



## Consumer Satisfaction Questionnaire

Recently, the Federal Reserve System assisted you with your complaint about a bank or financial institution. As part of our continuing effort to evaluate our program, please complete the questionnaire below and mail it back to us.

How satisfied are you with the following aspects of the Federal Reserve's handling of your complaint? Please circle the response that most closely describes your level of satisfaction.

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1. The amount of time it took to investigate your complaint	1	2	3	4	5
2. The courtesy of Federal Reserve staff in their letters or over the phone	1	2	3	4	5
3. The Federal Reserve's response addressed all of the concerns raised in your complaint	1	2	3	4	5
4. The clarity of the Federal Reserve's written response explaining the outcome of their investigation	1	2	3	4	5

5. How did you learn about the Federal Reserve's consumer complaint program? 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: _____)                |  |

6. If you have a consumer complaint about a bank or financial institution in the future, would you contact the Federal Reserve again for assistance?

- Yes, definitely
  Maybe
  No, definitely not

*Thank you for assisting us in our evaluation!*

PAPERWORK REDUCTION ACT NOTICE

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

Public reporting burden for this questionnaire is estimated to average five 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.