

FinCEN – Domestic Analytic Products Survey Customer Satisfaction Survey 2014

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. FinCEN is asking for general feedback about the product or service you received so they can improve their service to you; there will not be any specific questions concerning past or current investigations.

The survey will take approximately 15 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.

Demographics

Demo1. Which of the following best describes your organization?

1. Department of Defense
 - a. Army CID
 - b. NCIS
 - c. Air Force OSI
2. Department of Homeland Security
 - a. Coast Guard
 - b. HSI/ICE
 - c. Secret Service
 - d. Other
3. Department of Treasury
 - a. Internal Revenue Service
 - b. TIGTA
 - c. Other
4. Department of Justice
 - a. DEA
 - b. FBI
 - c. Other
5. Other Federal Government Department/Agency (specify)
6. State/Local Law Enforcement
 - a. State LE Agency
 - b. Local LE Agency
7. Other (specify)

Demo2. Which of the following best describes the scope of your response?

1. Headquarters element
2. Regional or field office
3. Individual agent

Domestic Law Enforcement Case and Project Support

FinCEN partners with domestic law enforcement efforts to deter, identify, and investigate crimes including threats to national security, terrorism financing, money laundering, and other significant crimes. FinCEN provides specialized investigative research and analysis of FinCEN data, both in case support and complex analytical products, to support active criminal investigations.

CS1 Have you ever received case or project support from FinCEN?

1. Yes (Continue to QCS2)

2. No (Skip to next Section- Proactive Strategic Analytical Products)
3. Don't Know (Skip to next Section-Proactive Strategic Analytical Products)

CS2 How many times have you have received case or project support from FinCEN in response to your request during the past 12 months?

1. Once
2. 2-3 times
3. 4 or more times
4. None (skip to next section, SP1)

On a scale from “1” to “10,” where “1” is “not at all important” and “10” is “very important,” please rate the importance of each of the following reasons that you/your agency typically request case or project support from FinCEN?

If you/your agency have never requested case or project support, please select N/A.

- CS3. FinCEN has unique expertise related to analyzing the Bank Secrecy Act (BSA) data
- CS4. FinCEN has access to unique sources of information
- CS5. FinCEN has access to unique resources/analytical software
- CS6. FinCEN has unique expertise or knowledge in/of specific field(s) of money laundering or financial crime relevant to my area of responsibility
- CS7. I do not/my agency does not have sufficient experience to do the analysis internally
- CS8. I do not/my agency does not have access to FinCEN Query
- CS9. Please specify any other reasons that you/your agency requested case or project support from FinCEN (Open end)

On a scale from “1” to “10,” where “1” is “not at all useful” and “10” is “very useful,” please rate the usefulness of case or project support you received from FinCEN for the following.

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

- CS10. Verifying existing information
- CS11. Supplementing or expanding known information
- CS12. Providing information previously unknown
- CS13. Usefulness of financial information to investigation, if provided
- CS14. Helping you identify new leads (e.g., financial transactions, bank accounts, assets, subject associations, etc.)
- CS15. Relevancy of information for planning/developing investigative plan
- CS16. Providing case support
- CS17. Helping you better use resources
- CS18. On a scale from “1” to “10,” where “1” is “not very satisfied” and “10” is “very satisfied,” please rate your/your agency’s satisfaction with the opportunities it has had to provide FinCEN with input or feedback on development, prioritization, and implementation of its case and project support products. Select N/A if you have not provided FinCEN input or feedback on its case and project support products.

Strategic Analytical Products

FinCEN also produces tactical and strategic analytical reports for the law enforcement community about national and international financial crime trends, patterns, methodologies and activities. These products, when provided to FinCEN’s partners in an unsolicited manner, are considered “Analytical Products.”

- SP1 Have you ever received a proactive analytical product from FinCEN?
 - a. Yes (Continue to QSP2)

- b. No (Skip to QBC1)
- c. Don't know (Skip to QBC1)

SP 2 What action did your organization take in response to the analytical product from FinCEN? (Check all that apply)

1. Case, inquiry or project opened
2. Associated with ongoing case, inquiry, or project (program)
3. Assigned for preliminary investigation
4. Referred to other office
5. Retained for future use
6. Incorporated information into intelligence or investigative report
7. Initiated intelligence collection
8. Other (Specify)

On a scale from "1" to "10," where "1" is "not at all useful" and "10" is "very useful," please rate the usefulness of the strategic analytical products that you or your agency have used.

If an item does not apply, please indicate N/A.

SP3.Relevancy to your work

SP3.Product provided information previously unknown

SP4.Product supplemented/expanded or reinforced known information

SP5.Product contradicted known information

SP6.Information assisted in planning or developing agency or unit objectives

SP7.How can FinCEN improve its strategic analytical products? (*open ended*)

SP8.On a scale from "1" to "10," where "1" is "not very satisfied" and "10" is "very satisfied," please rate your/your agency's satisfaction with the opportunities it has had to provide FinCEN with input or feedback on development, prioritization, and implementation of its tactical and strategic analytical products. Select N/A if you have not provided FinCEN input or feedback on its tactical and strategic analytical products.

BSA Certifications

BC1. Over the past 12 months, have you requested Certified BSA documents?

- a.Yes (Continue to BC2)
- b.No (Skip to IS1)
- c.Don't Know (Skip to IS1)

BC2. On a scale from "1" to "10" where "1" means "not very satisfied" and "10" means "very satisfied", how satisfied are you with the timeliness of the BSA Certification process?

BC3. On a scale from "1" to "10" where "1" is "not very satisfied" and "10" is "very satisfied", how satisfied are with the level of customer service you received from the BSA Certification Program Office?

314(a) Information Sharing Requests

FinCEN's regulations under Section 314(a) of the USA PATRIOT Act enable law enforcement agencies, through FinCEN, to reach out to U.S. financial institutions to locate accounts and transactions of persons that may be involved in terrorism or significant money laundering. FinCEN receives requests from law enforcement and upon review, makes the information available to designated contacts within financial institutions via a secure Internet web site.

IS1. How many times have you have utilized FinCEN's 314(a) program during the past 12 months?

1. None (skip to next Section – Foreign FIU Requests)
2. Once (continue to QIS2)
3. 2-3 times (continue to QIS2)
4. 4 or more times (continue to QIS2)

- IS2. On a scale from “1” to “10,” where “1” is “not at all useful” and “10” is “very useful,” please rate the usefulness of the 314(a) requests FinCEN processed on behalf of your agency for investigations of financial crimes or money laundering?
- IS3. On a scale from “1” to “10” where “1” is “not very satisfied” and “10” is “very satisfied”, how satisfied are you with the timeliness of utilizing the 314(a) process?
- IS4. On a scale from “1” to “10” where “1” is “not very satisfied” and “10” is “very satisfied”, how satisfied are you with the level of customer service you received from the 314 Program Office?
- IS5. On a scale from “1” to “10,” where “1” is “not very satisfied” and “10” is “very satisfied,” please rate your/your agency’s satisfaction with the opportunities it has had to provide FinCEN with input or feedback on development, prioritization, and implementation of its 314(a) process. Select N/A if you have not provided FinCEN input or feedback on 314(a).

Foreign Financial Intelligence Unit (FIU) Requests

FinCEN is the FIU representing the United States that participates in a global network of FIUs called the Egmont Group. As such, at the request of domestic law enforcement agencies, FinCEN can facilitate information exchange with FIUs in other countries on law enforcement investigations that have an international component.

On a scale from “1” to “10,” where “1” is “not at all useful” and “10” is “very useful,” please rate the usefulness of the following types of FIU requests in your agency’s investigations of financial crimes or money laundering.

If you have not utilized this service, please select N/A.

- FR1. Responses to you/your agency’s requests for foreign FIU information
- FR2. Referrals to you/your agency regarding foreign countries’ requests for information
- FR3. On a scale from “1” to “10” where “1” is “not very satisfied” and “10” is “very satisfied”, how satisfied are you with the timeliness of utilizing the Egmont Process?
- FR4. On a scale from “1” to “10” where “1” is “not very satisfied” and “10” is “very satisfied”, how satisfied are you with the level of customer service you received when making an Egmont request?
- FR5. On a scale from “1” to “10,” where “1” is “not very satisfied” and “10” is “very satisfied,” please rate your/your agency’s satisfaction with the opportunities it has had to provide FinCEN with input or feedback on development, prioritization, and implementation of its Egmont request process. Select N/A if you have not provided FinCEN input or feedback on an Egmont request.

Training/Outreach Services

FinCEN provides a variety of training and outreach to law enforcement including FinCEN Query/FinCEN Portal, as well as training sessions on such issues as virtual currency, securities and derivatives and related trends, funds transfers, money transfers, prepaid cards, utilizing FinCEN data, etc. FinCEN also conducts outreach to law enforcement by attending a number of conferences each year and conducting information sessions for individual agencies on the types of products and services it offers to law enforcement.

TO1. Have you/any agents or other staff from your agency attended training or outreach sessions offered by FinCEN?

1. Yes
2. No (Skip to next Section – Communication)
3. Don't Know (Skip to next Section - Communication)

The following questions ask about FinCEN Query Training Tools and other outreach sessions. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the usefulness of each FinCEN Query Training Tools and other outreach sessions you have used or participated in. If you have not used one of the tools listed or participated in an outreach session, select N/A.

- TO2. Web-Based Training
- TO3. Job Aids
- TO4. Online Help Training
- TO5. FinCEN Query Quick Reference Guide
- TO6. FinCEN Query User Manual
- TO7. FinCEN Classroom Training
- TO8. FinCEN Webinar Training
- TO9. FinCEN Portal Login Instructions

TO10. On a scale from "1" to "10," where "1" is "not at all useful" and "10" is "very useful," please rate the usefulness of the training and outreach sessions you or other staff from your agency have attended.

Communication

C1. Please provide any suggestions for how FinCEN can improve its customer communication. (*Open ended*)

ACSI Benchmark Questions

Now we are going to ask you to please consider your overall experiences with FinCEN:

ASCI1. First, please consider your experiences with FinCEN's law enforcement support products and services 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 these products?

ASCI2. To what extent have FinCEN's law enforcement support products and services 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."

ASCI3. Forget about FinCEN's law enforcement support products and service for a moment. Now, imagine the ideal law enforcement support product or service. How well do you think FinCEN's products and services 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."

Closing

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