

Model Instance Name:  
 MakingHomeAffordable.gov  
 MID: QoYkchNgVIAh58pZc9905A==  
 Date: 12/27/2011

red & strike-through: DELETE  
 underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

MakingHomeAffordable.gov CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label Frequency
SAC6617		How frequently do you visit this site?	This is my first visit Daily Weekly Monthly Every few months or less often		Drop down, select one	S	Y		
SAC6618		What is your role in visiting the site today?	Homeowner Friend/family member of homeowner Lender participating in the MHA program Housing Counseling or Community organization Other, please specify	A A C	Drop down, select one	S	Y	Skip Logic Group	Role
SAC6619	A	Please indicate which of the following describes the current situation(s):	Behind on mortgage payments Owe more on home than it is worth Adjustable rate increased monthly payments to an unaffordable amount Received foreclosure notice from my bank Job loss Other, please specify	B	Radio button, one-up vertical	M	Y	Skip Logic Group	Situation
SAC6620	B	Other situation:			Text field, <100 char		N	Skip Logic Group	OE Situation
SAC6621	C	Other role:			Text field, <100 char		N	Skip Logic Group	OE Role
SAC6622		How did you find out/hear about Making Home Affordable.gov site?	Friend/relative Internet search engine Another website/link Media/news story Other source		Drop down, select one	S	Y		Find Site
SAC6623		What is the primary reason for your visit today?	Understand the program guidelines Find out if I'm eligible for an MHA program How to apply and what is needed Download the necessary forms to apply for a modification or other MHA Program Contact the HOPE Hotline to speak with somebody about my situation Get additional assistance about my current application Report lending misconduct or fraud Conduct additional research because my application was not approved Perform a Net Present Value (NPV) self evaluation To find out how to contact my servicer Watch the instructional videos Check upcoming MHA events in my area Inform homeowners in the community Read up on the recent news/Public Service Advertising campaigns Other, please specify	A B C D E	Radio button, one-up vertical	S	Y	Skip Logic Group	Reason
SAC6624	A	What program are you looking for?	Lower your payments Lower your rates Get help if unemployed Get help with the second mortgage Get help with fallen home value Exit gracefully Other	Z Y X W V U	Drop down, select one	S	Y	Skip Logic Group	Program Category
SAC6625	Z	Which specific Lower Your Payments Program are you looking for?	Home Affordable Modification Program (HAMP) Principal Reduction Alternative (PRA) Second Lien Modification Program (2MP) FHA Home Affordable Modification Program (FHA-HAMP) USDA's RHS Special Loan Servicing Veteran's Administration Home Affordable Modification (VA-HAMP)		Radio button, one-up vertical	S	Y	Skip Logic Group	Payment Programs
SAC6626	Y	Which specific Lower Your Rates Program are you looking for?	Home Affordable Refinance Program (HARP) FHA Refinance for Borrowers with Negative Equity (FHA Short Refinance)		Radio button, one-up vertical	S	Y	Skip Logic Group	Rate Programs
SAC6627	X	Which specific Get Help If Unemployed Program are you looking for?	Home Affordable Unemployment Program (UP) Housing Finance Agency Innovation Fund for the Hardest Hit Housing Markets (HHF)		Radio button, one-up vertical	S	Y	Skip Logic Group	Unemployment Programs
SAC6628	W	Which specific Get Help With Second Mortgage Program are you looking for?	Second Lien Modification Program (2MP) Did not find a program that fit my needs		Radio button, one-up vertical	S	Y	Skip Logic Group	Second Mortgage Programs
SAC6629	V	Which specific Get Help With Fallen Home Value Program are you looking for?	Home Affordable Refinance Program (HARP) FHA Refinance for Borrowers with Negative Equity (FHA Short Refinance) Treasury/FHA Second Lien Program (FHA2LP) Principal Reduction Alternative (PRA) Housing Finance Agency Innovation Fund for the Hardest Hit Housing Markets (HHF)		Radio button, one-up vertical	S	Y	Skip Logic Group	Home Value Programs
SAC6630	U	Which specific Exit Gracefully Program are you looking for?	Home Affordable Foreclosure Alternatives (HAFA) Program Did not find a program that fit my needs		Radio button, one-up vertical	S	Y	Skip Logic Group	Exit Programs
SAC6631	B	How likely are you to call the 888-995-HOPE after your site visit today?	1=Very unlikely 2 3 4 5 6		Radio button, scale, has don't know	S	Y	Skip Logic Group	Call Hotline

Model Instance Name:  
 MakingHomeAffordable.gov  
 MID: QoYkchNgVIAh58pZc9905A==  
 Date: 12/27/2011

~~red & strike through~~: DELETE  
underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

MakingHomeAffordable.gov CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			7 8 9 10=Very likely Don't know						
SAC6632	C	How likely are you to <b>report any misconduct or fraud</b> from your lender via the Hope Hotline?	1=Very unlikely 2 3 4 5 6 7 8 9 10=Very likely Don't know		Radio button, scale, has don't know	S	Y	Skip Logic Group	Report Lender
SAC6633	D	How likely are you to <b>attend an MHA event</b> after your site visit today?	1=Very unlikely 2 3 4 5 6 7 8 9 10=Very likely Don't know		Radio button, scale, has don't know	S	Y	Skip Logic Group	Attend MHA Event
SAC6634	E	Other reason:			Text area, no char limit		N	Skip Logic Group	OE Reason
SAC6635		After applying for a MHA program, were you <b>successful</b> in keeping your home/avoid foreclosure?	Yes No Not applicable		Drop down, select one	S	Y		Successful
SAC6636		What <b>method</b> did you use to find your information today?	By self navigating the site Internal site search feature Third-party search engine (i.e., Google, Yahoo, etc) Other		Drop down, select one	S	Y		Method
SAC6637		Did you <b>find</b> what you were looking for?	Yes Partially No, please specify		Drop down, select one	S	Y	Skip Logic Group	Find
SAC6638	A	What information were you <b>unable to find</b> ?		A	Text area, no char limit		N	Skip Logic Group	OE Info Not Found
SAC6639		What <b>improvement</b> would you like to see made to this site to ease your site experience?			Text area, no char limit		N		Improvement