

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: VA VBA (Life Insurance)
IA#: 20266 A2
Date: 2/23/2019

SURVEY TYPE: Relationship (Tab 4)

Survey Q#	Type#	Type Topic
Q1	Custom	Screener
Aa	1	Application Process
Ab	1	Application Process
Ac	1	Application Process
Ad	1	Application Process
Ae	1	Application Process
Ba	1	Application Process
Bb	1	Application Process
Bc	1	Application Process
Bd	1	Application Process
Ca	1	Application Process
Cb	1	Application Process
Cc	4	Communications
Cd	4	Communications
Ce	1	Application Process
Da	1	Application Process
Db	1	Application Process
Dc	4	Communications
Dd	4	Communications
De	1	Application Process
Df	1	Application Process
Ea	1	Application Process
Eb	1	Application Process
Ec	4	Communications
Ed	4	Communications
Ee	1	Application Process
Ef	1	Application Process
Fa	1	Application Process
Fb	1	Application Process
Fc	1	Application Process
Fd	1	Application Process
Ga	1	Application Process
Gb	1	Application Process
Gc	1	Application Process
Gd	4	Communications
Ge	4	Communications
Gf	2	Customer Service
Gg	1	Application Process
CC1	Custom	Screener
CC2	Custom	Respondent Background/Experience
CC3	Custom	Respondent Background/Experience
CC4	2	Customer Service
CC5	Custom	Customer Service
COR1	Custom	Respondent Background/Experience
COR2	4	Communications
ACSI1	7	Satisfaction (ACSI Index)
ACSI2	7	Satisfaction (ACSI Index)
ACSI3	7	Satisfaction (ACSI Index)
C1	Custom	Complaint Handling
C2	6	Complaint Handling
C3	6	Complaint Handling
O1	8	Future Behaviors
A1	Custom	Respondent Background/Experience
OPN	Custom	Communications
A2	Custom	Respondent Background/Experience
A3	Custom	Website
A4	Custom	Website
A5	Custom	Suggested Improvements

