

FinCEN – Domestic Analytic Products Survey Customer Satisfaction Survey 2017

Introduction

FinCEN is committed to serving their customers and has commissioned the CFI Group, an independent third-party research group, to conduct this survey. FinCEN is asking for general feedback about the products or support you received so they can improve their service to you; there will not be any specific questions concerning past or current investigations.

The survey will take approximately 10 minutes to complete. Your answers are voluntary, but your opinions are very important. Your responses will remain anonymous and will only be reported in aggregate. This interview is authorized by Office of Management and Budget Control No. 1090-0007 which expires May 31st, 2018.

Demographics

Demo1. Which of the following best describes your organization?

1. Department of Defense
 - a. Army CID
 - b. NCIS
 - c. Air Force OSI
 - d. Other (Specify)
2. Department of Homeland Security
 - a. Coast Guard
 - b. HSI/ICE
 - c. Secret Service
 - d. Other (Specify)
3. Department of Treasury
 - a. Internal Revenue Service- CI
 - b. Internal Revenue Service -SBSE
 - c. TIGTA
 - d. TFI (Specify Office)
 - e. Other (Specify)
4. Department of Justice
 - a. DEA
 - b. FBI
 - c. Other (Specify)
5. Federal Regulatory Agencies
 - a. Federal Reserve
 - b. OCC
 - c. FDIC
 - d. NCUA
 - e. Other (Specify)
6. Intelligence Community
 - a. CIA
 - b. DIA
 - c. NSA
 - d. NSC
 - e. Other (Specify)
7. Other Federal Government Department/Agency (specify)
8. State/Local Law Enforcement
 - a. State LE Agency
 - b. Local LE Agency
9. Other (specify)

Demo2. Which of the following best describes your location? (select one)

1. Headquarters -
2. Regional or field office

Demo3. Which of the following best describes your position? (select one)

1. Senior Management or Advisory
2. Mid-Level Management or Supervisory
3. Non-Management

Tactical and Strategic Intelligence Products

FinCEN's Intelligence Division also produces tactical and strategic intelligence reports about national and international financial crime networks, trends, patterns, vulnerable payment mechanisms and related funds flows, methodologies, and activities. These types of products include the FinCEN Flash Report, Dispatch, Intelligence Assessment, Technical Bulletin, and Executive Alert.

SP1 Have you ever received an intelligence product from FinCEN?

- a. Yes (Continue to next question)
- b. No (Skip to next Section)

SP2 What action did your organization take in response to the intelligence product from FinCEN? (Check all that apply)

1. Opened case, inquiry or project
2. Assigned for preliminary evaluation or investigation
3. Referred to other office
4. Retained for future use
5. Incorporated information into intelligence, investigative or other reports
6. Initiated intelligence collection
7. Requested additional analytical support, and/or target and trends monitoring from FinCEN
8. Requested training from FinCEN
9. Requested other type of support from FinCEN (Specify)
10. Took no action

SP3 How useful was the intelligence product you received from FinCEN? (Check all that apply)

1. Provided information previously unknown
2. Supplemented, expanded or reinforced known information
3. Contradicted known information
4. Assisted in planning or developing agency or unit objectives
5. Identified new investigative leads (e.g., financial transactions, bank accounts, assets, subject associations, etc.)
6. Helped enhance the focus and/or scope of your investigative and analytic efforts
7. Helped you better use resources
8. Assisted in comprehending and following illicit money flows through vulnerable payment processes and transactions
9. Not useful
10. Please specify uses not captured above (Open ended)

SP4 On a scale from "1" to "10," where "1" is "not valuable" and "10" is "very valuable," please rate the value of the intelligence product(s) received from FinCEN.

SP5 How can FinCEN improve its tactical and strategic intelligence products? (open ended)

Case and Program Support

FinCEN provides specialized research and analysis of BSA data to support partner efforts to deter, identify, and investigate crime. FinCEN responses to requests for case and program support are called FinCEN Investigative Memorandums.

- CS1 Have you ever requested case or program support from FinCEN?
1. Yes (Continue to next question)
 2. No (Skip to next Section- Tactical and Strategic Intelligence Products)
- CS2 How frequently have you have requested case or program support from FinCEN during the past 12 months?
1. Once
 2. 2-3 times
 3. 4 or more times
- CS 3 What are the reasons that you/your agency requested case or program support from FinCEN? (Check all that apply)
1. FinCEN has unique expertise related to analyzing the Bank Secrecy Act (BSA) data
 2. FinCEN has access to unique sources of information
 3. FinCEN has access to unique resources/analytical software
 4. FinCEN has unique expertise or knowledge in/of specific field(s) of money laundering, financial crime or other financial subject matter relevant to my area of responsibility
 5. I do not/my agency does not have sufficient experience to do the analysis internally
 6. I do not/my agency does not have sufficient resources to do the analysis internally
 7. I do not/my agency does not have access to FinCEN Query
 8. Please specify any other reasons not captured above (open ended)
- CS 4 How did you use the case or program support information you received from FinCEN? (Check all that apply)
1. Verified existing information
 2. Supplemented or expanded known information
 3. Helped identify new leads (e.g., financial transactions, bank accounts, assets, subject associations, etc.)
 4. Provided information previously unknown
 5. Assisted in planning/developing plans or actions
 6. Helped you better use resources
 7. Not useful
 8. Please specify uses not captured above (Open ended)
- CS5 On a scale from “1” to “10,” where “1” is “not valuable” and “10” is “very valuable,” please rate the value of the case or program support received from FinCEN.

314(a) Information Sharing Requests

FinCEN's regulations under Section 314(a) of the USA PATRIOT Act enable law enforcement agencies, through FinCEN, to reach out to U.S. financial institutions to locate accounts and transactions of persons that may be involved in terrorism or significant money laundering. FinCEN receives requests from law enforcement and upon review, makes the information available to designated contacts within financial institutions via a secure Internet web site.

- IS1. How many times have you have utilized FinCEN's 314(a) program during the past 12 months?
1. None (skip to next Section)
 2. Once (continue to QIS2)
 3. 2-3 times (continue to QIS2)
 4. 4 or more times (continue to QIS2)

- IS2. On a scale from “1” to “10,” where “1” is “not at all useful” and “10” is “very useful,” please rate the usefulness of the 314(a) requests FinCEN processed on behalf of your agency for investigations of financial crimes or money laundering?
- IS3. On a scale from “1” to “10” where “1” is “not very satisfied” and “10” is “very satisfied”, how satisfied are you with the timeliness of utilizing the 314(a) process?
- IS4. On a scale from “1” to “10” where “1” is “not very satisfied” and “10” is “very satisfied”, how satisfied are you with the level of customer service you received from the 314 Program Office?
- IS5. On a scale from “1” to “10,” where “1” is “not very satisfied” and “10” is “very satisfied,” please rate your/your agency’s satisfaction with the opportunities it has had to provide FinCEN with input or feedback on development, prioritization, and implementation of its 314(a) process. Select N/A if you have not provided FinCEN input or feedback on 314(a).

Training/Outreach Services

FinCEN provides a variety of training and outreach to its partners, including FinCEN Query/FinCEN Portal, as well as substantive subject matter training sessions on such topics as comprehending funds transfers, virtual currencies, securities and derivatives, money transfers, prepaid cards, Trade Based Money Laundering (TBML), and related trends. FinCEN also conducts outreach by attending a number of conferences each year and conducting information sessions for individual agencies on the types of products, topical expertise, and services it offers.

- TO1. Have you or other staff from your agency attended training or outreach sessions offered or provided by FinCEN?
1. Yes (if yes, specify the topic and continue to next question)
 2. No (Skip to next Section)
- TO2. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the quality of Outreach and substance-related training, e.g. virtual currency or other payment systems
- TO3. If you attended substance-related training, please provide further feedback on the value of the training (Open ended)

Demand for FinCEN Products

PROD1. Please rate the utility of the following products using a 10-point scale on which “1” means “very dissatisfied” and “10” means “very satisfied”. (Please select “NA” if you don’t receive or are unfamiliar with the product):

1. Intelligence Flash
2. Executive Alert
3. Intelligence Assessment
4. Technical Bulletin
5. Intelligence Flash Weekly
6. Investigative Memo
7. Support to Law Enforcement

PROD2. Would you like to receive more or less of the following products? (Please select “NA” if you don’t receive or are unfamiliar with the product):

{PROGRAMMING NOTE: Selections offered will be “More”, “Less”, “Same” and “NA”}

1. Intelligence Flash

2. Executive Alert
3. Intelligence Assessment
4. Technical Bulletin
5. Intelligence Flash Weekly
6. Investigative Memo
7. Support to Law Enforcement

PROD3. Are there any particular types of products not listed that would be beneficial for FinCEN to provide? **{OPEN END}**

ACSI Benchmark Questions

Now we are going to ask you to please consider your overall experiences with FinCEN:

ASCI1. First, please consider your experiences with FinCEN's product and service support over the past 12 months. Using a 10-point scale on which "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with this support?

ASCI2. To what extent have FinCEN's products and services 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."

ASCI3. Forget about FinCEN's product and service support for a moment. Now, imagine the ideal product or service support. How well do you think FinCEN's support compares 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."

Closing

FinCEN would like to thank you for your time and participation today. Your feedback is greatly appreciated.