

Federal Deposit Insurance Corporation
CONSUMER SATISFACTION QUESTIONNAIRE

INSTRUCTIONS: Forward the completed questionnaire to the sponsoring Division/Office.

1. How did you learn of the Federal Deposit Insurance Corporation's (FDIC's) Consumer Complaint Program?
(Check all that apply and circle the ONE that prompted you to contact us.)

- | | |
|--|---|
| <input type="checkbox"/> TV/radio | <input type="checkbox"/> Bank |
| <input type="checkbox"/> Magazines/newspapers | <input type="checkbox"/> Referral from another agency/consumer protection |
| <input type="checkbox"/> Brochure/consumer resource handbook | <input type="checkbox"/> Internet/computer |
| <input type="checkbox"/> Friend/relative | <input type="checkbox"/> Other |

2. Before you contacted the FDIC with your complaint, what else did you do to resolve your problem? *(Check all that apply)*

- | | |
|--|---|
| <input type="checkbox"/> Took no other action | <input type="checkbox"/> Contacted the Better Business Bureau |
| <input type="checkbox"/> Complained to friends/family | <input type="checkbox"/> Contacted a local or state consumer agency |
| <input type="checkbox"/> Complained to your bank's branch or office | <input type="checkbox"/> Contacted a lawyer |
| <input type="checkbox"/> Complained to your bank's headquarters | <input type="checkbox"/> Contacted another federal agency |
| <input type="checkbox"/> Complained to a radio/TV/newspaper reporter | <input type="checkbox"/> Other <i>(please specify)</i> |

3. How much money was involved in your complaint? _____

4. How satisfied are you with the following aspects of the FDIC's Consumer Complaint Program? *(Rate the level of your satisfaction below)*

5=Very Satisfied 4=Satisfied 3=Neither Satisfied nor Dissatisfied 2=Dissatisfied 1=Very dissatisfied 0=Not applicable

	RATING SCORE
The ease of contacting the FDIC's Consumer Complaint Program.	
The courtesy of the FDIC staff in their communication via letters.	
The amount of time it took to resolve your complaint.	
The thoroughness of the FDIC's investigation of your complaint.	
The outcome met all the stated objectives.	

5. On a scale of 1 to 5, how would you rate your situation and the FDIC's response using the following rating scale?

5=Strongly Agree 4=Agree 3=Neither Agree nor Disagree 2=Disagree 1=Strongly Disagree

	RATING SCORE
The matter I complained about could or did cause severe financial hardship for me.	
The FDIC's response was completely clear.	
The FDIC completely addressed all the issues raised in my complaint.	
My complaint was completely resolved to my satisfaction.	
If I had another problem involving a bank, I definitely would contact the FDIC again.	
If friends or relatives had a problem involving a bank, I definitely would recommend the FDIC to them.	

The following questions will help us group your answers with other responses we receive to this survey and improve our outreach to consumers.

6. What is your gender? Male Female

7. In what year were you born? _____

8. Please indicate your household's total gross (*before taxes*) income for last year.

- | | | |
|--|--|--|
| <input type="checkbox"/> Under \$15,000 | <input type="checkbox"/> \$60,001 - \$75,000 | <input type="checkbox"/> \$120,001 - \$135,000 |
| <input type="checkbox"/> \$15,000 - \$30,000 | <input type="checkbox"/> \$75,001 - \$90,000 | <input type="checkbox"/> \$135,001 - \$150,000 |
| <input type="checkbox"/> \$30,001 - \$45,000 | <input type="checkbox"/> \$90,001 - \$105,000 | <input type="checkbox"/> Over \$150,000 |
| <input type="checkbox"/> \$45,001 - \$60,000 | <input type="checkbox"/> \$105,001 - \$120,000 | |

9. Which of these categories do you feel best describes you? (*Please check all that apply*)

- White
 - Black/African-American
 - Hispanic/Latino
 - American Indian/Alaska Native
 - Asian
 - Native Hawaiian/Pacific Islander
 - Other (*please* _____)
-

10. What is the highest level of education you have completed?

- Grade School
- Some high school
- High school graduate or GED
- Junior college or trade school graduate
- Some college
- College graduate
- Some graduate school
- Graduate school or graduate/professional degree

11. How many people are in your _____ household?

COMMENTS: Please use space below to share with us any other comments you would like to make concerning the FDIC's investigation of your complaint. (*If additional space is needed, attach a separate sheet.*)

ESTIMATED REPORTING BURDEN

Paperwork Reduction Act Notice. Public reporting burden for this collection of information is estimated to average 20 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. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the FDIC, Washington, DC 20429; and to the Office of Management and Budget, Paperwork Reduction Project (3064-0127), Washington, DC 20504.