

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: BCA Passport Annual
IA#: 20276 A3
Date: 9/20/2018

SURVEY TYPE: Relationship (Tab 4)

Survey Q#	Type#	Type Topic
Q1	Custom	Product/Information/Service Provided
Q1a	Custom	Customer Service
Q1b	2	Customer Service
Q1c	2	Customer Service
Q1d	2	Customer Service
Q2	Custom	Product/Information/Service Provided
Q3	1	Application Process
Q4	Custom	Application Process
Q5	Custom	Application Process
Q5a	1	Application Process
Q6	Custom	Application Process
Q6a	2	Customer Service
Q6b	2	Customer Service
Q6c	2	Customer Service
Q7	1	Application Process
Q8	1	Application Process
Q9	5	Product/Information/Service Provided
Q10	5	Product/Information/Service Provided
Q11	7	Satisfaction (ACSI Index)
Q12	7	Satisfaction (ACSI Index)
Q13	7	Satisfaction (ACSI Index)
Q14	8	Future Behaviors
Q15	Custom	Complaint Handling
Q15a	6	Complaint Handling
Q15b	Custom	Complaint Handling
Q16	Custom	Product/Information/Service Provided
Q17	Custom	Respondent Demographic
Q18	Custom	Respondent Demographic
Q19	Custom	Respondent Demographic
Q20	Custom	Respondent Demographic