

## FinCEN – Foreign Technical Assistance Program Customer Satisfaction Survey 2009

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### Introduction

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The Financial Crimes Enforcement Network (FinCEN) is committed to providing quality technical assistance to the international community and has commissioned the CFI Group, an independent third-party research group, to conduct this satisfaction survey. FinCEN's records indicate that training or technical assistance was provided to your country\* within the last 12 months. We are asking for your feedback regarding the training or technical assistance provided by FinCEN to your country so we can measure the impact of FinCEN's efforts to strengthen anti-terrorist financing and anti-money laundering programs worldwide.

All information you provide will remain confidential and will be grouped anonymously along with other FinCEN customers for research and reporting purposes. Your individual responses will not be released.

This survey is authorized by the U.S. Office of Management and Budget Control No.1505-0191.

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### Demographics

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Demo1. Which of the following best describes your agency/organization?

1. U.S. Department of Treasury, Office of Technical Assistance
2. U.S. Department of Treasury, Treasury Attaché
3. U.S. Department of Treasury, Other
4. U.S. Department of State, Economic Section
5. U.S. Department of State, Other
6. Financial Intelligence Unit
7. Other (please specify): \_\_\_\_\_

Demo2. Which country does your agency represent?

1. USA\* (please see note below)
2. Other (please specify the country): \_\_\_\_\_

\* NOTE: If you are a United States Government Official or contractor working on behalf of the United States, please provide your opinion on the quality of service and technical assistance that FinCEN provided to the foreign government agency/organization that received the support or training.

Demo3. What was the duration of the training or technical assistance?

1. Less than one (1) day
2. One (1) day
3. Two (2) - Three (3) days
4. Four (4) – Seven (7) days
5. Eight (8) – Fourteen (14) days
6. Fifteen (15) – Thirty (30) days
7. More than Thirty (30) days

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**FinCEN representative(s)**


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On a scale from “1 (poor)” to “10 (excellent)” please rate the FinCEN representative(s) who provided the technical assistance. If a specific question does not apply, please select “N/A.”

How was the FinCEN representative’s:

- Rep1. Ability to explain the capabilities of FinCEN?
- Rep2. Technical expertise of the representative?
- Rep3. Country/Regional knowledge of the representative?
- Rep4. Ability to answer your questions?
- Rep5. Ability to resolve your problem/issue?
- Rep6. Courtesy of representative?

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**Response from FinCEN**


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On a scale from “1 (poor)” to “10 (excellent)” please rate the response you received from FinCEN.

Was the technical assistance:

- Res1. Relevant to meet your needs
- Res2. Thorough
- Res3. Timely

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**Impact of Assistance Provided**


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On a scale from “1 (no impact)” to “10 (high impact)” please rate the impact of assistance you received from FinCEN. If a choice does not apply, please indicate N/A

How was the:

- Use1. Value of the technical assistance provided?
- Use2. Improvement or better use of resources within your agency/organization?

Did your agency/organization:

- Use3. Gain momentum toward improved capabilities (for example to gain Egmont membership or improve FIU capacity)?
- Use4. Improve information exchange?
- Use5. Improve mutual cooperation and understanding?
- Use6. Gain momentum toward expanding its ability to improve the transparency of the financial system?
- Use7. Gain momentum toward expanding its ability to improve protection/safeguards of the financial system from abuse?

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**ACSI Benchmark Questions**


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Now we are going to ask you to please consider your experiences with FinCEN with respect to the following:

- ACSI1. Please consider your experiences with FinCEN over the past 12 months. Using a 10-point scale on which “1” means “Very dissatisfied” and “10” means “Very satisfied,” how satisfied are you with FinCEN?

- ACSI2. To what extent has FinCEN met your expectations? Please use a 10-point scale on which "1" now means "Falls short of your expectations" and "10" means "Exceeds your expectations."
- ACSI3. Forget about FinCEN for a moment. Now, imagine the ideal technical assistance program for financial intelligence units. How well do you think FinCEN's technical assistance compares with that ideal? Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

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### Closing

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FinCEN would like to thank you for your time and participation today. Your feedback is greatly appreciated.