

PURPOSE: This survey is being administered for USDA Rural Development-Centralized Servicing Center (CSC) in St. Louis as part of USDA's on-going efforts to improve the quality of its service. This survey will take only a 10 minutes to complete. Please return your completed survey in the enclosed postage-paid envelope to xxxxxxxxxxxxxxxxxxxx

YOUR PRIVACY: All responses to this survey will be handled by the independent market research firm xxxxxxxxxxxx. The information obtained from this survey will not be exchanged with or sold to any third party.

Mark your answers like this: ● not like this: ⊗ ⊙

For Office Use Only: □□□□□□

1) What is your overall level of satisfaction with the USDA Rural Development? [Please record how satisfied you are using a 1 to 7 rating scale where 1 is **least satisfied** and 7 is **most satisfied**. Mark the number that most closely matches your opinion. If you do not have experience with an item, please mark NA.]

	<u>Least Satisfied</u>				<u>Most Satisfied</u>			
	1	2	3	4	5	6	7	NA
The process of obtaining your loan at your local USDA office	0	0	0	0	0	0	0	0
Ongoing servicing of your loan by Centralized Servicing Center, St. Louis	0	0	0	0	0	0	0	0

2) Please indicate how much you "agree" or disagree" with each of the following statements related to the ON-GOING servicing of your loan by the Centralized Servicing Center in St. Louis. [Rate each item below using a 1 to 7 rating scale where 1 means you **strongly disagree** and 7 means you **strongly agree**. If you do not have experience with an item, please mark NA.]

	<u>Strongly Disagree</u>				<u>Strongly Agree</u>			
	1	2	3	4	5	6	7	NA
<u>Mortgage Payments</u>								
Mortgage payments are posted in a timely manner	0	0	0	0	0	0	0	0
Mortgage payments are posted correctly	0	0	0	0	0	0	0	0
Helpful payment options (Pay-by-phone, MoneyGram, WU QuickCollect)	0	0	0	0	0	0	0	0
<u>Monthly Statement</u>								
Arrives when I expect it	0	0	0	0	0	0	0	0
Has all the information I need	0	0	0	0	0	0	0	0
Is easy to understand	0	0	0	0	0	0	0	0
<u>Payment Adjustments</u>								
Payment change is explained clearly in the notification	0	0	0	0	0	0	0	0
Notification arrives in a timely manner	0	0	0	0	0	0	0	0
Payment changes are explained clearly when I call	0	0	0	0	0	0	0	0
<u>Insurance & Taxes (Escrow)</u> (Answer only if USDA makes your payments for insurance and taxes)								
Satisfied the information I receive regarding my escrow account	0	0	0	0	0	0	0	0
Satisfied with how my escrow account is processed	0	0	0	0	0	0	0	0
<u>Subsidy Agreement</u> (Answer only if you have a subsidy agreement with USDA)								
I receive renewal packet in a timely manner	0	0	0	0	0	0	0	0
Renewal packet is easy to understand	0	0	0	0	0	0	0	0
Documentation I submit to CSC is acknowledged in a timely manner	0	0	0	0	0	0	0	0
Payment changes are communicated clearly	0	0	0	0	0	0	0	0
Subsidy is calculated correctly	0	0	0	0	0	0	0	0

3) Please indicate how much you "agree" or "disagree" with each of the following statements when you contact the Centralized Servicing Center in St. Louis. [Please rate each item on a 1 to 7 scale where 1 means you **strongly disagree** and 7 means you **strongly agree**. Mark the number that matches your opinion. If you do not have experience with an item, mark NA.]

	<u>Strongly Disagree</u>				<u>Strongly Agree</u>			
	1	2	3	4	5	6	7	NA
Telephone calls are answered promptly	0	0	0	0	0	0	0	0
Customer service representative is helpful	0	0	0	0	0	0	0	0
Employees are courteous	0	0	0	0	0	0	0	0
Employees are qualified and knowledgeable	0	0	0	0	0	0	0	0
I get what I need without a problem	0	0	0	0	0	0	0	0
24-hour automated account information line is helpful	0	0	0	0	0	0	0	0

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0575-0187. The time required to complete this information collection is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information

4) During the past 12 months, your satisfaction with the on-going servicing of your loan by the Centralized Servicing Center in St. Louis has.... [MARK ONE BOX]

0 Increased 0 Decreased 0 Remained the Same 0 Don't know

5) During the past 12 months, did you contact Centralized Servicing Center (St. Louis) with a question or a problem regarding your mortgage? [MARK ONE BOX]
 Yes No (Skip Q6-Q10; go to Q11)

6) Which of the following categories best describe your most recent problem for which you contacted Centralized Servicing Center in St. Louis? [MARK ALL THAT APPLY]

<u>General</u>	<u>Taxes and Insurance</u>	<u>Subsidy</u>
<input type="checkbox"/> Monthly statement	<input type="checkbox"/> Taxes	<input type="checkbox"/> Subsidy Amount
<input type="checkbox"/> Payment assistance	<input type="checkbox"/> Insurance	<input type="checkbox"/> Subsidy Payment
<input type="checkbox"/> Late payment	<input type="checkbox"/> Insurance coverage placed by USDA	
<input type="checkbox"/> Payoff of loan	<input type="checkbox"/> Flood Insurance	<input type="checkbox"/> <u>Other</u> (Please Specify)
<input type="checkbox"/> Document copies	<input type="checkbox"/> Insurance Claim	_____
<input type="checkbox"/> Annual statement	<input type="checkbox"/> Insurance premium	_____
<input type="checkbox"/> Payment posting	<input type="checkbox"/> Payment change	_____

7) How many times did you contact Centralized Servicing Center in St. Louis about this most recent problem?. [MARK ONE BOX]

One Time Two or three times More than three times Do not know

8) Did you also contact your local USDA office about this most recent problem?. [MARK ONE BOX]

Yes No Do not know

9) The following statements apply to the handling of your most recent problem. Please tell us what happened when you contacted the Centralized Servicing Center about your most recent problem. [MARK ONE BOX FOR EACH STATEMENT]

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
You found the right number to call without a problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You got through on the first try and did not have to dial again	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your call was handled without being put on hold excessively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You used the 24-hour automated account information line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You had no problem finding the right address to write to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stated business hours were convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your questions were answered in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You got what you wanted the first time you called	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Correspondence you received was understandable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The person you spoke with was courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The person you spoke with was qualified and knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The person you spoke with communicated clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The person you spoke with did everything to help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your problem was resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10) Overall, how satisfied were you with the service you received when you contacted the Centralized Servicing Center in St. Louis with your problem? [Please record how satisfied you are using a 1 to 7 rating scale where 1 is **least satisfied** and 7 is **most satisfied**. Mark the number that most closely matches your opinion. If you do not have any experience, please mark NA]

<u>Least Satisfied</u>				<u>Most Satisfied</u>				
<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>NA</u>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

11) Approximately how many years have you had a loan from the USDA Rural Housing Service? [MARK ONE BOX]

Less than 2 years 2-5 years 6-10 years 11-15 years More than 15 years

12) Please tell us the name of the state that you reside in:

13) Finally, in the space below, please tell us one thing that the Centralized Servicing Center in St. Louis could do to improve service to you _____

Thank you for completing this survey! Please return this in the postage-paid envelope to xxxxxxxxxxxx