

## FinCEN – Proactive Analytic Products Customer Satisfaction Survey 2009

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### Introduction

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FinCEN is committed to serving and satisfying their customers. To this end, we are asking for your feedback on this survey so that we can improve our service to you. We have commissioned the CFI Group, an independent third-party research group, to conduct this survey.

CFI Group will treat all information you provide as confidential. All information you provide will be combined with others' 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. 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. Foreign Country
8. Other (specify)

Demo2. How many times have you received proactive analytic products 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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### Proactive Report

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On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the proactive analytic products you receive from FinCEN on the following:

- |        |                             |
|--------|-----------------------------|
| REPT1. | Format                      |
| REPT2. | Organization of information |
| REPT3. | Relevancy of product        |
| REPT4. | Thoroughness                |

REPT5. Actionable information

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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 the proactive analytic product you received from FinCEN with respect to ...

VAL1. Providing information previously unknown

VAL2. Supplementing or expanding known information

VAL3. Helping you better use resources

VAL4. What action did your organization take in response to the proactive analytic product from FinCEN? (Check all that apply)

1. Case, inquiry or project opened
2. Associated with ongoing case, inquiry, or project (program)
3. Assigned for preliminary investigation
4. Referred to other office
5. Retained for future use
6. Incorporated information into intelligence or investigative report
7. Initiated intelligence collection
8. Other (Specify)

VAL5. Please provide any suggestions for how FinCEN can improve the proactive analytic 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 proactive analytic 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 the proactive analytical products from FinCEN?

ACSI2. To what extent have FinCEN's proactive analytic products met your expectations? Please use a 10-point scale on which “1” now means “Falls short of expectations” and “10” means “Exceeds your expectations.”

ACSI3. Forget about FinCEN for a moment. Now, imagine the ideal proactive analytic 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.