OMB No. 0503-0021

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

	Eban Servicing Satisfaction a		y						
ser res info res ano <u>YO</u>	<u>RPOSE</u> : This survey is being administered for USDA RD CSC as part of US vice. According to the Paperwork Reduction Act of 1995, an agency may not compare to complete the paperwork reduction unless it displays a valid OMB control promation collection is 0503-0021. The time required to complete this information ponse, including the time for reviewing instructions, searching existing data so a completing and reviewing the collection of information. <u>UR PRIVACY</u> : All responses to this survey will be handled by the independent ained from this survey will not be exchanged with or sold to any third party.	conduc ol num n colle ources,	t or sp ber. Th ction is gathe	onsor, he valio s estima ring an	and a d OME ated to d mair	persor contro avera taining	i is not of num ge 10 i the d	i requi iber fo minute ata ne	red to or this es per eded,
Ма	rk your answers like this: $igodoldsymbol{ heta}$ not like this: $igodoldsymbol{ heta}$ $igodoldsymbol{ heta}$ Fo	or Offi	ce Use	Only:		₽ ◀	•		
1)	What is your <i>overall</i> level of satisfaction with the USDA Rural Developmen 7 rating scale where 1 is <u>least satisfied</u> and 7 is <u>most satisfied</u> . Mark the nu do not have experience with an item, please mark NA.]								
	do not have experience with an item, please mark furt.j	Lea	st Sati	sfied		Mos	st Satis	sfied	
		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 servicing of your loan by the Centralized Servicing Center in St. Louis. where 1 means you <u>strongly disagree</u> and 7 means you <u>strongly agree</u> . If yo NA.]	[Rate ou do n	each ot hav	item be e exper	elow us rience	sing a with an	1 to 7 item,	rating please	scale
	Mortaga Daymonts	<u>Strc</u>	ongly L 2	<u>Disagre</u> 3	<u>e</u> 4	<u>Stro</u>	ngly A 6	Agree 7	NA
	Mortgage Payments	1					-		
	Mortgage payments are posted in a timely manner	0	0	0	0	0	0	0	0
	Mortgage payments are posted correctly	0	0	0	0	0	0	0	0
	Helpful payment options (Pay-by-phone, Web, and Automated Voice								
	Response System)	0	0	0	0	0	0	0	0
	Monthly Statement								
	Arrives when I expect it	0	0	0	0	0	0	0	0
	Has all the information I need	0	0	0	0	0	0	0	0
	Is easy to understand	0	0	0	0	0	0	0	0
	Payment Adjustments								
	Payment change is explained clearly in the notification	0	0	0	0	0	0	0	0
	Notification arrives in a timely manner	0	0	0	0	0	0	0	0
	When I call payment changes are explained clearly	0	0	0	0	0	0	0	0
	Insurance & Taxes (Escrow) (Answer only if USDA makes your payments for	insura	nce ar	nd taxes	s)				
	Satisfied with the information I receive regarding my escrow account	0	0	0	0	0	0	0	0
	Satisfied with how my escrow account is processed	0	0	0	0	0	0	0	0
	Subsidy Agreement (Answer only if you have a subsidy agreement with USDA	4)							
	I receive renewal packet in a timely manner	0	0	0	0	0	0	0	0
	Renewal packet is easy to understand	0	0	0	0	0	0	0	0
	Documentation I submit to CSC is acknowledged in a timely manner	0	0	0	0	0	0	0	0
	Payment changes are communicated clearly	0	0	0	0	0	0	0	0
	Subsidy is calculated correctly	0	0	0	0	0	0	0	0
2)	Diagon indicate how much you "agree" or "diaggree" with each of th								4 4 4 4 4 4

3) Please indicate how much you "agree" or "disagree" with each of the following statements when you <u>contact the Centralized Servicing Center in St. Louis</u>. [Please rate each item on a 1 to 7 scale where 1 means you <u>strongly disagree</u> and 7 means you <u>strongly agree</u>. Mark the number that matches your opinion. If you do not have experience with an item, mark NA.]

	Stro	ngly [Disagre	e	Stro	ngly A	gree	
	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

4)	During the past 12 months, your satisf	action with the ongoing servic	ing of yo	our Ioan b	by the Centralize	ed Servicing Center
,	in St. Louis has [MARK ONE BOX]		ained the		-	Don't know
5)	5 1 7 5		g Center	(St. Lou	iis) with a que	stion or a problem
	regarding your mortgage? [MARK ONE 0 Ye	-	Skip Q6-C	210; go to	Q11)	
6)	Which of the following categories bes contacted the Centralized Servicing Ce General				uestion or prol <u>Subsidy</u>	blem for which you
	0 Monthly statement	0 Taxes			0 Subsidy Amo	ount
	0 Payment assistance	0 Insurance			0 Subsidy Pay	
	0 Late payment	0 Insurance coverage pl	aced by l	JSDA		
	0 Payoff of loan	0 Flood Insurance			0 Other (Plea	se Specify)
	0 Document copies	0 Insurance Claim			· <u>· · · · ·</u> (* · · ·	
	0 Annual statement	0 Insurance premium				
	0 Payment posting	0 Payment change				
7)	How many times did you contact Cont	rolized Convising Contor in Ct		haut thia	most recent au	uation or problem?
7)	How many times did you contact Cent [MARK ONE BOX]	ranzed Servicing Center in St.	Louis a	Dout this	most recent qu	lestion or problem?
	0 One Time 0 Two or	three times 0 More than three	ee times	0 Do	not know	
8)	Did you also contact your local USDA	office about this most recent p	roblem?	[MARK C	ONE BOX]	
	0 Yes 0 No	0 Do not know				
9)	The following statements apply to the when you contacted the Centralized Se EACH STATEMENT]					
			Yes	No	Don't Know	
	You found the right number	to call without a problem	<u>Yes</u> 0	<u>No</u> 0	<u>Don't Know</u> 0	
	You found the right number	•	0			
	You found the right number You got through on the first	try and did not have to dial again	0	0	0	
	You found the right number You got through on the first Your call was handled witho	•	0 0	0 0	0 0	
	You found the right number You got through on the first Your call was handled witho	try and did not have to dial again ut being put on hold excessively nated account information line	0 0 0	0 0 0	0 0 0	
	You found the right number You got through on the first Your call was handled witho You used the 24-hour autom	try and did not have to dial again ut being put on hold excessively nated account information line the right address to write to	0 0 0 0	0 0 0 0	0 0 0 0	
	You found the right number You got through on the first Your call was handled witho You used the 24-hour autom You had no problem finding	try and did not have to dial again ut being put on hold excessively nated account information line the right address to write to convenient	0 0 0 0	0 0 0 0	0 0 0 0	
	You found the right number You got through on the first Your call was handled witho You used the 24-hour autom You had no problem finding Stated business hours were	try and did not have to dial again ut being put on hold excessively nated account information line the right address to write to convenient red in a timely manner	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	
	You found the right number You got through on the first Your call was handled witho You used the 24-hour autom You had no problem finding Stated business hours were Your questions were answer	try and did not have to dial again ut being put on hold excessively nated account information line the right address to write to convenient red in a timely manner e first time you called	0 0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0	
	You found the right number You got through on the first Your call was handled witho You used the 24-hour autom You had no problem finding Stated business hours were Your questions were answer You got what you wanted th	try and did not have to dial again ut being put on hold excessively nated account information line the right address to write to convenient red in a timely manner e first time you called ed was understandable	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	
	You found the right number You got through on the first Your call was handled witho You used the 24-hour autom You had no problem finding Stated business hours were Your questions were answer You got what you wanted th Correspondence you receive	try and did not have to dial again ut being put on hold excessively nated account information line the right address to write to convenient red in a timely manner e first time you called ed was understandable was courteous	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	
	You found the right number You got through on the first Your call was handled witho You used the 24-hour autom You had no problem finding Stated business hours were Your questions were answer You got what you wanted th Correspondence you receive The person you spoke with you	try and did not have to dial again ut being put on hold excessively nated account information line the right address to write to convenient red in a timely manner e first time you called ed was understandable was courteous was knowledgeable	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	
	You found the right number You got through on the first Your call was handled witho You used the 24-hour autom You had no problem finding Stated business hours were Your questions were answer You got what you wanted th Correspondence you receive The person you spoke with y	try and did not have to dial again ut being put on hold excessively nated account information line the right address to write to convenient red in a timely manner e first time you called ed was understandable was courteous was knowledgeable communicated clearly	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	
	You found the right number You got through on the first Your call was handled witho You used the 24-hour autom You had no problem finding Stated business hours were Your questions were answer You got what you wanted th Correspondence you receive The person you spoke with o The person you spoke with o	try and did not have to dial again ut being put on hold excessively nated account information line the right address to write to convenient red in a timely manner e first time you called ed was understandable was courteous was knowledgeable communicated clearly	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 0	
10)	You found the right number You got through on the first Your call was handled witho You used the 24-hour autom You had no problem finding Stated business hours were Your questions were answer You got what you wanted th Correspondence you receive The person you spoke with The person you spoke with The person you spoke with	try and did not have to dial again ut being put on hold excessively nated account information line the right address to write to convenient red in a timely manner e first time you called ed was understandable was courteous was knowledgeable communicated clearly did everything to help	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 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	rvicing Center in St. ale where 1 is <u>least</u>

0 Less than 2 years 0 2-5 years 0 6-10 years 0 11-15 years

12) Please tell us the name of the state that you reside in: ____

13) Finally, in the space below, please tell us one thing that the Centralized Servicing Center in St. Louis could do to improve service to you______

0 More than 15 years