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 questio 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 guestions tab, keep in mind these guestions 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	W
- Change Custom Questions so that stakeholders see a clear "must do"	Analy
Focus Area #2: Aligning Data to Business Strategies	Top-F
 Update your Custom Questions as business cycles change Integrate Executive Level questions to evaluate initiatives 	Open
Encurs Area #3: Strategic and Tactical Value	Shift

Evalua

- Focus Area #3: Strategic and Tactical Value
- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

pdate Your Custom Questions?

incovered new questions to ask
ty areas influence resource use
s for quantifiable recommendations
Seasonal Needs
Re-launch or Re-design
Vlarketing 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 T	Fhank You Text
Welcome Text We understand that you filed a claim with the National Flood Insurance Program (NFIP) after experiencing a flood loss. We appreciate you taking the time to take this survey. By taking this brief survey, your input will help improve our process. Thank You Text	
Thank you for taking our survey and for helping us serve you better.	
Example Desktop	
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. Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible. Required questions are denoted by an * Thank you for taking our survey - and for helping us serve you better. 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. Cancel Submit	

NFIP Claim Filing Functional VphFlklxBg40l4Qx0xJgtg4C Model Name Model ID

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Date
Model Version 10/27/2017 Red & Strike-Through: Delete Underlined & Italicized: Re-order Pink: Addition



NA

Blue: Reword

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

NFIP Claim Filing Functional VphFlkIxBg40I4Qx0xJgtg4C No Model Name Model ID Partitioned Date

5/2/2018

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HAJ7571Q001	IAG	TTOIL		Yes		Y	Radio button, one-up	Skip Logic Group*	Guidance Clarity
			file your claim easy to understand?	No	A	-	vertical		
				Don't know		+			
HAJ7571Q002		Α	Please tell us what was not easy to understand.	2011 Milow		N	Text area, no char limit	Skip Logic Group*	OE_Guidance Clarity
HAJ7571Q003			Was the process to file your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	Α				
				Don't know					
HAJ7571Q004		Α	Please tell us why you found filing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
HAJ7571Q005			Where are you currently in the NFIP claims process?	Completed my claim filing		Y	Radio button, one-up vertical		Primary Reason
				Finalizing my claim submission					
				Find information about filing a claim					
				Find information about NFIP flood insurance					
				Submit supporting documentation for a loss					
				Add/change supporting documentation for a loss		-			
				Review the status of my claim		-			
				Find contact information		-			
HAJ7571Q006			Which of these options did you mainly use to prepare for filing your claim?	Other Website	В	Y	Radio button, one-up vertical	Skip Logic Group*	Report Loss
			r -	Mobile site	В	1	Vertical		
				Email	P -	+			
				Call center	С	+			
				Agent	c	+			
				Other, please specify	A	+			
HAJ7571Q007		Α	Please tell us how you filed your claim.	Other, piease specify		N	Text area, no char limit	Skin Logic Group*	OE Report
-									Method
HAJ7571Q008		В	How satisfied were you with your experience navigating the site for the information you needed to prepare your claim?	1=Very Dissatisfied	B1	Y	Radio button, scale, no don't know	Skip Logic Group*	Site Navigation
				2	B1				
				3	B1				
				4	B1				
				5	B1				
				6	B1				
				8		-			
				Van Catiofiad 10					
HAJ7571Q009		B1	Please explain your reason for providing this rating.	Very Satisfied=10		N	Text area, no char limit	Ckin Logio Crount	OE Site
·				N					Navigation
HAJ7571Q010		С	Was the person you spoke with sympathetic to your situation?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Sympathetic
				No					
HAJ7571Q011		С	Was the person you spoke with knowledgeable about the process for filing a claim?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Knowledgeable
				No					
HAJ7571Q012		С	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Obtain Assistance
				No					
HAJ7571Q013		С	Was the person you spoke with courteous?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
				No					
HAJ7571Q014		С	Was your call answered promptly?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Call Answered Promptly
				No					
HAJ7571Q015			Did you seek additional information to support filing your claim?		Α	Y	Radio button, one-up vertical	Skip Logic Group*	Additional Info
				No		-	Vertical		
HAJ7571Q016		Α	Were you able to find the information you needed?	Yes	В	Y	Radio button, one-up	Skip Logic Group*	Find Info
11/20121140T0		^	There you able to find the information you needed:			. '	vertical	omp Logic Group"	i iiu iiiu
HAJ7571Q017		В	Where did you obtain the information you needed? (Please	No Website	С	Y	Checkbox, one-up	Skip Logic Group*	Where Find Info

				Mobile site				Randomize	
				NFIP Handbook					
				Local official					
				Family or friend					
				My agent					
				My insurance carrier					
				Call center					
				Other, please specify	B1			Anchor Answer	
				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				Choice	
HAJ7571Q018		B1	Please tell us how you obtained the information you needed.			N	Text area, no char limit	Skip Logic Group*	OE_Where Find Info
HAJ7571Q019		С	Please tell us what you were looking for and were unable to find.			N	Text area, no char limit	Skip Logic Group*	OE_What Info Missing
HAJ7571Q020			Approximately how long ago did you file your claim?	Less than one week		Y	Radio button, one-up vertical		Filing Timing
				One to two weeks	7				
				More than two weeks	1				
				Don't know	1				
				Have not filed my claim yet	1				
HAJ7571Q021			Do you feel the information you have regarding the NFIP claims process empowers you to successfully complete any next steps			Y	Radio button, one-up vertical		Claim Empowerment
	1		in the claims process?						
	1			No					
				Don't know					
HAJ7571Q022	Do Next		What do you plan to do next?	Visit my insurance company website		Y	Radio button, one-up vertical	Skip Logic Group*	Do Next
				Wait for the review of my claim to come through					
				Contact my agent					
				Contact my adjuster					
				Contact my insurance company					
				Other, please specify	Α				
				Nothing					
HAJ7571Q023		Α	Please tell us what you plan to do next.	i touring		N	Text area, no char limit	Skin Logic Group*	OE Do Next
HAJ7571Q024		_ ^	Please tell us what we can improve in the process for filing a			N	Text area, no char limit	OKIP LOGIC GIOUP	OE_Improve
11/01/01/1QU24			claim.			IN	TEAL AIEA, 110 CHAI IIIIII		OE_IIIIbiove
HAJ7571Q025			Have you filed and completed an NFIP claim previously (not including this current claim)?	Yes	Α	Υ	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
				No					
HAJ7571Q026		Α	Were you satisfied with your previous NFIP claim experience?	Yes		Υ	Radio button, one-up vertical	Skip Logic Group*	Prev Claim Sat
				No	В				
HAJ7571Q027		В	Please tell us why you were not satisfied with your previous claim experience.			N	Text area, no char limit	Skip Logic Group*	OE_Not Sat
HAJ7571Q028	Demographics: Gender		What is your gender?	Male		N	Radio button, one-up vertical		Demos: Gender Fed Govt
				Female					
				Prefer not to respond					
HAJ7571Q029	Demographics: Age		Which category includes your age?	Under 18		N	Drop down, select one		Demos: Age
				18 - 24					
				25 - 34					
	1			35 - 44					
	1			45 - 54					
	1			55 - 64					
				65 or older					
	1			Prefer not to respond					
HAJ7571Q030			Please tell us what type of property has sustained damage.	Residential		Υ	Radio button, one-up vertical		Property Type
				Business					
	1			Other property					
HAJ7571Q031			Where did the flood loss occur?			NI .	Dron down coloct one	Skin Logic Group*	State
11/21/21/1QU31			Where did the flood loss occur?	Alabama Alaska		N	Drop down, select one	onip Logic Group"	State
				American Samoa					
				Arizona					
				Arkansas					
				California					
				Colorado					
				Connecticut					
				Delaware					
				District of Columbia					
				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	Α				
			Utah					
			Vermont					
			Virginia					
			Washington					
			West Virginia					
			Wisconsin					
			Wyoming					
			Other					
			Prefer not to respond					
TAR0227291	A	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skin Logic Group*	VI Island
	, , , , , , , , , , , , , , , , , , ,	Transfer and the need to be dead.	Saint John				p Logio Cicap	
			Saint Thomas					
			Prefer not to respond					
			i relei not to respond					

Model Name Model ID Partitioned Date NFIP Claim Filing Functional VphFlklxBg40l4Qx0xJgtg4C No

5/2/2018

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HAJ7571Q001			Was the communication and guidance you received on how to	Yes		Υ	Radio button, one-up	Skip Logic Group*	Guidance Clarity
			file your claim easy to understand?				vertical		
				No	Α				
				Don't know					
HAJ7571Q002		Α	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	OE_Guidance Clarity
HAJ7571Q003			Was the process to file your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	Α	1	Vertical		
				Don't know		1			
HAJ7571Q004		Α	Please tell us why you found filing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
HAJ7571Q005			Where are you currently in the NFIP claims process?	Completed my claim filing		Y	Radio button, one-up vertical		Primary Reason
				Finalizing my claim submission		1	VO. LIOU.		
				Find information about filing a claim		1			
				Find information about NFIP flood insurance		1			
				Submit supporting documentation for a loss					
						1			
				Add/change supporting documentation for a loss		-			
				Review the status of my claim					
				Find contact information		1			
				Other					
HAJ7571Q006			Which of these options did you mainly use to prepare for filing your claim?	Website	В	Y	Radio button, one-up vertical	Skip Logic Group*	Report Loss
				Mobile site	В				
				Email					
				Call center	С				
				Agent	С	1			
				Other, please specify	Α	1			
HAJ7571Q007		Α	Please tell us how you filed your claim.			N	Text area, no char limit	Skip Logic Group*	OE_Report Method
HAJ7571Q008		В	How satisfied were you with your experience navigating the site for the information you needed to prepare your claim?	1=Very Dissatisfied	B1	Y	Radio button, scale, no don't know	Skip Logic Group*	Site Navigation
			lor the information you needed to prepare your claim?	2	B1	-	uont know		
				2	B1	+			
				3		-			
				4	B1				
				5	B1				
				6	B1				
				7					
				8		-			
				9					
				Very Satisfied=10					
HAJ7571Q009		B1	Please explain your reason for providing this rating.			N	Text area, no char limit		OE_Site Navigation
HAJ7571Q010		С	Was the person you spoke with sympathetic to your situation?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Sympathetic
				No		1			
HAJ7571Q011		С	Was the person you spoke with knowledgeable about the process for filing a claim?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Knowledgeable
			process for ming a ciam.	No .		-	· · · · · · · · · · · · · · · · · · ·		omcageable
HAJ7571Q012		С	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one-up	Skip Logic Group*	Rep/Agent Obtain
11A31311Q012		Ü	were you able to obtain the assistance you needed:			. '	vertical	Skip Logic Group	Assistance
				No					
HAJ7571Q013		С	Was the person you spoke with courteous?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
				No					
HAJ7571Q014		С	Was your call answered promptly?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Call Answered Promptly
				No		1			
HAJ7571Q015			Did you seek additional information to support filing your claim?		Α	Y	Radio button, one-up vertical	Skip Logic Group*	Additional Info
				No			vertical		
HAJ7571Q016		Α	Were you able to find the information you needed?	Yes	В	Y	Radio button, one-up	Skip Logic Group*	Find Info
				No	С		vertical		
							Charlebau	Chin Lonio C	* Where Find Info
HAJ7571Q017		В	Where did you obtain the information you needed? (Please	Website		Y	Checkbox, one-up	Skip Logic Group*	Where Find Info

				Mobile site				Randomize	
				NFIP Handbook					
				Local official					
				Family or friend					
				My agent					
				My insurance carrier					
				Call center					
				Other, please specify	B1			Anchor Answer	
				Outer, pieuse specify	D1			Choice	
HAJ7571Q018		B1	Please tell us how you obtained the information you needed.			N	Text area, no char limit	Skip Logic Group*	OE_Where Find Info
HAJ7571Q019		С	Please tell us what you were looking for and were unable to find.			N	Text area, no char limit	Skip Logic Group*	OE_What Info Missing
HAJ7571Q020			Approximately how long ago did you file your claim?	Less than one week		Υ	Radio button, one-up vertical		Filing Timing
				One to two weeks	7				
				More than two weeks	1				
				Don't know	1				
				Have not filed my claim yet	1 1				
HAJ7571Q021			Do you feel the information you have regarding the NFIP claims			Υ	Radio button, one-up		Claim
11/0/3/1Q021			process empowers you to successfully complete any next steps in the claims process?			•	vertical		Empowerment
				No					
				Don't know					
HAJ7571Q022	Do Next		What do you plan to do next?	Visit my insurance company website		Υ		Skip Logic Group*	Do Next
				Wait for the review of my claim to come through			vertical		
				Contact my agent					
				Contact my adjuster Contact my insurance company					
				, , ,					
				Other, please specify	A				
				Nothing					
HAJ7571Q023		Α	Please tell us what you plan to do next.			N	Text area, no char limit	Skip Logic Group*	OE_Do Next
HAJ7571Q024			Please tell us what we can improve in the process for filing a claim.			N	Text area, no char limit		OE_Improve
HAJ7571Q025			Have you filed and completed an NFIP claim previously (not including this current claim)?	Yes	Α	Υ	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
			and dailing the content ordiny.	No			Volude		
HAJ7571Q026		A	Were you satisfied with your previous NFIP claim experience?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Prev Claim Sat
				No	В				
HAJ7571Q027		В	Please tell us why you were not satisfied with your previous claim experience.			N	Text area, no char limit	Skip Logic Group*	OE_Not Sat
HAJ7571Q028	Demographics: Gender		What is your gender?	Male		N	Radio button, one-up vertical		Demos: Gender Fed Govt
				Female					
				Prefer not to respond					
HAJ7571Q029	Demographics: Age		Which category includes your age?	Under 18		N	Drop down, select one		Demos: Age
		1		18 - 24					
		1		25 - 34					
		1		35 - 44					
				45 - 54					
		1		55 - 64					
		1			+ -				
		1		65 or older	+				
HAJ7571Q030			Please tell us what type of property has sustained damage.	Prefer not to respond Residential		Y	Radio button, one-up		Property Type
				Business	+		vertical		
		1			1				
			Million California	Other property			B	Olive Leville	01-1-
HAJ7571Q031			Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
				Alaska					
				American Samoa					
				Arizona					
				Arkansas					
				California					
				Colorado					
				Connecticut					
				Delaware State of Colombia					
				District of Columbia					
				Florida					
				Georgia					
				Guam					
				Hawaii					

		Prefer not to respond					
		Saint Thomas					
		Saint John					
A	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
		Prefer not to respond					
		Hive outside the United States Other					
		Wyoming					
		Wisconsin					
		West Virginia					
		Washington					
		Virginia					
		Vermont					
		Utah	-				
		US Virgin Islands	A				
		Texas		1			
		Tennessee					
		South Carolina South Dakota					
		South Carolina					
		Puerto Rico Rhode Island					
		Pennsylvania					
		Oregon		1			
		Oklahoma					
		Ohio					
		Northern Mariana Islands					
		North Dakota					
		North Carolina					
		New York					
		New Mexico					
		New Jersey					
		New Hampshire					
		Nevada					
		Nebraska					
		Montana					
		Missouri					
		Mississippi					
		Minnesota					
		Michigan		1			
		Massachusetts		-			
		Maryland					
		Maine					
		Kentucky Louisiana		-			
		Kansas					
		lowa					
		Indiana					
		Illinois					
		Idaho					
1				1	1	1	ı