

Attribute	Value
Channel	Functional
Touchpoint Name	Functional Custom
Hierarchy	No
Model Type	No Element Model
Journey Phase	TBD
Touchpoint Type	Standard
Partner Involved	No
Replay	No
Version Number of Model Template	NA

## Welcome and Thank You Text

---

The text you see here will appear at the top and bottom of your survey. Default text is included and you may modify this text as needed.

## Model Questions

---

As discussed during the kick-off call, the model questions are part of the ForeSee methodology. For consistency with the model, these questions are standardized and have been tested and validated. Standardization of model questions allows benchmarking across companies/industries, and these questions are used in calculating scores and impacts.

Focus on the future behaviors; I've started with some that I believe are a good fit but we can certainly make adjustments. These are desired customer outcomes that are impacted by customer satisfaction.

## Custom Questions

---

When reviewing the custom questions tab, keep in mind these questions are used for segmentation analysis of the model data. It is suggested that you add, delete or change custom questions over time, as your needs or business objectives change.

### Focus Area #1: Achieving Actionable Data

- Know what changes are being made based on the intelligence
- Change Custom Questions so that stakeholders see a clear "must do"

### Focus Area #2: Aligning Data to Business Strategies

- Update your Custom Questions as business cycles change
- Integrate Executive Level questions to evaluate initiatives

### Focus Area #3: Strategic and Tactical Value

- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

### Why

- Analysis
- Top-Pri
- Open-e
- Shift w
- Inform
- Evalua

### **Update Your Custom Questions?**

Discovered new questions to ask  
Key areas influence resource use  
Data for quantifiable recommendations


Seasonal Needs

Re-launch or Re-design

Marketing Initiatives



The text you see here will appear at the top and bottom of your survey, examples below.  
Default text is included and you may modify this text as needed.

Welcome and Thank You Text
<p><b>Welcome Text</b></p> <p>We understand that an adjuster recently visited your property in order to examine the flood damages you reported and complete your flood insurance claim. Please take our survey so that we can better understand your experience and, in turn, serve you better.</p>
<p><b>Thank You Text</b></p> <p>We greatly appreciate you taking the time to share your experience with us so that we will be well-informed of our policyholders' needs and improve the National Flood Insurance Program (NFIP).</p>
<p><b>Example Desktop</b></p> <div style="border: 1px solid black; padding: 10px;"><div style="text-align: right;"></div><p style="text-align: center;"><b>Customer Satisfaction Survey</b></p><p>Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.</p><p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p><p><i>Required questions are denoted by an *</i></p><hr/><p>Thank you for taking our survey - and for helping us serve you better.</p><p>Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>

**Model Name** NFIP Claim Examination  
**Model ID** 9lk8NMptgA0dZJok55pApp4C  
**Partitioned** No  
**Date** 11.17.2017  
**Model Version** NA

~~Red & Strike-Through~~: Delete  
Underlined & Italicized: Re-order  
 Pink: Addition  
 Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
			<b>Satisfaction</b>		
		1 Satisfaction - Overall	What is your overall satisfaction with the process for filing a flood insurance claim with the NFIP? (1=Very Dissatisfied, 10=Very Satisfied)	4 Recommend Company	Recommend Company (1=Very Unlikely, 10=Very Likely) How likely are you to recommend purchasing NFIP flood insurance to someone else?
		2 Satisfaction - Expectations	How well did the process for filing an NFIP claim meet your expectations? (1=Fell Short, 10=Exceeded)		Trust (1=Not at all Trustworthy, 10=Very Trustworthy)
		3 Satisfaction - Ideal	How does the process for filing an NFIP claim compare to an ideal process for filing an insurance claim? (1=Not Very Close, 10=Very Close)	5 Trust	Please rate your level of trust in NFIP flood insurance.
				6 Renew	Renew (1=Very Unlikely, 10=Very Likely) How likely are you to renew your NFIP policy again next year?

Model Name NFIP Claim Examination  
 Model ID 9lk8NMptgA0dZJok55pApg4C  
 Partitioned No  
 Date 11.17.2017

Red & Strike-Through: Delete  
 Underlined & Italicized: Re-order  
 Pink: Addition  
 Blue: Rework



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
VUM7822	Q001		Which recent event prompted you to file a flood claim?	Harvey Irma Maria Hurricane event other than above Flash flooding event Other flood event		Y	Radio button, one-up vertical	Skip Logic Group*	Event
VUM7822	Q002		Please tell us what type of property <b>sustained flood damage</b> .	Business or commercial Condominium, Townhome or Multi-family dwelling Residential (single family home) Mobile home Other		Y	Radio button, one-up vertical		Property Type
VUM7822	Q003		Where are you currently in the NFIP claims process? (Please select all that apply.)	Add/change supporting documentation for a loss Adjuster completed visit Completed my claim filing Checking the status of my claim Submit supporting documentation for a loss Other		Y	Checkbox, one-up vertical		Claim Stages
VUM7822	Q004		Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report a loss?	Within 3 days 4-7 days 8-14 days More than two weeks Don't know		Y	Radio button, one-up vertical		Adjuster Contacted
VUM7822	Q005		Approximately how long did it take for the adjuster to visit your property after he/she contacted you?	Within 3 days 4-7 days 8-14 days More than two weeks Don't know		Y	Radio button, one-up vertical		Adjuster Visited
VUM7822	Q006		Approximately how long did it take to receive the adjuster's estimate after they visited your property?	Within 3 days 4-7 days 8-14 days More than two weeks Don't know		Y	Radio button, one-up vertical		Adjuster Sent Estimate
VUM7822	Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following his/her visit to your property?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
VUM7822	Q008	A	Were the adjuster's instructions easy to understand?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
VUM7822	Q009	B	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
VUM7822	Q010		After the adjuster visited your property, was the process to complete your claim simple?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
VUM7822	Q011	B	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
VUM7822	Q012		After the adjuster visited your property, did you need further assistance with the next steps for your claim?	Yes No	A, B	Y	Radio button, one-up vertical	Skip Logic Group*	Help Needed Post Visit
VUM7822	Q013	A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center Family or friend Local official Mobile app My agent		Y	Checkbox, one-up vertical	Skip Logic Group* Randomize	Help Sought How

				My insurance carrier NFIP Handbook Website Other (please specify)								
VUM7822	Q014	C	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Anchor Answer Choice			Help Sought How OE
VUM7822	Q015	B	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*				Help Obtained
VUM7822	Q016		How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied           Very satisfied=10	D D D D D D D D D	Y	Radio button, scale, no don't know	Skip Logic Group*				PH Adjuster SAT
VUM7822	Q017	D	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*				OE PH Adjuster Low SAT
VUM7822	Q018		What mattered most to you during your flood claims process?			N	Text area, no char limit					PH-Matters Most
VUM7822	Q019		Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group*	Randomize			PH-Adjuster Matters Most
VUM7822	Q020	A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	Anchor Answer Choice			PH-Adjuster Matters Most OE
VUM7822	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.			N	Text area, no char limit					Improve OE
VUM7822	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical					Demos: Gender
VUM7822	Demographics: Age		Which category includes your age?	Under 18 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65 or older Prefer not to respond		N	Radio button, one-up vertical					Demos: Age
VUM7822	Q024		Where did the flood loss occur?	Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia		N	Drop down, select one	Skip Logic Group*				State

				Florida					
				Georgia					
				Guam					
				Hawaii					
				Idaho					
				Illinois					
				Indiana					
				Iowa					
				Kansas					
				Kentucky					
				Louisiana					
				Maine					
				Maryland					
				Massachusetts					
				Michigan					
				Minnesota					
				Mississippi					
				Missouri					
				Montana					
				Nebraska					
				Nevada					
				New Hampshire					
				New Jersey					
				New Mexico					
				New York					
				North Carolina					
				North Dakota					
				Northern Mariana Islands					
				Ohio					
				Oklahoma					
				Oregon					
				Pennsylvania					
				Puerto Rico					
				Rhode Island					
				South Carolina					
				South Dakota					
				Tennessee					
				Texas					
				US Virgin Islands		A			
				Utah					
				Vermont					
				Virginia					
				Washington					
				West Virginia					
				Wisconsin					
				Wyoming					
				Other					
				Prefer not to respond					
TAR0227304		A	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
				Saint John					
				Saint Thomas					
				Prefer not to respond					



Model Name NFIP Claim Examination  
 Model ID 9lk8NMptgA0dZJok55pApg4C  
 Partitioned No  
 Date 11.17.2017

Red & Strike-Through: Delete  
 Underlined & Italicized: Re-order  
 Pink: Addition  
 Blue: Rework



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
VUM7822	Q001		Which recent event prompted you to file a flood claim?	Harvey Irma Maria Hurricane event other than above Flash flooding event Other flood event		Y	Radio button, one-up vertical	Skip Logic Group*	Event
VUM7822	Q002		Please tell us what type of property <b>sustained flood damage</b> .	Business or commercial Condominium, Townhome or Multi-family dwelling Residential (single family home) Mobile home Other		Y	Radio button, one-up vertical		Property Type
VUM7822	Q003		Where are you currently in the NFIP claims process? (Please select all that apply.)	Add/change supporting documentation for a loss Adjuster completed visit Completed my claim filing Checking the status of my claim Submit supporting documentation for a loss Other		Y	Checkbox, one-up vertical		Claim Stages
VUM7822	Q004		Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report a loss?	Within 3 days 4-7 days 8-14 days More than two weeks Don't know		Y	Radio button, one-up vertical		Adjuster Contacted
VUM7822	Q005		Approximately how long did it take for the adjuster to visit your property after he/she contacted you?	Within 3 days 4-7 days 8-14 days More than two weeks Don't know		Y	Radio button, one-up vertical		Adjuster Visited
VUM7822	Q006		Approximately how long did it take to receive the adjuster's estimate after they visited your property?	Within 3 days 4-7 days 8-14 days More than two weeks Don't know		Y	Radio button, one-up vertical		Adjuster Sent Estimate
VUM7822	Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following his/her visit to your property?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
VUM7822	Q008	A	Were the adjuster's instructions easy to understand?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
VUM7822	Q009	B	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
VUM7822	Q010		After the adjuster visited your property, was the process to complete your claim simple?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
VUM7822	Q011	B	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
VUM7822	Q012		After the adjuster visited your property, did you need further assistance with the next steps for your claim?	Yes No	A, B	Y	Radio button, one-up vertical	Skip Logic Group*	Help Needed Post Visit
VUM7822	Q013	A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center Family or friend Local official Mobile app My agent		Y	Checkbox, one-up vertical	Skip Logic Group* Randomize	Help Sought How

				My insurance carrier NFIP Handbook Website Other (please specify)									
VUM7822	Q014	C	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Anchor Answer Choice				Help Sought How OE
VUM7822	Q015	B	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*					Help Obtained
VUM7822	Q016		How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied           Very satisfied=10	D D D D D D D D D	Y	Radio button, scale, no don't know	Skip Logic Group*					PH Adjuster SAT
VUM7822	Q017	D	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*					OE PH Adjuster Low SAT
VUM7822	Q018		What mattered most to you during your flood claims process?			N	Text area, no char limit						PH-Matters Most
VUM7822	Q019		Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group*	Randomize				PH-Adjuster Matters Most
VUM7822	Q020	A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	Anchor Answer Choice				PH-Adjuster Matters Most OE
VUM7822	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.			N	Text area, no char limit						Improve OE
VUM7822	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical						Demos: Gender
VUM7822	Demographics: Age		Which category includes your age?	Under 18 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65 or older Prefer not to respond		N	Radio button, one-up vertical						Demos: Age
VUM7822	Q024		Where did the flood loss occur?	Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia		N	Drop down, select one	Skip Logic Group*					State

			Florida						
			Georgia						
			Guam						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
			Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Northern Mariana Islands						
			Ohio						
			Oklahoma						
			Oregon						
			Pennsylvania						
			Puerto Rico						
			Rhode Island						
			South Carolina						
			South Dakota						
			Tennessee						
			Texas						
			US Virgin Islands			A			
			Utah						
			Vermont						
			Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
			Live outside the United States Other						
			Prefer not to respond						
		A	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
				Saint John					
				Saint Thomas					
				Prefer not to respond					