

## Welcome and Thank You Text

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The text you see here will appear at the top and bottom of your survey. Default text is included and you may modify this text as needed.

## Model Questions

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As discussed during the kick-off call, the model questions are part of the ForeSee methodology. For consistency with the model, these questions are standardized and have been tested and validated. Standardization of model questions allows benchmarking across companies/industries, and these questions are used in calculating scores and impacts. Focus on the future behaviors; I've started with some that I believe are a good fit but we can certainly make adjustments. These are desired customer outcomes that are impacted by customer satisfaction.

## Custom Questions

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When reviewing the custom questions tab, keep in mind these questions are used for segmentation analysis of the model data. It is suggested that you add, delete or change custom questions over time, as your needs or business objectives change.

### Focus Area #1: Achieving Actionable Data

- Know what changes are being made based on the intelligence
- Change Custom Questions so that stakeholders see a clear "must do"

### Focus Area #2: Aligning Data to Business Strategies

- Update your Custom Questions as business cycles change
- Integrate Executive Level questions to evaluate initiatives

### Focus Area #3: Strategic and Tactical Value

- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

### Why

- Analysis
- Top-Pri
- Open-e
- Shift w
- Inform
- Evaluat

### **Update Your Custom Questions?**

Uncovered new questions to ask  
Key areas influence resource use  
Insights for quantifiable recommendations

Seasonal Needs

Re-launch or Re-design

Marketing Initiatives



The text you see here will appear at the top and bottom of your survey, examples below. Default text is included and you may modify this text as needed.

**Welcome and Thank You Text**

**Welcome Text**


This survey is geared for adjusters who have worked on flood insurance claims. The National Flood Insurance Program (NFIP) would like to hear from you given your unique perspective. If you have been working the filed for awhile, please consider your most recent set of experiences when providing your opinions in this survey.

By taking this brief survey, your input will help improve our process for both you the adjuster and the customers we work with.

**Thank You Text**

Thank you for taking our survey and for helping us serve you better.

**Example Desktop**

  
**Customer Satisfaction Survey**  

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

*Required questions are denoted by an \**

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Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Model Name NFIP Adjuster Functional  
 Model ID  
 Partitioned No  
 Date 9/1/2017  
 Model Version NA

~~Red & Strike-Through~~: Delete  
Underlined & Italicized: Re-order  
 Pink: Addition  
 Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
			<b>Satisfaction</b>		
		1 <b>Satisfaction - Overall</b>	What is your <b>overall satisfaction</b> with the process for adjusting NFIP flood insurance claims? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	4 <b>Recommend Company</b>	<b>Recommend Company</b> (1=Very Unlikely, 10=Very Likely) How likely are you to <b>recommend purchasing NFIP flood insurance to someone else?</b>
		2 <b>Satisfaction - Expectations</b>	How well does the NFIP process for adjusting claims <b>meet your expectations?</b> <i>(1=Falls Short, 10=Exceeds)</i>		<b>Trust</b> (1=Not at all Trustworthy, 10=Very Trustworthy)
		3 <b>Satisfaction - Ideal</b>	How does the NFIP process <b>compare to your ideal process for adjusting an insurance claim?</b> <i>(1=Not Very Close, 10=Very Close)</i>	5 <b>Trust</b>	Please rate your level of <b>trust in NFIP flood insurance.</b>
				6 <b>Continue in Role</b>	<b>Continue in Role</b> (1=Very Unlikely, 10=Very Likely) How likely are you to <b>continue to accept</b> NFIP policy claims adjustment work in the future?

Model Name NFIP Adjuster Functional  
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QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
		How often is the initial info you receive to support a request to adjust an NFIP flood insurance claim complete?	Under 10% of the time 10% to 30% of the time 31% to 50% of the time 51% to 70% of the time 71% to 90% of the time Over 90% of the time	A A A A A	Y	Radio button, one-up vertical	Skip Logic Group*	Initial Info Lacking
	A	If there are certain initial type(s) of information you most commonly find to be missing, please tell us about them here.			N	Text area, no char limit	Skip Logic Group*	OE_Initial Info Lacking
		How often is the property owner typically on site when you visit?	Under 10% of the time 10% to 30% of the time 31% to 50% of the time 51% to 70% of the time 71% to 90% of the time Over 90% of the time I rarely if ever work on site	A A A A A A	Y	Radio button, one-up vertical	Skip Logic Group*	Owner On Site
	A	How often do you feel the property owner understands your role and how it impacts their flood insurance claim?	Under 10% of the time 10% to 30% of the time 31% to 50% of the time 51% to 70% of the time 71% to 90% of the time Over 90% of the time	B B B B	Y	Radio button, one-up vertical	Skip Logic Group*	Owner Understanding
	B	Please tell us what you most commonly hear about from property owners about what they don't understand.			N	Text area, no char limit	Skip Logic Group*	OE_Owner Concerns
		How long does it typically take until you receive notice of an examiner's review of your initial adjuster report?	Usually within a week 2 weeks 3 weeks 4 weeks 5 or 6 weeks More than 6 weeks		Y	Radio button, one-up vertical		Examiner Review Timing
		How often have you had to update your preliminary adjuster report after the examiner reviews it?	Never or very rarely Infrequently Sometimes Frequently Always or very frequently		Y	Radio button, one-up vertical	Skip Logic Group*	Update Examiner Requests
	A	Do you find that specific examiners request more updates than others?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Updates Examiner Specific
		How often does the examiner request a change in the loss value assessment following your submission of preliminary or updated adjuster reports?	Never or very rarely Infrequently Sometimes Frequently Always or very frequently		Y	Radio button, one-up vertical	Skip Logic Group*	Loss Change Requested
	A	Do you find that specific examiners request more change in loss assessments than others?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Loss Change Examiner Specific

	<b>B</b>	How often is the examiner's requested change in loss-value a small or negligible amount, given your initial assessment following the site visit?	Never or very rarely Infrequently Sometimes Frequently Always or very frequently		Y	Radio button, one-up vertical	Skip Logic Group*	Loss Change Small
		How often do you have to request additional documents from the property owner following your visit or an examiner's review of your initial or amended adjuster reports?	Never or very rarely Infrequently Sometimes Frequently Always or very frequently	A A A	Y	Radio button, one-up vertical	Skip Logic Group*	Extra Owner Info Needed
	<b>A</b>	How long does it typically take until you receive the requested documents back from the property owner after you request them?	Usually within a week 2 weeks 3 weeks 4 weeks More than 4 weeks		Y	Radio button, one-up vertical	Skip Logic Group*	Extra Owner Info Return Time
		How do you feel about the requirements to be certified as an adjuster to handle NFIP flood insurance program claims? (Please select all that apply.)	Requirements are overly complex Requirements are difficult to fulfill Requirements change too often I have no issue with the requirements/certification process	A A A	Y	Checkbox, one-up vertical	Skip Logic Group* Mutually Exclusive	Adjuster Certification
	<b>A</b>	Please use this space to share any examples of certification process steps or requirements changes that you felt were unnecessary or that could be improved:			N	Text area, no char limit	Skip Logic Group*	OE_Certification
			5-10 years More than 10 years ago					
		Which types of properties do you work with when adjusting flood insurance claims? (Please select all that apply.)	Residential Business Other property		N	Checkbox, one-up vertical		Property Type
		When did you <b>handle</b> a flood insurance claim as an adjuster for the first time?	Within the past three months 3-6 months 7-12 months 1-2 years 3-5 years 5-10 years More than 10 years ago		N	Radio button, one-up vertical		Adjuster Service Length
		<b>We want to hear from you!</b> If you have any thoughts on how we can improve or streamline the FEMA - NFIP flood insurance process from YOUR perspective as an adjuster, please share them here.			N	Text area, no char limit		OE_Improve
		In which state do you live?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana		N	Drop down, select one		State

Iowa	
Kansas	
Kentucky	
Louisiana	
Maine	
Maryland	
Massachusetts	
Michigan	
Minnesota	
Mississippi	
Missouri	
Montana	
Nebraska	
Nevada	
New Hampshire	
New Jersey	
New Mexico	
New York	
North Carolina	
North Dakota	
Ohio	
Oklahoma	
Oregon	
Pennsylvania	
Rhode Island	
South Carolina	
South Dakota	
Tennessee	
Texas	
Utah	
Vermont	
Virginia	
Washington	
West Virginia	
Wisconsin	
Wyoming	
I live outside of the United States	
Prefer not to respond	