USDA Rural Development (RD), Centralized Servicing Center (CSC) (St. Louis) Loan Servicing Satisfaction Survey

<u>PURPOSE</u>: This survey is being administered for USDA RD CSC as part of USDA's ongoing efforts to improve the quality of its service. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, or a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0503-0021. The time required to complete this information collection is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

<u>YOUR PRIVACY</u>: All responses to this survey will be handled by the independent market research firm xxxxxxxxxxx. The information obtained from this survey will not be exchanged with or sold to any third party.

For Office Use Only: □ 🗗 🗗 🔸 🕨

<i>1</i>)	What is your overall level of satisfaction with the USDA Rural Development? [Please record how satisfied you are using 1 to
	7 rating scale where 1 is <i>least satisfied</i> and 7 is <i>most satisfied</i> . Mark the number that most closely matches your opinion. If you
	do not have experience with an item, please mark NA.1

0

Mark your answers like this: • not like this:

de nechare experience that an item, produce mark that	Least Satisfied					Most Satisfied			
	1	2	3	4	5	6	7	NA	
The process of obtaining your loan at your local USDA office	0	0	0	0	0	0	0	0	
Ongoing servicing of your loan by Centralized Servicing Center, St. Louis	0	0	0	0	0	0	0	0	

2) Please indicate how much you "agree" or disagree" with each of the following statements related to the ONGOING servicing of your loan by the Centralized Servicing Center in St. Louis. [Rate each item below using a 1 to 7 rating scale where 1 means you <u>strongly disagree</u> and 7 means you <u>strongly agree</u>. If you do not have experience with an item, please mark NA.]
Strongly Disagree

Strongly Disagree					Strongly Agree			
1	2	3	4	5	6	7	NA	
0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	
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0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	
insura	nce ar	nd taxe.	s)					
0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	
4)								
0	0	0	0	0	0	0	0	
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0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	
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3) Please indicate how much you "agree" or "disagree" with each of the following statements when you contact the Centralized Servicing Center in St. Louis. [Please rate each item on a 1 to 7 scale where 1 means you strongly disagree and 7 means you strongly agree. Mark the number that matches your opinion. If you do not have experience with an item, mark NA.]

	Strongly Disagree				Stro			
	1	2	3	4	5	6	7	NA
Telephone calls are answered promptly	0	0	0	0	0	0	0	0
Customer service representative is helpful	0	0	0	0	0	0	0	0
Employees are courteous	0	0	0	0	0	0	0	0
Employees are knowledgeable	0	0	0	0	0	0	0	0
I get what I need without a problem	0	0	0	0	0	0	0	0
24-hour automated account information line is helpful	0	0	0	0	0	0	0	0

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How [MA] Did The whee EAC	ring the past 12 montl arding your mortgage?	[MARK			Cent	tralized		Ū		(St. Lo	•	question o	r a prob					
How [MA] Did The whee EAC	ich of the following ca			descri	hes t	he suh				Ü	•	uestion or problem for whi						
Ove Lousati	ntacted the Centralized			er in S	t. Lo	uis? [N	IARK A	LL TH				problem to	WITHCIT					
Ove Lousati	<u>General</u>			_		and In	suranc	<u>:e</u>			Subsidy							
Ove Lousati	0 Monthly state) Tax						0 Subsid							
Ove Lousati	0 Payment ass					ırance			0 Subsid	y Payment								
Ove Lousati	0 Late paymer					irance (je plac										
Ove Lousati	0 Payoff of loa					od Insur					0 Other	(Please Spec	cify)					
Ove Lousati	0 Document co	opies		0) Insu	irance (Claim											
Ove Lousati	0 Annual state	ment		0) Insu	ırance p	oremiun	n										
Ove Lousati	0 Payment pos	sting		C) Pay	ment cl	nange											
The whee EAC	w many times did you o ARK ONE BOX]	contact C	entra	lized S	Servic	ing Ce	nter in	St. Lo	ouis ab	out this	s most rece	nt question	or proble					
The whee EAC	0 One Time	0 Two	or thr	ee tim	es	0 Mc	re than	three	times	0 Do	o not know							
ove Lou sati	you also contact your	local USI	DA off	<u>ice</u> ab	out th	nis mos	st recer	nt prol	olem?	[MARK	ONE BOX]							
ove Lou sati	0 Yes	0 No				0 Do	not kn	OW										
Ove Lou <u>sati</u>	e following statements a																	
Lou <u>sati</u> :	CH STATEMENT]							Y	<u>'es</u>	<u>No</u>	Don't Kno	W						
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Lou <u>sati</u> :	You got through	Ü				•		nain	0	0	0							
Lou <u>sati</u> :	Your call was h		,				`	•	0	0	0							
Lou <u>sati</u> :	You used the 2			0.				,	0	0	0							
Lou <u>sati</u> :	You had no pro								0	0	0							
Lou <u>sati</u> :	Stated busines		Ū	Ū		,33 to W	1110 10		0	0	0							
Lou <u>sati</u> :	Your questions					mannei	-		0	0	0							
Lou <u>sati</u> :	You got what y				,				0	0	0							
Lou <u>sati</u> :	Correspondence				,		Δ		0	0	0							
Lou <u>sati</u> :	The person you	,					C		0	0	0							
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piea	Your problem verall, how satisfied were uis with your question isfied and 7 is most sates mark NA]	e you wit or probl	h the : em?	[Plea	se re	cord ho	ow satis	e n yo u sfied y	ou are	using a	1 to 7 ratir	ng scale whe	re 1 is <u>I</u>					
		<u>Lea</u>	st Sati				ost Sat											
		1	2	3	4	5	6	7	NA									
		0	0	0	0	0	0	0	0									
App	proximately how many y	years hav	e you	had a	loan	from t	he USE)A Rui	ral Hou	ising Se	rvice? [MA	RK ONE BOX	(]					
	0 Less than 2 years	0 2-5 y	ears	0	6-10	years	0	11-15	years	0 1	More than 1	5 years						
Plea	ase tell us the name of	the state	that y	ou res	side ir	า:												
Fina			,															