

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: PBGC Premium Filer 2019
IA#: 20806 A0
Date: 2/4/2019

SURVEY TYPE: Relationship (tab 4)

Survey Q#	Type#	Type Topic
Demo1	Custom	Respondent Background/Experience
Demo2	Custom	Respondent Background/Experience
Demo3	Custom	Respondent Background/Experience
Premium1.1	1	Application Process
Premium1.2	1	Application Process
Premium1.3	1	Application Process
Premium1.4	1	Application Process
Premium1.5	1	Application Process
Premium2.1	1	Application Process
Standard1.1	1	Application Process
Standard1.2	1	Application Process
Standard1.3	1	Application Process
Standard1.4	1	Application Process
Written1	4	Communications
Written2	4	Communications
Written2.1	4	Communications
Written2.2	4	Communications
Written2.3	4	Communications
Website1	3	Website
Website2	3	Website
Website3	3	Website
Website4	3	Website
Website5	3	Website
Customer1	2	Customer Service
Customer2	2	Customer Service
Customer3	2	Customer Service
Customer3.1	2	Customer Service
Customer3.2	2	Customer Service
Customer3.3	2	Customer Service
Customer3.4	2	Customer Service
Sat1.1	7	Satisfaction (ACSI Index)
Sat2	7	Satisfaction (ACSI Index)
Sat3.1	7	Satisfaction (ACSI Index)
Policy1.1	5	Product/Information/Service Provided
Policy1.2	5	Product/Information/Service Provided
Policy1.3	5	Product/Information/Service Provided
Concern1	Custom	Respondent Background/Experience
Outcome1	6	Complaint Handling
Outcome2.1	6	Complaint Handling
Outcome2.2	6	Complaint Handling
Outcome3	8	Future Behaviors
Outcome4	8	Future Behaviors
OpenEnd1	Custom	Suggested Improvements
Contact1	Custom	Respondent Background/Experience
Contact1.1	Custom	Respondent Background/Experience
Contact2	Custom	Respondent Background/Experience