

Research into the customs intermediary sector

This document contains some of the questions that the Ipsos interviewer may ask you during the survey. These have been provided in advance so that you have time to consider your answers ahead of the call, helping to make the interview shorter and easier for you. You do not need to send any of your answers in advance.

Some of the questions on this sheet may not be applicable to your business dependent on the type of customs declarations you process. Please ignore any that do not apply. If you choose to take part in the survey, you will only be asked questions that are relevant to your business.

- These answers are totally confidential and anonymous for you and your business.
- We will collect the answers when we call. You do not need to send them to us.
- You may need to liaise with colleague(s) to collect some of these answers.
- If you are a subsidiary of another company, please think about the parent company or group as a whole in your answers. If you are unable to do this, please answer about the subsidiary business.

1. What is the approximate annual turnover of your business in your most recent set of accounts?

£

2. For each of the scenarios below (where applicable), please provide an estimate of how much your business would charge to complete each type of declaration?

When thinking about your answers, please provide the base price, excluding any extra charges (e.g. for multiple entries). Please think about what you charged your customer, not what you were charged as a business by any organisation to whom you may outsource customs declarations.

| | Average estimated cost per declaration (£) |
|---|--|
| Scenario 1: Full export declaration You have been asked to process a full export declaration for goods not requiring inspection to a value of £1,000. The goods are being moved from Dover to Calais by ship. The goods include 10 boxes at 10 kilograms each. | |
| Scenario 2: Full customs import declaration You have been asked to process a full import declaration for goods not requiring inspection to a value of £1,000. The goods are being moved from Calais to Dover by ship. The goods will include 10 boxes at 10 kilograms each. | |
| Scenario 3: Safety and security entry summary declaration (ENS) You have been asked to process a safety and security entry summary (ENS) declaration for goods not requiring inspection to a value of £1,000. These goods are being moved from China to UK by ship. The goods will include 10 boxes at 10 kilograms each. | |

Thank you for completing this pre-interview information sheet. If you have any questions about the research, you can contact the team on customsresearch@ipsosresearch.com.