

# Survey on Financing of Small and Medium Enterprises

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(Specifications for CATI Application)

(Fall/2002)

For information only

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

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## SPECIFICATION CONVENTIONS

### QUESTION TEXT:

UPPERCASE: Interviewer instruction

PROMPT: Read if necessary

READ: Read to all respondents

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

### ANSWER CATEGORIES:

Lowercase: Read response categories to respondent

UPPERCASE: Do not read categories to respondent

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

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

### ORGANIZATION:

A. Major section

A1 Question

A1.1 Inserted question

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

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## **A. FRAME MAINTENANCE**

**READ:** Hello, my name is (interviewer) and I am calling from Statistics Canada. Your Business has been selected to participate in a national survey on the financing of small and medium businesses in Canada. The survey is designed to find out what kinds of financing small and medium enterprises are using, and to collect information on recent attempts to obtain new financing.

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

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

BEFORE WE BEGIN I WOULD LIKE TO INFORM YOU THAT A SUPERVISOR MAY LISTEN TO THE CALL FOR THE PURPOSE OF QUALITY CONTROL.

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

Frame Maintenance Section 02-Legal Name Modification  
Frame Maintenance Section 04-Trade (Business) Name Modification  
Frame Maintenance Section 14A-Survey Contact  
Frame Maintenance Section 14B-Backup Survey Contact  
Frame Maintenance Section 17-Questionnaire Coverage  
Frame Maintenance Section 05-Civic Address  
Frame Maintenance Section 01-Contact and Frame Comments  
Frame Maintenance Section 10-Increase in size  
Frame Maintenance Section 11-Decrease in size  
Frame Maintenance Section 18-Reporting Arrangement Comments

## B. SCREENING INFORMATION

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

**READ** : Please answer the following questions based on the situation of your business on December 31<sup>st</sup>, 2001

**B.1** Did the business have commercial operation at any time during calendar year 2001?<sup>2000.</sup>

1= YES

3= NO → **READ** : Since this survey is for small and medium businesses with commercial operations in 2001, we will not need to proceed with the survey. Thank you for your participation.

8= REFUSED

9= DON'T KNOW

**B.2** On average, how many paid full-time employees --excluding contract workers- did the business have during calendar year 2001?

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

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

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

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

**B.3** On average, how many paid part-time employees --excluding contract workers- did the business have during calendar year 2001?

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

**PROMPT** : We need to know the average number of part-time employees during the part of 2001 that the firm was in business (Part-time employees are those who work less than 30 hours). Could you give an estimate ?

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

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

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

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

3= NO

8= REFUSED

9= DON'T KNOW

**B.5** Was the business a co-operative on December 31<sup>st</sup>, 2001? <sup>2004.</sup>

1= YES → **READ:** Since this survey is for private corporations, sole proprietorships or partnerships, we will not need to proceed with the survey. Thank you for your participation.

3= NO

8= REFUSED

9= DON'T KNOW

**B.6** On December 31<sup>st</sup>, was the business listed on a stock exchange? <sup>2005.</sup>

1= YES

3= NO

8= REFUSED

9= DON'T KNOW

**B.7** Was the business either a parent or holding company that owned other businesses on December 31<sup>st</sup>, 2001? <sup>2006.</sup>

1= YES

3= NO

8= REFUSED

9= DON'T KNOW

**B.8** Was the business either a partly – or a wholly-owned subsidiary of a parent or holding company on December 31<sup>st</sup>, 2001? <sup>2007.</sup>

1= YES

3= NO → **GO TO B.10**

8= REFUSED → **GO TO B.10**

9= DON'T KNOW → **GO TO B.10**

**B.9** On December 31<sup>st</sup> 2001, what percentage of the ownership was held by the parent company? <sup>2008.</sup>

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

\_\_\_\_\_ %

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

**B.10** Was the business a joint-venture on December 31<sup>st</sup> , 2001? <sup>2009.</sup>

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

3= NO

8= REFUSED

9= DON'T KNOW

**B.11** What was the firm's total gross revenue for fiscal year 2001? <sup>2010.</sup>

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

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

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

**B.12** Was the business owned by a municipal, provincial or federal government agency on December 31<sup>st</sup> , 2001? <sup>2011.</sup>

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

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

Thank you for your participation.

3= NO

8= REFUSED

9= DON'T KNOW

## C. FINANCING REQUESTED IN 2001

**C.1** During 2001, did the business or its owners approach any type of credit supplier to request new or additional credit for business purposes? This could include any request for a new term loan, mortgage loan, line of credit or credit card, or any request for an increase to existing credit limits. <sup>3000</sup>

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

**C.2** What was the name of the LAST financial institution or credit supplier that the business approached during 2001 to request new or additional credit?

ENTER NAME OF LAST CREDIT SUPPLIER APPROACHED  
(CS) \_\_\_\_\_ <sup>3001</sup>

- 8=REFUSED
- 9=DON'T KNOW

**C.3** During 2001, did the business request any leasing agreements to finance any equipment or other assets? <sup>3002</sup>

- 1= YES
- 3= NO → GO TO C.5
- 8= REFUSED → GO TO C.5
- 9= DON'T KNOW → GO TO C.5

**C.4** What was the name of the LAST leasing company that the business approached during 2001?

ENTER NAME OF LAST CREDIT SUPPLIER APPROACHED  
(LEA) \_\_\_\_\_ <sup>3003</sup>

- 8=REFUSED
- 9=DON'T KNOW

**C.5** During 2001, did the business request any equity financing? This could include any request for new or additional financing from an investor, venture capital supplier, or friend or family member in exchange for a share of the ownership of the business. <sup>3004</sup>

**PROMPT :** Equity financing is the exchange of ownership in a company for financing.

- 1= YES
- 3= NO → GO TO C.7
- 8= REFUSED → GO TO C.7
- 9= DON'T KNOW → GO TO C.7



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

ENTER NAME OF LAST INVESTOR APPROACHED  
(INV) \_\_\_\_\_ 3005  
8= REFUSED  
9= DON'T KNOW

**C.7** Did the business request a grant or subsidy from a government or community program during 2001? 3014

1= YES  
3= NO → IF C.1=NO AND C.3=NO AND C.5=NO THEN GO TO C.10, OR ELSE GO TO SECTION D  
8= REFUSED → GO TO SECTION D  
9= DON'T KNOW → GO TO SECTION D

**C.8** What was the name of the LAST government or community program approached during 2001? \_\_\_\_\_ 3015

**C.9 A)** Did the business obtain from this government or community program in 2001? 3016

1= No financing was obtained as a result of this request. → GO TO SECTION D  
2= Financing was obtained. → GO TO SECTION C9B

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

AMOUNT: \$ \_\_\_\_\_ 3017 → GO TO SECTION D

**C.10** Why did the business not attempt to obtain new financing in 2001?

**MARK ALL THAT APPLY**

- a) Financing not needed 3006
  - b) Thought the request would be turned down 3007
  - c) Applying for financing is too difficult 3008
  - d) Applying for financing is too time consuming 3009
  - e) Cost of debt financing is too high 3010
  - f) Don't like to be in debt 3011
  - g) Other 3012 (Specify) \_\_\_\_\_ 3013
- GO TO SECTION G

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

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

**READ :** I have some questions regarding the last request for credit made to [CS] during 2001.

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

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

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

**READ LIST AND MARK ALL THAT APPLY**

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

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

**READ LIST IF NECESSARY AND MARK ALL THAT APPLY**

- a) BUILDING AND LAND ACQUISITION <sup>4014</sup>.
- b) TO BUY VEHICLE <sup>4015</sup>.
- c) TO BUY MACHINERY OR EQUIPMENT <sup>4016</sup>.
- d) INVENTORY FINANCING <sup>4017</sup>.
- e) BUSINESS ACQUISITION <sup>4018</sup>.
- f) RESEARCH AND DEVELOPMENT (R&D) <sup>4019</sup>.
- g) PRODUCT AND SERVICE DEVELOPMENT <sup>4020</sup>.
- h) DEBT CONSOLIDATIONS <sup>4021</sup>.
- i) EXPORT FINANCING <sup>4022</sup>.
- j) WORKING CAPITAL/OPERATING CAPITAL <sup>4023</sup>.

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

- k) ACCOUNTS RECEIVABLE FINANCING <sup>4024</sup>.
- l) OTHER <sup>4025</sup>. PLEASE SPECIFY \_\_\_\_\_ <sup>4026</sup>.

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

Financing instrument	Requested	Amount requested
<b>PAUSE FOR RESPONSE AND READ LIST IF NECESSARY MARK ALL THAT APPLY</b>		
A) <u>demand or short-term loan</u> <sup>4027.</sup> <b>PROMPT:</b> This is a loan with a maturity of ONE YEAR OR LESS.	1=Select 8=Refused 9=Don't know	4028. \$
B) <u>term loan</u> <sup>4029.</sup> <b>PROMPT:</b> This is loan with a maturity of MORE THAN ONE YEAR.	1=Select 8=Refused 9=Don't know	4030. \$
C) <u>mortgage loan</u> <sup>4031.</sup> <b>PROMPT:</b> Loan made on real estate collateral such as land and building, in which a mortgage is given to secure payment of principal and interest. A mortgage is a pledge of designated property as security for a loan. The maturity of this type of loan is generally over 20 years.	1=Select 8=Refused 9=Don't know	4032. \$
D) <u>new line of credit (also called operating loan)</u> <sup>4033.</sup> <b>PROMPT:</b> A line of credit is an agreement negotiated between the business and a credit supplier establishing the maximum credit limit against which the business may borrow from the credit supplier.	1=Select 8=Refused 9=Don't know	4034. \$
E) <u>new credit card</u> <sup>4035.</sup> <b>PROMPT:</b> Credit cards such as Visa, MasterCard or American Express allow the holder to charge purchases rather than pay cash. Generally, no interest is charged as long as the monthly statement is paid in full by the due date.	1=Select 8=Refused 9=Don't know	4036. \$
F) <u>increase in the credit limit of current lines of credit</u> <sup>4037.</sup>	1=Select 8=Refused 9=Don't know	4038. \$
G) <u>increase in the credit limit of current credit cards</u> <sup>4039.</sup>	1=Select 8=Refused 9=Don't know	4040. \$
H) <u>no specific instrument specified at time of request</u> <sup>4041.</sup>	1=Select 8=Refused 9=Don't know	4042. \$
I) other type of debt financing #1 <sup>4043.</sup> please specify _____ <sup>4044.</sup>	1=Select 8=Refused 9=Don't know	4045. \$
J) other type of debt financing #2 <sup>4046.,</sup> please specify _____ <sup>4047.</sup>	1=Select 8=Refused 9=Don't know	4048. \$
K) TOTAL		4049. \$

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

- 1= YES → GO TO D.10
- 3= NO
- 8= REFUSED → GO TO D.16
- 9= DON'T KNOW → GO TO D.16

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

**READ LIST AND MARK ONE ONLY**

- 1= ...Request was turned down →GO TO D.8
- 2= ...Application still under review →GO TO D.16
- 3= ...Withdrawal of application
- 4= ...Other (specify) \_\_\_\_\_<sup>4052</sup>. → GO TO D.16
- 8= REFUSED→ GO TO D.16
- 9= DON'T KNOW→ GO TO D.16

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

**MARK ALL THAT APPLY**

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

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

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

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

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

- 1= YES
- 3= NO
- 8= REFUSED
- 9= DON'T KNOW
- GO TO D.16

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

Financing instrument	Amount requested	Authorised?	Amount Authorised	Type of authorisation
<b>MARK ALL THAT APPLY</b>				
A) DEMAND OR SHORT-TERM LOAN <sup>4078.</sup>	(C4028)	1=Select 8=Refused 9=Don't Know	<sup>4079.</sup> \$	1=Commercial, 2=Personal 8=Refused 9=Don't know <sup>4080.</sup>
B) TERM LOAN <sup>4081.</sup>	(C4030)	1=Select 8=Refused 9=Don't Know	<sup>4082.</sup> \$	1=Commercial, 2=Personal 8=Refused 9=Don't know <sup>4083.</sup>
C) MORTGAGE LOAN <sup>4084.</sup>	(C4032)	1=Select 8=Refused 9=Don't Know	<sup>4085.</sup> \$	1=Commercial, 2=Personal 8=Refused 9=Don't know <sup>4086.</sup>
D) NEW LINE OF CREDIT (ALSO CALLED OPERATING LOAN) <sup>4087.</sup>	(C4034)	1=Yes 2=No 8=Refused 9=Don't know	<sup>4088.</sup> \$	1=Commercial, 2=Personal 8=Refused 9=Don't know <sup>4089.</sup>
E) NEW CREDIT CARD <sup>4090.</sup>	(C4036)	1=Select 8=Refused 9=Don't Know	<sup>4091.</sup> \$	1=Commercial, 2=Personal 8=Refused 9=Don't know <sup>4092.</sup>
F) INCREASE IN THE CREDIT LIMIT OF CURRENT LINES OF CREDIT <sup>4093.</sup>	(C4038)	1=Select 8=Refused 9=Don't Know	<sup>4094.</sup> \$	1=Commercial, 2=Personal 8=Refused 9=Don't know <sup>4095.</sup>
G) INCREASE IN THE CREDIT LIMIT OF CURRENT CREDIT CARDS <sup>4096.</sup>	(C4040)	1=Select 8=Refused 9=Don't Know	<sup>4097.</sup> \$	1=Commercial, 2=Personal 8=Refused 9=Don't know <sup>4098.</sup>
H) OTHER TYPE OF DEBT FINANCING #1 _____, <sup>4099.</sup> PLEASE SPECIFY _____ <sup>4100.</sup>	(C4045)	1=Select 8=Refused 9=Don't Know	<sup>4101.</sup> \$	1=Commercial, 2=Personal 8=Refused 9=Don't know <sup>4102.</sup>
I) OTHER TYPE OF DEBT FINANCING #2 _____, <sup>4103.</sup> PLEASE SPECIFY _____ <sup>4104.</sup>	(C4048)	1=Select 8=Refused 9=Don't Know	<sup>4105.</sup> \$	1=Commercial, 2=Personal 8=Refused 9=Don't know <sup>4106.</sup>
J) TOTAL	(C4049)		<sup>4107.</sup> \$	

**D.11** Did the business accept any or all of the financing authorized from [CS]? <sup>4108.</sup>

1= YES → GO TO D.13

3= NO

8= REFUSED → GO TO D.16

9= DON'T KNOW → GO TO D.16

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

**MARK ALL THAT APPLY**

a) Fee and interest charges too high <sup>4109.</sup>

b) Level of guarantees requested too high <sup>4110.</sup>

c) Covenants clauses too restrictive <sup>4111.</sup>

d) Financing repayment schedule too difficult <sup>4112.</sup>

e) Project on hold <sup>4113.</sup>

f) Other source offered better terms <sup>4114.</sup>

g) Other reasons <sup>4115.</sup>, please specify \_\_\_\_\_ <sup>4116.</sup>

→GO TO D.16

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

Financing instrument	Amount authorised	Amount borrowed?	Amount borrowed
<b>READ ALL AND MARK ALL THAT APPLY</b>			
A) DEMAND OR SHORT-TERM LOAN <sup>4117.</sup>	(C4079)	1=Select 8=Refused 9=Don't know	<sup>4118.</sup> \$
B) TERM LOAN <sup>4119.</sup>	(C4082)	1= Select 8=Refused 9=Don't know	<sup>4120.</sup> \$
C) MORTGAGE LOAN <sup>4121.</sup>	(C4085)	1= Select 8=Refused 9=Don't know	<sup>4122.</sup> \$
D) NEW LINE OF CREDIT (ALSO CALLED OPERATING LOAN) <sup>4123.</sup> <b>PROMPT:</b> A line of credit is an agreement negotiated between the business and a credit supplier establishing the maximum credit limit against which the business may borrow from the credit supplier.	(C4088)	1= Select 8=Refused 9=Don't know	<sup>4124.</sup> \$
E) NEW CREDIT CARD <sup>4125.</sup> <b>PROMPT:</b> Credit cards such as Visa, MasterCard or American Express allow the holder to charge purchases rather than pay cash. Generally, no interest is charged as long as the monthly statement is paid in full by the due date.	(C4091)	1= Select 8=Refused 9=Don't know	<sup>4126.</sup> \$
F) INCREASE IN THE CREDIT LIMIT OF CURRENT LINES OF CREDIT <sup>4127.</sup>	(C4094)	1= Select 8=Refused 9=Don't know	<sup>4128.</sup> \$
G) INCREASE IN THE CREDIT LIMIT OF CURRENT CREDIT CARDS <sup>4129.</sup>	(C4097)	1= Select 8=Refused 9=Don't know	<sup>4130.</sup> \$
H) OTHER TYPE OF DEBT FINANCING #1 _____ <sup>4131.,</sup> PLEASE SPECIFY _____ <sup>4132.</sup>	(C4101)	1= Select 8=Refused 9=Don't know	<sup>4133.</sup> \$
I) OTHER TYPE OF DEBT FINANCING #2 _____ <sup>4134.,</sup> PLEASE SPECIFY _____ <sup>4135.</sup>	(C4105)	1= Select 8=Refused 9=Don't know	<sup>4136.</sup> \$
J) TOTAL	(C4107)		<sup>4137.</sup> \$



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

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

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

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

	<b>Amount authorised</b>	<b>Guaranteed by</b>	<b>Please specify other program</b>
<b>MARK ALL THAT APPLY</b>			
A) DEMAND OR SHORT-TERM LOAN <sup>4165.</sup>	<u>(C4079)</u>	1=Small Business Loans Act 2= Canada Small Business Financing Act 3= Other	4166.
B) TERM LOAN <sup>4167.</sup>	<u>(C4082)</u>	1=Small Business Loans Act 2= Canada Small Business Financing Act 3= Other	4168.
C) MORTGAGE LOAN <sup>4169.</sup>	<u>(C4085)</u>	1=Small Business Loans Act 2= Canada Small Business Financing Act 3= Other	4170.
D) LINE OF CREDIT <sup>4171.</sup>	<u>(C4088)</u>	1=Small Business Loans Act 2= Canada Small Business Financing Act 3= Other	4172.
E) NEW CREDIT CARD <sup>4173.</sup>	<u>(C4091)</u>	1=Small Business Loans Act 2= Canada Small Business Financing Act 3= Other	4174.
F) INCREASE IN THE CREDIT LIMIT OF CURRENT LINES OF CREDIT <sup>4175.</sup>	<u>(C4094)</u>	1=Small Business Loans Act 2= Canada Small Business Financing Act 3= Other	4176.
G) INCREASE IN THE CREDIT LIMIT OF CURRENT CREDIT CARDS <sup>4177.</sup>	<u>(C4097)</u>	1=Small Business Loans Act 2= Canada Small Business Financing Act 3= Other	4178.
H) (C4100) <sup>4226</sup>	<u>(C4101)</u>	1=Small Business Loans Act 2= Canada Small Business Financing Act 3= Other	4228
I) (C4104) <sup>4227</sup>	<u>(C4105)</u>	1=Small Business Loans Act 2= Canada Small Business Financing Act 3= Other	4229

**D.16** Were personal assets of the business owner requested as collateral by [CS] to guarantee the financing? These personal assets could include personal assets owned by spouse <sup>4179.</sup>

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

1= YES

3= NO → GO TO D.18

8= REFUSED → GO TO D.18

9= DON'T KNOW → GO TO D.18

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

**PROMPT** : Please provide your best estimate. \$ \_\_\_\_\_<sup>4180.</sup>

**D.18** Did [CS] request the business to provide business-owned assets as collateral to obtain the new financing?<sup>4181.</sup>

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

1= YES

3= NO → **GO TO D.20**

8= REFUSED → **GO TO D.20**

9= DON'T KNOW → **GO TO D.20**

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

**PROMPT** : Please provide your best estimate. \$ \_\_\_\_\_<sup>4182.</sup>

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

**MARK ONE ONLY**

a) PERSONAL DISCUSSION WITH CREDIT OFFICER<sup>4183.</sup>

b) APPLICATION FILLED IN AT BRANCH<sup>4184.</sup>

c) APPLICATION BY MAIL OR COURRIER<sup>4185.</sup>

d) APPLICATION BY PHONE<sup>4186.</sup>

e) APPLICATION OVER THE INTERNET (INCLUDE ELECTRONIC MAIL AND WEBSITE)<sup>4187.</sup>

f) APPLICATION BY FAX<sup>4188.</sup>

g) I WAS APPROACHED BY CREDIT SUPPLIER<sup>4189.</sup>

h) OTHER<sup>4190.</sup> (SPECIFY)<sup>4191.</sup> \_\_\_\_\_

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

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

a) NO DOCUMENTATION WAS REQUESTED BY (CS)<sup>4192.</sup> → **GO TO D.23**

**OR**

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

b) Formal application for financing<sup>4193.</sup>

c) Business financial statement<sup>4194.</sup>

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

d) Business plan<sup>4195.</sup>

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

e) Personal financial statement <sup>4196</sup>.

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

f) Appraisals of assets to be financed <sup>4197</sup>.

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

g) Franchise agreement <sup>4198</sup>.

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

h) Cash flow projection <sup>4199</sup>.

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

i) Other documentation \_\_\_\_\_ <sup>4200</sup>, please specify \_\_\_\_\_ <sup>4201</sup>.

**D.22** Did the [CS] give the business the opportunity to revise any of the documentation after they were originally submitted? <sup>4202</sup>.

1= YES

3= NO

8= REFUSED

9= DON'T KNOW

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

\_\_\_\_\_ <sup>4203</sup> day or \_\_\_\_\_ <sup>4204</sup> month

**D.24** Did the business approach any alternative financing suppliers in attempting to obtain the financing requested from [CS]? <sup>4205</sup>.

1= YES

3= NO → GO TO SECTION E

8= REFUSED → GO TO SECTION E

9= DON'T KNOW → GO TO SECTION E

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

Name	Code	
CS#2 : 4206.	4207.	1= ROYAL BANK OF CANADA 2= BANK OF MONTREAL 3= TORONTO-DOMINION/CANADA TRUST 4= CANADIAN IMPERIAL BANK OF COMMERCE (CIBC) 5= BANK OF NOVA SCOTIA
CS#3 : 4213.	4214.	6= NATIONAL BANK OF CANADA 7= HONG-KONG BANK OF CANADA (HSBC) 8= LAURENTIAN BANK OF CANADA 9= CANADIAN WESTERN BANK 10=CITIZENS BANK OF CANADA 11=OTHER CHARTERED BANKS
CS#4 : 4215.	4216.	12=A TRUST COMPANY 13=A CREDIT UNION 14=A CAISSE POPULAIRE 15=BUSINESS DEVELOPMENT BANK OF CANADA (BDC) 16=OTHER CROWN CORPORATIONS OR GOVERNMENT INSTITUTION
CS#5 : 4217.	4218.	17=MANUFACTURER, DEALER OR SUPPLIER ("SEARS", "HOME DEPOT", ETC.) 18=CREDIT CARD COMPANY ("AMERICAN EXPRESS") 19=OTHER TYPES OF
CS#6 : 4219.	4220.	INSTITUTIONS/FINANCING SUPPLIERS → PLEASE SPECIFY THE TYPE OF INSTITUTION _____ 4208.  CODE FOR OTHER INSTITUTIONS CS#3 4209.CS#4 4210. CS#5 4211.CS#6 4212.

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

Credit supplier	Outcome?
(CS #2) 4221.	MARK ONLY ONE 1= full amount requested was approved 2= financing approved but only part of the amount requested 3= request turned down 4= application pending/no result 8= REFUSED 9= DON'T KNOW
(CS #3) 4222.	MARK ONLY ONE 1= full amount requested was approved 2= financing approved but only part of the amount requested 3= request turned down 4= application pending/no result 8= REFUSED 9= DON'T KNOW
(CS #4) 4223.	MARK ONLY ONE 1= full amount requested was approved, 2= financing approved but only part of the amount requested 3= request turned down 4= application pending/no result 8= REFUSED 9= DON'T KNOW
(CS #5) 4224.	MARK ONLY ONE 1= full amount requested was approved, 2= financing approved but only part of the amount requested 3= request turned down 4= application pending/no result 8= REFUSED 9= DON'T KNOW
(CS #6) 4225.	MARK ONLY ONE 1= full amount requested was approved, 2= Financing approved but only part of the amount requested 3= request turned down 4= application pending/no result 8= REFUSED 9= DON'T KNOW

## E. DETAILS ON LAST REQUESTS FOR LEASES

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

**READ :** I have some questions regarding the last request made to [LEA] for a lease in 2001.

### E.1 CODE TYPE OF FINANCING ORGANIZATION

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

1= A CHARTERED BANK

2= A TRUST COMPANY

3= A CREDIT UNION OR CAISSE POPULAIRE

4= A LEASING COMPANY

5= A MANUFACTURER, DEALER OR SUPPLIER

6= A CROWN CORPORATION OR GOVERNMENT INSTITUTION

7= OTHER TYPE OF INSTITUTION, PLEASE SPECIFY \_\_\_\_\_

<sup>5001.</sup>

8= REFUSED

9= DON'T KNOW

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

**MARK ALL THAT APPLY**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**READ LIST IF NECESSARY AND MARK ALL THAT APPLY**

- a) Business or office space <sup>5016</sup>.
- b) Automobiles and other light duty vehicles such as cars, mini-vans, sport-utility vehicles, or pick-up trucks <sup>5017</sup>.
- c) Heavy-duty trucks such as moving vans, transport trucks, buses, tractor trailer <sup>5018</sup>.
- d) Computers and computer equipment (e.g. hardware and software) <sup>5019</sup>.
- e) Office equipment such as faxes or photocopiers <sup>5020</sup>.
- f) Construction machinery and equipment <sup>5021</sup>.
- g) Manufacturing machinery and equipment <sup>5106</sup>
- h) Medical and health machinery and equipment <sup>5107</sup>
- i) Other <sup>5022</sup>. (specify) \_\_\_\_\_ <sup>5023</sup>.

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

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

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

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

- 1= YES → **GO TO E.10**
- 3= NO
- 8= REFUSED
- 9= DON'T KNOW

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

- 1= ...Request was turned down → **GO TO E.8**
- 2= ...Application still under review → **GO TO E.12**
- 3= ... Withdrew application
- 4= ...Other (specify) <sup>5027</sup>. \_\_\_\_\_ → **GO TO E.12**
- 8= REFUSED → **GO TO E.12**
- 9= DON'T KNOW → **GO TO E.12**

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

**MARK ALL THAT APPLY**

- a) Interest, fees or services charges <sup>5028</sup>.
- b) Too many constraints on general operation of the business <sup>5029</sup>.
- c) Application process requirements imposed by credit supplier <sup>5030</sup>.
- d) Time to process application <sup>5031</sup>.
- e) Decide to buy <sup>5032</sup>.
- f) Other, <sup>5033</sup>. please specify \_\_\_\_\_ <sup>5034</sup>.  
→ **GO TO E.12**



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

- a) NO REASONS GIVEN <sup>5035</sup>. → **GO TO E.11 OR MARK ALL THAT APPLY**
- b) insufficient income or revenue or sales to service financing <sup>5036</sup>.
- c) insufficient cash flow <sup>5037</sup>.
- d) insufficient collateral or security <sup>5038</sup>.
- e) insufficient equity <sup>5039</sup>.
- f) insufficient working capital <sup>5040</sup>.
- g) poor credit experience or history <sup>5041</sup>.
- h) low personal net worth <sup>5042</sup>.
- i) the management team was too inexperienced <sup>5043</sup>.
- j) business plan not acceptable <sup>5044</sup>.
- k) wouldn't personally guarantee the financing <sup>5045</sup>.
- l) insufficient information provided by the business <sup>5046</sup>.

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

- 1= YES
- 3= NO → **GO TO E11**
- 8= REFUSED → **GO TO E11**
- 9= DON'T KNOW → **GO TO E11**

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

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

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

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

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

**READ LIST IF NECESSARY AND MARK ONE ONLY**

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

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

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

**OR**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

1= YES

3= NO

8= REFUSED

9= DON'T KNOW

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

1= YES

3= NO → **GO TO SECTION F**

8= REFUSED → **GO TO SECTION F**

9= DON'T KNOW → **GO TO SECTION F**

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

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

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

Credit supplier	Request results
(LEA #2) 5086.	1= Full amount requested was approved, 2= Financing approved but only part of the amount requested 3= Request turned down 4= Application pending/no result 8= REFUSED 9= DON'T KNOW
(LEA #3) 5087.	1= Full amount requested was approved, 2= Financing approved but only part of the amount requested 3= Request turned down 4= Application pending/no result 8= REFUSED 9= DON'T KNOW
(LEA #4) 5088.	1= Full amount requested was approved, 2= Financing approved but only part of the amount requested 3= Request turned down 4= Application pending/no result 8= REFUSED 9= DON'T KNOW
(LEA #5) 5089.	1= Full amount requested was approved, 2= Financing approved but only part of the amount requested 3= Request turned down 4= Application pending/no result 8= REFUSED 9= DON'T KNOW
(LEA #6) 5090.	1= Full amount requested was approved, 2= Financing approved but only part of the amount requested 3= Request turned down 4= Application pending/no result 8= REFUSED 9= DON'T KNOW

## F. DETAILS ON REQUESTS FOR EQUITY FINANCING

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

**READ :** I have some questions regarding the request made for equity financing to [INV] in 2001.

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

**MARK ONE ONLY**

- 1= A FRIEND OR RELATIVE OF THE BUSINESS OWNERS
- 2= AN EMPLOYEE OF THE BUSINESS
- 3= A PRIVATE INVESTOR FROM OUTSIDE THE FIRM WHO WAS UNRELATED TO THE FIRM AND ITS OWNERS (I.E. ANGELS)
- 4= A VENTURE CAPITAL FIRM
- 5= A CROWN CORPORATION OR GOVERNMENT INSTITUTION
- 6= OTHER, SPECIFY THE TYPE OF INSTITUTION \_\_\_\_\_ <sup>6001.</sup>
- 8= REFUSED
- 9= DON'T KNOW

### F.2 Was an investment provided as a result of this request? <sup>6032</sup>

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

### F.3 What was the total value of the investment provided by [INV]? \$ \_\_\_\_\_ <sup>6055</sup>

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

## G. OTHER FINANCING EVENT IN 2001

**G.1** In 2001 did any financial institution or other credit supplier reduce any of the business' existing credit limits? <sup>7000</sup>

1= YES

3= NO → GO TO G.3

8= REFUSED → GO TO G.3

9= DON'T KNOW → GO TO G.3

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

**MARK ALL THAT APPLY**

a) Change in market conditions <sup>7001</sup>

b) Drop in market value of collateral <sup>7002</sup>

c) Deterioration of credit record <sup>7003</sup>

d) Change in financial performance of business <sup>7004</sup>

e) Other <sup>7005</sup>. (PLEASE SPECIFY) \_\_\_\_\_ <sup>7006</sup>

f) None <sup>7007</sup>

**G.3** During 2001, did the business approach any of its existing credit suppliers for any of the following reasons:

**MARK ALL THAT APPLY**

a) To renegotiate interest rates prior to the existing renewal date? <sup>7023</sup>

b) To consolidate any existing loans or other debts? <sup>7024</sup>

c) To renegotiate a new payment schedule? <sup>7025</sup>

d) To increase existing credit limits? <sup>7026</sup>

e) To renegotiate any **OTHER** terms of credit? \_\_\_\_\_ <sup>7027</sup>

**SPECIFY** <sup>7028</sup> \_\_\_\_\_

**IF NO, CONTINUE TO QUESTION G.4**

**G.4** During 2001, was the business either experiencing or anticipating any cash flow problems that led to a request to change its credit conditions? <sup>7029</sup>

1= YES

3= NO

8= REFUSED

9= DON'T KNOW

**G.5** What was the name of the main financial institution where the business did its day-to-day banking in 2001?

ENTER NAME OF THE MAIN INSTITUTION:

(MI) \_\_\_\_\_ <sup>7014</sup>

**G.6** How many years has the business been dealing with this financial institution?

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

**PROMPT:** Please, provide your best estimate (NY) \_\_\_\_\_<sup>7015</sup> number of years

**G.7** Was this also the institution where the majority of the owners of the business did their personal banking?<sup>7017</sup>

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

**G.8** During 2001, did the business make a request to purchase any materials, equipment or inventory on credit from a supplier?<sup>7021</sup>

- 1= YES
- 3= NO → GO TO SECTION H
- 8= REFUSED → GO TO SECTION H
- 9= DON'T KNOW → GO TO SECTION H

**G.9** Did any suppliers turn down a request by the business for this type of credit during 2001?<sup>7022</sup>

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

## H. BUSINESS INFORMATION (All questions in section H apply to Dec 31<sup>st</sup>, 2001)

**READ:** Finally, I would like to get some basic information about the business. Please answer the following relative to December 31<sup>st</sup>, 2001.

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

- 1= ...Corporation that was incorporated under a federal or provincial charter
- 2= ...Sole proprietorship
- 3= ...Partnership
- 8= REFUSED
- 9= DON'T KNOW

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

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

IF THE RESPONDENT CANNOT PROVIDE THE MONTH, ENTER 99 IN THE MONTH FIELD. IF THE RESPONDENT CANNOT PROVIDE THE EXACT YEAR, PLEASE ASK FOR THE BEST ESTIMATE OR ENTER 9999.

**H.3** During what year did the business first start selling products and services? <sup>8031</sup>

- 1= 2001
- 2= 2000
- 3= 1999
- 4= 1998
- 5= 1997
- 6= Prior to 1997 (specify which year \_\_\_\_\_). <sup>8032</sup>
- 8= REFUSED
- 9= DON'T KNOW

**H.4** On December 31<sup>st</sup> 2001 how many contract workers did the business have in Canada?  
\_\_\_\_\_ <sup>8003</sup>. number of contract workers

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

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

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

**H.6** Was the majority ownership of the business held...

<p>a)...by persons with a disability? <span style="float: right;">8006</span>  <b>PROMPT:</b> Disability refers to the limitation in the kind or amount of a person's activity because of a long-term physical condition, mental condition or health problem.</p>	<p>1= Yes  3= No  8= Refused  9= Don't know</p>
<p>b)... by Aboriginal persons? <span style="float: right;">8007</span>  <b>PROMPT:</b> Aboriginal persons refer to those persons who identify with at least one Aboriginal group, (i.e. North American Indian, Métis or Inuit (Eskimo) and /or those who are a Treaty Indian or a Registered Indian as defined by the Indian Act of Canada and/or who are members of an Indian Band or First Nation.</p>	<p>1= Yes  3= No  8= Refused  9= Don't know</p>
<p>c)... by persons who are from a visible minority group other than aboriginal persons? <span style="float: right;">8008</span></p>	<p>1= Yes  3= No  8= Refused  9= Don't know</p>

Visible minority groups" includes someone (other than an Aboriginal person) who is non-white in colour/race, regardless of place of birth. For example, Black Chinese, Filipino, Japanese, Korean, South Asian/East Indian, Southeast Asian, non-white West Asian, North African or Arab, non-white Latin American, persons of mixed origin (with one parent in one of the visible minority groups in this list), or other visible minority group.

**H.7** Excluding publicly-traded shares, mutual funds or stocks, did the majority owners of the business make any investments in any other businesses at any point since 1990? 8009

- 1= YES
- 3= NO → GO TO H.15
- 8= REFUSED → GO TO H.15
- 9= DON'T KNOW → GO TO H.15

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

- A) 2001: \_\_\_\_\_ 8033
- B) 2000: \_\_\_\_\_ 8034
- C) 1990 to 1999: \_\_\_\_\_ 8035

**H.9** Did the majority owners act as operators in these other businesses? 8036

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



**H.10** Have the majority owners sold any of these shares in these other businesses obtained since 1990? 8037

- 1= YES
- 3= NO→GO TO H.12
- 8= REFUSED→GO TO H.12
- 9= DON'T KNOW→GO TO H.12

**H.11** What was the average rate of return on these shares that were sold? 8038

**READ IF NECESSARY AND MARK ONE ONLY.**

- 1= Rate of return was negative (we lost money)
- 2= 1% to 29%
- 3= 30% to 39%
- 4= 40% to 49%
- 5= 50% to 100%
- 6= More than 100%
- 8= REFUSED
- 9= DON'T KNOW

**H.12** Were these other businesses owned or operated by family or friends? 8039

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

**H.13** On average, how much did the majority owners invest in these other businesses? 8040

**READ IF NECESSARY AND MARK ONE ONLY**

- 1= less than \$24,999
- 2= \$25,000 to \$49,999
- 3= \$50,000 to \$99,999
- 4= \$100,000 to \$249,999
- 5= \$250,000 or more
- 8= REFUSED
- 9= DON'T KNOW

**H.14** During 2001, how much did the majority owners have available to invest in other business ventures? <sup>8041</sup>

**READ IF NECESSARY AND MARK ONE ONLY**

- 1= less than \$24,999
- 2= \$25,000 to \$49,999
- 3= \$50,000 to \$99,999
- 4= \$100,000 to \$149,999
- 5= \$150,000 to \$249,999
- 6= \$250,000 to \$499,999
- 7= greater than \$500,000
- 8= REFUSED
- 9= DON'T KNOW

**H.15** What was the age of the person with the largest share of ownership in [Business]? <sup>8010</sup>

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

- 1= Less than 18 years
- 2= 18 to 29 years
- 3= 30 to 39 years
- 4= 40 to 64 years
- 5= 65 years and over
- 8= REFUSED
- 9= DON'T KNOW

**H.16** Was the business based out of the home of one of its owners? <sup>8011</sup>

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

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

**H.17** What was the highest level of education of the majority owner? 8042

- 1= Elementary school
- 2= High school
- 3= Some post secondary
- 4= College diploma
- 5= University degree
- 6= Post-graduate degree
- 8= REFUSED
- 9= DON'T KNOW

**H.18** What was the first language of the majority owner? 8043

- 1= English
- 2= French
- 3= Other (Specify \_\_\_\_\_).8044
- 8= REFUSED
- 9= DON'T KNOW

**H.19** In December 31<sup>st</sup> 2001, how many years of experience did the majority owner of the business have in the business industry? 8012

- 1= Less than 5 years
- 2= 6 TO 8 years
- 3= 9 TO 15 years
- 4= 16 TO 20 years
- 5= 21+ years
- 8= REFUSED
- 9= DON'T KNOW

**H.20** On December 31<sup>st</sup> 2001, what percentage of the business was held by Canadian owners? 8015

- 1= 100%
- 2= 75% TO 99%
- 3= 50% TO 74%
- 4= 25% TO 49%
- 5= 0 TO 24%
- 8= REFUSED
- 9= DON'T KNOW

**H.21** During 2001, did the business sell or export its products or services outside Canada? 8016

1= YES

3= NO → GO TO H.24

8= REFUSED → GO TO H.24

9= DON'T KNOW → GO TO H.24

**H.22** Approximately what percentage of the total products and services that you sold in 2001 were to customers in the following areas: (NOTE: This should add up to 100%)

\_\_\_\_% 8045 Canada → **IF EQUALS 100% SKIP TO QUESTION H.24**

\_\_\_\_% 8046 United States

\_\_\_\_% 8047 Mexico

\_\_\_\_% 8048 Central/South America

\_\_\_\_% 8049 Europe

\_\_\_\_% 8050 Asia

\_\_\_\_% 8051 Africa

\_\_\_\_% 8052 Other country (SPECIFY \_\_\_\_\_).8053

What is the total percentage of the total products and services that you sold in 2001 to customers in all the above areas?

Total: \_\_\_\_ (100)% 8054

**H.23** During 2001, what were the usual or average terms of payment you provided to foreign buyers of your products and services? 8055

**READ IF NECESSARY AND MARK ONE ONLY**

1= Payment before shipment

2= Cash or certified cheque on delivery

3= Bank letter of credit

4= Net 90 days or less

5= Net 91 to 180 days

6= Net 181 to 365 days

7= Greater than 1 year

8= REFUSED

9= DON'T KNOW

**H.24** In an average fiscal year, what percentage of the business total investment expenditure is devoted to research and development for products, services and processes? 8025

**H.25** In an average fiscal year, what percentage of the business total investment expenditure is devoted to technology acquisition and licensing including computer hardware and software but excluding expenditures on machinery and equipment? 8026

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

**H.26** Which of the following best describes the sales growth of your business during 2001?  
8056.

**MARK ONE ONLY**

- 1= We had no sales because we are still in a start-up phase
- 2= Sales did not grow but did not decline either
- 3= Sales grew slowly
- 4= Sales grew rapidly
- 5= Sales decreased
- 8= REFUSED
- 9= DON'T KNOW

**H.27** What were the business' sales for each of the following years?

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

<b>Year</b>	<b>Business Sales</b>
a) 2001	8057 \$
b) 2000	8058 \$
c) 1999	8059 \$
d) 1998	8060 \$
e) 1997	8061 \$
f) 1996	8062 \$

**H.28** Thank you for taking the time to participate in our survey. Statistics Canada has entered into an agreement with Industry Canada under Section 12 of the Statistics Act to share the responses from this survey. The agreement requires that Industry Canada keep the information confidential and use it solely for statistical and research purposes. Do we have your permission to share your responses with Industry Canada? 8063

- 1= YES
- 3= NO

## I. CONCLUSION

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

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

9001  
9002  
9003  
9004  
9005

### CONCLUSION TEXT

**READ:** The interview is now over. Thank you once again for your co-operation!