

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: FEMA
 IA#: 30739 Amend 1
 Date:

SURVEY TYPE: Relationship (tab 4)

Survey Q#	Type#	Type Topic
1	Standard	Satisfaction - Overall
2	Standard	Satisfaction - Expectations
3	Standard	Satisfaction - Ideal
4	Standard	Recommend Company
5	Standard	Trust
6	Standard	Renew
7	Custom	Event
8	Custom	Property type
9	Custom	Claim stages
10	Custom	adjuster contacted
11	Custom	adjuster visited
12	Custom	adjuster sent estimate
13	Custom	adjuster instructed
14	Custom	adjuster clarity
15	Custom	adjuster not clear
16	Custom	process simplicity
17	Custom	other process simplicity
18	Custom	help needed post visit
19	Custom	help sought how
20	Custom	other help sought how
21	Custom	help obtained
22	Custom	PH adjuster sat
23	Custom	other PH adjuster low sat
24	Custom	PH matters most
25	Custom	PH adjuster matters most
26	Custom	Other PH adjuster matters most
27	Custom	Other improve
28	Custom	gender
29	Custom	age
30	Custom	state
31	Custom	IV Island

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8	Custom	other guidance clarity
9	Custom	process simplicity
10	Custom	other process simplicity
11	Custom	primary reason
12	Custom	report loss
13	Custom	other report method
14	Custom	site navigation
15	Custom	other site navigation
16	Custom	rep/agent sympathetic
17	Custom	Rep/Agent Knowledgeable
18	Custom	Rep/Agent Obtain Assistance
19	Custom	Rep/Agent Courteousness
20	Custom	Call Answered Promptly
21	Custom	Additional Info
22	Custom	Find info
23	Custom	Where to find info
24	Custom	other where to find info
25	Custom	other what info missing
26	Custom	billing timing
27	Custom	claim empowerment
28	Custom	do next
29	Custom	other do next
30	Custom	other improve
31	Custom	previous claim
32	Custom	previous claim sat
33	Custom	Other not sat
34	Custom	gender
35	Custom	age
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