OMB No. 0503-0021

USDA Rural Development (RD), Centralized Servicing Center (CSC) (St. Louis)
Loan Servicing Satisfaction Survey

PURPOSE: This survey is being administered for USDA RD CSC as part of USDA's ongoing efforts to improve the quality of its service. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, or a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0503-0021. The time required to complete this information collection is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.
YOUR PRIVACY: All responses to this survey will be handled by the independent market research firm xxxxxxxxxxx. The information obtained from this survey will not be exchanged with or sold to any third party.

Mark your answers like this: ● not like this: ⊗ ⊘ For Office Use Only: ☐ ◀ ▶

1) What is your *overall* level of satisfaction with the USDA Rural Development? [Please record how satisfied you are using 1 to 7 rating scale where 1 is ***least satisfied*** and 7 is ***most satisfied***. Mark the number that most closely matches your opinion. If you do not have experience with an item, please mark NA.]

	Least Satisfied						Most Satisfied	
	1	2	3	4	5	6	7	NA
The process of obtaining your loan at your local USDA office	0	0	0	0	0	0	0	0
Ongoing servicing of your loan by Centralized Servicing Center, St. Louis	0	0	0	0	0	0	0	0

2) Please indicate how much you "agree" or disagree" with each of the following statements related to the ONGOING servicing of your loan by the Centralized Servicing Center in St. Louis. [Rate each item below using a 1 to 7 rating scale where 1 means you ***strongly disagree*** and 7 means you ***strongly agree***. If you do not have experience with an item, please mark NA.]

	Strongly Disagree						Strongly Agree	
Mortgage Payments	1	2	3	4	5	6	7	NA
Mortgage payments are posted in a timely manner	0	0	0	0	0	0	0	0
Mortgage payments are posted correctly	0	0	0	0	0	0	0	0
Helpful payment options (Pay-by-phone, Web, and Automated Voice Response System)	0	0	0	0	0	0	0	0
Monthly Statement								
Arrives when I expect it	0	0	0	0	0	0	0	0
Has all the information I need	0	0	0	0	0	0	0	0
Is easy to understand	0	0	0	0	0	0	0	0
Payment Adjustments								
Payment change is explained clearly in the notification	0	0	0	0	0	0	0	0
Notification arrives in a timely manner	0	0	0	0	0	0	0	0
When I call payment changes are explained clearly	0	0	0	0	0	0	0	0
Insurance & Taxes (Escrow) *(Answer only if USDA makes your payments for insurance and taxes)*								
Satisfied with the information I receive regarding my escrow account	0	0	0	0	0	0	0	0
Satisfied with how my escrow account is processed	0	0	0	0	0	0	0	0
Subsidy Agreement *(Answer only if you have a subsidy agreement with USDA)*								
I receive renewal packet in a timely manner	0	0	0	0	0	0	0	0
Renewal packet is easy to understand	0	0	0	0	0	0	0	0
Documentation I submit to CSC is acknowledged in a timely manner	0	0	0	0	0	0	0	0
Payment changes are communicated clearly	0	0	0	0	0	0	0	0
Subsidy is calculated correctly	0	0	0	0	0	0	0	0

3) Please indicate how much you "agree" or "disagree" with each of the following statements when you contact the Centralized Servicing Center in St. Louis. [Please rate each item on a 1 to 7 scale where 1 means you ***strongly disagree*** and 7 means you ***strongly agree***. Mark the number that matches your opinion. If you do not have experience with an item, mark NA.]

	Strongly Disagree						Strongly Agree	
	1	2	3	4	5	6	7	NA
Telephone calls are answered promptly	0	0	0	0	0	0	0	0
Customer service representative is helpful	0	0	0	0	0	0	0	0
Employees are courteous	0	0	0	0	0	0	0	0
Employees are knowledgeable	0	0	0	0	0	0	0	0
I get what I need without a problem	0	0	0	0	0	0	0	0
24-hour automated account information line is helpful	0	0	0	0	0	0	0	0

4) During the past 12 months, your satisfaction with the ongoing servicing of your loan by the Centralized Servicing Center in St. Louis has.... [MARK ONE BOX]

0 Increased 0 Decreased 0 Remained the Same 0 Don't know

5) During the past 12 months, did you contact Centralized Servicing Center (St. Louis) with a question or a problem regarding your mortgage? [MARK ONE BOX]

0 Yes 0 No *(Skip Q6-Q10; go to Q11)*

6) Which of the following categories best describes the subject for your most recent question or problem for which you contacted the Centralized Servicing Center in St. Louis? [MARK ALL THAT APPLY]

General	Taxes and Insurance	Subsidy
0 Monthly statement	0 Taxes	0 Subsidy Amount
0 Payment assistance	0 Insurance	0 Subsidy Payment
0 Late payment	0 Insurance coverage placed by USDA	
0 Payoff of loan	0 Flood Insurance	0 Other (Please Specify)
0 Document copies	0 Insurance Claim	_____
0 Annual statement	0 Insurance premium	_____
0 Payment posting	0 Payment change	_____

7) How many times did you contact Centralized Servicing Center in St. Louis about this most recent question or problem? [MARK ONE BOX]

0 One Time 0 Two or three times 0 More than three times 0 Do not know

8) Did you also contact your local USDA office about this most recent problem? [MARK ONE BOX]

0 Yes 0 No 0 Do not know

9) The following statements apply to the handling of your most recent question or problem. Please tell us what happened when you contacted the Centralized Servicing Center about your most recent question or problem. [MARK ONE BOX FOR EACH STATEMENT]

	Yes	No	Don't Know
You found the right number to call without a problem	0	0	0
You got through on the first try and did not have to dial again	0	0	0
Your call was handled without being put on hold excessively	0	0	0
You used the 24-hour automated account information line	0	0	0
You had no problem finding the right address to write to	0	0	0
Stated business hours were convenient	0	0	0
Your questions were answered in a timely manner	0	0	0
You got what you wanted the first time you called	0	0	0
Correspondence you received was understandable	0	0	0
The person you spoke with was courteous	0	0	0
The person you spoke with was knowledgeable	0	0	0
The person you spoke with communicated clearly	0	0	0
The person you spoke with did everything to help	0	0	0
Your problem was resolved	0	0	0

10) Overall, how satisfied were you with the service you received when you contacted the Centralized Servicing Center in St. Louis with your question or problem? [Please record how satisfied you are using a 1 to 7 rating scale where 1 is ***least satisfied*** and 7 is ***most satisfied***. Mark the number that most closely matches your opinion. If you do not have any experience, please mark NA]

Least Satisfied				Most Satisfied			
1	2	3	4	5	6	7	NA
0	0	0	0	0	0	0	0

11) Approximately how many years have you had a loan from the USDA Rural Housing Service? [MARK ONE BOX]

0 Less than 2 years 0 2-5 years 0 6-10 years 0 11-15 years 0 More than 15 years

12) Please tell us the name of the state that you reside in: _____

13) Finally, in the space below, please tell us one thing that the Centralized Servicing Center in St. Louis could do to improve service to you_____

_____

Thank you for completing this survey! Please return this in the postage-paid envelope to xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx.