

## Welcome and Thank You Text

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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

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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

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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
- Evaluat

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

Uncovered new questions to ask  
Key areas influence resource use  
Insights 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 style="text-align: center;"><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 style="text-align: center;"><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>
Example Desktop
<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><div style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></div></div>

Model Name NFIP Claim Adjustment  
 Model ID pd8J5t9xxAYIABAgkpcR1w4C  
 Partitioned No  
 Date 2.7.2018  
 Model Version NA

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




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

Model Name	NFIP Claim Adjustment	Red & Strike-Through: Delete	
Model ID	pd8J5t9xxAYIABAgkpcR1w4C	Underlined & Italicized: Re-order	
Partitioned	No	Pink: Addition	
Date	5/2/2018	Blue: Reword	

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
JHR7848Q001			Which recent event prompted you to file a flood claim?	Harvey Irma Maria Hurricane event other than above Other flood event		Y	Radio button, one-up vertical		Event
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .	Residential (single family home) Condominium, Townhome or Multi-family dwelling Mobile home Business or commercial Rental property Personal property Other		Y	Radio button, one-up vertical		Property Type
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)	Added/changed supporting documentation for a loss Adjuster completed visit Completed my claim filing Finalized my claim submission Checked the status of my claim Submitted supporting documentation for a loss Other		Y	Checkbox, one-up vertical		Claim Stages
JHR7848Q004			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
JHR7848Q005			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
JHR7848Q006			Approximately how long ago 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
JHR7848Q007			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
JHR7848Q008		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
JHR7848Q009		A1	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
JHR7848Q010			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
JHR7848Q011		B1	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
JHR7848Q012			After the adjuster visited your property, did you need further assistance with the next steps for your claim?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Help Needed Post Visit
JHR7848Q013		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		Y	Checkbox, one-up vertical	Skip Logic Group* Randomize	Help Sought How

			My agent My insurance carrier NFIP Handbook Website Other (please specify)										
JHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Anchor Answer Choice				Help Sought How OE
JHR7848Q015		A	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*					Help Obtained
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied 2 3 4 5 6 7 8 9 10 = Very satisfied	B1	Y	Radio button, scale, no don't know	Skip Logic Group*					PH Adjuster SAT
JHR7848Q017		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*					OE PH Adjuster Low SAT
JHR7848Q018			What mattered most to you during your flood claims process?			N	Text area, no char limit						PH-Matters Most
JHR7848Q019			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*	Anchor Answer Choice				PH-Adjuster Matters Most
JHR7848Q020		A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*					PH-Adjuster Matters Most OE
JHR7848Q021	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
JHR7848Q022	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical						Demos: Gender
JHR7848Q023	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
JHR7848Q024			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					
TAR0227305		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					

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JHR7848Q020		A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*					PH-Adjuster Matters Most OE
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			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?			N	Drop down, select one	Skip Logic Group*	VI Island
			Saint Croix						
			Saint John						
			Saint Thomas						
			Prefer not to respond						