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| --- | --- | --- | --- |
| **Survey: FTC Identity Theft Adaptive** |  |  |   |
| **IA#: 50165** |  |  |   |
| **Date: 2/26/19** |  |  |   |
|  |  |  |  |
| **SURVEY TYPE: feedback** |  |   |
|  |  |  |  |
| **Survey Q#** | **Type#** | **Topic Type** |   |

1 custom overall experience

2 custom ease of use

3 custom recommend

4 custom why recommend

5 custom topic

6 custom experience description

7 custom ability to accomplish

8 custom task unable to accomplish

9 custom navigation difficulty

10 custom intuitive and clear labels

11 custom information unable to find

12 custom issue description

13 custom possible issues

14 custom unclear information description

15 custom other information issues

16 custom site performance issues

17 custom other site performance issues

18 custom recovery steps

19 custom most beneficial features

20 custom other helpful features

21 custom successful login

22 custom login issue description

23 custom most beneficial account features

24 custom one improvement