

Welcome and Thank You Text

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

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

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
Data 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	
<p>Welcome Text</p> <p>We understand that you filed a claim with the National Flood Insurance Program (NFIP) after experiencing a flood loss. We appreciate you taking the time to take this survey.</p> <p>By taking this brief survey, your input will help improve our process.</p>	
<p>Thank You Text</p> <p>Thank you for taking our survey and for helping us serve you better.</p>	
<p>Example Desktop</p> <div style="border: 1px solid black; padding: 10px;"><div style="text-align: right;"></div><p style="text-align: center;">Customer Satisfaction Survey</p><p>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.</p><p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p><p><i>Required questions are denoted by an *</i></p><hr style="border-top: 1px dashed black;"/><p>Thank you for taking our survey - and for helping us serve you better.</p><p>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.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>	

Model Name NFIP Claim Filing Functional Survey
 Model ID
 Partitioned No
 Date 8/29/2017
 Model Version NA

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
			Satisfaction		Recommend Company (1=Very Unlikely, 10=Very Likely)
		1 Satisfaction - Overall	What is your overall satisfaction with the process for filing a flood insurance claim with the NFIP? (1=Very Dissatisfied, 10=Very Satisfied)	4 Recommend Company	How likely are you to recommend purchasing NFIP flood insurance to someone else ?
		2 Satisfaction - Expectations	How well does the NFIP process for filing a claim meet your expectations ? (1=Falls Short, 10=Exceeds)		Trust (1=Not at all Trustworthy, 10=Very Trustworthy)
		3 Satisfaction - Ideal	How does the NFIP process compare to your ideal process for filing a claim ? (1=Not Very Close, 10=Very Close)	5 Trust	Please rate your level of trust in NFIP flood insurance .
					Renew (1=Very Unlikely, 10=Very Likely)
				6 Renew	How likely are you to renew your NFIP policy again next year?

Model Name NFIP Claim Filing Functional Survey
 Model ID 0
 Partitioned No
 Date 8/29/2017

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
			Was the communication and guidance you received on how to file your claim easy to understand?	Yes No Don't know	A	Y	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
		A	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	OE_Guidance Clarity
			Was the process to file your claim simple?	Yes No Don't know	A	Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
		A	Please tell us why you found filing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
			Where are you currently in the NFIP claims process?	Completed my claim filing Finalizing my claim submission Find information about filing a claim Find information about NFIP flood insurance Submit supporting documentation for a loss Add/change supporting documentation for a loss Review the status of my claim Find contact information Other		Y	Radio button, one-up vertical		Primary Reason
			Which of these options did you mainly use to prepare for filing your claim?	Website Mobile site Email Call center Agent Other, please specify	B B C C A	Y	Radio button, one-up vertical	Skip Logic Group*	Report Loss
		A	Please tell us how you filed your claim:			N	Text area, no char limit	Skip Logic Group*	OE_Report Method
		B	How satisfied were you with your experience navigating the site for the information you needed to prepare your claim?	1 = Very dissatisfied 2 3 4 5 6 7 8 9 10 = Very satisfied	B1 B1 B1 B1 B1 B1	Y	Radio button, scale, no don't know	Skip Logic Group*	Site Navigation
		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE_Site Navigation
		C	Was the person you spoke with sympathetic to your situation?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Sympathetic
		C	Was the person you spoke with knowledgeable about the process for filing a claim?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Knowledgeable
		C	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Obtain Assistance
		C	Was the person you spoke with courteous?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
		C	Was your call answered promptly?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Call Answered Promptly
			Did you seek additional information to support filing your claim?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Additional Info
		A	Were you able to find the information you needed?	Yes	B	Y	Radio button, one-up vertical	Skip Logic Group*	Find Info

			No	C				
		B	Where did you obtain the information you needed? (Please select all that apply.)	Website	Y	Checkbox, one-up vertical	Skip Logic Group*	Where Find Info
				Mobile site			Randomize	
				NFIP Handbook				
				Local official				
				Family or friend				
				My agent				
				My insurance carrier				
				Call center				
				Other, please specify	B1		Anchor Answer Choice	
		B1	Please tell us how you obtained the information you needed:		N	Text area, no char limit	Skip Logic Group*	OE_Where Find Info
		C	Please tell us what you were looking for and were unable to find:		N	Text area, no char limit	Skip Logic Group*	OE_What Info Missing
			Approximately how long ago did you file your claim?	Less than one week	Y	Radio button, one-up vertical		Filing Timing
				One to two weeks				
				More than two weeks				
				Don't know				
				Have not filed my claim yet				
			Do you feel the information you have regarding the NFIP claims process empowers you to successfully complete any next steps in the claims process?	Yes	Y	Radio button, one-up vertical		Claim Empowerment
				No				
				Don't know				
	Do Next		What do you plan to do next?	Visit my insurance company website	Y	Radio button, one-up vertical	Skip Logic Group*	Do Next
				Wait for the review of my claim to come through				
				Contact my agent				
				Contact my adjuster				
				Contact my insurance company				
				Other, please specify	A			
				Nothing				
		A	Please tell us what you plan to do next:		N	Text area, no char limit	Skip Logic Group*	OE_Do Next
			Please tell us what we can improve in the process for filing a claim:		N	Text area, no char limit		OE_Improve
			Have you filed and completed an NFIP claim previously (not including this current claim)?	Yes	Y	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
				No				
		A	Were you satisfied with your previous NFIP claim experience?	Yes	Y	Radio button, one-up vertical	Skip Logic Group*	Prev Claim Sat
				No	B			
		B	Please tell us why you were not satisfied with your previous claim experience:		N	Text area, no char limit	Skip Logic Group*	OE_Not Sat
	Demographics: Gender		What is your gender?	Male	N	Radio button, one-up vertical		Demos: Gender Fed Govt
				Female				
				Prefer not to respond				
	Demographics: Age		Which category includes your age?	Under 18	N	Drop down, select one		Demos: Age
				18 - 24				
				25 - 34				
				35 - 44				
				45 - 54				
				55 - 64				
				65 or older				
				Prefer not to respond				
			Please tell us what type of property has sustained damage.	Residential	Y	Radio button, one-up vertical		Property Type
				Business				
				Other property				
			In which state do you live?	Alabama	N	Drop down, select one		State
				Alaska				
				Arizona				
				Arkansas				
				California				
				Colorado				
				Connecticut				

Delaware	
District of Columbia	
Florida	
Georgia	
Hawaii	
Idaho	
Illinois	
Indiana	
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	