

## FinCEN – Foreign Financial Intelligence Unit (FIU) Survey 2014

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### Introduction

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FinCEN is committed to serving and satisfying its customers and has commissioned the CFI Group, an independent third-party research group, to conduct this survey. Records indicate that you received at least one investigative case report over the last 12 months. FinCEN is asking for feedback about the process, the customer service you received, and the information you received in response to your request. Your responses should reflect an overall rating based on all case requests.

The survey will take approximately 5 minutes to complete. Your answers are voluntary, but your opinions are very important. Your responses will remain anonymous and will only be reported in aggregate. This interview is authorized by Office of Management and Budget Control No. 1090-0007 which expires on March 31, 2015.

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### Demographics

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Demo1. Please identify the country in which your FIU is located (open-ended, specify foreign jurisdiction)

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### Process for requesting case support

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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 in regards to the following:

If a particular choice does not apply, please select “N/A.”

- CS1. Ease of filling out the FinCEN Supplemental form
- CS2. Ease of submitting the Request for Research Form (including *USA/FinCEN Case Request Supplement*)
- CS3. Receiving confirmation of receipt of Request for Research
- CS4. Convenience of the process overall

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### FinCEN Customer Service

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On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the FinCEN representative who assisted you with your request on the following:

If a particular choice 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
- Rep4. Timeliness of responses from the representative
- Rep5. Courtesy of representative

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### Response from FinCEN

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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:

If a choice does not apply, please indicate “N/A.”

- Res1. Clarity of information
- Res2. Organization of information
- Res2. Relevance
- Res3. Thoroughness
- Res5. Timeliness

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#### Usefulness of Response

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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 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. Providing information previously unknown
- Use5. Supplementing or expanding known information
- Use6. Please provide any suggestions for how FinCEN can improve the analytical reports you receive.

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#### Egmont Secure Web

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- ESW1. On a scale from “1” to “10,” where “1” is “not at all satisfied” and “10” is “very satisfied,” please rate how satisfied you are with the Egmont Secure Web.
- ESW2. What suggestions do you have for improving the Egmont Secure Web? (Open-ended)

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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 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” 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.”

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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.