

FinCEN Resource Center and FinCEN Website Customer Satisfaction Survey FY 2014

Introduction

The Financial Crimes Enforcement Network (often referred to as FinCEN) is committed to serving and satisfying their customers. FinCEN records indicate that you submitted an inquiry to their Resource Center over the past year, and FinCEN is interested in assessing the usefulness of that inquiry experience.

The survey will take approximately 5 minutes to complete. CFI Group will treat all information you provide as anonymous. All information you provide will be combined with others' for research and reporting purposes. Your individual responses will not be released. This survey is authorized by the U.S. Office of Management and Budget Control No 1090-0007, which expires March 31, 2015.

Demographics

Demo1. Which of the following best describes your organization?

1. Depository Institution (e.g. banks, credit union)
2. Money Services Business or MSB (e.g. currency exchanger, virtual currency exchanger or administrator, check casher, prepaid access provider)
3. Securities, Commodities/Futures, Mutual Fund Company
4. Insurance Company
5. Dealer in Precious Metals, Stones or Jewels
6. Casino
7. Residential Mortgage Lender and Originator (e.g., Mortgage Company or Mortgage Broker)
8. Regulatory Agency
9. Law Enforcement
10. Law Firm/Attorney
11. Other (Specify)

FinCEN Resource Center Customer Service

On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the FinCEN representative who assisted you with your request on the following:

- CS1. Timeliness of response
- CS2. Ability to explain BSA regulations
- CS3. Ability to answer your questions
- CS4. Courtesy of representative
- CS5. How long was it before you received a *reply* from FinCEN?
1. One business day
 2. Two business days
 3. More than 3 business days

FinCEN Resource Center Response

- Resp1. On a scale from "1" to "10" where "1" is "not at all useful" and "10" is "very useful" please rate the guidance you received from the FinCEN Resource Center for meeting your BSA reporting and/or recordkeeping requirements?

(CFI Note: If respondent is likely to have one or the other (reporting or recordkeeping) or both, recommend rating separately. If they are the same, then keep as is).

On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the response you received from FinCEN on the following:

Resp2. Response was understandable

Value of FinCEN Website Information

Web1. FinCEN's website contains a range of information available for stakeholders. How often you visit the FinCEN website (www.fincen.gov)?

1. Daily
2. Weekly
3. Monthly
4. Once every 6 months or less often
5. Never

On a scale from "1" to "10" where "1" is "not at all useful" and "10" is "very useful", please rate the following information you may have reviewed from FinCEN's website. If you have not reviewed this information, please select N/A.

Web2. Regulatory Helpline Hot Topics

Web3. FinCEN Advisories

ACSI Benchmark Questions

Now we are going to ask you to please consider your experiences with FinCEN's Resource Center with respect to the following:

ACSI1. First, please consider all your experiences over the past 12 months in seeking regulatory guidance from FinCEN's Resource Center. Using a 10-point scale on which "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with FinCEN's Resource Center?

ACSI2. To what extent has FinCEN's Resource Center 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."

ACSI3. Forget about FinCEN for a moment. Imagine the ideal Resource Center. How well does FinCEN's Resource Center 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."

Open-end

OE1. What can FinCEN's Resource Center do to better serve your needs?

OE2. What can FinCEN do to improve its website as a resource for finding pertinent regulatory guidance and information?

Closing

On behalf of FinCEN, thank you for your time and participation today. Your feedback is greatly appreciated.