

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: PBGC Participants 2018-19

IA#: 20274 A3

Date: 12/28/2018

SURVEY TYPE: Call Center (tab 3)/Relationship (tab 4)

Survey Q#	Type#	Topic Type
Intro	Custom	Introduction
Intro	Custom	Introduction
Q1	Custom	Respondent Background/Experience
Q1a	Custom	Respondent Background/Experience
Q2	Custom	Respondent Background/Experience
Q4	Custom	Respondent Background/Experience
Q5	Custom	Respondent Background/Experience
Q6	Custom	Respondent Background/Experience
Q7	Custom	Respondent Background/Experience
Q8	1 (tab 4)	Application Process
Q9	1 (tab 4)	Application Process
Q10	1 (tab 4)	Application Process
Q11	1 (tab 4)	Application Process
Q12	1 (tab 4)	Application Process
Q13	1 (tab 4)	Application Process
Q14	1 (tab 4)	Application Process
Q15	Custom	Respondent Background/Experience
Q16	1 (tab 4)	Application Process
Q17	1 (tab 4)	Application Process
Q18	1 (tab 4)	Application Process
Q19	Custom	Respondent Background/Experience
Q20	1 (tab3)	Call/Contact Handling
Q21a	1 (tab3)	Call/Contact Handling
Q22	1 (tab3)	Call/Contact Handling
Q23a	1 (tab3)	Call/Contact Handling
Q23b	Custom	Respondent Background/Experience
Q23c	1 (tab 3)	Call/Contact Handling
Q23d	1 (tab 3)	Call/Contact Handling
Q23e	1 (tab 3)	Call/Contact Handling
Q23f	1 (tab 3)	Call/Contact Handling
Q25	4 (tab 3)	IVR
Q26	4 (tab 3)	IVR
Q26a	4 (tab 3)	IVR
Q28	4 (tab 3)	IVR
Q29	Custom	Open-end
Q30	1 (tab 3)	Call/Contact Handling
Q31	1 (tab 3)	Call/Contact Handling
Q32	1 (tab 3)	Call/Contact Handling

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Q33	1 (tab 3)	Call/Contact Handling
Q33a	Custom	Respondent Background/Experience
Q34	Custom	Respondent Background/Experience
Q35	Custom	Respondent Background/Experience
Q36	Custom	Respondent Background/Experience
Q37	1 (tab 3)	Call/Contact Handling
Q38	1 (tab 3)	Call/Contact Handling
Q39	Custom	Respondent Background/Experience
Q40	Custom	Open-end
Q41	Custom	Respondent Background/Experience
Q42	4 (tab 4)	Communications
Q43	4 (tab 4)	Communications
Q44	4 (tab 4)	Communications
Q45	Custom	Respondent Background/Experience
Q46	Custom	Respondent Background/Experience
Q47	Custom	Respondent Background/Experience
Q48	Custom	Respondent Background/Experience
Q49	5 (tab 3)	Satisfaction (ACSI Index)
Q50	5 (tab 3)	Satisfaction (ACSI Index)
Q51	5 (tab 3)	Satisfaction (ACSI Index)
Q52	Custom	Respondent Background/Experience
Q53	1 (tab 3)	Call/Contact Handling
Q54	Custom	Respondent Background/Experience
Q55	Custom	Respondent Background/Experience
Q56	Custom	Respondent Background/Experience
Q56a	Custom	Respondent Background/Experience
Q58	Custom	Respondent Background/Experience
Q59	Custom	Open-end
Q60	Custom	Respondent Background/Experience
Q61	6 (tab 4)	Complaint Handling
Q62	6 (tab 4)	Complaint Handling
Q63	6 (tab 4)	Complaint Handling
Q64	Custom	Complaint Handling
Q65	Custom	Open-end
Q66	Custom	Open-end
Q66.1	Custom	Open-end
Q67	Custom	Open-end

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