



## **Q1. Tell us about your business.**

*Answers:*

We publish technical training curriculum, and engineer and design complimentary hands-on laboratory equipment that is used by colleges and universities in the US and overseas.

Small, family owned and operated winery, crafting wines in a very traditional and old European way.

Copper Top Tap House is a tavern that specializes in craft beer cider and wine. It's a gathering place like a sports bar combined with a Starbucks.

Portable toilet rental.

## **Q2. What did the RLF do for you?**

*Answers:*

It provided us with funds to allow us to maintain staff, to complete various projects and help us with a short-term cash flow issue.

Helped our business to continue and improved our operations.

Helped me finance a new building that my company was outgrowing.

Provided funds to buy business from retiring former owner when no other sources were available to us.

## **Q3. What was your experience working with BFCG staff in applying for and using your loan?**

*Answers:*

Excellent! Very fast and professional service.

Very helpful, friendly and knowledgeable.

They were 100% professional.

Fantastic, the process was easy with the help of the friendly and professional staff that work there.

Staff was clear in presenting application requirements. Our inquiries were answered promptly.



**Q4. How likely is it that you would recommend BFCG's services to other businesses?**

(0-10 score option: Not at all likely (0)

- Extremely likely (10)

*Answers:* 10

**Q5. Please tell us why you gave your rating for question 4.**

*Answers:*

We were very happy with the expediency and ease in which we were able to secure our loan through them.

It is great to see someone to have a career they are passionate about. My loan was key in opening Copper Top.

Easy to work with, understanding of small business needs and ways of operations, very professional.

The people are great to work with, very informative and friendly, the process was Easy.

Not a single hiccup in initiation or administration of loan.

**Q6. Would you be interested in speaking with someone from BFCG regarding ways to help your business stay open, pivot, or grow during the COVID-19 pandemic?**

*Answers:*

We appreciate the offer, but we think we have a solid plan in place.

Absolutely!

That would be fine.

Yes.

Not necessary as we seem to be handling the disruption.