

## FinCEN – Domestic Law Enforcement Support Product Customer Satisfaction Survey 2009

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### Introduction

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FinCEN is committed to serving and satisfying their customers and has commissioned the CFI Group, an independent third-party research group, to conduct this survey. Records indicate that you received either case support or a threat assessment from FinCEN over the last 12 months. FinCEN is asking for general feedback about the product you received so they can improve their service to you; there will not be any specific questions concerning past or current investigations.

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

Note to Egmont Members: If you have received multiple responses from FinCEN, please provide an overall rating based on all cases.

This survey is authorized by the U.S. Office of Management and Budget Control No. 1090-0007.

*Note: Section headings are for internal use only. They will not appear in the final version of the questionnaire.*

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### Demographics

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Demo1. Which of the following best describes your organization?

1. Department of Defense
2. Department of Homeland Security
3. Department of Treasury
4. Department of Justice
5. Other Federal Government Department/Agency
6. State/Local Law Enforcement
7. Other (specify)

Demo2. How many times have you have received case support or threat assessments from FinCEN during the past 12 months?

1. Never (TERMINATE INTERVIEW)
2. Once
3. 2-3 times
4. 4 or more times

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Process for requesting case support

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On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the process for requesting case support from FinCEN on the following. If a particular question does not apply, please select “N/A.”

- CS1. Ease of submitting a request to FinCEN
- CS2. Acknowledging the receipt of your Request
- CS3. Convenience of the process

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#### FinCEN representative

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On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the FinCEN representative who processed your request on the following. If a particular question does not apply, please select “N/A.”

- Rep1. Ability to explain the capabilities of FinCEN
- Rep2. Ability to answer your questions
- Rep3. Keeping you updated about the status of your case
- Rep4. Accuracy of estimated completion date provided by the representative
- Rep5. Timeliness of responses from the representative
- Rep6. Courtesy of representative

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#### Response from FinCEN

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On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the response you received from FinCEN on the following:

- Res1. Format
- Res2. Organization of information
- Res3. Relevance of the FinCEN product to your needs
- Res4. Thoroughness
- Res5. Timeliness

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#### Usefulness of information

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On a scale from “1” to “10,” where “1” is “not at all useful” and “10” is “very useful,” please rate the value of information you received from FinCEN for the following.

If a choice does not apply, please indicate N/A:

- Use1. Verifying existing information
- Use2. Usefulness of financial information to investigation, if provided
- Use3. Helping you identify new leads
- Use4. Usefulness of information in planning/developing investigative plan
- Use5. Providing case support
- Use6. Providing information previously unknown
- Use7. Supplementing or expanding known information
- Use8. Helping you better use resources

Please provide any suggestions for how FinCEN can improve the law enforcement support products you've received?

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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. First, please consider your experiences with FinCEN's law enforcement support products 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 these products?
- ACSI2. To what extent have FinCEN's law enforcement support products 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's law enforcement support products for a moment. Now, imagine the ideal law enforcement support product. How well do you think FinCEN's products compare 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.