

**Survey:** NASS Customer Satisfaction Survey 2020  
**IA#:** 20918 A0  
**Date:** 3/19/2020

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

Survey Q#	Type#	Type Topic
QA	Custom	Respondent Background
QB	Custom	Respondent Background
QB2	Custom	Respondent Background
QC	Custom	Respondent Background
QD	Custom	Respondent Background
PS1	5	Product/Information/Service Provided
PS2	5	Product/Information/Service Provided
PS3	5	Product/Information/Service Provided
PS4	5	Product/Information/Service Provided
PS5	5	Product/Information/Service Provided
PS6	5	Product/Information/Service Provided
PS7	5	Product/Information/Service Provided
PS8	5	Product/Information/Service Provided
GD1	5	Product/Information/Service Provided
GD2	5	Product/Information/Service Provided
GD3	5	Product/Information/Service Provided
GD4	5	Product/Information/Service Provided
GD5	5	Product/Information/Service Provided
GS1	5	Product/Information/Service Provided
GS2	5	Product/Information/Service Provided
GS3	5	Product/Information/Service Provided
GS4	5	Product/Information/Service Provided
GS5	5	Product/Information/Service Provided
GS6	5	Product/Information/Service Provided
W1	Custom	Website Use
W2	Custom	Website Use
W3	3	Website
W4	3	Website
W5	3	Website
W6	3	Website
W7	Custom	Website Use
AS1	5	Product/Information/Service Provided
AS2	5	Product/Information/Service Provided
AS3	5	Product/Information/Service Provided
AS4	5	Product/Information/Service Provided
AS5	Custom	Website Use
QS1	5	Product/Information/Service Provided
QS2	5	Product/Information/Service Provided
QS3	5	Product/Information/Service Provided
QS4	5	Product/Information/Service Provided

HL1	5	Product/Information/Service Provided
HL2	5	Product/Information/Service Provided
HL3	5	Product/Information/Service Provided
HL4	5	Product/Information/Service Provided
EB1	5	Product/Information/Service Provided
EB2	5	Product/Information/Service Provided
EB3	5	Product/Information/Service Provided
AP1	5	Product/Information/Service Provided
AP2	5	Product/Information/Service Provided
AP3	5	Product/Information/Service Provided
AP4	5	Product/Information/Service Provided
AP5	5	Product/Information/Service Provided
CD1	5	Product/Information/Service Provided
CD2	5	Product/Information/Service Provided
CD3	5	Product/Information/Service Provided
CD4	5	Product/Information/Service Provided
SM1	4	Communications
SM2	4	Communications
SM3	Custom	Communications
CS1	Custom	Customer Service
CS2	Custom	Customer Service
CS3	Custom	Customer Service
CS4	2	Customer Service
CS5	2	Customer Service
CS6	2	Customer Service
CS7	2	Customer Service
CS8	2	Customer Service
CS9	2	Customer Service
CS10	Custom	Customer Service
Q35	5	Product/Information/Service Provided
Q36	7	Satisfaction (ACSI Index)
Q37	7	Satisfaction (ACSI Index)
Q38	7	Satisfaction (ACSI Index)
OM1	Custom	Outcome Measure
SR1	Custom	Awareness
SR2	Custom	Awareness
Q39	Custom	Complaint Handling
Q40	6	Complaint Handling
Q43	Custom	Additional Comments/Suggestions
QD1	Custom	Respondent Background
QD2	Custom	Respondent Background
QD3	Custom	Respondent Background