



## **Banking Questionnaire**

### **Purpose:**

To summarise all the essential information that we need to carry out a free of charge banking review.

It may need some research to extract all the information but it is worth doing if you want to know whether your current arrangements can be improved and by how much. We need to understand all your banking arrangements to give accurate advice.

For groups of companies, businesses or accounts we need details of the total group to give accurate advice, not to mention that larger operations tend to pay lower tariffs so we need to know the true size of the total operation.

The product of the free review will be an advice as to the range of the total annual savings/benefits achievable plus a quotation for a full report that will detail how these savings/benefits can be achieved complete with a professional back-up service to direct and assist your negotiations. Our quotations are geared such that all jobs should more than pay for themselves in the first year of savings/benefits.

### **Instructions:**

Please fill in all sections relevant to your banking.

The questionnaire can be downloaded or printed and filled in off-line.

Completed questionnaires can be e-mailed, faxed or posted.

Please ensure that contact details are given so that we can clarify any information and know who to send the results to.

Completing and submitting this questionnaire puts you under no obligation.

\* - please delete to reflect your answer.

## Banking Questionnaire

### 1. Business Details

<b>Name of Business:</b>	
<b>Contact name</b>	
<b>Position of contact in business</b>	
<b>Telephone number</b>	
<b>Fax number</b>	
<b>E mail address</b>	
<b>Description of business:</b>	
<b>Annual Sales/Turnover:</b>	
<b>Is the business part of a group of companies?</b>	<b>Yes/No*</b>
<b>If Yes, is it a subsidiary or parent company?</b>	<b>Parent/Subsidiary*</b>
<b>If it is a subsidiary is the parent UK based or Overseas based?</b>	<b>UK based/Overseas based*</b>
<b>If it is a subsidiary, does the business management have the authority to renegotiate its banking arrangements?</b>	<b>Yes/No*</b> <b>If No, you may need to consult us before proceeding.</b>

## 2. Bank

### Which Bank does it bank with?

By "Main Bank" we mean the Bank that handles the majority of its everyday receipts and payments.

<b>Main Bank name:</b>	
<b>2<sup>nd</sup> Bank name:</b>	
<b>2<sup>nd</sup> Bank purpose:</b>	
<b>3<sup>rd</sup> Bank name:</b>	
<b>3<sup>rd</sup> Bank purpose:</b>	

If more than one bank is used and any of the following sections are relevant to its use, please fill in another copy of those sections headed with the Bank's name.

### 3. Main Bank

<b>If answers refer to another bank enter name</b>	
<b>Years with Main Bank:</b>	
<b>Previous Main Bank:</b>	
<b>Reason for change:</b> (if changed in past 3 years)	
<b>How many bank managers have been in charge of this account in the past 3 years?</b>	
<b>Is the quality of service improving or deteriorating?</b>	<b>Improving/Stable/Deteriorating*</b>
<b>What was the key factor in the business' choice of main bank?</b> Common factors include: "We have always banked with them", "Convenient location of branch", "Quality of service", "Relationship with Manager", "Most competitive package offered", "Quality of Foreign Exchange and International Trade services"	
<b>What are the Main factors preventing a better deal with the bank?</b> Common factors include: "Lack of Market knowledge on services and costs", "Size of Borrowings", "Trading Performance"	
<b>Would changing banks be considered?</b>	<b>Yes/No*</b>
<b>What is the main obstacle to changing banks?</b>	

#### 4. Banking Arrangements

No. of sterling current accounts?	
No. of sterling loan accounts?	
No. of sterling deposit accounts?	
No. of currency current accounts?	
No. of currency loan accounts?	
No. of currency deposit accounts?	
No. of client accounts?	
No. of trust accounts?	
<b>Does the business:</b>	<b>if yes, please fill in sections as noted</b>
ever hold credit funds? section 5	Yes/No*
have an overdraft facility? section 6	Yes/No*
have any loans? section 7	Yes/No*
pay arrangement fees or management time fees? section 8	Yes/No*
give security to the bank? section 9	Yes/No*
pay bank charges? section 10	Yes/No*
use international services? section 11	Yes/No*
accept credit or debit cards as payment? section 12	Yes/No*
invoice discount or factor its debts? section 13	Yes/No*
use other bank services? Section 14	Yes/No*

## 5. Credit Funds

<b>Does the business hold Credit funds?</b>	<b>Always/Often/Occasionally/Rarely*</b>
<b>Do the business earn interest?</b>	<b>Yes/No*</b>
<b>on Current account?</b>	<b>Yes/No*</b>
<b>Current account interest rate (%)?</b>	
<b>on Deposit account?</b>	<b>Yes/No*</b>
<b>Does the business hold funds on Trust?</b>	<b>Yes/No*</b>
<b>Are deposit account funds held with the Main Bank?</b>	<b>Yes/No*</b>
<b>If NO and the business holds funds at another Bank or Building Society, which one?</b>	
<b>What is the name of the business' deposit account? e.g. "Business Reserve..?"</b>	
<b>Average funds on deposit? £</b>	
<b>Current interest rate (if known)?</b>	
<b>Notice period (days) if any?</b>	
<b>Does the business put funds on Money Market (MM) deposit?</b>	<b>Yes/No*</b>
<b>Average interest rate?</b>	
<b>If so, does the business place MM funds with other banks?</b>	<b>Yes/No*</b>
<b>Average funds on MM deposit?</b>	
<b>MM term used (days):overnight/7/30 days</b>	
<b>Is the business required to hold a sum on a "no interest" deposit?</b>	<b>Yes/No*</b>
<b>If Yes, how much? £</b>	

## 6. Borrowings and Facilities - Overdrafts

<b>Does the business have an Overdraft facility?</b>	<b>Yes/No*</b>
<b>If yes, how large is it? £</b>	
<b>Does the business have an excess or top-up facility?</b>	<b>Yes/No*</b>
<b>Amount of additional facility? £</b>	
<b>What is the interest rate margin (% over Base) on the main Overdraft?</b>	
<b>What is the interest rate margin on the top-up facility (% over Base)?</b>	
<b>Are any other amounts of interest chargeable? e.g. additional amounts on the hard-core overdraft (please describe)</b>	<b>Yes/No*</b>
<b>If the business exceeds the above facilities, what interest rate is chargeable (%)?</b>	
<b>Is the business charged for exceeding its facility?</b>	<b>Yes/No*</b>
<b>How much for each excess? £</b>	
<b>How much excess charges has the business paid in the last 12 months?</b>	

### Group Interest or Set-off arrangements

<b>Are any of the Bank Accounts Grouped or Set-off for Interest purposes?</b>	
<b>If yes, please list them by type: e.g. 3 group company current accounts and 1 loan account</b>	
<b>Is there any additional Interest charge for Grouping or Set-off?</b>	
<b>If yes, please describe it and the % amount:</b>	

## 7. Bank Loans

<b>Does the business have any loans from its Main Bank?</b>	<b>Yes/No*</b>	
<b>If yes, please give details of the main ones below:</b>		
	<b>Loan 1</b>	<b>Loan 2</b>
<b>Amount:</b>		
<b>Term:</b>		
<b>Date loan drawn down:</b>		
<b>Interest Rate:</b>	<b>Fixed/Variable*</b>	<b>Fixed/Variable*</b>
<b>Variable rate margin (% over Base/LIBOR - delete as applicable):</b>	<b>Base/LIBOR*</b>	<b>Base/LIBOR*</b>
<b>Fixed rate percentage:</b>		
<b>Fixed rate next review date:</b>		
<b>Does the business have any other current loans?</b>		
<b>If yes, how many and their value?</b>	<b>No.</b>	<b>£</b>

### 8. Arrangement fees and Management Time Fees

Arrangement fees come under a number of different labels e.g. Overdraft, Lending, Renewal, Revisal, Commitment, and Negotiation fee/charge

<b>Does the business pay Arrangement fees on its borrowings?</b>	<b>Yes/No*</b>
<b>How much has the buisness paid in Arrangement fees in the last 12 months?</b>	
<b>What percentage did this represent of:</b>	
<b>the overdraft?</b>	
<b>or new loans?</b>	
<b>Management time/fees</b>	
<b>Is the business charged for Management Time?</b>	<b>Yes/No*</b>
<b>How much has the business paid in such "Time" charges in the last 12 months?</b>	

**9. Security given**

<b>Mortgage on Commercial Property?</b>	<b>Yes/No*</b>
<b>Current Market Value of Property?</b>	<b>£</b>
<b>Mortgage on Private Property?</b>	<b>Yes/No*</b>
<b>Current Market Value of Property?</b>	<b>£</b>
<b>Company Debenture:</b>	<b>Yes/No*</b>
<b>Unlimited Personal Guarantee:</b>	<b>Yes/No*</b>
<b>Limited Personal Guarantee:</b>	<b>Yes/No*</b>
<b>Limit?</b>	<b>£</b>
<b>Other security given? Describe:</b>	

**10. Bank's charges for running the business' account(s)**

<b>Does the business pay Account/Commission Charges?</b>	<b>Yes/No*</b>
<b>Does the business pay Monthly/Quarterly/Other?</b>	<b>Monthly/Quarterly/Other*</b>
<b>On average how much does the business pay per month/quarter/other?</b>	<b>£</b>
<b>How much has the business paid in Account/Commission Charges in the last 12 months?</b>	<b>£</b>
<b>Which of these bases of charging describes the charging arrangement?:</b>	<b>Menu Tariff/Turnover/Single Rate per bank statement entry/Fixed Charge/Other*</b>

**If the business is not on a menu tariff, enter the estimated volumes for one year. If the business is on a tariff for some items, enter the tariff against those items in addition to the annual volumes (Some banks, such as Royal Bank of Scotland, show these volumes on their charge statements even if they are not used for calculating the charge).**

**If the business is on a menu tariff please enter transaction volumes for one year and the tariff currently paid (these can be extracted from the business' quarterly or monthly statements).**

	<b>Transaction Volume</b>	<b>Tariff</b>
<b>Manual Debits (cheques etc.):</b>		<b>p</b>
<b>Standing Orders</b>		<b>p</b>
<b>Automated Debits (D/Ds):</b>		<b>p</b>
<b>Manual Credits (paying in slips):</b>		<b>p</b>
<b>Automated Credits:</b>		<b>p</b>
<b>Transfers between own accounts</b>		<b>p</b>
<b>Cheques paid in:</b>		<b>p</b>
<b>Cash in (normal):</b>		<b>p/£100</b>
<b>Cash in (presealed/cash centre*):</b>		<b>p/£100</b>
<b>Cash out:</b>		<b>p/£100</b>
<b>Cash exchanged:</b>		<b>p/£100</b>
<b>The following may be included in the charging regime or charged separately, if separate then enter the tariff as well as the annual volumes:</b>		
<b>BACS transactions:</b>		<b>p</b>
<b>BACS files:</b>		<b>£</b>

<b>Monthly charge for Electronic Banking e.g. Bankline, BusinessMaster, Hexagon, Lloydslink, Royline:</b>	<b>Enter No. of accounts accessed:</b>	<b>£</b>
<b>Standard (3 day) payments made via electronic banking:</b>		<b>p</b>
<b>Batch payments made via branch e.g. Autopay, Telepay, BOBS:</b>		<b>p</b>
<b>CHAPS/TTs/Same Day Payments:</b>		<b>£</b>
<b>Unpaid cheques in:</b>		<b>£</b>
<b>Statements:</b>		<b>p</b>
<b>Maintenance:</b>	<b>No. of accounts:</b>	<b>Cost per account per year:</b> <b>£</b>
<b>If the business pays by Turnover Rate what rate does it pay?</b>		<b>p/£100</b>
Turnover Rate is where charges are levied as so many pence per £100 of credit or debit turnover on an account		
<b>If the business pays a Single Rate per bank statement entry what rate does it pay?</b>		<b>p/entry</b>
Single or "Per Item" Rate is where charges are simplified to a single amount of so many pence per bank statement entry - not to be confused with a menu tariff where each transaction type has a separate rate in pence.		
<b>Is the business subject to any other charges (describe):</b>	<b>Yes/No*</b>	

## 11. International Payment Services

<b>Does the business use the bank's International payment services?</b>	Yes/No*
<b>Does the business use any other bank or institutions's International payment services?</b>	Yes/No*
<b>If yes, who does the business use and which services are used?</b>	

International transaction charges are often deducted from payments and added on to receipts and not shown separately on bank statements. As International transactions are more expensive than domestic transactions it is essential to have a reliable summary of volumes and costs of each transaction type.

Please record below the annual transaction volumes and the tariff (or average cost per transaction if the tariff is variable)

	Transaction Volume	Tariff	Average Cost per transaction
<b>Payments/AFTS/SWIFT - Standard Initiated by Bank:</b>		£	£
<b>Payments/AFTS/SWIFT - Priority Initiated by Bank:</b>		£	£
<b>Payments/AFTS/SWIFT - Standard Initiated via electronic banking package:</b>		£	£
<b>Payments/AFTS/SWIFT - Priority Initiated via electronic banking package:</b>		£	£
<b>International Money Order (IMO):</b>			
<b>Letters of credit - inwards:</b>		£	£
<b>Letters of credit - outwards:</b>		£	£
<b>Collections - inwards:</b>		£	£
<b>Collections - outwards:</b>		£	£
<b>Drafts:</b>		£	£
<b>Cheques in negotiated:</b>		£	£

**12. Sales via Credit and Debit cards**

<b>Does the business accept Debit cards and/or Credit cards as payment?</b>	<b>Yes/No*</b>
<b>Which bank provides the service?</b>	
<b>Does the business use an electronic terminal to process payments?</b>	<b>Yes/No*</b>
<b>What is the total average monthly charge for this service? £</b>	
<b>How much is the business charged for the following:</b>	
<b>Rate (%) per Credit card transaction?</b>	<b>%</b>
<b>Rate (%) per Commercial card transaction?</b>	<b>%</b>
<b>Rate (p or %) per Debit card transaction?</b>	<b>p/%*</b>

### 13. Invoice Discounting and Factoring

<b>Does the business discount its invoices ?</b>	<b>Yes/No*</b>	
<b>Does the business factor its debts ?</b>	<b>Yes/No*</b>	
<b>Which bank provides the service?</b>		
<b>What percentage is the business charged for the following:</b>		
<b>Administration fee (% of Sales)?</b>		<b>%</b>
<b>Discount rate (% above Base Rate)?</b>		<b>%</b>
<b>What are the average borrowings on this facility?</b>	<b>£</b>	
<b>How many drawdowns of funds per year does the business receive?</b>		
<b>How much is the business charged for each drawdown?</b>	<b>£</b>	
<b>Are receipts paid into a trust account?</b>	<b>Yes/No*</b>	
<b>What are the annual bank charges on this account?</b>	<b>£</b>	
<b>How are these charges made up?</b>		
<b>Estimate volumes if actual volumes and tariff are not known.</b>	<b>Transaction Volume</b>	<b>Tariff</b>
<b>Manual Credits (paying in slips):</b>		<b>p</b>
<b>Automated Credits:</b>		<b>p</b>
<b>Cheques paid in:</b>		<b>p</b>

**14. Other Bank Services**

<b>VAT bonds nominal value:</b>	<b>£</b>
<b>VAT bonds annual charge:</b>	<b>£</b>
<b>Other bonds (describe):</b>	
<b>Other bonds nominal value:</b>	<b>£</b>
<b>Other bonds annual charge:</b>	<b>£</b>
<b>Insurance/Assurance (describe policies):</b>	
<b>Other services (describe):</b>	

**Thank you for completing the questionnaire.**

**Now please email [enquiries@bankingadvice.co.uk](mailto:enquiries@bankingadvice.co.uk) or alternatively send it to us for a free of charge evaluation.**