

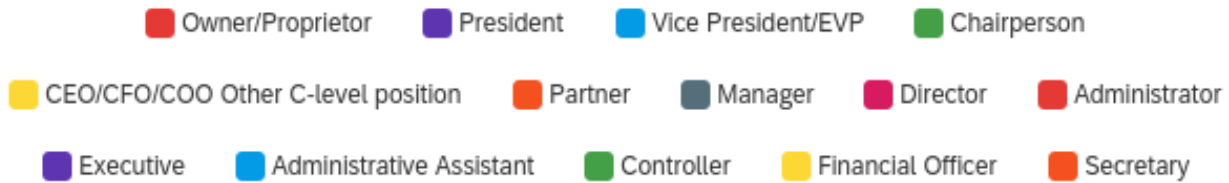
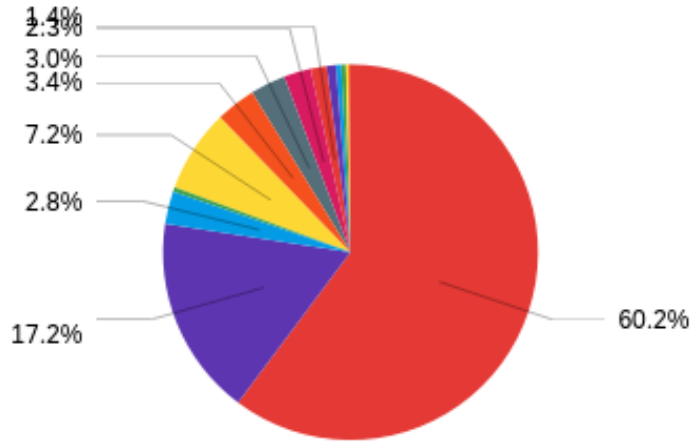


## *Q2 2020 MFBI COVID-19 IMPACT SURVEY*

### Aggregate Report

April 24 Through May 11th 2020

QID4 - What is your title or position with your company?

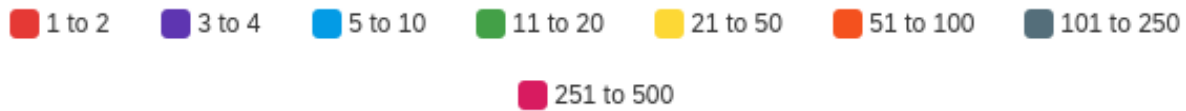
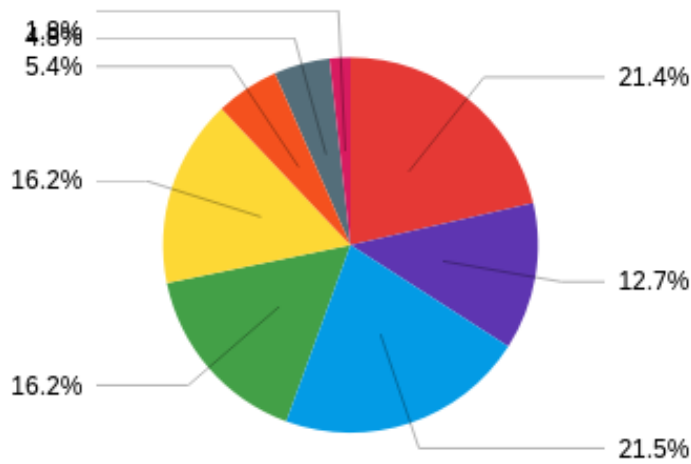


#	Answer	%	Count
1	Owner/Proprietor	60.2%	774
2	President	17.2%	221
3	Vice President/EVP	2.8%	36
4	Chairperson	0.4%	5
5	CEO/CFO/COO Other C-level position	7.2%	92
6	Partner	3.4%	44
7	Manager	3.0%	39
8	Director	2.3%	30
9	Administrator	1.4%	18

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10	Executive	0.8%	10
11	Administrative Assistant	0.5%	6
12	Controller	0.4%	5
13	Financial Officer	0.2%	3
14	Secretary	0.2%	2
	Total	100%	1285

**QID5 - How many employees currently work at your company?**



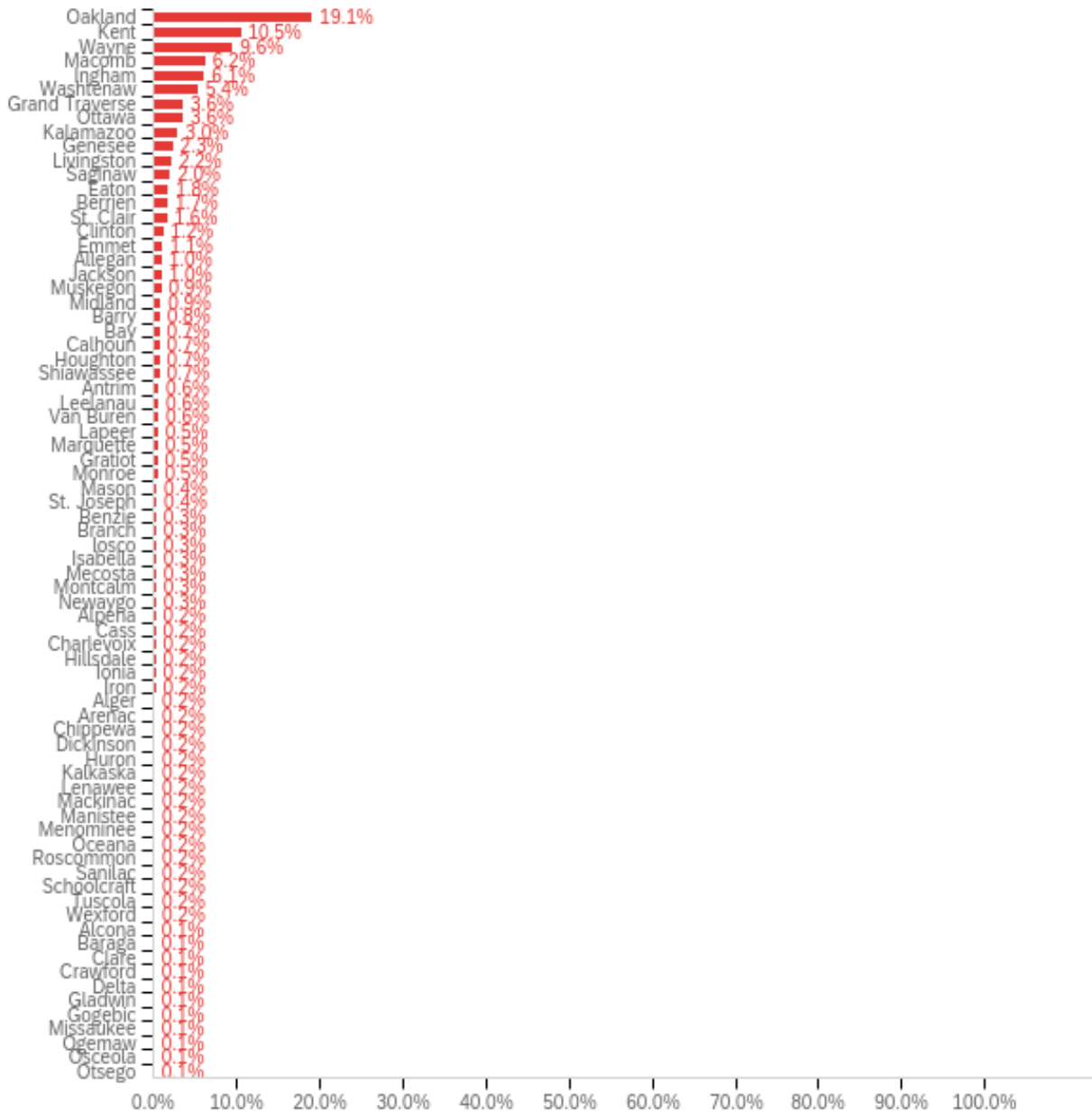
#	Answer	%	Count
1	1 to 2	21.4%	275
2	3 to 4	12.7%	163
3	5 to 10	21.5%	276
4	11 to 20	16.2%	208

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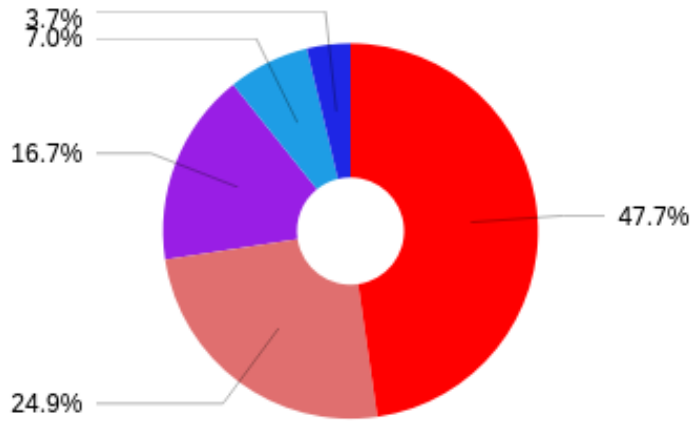
5	21 to 50	16.2%	208
6	51 to 100	5.4%	70
7	101 to 250	4.8%	62
8	251 to 500	1.8%	23
	Total	100%	1285

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**QID6 - Please select the county where the Michigan headquarters of your business is located?**



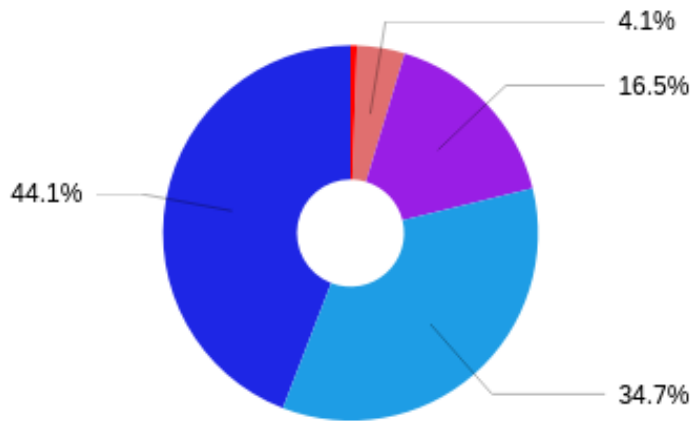
Q4 - Thinking about the economy as it affects your business, are you:



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Thinking about the economy as it affects your business, are you:	1.00	5.00	1.94	1.12	1.26	1283

#	Answer	%	Count
1	Very dissatisfied	47.7%	612
2	Somewhat dissatisfied	24.9%	319
3	Neither dissatisfied nor satisfied	16.7%	214
4	Somewhat satisfied	7.0%	90
5	Very satisfied	3.7%	48
	Total	100%	1283

Q5 - How was your business doing just prior to the COVID-19 Stay Home, Stay Safe order?

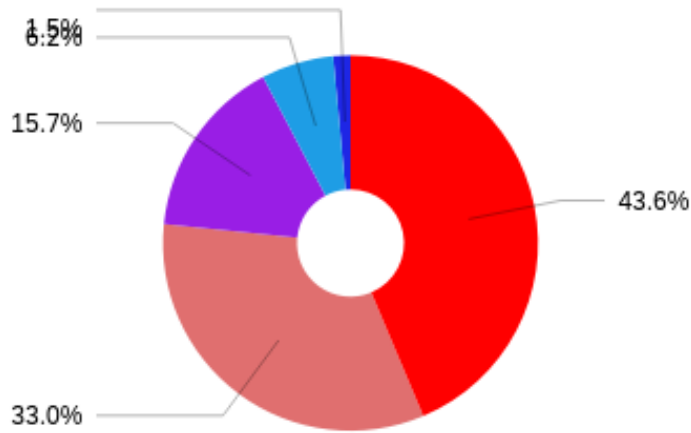


■ Poorly   
 ■ Not too well, growth had stalled   
 ■ Okay - just well enough to turn a profit  
■ Pretty well, we were growing   
 ■ Great! We were in excellent shape!

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How was your business doing just prior to the COVID-19 Stay Home, Stay Safe order?	1.00	5.00	4.18	0.89	0.79	1285

#	Answer	%	Count
1	Poorly	0.5%	7
2	Not too well, growth had stalled	4.1%	53
3	Okay - just well enough to turn a profit	16.5%	212
4	Pretty well, we were growing	34.7%	446
5	Great! We were in excellent shape!	44.1%	567
	Total	100%	1285

Q6 - How is your business doing now?



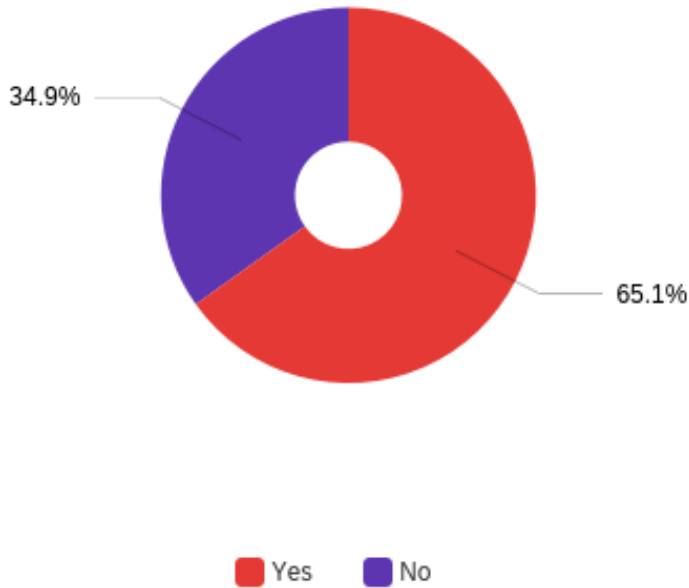
- Poorly
- Not too well, growth has stalled
- Okay - just well enough to turn a profit
- Pretty well, we're still seeing growth
- Great! We are in excellent shape!

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How is your business doing now?	1.00	5.00	1.89	0.98	0.96	1283

#	Answer	%	Count
1	Poorly	43.6%	560
2	Not too well, growth has stalled	33.0%	423
3	Okay - just well enough to turn a profit	15.7%	201
4	Pretty well, we're still seeing growth	6.2%	80
5	Great! We are in excellent shape!	1.5%	19
	Total	100%	1283



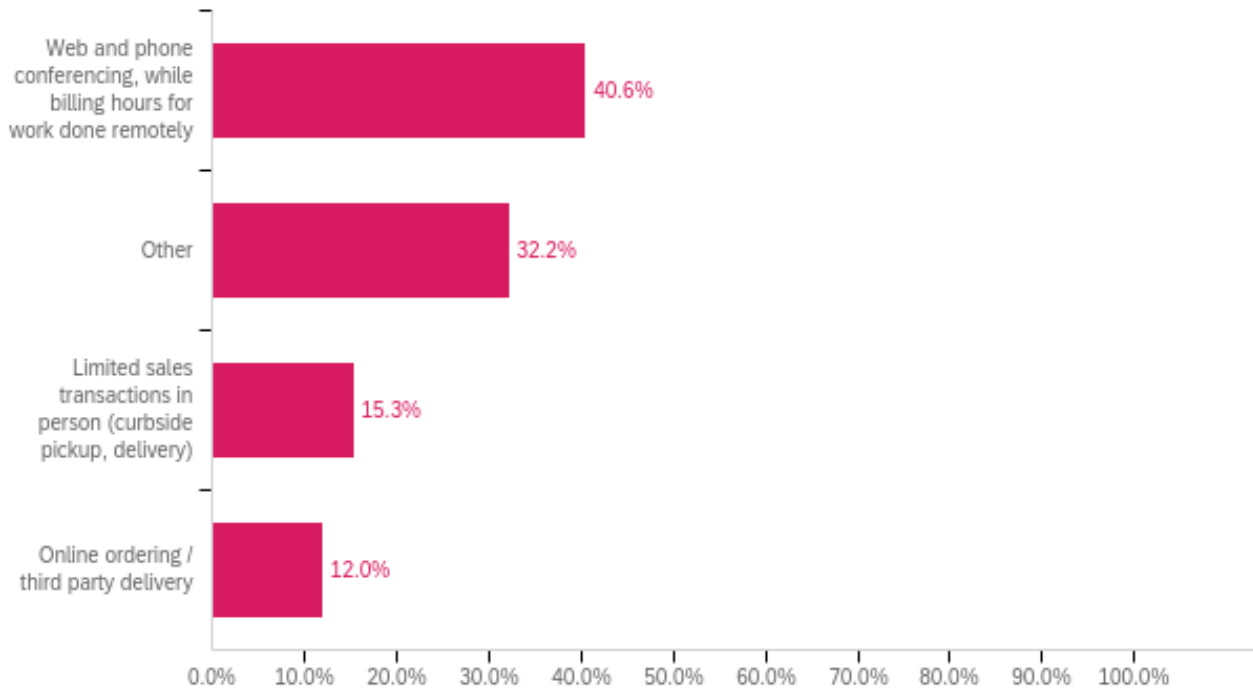
**Q7 - Is your business currently open?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Is your business currently open?	1.00	2.00	1.35	0.48	0.23	1285

#	Answer	%	Count
1	Yes	65.1%	837
2	No	34.9%	448
	Total	100%	1285

**Q8 - How are you transacting business with your customers right now?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How are you transacting business with your customers right now? - Selected Choice	1.00	4.00	2.90	1.02	1.04	836

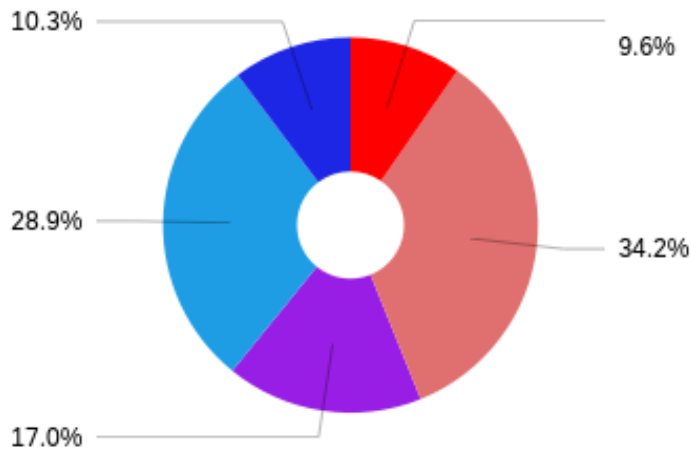
#	Answer	%	Count
1	Limited sales transactions in person (curbside pickup, delivery)	15.3%	128
2	Online ordering / third party delivery	12.0%	100
3	Web and phone conferencing, while billing hours for work done remotely	40.6%	339
4	Other	32.2%	269
	Total	100%	836

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Q8\_3\_TEXT - Other



Q9 - What are your expectations for business getting back to normal after the COVID-19 pandemic?



■ Very pessimistic - It will never get back to normal   
 ■ Somewhat pessimistic  
■ Neither pessimistic nor optimistic   
 ■ Somewhat optimistic   
 ■ Very optimistic - It will come back strong

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What are your expectations for business getting back to normal after the COVID-19 pandemic?	1.00	5.00	2.96	1.19	1.43	1285

#	Answer	%	Count
1	Very pessimistic - It will never get back to normal	9.6%	124
5	Very optimistic - It will come back strong	10.3%	132
2	Somewhat pessimistic	34.2%	440
4	Somewhat optimistic	28.9%	371
3	Neither pessimistic nor optimistic	17.0%	218

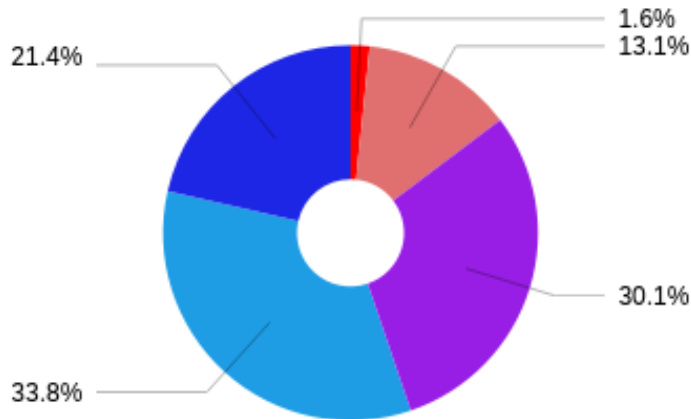
Total | 100% | 1285

Q10 - What are you most pessimistic about when it comes to your business right now?





Q12 - Which of the following statements comes closest to your own opinion about fully reopening businesses in Michigan?



- We must keep businesses closed indefinitely until we have a pharmaceutical solution (e.g. vaccine, anti-viral drugs)
- We must keep businesses closed until we have the capability and capacity to accurately test everyone coming back to work
- We should slowly reopen businesses by region, opening businesses in areas with low incidences of COVID-19 first
- We can all safely return to work at the end the current Stay Home, Stay Safe order, as long as we practice social distancing, wash hands and have proper personal protection equipment
- We must reopen all businesses in Michigan now! Keeping businesses closed is doing too much damage to the economy.

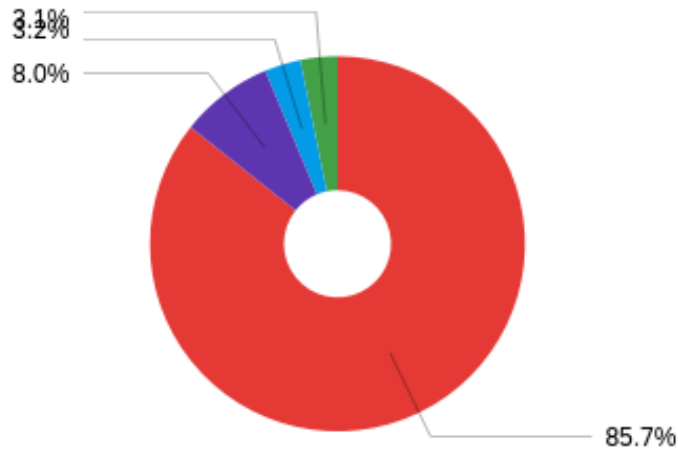
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Which of the following statements comes closest to your own opinion about fully reopening businesses in Michigan?	1.00	5.00	3.60	1.01	1.03	1284

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#	Answer	%	Count
1	We must keep businesses closed indefinitely until we have a pharmaceutical solution (e.g. vaccine, anti-viral drugs)	1.6%	21
2	We must keep businesses closed until we have the capability and capacity to accurately test everyone coming back to work	13.1%	168
5	We must reopen all businesses in Michigan now! Keeping businesses closed is doing too much damage to the economy.	21.4%	275
3	We should slowly reopen businesses by region, opening businesses in areas with low incidences of COVID-19 first	30.1%	386
4	We can all safely return to work at the end the current Stay Home, Stay Safe order, as long as we practice social distancing, wash hands and have proper personal protection equipment	33.8%	434
	Total	100%	1284



Q13 - Have your sales decreased, remained the same or increased since the start of the COVID-19 pandemic?

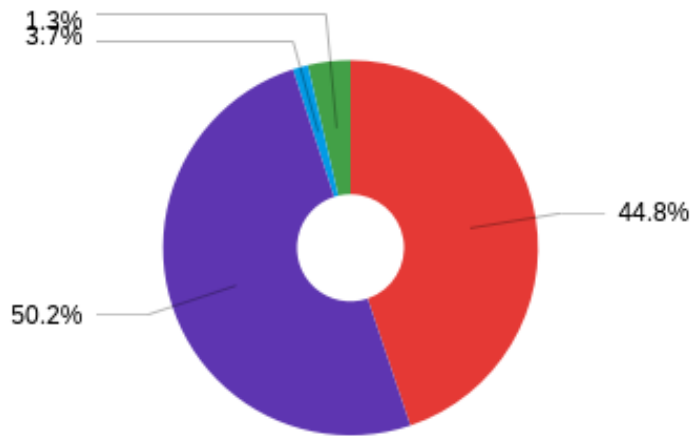


■ Decreased   
 ■ Remained the same   
 ■ Increased   
 ■ Does not apply to my business

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have your sales decreased, remained the same or increased since the start of the COVID-19 pandemic?	1.00	4.00	1.24	0.66	0.44	1285

#	Answer	%	Count
1	Decreased	85.7%	1101
2	Remained the same	8.0%	103
3	Increased	3.1%	40
4	Does not apply to my business	3.2%	41
	Total	100%	1285

**Q14 - Has your number of employees decreased, remained the same or increased since the start of the COVID-19 pandemic?**

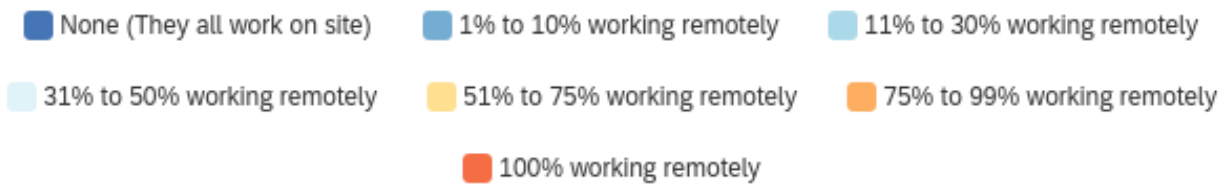
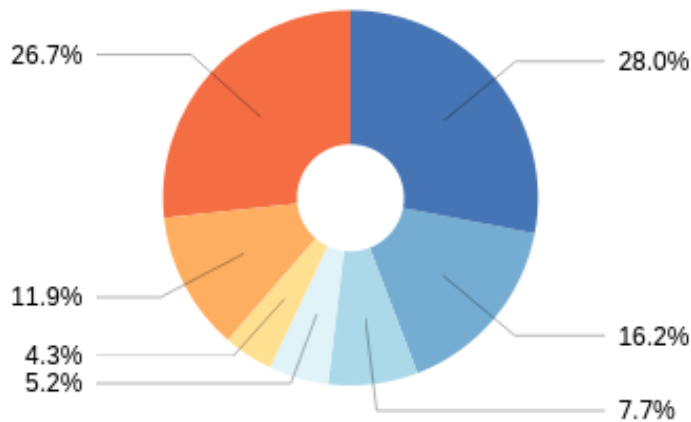


■ Decreased   
 ■ Remained the same   
 ■ Increased   
 ■ Does not apply to my business

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Has your number of employees decreased, remained the same or increased since the start of the COVID-19 pandemic?	1.00	4.00	1.64	0.69	0.48	1285

#	Answer	%	Count
2	Remained the same	50.2%	645
3	Increased	1.3%	17
4	Does not apply to my business	3.7%	47
1	Decreased	44.8%	576
	Total	100%	1285

Q15 - What percentage of your employees are currently working remotely (e.g. from home)?



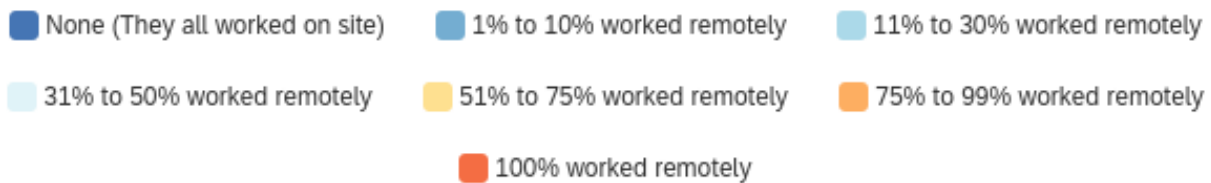
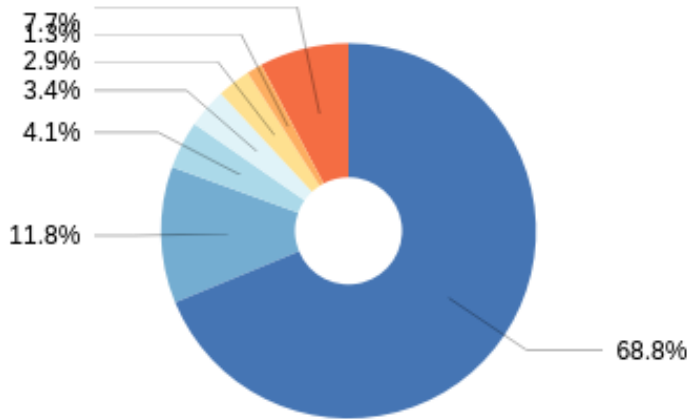
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What percentage of your employees are currently working remotely (e.g. from home)?	1.00	7.00	3.84	2.48	6.14	1281

#	Answer	%	Count
7	100% working remotely	26.7%	342
6	75% to 99% working remotely	11.9%	153
5	51% to 75% working remotely	4.3%	55
4	31% to 50% working remotely	5.2%	66

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3	11% to 30% working remotely	7.7%	99
2	1% to 10% working remotely	16.2%	207
1	None (They all work on site)	28.0%	359
	Total	100%	1281

**Q16 - What percentage of your employees were working remotely (e.g. from home) before the COVID-19 pandemic?**



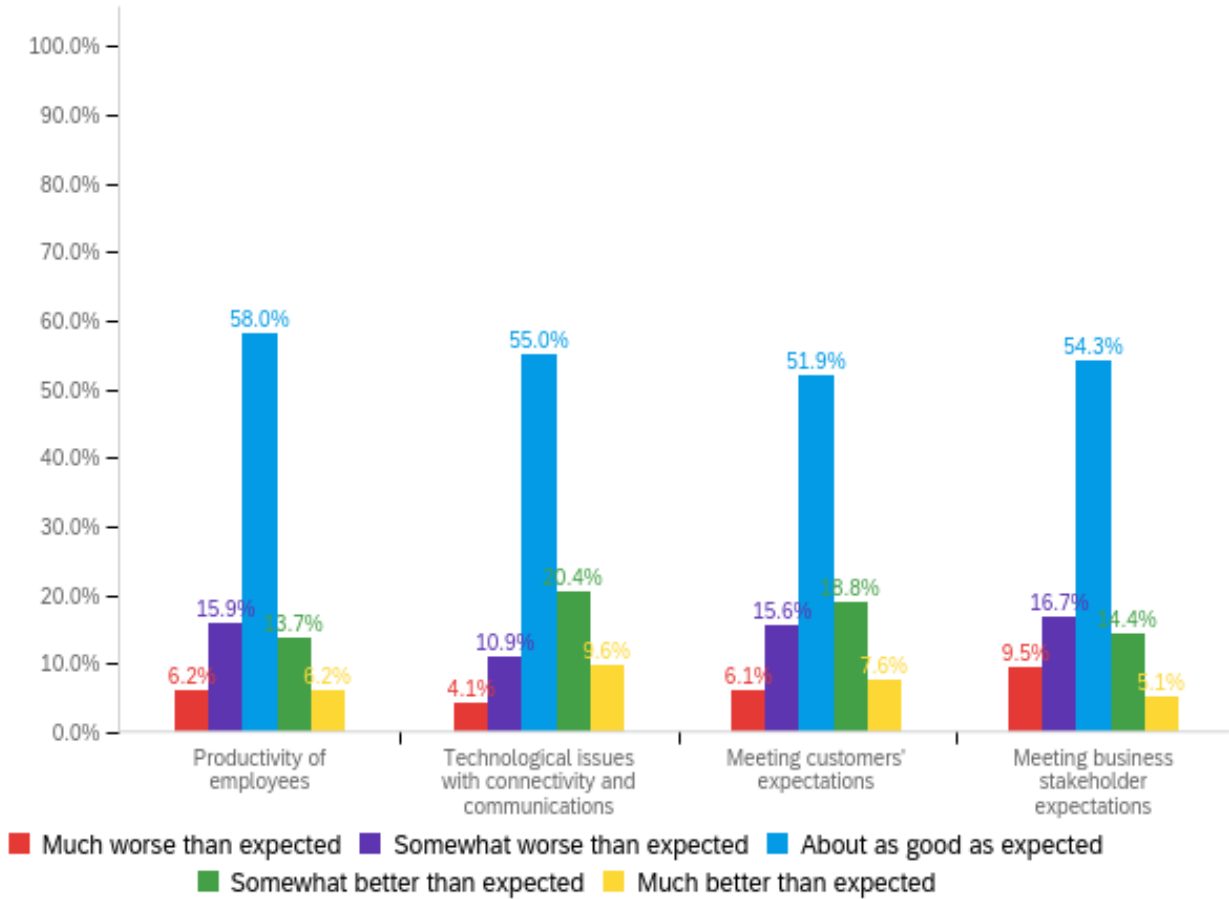
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What percentage of your employees were working remotely (e.g. from home) before the COVID-19 pandemic?	1.00	7.00	1.95	1.81	3.26	1284

#	Answer	%	Count
7	100% worked remotely	7.7%	99
6	75% to 99% worked remotely	1.3%	17
5	51% to 75% worked remotely	2.9%	37
4	31% to 50% worked remotely	3.4%	44

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3	11% to 30% worked remotely	4.1%	53
2	1% to 10% worked remotely	11.8%	151
1	None (They all worked on site)	68.8%	883
	Total	100%	1284

**Q17 - Regarding your current work-from-home practices, how would you rate the following, based on your expectations?**



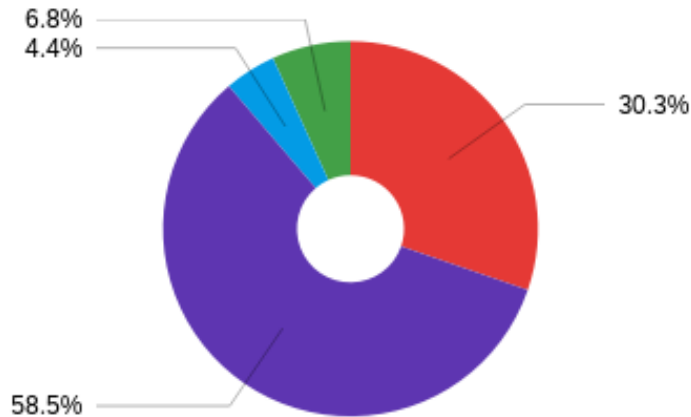
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Productivity of employees	1.00	5.00	2.98	0.89	0.79	910
2	Technological issues with connectivity and communications	1.00	5.00	3.21	0.90	0.82	907
3	Meeting customers' expectations	1.00	5.00	3.06	0.94	0.89	909
4	Meeting business stakeholder expectations	1.00	5.00	2.89	0.94	0.89	894

**Q2 2020 MFBI COVID-19 Impact Survey  
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#	Question	Much worse than expected		Somewhat worse than expected		About as good as expected		Somewhat better than expected		Much better than expected		Total
1	Productivity of employees	6.2%	56	15.9%	145	58.0%	528	13.7%	125	6.2%	56	910
2	Technological issues with connectivity and communications	4.1%	37	10.9%	99	55.0%	499	20.4%	185	9.6%	87	907
3	Meeting customers' expectations	6.1%	55	15.6%	142	51.9%	472	18.8%	171	7.6%	69	909
4	Meeting business stakeholder expectations	9.5%	85	16.7%	149	54.3%	485	14.4%	129	5.1%	46	894



Q18 - Has the average wage level of your employees decreased, remained the same or increased since the start of the COVID-19 pandemic?

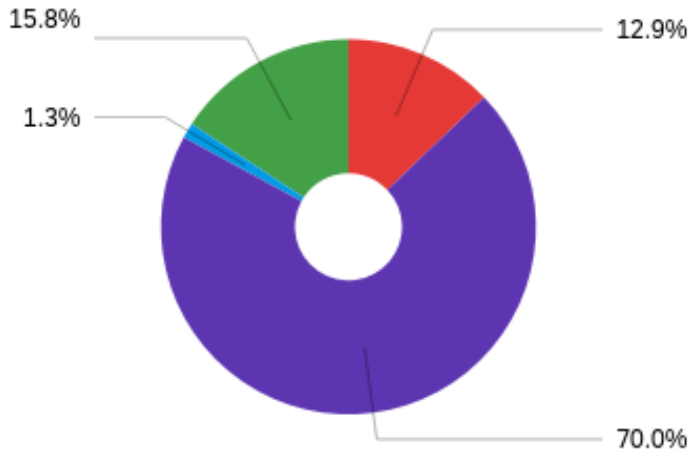


■ Decreased   
 ■ Remained the same   
 ■ Increased   
 ■ Does not apply to my business

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Has the average wage level of your employees decreased, remained the same or increased since the start of the COVID-19 pandemic?	1.00	4.00	1.88	0.78	0.60	1281

#	Answer	%	Count
2	Remained the same	58.5%	749
3	Increased	4.4%	57
4	Does not apply to my business	6.8%	87
1	Decreased	30.3%	388
	Total	100%	1281

Q19 - Have employee benefits decreased, remained the same or increased since the start of the COVID-19 pandemic?

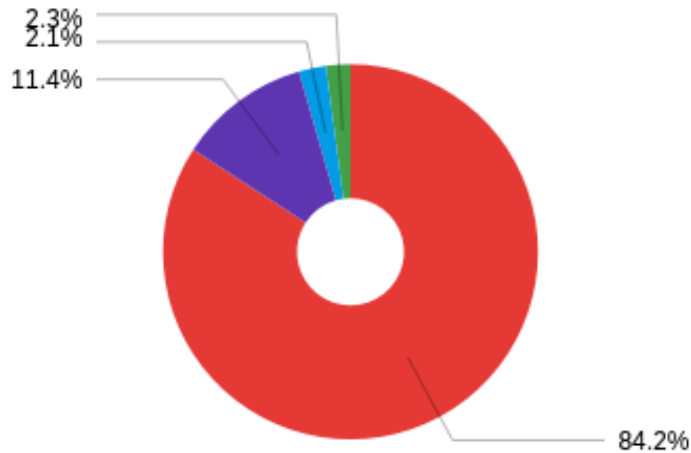


■ Decreased   
 ■ Remained the same   
 ■ Increased   
 ■ Does not apply to my business

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have employee benefits decreased, remained the same or increased since the start of the COVID-19 pandemic?	1.00	4.00	2.20	0.86	0.73	1282

#	Answer	%	Count
2	Remained the same	70.0%	898
3	Increased	1.3%	17
4	Does not apply to my business	15.8%	202
1	Decreased	12.9%	165
	Total	100%	1282

Q20 - Has the profitability of your business decreased, remained the same or increased since the start of the COVID-19 pandemic?

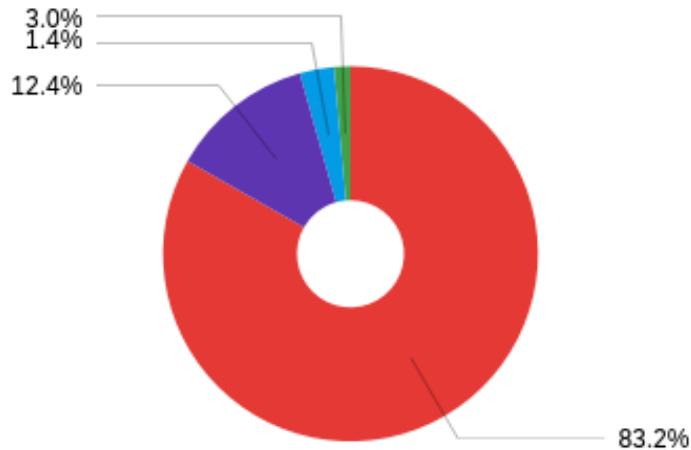


■ Decreased   
 ■ Remained the same   
 ■ Increased   
 ■ Does not apply to my business

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Has the profitability of your business decreased, remained the same or increased since the start of the COVID-19 pandemic?	1.00	4.00	1.22	0.59	0.35	1283

#	Answer	%	Count
1	Decreased	84.2%	1080
2	Remained the same	11.4%	146
3	Increased	2.3%	30
4	Does not apply to my business	2.1%	27
	Total	100%	1283

Q21 - Has your cash flow decreased, remained the same or increased since the start of the COVID-19 pandemic?

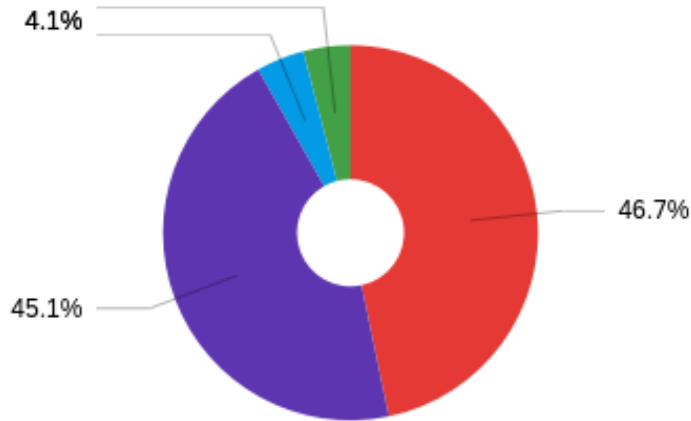


■ Decreased   
 ■ Remained the same   
 ■ Increased   
 ■ Does not apply to my business

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Has your cash flow decreased, remained the same or increased since the start of the COVID-19 pandemic?	1.00	4.00	1.23	0.56	0.32	1282

#	Answer	%	Count
2	Remained the same	12.4%	159
3	Increased	3.0%	38
4	Does not apply to my business	1.4%	18
1	Decreased	83.2%	1067
	Total	100%	1282

Q22 - Has your customer retention decreased, remained the same or increased since the start of the COVID-19 pandemic?

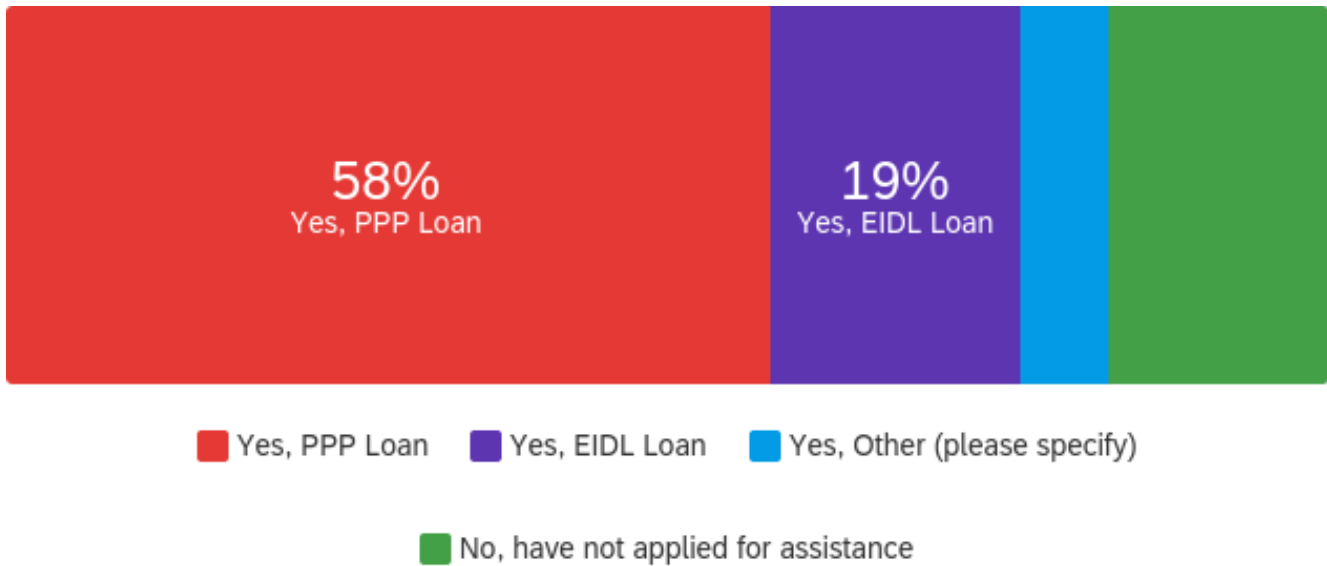


■ Decreased   
 ■ Remained the same   
 ■ Increased   
 ■ Does not apply to my business

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Has your customer retention decreased, remained the same or increased since the start of the COVID-19 pandemic?	1.00	4.00	1.66	0.74	0.55	1282

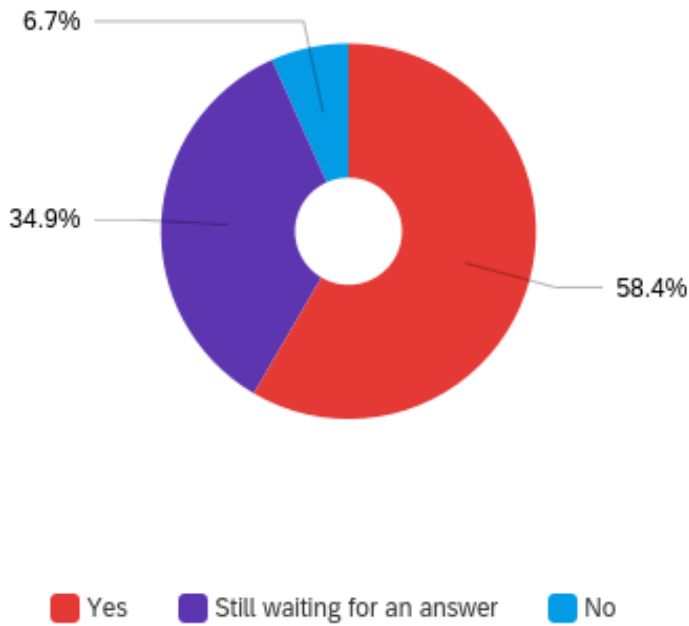
#	Answer	%	Count
2	Remained the same	45.1%	578
3	Increased	4.1%	53
4	Does not apply to my business	4.1%	52
1	Decreased	46.7%	599
	Total	100%	1282

Q23 - Have you applied for any financial assistance, such as a Paycheck Protection Program or EIDL loan since the start of the COVID-19 pandemic?



#	Answer	%	Count
1	Yes, PPP Loan	57.65%	912
2	Yes, EIDL Loan	18.90%	299
3	Yes, Other (please specify)	6.70%	106
4	No, have not applied for assistance	16.75%	265
	Total	100%	1582

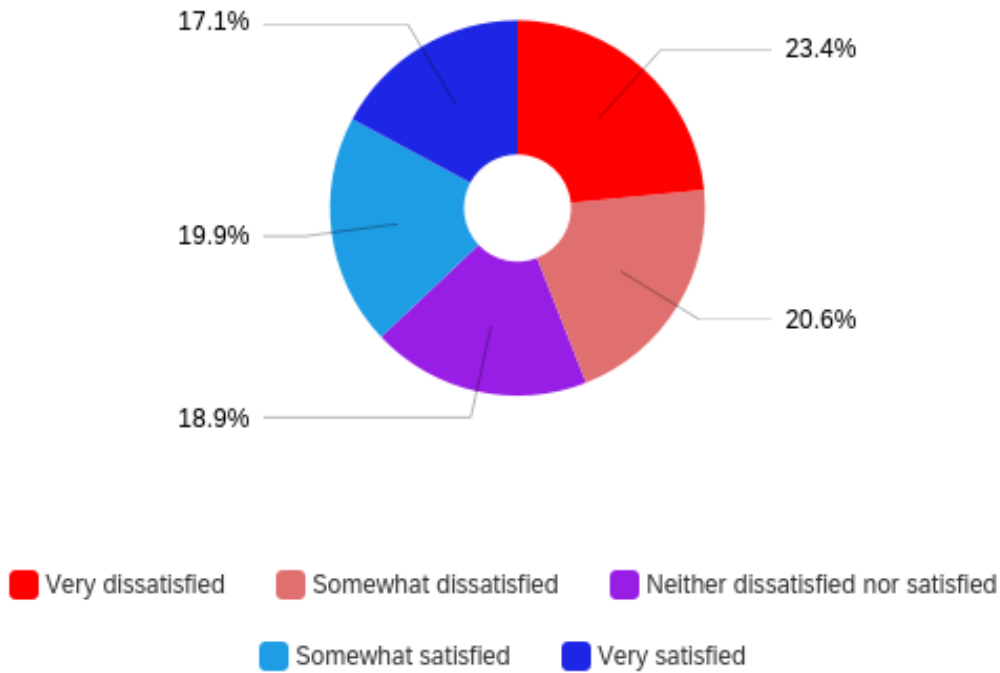
**Q24 - Did you receive approval for the loan(s)?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did you receive approval for the loan(s)?	1.00	3.00	1.76	0.94	0.88	1015

#	Answer	%	Count
1	Yes	58.4%	593
2	No	6.7%	68
3	Still waiting for an answer	34.9%	354
	Total	100%	1015

Q25 - How satisfied are you with the loan application or approval process?

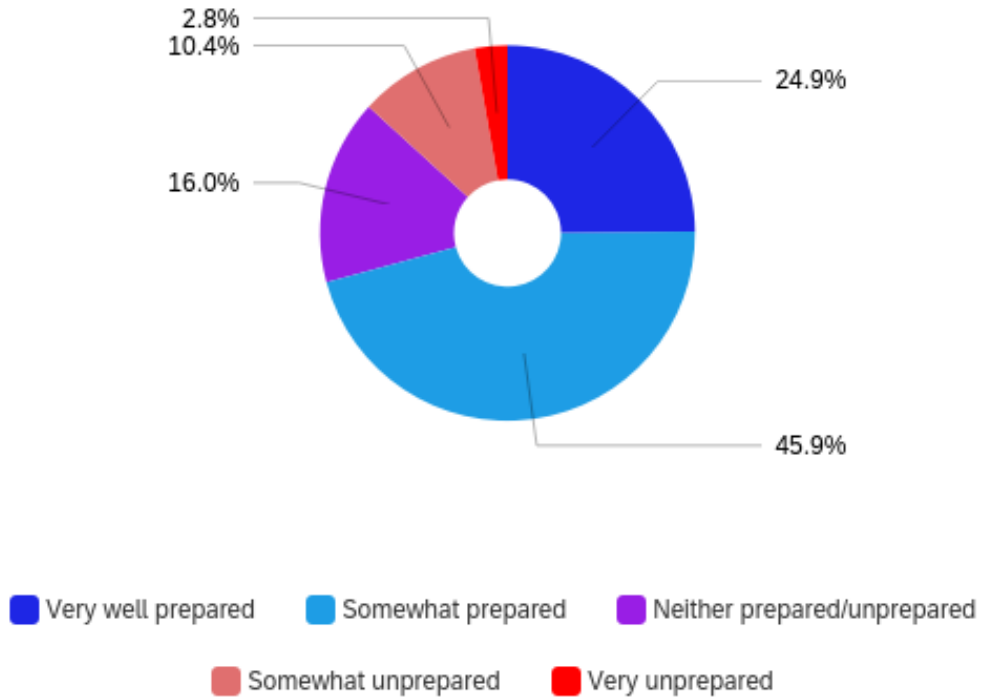


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How satisfied are you with the loan application or approval process?	1.00	5.00	2.87	1.42	2.01	1015

#	Answer	%	Count
1	Very dissatisfied	23.4%	238
2	Somewhat dissatisfied	20.6%	209
3	Neither dissatisfied nor satisfied	18.9%	192
4	Somewhat satisfied	19.9%	202
5	Very satisfied	17.1%	174
	Total	100%	1015



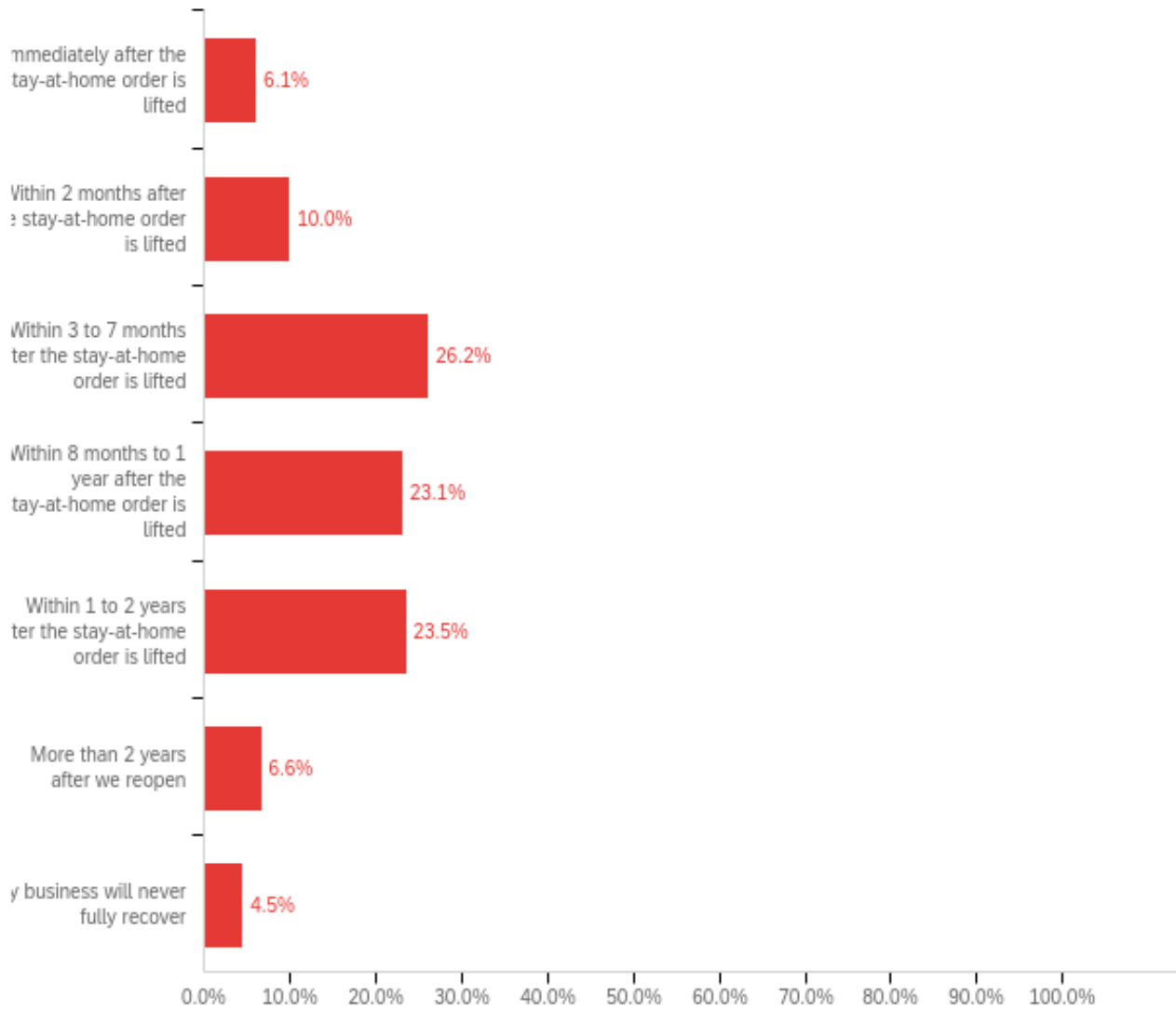
Q26 - How prepared do you feel your business is for what comes after COVID-19?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How prepared do you feel your business is for what comes after COVID-19?	1.00	5.00	2.20	1.02	1.04	1283

#	Answer	%	Count
1	Very well prepared	24.9%	319
2	Somewhat prepared	45.9%	589
3	Neither prepared/unprepared	16.0%	205
4	Somewhat unprepared	10.4%	134
5	Very unprepared	2.8%	36
	Total	100%	1283

**Q27 - Based on the information you currently possess, when do you expect YOUR business to fully recover from the impact of the COVID-19 pandemic?**

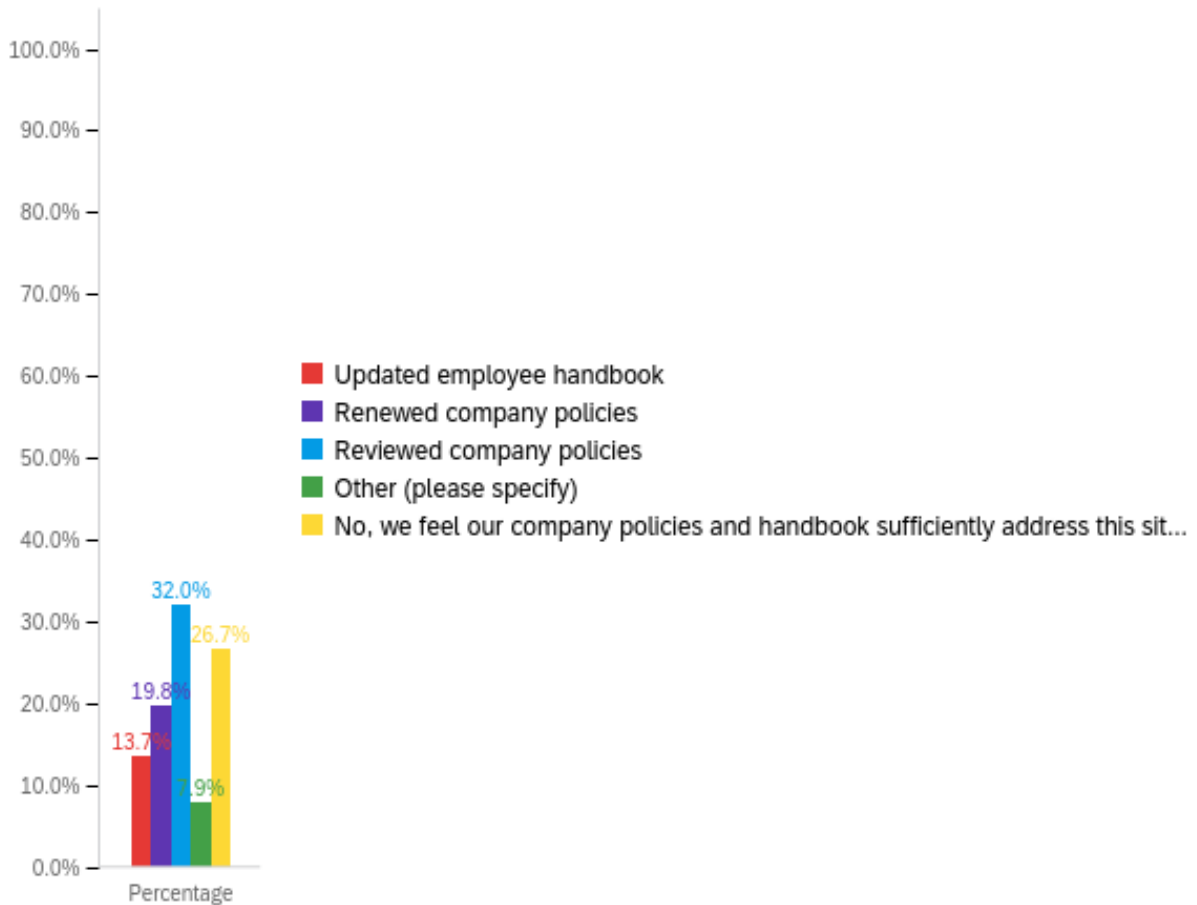


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Based on the information you currently possess, when do you expect YOUR business to fully recover from the impact of the COVID-19 pandemic?	1.00	7.00	3.86	1.45	2.10	1281

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#	Answer	%	Count
1	Immediately after the stay-at-home order is lifted	6.1%	78
2	Within 2 months after the stay-at-home order is lifted	10.0%	128
3	Within 3 to 7 months after the stay-at-home order is lifted	26.2%	335
4	Within 8 months to 1 year after the stay-at-home order is lifted	23.1%	296
5	Within 1 to 2 years after the stay-at-home order is lifted	23.5%	301
6	More than 2 years after we reopen	6.6%	85
7	My business will never fully recover	4.5%	58
	Total	100%	1281

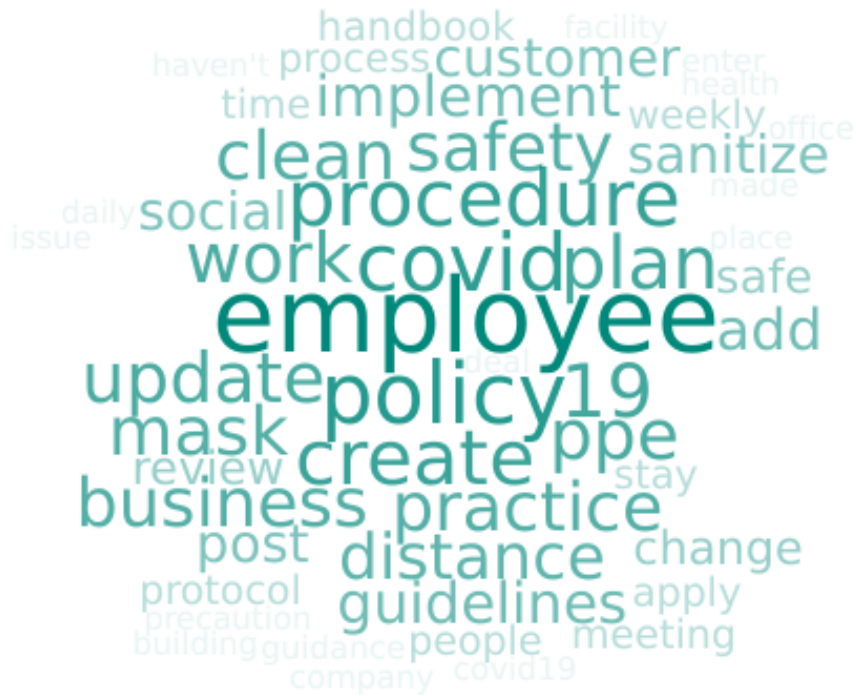
**Q28 - Have you done any of the following to address COVID-19:(Select all that apply)**



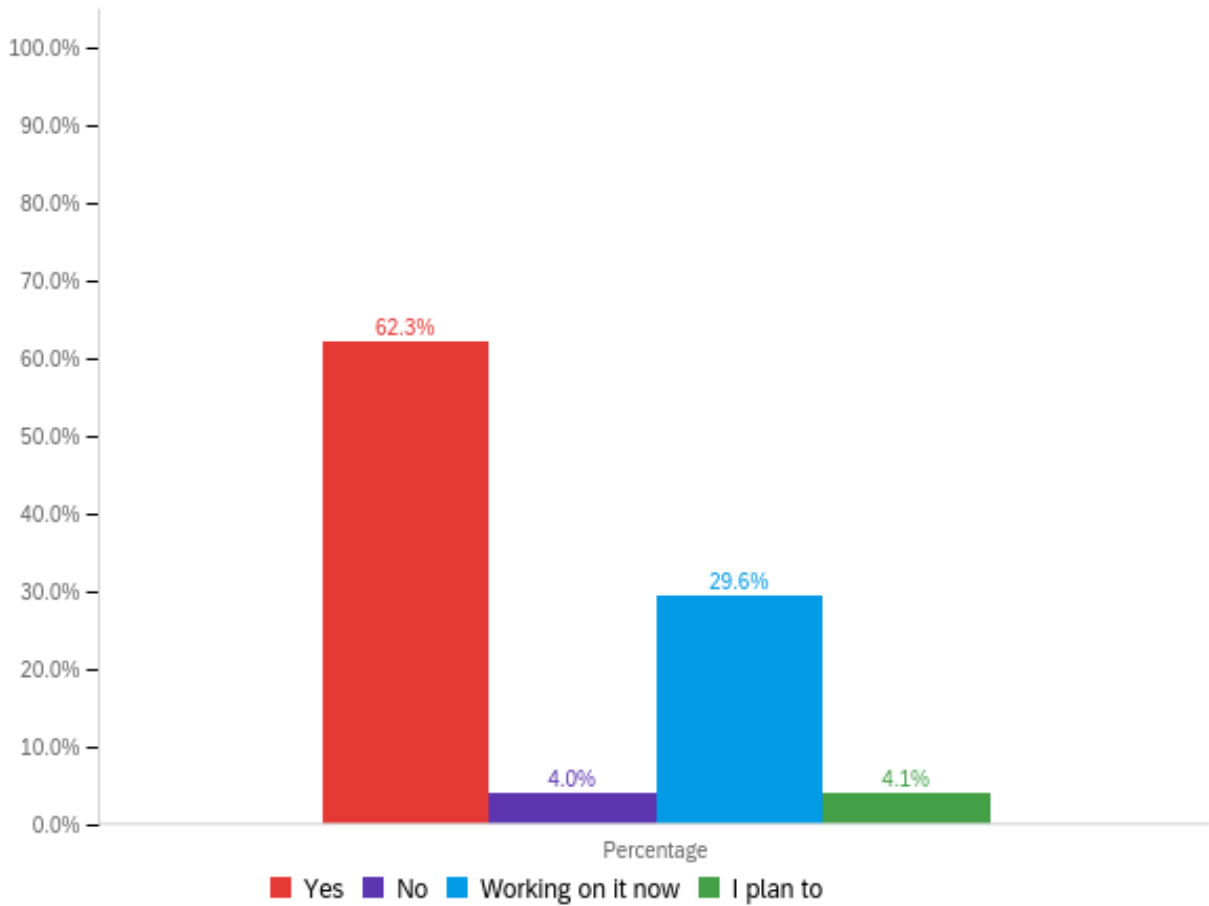
#	Answer	%	Count
1	Updated employee handbook	13.7%	246
3	Reviewed company policies	32.0%	576
2	Renewed company policies	19.8%	356
4	Other (please specify)	7.9%	143
5	No, we feel our company policies and handbook sufficiently address this situation	26.7%	480
	Total	100%	1801

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Q28\_4\_TEXT - Other (please specify)



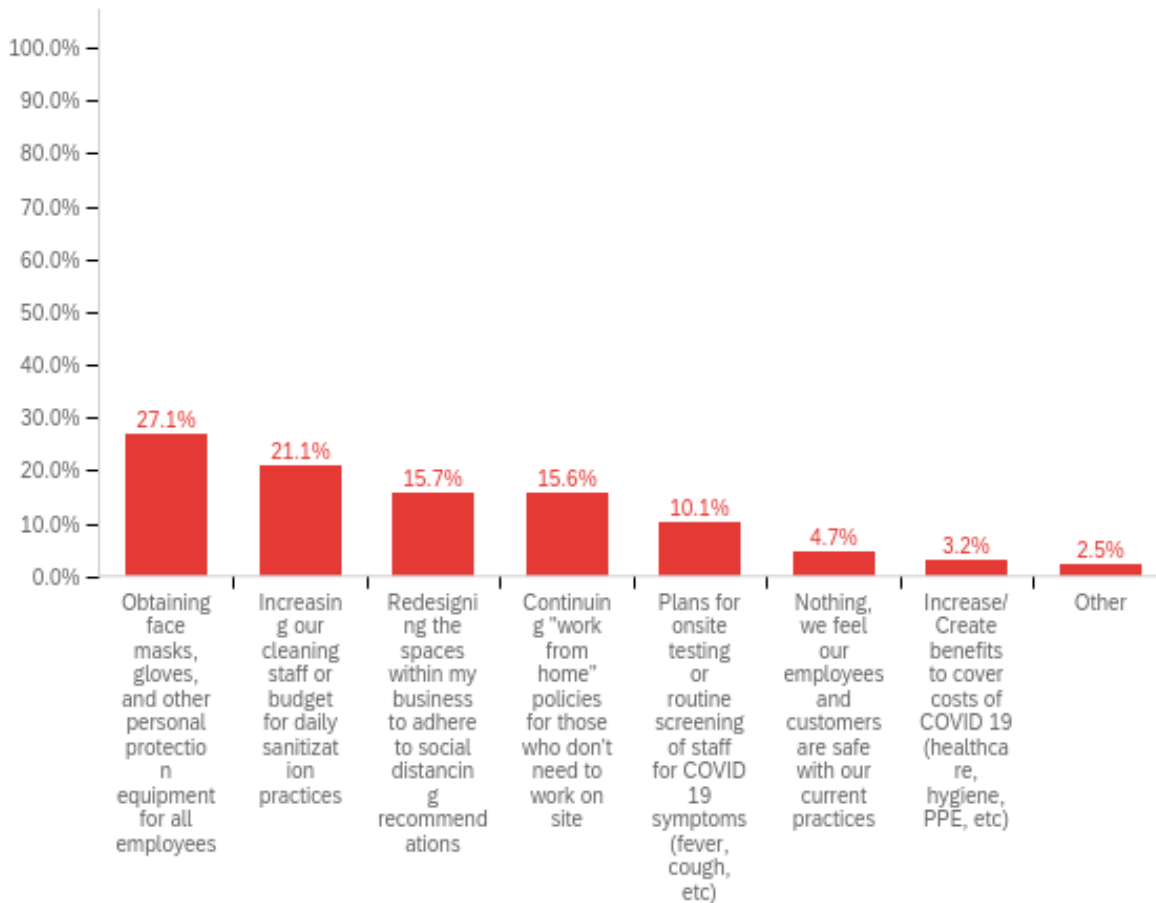
**Q29 - Does your business have a plan of action to keep employees and customers safe when you are allowed to fully open?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your business have a plan of action to keep employees and customers safe when you are allowed to fully open?	1.00	4.00	1.76	1.01	1.02	1282

#	Answer	%	Count
1	Yes	62.32%	799
2	No	3.98%	51
3	Working on it now	29.56%	379
4	I plan to	4.13%	53
	Total	100%	1282

**Q30 - What actions will you take to keep your employees and customers safe when your business fully opens?**



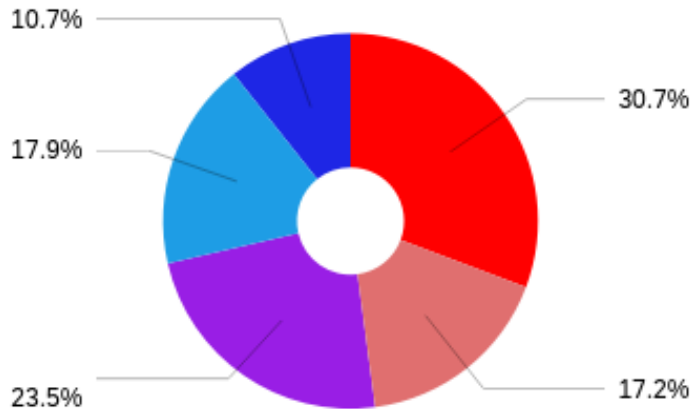
#	Answer	%	Count
3	Obtaining face masks, gloves, and other personal protection equipment for all employees	27.1%	850
1	Increasing our cleaning staff or budget for daily sanitization practices	21.1%	664
2	Redesigning the spaces within my business to adhere to social distancing recommendations	15.7%	492
5	Continuing "work from home" policies for those who don't need to work on site	15.6%	491
4	Plans for onsite testing or routine screening of staff for COVID 19 symptoms (fever, cough, etc)	10.1%	317
8	Nothing, we feel our employees and customers are safe with our current practices	4.7%	149
6	Increase/Create benefits to cover costs of COVID 19 (healthcare, hygiene, PPE, etc)	3.2%	101
7	Other	2.5%	77
	<b>Total</b>	<b>100%</b>	<b>3141</b>

Q30\_7\_TEXT - Other





**Q31 - Do you believe it is appropriate for regulators to require your business to perform health screens of employees (meaning daily or weekly questionnaires)?**

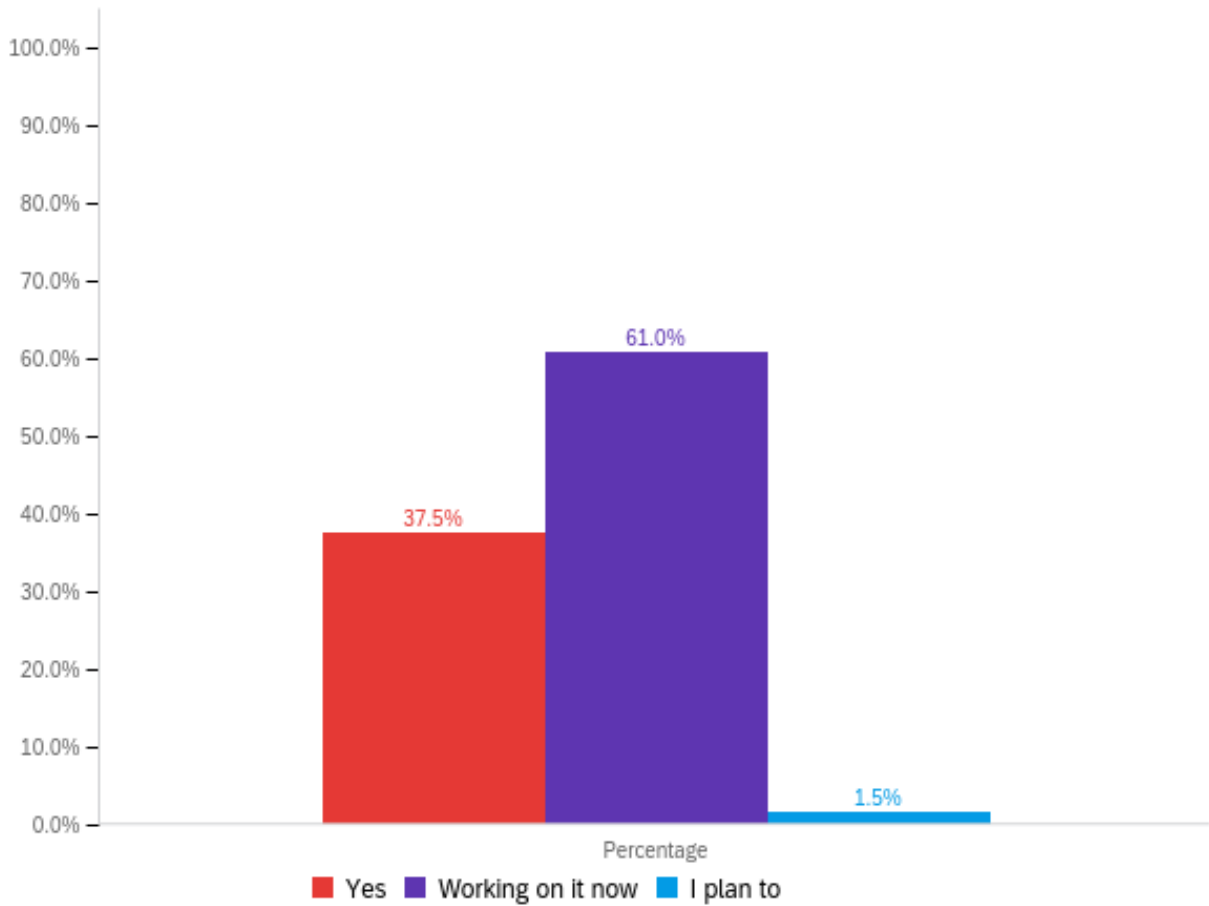


■ Definitely not appropriate   
 ■ Probably not appropriate   
 ■ It depends   
 ■ Probably appropriate  
■ Definitely appropriate

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you believe it is appropriate for regulators to require your business to perform health screens of employees (meaning daily or weekly questionnaires)?	1.00	5.00	2.61	1.36	1.85	1282

#	Answer	%	Count
1	Definitely not appropriate	30.7%	394
2	Probably not appropriate	17.2%	220
3	It depends	23.5%	301
4	Probably appropriate	17.9%	230
5	Definitely appropriate	10.7%	137
	Total	100%	1282

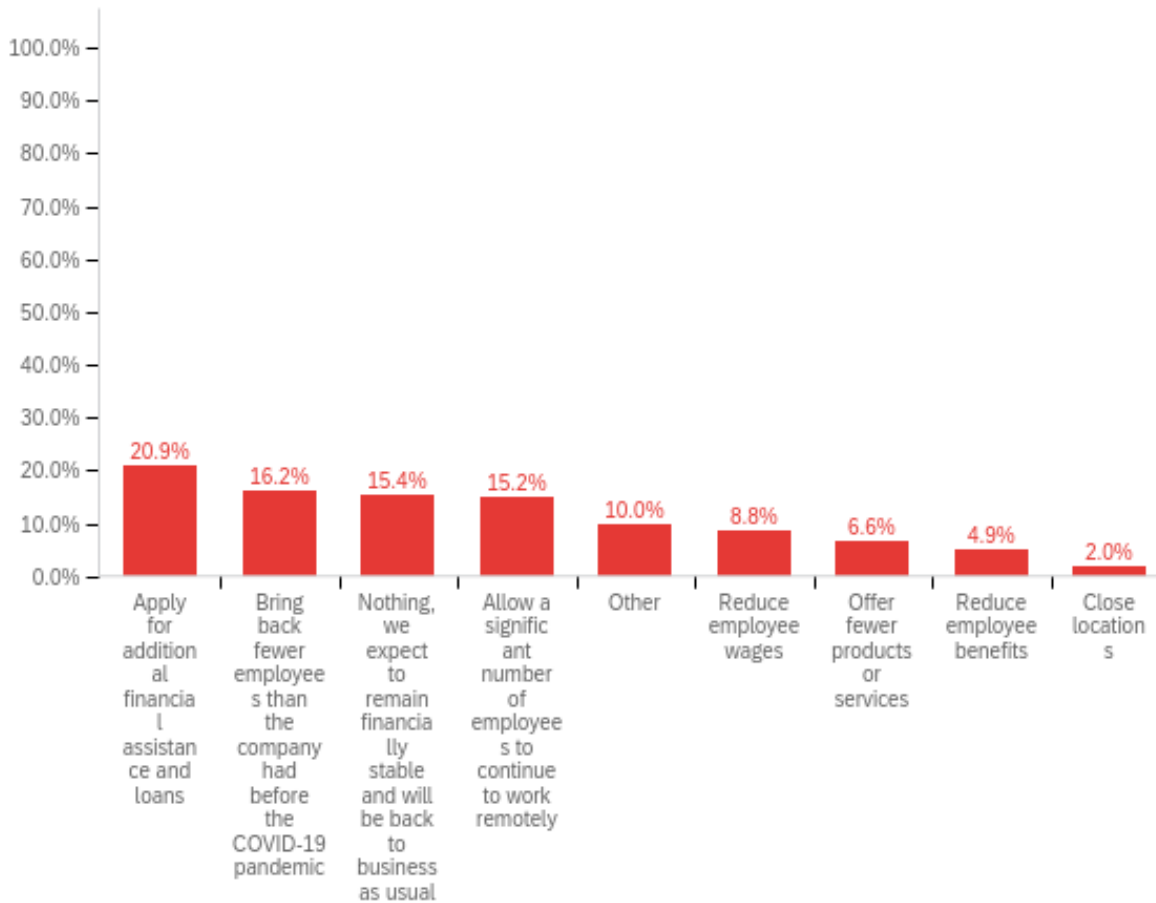
Q32 - Does your business have a plan of action for financial stability during the COVID-19 pandemic?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Does your business have a plan of action for financial stability during the COVID-19 pandemic?	1.00	4.00	2.26	0.99	0.97	1281

#	Answer	%	Count
1	Yes	37.5%	481
3	Working on it now	61.0%	781
4	I plan to	1.5%	19
	Total	100%	1281

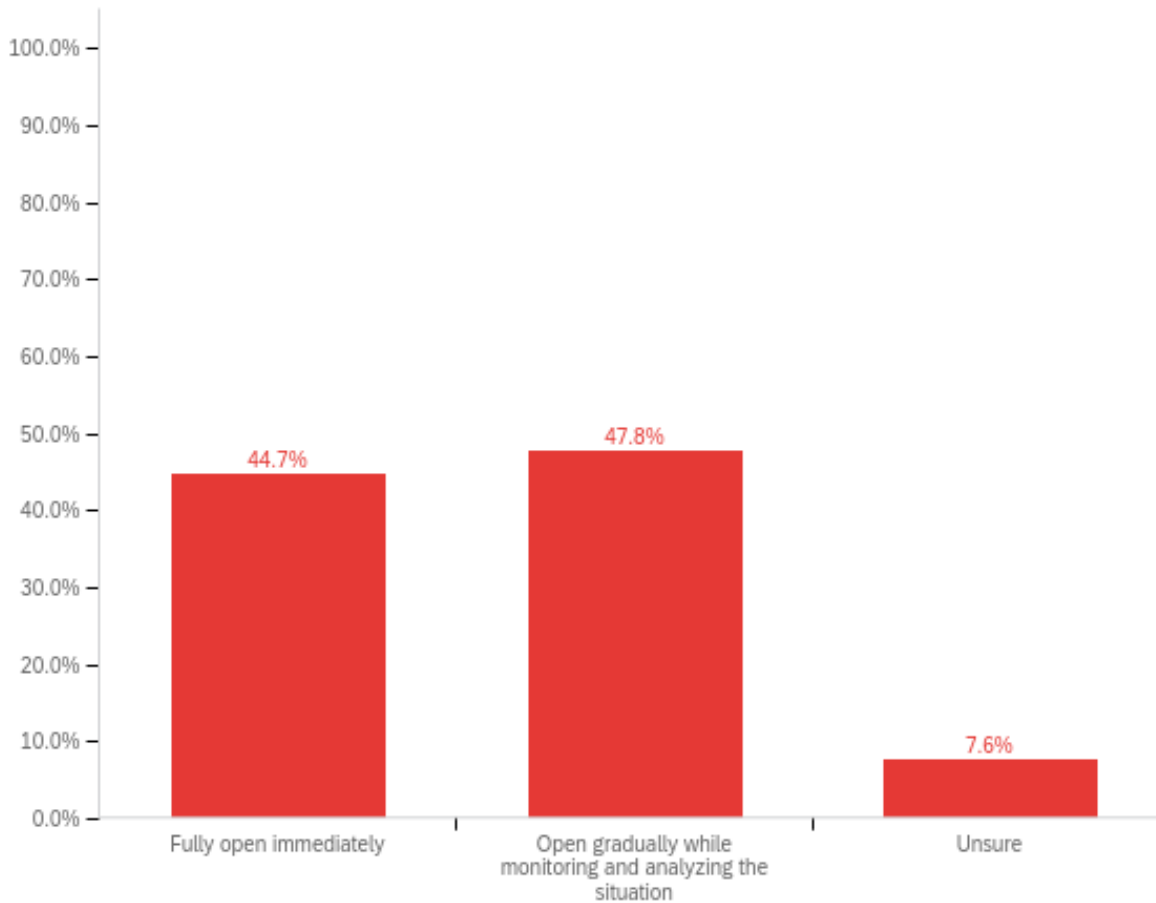
**Q33 - What actions will you take to keep your business financially stable during the COVID-19 pandemic?**



#	Answer	%	Count
1	Bring back fewer employees than the company had before the COVID-19 pandemic	16.2%	271
2	Reduce employee wages	8.8%	147
3	Reduce employee benefits	4.9%	82
4	Close locations	2.0%	34
5	Offer fewer products or services	6.6%	111
6	Allow a significant number of employees to continue to work remotely	15.2%	254
7	Apply for additional financial assistance and loans	20.9%	349
8	Other	10.0%	168
9	Nothing, we expect to remain financially stable and will be back to business as usual	15.4%	257



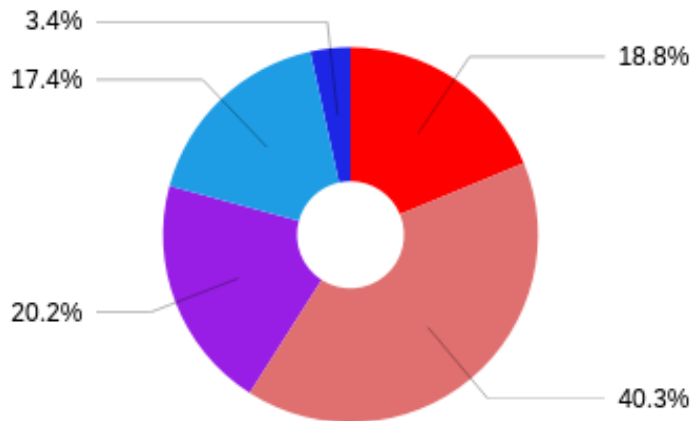
**Q34 - When the Stay Home, Stay Safe order is lifted, do you expect to fully open immediately or will you open gradually while monitoring and analyzing the situation?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	When the Stay Home, Stay Safe order is lifted, do you expect to fully open immediately or will you open gradually while monitoring and analyzing the situation?	1.00	3.00	1.63	0.62	0.38	1271

#	Answer	%	Count
1	Fully open immediately	44.7%	568
2	Open gradually while monitoring and analyzing the situation	47.8%	607
3	Unsure	7.6%	96
	Total	100%	1271

Q35 - Do you expect your business to emerge from the COVID-19 pandemic weaker or stronger?

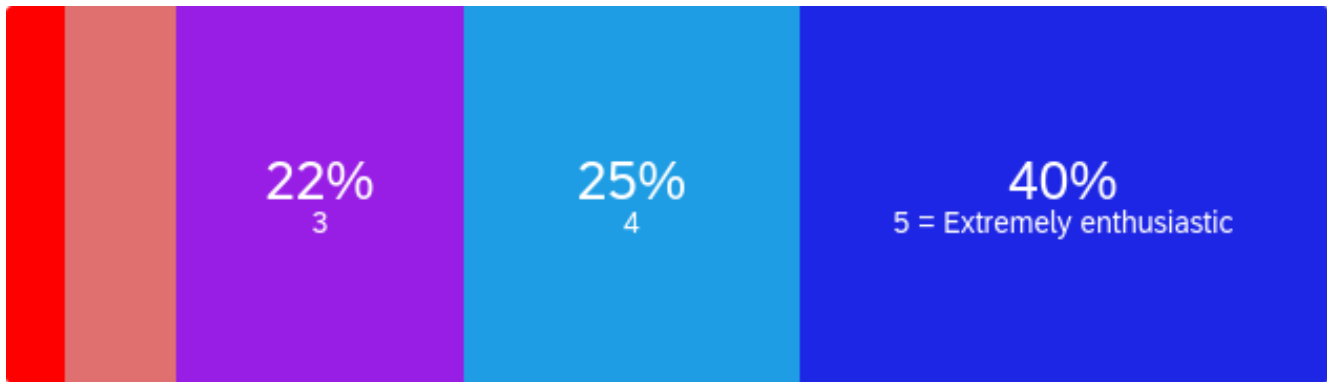


■ Much weaker   
 ■ Somewhat weaker   
 ■ No change   
 ■ Somewhat stronger   
 ■ Much stronger

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you expect your business to emerge from the COVID-19 pandemic weaker or stronger?	1.00	5.00	2.46	1.09	1.18	1279

#	Answer	%	Count
1	Much weaker	18.8%	240
2	Somewhat weaker	40.3%	515
3	No change	20.2%	258
4	Somewhat stronger	17.4%	222
5	Much stronger	3.4%	44
	Total	100%	1279

Q36 - Using the following scale, how enthusiastic are you about remaining in business after COVID-19?

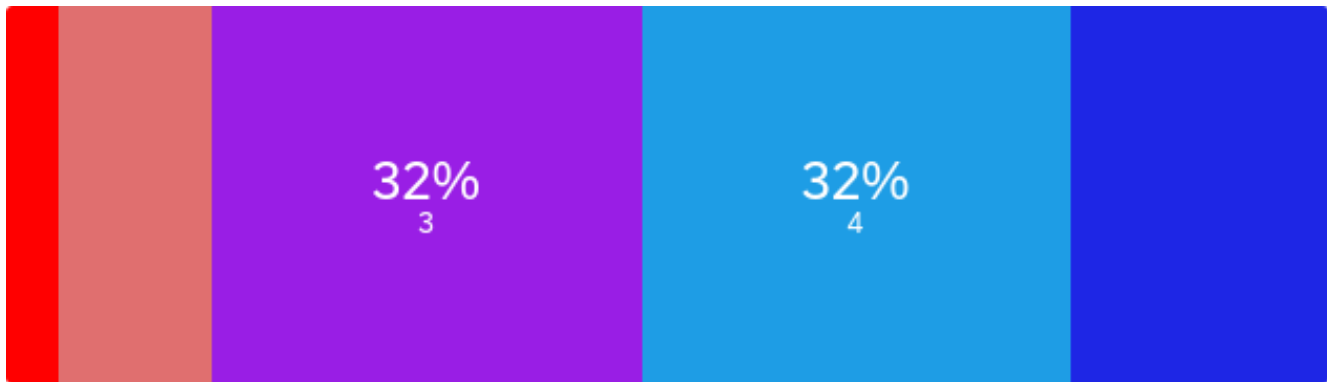


■ 1 = Not enthusiastic at all  
 ■ 2  
 ■ 3  
 ■ 4  
 ■ 5 = Extremely enthusiastic

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Using the following scale, how enthusiastic are you about remaining in business after COVID-19?	1.00	5.00	3.88	1.15	1.33	1279

#	Answer	%	Count
1	1 = Not enthusiastic at all	4.4%	56
2	2	8.4%	107
3	3	21.7%	278
4	4	25.5%	326
5	5 = Extremely enthusiastic	40.0%	512
	Total	100%	1279

Q37 - Using a similar scale, how much do you think doing business in Michigan will change after COVID-19?



1 = It will go back to the way it was before COVID-19    2    3    4

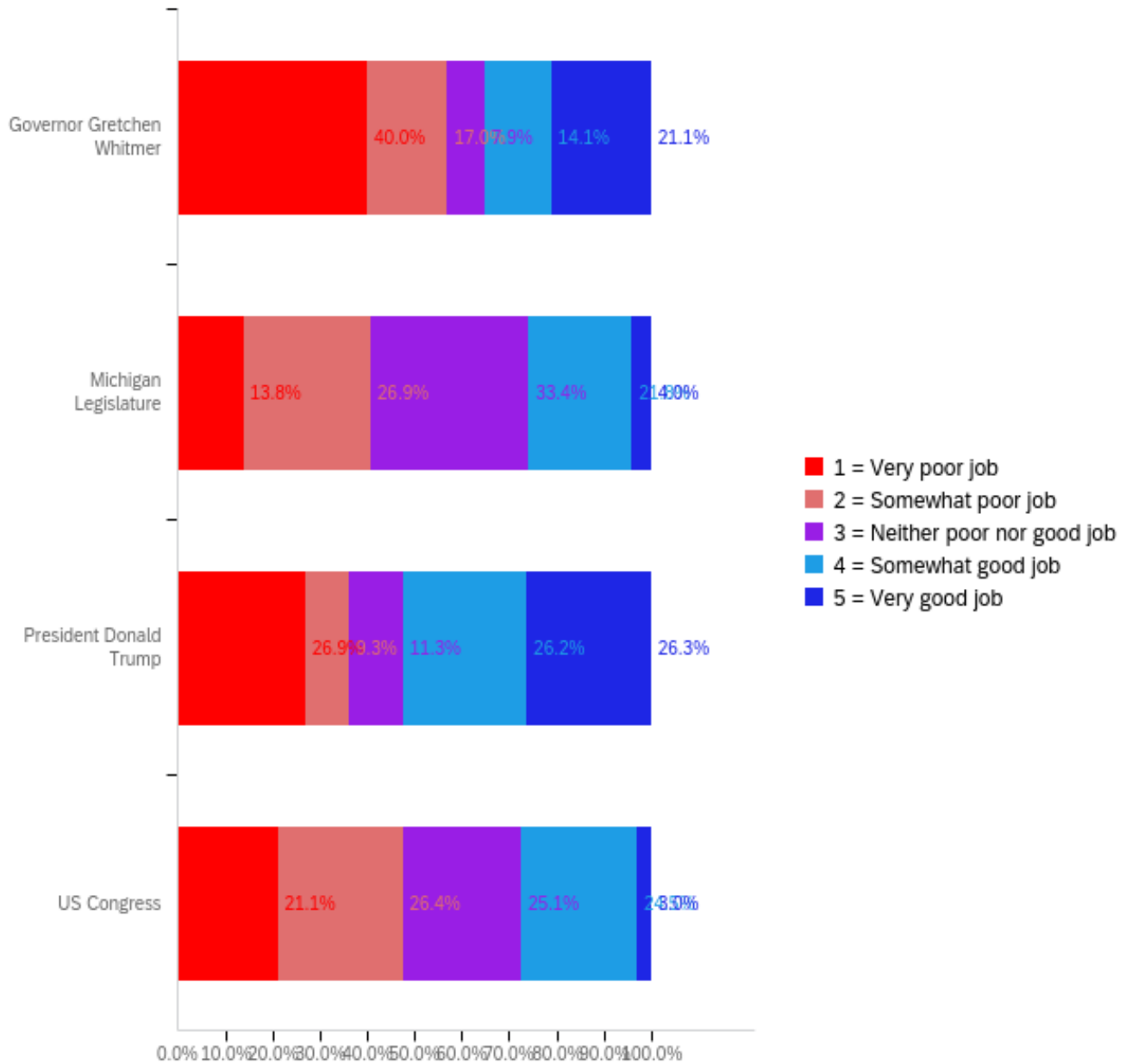
5 = Doing business in Michigan will completely change forever after COVID-19

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Using a similar scale, how much do you think doing business in Michigan will change after COVID-19?	1.00	5.00	3.52	1.05	1.11	1279

#	Answer	%	Count
1	1 = It will go back to the way it was before COVID-19	3.9%	50
2	2	11.6%	148
3	3	32.4%	415
4	4	32.4%	415
5	5 = Doing business in Michigan will completely change forever after COVID-19	19.6%	251
	Total	100%	1279



**Q38 - Please rate how well you think each of the following has responded to the needs of Michigan's small business community during the COVID-19 pandemic?**

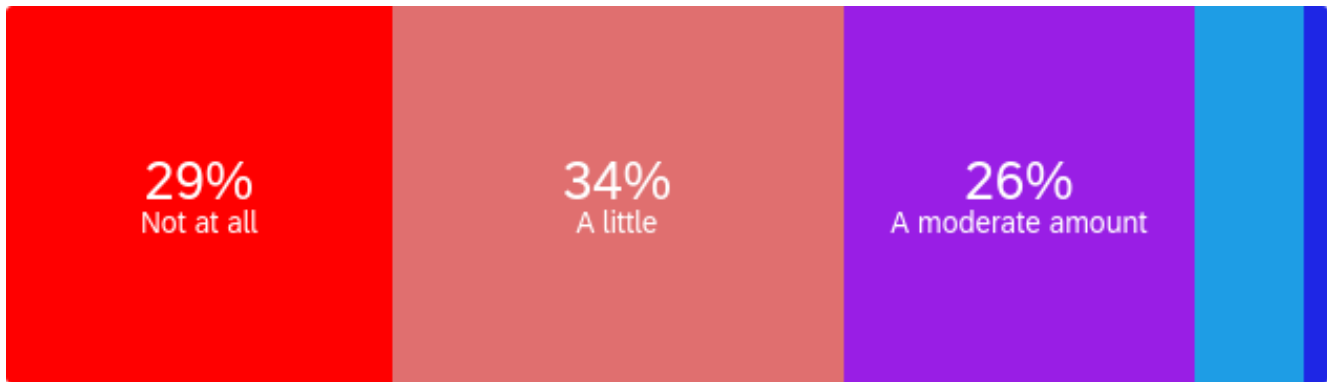


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#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Governor Gretchen Whitmer	1.00	5.00	2.59	1.61	2.59	1280
2	Michigan Legislature	1.00	5.00	2.75	1.07	1.14	1277
3	President Donald Trump	1.00	5.00	3.16	1.57	2.46	1279
4	US Congress	1.00	5.00	2.62	1.15	1.33	1277

#	Question	1 = Very poor job		2 = Somewhat poor job		3 = Neither poor nor good job		4 = Somewhat good job		5 = Very good job		Total
1	Governor Gretchen Whitmer	40.0%	512	17.0%	217	7.9%	101	14.1%	180	21.1%	270	1280
2	Michigan Legislature	13.8%	176	26.9%	344	33.4%	427	21.8%	279	4.0%	51	1277
3	President Donald Trump	26.9%	344	9.3%	119	11.3%	145	26.2%	335	26.3%	336	1279
4	US Congress	21.1%	269	26.4%	337	25.1%	320	24.5%	313	3.0%	38	1277

Q39 - Do you think the voices of small business owners are being heard by lawmakers during the COVID-19 pandemic?

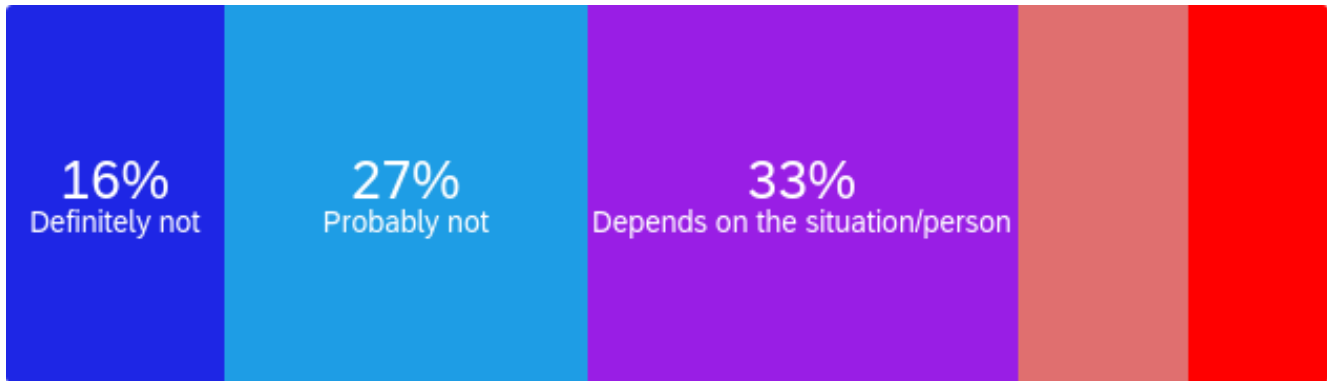


■ Not at all  
 ■ A little  
 ■ A moderate amount  
 ■ A lot  
 ■ A great deal

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you think the voices of small business owners are being heard by lawmakers during the COVID-19 pandemic?	1.00	5.00	2.20	1.02	1.03	1278

#	Answer	%	Count
1	Not at all	29.1%	372
2	A little	34.0%	435
3	A moderate amount	26.4%	338
4	A lot	8.4%	107
5	A great deal	2.0%	26
	Total	100%	1278

Q40 - When you finally go back to business as usual, will you shake hands with others?

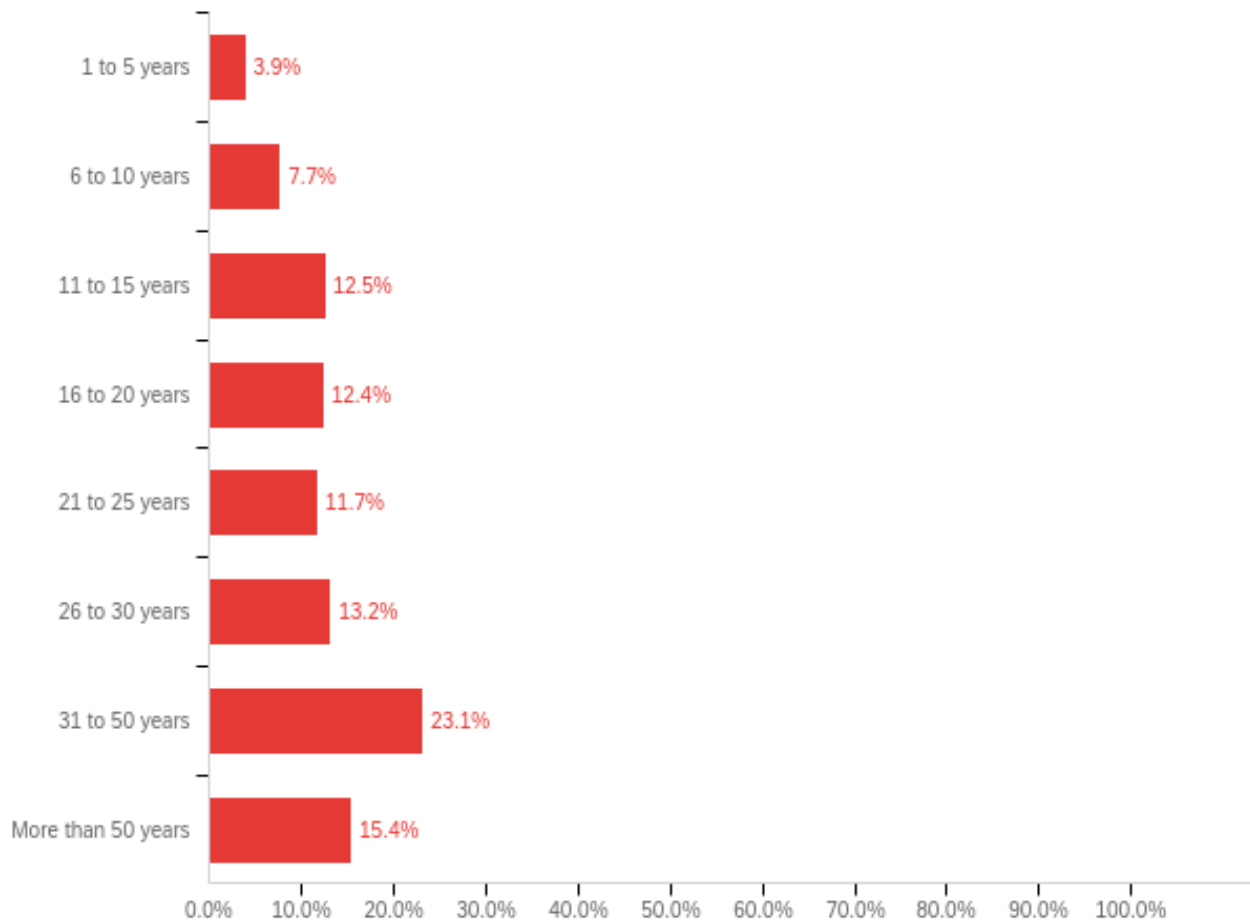


■ Definitely not   
 ■ Probably not   
 ■ Depends on the situation/person   
 ■ Probably yes  
■ Definitely yes

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	When you finally go back to business as usual, will you shake hands with others?	1.00	5.00	2.74	1.19	1.42	1281

#	Answer	%	Count
4	Probably yes	12.9%	165
2	Probably not	27.4%	351
3	Depends on the situation/person	32.6%	417
5	Definitely yes	10.8%	138
1	Definitely not	16.4%	210
	Total	100%	1281

**Q41 - How long has your company been in business?**



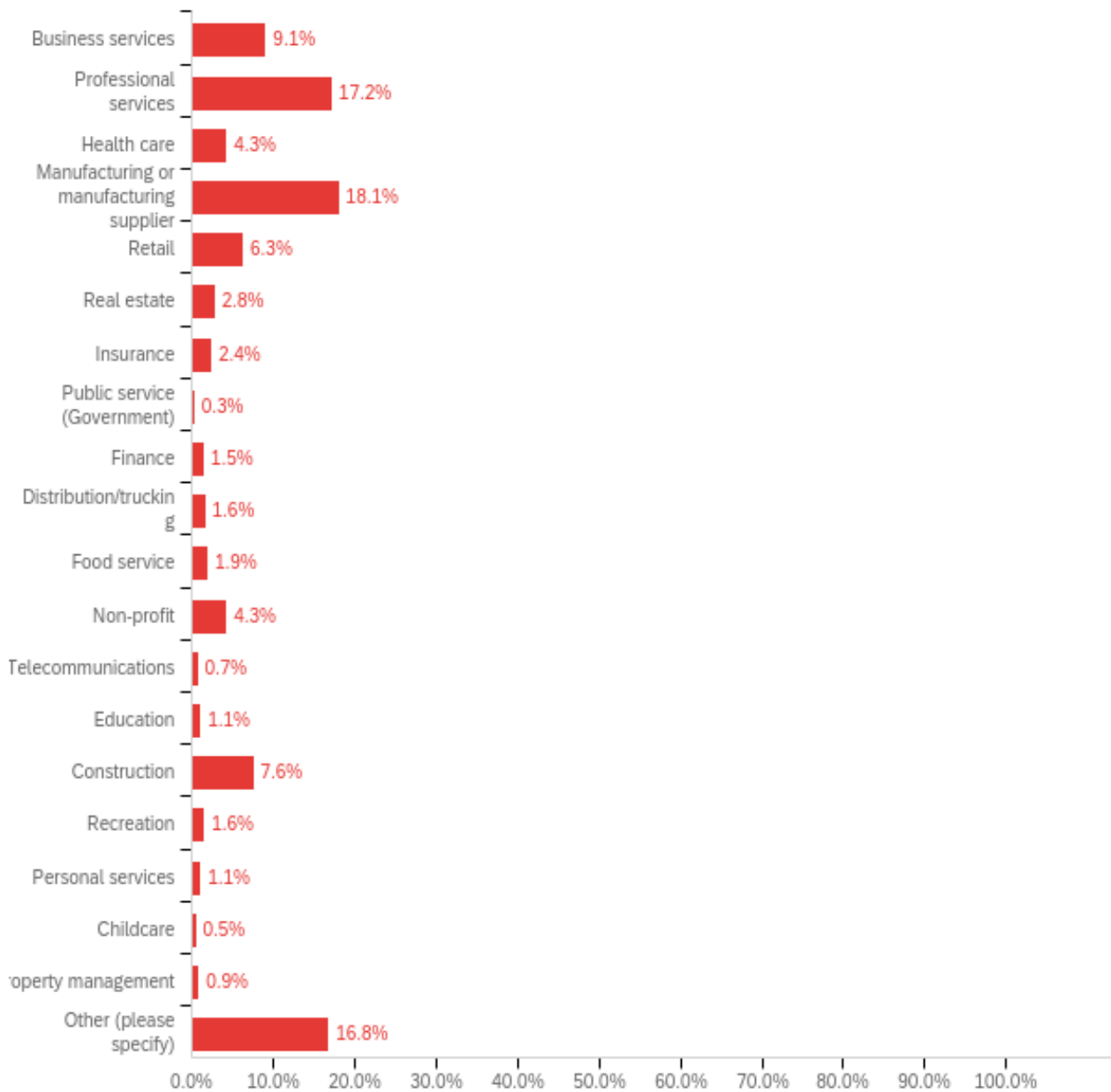
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How long has your company been in business?	1.00	8.00	5.30	2.07	4.30	1283

#	Answer	%	Count
1	1 to 5 years	3.9%	50
2	6 to 10 years	7.7%	99
3	11 to 15 years	12.5%	161
4	16 to 20 years	12.4%	159
5	21 to 25 years	11.7%	150
6	26 to 30 years	13.2%	169

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7	31 to 50 years	23.1%	297
8	More than 50 years	15.4%	198
	Total	100%	1283

**Q42 - What type of business do you operate?**



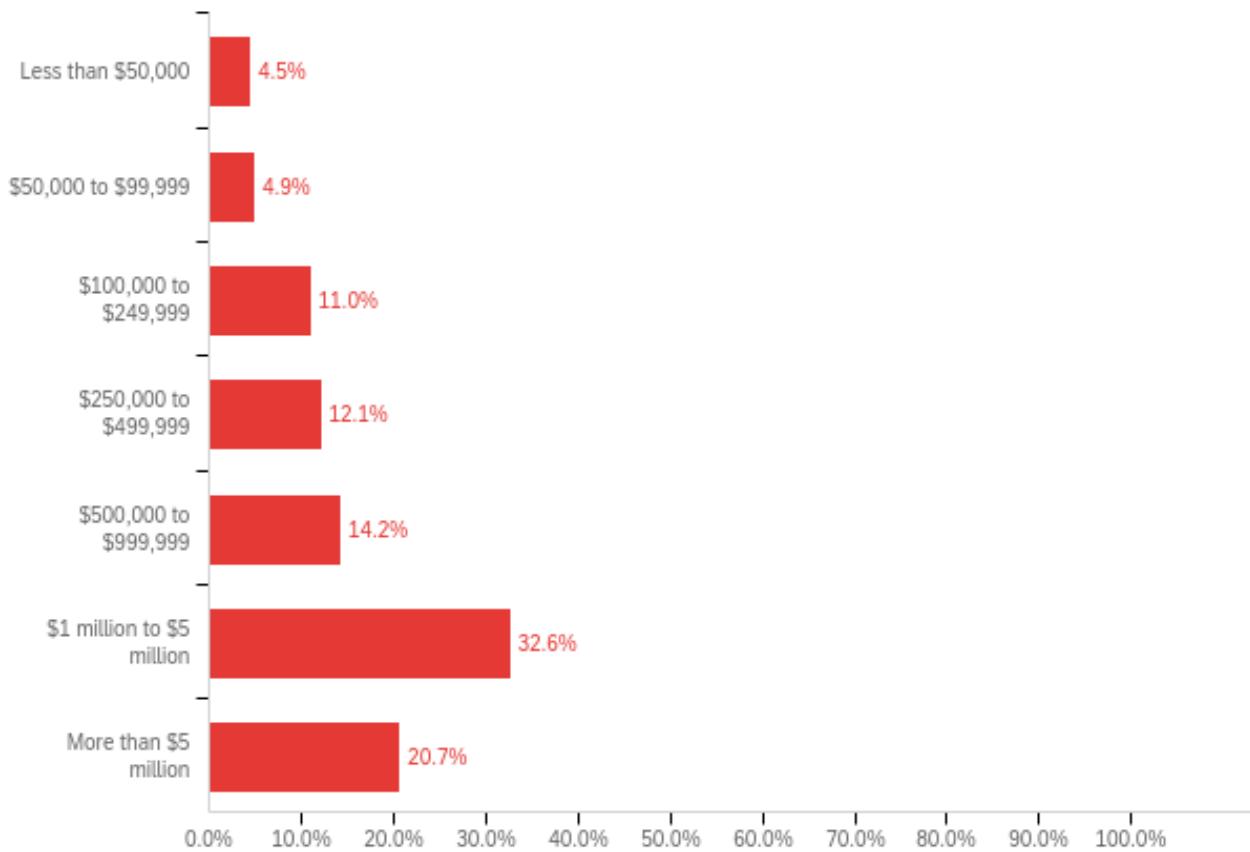
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What type of business do you operate? - Selected Choice	1.00	20.00	8.41	6.93	47.98	1284

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#	Answer	%	Count
1	Business services	9.1%	117
2	Professional services	17.2%	221
3	Health care	4.3%	55
4	Manufacturing or manufacturing supplier	18.1%	232
5	Retail	6.3%	81
6	Real estate	2.8%	36
7	Insurance	2.4%	31
8	Public service (Government)	0.3%	4
9	Finance	1.5%	19
10	Distribution/trucking	1.6%	21
11	Food service	1.9%	25
12	Non-profit	4.3%	55
13	Telecommunications	0.7%	9
14	Education	1.1%	14
15	Construction	7.6%	97
16	Recreation	1.6%	20
17	Personal services	1.1%	14
18	Childcare	0.5%	6
19	Property management	0.9%	11
20	Other (please specify)	16.8%	216
	Total	100%	1284



**Q43 - On average, what is the annual gross dollar amount generated by your business?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	On average, what is the annual gross dollar amount generated by your business?	1.00	7.00	5.07	1.69	2.86	1257

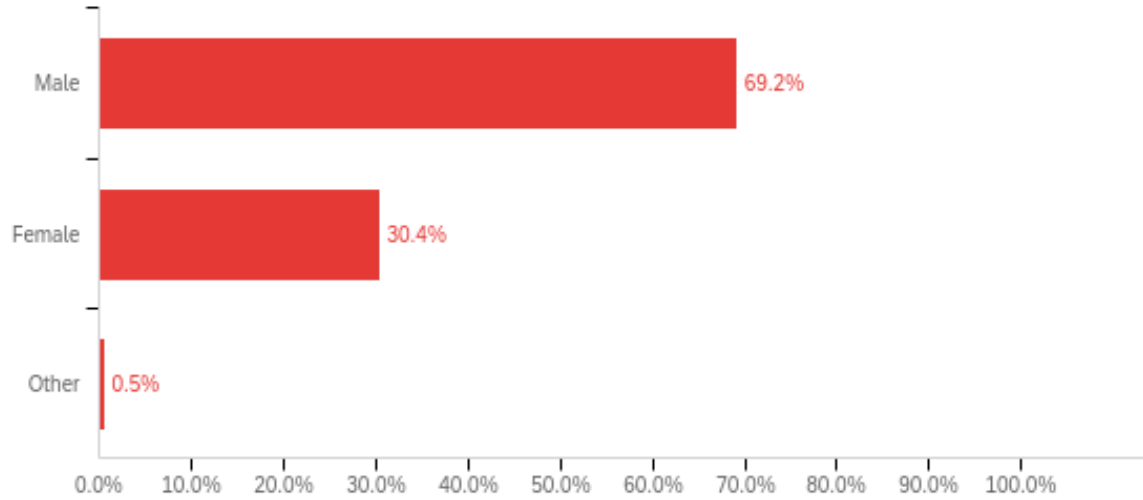
#	Answer	%	Count
1	Less than \$50,000	4.5%	56
2	\$50,000 to \$99,999	4.9%	62
3	\$100,000 to \$249,999	11.0%	138
4	\$250,000 to \$499,999	12.1%	152
5	\$500,000 to \$999,999	14.2%	179
6	\$1 million to \$5 million	32.6%	410
7	More than \$5 million	20.7%	260

Total

100%

1257

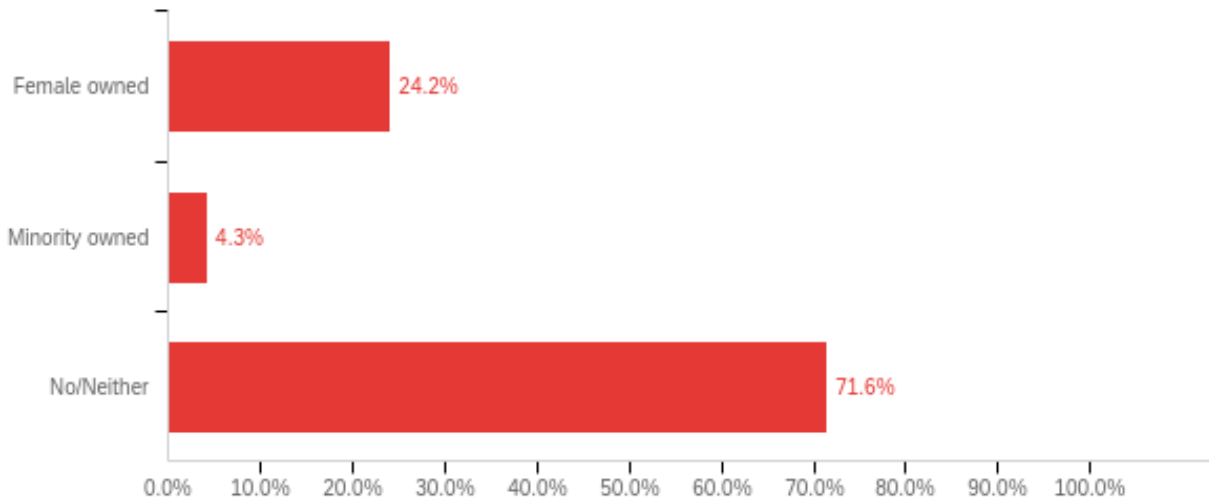
**Q44 - What is your gender?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your gender? - Selected Choice	1.00	3.00	1.31	0.47	0.22	1265

#	Answer	%	Count
1	Male	69.2%	875
2	Female	30.4%	384
3	Other	0.5%	6
	Total	100%	1265

**Q45 - Is yours a female-owned or minority-owned business?**



#	Answer	%	Count
1	Female owned	24.2%	311
2	Minority owned	4.3%	55
3	No/Neither	71.6%	921
	Total	100%	1287