

FinCEN – Foreign Investigative Case Reports Customer Satisfaction Survey 2009

Introduction

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 several investigative case reports over the last 12 months. FinCEN is asking for general feedback about the process and the outcome regarding the requests for research you submitted to FinCEN so they can improve their service. Your responses should reflect an overall rating based on all cases requests.

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.

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

Demographics

- Demo1. Which of the following best describes your organization?
1. Egmont Member (please specify foreign jurisdiction):
 2. Other (specify)

Process for requesting case support

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 filling out FinCEN Supplemental form
- CS2. Ease of submitting Request for Research (including *USA/FinCEN Case Request Supplement*)
- CS3. Acknowledging the receipt of your Request for Research
- CS4. Convenience of the process

FinCEN representative(s)

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
- Rep5. Timeliness of responses from the representative
- Rep6. Courtesy of representative

Response from FinCEN

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 to original request
- Res4. Thoroughness
- Res5. Timeliness

Usefulness of information

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 strategy
- Use5. Providing case support
- Use6. Providing information previously unknown
- Use7. Supplementing or expanding known information
- Use8. Helping you better use resources
- Use 9. Please provide any suggestions for how FinCEN can improve the investigative reports you receive.

Impact of Assistance Provided

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

Did the information exchange help your agency/organization:

- Use1. Gain momentum toward improved capabilities (for example to gain Egmont membership or improve FIU capacity building)?
- Use2. Improve information exchange?
- Use3. Improve mutual cooperation and understanding?
- Use4. Gain momentum toward expanding its ability to improve the transparency of the financial system?
- Use5. Gain momentum toward expanding its ability to improve protection/safeguards of the financial system from abuse?

ACSI Benchmark Questions

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 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 Financial Intelligence Unit. How well do you think FinCEN 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."

Closing

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