

INUIT FIRM REGISTRY SURVEY PROJECT FINAL REPORT

**FOR
ATUQTUARVIK CORPORATION
AND
NUNAVUT TUNNGAVIK INC.**

**Prepared by Aarluk Consulting
February 15, 2005**

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1.0 SUMMARY OF SURVEY FINDINGS

A total of 104 surveys were received representing 112 companies listed on the Inuit Firm Registry (IFR). This translates into 38 percent of active companies listed on the IFR. Highlights of the survey results include:

- 72 percent of the businesses surveyed are 100 percent owned by Nunavut Inuit. The next largest group is 51 percent Inuit ownership, which is the structure reported by 11.0 percent of businesses responding.
- 65.5 percent of respondents indicated that they operated in two regions of Nunavut, and 13.8 percent indicated that they operated in all three regions.
- 31.7 percent of respondents indicated they were planning to expand their businesses.
- 46.1 percent of businesses reported serving locations outside of Nunavut.
- 49.0 percent of respondents indicated that they had annual sales of over \$1 million.
- 52.5 percent of respondents indicated that they employed 1-10 Inuit workers. A further 33.7 percent indicated that they employed between 10 and 25 Inuit employees. Ten percent of companies said they employed over 25 Inuit employees.
- 28.8 percent indicated that they had worked in full partnership with non Inuit-owned firms.
- Respondents require an estimated \$164 million in business capital over the next three years.
- Limited market size (46.2%), competition from southern businesses (37.5%) and lack of community infrastructure (30.8%) were the top three barriers to expansion of the businesses.
- The vast majority of respondents stated that they currently do their business banking with a commercial bank located in Nunavut (82.7 %), while 13.5 percent of respondents use a commercial bank located outside of Nunavut.
- 60.5 percent indicated that they would be very interested in Nunavut based financial services, and an additional 17.4 percent stated that they were somewhat/very interested in these services.

2.0 INTRODUCTION

Atuqtuarvik Corporation (AC) is a for-profit corporation mandated to provide loan and equity investments of over \$100,000 to Inuit-owned businesses in Nunavut. AC plays a key role in business development in Nunavut by providing risk capital and assisting small, medium and large Inuit owned businesses in leveraging funds from various government and other sources. Since June 2003, AC has provided loan and equity investments of over \$49 million to Inuit-owned companies in Nunavut. The need for business financing continues to expand at a significant rate as several sectors of the Nunavut economy gain strength.

In order to gain a better understanding of Inuit firms and their financial needs, AC hired Aarluk Consulting to conduct a survey of firms listed on Nunavut Tunngavik Inc.'s (NTI) Inuit Firm Registry. AC was interested in developing a profile of Inuit firms in Nunavut, and gaining an understanding of their financing and financial services needs. The results would be used to guide program development and anticipate the capital needs of Inuit businesses over the next five years.

2.1 Project Goals

The overall goal of the survey was to collect information about Inuit-owned firms in Nunavut in order to develop a representative profile of their operations, markets, financing requirements and support needs.

The information to be collected was organized into the following four areas:

- 1) Business profile information including sector or business activity, ownership structure, market and size;
- 2) Projected capital and financing requirements over the next five years;
- 3) Borrowing and banking experiences;
- 4) Financial services needs from a Nunavut financial institution.

The project had a goal of surveying 50 percent of businesses listed on the Inuit Firm Registry (IFR). While this ambitious level was not achieved, we did succeed in surveying 38 percent of active companies on the list. This represents a higher than average response rate to surveys of this type, and can be considered representative of the full list, as discussed in the next sections.

2.2 Survey Response

A total of 104 surveys were received, which represented 112 companies¹ registered on the Inuit Firm Registry. Twenty-six surveys mailed to companies on the list were returned as “undeliverable” and/or their telephone numbers were not in service. This results in 294 total active companies on the IFR, and a response rate of 38 percent.

¹ One respondent completed a survey on behalf of eight companies listed on the IFR.

2.3 Representative Results

A total of 104 surveys were received, representing 112 companies on the Inuit Firm Registry. Due to the fact that 49.0 percent of respondents report sales of over \$1.0 million per year, and a full third of companies report dealings with Atuqtuarvik in the past five years, it is our opinion that a larger percentage of responses came from larger, more established firms.

In comparing respondents' sector activity and the location of their business head offices against the original Inuit Firm Registry, it is clear that the aggregate survey demographics are not statistically comparable to those present in the full IFR list.

This implies that these survey results should be considered with caution: while they provide a very clear picture of the firms which responded, since a statistically valid random sampling technique was not employed, the results should not necessarily be considered applicable to all firms on the Inuit Firm Registry.

3.0 METHODOLOGY

The project was split into the following three phases.

3.1 Phase 1: Project Set-up

During the initial phase of the project, our focus was on ensuring that the information to be collected fully reflected the planning needs of Atuqtuarvik Corporation. After an initial telephone consultation and review of documents provided, a preliminary “Information Collection Needs” document was prepared and circulated to AC and NTI for input and discussion. After this document was finalized, the survey questionnaire was developed in a format which would ensure our ability to prepare statistical analysis of the survey results. The draft survey questionnaire was then forwarded to AC for final approval.

3.2 Phase 2: Survey Collection

In order to attain the highest possible return rate, our survey approach had several components:

A combination of mail-back and telephone surveys was employed, and all firms on the IFR list were invited to participate in the survey. The IFR list was separated into two lists: one for mail-back responses and the other targeted for telephone surveys. All previous Atuqtuarvik clients were included in the telephone survey list in order to encourage a higher response rate from those companies. Two separate introductory letters were prepared, explaining the need for the survey and providing instructions on how to complete the questionnaire. The letters were signed by Paul Kaludjak, President of NTI, and John Hickey, Chair of Atuqtuarvik. The letters also highlighted that all survey respondents would have their names entered into a draw for \$500.

The introductory letter and survey questionnaire were translated into Inuktitut to provide an option for those who preferred to respond in syllabics.

Survey packages were then prepared. Respondents on the mail-back list received the introductory letter, questionnaire, raffle ticket, small raffle envelope and stamped, preaddressed return envelope for all items. Respondents on the telephone call-back list received a copy of the questionnaire and the introductory letter explaining that they could expect to receive a telephone call in the next few days to complete the survey and raffle ticket by phone. Companies that were identified as unilingual were mailed the syllabic versions of the package.

When mailed-back surveys were received by our office, the raffle ticket envelope and completed survey were separated. Surveys were entered into the SPSS statistical analysis program, and raffle ticket envelopes were combined and later opened in order to eliminate names from the “still to respond” list. In the week after November 19, all companies on the mail-back list who had not yet responded were given a courtesy reminder call encouraging them to complete and mail their survey.

Companies on the telephone survey list received their survey packages in three staggered mailings in order to ensure that our surveyors could provide timely follow-up to mailed packages. Companies received up to three callbacks in order to have the survey completed by our surveyors. Some chose to respond by faxing or mailing their completed surveys directly to our office, and this was encouraged when it was felt that they would respond no other way.

The final day for receipt of surveys was set at December 8, when the draw for \$500 was conducted. The winner of the draw was Sandra Tulugak of Jay's Taxi in Rankin Inlet.

3.3 Phase 3: Data Analysis and Report Preparation

A spreadsheet was developed to correspond with the questionnaire, enabling data to be exported into SPSS Version 12.0, a statistical analysis program. Data from completed surveys were entered into the program on receipt. Preliminary results were reviewed and the graphs and charts that appear in this report were prepared.

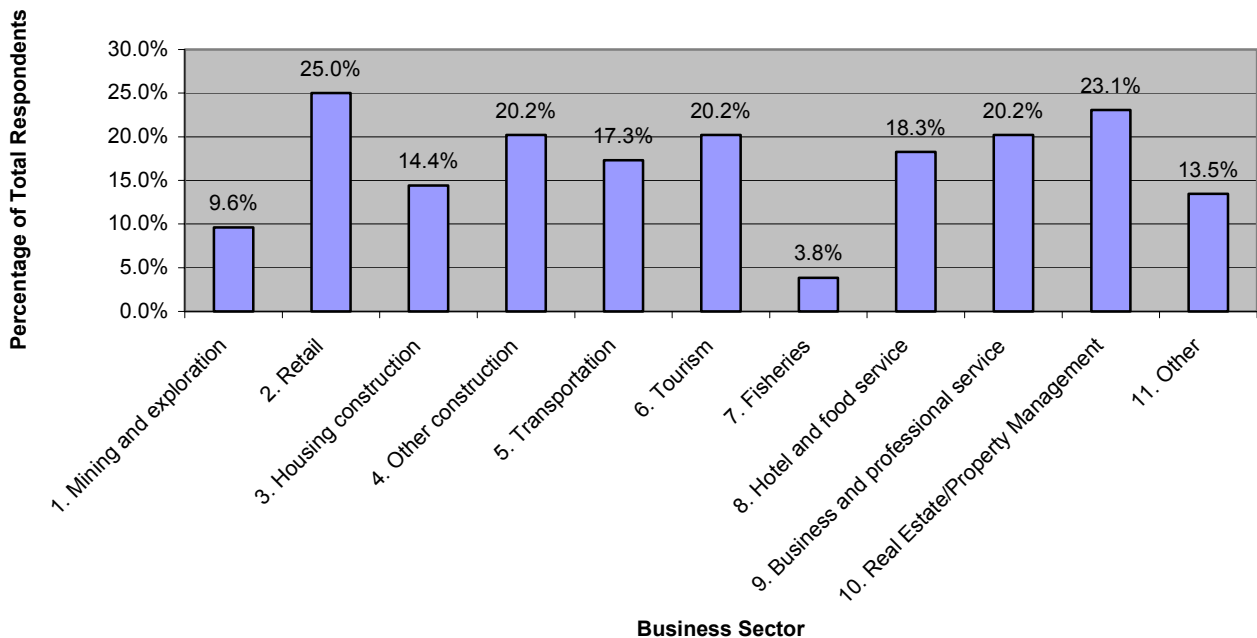
4.0 SURVEY RESULTS: BUSINESS PROFILES

This section of the report outlines the responses to profile-type questions such as business sector, ownership structure and location of market.

4.1 Business Sectors

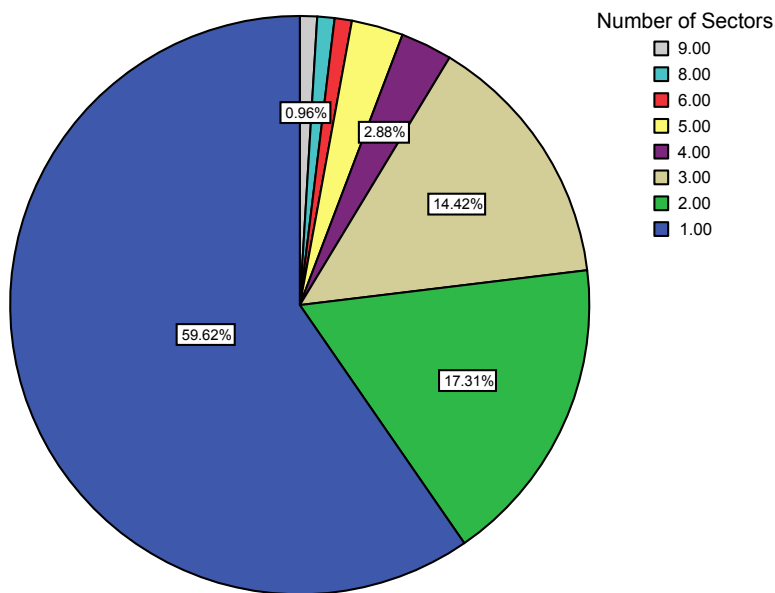
Respondents were asked to indicate which sector(s) their business operated in. Since respondents may have business interests in more than one sector, the percentages represent the frequency with which respondents indicated they were involved in a particular sector. Therefore, the sum of all the percentages displayed on the graph below do not equal 100 percent. As shown in the graph below, 25.0 percent of respondents operate in the retail sector, followed by real estate/property management at 23.1 percent and other construction, tourism and business and professional services at 20.2 percent each. The 13.5 percent of respondents who chose “Other” as their sector of operation listed various services ranging from fuel supply and power generation, to elder care and cable services.

BUSINESS SECTOR PARTICIPATION



Interestingly, respondents were asked to list ALL sectors in which their business operated in. As the following pie chart shows, almost 60 percent of businesses operate in one sector only, while 17.3 percent operate in two sectors and 14.4 percent operate in four sectors.

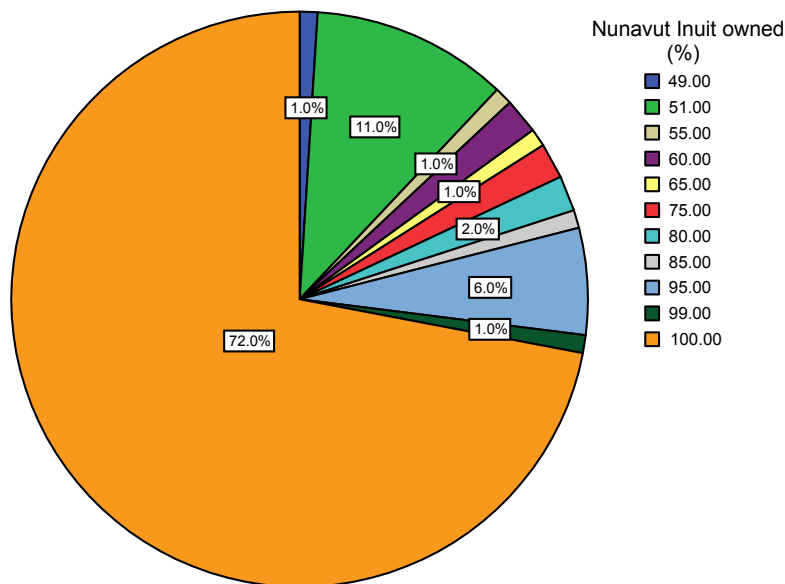
Number of Sectors	Percentage (%)
9.00	0.96%
8.00	0.96%
6.00	0.96%
5.00	2.88%
4.00	2.88%
3.00	14.42%
2.00	17.31%
1.00	59.62%



4.2 Ownership Structure

As the following chart shows, a full 72 percent of the IFR businesses are 100 percent owned by Nunavut Inuit. The next largest group is 51 percent Inuit ownership, which is the structure reported by 11.0 percent of businesses responding.²

Nunavut Inuit owned (%)	Percentage(%)
49.00	1.0%
51.00	11.0%
55.00	1.0%
60.00	2.0%
65.00	1.0%
75.00	2.0%
80.00	2.0%
85.00	1.0%
95.00	6.0%
99.00	1.0%
100.00	72.0%



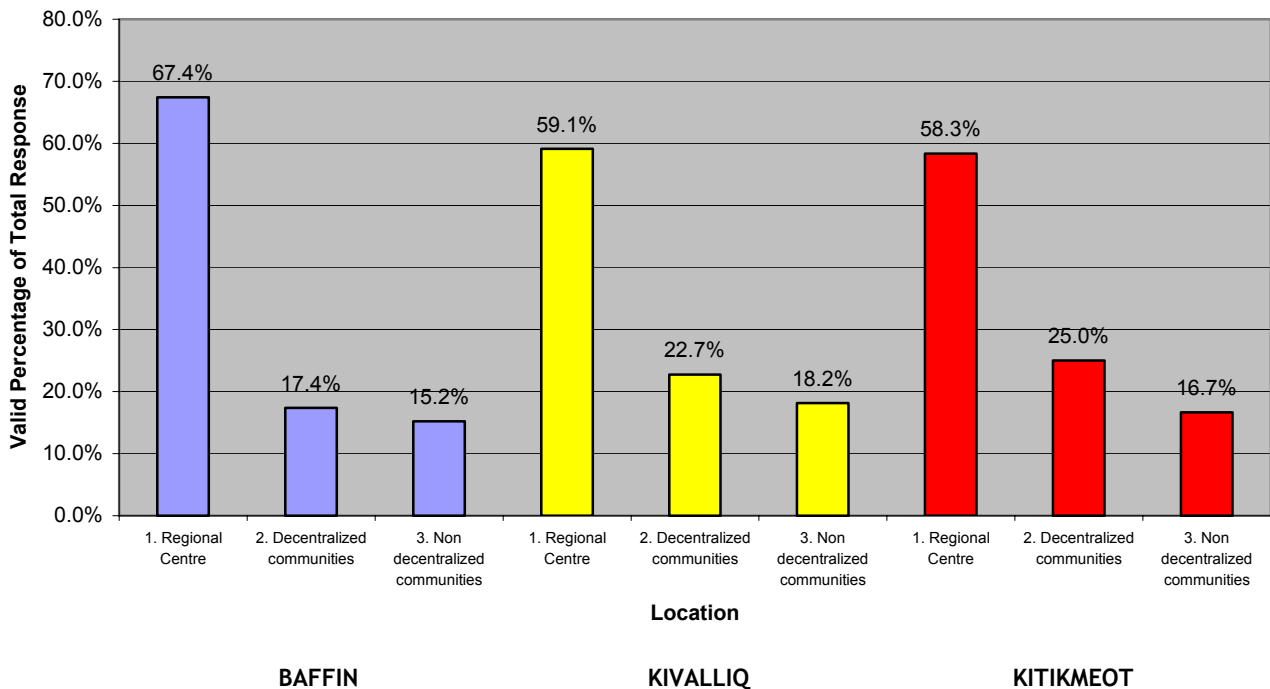
² N.B. All firms included in the Inuit Firm Registry must have 51% Inuit ownership, nevertheless, Land Claim beneficiaries residing outside of Nunavut are permitted to own or hold shares in an Inuit firm that may be registered.

4.3 Location of Head Office

Respondents indicated that 45.1 percent of their business head offices were located in the Baffin region (which has approximately 52 percent of the population), 43.1 percent were located in the Kivalliq region (with 29 percent of the population) and 11.8 percent were located in Kitikmeot (which has approximately 19 percent of the population).

When head office location was sorted by community size, the following chart resulted. As expected, the number of businesses locating in the regional centres is more than double those located in decentralized and non-decentralized communities put together.

LOCATION OF HEAD OFFICE BY COMMUNITY SIZE IN EACH REGION



4.4 Business Operations and Planned Expansion

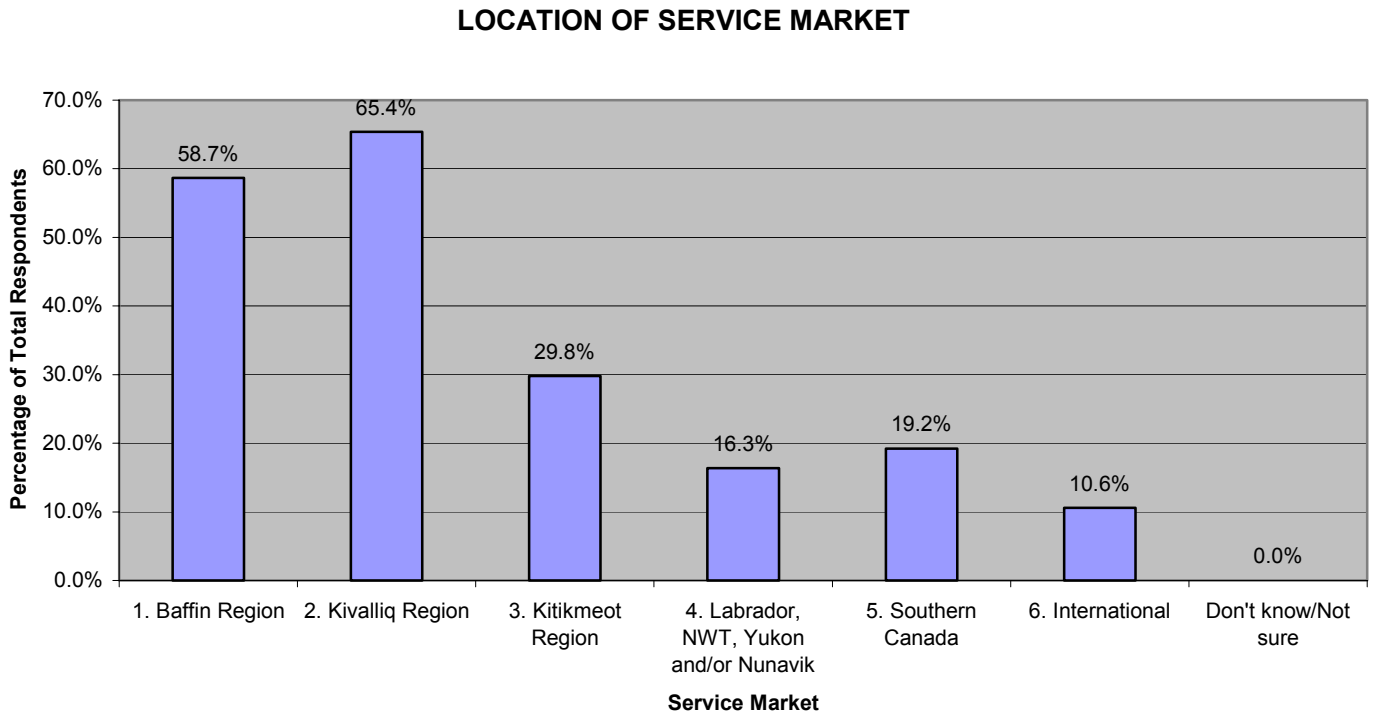
With regard to business operations, 65.5 percent of respondents indicated that they operated in two regions of Nunavut, and 13.8 percent indicated that they operated in all three regions.

When asked about planned expansion, 31.7 percent of respondents indicated they were planning to expand their businesses. The following chart shows the anticipated locations for expansion by size of community and region. The chart below divides each of Nunavut’s three regions into a further three categories. These include regional centres, which are the main seat of government, public services and transportation for the three communities. When Nunavut was established in 1999 eight decentralized communities were designated outside of Iqaluit, Rankin Inlet and Cambridge Bay (the regional centers) as government centres where government headquarter positions would be located. Decentralized communities are typically smaller in size. Finally, non decentralized communities are generally the smallest population-wise and do not house significant government operations.

Locations for Expansion	Frequency	Valid Percentage of Total Respondents
BAFFIN		
1. Regional Centre	13	65.0%
2. Decentralized communities	4	20.0%
3. Non decentralized communities	3	15.0%
TOTAL	20	100.0%
KIVALLIQ		
1. Regional Centre	4	28.6%
2. Decentralized communities	5	35.7%
3. Non decentralized communities	5	35.7%
TOTAL	14	100.0%
KITIKMEOT		
1. Regional Centre	2	50.0%
2. Decentralized communities	0	0.0%
3. Non decentralized communities	2	50.0%
TOTAL	4	100.0%

4.5 Service Market

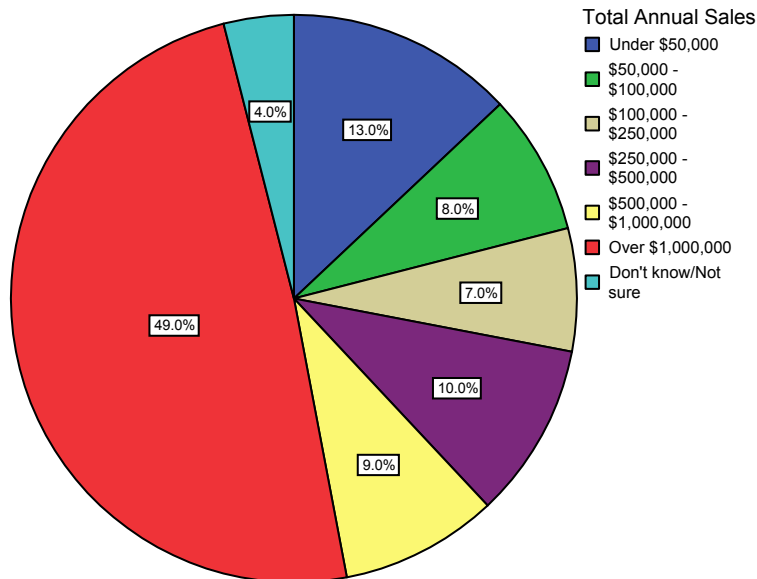
Respondents were asked to indicate where their service markets were located, from a list which included each of the three Nunavut regions, other northern territories/regions, southern Canada and international locations. Interestingly, 46.1 percent of businesses reported serving locations outside of Nunavut.



4.6 Total Annual Sales

When asked about total annual sales, 49.0 percent of respondents indicated that they had annual sales of over \$1 million. The next largest percentage was sales of under \$50,000, reported by 13 percent of the companies surveyed.

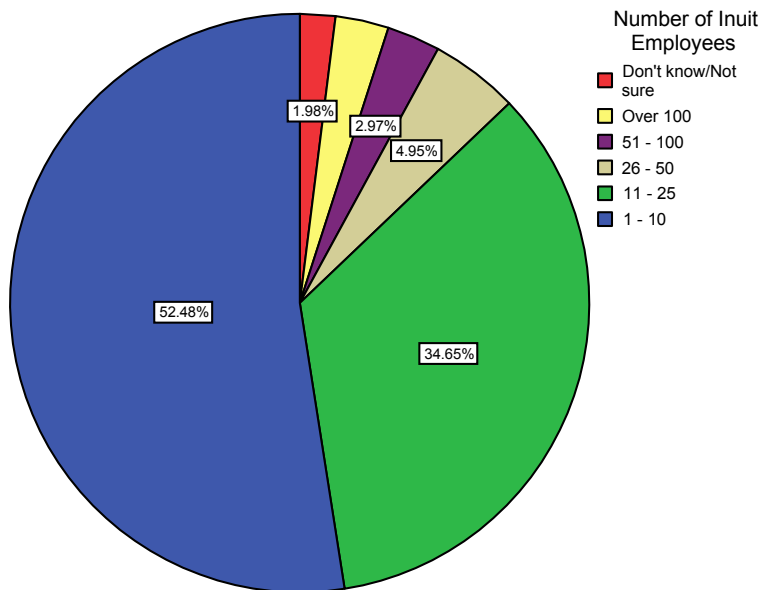
Total Annual Sales	Percentage (%)
Under \$50,000	13.0%
\$50,000 - \$100,000	8.0%
\$100,000 - \$250,000	7.0%
\$250,000 - \$500,000	10.0%
\$500,000 - \$1,000,000	9.0%
Over \$1,000,000	49.0%
Don't know/Not sure	4.0%



4.7 Employee Profile

a) Inuit Employees: 52.5 percent of respondents indicated that they employed 1-10 Inuit workers. A further 33.7 percent indicated that they employed between 10 and 25 Inuit employees. Ten percent of companies said they employed over 25 Inuit employees.

Number of Inuit Employees	Percentage (%)
Don't know/Not sure	1.98%
Over 100	2.97%
51 - 100	2.97%
26 - 50	4.95%
11 - 25	34.65%
1 - 10	52.48%



b) Full-time Employees:

- 64 percent of respondents employed 1-10 full time workers;
- 28 percent employed 11-25 full time employees;
- 4 percent of companies reported 26-50 full-time employees;
- 3 percent reported employing over 100 full-time employees.

c) Part-time Employees:

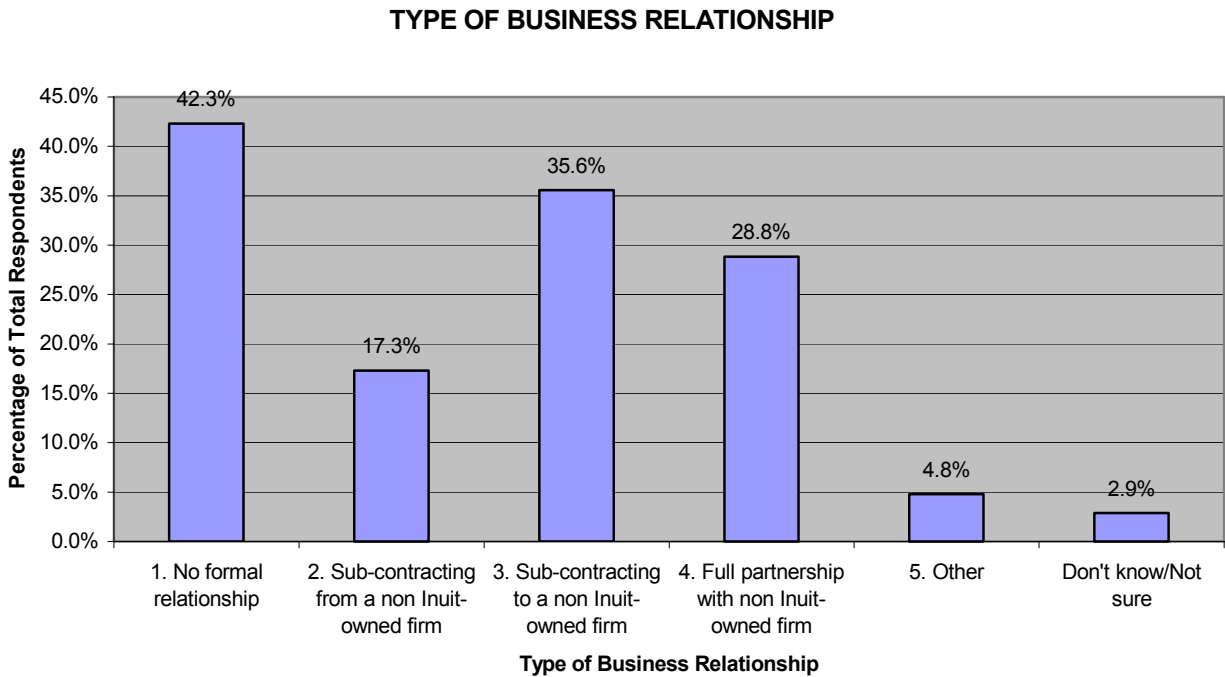
- 76.7 percent of respondents employed 1-10 part time employees;
- 14.0 percent employed 11-25 part time workers;
- 2.3 percent employed 26-50 part time employees;
- 2.3 percent employed 51-100 part time employees;
- 2.3 percent employed over 100 part time workers.

d) Seasonal Employees:

- i. 67.9 percent of respondents reported 1-10 seasonal employees;
- ii. 9.0 percent employed 11-25 seasonal workers;
- iii. 3.8 percent employed 26-50 seasonal workers;
- iv. 3.8 percent employed 51-100 seasonal workers;
- v. 5.1 percent employed over 100 seasonal workers.

4.8 Relationships with Non Inuit-Owned Firms

Respondents were asked to describe the types of relationships that they have with non-Inuit owned firms. Interestingly, 28.8 percent indicated that they had worked in full partnership (i.e. joint ventures) with non Inuit-owned firms. Firms that answered “other” reported using non-Inuit suppliers and consulting services.



5.0 SURVEY RESULTS: PROJECTED CAPITAL NEEDS

This section reviews the past and future projected business capital needs reported by respondents.

5.1 Financing Received 2002-2004

While not all respondents chose to provide this information, 69.2 percent of our sample did respond. The following chart shows the number of respondents and corresponding percentage for each financing level described in the left hand column. The highest responses, ranging from 34.3-34.7 percent were in the over \$1.0 million range. The next highest level was 29.9-33.3 percent reporting financing of under \$50,000 each year.

Of those who answered “Over \$1,000,000” and specified the amount for each year, the amounts ranged from \$1.5 million to \$30.0 million.

Financing Received, 2002-2004

Level of Financing	Year		
	2002	2003	2004
Under \$50,000	20	24	22
	29.9%	33.3%	31.4%
\$50,000 - \$100,000	6	3	5
	9.0%	4.2%	7.1%
\$100,000 - \$250,000	4	4	3
	6.0%	5.6%	4.3%
\$250,000 - \$500,000	2	1	4
	3.0%	1.4%	5.7%
\$500,000 - \$1,000,000	5	9	6
	7.5%	12.5%	8.6%
Over \$1,000,000	23	25	24
	34.3%	34.7%	34.3%
Don't know/Not sure	7	6	6
	10.4%	8.3%	8.6%
Total Responses	67	72	70
	100.0%	100.0%	100.0%

5.2 Projected Financing Requirements 2005-2009

The following chart outlines the projected financial requirements of the 87 respondents who indicated their expected needs. A range of 26-31 percent of businesses reported requirements of under \$100,000, while another 31.0-35.8 percent required over \$1.0 million each year for the next five years.

Projected Financial Requirements, 2005-2009

Projected Financial Requirements	Year				
	2005	2006	2007	2008	2009
Under \$50,000	18	13	12	12	12
	20.7%	16.0%	15.6%	16.7%	16.4%
\$50,000 - \$100,000	9	9	6	7	7
	10.3%	11.1%	7.8%	9.7%	9.6%
\$100,000 - \$250,000	7	6	10	7	7
	8.0%	7.4%	13.0%	9.7%	9.6%
\$250,000 - \$500,000	3	3	4	3	3
	3.4%	3.7%	5.2%	4.2%	4.1%
\$500,000 - \$1,000,000	5	4	4	4	5
	5.7%	4.9%	5.2%	5.6%	6.8%
Over \$1,000,000	27	29	24	23	23
	31.0%	35.8%	31.2%	31.9%	31.5%
Don't know/Not sure	18	17	17	16	16
	20.7%	21.0%	22.1%	22.2%	21.9%
Total Responses	87	81	77	72	73
	100.0%	100.0%	100.0%	100.0%	100.0%

By taking averages of the dollar ranges and multiplying them by the number of companies in each range, we can estimate that the total projected financial requirements for loans under \$100,000 in each of the following five years is as follows:

Total Projected Financial Requirements for Loans Under \$100,000

Year	# of Companies	Total \$ Requirements
2005	27	1.125 million
2006	21	1.0 million
2007	18	750,000
2008	19	825,000
2009	19	825,000

For loans between \$100,000 and \$1,000,000, the following requirements can be calculated using averages within each dollar range:

Total Projected Financial Requirements for Loans between \$100,000 and \$1,000,000

Year	# of Companies	Total \$ Requirements
2005	18	9.1 million
2006	19	11.2 million
2007	21	9.25 million
2008	18	9.35 million
2009	19	10.1 million

In addition, those companies who answered “Over \$1,000,000” were asked to specify the amount of financing required. Of the 24 companies who specified the amounts required, the following aggregate figures were reported:

Total Projected Financial Requirements for Loans Over \$1,000,000

Year	# of Companies	Total \$ Requirements
2005	24	50.0million
2006	23	45.7 million
2007	21	36.5 million
2008	19	11.0 million
2009	19	10.0 million

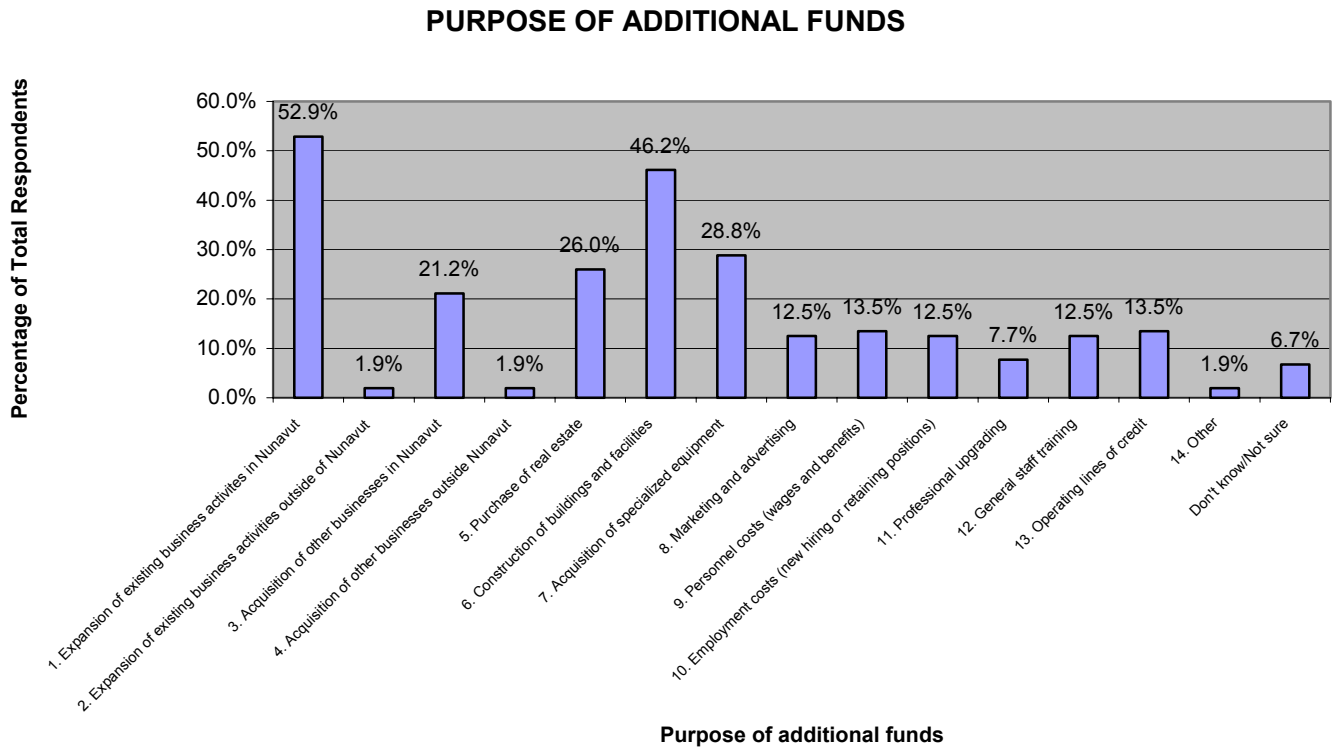
The following table lists the TOTAL financing requirements for 2005 to 2009 for all categories.

Total Projected Financial Requirements for All Loans

Year	# of Companies	Total \$ Requirements
2005	60	60.2 million
2006	63	57.9 million
2007	60	46.5 million
2008	56	21.2 million
2009	57	20.9 million

5.3 Purpose for Additional Funds

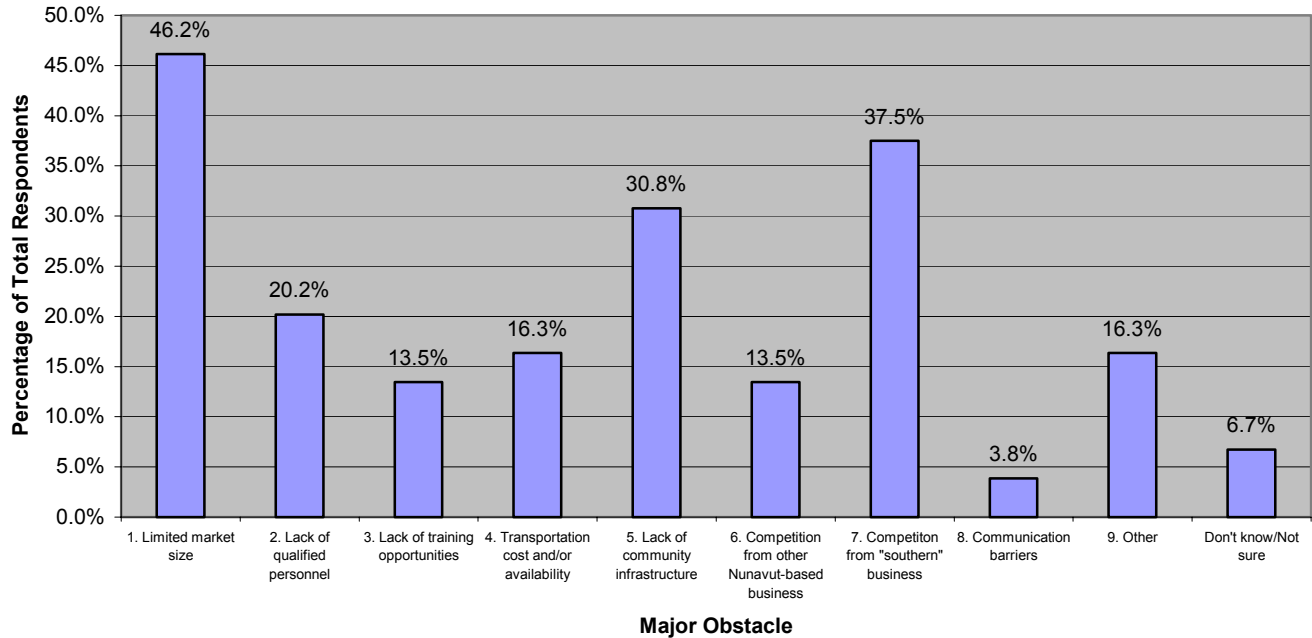
Respondents were then asked what was the purpose for the additional funds. The largest response percentages were expansion of existing business activities in Nunavut (52.9 %), construction of buildings and facilities (46.2 %) and acquisition of specialized equipment (28.8 %). The following chart shows the other answers provided.



5.4 Major Obstacles to Expanding Business

When asked what the major obstacles were to expanding their businesses, respondents indicated that limited market size (46.2%), competition from southern businesses (37.5%) and lack of community infrastructure (30.8%) were the top three barriers.

MAJOR OBSTACLES TO EXPANDING BUSINESS



Respondents who replied "Other" were asked to describe the other obstacles they faced which included:

- Competition from Inuit development companies and other NTI-funded organizations
- Banking/financing issues
- Government obstacles including procurement policies
- Lack of planning assistance

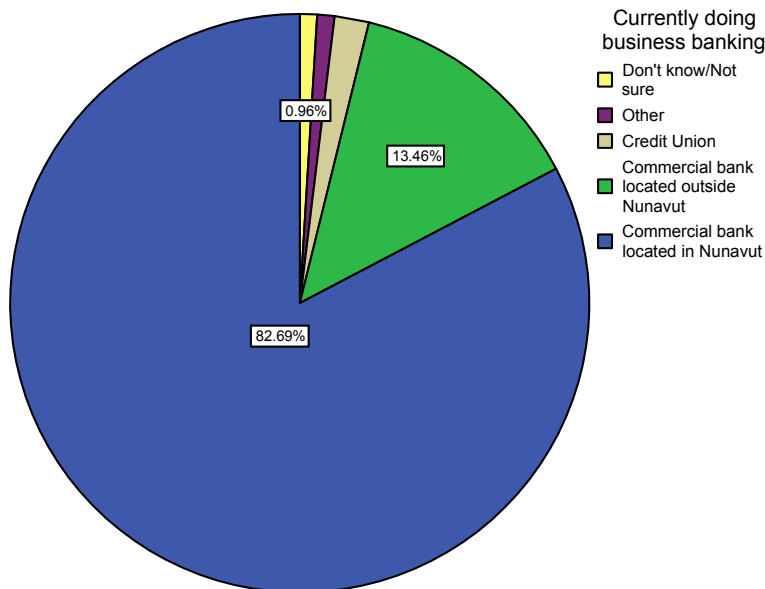
6.0 SURVEY RESULTS: BORROWING AND BANKING EXPERIENCES

This section of the survey asked respondents to comment on their current banking and borrowing arrangements, ranking their satisfaction in dealing with different financial institutions.

6.1 Business Banking

The vast majority of respondents stated that they currently do their business banking with a commercial bank located in Nunavut (82.7%), while 13.5 percent of respondents use a commercial bank located outside of Nunavut. Two respondents use the services of a Credit Union.

Currently doing business banking	Percentage (%)
Don't know/Not sure	0.96%
Other	0.96%
Credit Union	2.88%
Commercial bank located outside Nunavut	13.46%
Commercial bank located in Nunavut	82.69%



6.2 Challenges in Accessing Financial Products and Services

Respondents were asked to list the challenges they face when accessing products and services. While 24.0 percent stated that they had no problems, the remaining listed the following (in no particular order):

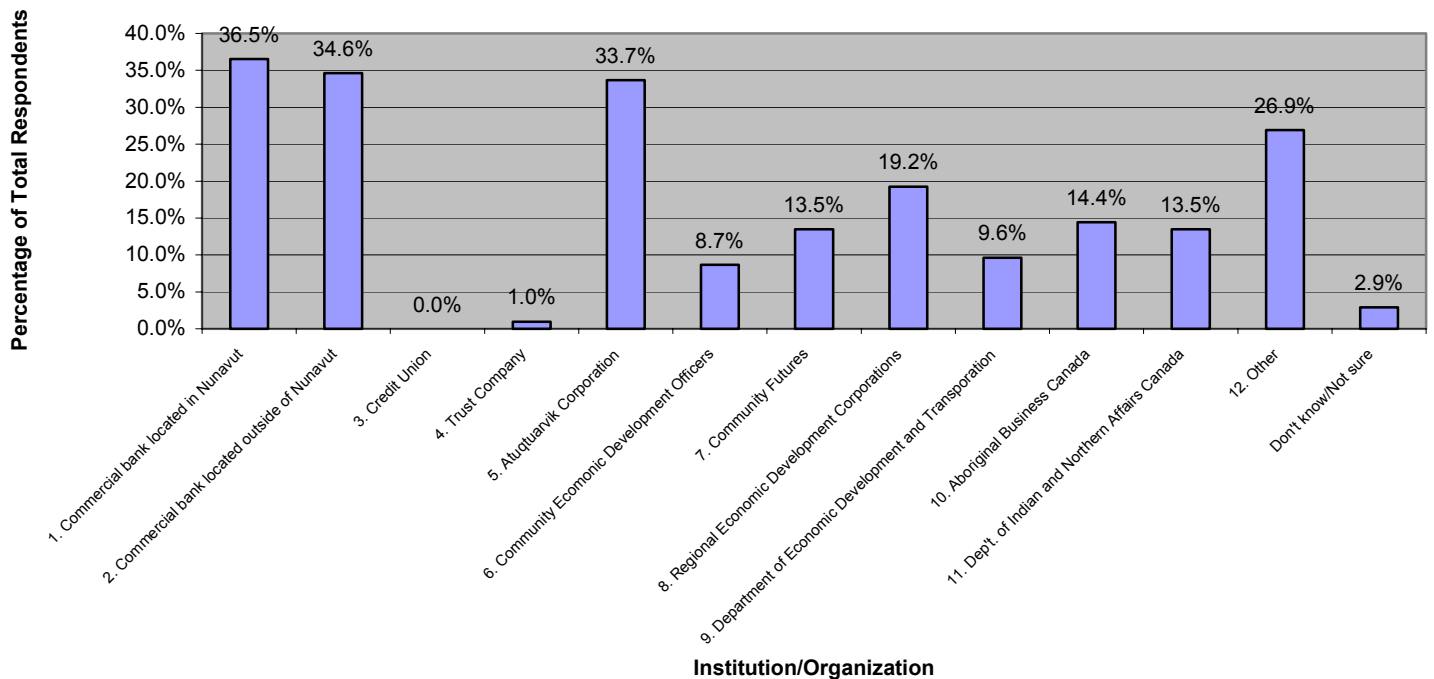
- Accessibility and availability
- Banks reluctant to provide larger loans, regardless of collateral
- No flexibility for circumstances beyond control (e.g. flight delays with deposits)
- Difficulties accessing on-line banking services (poor internet connections)
- Deposits by mail

- Little flexibility for requirements (e.g. five year accounting statements, when only in business 2 years)
- General lack of understanding of the Nunavut business climate and northern issues
- Lack of a presence in the smaller communities: no local banking office and poor telephone response.

6.3 Funding Organizations Accessed Previously

Respondents were asked which organizations they had received funding and/or financing from in the last three years. Commercial banks both inside and outside of Nunavut were accessed by 71.1 percent of companies surveyed and Atuqtuarvik was accessed by 33.7 percent. As demonstrated by the graph below, a wide range of sources of funding are accessed by respondents.

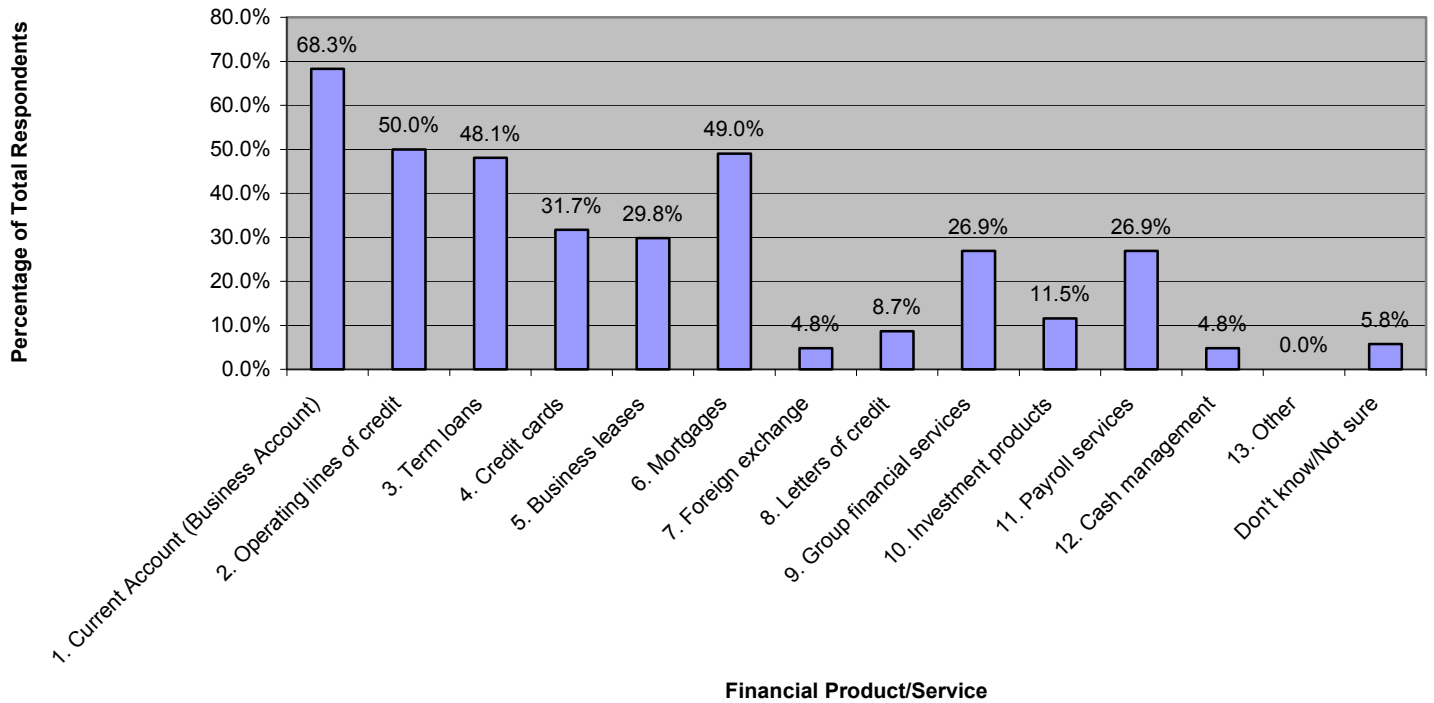
INSTITUTION/ORGANIZATION FROM WHOM FUNDING OR FINANCING HAS BEEN RECEIVED



6.4 Required Financial Products and Services

When asked which financial products and services their businesses had used in the last three years, respondents answered that they required current accounts (68.3 %), operating lines of credit (50.0 %), mortgages (49.0 %) and term loans (48.1 %). The following graph shows the full range of services accessed.

REQUIRED FINANCIAL PRODUCTS AND SERVICES



6.5 Satisfaction with Financial Institutions

Respondents were asked to rate their overall satisfaction in dealing with various financial institutions. The highest response percentage has been highlighted for each type of institution. Overall, respondents found their dealings with the different financial institutions to be at least adequate. Where criticisms were offered, they included:

- No local office
- Lengthy approval processes
- Too much paperwork
- Limited products, lack of flexibility

Financial Institution	Overall Satisfaction					Total Responses
	1. Poor	2. Poor / Adequate	3. Adequate	4. Adequate / Excellent	5. Excellent	
Commercial Bank	4	4	41	14	33	96
	4.2%	4.2%	42.7%	14.6%	34.4%	100.0%
Credit Union	0	1	1	1	1	4
	0.0%	25.0%	25.0%	25.0%	25.0%	100.0%
Trust Company	0	1	18	0	0	19
	0.0%	5.3%	94.7%	0.0%	0.0%	100.0%
Atuqtuarvik Corporation	1	0	2	22	14	39
	2.6%	0.0%	5.1%	56.4%	35.9%	100.0%
CEDOs	1	3	5	4	4	17
	5.9%	17.6%	29.4%	23.5%	23.5%	100.0%
Community Futures	2	0	3	0	3	8
	25.0%	0.0%	37.5%	0.0%	37.5%	100.0%
Economic Development Corporation	2	1	7	1	4	15
	13.3%	6.7%	46.7%	6.7%	26.7%	100.0%
Dep't of Economic Development and Transportation	1	4	7	0	2	14
	7.1%	28.6%	50.0%	0.0%	14.3%	100.0%
Aboriginal Business Canada	7	0	9	3	2	21
	33.3%	0.0%	42.9%	14.3%	9.5%	100.0%
Indian and Northern Affairs Canada	2	3	2	4	2	13
	15.4%	23.1%	15.4%	30.8%	15.4%	100.0%

6.6 Satisfaction with Commercial Banks

The following chart describes respondents levels of satisfaction with different aspects of their dealings with the commercial banks. The highest response percent in each category has been highlighted to ease of interpretation. In terms of specific comments provided, some respondents mentioned that access is an issue: it is difficult to get deposits to the bank quickly when there is no local branch.

Experience with Commercial Bank	Overall Satisfaction					Total Responses
	1. Poor	2. Poor / Adequate	3. Adequate	4. Adequate / Excellent	5. Excellent	
Overall quality of service	2	2	46	15	27	92
	2.2%	2.2%	50.0%	16.3%	29.3%	100.0%
Range of services provided	19	2	30	10	28	89
	21.3%	2.2%	33.7%	11.2%	31.5%	100.0%
Availability of quality personal service	5	21	22	13	29	90
	5.6%	23.3%	24.4%	14.4%	32.2%	100.0%
Availability of automated services	4	4	41	11	24	84
	4.8%	4.8%	48.8%	13.1%	28.6%	100.0%
Response to your specific needs	6	22	20	14	26	88
	6.8%	25.0%	22.7%	15.9%	29.5%	100.0%
Ease of application process	22	7	24	11	19	83
	26.5%	8.4%	28.9%	13.3%	22.9%	100.0%
Efficiency of application process	22	6	24	11	19	82
	26.8%	7.3%	29.3%	13.4%	23.2%	100.0%
Fair consideration of your application	8	23	21	9	21	82
	9.8%	28.0%	25.6%	11.0%	25.6%	100.0%
Aftercare support	5	21	19	10	21	76
	6.6%	27.6%	25.0%	13.2%	27.6%	100.0%

6.7 Satisfaction with Credit Unions

Only three respondents had experience dealing with credit union in the past five years. Their satisfaction with the service provided is outlined below.

Experience with Credit Union	Overall Satisfaction					Total Responses
	1. Poor	2. Poor / Adequate	3. Adequate	4. Adequate / Excellent	5. Excellent	
Overall quality of service	0	0	2	0	1	3
	0.0%	0.0%	66.7%	0.0%	33.3%	100.0%
Range of services provided	0	0	0	3	0	3
	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%
Availability of quality personal service	0	0	1	1	1	3
	0.0%	0.0%	33.3%	33.3%	33.3%	100.0%
Availability of automated services	1	2	0	0	0	3
	33.3%	66.7%	0.0%	0.0%	0.0%	100.0%
Response to your specific needs	0	0	2	1	0	3
	0.0%	0.0%	66.7%	33.3%	0.0%	100.0%
Ease of application process	0	0	1	1	1	3
	0.0%	0.0%	33.3%	33.3%	33.3%	100.0%
Efficiency of application process	0	1	0	1	1	3
	0.0%	33.3%	0.0%	33.3%	33.3%	100.0%
Fair consideration of your application	0	0	1	2	0	3
	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%
Aftercare support	0	0	1	2	0	3
	0.0%	0.0%	33.3%	66.7%	0.0%	100.0%

6.8 Satisfaction with Trust Companies

Twenty respondents stated that they had dealt with a Trust Company in the last five years. Their satisfaction ratings are charted below. While general services provided were adequate, lending-specific issues were rated poorly.

Experience with Trust Company	Overall Satisfaction					Total Responses
	1. Poor	2. Poor / Adequate	3. Adequate	4. Adequate / Excellent	5. Excellent	
Overall quality of service	0	0	18	2	0	20
	0.0%	0.0%	90.0%	10.0%	0.0%	100.0%
Range of services provided	0	0	17	1	1	19
	0.0%	0.0%	89.5%	5.3%	5.3%	100.0%
Availability of quality personal service	0	0	19	0	0	19
	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%
Availability of automated services	1	1	17	0	0	19
	5.3%	5.3%	89.5%	0.0%	0.0%	100.0%
Response to your specific needs	1	0	17	1	0	19
	5.3%	0.0%	89.5%	5.3%	0.0%	100.0%
Ease of application process	0	18	0	1	0	19
	0.0%	94.7%	0.0%	5.3%	0.0%	100.0%
Efficiency of application process	17	0	1	1	0	19
	89.5%	0.0%	5.3%	5.3%	0.0%	100.0%
Fair consideration of your application	0	18	0	1	0	19
	0.0%	94.7%	0.0%	5.3%	0.0%	100.0%
Aftercare support	0	18	0	1	0	19
	0.0%	94.7%	0.0%	5.3%	0.0%	100.0%

6.9 Satisfaction with Atuqtuarvik Corporation

Thirty-six respondents had dealings with Atuqtuarvik Corporation in the last five years. Most respondents gave an adequate/excellent (4) rating for all services provided. Comments provided by respondents stressed that Atuqtuarvik Corp. has a quick review process, and good understanding of the realities of business in Nunavut.

Experience with Atuqtuarvik Corporation	Overall Satisfaction					Total Responses
	1. Poor	2. Poor / Adequate	3. Adequate	4. Adequate / Excellent	5. Excellent	
Overall quality of service	0	0	0	23	13	36
	0.0%	0.0%	0.0%	63.9%	36.1%	100.0%
Availability of quality personal service	0	1	0	24	10	35
	0.0%	2.9%	0.0%	68.6%	28.6%	100.0%
Response to your specific needs	0	1	1	23	10	35
	0.0%	2.9%	2.9%	65.7%	28.6%	100.0%
Ease of application process	0	0	4	21	10	35
	0.0%	0.0%	11.4%	60.0%	28.6%	100.0%
Efficiency of application process	1	0	1	21	11	34
	2.9%	0.0%	2.9%	61.8%	32.4%	100.0%
Fair consideration of your application	0	0	2	22	10	34
	0.0%	0.0%	5.9%	64.7%	29.4%	100.0%
Aftercare support	0	2	0	22	10	34
	0.0%	5.9%	0.0%	64.7%	29.4%	100.0%

6.10 Satisfaction with Community Economic Development Officers

Twenty-one respondents had dealt with CEDOs in the last five years. The large range of satisfaction response may reflect differing individual capacities and support offered in each community. Comments provided indicated that there is high employee turnover in the positions, and that the decision-making process is lengthy.

Experience with CEDOs	Overall Satisfaction					Total Responses
	1. Poor	2. Poor / Adequate	3. Adequate	4. Adequate / Excellent	5. Excellent	
Overall quality of service	5	2	4	7	3	21
	23.8%	9.5%	19.0%	33.3%	14.3%	100.0%
Availability of quality personal service	6	3	4	4	4	21
	28.6%	14.3%	19.0%	19.0%	19.0%	100.0%
Response to your specific needs	5	2	7	3	4	21
	23.8%	9.5%	33.3%	14.3%	19.0%	100.0%
Ease of application process	3	1	11	4	2	21
	14.3%	4.8%	52.4%	19.0%	9.5%	100.0%
Efficiency of application process	3	4	9	3	2	21
	14.3%	19.0%	42.9%	14.3%	9.5%	100.0%
Fair consideration of your application	3	2	8	5	2	20
	15.0%	10.0%	40.0%	25.0%	10.0%	100.0%
Aftercare support	5	2	5	2	2	16
	31.3%	12.5%	31.3%	12.5%	12.5%	100.0%

6.11 Satisfaction with Community Futures Organizations

Fifteen respondents had dealt with Community Futures organizations in the past five years. Satisfaction with all aspects of service received was for most respondents highly rated, although again there was variation in the ratings.

Experience with Community Futures	Overall Satisfaction					Total Responses
	1. Poor	2. Poor / Adequate	3. Adequate	4. Adequate / Excellent	5. Excellent	
Overall quality of service	1	1	2	4	7	15
	6.7%	6.7%	13.3%	26.7%	46.7%	100.0%
Availability of quality personal service	2	1	2	3	7	15
	13.3%	6.7%	13.3%	20.0%	46.7%	100.0%
Response to your specific needs	1	1	3	4	6	15
	6.7%	6.7%	20.0%	26.7%	40.0%	100.0%
Ease of application process	2	0	4	3	6	15
	13.3%	0.0%	26.7%	20.0%	40.0%	100.0%
Efficiency of application process	1	1	4	3	6	15
	6.7%	6.7%	26.7%	20.0%	40.0%	100.0%
Fair consideration of your application	1	0	4	3	7	15
	6.7%	0.0%	26.7%	20.0%	46.7%	100.0%
Aftercare support	1	2	2	2	7	14
	7.1%	14.3%	14.3%	14.3%	50.0%	100.0%

6.12 Satisfaction with Regional Economic Development Corporations

The 27 respondents who dealt with regional economic development corporations generally rated the service received as adequate. Comments provided included that it was difficult to get help for Inuit firms experiencing problems, and that an increase in training budgets would be useful.

Experience with Economic Development Corp.	Overall Satisfaction					Total Responses
	1. Poor	2. Poor / Adequate	3. Adequate	4. Adequate / Excellent	5. Excellent	
Overall quality of service	0	4	8	10	5	27
	0.0%	14.8%	29.6%	37.0%	18.5%	100.0%
Availability of quality personal service	2	3	10	6	6	27
	7.4%	11.1%	37.0%	22.2%	22.2%	100.0%
Response to your specific needs	4	4	4	9	6	27
	14.8%	14.8%	14.8%	33.3%	22.2%	100.0%
Ease of application process	1	5	10	6	5	27
	3.7%	18.5%	37.0%	22.2%	18.5%	100.0%
Efficiency of application process	2	4	10	5	5	26
	7.7%	15.4%	38.5%	19.2%	19.2%	100.0%
Fair consideration of your application	1	2	9	8	7	27
	3.7%	7.4%	33.3%	29.6%	25.9%	100.0%
Aftercare support	2	5	8	5	4	24
	8.3%	20.8%	33.3%	20.8%	16.7%	100.0%

6.13 Satisfaction with Automated Banking Services

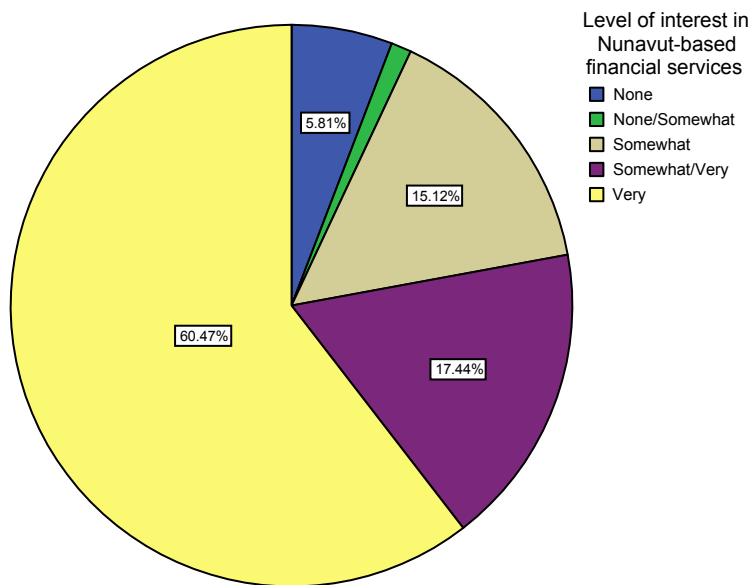
Of the 68 respondents who had used automated banking services, including telephone and/or Internet banking, 50 percent rated the overall quality of service as adequate. Ease of use was rated poor by 29.9 percent of respondents, suggesting that training on the system may be useful. Comments provided stressed that slow Internet service, poor telephone lines and language barriers made accessibility a problem.

Experience with Automated Banking Services	Overall Satisfaction					Total Responses
	1. Poor	2. Poor / Adequate	3. Adequate	4. Adequate / Excellent	5. Excellent	
Overall quality of service	3	2	34	12	17	68
	4.4%	2.9%	50.0%	17.6%	25.0%	100.0%
Ease of use	20	3	17	9	18	67
	29.9%	4.5%	25.4%	13.4%	26.9%	100.0%
Availability of service	4	21	15	8	19	67
	6.0%	31.3%	22.4%	11.9%	28.4%	100.0%
Efficiency or service	5	18	15	10	19	67
	7.5%	26.9%	22.4%	14.9%	28.4%	100.0%

7.0 Interest in a Nunavut-based Financial Institution

When asked about their level of interest in a Nunavut-based financial institution, 60.5 percent indicated that they would be very interested, and an additional 17.4 percent stated that they were somewhat/very interested.

Level of Interest in Nunavut - based Financial services	Percentage (%)
None	5.81%
None/Somewhat	1.16%
Somewhat	15.12%
Somewhat/Very	17.44%
Very	60.47%

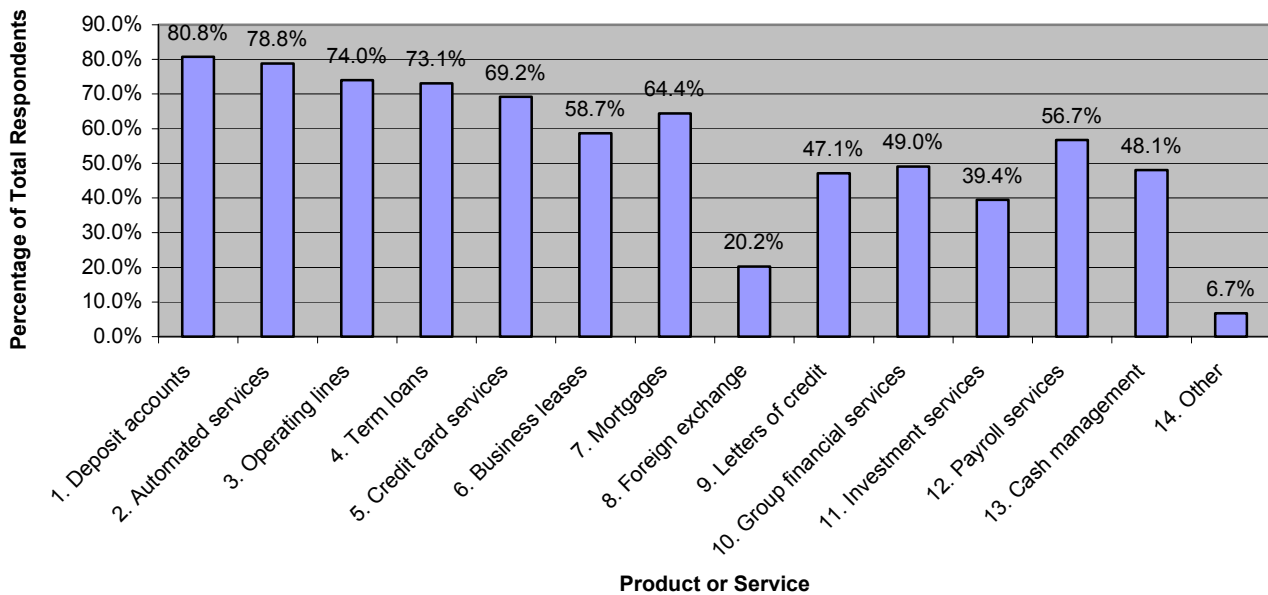


7.1 Products and Services Required

When asked what products and services should be offered by a Nunavut financial institution, interest was high in all options, with the exception of foreign exchange, which was of interest to only 20.2 percent of respondents.

Additional services requested in the comments section included bid bonding and contract security, and personal service in Aboriginal language. Two respondents stressed that they would like to see the institution operate like a credit union, while a third suggested that the institution must be in competition with the existing banks.

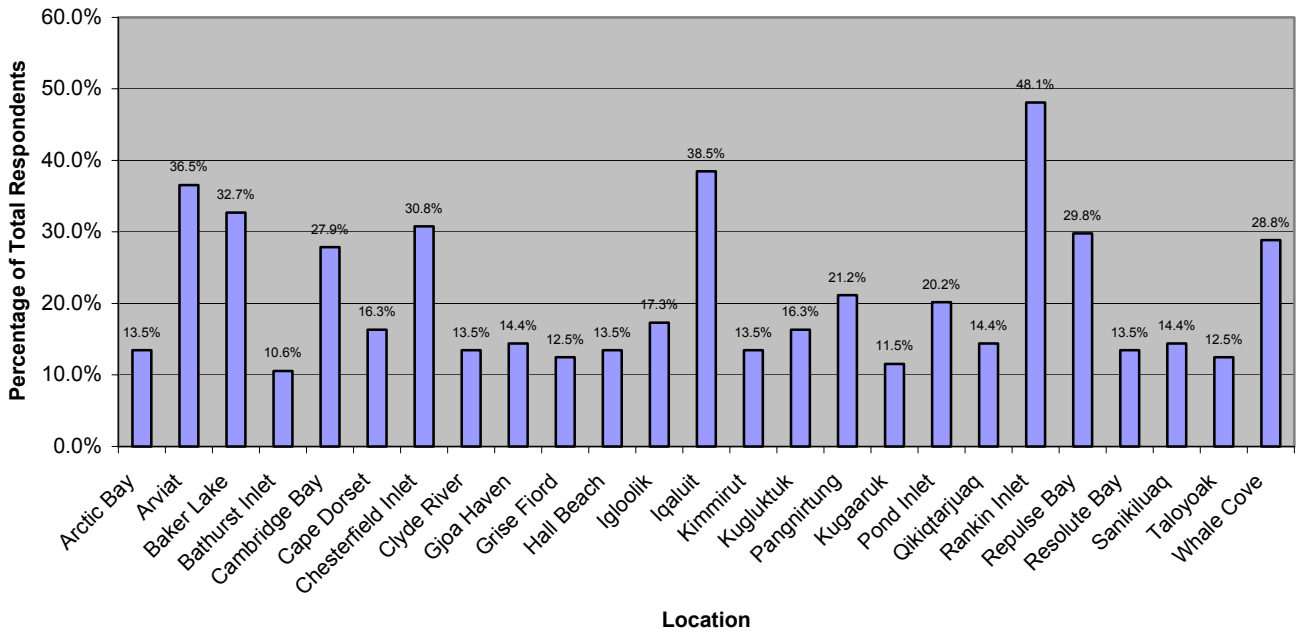
DESIRED PRODUCTS OR SERVICES OFFERED BY A NUNAVUT-BASED FINANCIAL INSTITUTION



7.2 Location of Offices or Delivery Agents

Respondents were asked where they would ideally like to see offices or delivery agents of a Nunavut financial institution to be located. There were many different approaches to this question: some respondents felt that offices should be in the regional centres, while others felt that agents should be located only in communities where other banking options did not exist. The following graph shows the percentage of responses for each community.

LOCATION OF POTENTIAL OFFICE/DELIVERY AGENTS



7.3 Use of a Nunavut Financial Institution

The final question in this section asked respondents whether they think they would receive the services they required for their businesses should a new Nunavut financial institution be started. Almost half of respondents (47.5 %) felt they would, while 14.9 felt they would not. Thirty-seven percent were unsure.

Would you use a Nunavut-based Financial institution?	Percentage (%)
No	14.85%
Don't know/Not sure	37.62%
Yes	47.52%

