terms, what is the typical **maximum** number of business days for approval for a *[Insert PRODUCT]*?

For example:

- a large, complicated loan
- a loan with one or more credit policy exceptions

Business Day(s): _____

[If IB.2 not = IB.3; otherwise IB.4=IB.3] IB.4 In approximate terms, what is the **typical** number of business days for approval for a *[Insert PRODUCT]*?

Business Day(s): _____

Levels of Approval

IB.5 Excluding any automated decision-making, how do the following factors influence the number of levels of approval for a *[Insert PRODUCT]* to a small business? For example, the factor may contribute to a loan policy exception.

Think about **the number of levels of approval an application could go through before a loan is granted**. These levels may include individuals such as loan officers or executives, and loan committees or groups of decision-makers. Select only **ONE** option for each factor.

Factor influencing levels of approval or potentially contributing to loan policy exceptions	Decreases number of levels	Increases number of levels	No effect	Don't know
a. Business is a startup	☐	☐	☐	☐
b. Complexity of collateral	☐	☐	☐	☐
c. Complexity of loan or borrower	☐	☐	☐	☐
d. Good prior deposit relationship with borrower	☐	☐	☐	☐
e. Good prior loan relationship with borrower	☐	☐	☐	☐
f. Increasing size of business	☐	☐	☐	☐
g. Increasing size of loan or total loan exposure	☐	☐	☐	☐
h. Insufficient debt service coverage ratio	☐	☐	☐	☐
i. Lack of experience lending in business's industry	☐	☐	☐	☐
j. Outside of primary lending area	☐	☐	☐	☐

IB.6 Excluding any automated decision-making, what is the **minimum** number of levels of approval for a *[Insert PRODUCT]*?

For example:

- a small, simple loan

_____ Level(s)

☐ N/A - approval for certain *[Insert PRODUCT]* is fully automated (i.e., no human intervention is required)

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IB.7 Excluding any automated decision-making, what is the **maximum** number of levels of approval for a *[Insert PRODUCT]*?

For example:

- a large, complicated loan
- a loan with one or more credit policy exceptions

_____ Level(s)

- ☐ N/A - approval for all *[Insert PRODUCT]* is fully automated (i.e., no human intervention is required)

[If IB.6 = IB.7 OR IB.7 = tickbox then skip and IB.8=IB.7] IB.8 Excluding any automated decision-making and in your approximation, what is the **typical** number of levels of approval for a *[Insert PRODUCT]*?

_____ Level(s)

- ☐ N/A - approval for the typical *[Insert PRODUCT]* is fully automated (i.e., no human intervention is required)

Decision-Making at Each Level of Approval

[Loop 1: If IB.7 not equal to N/A and greater or equal to "1"]

Consider the full loan approval process for a typical complete loan application for a *[Insert PRODUCT]* to a small business. Please answer the following questions for the *first* level of approval that a typical application could potentially undergo depending on the size of the loan, its complexity, and any other factors.

IB.9 Excluding any automated decision-making, who or what role conducts the *first* level of approval for applications from small businesses for a *[Insert PRODUCT]*? *Select only ONE.*

- Business banker
- Loan officer, underwriter, or credit officer
- Senior supervising loanofficer, underwriter, or credit officer (non-executive)
- Executive
- Board member
- Group of decision makers (e.g., loan committee, board of directors, etc.)
- Other _____

[If IB.9=f] IB.10 Which officials or roles typically serve on this loan committee or within this group of decision-makers? *Select ALL that apply.*

- Business banker
- Loan officer, underwriter, or credit officer
- Senior supervising loanofficer, underwriter, or credit officer (non-executive)
- Executive
- Board member
- Other _____

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IB.11 When the *first* level of approval reviews a small business application for a *[Insert PRODUCT]*, do they typically meet with the applicant (either in-person or via telephone call or teleconference) as part of the review?

- ☐ Yes
- ☐ No

IB.12 Does the *first* level of approval typically have signature authority for a *[Insert PRODUCT]* below a certain size made to small businesses? By **signature authority** we mean that this level may authorize a loan without being subject to higher levels of decision-making.

- ☐ Yes, up to the legal lending limit
- ☐ Yes, up to an amount other than the legal lending limit
- ☐ No

[If IB.12=Yes, up to an amount other than the legal lending limit] IB.13 What is the **typical** signature authority loan amount for the *first* level of approval for a *[Insert PRODUCT]* application from small businesses?

\$ _____ Dollars

[Loop 2: If IB.7 not equal to N/A and greater or equal to "2"; repeat questions IB.9 through IB.13]

[Loop 3: If IB.7 not equal to N/A and greater or equal to "3"; repeat questions IB.9 through IB.13]

[Loop 4: If IB.7 not equal to N/A and greater or equal to "4"; repeat questions IB.9 through IB.13]

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IC. Underwriting

About This Section

In the Screeners section, your bank's answer to S5, Top Small Business Lending Product, indicated that its highest-volume small business lending product is *[Insert product]*, excluding any credit cards and government-guaranteed products.

In this section, we ask about your bank's underwriting practices for *[Insert PRODUCT]* to small businesses.

Important Note: If your bank answered "No" to question IA.1, then your institution will not be asked to answer any of the questions here nor any remaining questions in Sections I, II, and III. Please go directly to Section IVA (page 29).

IC.1 As part of its loan decision process, does your bank assign any kind of grade or numeric score to a loan application from a small business for a *[Insert PRODUCT]*? *Include risk-rating scores only if they play a material role in the approval decision.*

- ☐ Yes
- ☐ No

Underwriting Loans of Various Sizes

IC.2 In your **normal course of business**, would your bank make a *[Insert PRODUCT]* of these approximate sizes to a small business? *Select one option per loan size.*

Loan size	Yes	No
a. \$25,000	☐	☐
b. \$250,000	☐	☐
c. \$1,000,000	☐	☐
d. \$3,000,000	☐	☐

[Programmer's note: Start a loop of questions IC.3 through IC.8, for up to three possible loops by loan size]

Loans of \$25,000 to Small Businesses

[Loop 1: If IC.2a=Yes. Insert SIZE=25,000]

IC.3 Which of these purposes is the **most** common for a *[Insert PRODUCT]* of approximately \$25,000 made to a small business? *Select only ONE purpose.*

- a. Accounts receivable
- b. Equipment, fixed assets other than real estate, or leasehold improvements
- c. Inventory
- d. Working capital
- e. Owner-occupied commercial real estate
- f. Other _____

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IC.4 How **commonly** does your bank evaluate the following pieces of information for small business applicants for a *[Insert PRODUCT]* of approximately \$25,000?

The information may be for loans of this size that are made for a variety of purposes. Select only ONE option for each piece of information.

Information	Evaluates for no or almost no loans of this size	Evaluates for some loans of this size	Evaluates for most loans of this size	Evaluates for all or almost all loans of this size	Don't know
a. Audited financial statements	☐	☐	☐	☐	☐
b. Non-audited financial statements such as tax returns or income statements	☐	☐	☐	☐	☐
c. Business credit score from a credit bureau	☐	☐	☐	☐	☐
d. Personal credit score of owner(s) or guarantor(s) from a credit bureau	☐	☐	☐	☐	☐
e. Business plan	☐	☐	☐	☐	☐
f. Experience in industry of owner(s) or management team	☐	☐	☐	☐	☐
g. Identity of business's advisors (i.e., CPAs or consultants)	☐	☐	☐	☐	☐
h. Loan officer's assessment of owner(s) or business based on interview or personal interactions	☐	☐	☐	☐	☐
i. Market conditions in business's industry or region	☐	☐	☐	☐	☐
j. Purchase agreements or other material third-party contracts	☐	☐	☐	☐	☐
k. Willingness of owner(s) to offer collateral and quality of offered collateral	☐	☐	☐	☐	☐
l. Willingness of owner(s) or third party(s) to offer personal guarantee for loan	☐	☐	☐	☐	☐
m. Other _____	☐	☐	☐	☐	☐

IC.5 How often does your bank **require** that a small business or small business owner **offer collateral** in order to receive a *[Insert PRODUCT]* of approximately \$25,000? *Select one.*

- ☐ Rarely or never requires for loans of this size
- ☐ Sometimes requires for loans of this size
- ☐ Often requires for loans of this size
- ☐ Almost always or always requires for loans of this size
- ☐ Don't know

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IC.6 How often does your bank **require** a small business to **have a valid business credit score available from a major credit-scoring agency** in order to receive a *[Insert PRODUCT]* of approximately \$25,000?

Select one.

- ☐ Rarely or never requires for loans of this size
- ☐ Sometimes requires for loans of this size
- ☐ Often requires for loans of this size
- ☐ Almost always or always requires for loans of this size
- ☐ Don't know

IC.7 How often does your bank **require** a small business owner to **have a valid personal credit score available from a major credit-scoring agency** in order to receive a *[Insert PRODUCT]* of approximately \$25,000? Select one.

- ☐ Rarely or never requires for loans of this size
- ☐ Sometimes requires for loans of this size
- ☐ Often requires for loans of this size
- ☐ Almost always or always requires for loans of this size
- ☐ Don't know

IC.8 How does your bank rank the following aspects of a loan application for a *[Insert PRODUCT]* of approximately \$25,000 in terms of importance? An aspect is **important** if an application that displays strength in this aspect has a higher chance of approval or if an application that displays weakness in this aspect has a lower chance of approval.

For this question, rank aspects in importance from 1-6, with 1 as most important and 6 as least important.

Aspect	Most important 1st	2nd	3rd	4th	5th	Least important 6th
a. Credit scores or other information from credit bureaus	<i>[Programmer's note: Allow ranking of aspects from 1-6]</i>					
b. Geographic proximity of the business to a bank branch, loan office, or bank staff						
c. Industry-level or regional factors, including current conditions in the business's industry or region and your bank's experience in lending to the business's industry or region						
d. Qualitative factors, such as the quality of the business plan or the experience of the management team						
e. The business's financial position, such as its balance sheet, debt-service coverage ratio, or liquidity management						
f. The presence or quality of collateral or guarantees offered by the business or borrower						

Loans of \$250,000 to Small Businesses

[Loop 2: If IC.2b=Yes. Insert SIZE=250,000 and repeat IC.3 through IC.8]

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Loans of \$1,000,000 or \$3,000,000 to Small Businesses

[Loop 3:

If IC.2d=Yes. Insert SIZE=3,000,000 and repeat IC.3 through IC.8

If IC.2d=No and IC.2c=Yes. Insert SIZE=1,000,000 and repeat IC.3 through IC.8]

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ID. Automated Underwriting

About This Section

In this section, we ask about your bank's automated underwriting of any small business lending other than credit card lending. By automated underwriting we mean underwriting and decision-making that occurs without manual or human intervention.

Important Note: If your bank answered "No" to question IA.1, then your institution will not be asked to answer any of the questions here nor any remaining questions in Sections I, II, and III. Please go directly to Section IVA (page 29).

ID.1 Does your bank use a credit-scoring model (or a system of models) to partially or fully automate the underwriting or decision-making process for any applications from small business borrowers? *Please exclude any credit card lending.*

- ☐ Yes
- ☐ No

[If ID.1=Yes] ID.2 Does this credit-scoring model (or system of models) produce automatic approvals, automatic denials, or both? *Select only ONE.*

- a. Both automatic approvals and automatic denials
- b. Only automatic approvals
- c. Only automatic denials
- d. Neither automatic approvals nor automatic denials

[If ID.2=a or b] ID.3 What is the largest amount that this credit-scoring model (or system of models) will automatically approve?

\$____,____,____.00

[If ID.1=Yes] ID.4 Does your bank use this information in its credit-scoring model? *Select only ONE option for each piece of information.*

Information about owner(s) or business	Never or rarely uses	Sometimes uses	Almost always or always uses	Don't know
a. Business credit score from a credit bureau	☐	☐	☐	☐
b. Cash/liquidity position of business	☐	☐	☐	☐
c. Debt service coverage	☐	☐	☐	☐
d. Debt-to-worth	☐	☐	☐	☐
e. Delinquency history on internal accounts	☐	☐	☐	☐
f. Derogatory items on business or personal credit report	☐	☐	☐	☐
g. Existing or prior deposit relationship	☐	☐	☐	☐
h. Existing or prior loan relationship	☐	☐	☐	☐

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i. Financial strength of owner(s)	☐	☐	☐	☐
j. Loan-to-value ratio of business	☐	☐	☐	☐
k. Market conditions in business's industry or region	☐	☐	☐	☐
l. Overdraft history	☐	☐	☐	☐
m. Personal credit score of owner(s) or guarantor(s) from a credit bureau	☐	☐	☐	☐
n. Sell cycle (or liquidity) of accounts receivable or inventory	☐	☐	☐	☐
o. Willingness of owner(s) to offer collateral and quality of offered collateral	☐	☐	☐	☐
p. Willingness of owner(s) or third party to offer personal guarantee for loan	☐	☐	☐	☐
q. Other _____	☐	☐	☐	☐

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IE. Financial Technology

About This Section

In this section we ask questions about your bank's usage and development of financial technology—FinTech—and your bank's interactions with FinTech firms in connection to small business lending, which we collectively refer to as “FinTech activity.”

Please base your answers on any loan product offered by your bank to small businesses where you use or are considering using internally developed FinTech or working with FinTech firms.

FinTech

By “FinTech” we mean new business processes that use recent technological innovations to alter or improve how financial services are conducted. These processes may be for customer-facing or backend operations, and may include but are not limited to artificial intelligence and machine learning, automation, large data analysis, and mobile payments and other mobile or internet-based applications.

FinTech Firms

By “FinTech firms,” we mean firms that specialize in using FinTech. This includes both firms that lend to or otherwise interact directly with businesses and consumers, as well as firms that provide or sell FinTech to other financial institutions.

Important Note: If your bank answered “No” to question IA.1, then your institution will not be asked to answer any of the questions here nor any remaining questions in Sections I, II, and III. Please go directly to Section IVA (page 29).

IE.1 In which stages of the small business loan process does your bank use or plan to use FinTech? Include usage or planned usage of both in-house technology or through interactions with outside FinTech providers.

Select ALL that apply per small business loan process stage.

Stage of small business loan process	Usage or planned usage of FinTech					
	No plans to use FinTech	Under discussion	Under development or in pilot testing	Currently using	Don't know	Not a stage of our loan process
a. Identifying potential borrowers	☐	☐	☐	☐	☐	☐
b. Loan application submission from borrowers	☐	☐	☐	☐	☐	☐
c. Application processing by bank	☐	☐	☐	☐	☐	☐
d. Under-writing and decision-making process	☐	☐	☐	☐	☐	☐

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e. Post-decision quality control (e.g., anti-fraud)	☐	☐	☐	☐	☐	☐
f. Regulatory compliance (e.g., AML, BSA, or KYC)	☐	☐	☐	☐	☐	☐
g. Closing process	☐	☐	☐	☐	☐	☐
h. Loan funding	☐	☐	☐	☐	☐	☐
i. Loan performance tracking and servicing	☐	☐	☐	☐	☐	☐
j. Portfolio analytics	☐	☐	☐	☐	☐	☐
k. Other _____	☐	☐	☐	☐	☐	☐

[If any instance of IE.1 not = “No plans to use Fintech”, “Don’t know”, or “Not a stage”] IE.2 Is your bank currently using or planning to use any of the following ways to develop FinTech for small business lending or to interact with FinTech firms in connection to its small business lending?

Select ALL that apply per way listed.

Way of developing FinTech or interacting with FinTech firms	Usage or planned usage of FinTech						
	No plans or interest	General interest	General plans	Actively considering specific offers or plans	Conducting due diligence and compliance	Currently using	Don't know
a. Acquire existing FinTech companies to offer new products/services	☐	☐	☐	☐	☐	☐	☐
b. Develop own products/services in-house using new technologies without cooperating with FinTech companies	☐	☐	☐	☐	☐	☐	☐
c. Form commercial partnerships with existing FinTech companies to offer new products/services	☐	☐	☐	☐	☐	☐	☐
d. Invest in FinTech companies (e.g., venture capital)	☐	☐	☐	☐	☐	☐	☐
e. Participate in FinTech-related bank consortiums	☐	☐	☐	☐	☐	☐	☐
f. Participate in non-commercial partnerships with FinTech companies (e.g., through joint research or knowledge-sharing)	☐	☐	☐	☐	☐	☐	☐
g. Set-up/sponsor FinTech incubators/accelerators	☐	☐	☐	☐	☐	☐	☐
h. Other _____	☐	☐	☐	☐	☐	☐	☐

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IE.3 To what extent are each of the following factors a concern that limits or discourages your bank from using FinTech or more FinTech than current levels in your bank's small business lending, including both externally and internally developed FinTech?

Select only ONE option for each factor.

Factor	Not a concern	Small concern	Moderate concern	Large concern	Very large concern	Don't know
a. Compliance/regulatory risk	☐	☐	☐	☐	☐	☐
b. Cost (e.g., integrating with legacy IT systems, investing in human capital)	☐	☐	☐	☐	☐	☐
c. Cybersecurity risk	☐	☐	☐	☐	☐	☐
d. Don't want to share data with third parties	☐	☐	☐	☐	☐	☐
e. Lack of awareness of relevant technology	☐	☐	☐	☐	☐	☐
f. Lack of perceived benefit to my bank's current business model	☐	☐	☐	☐	☐	☐
g. Reputational risk	☐	☐	☐	☐	☐	☐
h. Other _____	☐	☐	☐	☐	☐	☐

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II. Small Business Markets and Competition

IIA. Lending Markets & Practices

About This Section

In the Screeners section, your bank's answer to S5, Top Small Business Lending Product, indicated that its highest-volume small business lending product is *[Insert PRODUCT]*, excluding credit cards and government-guaranteed products.

In this section, we ask about your bank's geographic market for *[Insert PRODUCT]* to small businesses and the practices that your bank uses within this market to generate and maintain small business lending relationships. By "geographic market" we mean the physical area or areas where your small business borrowing customers for a *[Insert PRODUCT]* are generally located.

Important Note: If your bank answered "No" to question IA.1, then your institution will not be asked to answer any of the questions here nor any remaining questions in Sections I, II, and III. Please go directly to Section IVA (page 29).

IIA.1 Generally speaking, how far in miles from your bank's physical branches and loan production offices does your geographic market for *[Insert PRODUCT]* to small businesses extend? *Select only ONE.*

- ☐ Less than 1 mile
- ☐ 1 to less than 2 miles
- ☐ 2 to less than 3 miles
- ☐ 3 to less than 5 miles
- ☐ 5 to less than 10 miles
- ☐ 10 to less than 20 miles
- ☐ 20 or more miles (specify _____)
- ☐ My bank doesn't lend based on branch footprint
- ☐ Don't know

IIA.2 How important are each of the following potential problems in determining why your bank tends to lend within its geographic market for *[Insert PRODUCT]* to small businesses? *Select only ONE option for each potential problem.*

Potential problem	Level of importance					
	Very low	Low	Moderate	High	Very high	Don't know
a. It is too difficult for loan decision-makers to know local economic conditions outside this geographic market	☐	☐	☐	☐	☐	☐
b. It is too difficult to get potential small business	☐	☐	☐	☐	☐	☐

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borrowers outside this geographic market to apply for loans with our bank due to lack of referrals or other sourcing issues						
c. It is too difficult to verify information about applicants outside this geographic market	☐	☐	☐	☐	☐	☐
d. It is too difficult to develop a deposit relationship with small business borrowers outside this geographic market	☐	☐	☐	☐	☐	☐
e. Potential small business borrowers outside this geographic market are generally too difficult to monitor	☐	☐	☐	☐	☐	☐
f. Potential small business borrowers outside this geographic market are too distant or difficult to physically visit	☐	☐	☐	☐	☐	☐
g. Potential small business borrowers outside this geographic market prefer to borrow from banks with branches closer to them	☐	☐	☐	☐	☐	☐
h. There are very few potential small business borrowers immediately outside this geographic market	☐	☐	☐	☐	☐	☐
i. There is not much demand from small business borrowers immediately outside this geographic market	☐	☐	☐	☐	☐	☐
j. Outside of this distance our branches are no longer located within specific geographic/political boundaries (e.g., county or MSA)	☐	☐	☐	☐	☐	☐
k. Other _____	☐	☐	☐	☐	☐	☐

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IIA.3 For each of the following locations or means, what loan application step can be completed by small business borrowers for a *[Insert PRODUCT]*? Select ALL that may apply for each location or means.

Location or means	Loan application step				
	Consult with a loan officer about appropriate products	Submit formal application	Submit financial statements and other documents	Sign documents for approved loan	Don't use this location or means for any of these steps
a. At a branch or loan production office	☐	☐	☐	☐	☐
b. Through an on-site visit by bank staff	☐	☐	☐	☐	☐
c. Over email, file transfer, fax, telephone, or video-conference	☐	☐	☐	☐	☐
d. Online via website or app	☐	☐	☐	☐	☐

IIA.4 How valuable do you consider each of the following methods of communication between bank staff and current or potential borrowers for generating and maintaining small business lending relationships for *[Insert PRODUCT]*? Please answer for both methods your bank uses and methods your bank does not use. Select only ONE option for each method.

Method of communication	Not at all valuable	Somewhat valuable	Moderately valuable	Very valuable	Extremely valuable	Don't know
a. In-person conversation at branches and loan production offices	☐	☐	☐	☐	☐	☐
b. On-site visit by bank staff	☐	☐	☐	☐	☐	☐
c. Contact by bank staff using email, file transfer, fax, telephone, or video-conference	☐	☐	☐	☐	☐	☐
d. Online via website or app	☐	☐	☐	☐	☐	☐

IIA.5 Which of the following practices does your bank use to generate and maintain small business lending relationships for *[Insert PRODUCT]*? Select only ONE option for each practice.

Practice	My bank uses	My bank does not use	Don't know
Staff Interactions with Borrowers			
a. Employ dedicated staff to assist potential small business borrowers	☐	☐	☐
b. Encourage knowledgeable staff to regularly share expertise with existing borrowers	☐	☐	☐
c. Have staff engage in off-premises social engagements with borrowers (e.g., dinners or golf outings)	☐	☐	☐
d. Host or sponsor educational workshops for existing or potential borrowers	☐	☐	☐

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e. Maintain long term consistency in assignment of loan officers or other staff to borrowers	☐	☐	☐
f. Request that staff actively develop relationships that accumulate knowledge about borrowers' distinct circumstances	☐	☐	☐
g. Other _____	☐	☐	☐
External Sources & Outreach			
h. Attend conventions, industry events, or trade shows	☐	☐	☐
i. Paid advertising	☐	☐	☐
j. Participate in community involvement and service (e.g., board participation, networking events, and other sponsorships)	☐	☐	☐
k. Rely on customer referrals ("word of mouth")	☐	☐	☐
l. Rely on professional referrals from local accountants, attorneys, or other "centers of influence"	☐	☐	☐
m. Use brokers or engage in indirect lending	☐	☐	☐
n. Use lead generators or purchase lists of prospective clients	☐	☐	☐
o. Other _____	☐	☐	☐
Borrower Services & Convenience			
p. Accept walk-ins	☐	☐	☐
q. Offer card payment processing	☐	☐	☐
r. Offer cash transfer services or payment systems	☐	☐	☐
s. Offer check cashing services	☐	☐	☐
t. Offer a mobile app	☐	☐	☐
u. Offer payroll services	☐	☐	☐
v. Offer remote deposit capture	☐	☐	☐
w. Open new branches or loan offices in locations convenient for current or potential borrowers	☐	☐	☐
x. Provide business hours longer than 9am to 5pm	☐	☐	☐
y. Other _____	☐	☐	☐

IIA.6 How valuable do you consider each of the following practices in terms of their ability to generate and maintain small business lending relationships for *[Insert PRODUCT]*? Please answer for both practices your bank uses and practices your bank does not use. *Select only ONE option for each practice.*

Practice	Not at all valuable	Somewhat valuable	Moderately valuable	Very valuable	Extremely valuable	Don't know
<i>[Programmer's note: Repeat IIA.5 options]</i>	☐	☐	☐	☐	☐	☐

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IIB. Competitors and Competitive Advantages

About This Section

In this section, we ask about your bank's competitors for small business lending, and whether your bank or your competitors have an advantage in different areas related to small business lending. By "advantage" we mean being in a more favorable position to conduct small business lending for the particular area.

Small Business

We understand that your bank's internal definition for small business lending may differ from the definitions used by other banks and from regulatory definitions (for example, those used by the Call Report, the Community Reinvestment Act, or the Small Business Administration).

For this survey we ask that you use your bank's own formal or informal definitions for what it considers a "small business." This includes the possibility that your bank considers all of its business borrowers to be small businesses, or the possibility that your bank has multiple divisions that serve small businesses.

Important Note: If your bank answered "No" to question IA.1, then your institution will not be asked to answer any of the questions here nor any remaining questions in Sections I, II, and III. Please go directly to Section IVA (page 29).

IIB.1 How often does your bank compete with each of these financial institutions for small business borrowers? **Exclude** any competition based solely on PPP loans. *Select only ONE option for each financial institution.*

Financial institution	Never or rarely	Some-times	Often	Most of the time	Don't know
Local Banks (with a branch or loan office in your market)					
a. Small banks with local presence (less than \$1 billion in assets)	☐	☐	☐	☐	☐
b. Mid-sized banks with local presence (\$1 billion to \$10 billion in assets)	☐	☐	☐	☐	☐
c. Large banks with local presence (\$10 billion to \$250 billion in assets)	☐	☐	☐	☐	☐
d. Very large banks with local presence (\$250+ billion in assets)	☐	☐	☐	☐	☐
Non-local Banks (with no branch or loan office in your market)					
e. Small banks with no local presence (less than \$1 billion in assets)	☐	☐	☐	☐	☐
f. Mid-sized banks with no local presence (\$1 billion to \$10 billion in assets)	☐	☐	☐	☐	☐
g. Large banks with no local presence (\$10 to \$250 billion in assets)	☐	☐	☐	☐	☐

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h. Very large banks with no local presence (\$250+ billion in assets)	☐	☐	☐	☐	☐
Non-bank Institutions					
i. Credit card issuer	☐	☐	☐	☐	☐
j. Credit unions	☐	☐	☐	☐	☐
k. Non-bank online lenders	☐	☐	☐	☐	☐
l. Other financing companies	☐	☐	☐	☐	☐
m. Other _____	☐	☐	☐	☐	☐

IIB.2 Compared to your **general field of competitors** that you just noted, do your competitors or does your bank have an advantage in each of the following general areas for small business lending? *Select only ONE option for each area.*

General area	Comp- etitors have big advan- tage	Comp- etitors have advan- tage	Neither my bank nor top competitor has advantage	My bank has advan- tage	My bank has big advan- tage	Don't know
a. Convenience <i>Examples: Breadth of credit and other services offered; convenience and number of locations</i>	☐	☐	☐	☐	☐	☐
b. Customer-facing technology <i>Examples: Online and mobile services; remote deposit capture; chatbots or other interactive technologies</i>	☐	☐	☐	☐	☐	☐
c. Customer service <i>Examples: Established relationships between borrowers and your staff; personal attention given to borrowers; quality of your staff including experience and knowledge</i>	☐	☐	☐	☐	☐	☐
d. Interest rates and pricing <i>Examples: Interest rates; pricing of fees; term structure; flexibility in pricing or loan structure</i>	☐	☐	☐	☐	☐	☐
e. Lending flexibility <i>Examples: Ability or willingness to lend to marginal borrowers; flexibility in collateral requirements; willingness to accept alternative forms of documentation</i>	☐	☐	☐	☐	☐	☐
f. Outreach, sourcing, and reputation <i>Examples: Paid advertising; positive reputation; referral network; staff knowledge of potential borrowers</i>	☐	☐	☐	☐	☐	☐

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g. Risk management and cost control <i>Examples: Ability to accurately assess lending risk; ability to monitor borrowers; ability to diversify risk; cost control</i>	☐	☐	☐	☐	☐	☐
h. Speed of service <i>Examples: Decision or funding speed</i>	☐	☐	☐	☐	☐	☐

IIB.3 Compared to your **general field of competitors** that you just noted, do your competitors or does your bank have an advantage in each of the following **specific** areas for small business lending? *Select only ONE option for each area.*

Area	Comp- etitors have big advantage	Comp- etitors have advantage	Neither my bank nor top competitor has advantage	My bank has advant- age	My bank has big advant- age	Don't know
a. Credit products offered	☐	☐	☐	☐	☐	☐
b. Breadth of other services offered besides credit products	☐	☐	☐	☐	☐	☐
c. Established relationships between borrowers and staff	☐	☐	☐	☐	☐	☐
d. Flexibility in collateral requirements	☐	☐	☐	☐	☐	☐
e. Flexibility in pricing or loan structure	☐	☐	☐	☐	☐	☐
f. Willingness to accept alternative forms of documentation	☐	☐	☐	☐	☐	☐
g. Ability to accurately assess lending risk	☐	☐	☐	☐	☐	☐
h. Ability or willingness to lend to marginal borrowers	☐	☐	☐	☐	☐	☐
i. Decision speed	☐	☐	☐	☐	☐	☐
j. Funding speed	☐	☐	☐	☐	☐	☐

IIB.4 In your opinion, from the **perspective of your bank's existing and potential small business borrowers**, how important are each of the following areas?

By "important," we mean that this is "something that you believe small business borrowers care about" when they are looking for a loan. Select only ONE option for each area.

Area	Level of importance					
	Very low	Low	Moderate	High	Very high	Don't know
a. Convenience	☐	☐	☐	☐	☐	☐
b. Customer-facing technology	☐	☐	☐	☐	☐	☐
c. Customer service	☐	☐	☐	☐	☐	☐

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d. Interest rates and pricing	☐	☐	☐	☐	☐	☐
e. Lending flexibility	☐	☐	☐	☐	☐	☐
f. Outreach, sourcing, and reputation	☐	☐	☐	☐	☐	☐
g. Risk management and cost control	☐	☐	☐	☐	☐	☐
h. Speed of service	☐	☐	☐	☐	☐	☐

*The following questions ask about the general advantages of different types of financial institutions in small business lending. Please answer based on your understanding of small business lending, **regardless of whether or not your bank competes directly with each type of financial institution.***

IIB.5 In your opinion, in which areas (if any) do **credit unions** generally have an advantage in lending to small businesses? *Select ALL areas that apply.*

- ☐ Convenience
- ☐ Customer-facing technology
- ☐ Customer service
- ☐ Interest rates and pricing
- ☐ Lending flexibility
- ☐ Outreach, sourcing, and reputation
- ☐ Risk management and cost control
- ☐ Speed of service
- ☐ None of these areas

IIB.6 In your opinion, in which areas (if any) do **non-bank online lenders** generally have an advantage in lending to small businesses? *Select ALL areas that apply.*

- ☐ Convenience
- ☐ Customer-facing technology
- ☐ Customer service
- ☐ Interest rates and pricing
- ☐ Lending flexibility
- ☐ Outreach, sourcing, and reputation
- ☐ Risk management and cost control
- ☐ Speed of service
- ☐ None of these areas

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III. Coronavirus Pandemic, SBA Lending, and Selling of Loans

IIIA. Coronavirus Pandemic Response

About This Section

Beginning in early 2020, the United States was affected by the coronavirus pandemic. In this section we ask about your bank's experience in dealing with the pandemic and the impact of the government's response to the pandemic on your bank, as it relates to your bank's small business lending activity.

Important Note: If your bank answered "No" to question IA.1, then your institution will not be asked to answer any of the questions here nor any remaining questions in Sections I, II, and III. Please go directly to Section IVA (page 29).

IIIA.1 Did your bank experience this problem in relation to your bank's small business lending activity, as a result of the coronavirus pandemic or the government's response to the pandemic (whether federal, state, or local)? *Select only ONE option for each problem.*

Problem	Did not experience	Experienced somewhat	Experienced as a serious problem	Don't know
a. Declining demand for funding from existing or potential small business borrowers	☐	☐	☐	☐
b. Declining net interest margin	☐	☐	☐	☐
c. Decreased creditworthiness of existing or potential small business borrowers	☐	☐	☐	☐
d. Increased competition from banks or credit unions	☐	☐	☐	☐
e. Increased competition from FinTech lenders, government lenders, or sources of financing other than banks or credit unions	☐	☐	☐	☐
f. Increased volatility of credit spreads	☐	☐	☐	☐
g. Operational issues due to social distancing (e.g., lack of face-to-face interaction, working off-site)	☐	☐	☐	☐
h. Staffing shortages or operational difficulties from implementation of the Paycheck Protection Program	☐	☐	☐	☐
i. Other _____	☐	☐	☐	☐

IIIA.2 Did your bank take any of the following actions in response to the coronavirus pandemic in relation to your bank's small business lending activity? *Select only ONE option for each action.*

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Action	Yes, my bank took this action	No, my bank did not take this action	Don't know
a. Adjusted credit criteria for small business loans	☐	☐	☐
b. Expanded ability for small business customers to apply for loans online or over the telephone (when they were not previously allowed to do so)	☐	☐	☐
c. Made modifications to existing small business loans	☐	☐	☐
d. Set up teleworking for bank employees who work in small business lending	☐	☐	☐
e. Initiated or accelerated expansion plans or technology investment for small business lending	☐	☐	☐
f. Suspended or delayed expansion plans or technology investment for small business lending	☐	☐	☐
g. Other _____	☐	☐	☐

Paycheck Protection Program (PPP)

IIIA.3 Did your bank make PPP loans during the following periods? *Select only ONE option for each round.*

PPP Round	Yes, my bank made PPP loans this round	No, my bank did not make PPP loans this round
a. April to August 2020	☐	☐
b. January to May 2021	☐	☐

[If IIIA.3a=YES or IIIA.3b=YES] IIIA.4 Which of the following statements best describes your bank's subsequent **lending** relationship with small business customers it first engaged with through the PPP ("new customers")? *Select only ONE.*

- ☐ Most or all of the new customers subsequently applied for non-PPP loans with my bank
- ☐ Some of the new customers subsequently applied for non-PPP loans with my bank
- ☐ Few of the new customers subsequently applied for non-PPP loans with my bank
- ☐ None or almost none of the new customers subsequently applied for non-PPP loans from my bank
- ☐ My bank only made PPP loans to existing customers
- ☐ Don't know

[If IIIA.3a=YES or IIIA.3b=YES] IIIA.5 Which of the following statements best describes your bank's subsequent **deposit** relationship with its new small business customers? *Select only ONE.*

- ☐ Most or all of the new customers started and maintained a deposit relationship with my bank
- ☐ Some of the new customers started and maintained a deposit relationship with my bank
- ☐ Few of the new customers started and maintained a deposit relationship with my bank
- ☐ None or almost none of the new customers started and maintained a deposit relationship with my bank
- ☐ My bank only made PPP loans to existing customers
- ☐ Don't know

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IIIB. SBA Lending

About This Section

In this section, we ask about your bank's Small Business Administration (SBA) lending.

Important Note: If your bank answered "No" to question IA.1, then your institution will not be asked to answer any of the questions here nor any remaining questions in Sections I, II, and III. Please go directly to Section IVA (page 29).

IIIB.1 In calendar year 2021, did your bank originate any SBA-guaranteed loans, outside of PPP loans?

- ☐ Yes
- ☐ No

IIIB.2 Regardless of whether your bank participated in any SBA program (outside of the PPP) in calendar year 2021, did any of the following reasons discourage or limit your participation?

Select only ONE option for each reason.

Reason	Yes, limited our participation	No, did not our limit participation	Don't know
a. Applicants qualify for our other loan products	☐	☐	☐
b. Concerns about compliance with origination guidelines	☐	☐	☐
c. Concerns about compliance with servicing guidelines	☐	☐	☐
d. Concerns about holding all or portions of the loans on our balance sheet	☐	☐	☐
e. Difficulty of participating in the secondary market	☐	☐	☐
f. Difficulty of obtaining the required expertise and personnel for SBA lending	☐	☐	☐
g. High administrative costs of participation	☐	☐	☐
h. High startup costs (other than personnel)	☐	☐	☐
i. Other regulatory or compliance concerns	☐	☐	☐
j. Other _____	☐	☐	☐

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IIIC. Sales of Small Business Loans

About This Section

In this section, we ask about the extent to which your bank sells any of its small business loans.

Important Note: If your bank answered “No” to question IA.1, then your institution will not be asked to answer any of the questions here nor any remaining questions in Sections I, II, and III. Please go directly to Section IVA (page 29).

IIIC.1 In calendar year 2021, did your bank sell any or any portion of the small business loans that it made? Include loans sold in a secondary market or through a centralized hub even if you retained a portion of the loan or the servicing rights.

Select only ONE option for each loan product type.

Loan product type	Sold none or only rarely	Sold some	Sold most	Sold all	No origin- ations	Don't know
Non-Government Guaranteed						
a. Credit cards (where my bank holds the portfolio)	☐	☐	☐	☐	☐	☐
b. Lines of credit	☐	☐	☐	☐	☐	☐
c. Letters of credit	☐	☐	☐	☐	☐	☐
d. Loan products using automated approval decisions (other than credit card)	☐	☐	☐	☐	☐	☐
e. Term loans	☐	☐	☐	☐	☐	☐
f. Other: _____	☐	☐	☐	☐	☐	☐
Government Guaranteed						
g. SBA CDC/504 Loans	☐	☐	☐	☐	☐	☐
h. SBA 7(a) Loans: guaranteed portion	☐	☐	☐	☐	☐	☐
i. SBA 7(a) Loans: non-guaranteed portion	☐	☐	☐	☐	☐	☐
j. USDA Loans: guaranteed portion	☐	☐	☐	☐	☐	☐
k. USDA Loans: non-guaranteed portion	☐	☐	☐	☐	☐	☐
l. Other Loans: guaranteed portion	☐	☐	☐	☐	☐	☐
m. Other Loans: non-guaranteed portion	☐	☐	☐	☐	☐	☐

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IV. Measurement of Business Lending

IVA. Originations in 2021

About This Section

In this section we ask quantitative questions about loan originations by your bank in calendar year 2021. In particular, we are interested in your bank's lending for business purposes. Unless otherwise specified, when answering these questions please use the "lending for business purposes" definition below, rather than standard regulatory definitions, to classify loans.

The questions your bank sees in this section depend on your answers to the Screeners section. Specifically, your responses to S1 (for banks of all sizes) and S2 (for banks with assets greater than \$1 billion) indicate that your bank's core data systems are systematically able to retrieve data by the relevant category.

Lending for Business Purposes

By "lending for business purposes" we mean lending to businesses of all sizes:

Exclude

- Paycheck Protection Program (PPP) loans
- Agricultural lending
- Loans for investment in real estate where loan repayment primarily depends on leasing income or resale of the property
 - E.g., loans for the improvement, purchase, or refinancing of
 - Residential properties (including "flipping")
 - Non-owner-occupied commercial real estate
 - ADC (Acquisition, Development, & Construction) loans

Include

- Unsecured lending
- Business credit cards
- Lines and letters of credit
- Government guaranteed lending (other than PPP loans)
- Lending made through third parties
- Lending primarily secured by non-real estate assets
 - E.g., automobiles, equipment, inventory
- Lending for the purpose of improving, purchasing, or refinancing owner-occupied commercial real estate
- Lending primarily secured by real estate
 - E.g., a loan for working capital secured by the owner's primary residence
 - E.g., a loan for equipment secured by non-owner-occupied commercial real estate

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Lending for All Purposes

IVA.1 In calendar year 2021, what was the total dollar amount of originations (both new lending and renewals) your bank committed for **any purpose**, inclusive of agricultural, commercial, consumer, and real estate-related lending?

- Exclude all PPP loans
- For renewals, include the whole amount of the renewal
- For lines of credit, include the entire amount committed at origination
- Include non-portfolio lending that was originated for sale

\$_____,_____,_____.00

Lending for Business Purposes

[If S1a=Yes] IVA.2 We will be asking questions related to your bank's total dollar amount of originations (both new lending and renewals) committed for **business purposes** in calendar year 2021. *Select only ONE option for each lending type.*

Refer to the "About This Section" box at the beginning of the section for this survey's definition of "lending for business purposes."

As part of calculating this total will your bank exclude... ?	Yes, will exclude	No, cannot easily exclude	Not applicable
a. PPP loans	☐	☐	☐
b. Agricultural lending	☐	☐	☐
c. Lending for the improvement, purchase, or refinancing of single family residential real estate	☐	☐	☐
d. Lending for the improvement, purchase, or refinancing of multi-family residential real estate	☐	☐	☐
e. Lending for the improvement, purchase, or refinancing of non-owner-occupied commercial real estate	☐	☐	☐
f. Acquisition, Development, & Construction (ADC) loans	☐	☐	☐
As part of calculating this total will your bank include... ?	Yes, will include	No, cannot easily include	Not applicable
g. Renewals	☐	☐	☐
h. Credit card lending	☐	☐	☐
i. Lines and letters of credit	☐	☐	☐
j. Government guaranteed lending (other than PPP)	☐	☐	☐
k. Lending made through third parties	☐	☐	☐
l. Lending secured by non-real estate assets	☐	☐	☐
m. Lending secured by owner-occupied commercial real estate	☐	☐	☐
n. Lending for business purposes but primarily secured by residential real estate	☐	☐	☐

[If S1a=Yes] IVA.3 You reported *[Insert amount reported in IVA.1]* as the total dollar amount of origination dollars (both new lending and renewals) committed by your bank for any purpose in calendar year 2021. Of that total, what was the total loan dollar amount committed for **business purposes to businesses of any size**?

\$_____,_____,_____.00

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Important Note: If your bank had assets of less than \$1 billion in the third quarter of 2021, please skip questions IVA.4 through IVA.7 and go directly to question IVA.8a.

[Programmer's note: SKIP IVA.4 to IVA.7 if respondent is in Strata 1 or 2 (banks with less \$1B in assets)]

Lending for Business Purposes Made Through Different Programs or Using Residential Collateral

You reported *[Insert amount reported in IVA.3]* as the total dollar amount of originations (both new lending and renewals) committed for business purposes in calendar year 2021. Of that total, what was the total dollar amount committed for **business purposes** that was extended through the **following lending programs or products?**

<i>Programmer's notes:</i>	My bank originated for business purposes in calendar year 2021	Dollar amounts
<i>[If S2d=Yes]</i>	IVA.4 Lending made using automated or algorithm-based decision-making (i.e., no human intervention is required) to determine approval <i>Exclude:</i> <ul style="list-style-type: none"> • Credit card lending • Government guaranteed lending <i>Include:</i> <ul style="list-style-type: none"> • Any lending made through third parties that meets this definition 	\$____,____,____.00
<i>[If S2a=Yes]</i>	IVA.5 Lending made through 7(a) and other SBA programs (excluding PPP loans)	\$____,____,____.00
<i>[If S2e=Yes]</i>	IVA.6 Lending made through third parties using programs targeted at small businesses <i>Include:</i> <ul style="list-style-type: none"> • Brokers • FinTech partners • Any other non-governmental third party lenders 	\$____,____,____.00
<i>[If S1f=Yes]</i>	IVA.7 Lending that was primarily secured by 1-4 family residential properties <i>For example:</i> <ul style="list-style-type: none"> • Term loan for business purposes, primarily secured by the primary residence of the owner • Lines of credit for working capital, primarily secured by the primary residence of the owner 	\$____,____,____.00

Important Note: If your bank had assets of \$1 billion or more in the third quarter of 2021, please skip question IVA.8a and go directly to IVA.8b.

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[Programmer's note: SKIP IVA.8a if respondent is in Strata 3, 4, 5, or 6 (banks with at least \$1B in assets)]

Lending for Business Purposes by Commitment Size

[If S1a=Yes] IVA.8a You reported *[Insert amount reported in IVA.3]* as the total dollar amount of originations (both new lending and renewals) committed for business purposes in calendar year 2021. Of that total, what were the dollar amounts committed for **business purposes** for each group of **loan or commitment sizes** at origination?

<i>Programmer's notes:</i>	Size at origination	Dollar amount of originations for business purposes
<i>[If S1b=Yes or S1c=Yes]</i>	≤ \$1M	\$____,____,____.00
<i>[If S1c=Yes]</i>	> \$1M to ≤ \$5M	\$____,____,____.00
<i>[If S1c=Yes]</i>	> \$5M to ≤ \$10M	\$____,____,____.00
<i>[If S1c=Yes]</i>	> \$10M	\$____,____,____.00

Important Note: If your bank had assets of less than \$1 billion in the third quarter of 2021, please skip questions IVA.8b through IVA.16 and go directly to question IVA.17.

[Programmer's note: SKIP IVA.8b if respondent is in Strata 1 or 2 (banks with less \$1B in assets)]

Lending for Business Purposes by Commitment and Borrower Size

You reported *[Insert amount reported in IVA.3]* as the total dollar amount of originations (both new lending and renewals) committed for business purposes in calendar year 2021. Of that total, for the **commitment sizes** below, what were the dollar amounts committed for **business purposes**?

<i>Programmer's notes:</i>	Business gross annual revenue (GAR)	Dollar amount of originations for business purposes			
		Size of loan or commitment at origination			
		<i>Programmer's notes:</i>			
		<i>[If S1b=Yes or S1c=Yes]</i>	<i>[If S1c=Yes]</i>	<i>[If S1c=Yes]</i>	<i>[If S1c=Yes]</i>
		≤ \$1M	> \$1M to ≤ \$5M	> \$5M to ≤ \$10M	> \$10M
<i>[If S1a=Yes]</i>	IVA.8b All businesses (regardless of GAR)				

[Programmer's note: SKIP IVA.9 to IVA.13 if respondent is in Strata 1 or 2 (banks with less \$1B in assets)]

For each **commitment size**, what were the dollar amounts committed for **business purposes** that were extended to businesses with the following **gross annual revenues (GAR)**?

Note that each column below should sum to equal the amount in the corresponding column above.

Either GAR at origination or most recent GAR is acceptable.

<i>Programmer's notes:</i>	Business gross annual revenue (GAR)	Dollar amount of originations for business purposes			
		Size of loan or commitment at origination			
		<i>Programmer's notes:</i>			
		<i>[If S1b=Yes or S1c=Yes]</i>	<i>[If S1c=Yes]</i>	<i>[If S1c=Yes]</i>	<i>[If S1c=Yes]</i>
		≤ \$1M	> \$1M to ≤ \$5M	> \$5M to ≤ \$10M	> \$10M

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<i>[If S1d=Yes or S1e=Yes]</i>	IVA.9 GAR ≤ \$1M				
<i>[If S1e=Yes]</i>	IVA.10 GAR > \$1M to ≤ \$5M				
<i>[If S1e=Yes]</i>	IVA.11 GAR > \$5 to ≤ \$10M				
<i>[If S1e=Yes]</i>	IVA.12 GAR >\$10M				
<i>[If S1e=Yes]</i>	IVA.13 GAR unknown or not available				

[Programmer's note: SKIP IVA.14 to IVA.16 if respondent is in Strata 1 or 2 (banks with less \$1B in assets)]

Credit Card Lending for Business Purposes

[If S2c=Yes] You reported *[Insert amount reported in IVA.3]* as the total dollar amount of originations (both new lending and renewals) committed for business purposes in calendar year 2021. Of that total, what were the credit card dollar amounts committed for **business purposes** in calendar year 2021 to businesses with the following **gross annual revenues (GAR)**?

Either GAR at origination or most recent GAR is acceptable.

Credit card commitments for business purposes in calendar year 2021	Dollar amounts
IVA.14 Lending to businesses where GAR is not available in your core data system or unknown	\$____,____,____.00
IVA.15 Lending to businesses with GAR of less than or equal to \$10M	\$____,____,____.00
IVA.16 Lending to businesses with GAR of greater than \$10M	\$____,____,____.00

Commercial and Industrial Lending

Unlike previous questions about your bank's originations for business purposes, now we turn to the subset of this lending that can be classified as **Commercial and Industrial (C&I)** using the [definition provided in pages 18 to 20 for Call Report Schedule RC-C](#). Generally, these are loans for commercial purposes that are not secured by real estate.

In calendar year 2021, what was the **number and total dollar amount** of originations (both new lending and renewals) that were **C&I loans with a loan size of \$1 million or less** at origination?

IVA.17 Number of new or renewed C&I loans \$1 million or less at origination	____,____,____
IVA.18 Dollar amount of new or renewed C&I loans \$1 million or less at origination	\$____,____,____.00

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IVB. Outstanding Call Report C&I Loan Balances

About This Section

In the following questions, we ask questions by loan size about your bank's outstanding Call Report C&I loan balances on December 31st, 2021. For these questions please use the [definition for C&I lending from pages 18 to 20 of Call Report Schedule RC-C](#).

The questions your bank sees in this section depend on your answers to the Screeners section. Specifically, if your bank's response to S3 (Call Report) indicates that your bank's core data systems are systematically able to retrieve data by the relevant category.

Regulatory Call Reports collect data on outstanding Commercial and Industrial (C&I) loan balances that were \$1 million or less at the time of origination. Commitments smaller than \$1 million are commonly used as a proxy for small business lending but many loans to small businesses are greater than \$1 million. In this section, we aim to measure the amount of lending that occurs through these larger loans.

Important Note:

If your bank had assets of less than \$1 billion in the third quarter of 2021, please answer question IVB.1a only.

If your bank had assets of \$1 billion or more in the third quarter of 2021, please skip question IVB.1a and go directly to question IVB.1b.

[Programmer's note: SKIP IVB.1a if respondent is in Strata 3, 4, 5, or 6 (banks with at least \$1B in assets)]

IVB.1a Looking at the **outstanding C&I loan balances** reported on your bank's **December 31st, 2021 Call Report**, what were the outstanding loan dollar amounts for each of these loan sizes at the time of origination?

<i>Programmer's notes:</i>	Loan size at time of origination	Dollar amount of outstanding C&I loan balances
<i>[If S3a=Yes or S3b=Yes]</i>	≤ \$1M	\$____,____,____.00
<i>[If S3b=Yes]</i>	> \$1M to ≤ \$5M	\$____,____,____.00
<i>[If S3b=Yes]</i>	> \$5M to ≤ \$10M	\$____,____,____.00
<i>[If S3b=Yes]</i>	> \$10M	\$____,____,____.00

[Programmer's note: SKIP IVB.1b if respondent is in Strata 1 or 2 (banks less than \$1B in assets)]

IVB.1b Looking at the **outstanding C&I loan balances** reported on your bank's **December 31st, 2021 Call Report**, what were the outstanding loan dollar amounts for each of these **loan sizes** at the time of origination?

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Programmer's notes:	Dollar amount of outstanding C&I loan balances				
	Business gross annual revenue (GAR)	Loan size at time of origination			
		Programmer's notes:			
		[If S3a=Yes or S3b=Yes]	[If S3b=Yes]	[If S3b=Yes]	[If S3b=Yes]
		≤ \$1M	> \$1M to ≤ \$5M	> \$5M to ≤ \$10M	> \$10M
None	IVB.1b All businesses (regardless of GAR)				

[Programmer's note: SKIP IVB.2 to IVB.6 if respondent is in Strata 1 or 2 (banks less than \$1B in assets)]

For each **loan size**, what were the outstanding loan dollar amounts that were extended to businesses with the following **gross annual revenues (GAR)**?

Note that each column below should sum to equal the amount in the corresponding column above.

Either GAR at origination or most recent GAR is acceptable.

Programmer's notes:	Dollar amount of outstanding C&I loan balances				
	Business gross annual revenue (GAR)	Loan size at time of origination			
		Programmer's notes:			
		[If S3a=Yes or S3b=Yes]	[If S3b=Yes]	[If S3b=Yes]	[If S3b=Yes]
		≤ \$1M	> \$1M to ≤ \$5M	> \$5M to ≤ \$10M	> \$10M
[If S3c=Yes or S3d=Yes]	IVB.2 GAR ≤ \$1M				
[If S3d=Yes]	IVB.3 GAR > \$1M to ≤ \$5M				
[If S3d=Yes]	IVB.4 GAR > \$5M to ≤ \$10M				
[If S3d=Yes]	IVB.5 GAR > \$10M				
[If S3d=Yes]	IVB.6 GAR unknown or not available				

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