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
- ❑ Analys
- ❑ Top-Pri
- ❑ Open-e
- ❑ Shift w
- ❑ Inform
- ❑ Evalua

pdate Your Custom Questions?

ncovered new questions to ask

ty areas influence resource use

s 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

We understand that an adjuster recently visited your property in order to examine the flood damages you reported and complete your flood insurance claim. Please take our survey so that we can better understand your experience and, in turn, serve you better.

Thank You Text

We greatly appreciate you taking the time to share your experience with us so that we will be well-informed of our policyholders' needs and improve the National Flood Insurance Program (NFIP).

Example Desktop

FORESEE

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 ***

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.

Cancel   Submit

Model Name	FEMA Audience 2
Model ID	
Partitioned	No
Date	12/15/2017
Model Version	NA

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

FORESEE

	Label	Element Questions		Label	Satisfaction Questions		Label	Future Behaviors
					Satisfaction		4	**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)*		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 an **ideal process for filing an insurance 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?