



### Federal Reserve Consumer Help – Consumer Survey

As a caller into our Federal Reserve Consumer Help Center within the past week, you were randomly selected to provide your opinion on the quality of service provided to you by our representative(s). Your input will help us assess our quality. Please take a moment to complete this survey.

Name (optional)

1. How did you learn about *Federal Reserve Consumer Help*? Check all that apply.

- Federal Reserve website
- Newspaper or magazine article
- Other website or search engine
- Consumer brochure
- Bank or financial services company
- Friend or relative
- Referral from federal or state agency
- Other (specify: \_\_\_\_\_)

2. Overall, how would you rate the quality of customer service provided by the Consumer Help Center?

Poor Excellent

1            2            3            4            5

3. How would you rate the speed at which your telephone call was handled?

Poor Excellent

1            2            3            4            5

4. Please rate these specific attributes related to the performance of the Consumer Help Center representative(s).

	Poor				Excellent
a. Knowledge of consumer information.	1	2	3	4	5
b. Ability to provide you clear information on your inquiry or transfer you to the appropriate contact efficiently.	1	2	3	4	5
c. Courtesy and professionalism displayed towards you.	1	2	3	4	5

5. If appropriate, please use the area below to request follow-up action on a specific problem or concern with the service you received.



**FR 1379b**  
**OMB No. 7100-0135**  
**Expires May 31, 2011**

PAPERWORK REDUCTION ACT NOTICE

This survey is authorized by law (15 U.S.C. §57(a)(f)(1)) and is voluntary.

Public reporting burden for this information collection is estimated to average ten minutes per response. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to Secretary, Board of Governors of the Federal Reserve System, 20th and C Streets, N.W., Washington, DC 20551; and to the Office of Management and Budget, Paperwork Reduction Project (7100-0181), Washington, DC 20503.



### Federal Reserve Consumer Help – Consumer Survey

As a consumer who sent an inquiry to our Federal Reserve Consumer Help Center within the past week, you were randomly selected to provide your opinion on the quality of service provided to you by our representative(s). Your input will help us assess our quality. Please take a moment to complete this survey.

Name (optional)

1. How did you learn about *Federal Reserve Consumer Help*? Check all that apply.

- Federal Reserve website
- Other website or search engine
- Bank or financial services company
- Referral from federal or state agency
- Other (specify: \_\_\_\_\_)
- Newspaper or magazine article
- Consumer brochure
- Friend or relative

2. Overall, how would you rate the quality of customer service provided by the Consumer Help Center?

Poor Excellent

1            2            3            4            5

3. How would you rate the speed at which your email or internet request was handled?

Poor Excellent

1            2            3            4            5

4. Please rate these specific attributes related to the Federal Reserve Consumer Help resources you accessed.

- |  | Poor |   |   |   | Excellent |
|--|------|---|---|---|-----------|
| a. Ease of navigation using the Federal Reserve Consumer Help website.                                   | 1    | 2 | 3 | 4 | 5         |
| b. Consumer information available to you (frequently asked questions or other resources) on the website. | 1    | 2 | 3 | 4 | 5         |

5. If appropriate, please use the area below to request follow-up action on a specific problem or concern with the service you received.



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### Federal Reserve Consumer Help – Consumer Survey

As a consumer who sent a complaint to our Federal Reserve Consumer Help Center within the past week, you were randomly selected to provide your opinion on your experience. Your input will help us assess our quality. Please take a moment to complete this survey.

Name (optional)

1. How did you learn about *Federal Reserve Consumer Help*? Check all that apply.

- |  |  |
|--|--|
| <input type="checkbox"/> Federal Reserve website               | <input type="checkbox"/> Newspaper or magazine article |
| <input type="checkbox"/> Other website or search engine        | <input type="checkbox"/> Consumer brochure             |
| <input type="checkbox"/> Bank or financial services company    | <input type="checkbox"/> Friend or relative            |
| <input type="checkbox"/> Referral from federal or state agency |  |
| <input type="checkbox"/> Other (specify: _____)                |  |

2. Overall, how would you rate the quality of customer service provided by the Federal Reserve Consumer Help Center?

Poor				Excellent
1	2	3	4	5

3. How would you rate the speed at which your request was handled?

Poor				Excellent
1	2	3	4	5

4. Please rate these specific attributes related to the Federal Reserve Consumer Help Center:

	Poor				Excellent
a. Ease of navigation using the Federal Reserve Consumer Help website (if applicable).	1	2	3	4	5
b. Ability to refer you to the appropriate contact for investigation of your complaint.	1	2	3	4	5
c. Ability to provide you with the next steps in the process clearly and concisely.	1	2	3	4	5



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5. If appropriate, please use the area below to request follow-up action on a specific problem or concern with the service you received.

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