

Shared Interest Customer Survey 2017

Your chance to comment

**It is really important to us to gain your views and measure our impact. This is your chance to express your thoughts of Shared Interest and the information will help us with future decisions.**

**The survey should only take about 10 minutes to complete and if you are unable to answer a question or you would prefer not to, you may leave it blank.**

**If you have any urgent comments or concerns, please contact the office by email at [info@shared-interest.com](mailto:info@shared-interest.com).**

**This survey will close on Thursday 31st August 2017 at 17.00 GMT.**

**The results of this survey will be published in the 2017 Social Accounts which will be available online at [www.shared-interest.com](http://www.shared-interest.com)**

Shared Interest Customer Survey 2017

About your organisation

Please tell us the country in which you are based?

  

What type of products do you produce?

- |                                     |                                 |                                   |
|-------------------------------------|---------------------------------|-----------------------------------|
| <input type="checkbox"/> Handcrafts | <input type="checkbox"/> Tea    | <input type="checkbox"/> Textiles |
| <input type="checkbox"/> Coffee     | <input type="checkbox"/> Nuts   | <input type="checkbox"/> Other    |
| <input type="checkbox"/> Cocoa      | <input type="checkbox"/> Fruits |                                   |

How many people do you currently employ?

- |                             |                               |                                |
|-----------------------------|-------------------------------|--------------------------------|
| <input type="radio"/> 0-5   | <input type="radio"/> 51-100  | <input type="radio"/> Over 200 |
| <input type="radio"/> 6-25  | <input type="radio"/> 101-150 |                                |
| <input type="radio"/> 25-50 | <input type="radio"/> 151-200 |                                |

What certifications does your organisation hold ( please select more than one if applicable)?

- |  |  |                               |
|--|--|-------------------------------|
| <input type="checkbox"/> British Association of Fair Trade Shops (BAFTS) | <input type="checkbox"/> IMO                 | <input type="checkbox"/> UTZ  |
| <input type="checkbox"/> ECOCERT   | <input type="checkbox"/> SPP/CLAC            | <input type="checkbox"/> WFTO |
| <input type="checkbox"/> Fair for Life                                   | <input type="checkbox"/> Naturland Fair      | <input type="checkbox"/> None |
| <input type="checkbox"/> Fairtrade Federation                            | <input type="checkbox"/> Organic             |                               |
| <input type="checkbox"/> FLO-Cert  | <input type="checkbox"/> Rainforest Alliance |                               |
| <input type="checkbox"/> Other (please specify)                          |  |                               |

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About your organisation

Please specify the type of finance services you have?

- Prefinance or working capital
  Short term loan for pre-harvest  
 Loan for infrastructure or equipment
  Short term loan to build stock  
 Loan to open a new shop

Other please specify

Please rate in order of importance the following when applying for a finance facility (1 being the least important and 7 being the most important?)

	1	2	3	4	5	6	7	8
Interest rate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of payment processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personalised attention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statements which are clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long term relationship with the finance organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A local office for the finance organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credit facilities in your local currency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which other social lender are you currently working with? Please select all applicable

- Alterfin
  Oikocredit
  Root Capital  
 Fesisol
  Rabobank
  Triodos  
 Incofin
  ResponsAbility
  None  
 Other (please specify)

What type of facility do you have?

- Buyer credit
- Buyer loan
- Producer export credit
- Producer loan

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Your Challenges

On a scale of 1 (not very challenging) to 5 (very challenging) please rate the following the statements in terms of how challenging you find them in your organisation?

	1 No challenge at all	2	3	4	5 Very challenging
Receiving a market price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding buyers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing climate change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing pests and disease	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Establishing and maintaining the organisation structure (Management/Chair/Board)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the Fairtrade Premium funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having skilled and experienced employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Record keeping and understanding financial accounts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

Can the finance products Shared Interest offers assist you in overcoming your challenges?

Yes

No

If the answer is no. What type of services would help you and why?

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Your Challenges

On a scale of 1 (not very challenging) to 5 (very challenging) please rate the following the statements in terms of how challenging you find them in your organisation?

	1 No challenge at all	2	3	4	5 Very challenging
Adhering to fair trade principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing pre-finance to suppliers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding new markets/customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your relationship with suppliers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Establishing and maintaining the organisational structure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having skilled and experienced employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Record keeping and understanding financial accounts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing climate change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting goods delivered on time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

Can the finance products Shared Interest offers assist you in overcoming your challenges?

- Yes  
 No

If the answer is no. What type of services would help you and why?

Do you know of any producer groups that would benefit from a line of credit from Shared Interest

Yes

No

If yes, please provide details

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Working with us

On a scale of 1 to 5 with 1 being strongly disagree and 5 being strongly agree please rate the following statements

	1. Strongly Disagree	2. Disagree	3. Neither agree or disagree	4. Agree	5. Strongly Agree
I have seen an increase in sales through being involved with Shared Interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My business has improved its production efficiency since working with Shared Interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with Shared Interest has made a direct impact on the long term sustainability of our business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of individuals employed in the business has increased since working with Shared Interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The individual producers have seen an improvement in their living standards as a result of working with Shared Interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I need to borrow more funds Shared Interest would be my first choice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with Shared Interest has improved our financial record keeping/financial management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Our relationship with you

What do you think is the main benefit of working with Shared Interest?

How would you rate the quality of customer service?

- Very high quality
- High quality
- Neither high nor low quality
- Low quality
- Very low quality

How do you think we can improve our customer service?

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Has Shared Interest achieved its mission?

Do you think Shared Interest has achieved its intended impact when measured against its mission?

Yes

No

Can you tell us why?

Do you think Shared Interest has followed its stated values which reflect love, justice and stewardship?

Yes

No

Can you tell us why?

Has working with Shared Interest affected your organisation?

Yes

No

Please tell us how

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Communication

What method of communication do you prefer?

- Telephone  Email  Skype  Visit/ face to face meeting  Text/MSN  
 Other (please specify)

Would you like to receive a newsletter from Shared Interest?

- Yes  No

What information would you like to read in the newsletter?

- Details of other producers or buyers  
 Market trends  
 Conferences, exhibitions and trade shows attended by the lending team  
 Lending products and trends from Shared Interest

Other (please specify)

How often would you like to receive a newsletter?

- Annually  
 Six monthly  
 Quarterly