## Individual Information Collection Request

Under GSA’s Generic Clearance: Improving Customer Experience - Implementation of Section 280 of OMB Circular A-11

OMB Control No. 3090-0321

**QUESTIONS:**

Please include all questions and response options (either multiple choice options or free text fields, etc.):

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1. Are you a Consumer or member of the Lending Industry?
* Consumer
* Member of the Lending industry
1. I am satisfied with the service I received from the FHA Resource Center.
* Strongly Disagree
* Disagree
* Neutral
* Agree
* Strongly Agree
1. This interaction increased my confidence with the FHA Resource Center.
* Strongly Disagree
* Disagree
* Neutral
* Agree
* Strongly Agree
1. How could we have made your experience better?

(Free Text Field)

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1. Please rate your satisfaction with the Resource Center customer service representative's knowledge of HUD Single Family housing and services.
* Very Dissatisfied
* Dissatisfied
* Neutral
* Satisfied
* Very Satisfied
1. Please rate your satisfaction with the accuracy of the information you received from the FHA Resource Center.
* Very Dissatisfied
* Dissatisfied
* Neutral
* Satisfied
* Very Satisfied
1. My need was addressed.
* Strongly Disagree
* Disagree
* Neutral
* Agree
* Strongly Agree
1. It was easy to complete what I needed to do.
* Strongly Disagree
* Disagree
* Neutral
* Agree
* Strongly Agree
1. It took a reasonable amount of time to do what I needed to do.
* Strongly Disagree
* Disagree
* Neutral
* Agree
* Strongly Agree
1. Please tell us the topic you contacted the FHA Resource about.
* HUD Homes
* Purchase/Refinance
* Servicing Issues
* Rental Assistance
* CAIVRS
* Other
1. I was treated fairly.
* Strongly Disagree
* Disagree
* Neutral
* Agree
* Strongly Agree
1. Employees I interacted with were helpful.
* Strongly Disagree
* Disagree
* Neutral
* Agree
* Strongly Agree
1. Is there anything else you'd like to tell us?

(Free Text Field)

**SCREENSHOTS:**

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**ADMINISTRATION DETAILS:**

The following will be displayed on this Touchpoints survey:

OMB Control No. 0690-0030, Expiration Date: XX/XX/XXXX