

# 2017 Ombudsman Customer Satisfaction Survey

▼ Block 1: Awareness

Q1 Were you aware of the FDIC's Office of the Ombudsman prior to being contacted by its representative?



- Yes
- No

↳ Display This Question:  
If Were you aware of the FDIC's Office of the Ombudsman prior to being contacted by its representat... Yes Is Selected

Q1a How did you become aware of the OO?



- Prior visit from an Ombudsman
- FDIC Website
- Referral
- Other

▼ Block 2: Effectiveness

Q2 Please rate the effectiveness of the Office of the Ombudsman representative who recently contacted you in communicating these areas.



	Very Effective	Mostly Effective	Mostly Ineffective	Very Ineffective
Describing Services Offered by the OO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining the OO role as a neutral, confidential, and independent party assisting you with any problems/issues you may have with the Federal Deposit Insurance Corporation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 Please rate the Office of the Ombudsman representative who contacted you on each of the following areas by marking the appropriate response category.



	Very Good	Good	Poor	Very Poor
Being knowledgeable about the functions of the Federal Deposit Insurance Corporation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acting in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4 Have you used the services of the Office of the Ombudsman since being contacted by its representative?



Yes

No



Condition: No Is Selected. Skip To: Should the need arise, I would use ....

Q4a How effective were the services provided?



Very Effective

Mostly Effective

Mostly Ineffective

Very Ineffective



Display This Question:

If How effective were the services provided? Very Ineffective Is Selected

Or How effective were the services provided? Mostly Ineffective Is Selected

Q4b Why were the services not effective?



Q5 Should the need arise, I would use the services of the Office of the Ombudsman.



Agree

Disagree



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[Add Block](#)

▼ Block 3: Ombudsman Improvement

Q6 Please use the space below to expand on any of your survey responses or provide additional comments about your experience during the contact with the Office of the Ombudsman.



Import Questions From...

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