

## FinCEN – Regulatory Resource Center Customer Satisfaction Survey FY 2012

---

### Introduction

---

Hello. May I please speak with \_\_\_\_\_?

The Financial Crimes Enforcement Network (often referred to as FinCEN) is committed to serving and satisfying their customers. FinCEN has commissioned the CFI Group, an independent third-party research group, to conduct this survey.

FinCEN records indicate that you submitted an inquiry through **the Bank Secrecy Act Helpline or through the FinCEN Internet site** during the past three months regarding **[insert issue or inquiry, and note if caller was referred to another federal agency]**.

Intro1. Is this correct?

1. Yes (**Continue**)
2. No (**Verify name with respondent**)
3. Don't Know/Don't Remember (**Thank and Terminate Call**)

Going forward in this survey we will refer to both the Helpline and the Internet-initiated inquiries commonly as "the Regulatory Resource Center."

The survey should only take approximately three minutes to complete. 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.1505-0191.

Please note that your answers to the following survey questions should only reflect the response you received from FinCEN, and not that of another federal government organization to which you could have been referred. FinCEN's Regulatory Resource Center can be reached at 1-800-949-2732, or through FinCEN's website at [www.fincen.gov](http://www.fincen.gov).

---

### Demographics

---

Demo1. Which of the following best describes your organization?

1. Depository Institution (e.g. banks, credit union)
2. Money Services Business or MSB (e.g. currency exchangers, check cashers)
3. Securities, Commodities/Futures, Mutual Fund Company
4. Insurance Company
5. Dealer in Precious Metals, Stones or Jewels
6. Casino
7. Regulatory Agency
8. Law Enforcement
9. Law Firm/Attorney
10. Other (Specify)

---

### FinCEN Resource Center Timeliness

---

Often times, the Resource Center needs to research an inquiry prior to providing a response. Nonetheless, it is FinCEN's goal to establish contact with 24 hours to acknowledge receipt of the inquiry.

Time1. Did a FinCEN representative establish *initial contact* within one business day from your inquiry?

1. Yes
2. No
3. Don't Know/ Don't Recall

Time2. How long was it before you received a *reply* from FinCEN?

1. Within 24 hours
2. More than 24 hours but within 48 hours
3. More than 48 hours but within 7 days
4. More than 7 days but within 14 days
5. More than 14 days but within 30 days
6. More than 30 days

---

### FinCEN Resource Center Response

---

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:

**Response1. Response was understandable**

Response2. Response was delivered in a courteous manner

#### **FinCEN Website**

During the past year and a half, FinCEN has made several improvements to its website to enhance its usefulness as a tool for finding pertinent regulatory guidance and information.

Website 1. Which best describes how often you visit the FinCEN website ([www.fincen.gov](http://www.fincen.gov))?

1. Daily
2. Weekly
3. Monthly
4. Once every 6 months or less often
5. Never

Website 2. When you visit the FinCEN website, do you review the "Regulatory Helpline Hot Topics"?

1. Yes
2. No

---

### ACSI Benchmark Questions

---

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

- ACSI1. First, please consider all your experiences over the past 12 months in seeking regulatory guidance from FinCEN's Regulatory Resource Center. Using a 10-point scale on which "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with FinCEN's Regulatory Resource Center?
- ACSI2. To what extent has FinCEN's Regulatory Resource Center met your expectations? Please use a 10-point scale on which "1" now means "did not meet your expectations" and "10" means, "Exceeds your expectations."
- ACSI3. Forget about FinCEN for a moment. Imagine the ideal regulatory resource. How well does FinCEN's Regulatory Resource Center 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."

---

### Open-end

---

- OE1. What can FinCEN's Regulatory Resource Center do to better serve your needs?
- OE2. What can FinCEN do to improve its website as a resource for finding pertinent regulatory guidance and information?

---

### Closing

---

On behalf of FinCEN, I thank you for your time and participation today. Your feedback is greatly appreciated.