

**CFI/FCG OMB CLEARANCE SURVEY MAP**

**Survey:** CHAMPVA 2019  
**IA#:** 20923 A0  
**Date:** 12/16/2019

**SURVEY TYPE:** Relationship (Tab 4)

Survey Q#	Type#	Type Topic
Q1	Custom	Respondent Background
Q2	Custom	Respondent Background
Q3	Custom	Respondent Background
Q4	1	Application Process
Q5	1	Application Process
Q6	1	Application Process
Q7	1	Application Process
Q8	1	Application Process
Q9	1	Application Process
Q10	1	Application Process
Q11	1	Application Process
Q12	5	Product/Information/Service Provided
Q13	5	Product/Information/Service Provided
Q13.1	Custom	Respondent Background
Q14	5	Product/Information/Service Provided
Q15	5	Product/Information/Service Provided
Q16	2	Customer Service
Q17	2	Customer Service
Q18	2	Customer Service
Q19	2	Customer Service
Q20	2	Customer Service
Q21	2	Customer Service
Q22	2	Customer Service
Q23	2	Customer Service
Q24	2	Customer Service
Q25	2	Customer Service
Q26	2	Customer Service
Q27	2	Customer Service
Q28	7	Satisfaction (ACSI Index)
Q29	7	Satisfaction (ACSI Index)
Q30	7	Satisfaction (ACSI Index)
Q31	Custom	Satisfaction (ACSI Index)