



National Servicing Center (Internal) – January 2021

Welcome to the U.S. Department of Housing and Urban Development's Survey of HUD/FHA Customer Satisfaction. We thank you in advance for your participation!

You recently contacted the Federal Housing Administration's FHA Resource Center either by telephone (1-800-CALLFHA) or by email (answers@hud.gov). During that contact your call/email was escalated to a HUD Office in order to provide additional information or policy clarification on your question. The questions contained in this survey are specific to your experience with the HUD Office or HUD staff person to whom you were escalated.

Responding to this survey is voluntary, completely anonymous and should take less than three minutes to complete. No personal information is collected or maintained in conjunction with your response to this survey. HUD obtained approval to conduct this survey from the Office of Management and Budget under control number 3090-0321. That authority expires on 10/31/2022. HUD may not collect this information, and you are not required to respond, after that expiration date.

The results of this survey will be used to help evaluate the customer service performance and level of service provided to industry and consumer clients seeking information on Federal Housing Administration programs. Your responses, in combination with those of other clients, will help HUD to determine the effectiveness of this critical information resource and their ability to meet the expectations of this agency.

Participation in this Survey is voluntary and you may quit at any time without penalty. While HUD referred you to this Survey, your participation and all responses are anonymous. This means that participation in this Survey will not affect the services, loan decisions, or oversight you receive from this agency. If you have any questions about the Survey, please contact the Survey Team at fhasurvey@hud.gov.

Please rate your satisfaction with the accuracy of information you received from HUD staff.

☐ Very Dissatisfied

☐ Dissatisfied

☐ Neutral

☐ Satisfied

☐ Very Satisfied

I am satisfied with the service I received from the National Servicing Center.

☐ Strongly Disagree

☐ Disagree

☐ Neutral

☐ Agree

☐ Strongly Agree

How could we have made your experience better?

My need was addressed.

☐ Strongly Disagree

☐ Disagree

☐ Neutral

☐ Agree

☐ Strongly Agree

It was easy to complete what I needed to do.

☐ Strongly Disagree

☐ Disagree

☐ Neutral

☐ Agree

☐ Strongly Agree

It took a reasonable amount of time to do what I needed to do.

☐ Strongly Disagree

☐ Disagree

☐ Neutral

☐ Agree

☐ Strongly Agree

Employees I interacted with were helpful.

☐ Strongly Disagree

☐ Disagree

☐ Neutral

☐ Agree

☐ Strongly Agree

This interaction increased my confidence in the National Servicing Center.

☐ Strongly Disagree

☐ Disagree

☐ Neutral

☐ Agree

☐ Strongly Agree

I was treated fairly.

☐ Strongly Disagree

☐ Disagree


☐ Neutral

☐ Agree

☐ Strongly Agree

Anything else you'd like to share with us? (free text)

Submit

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OMB Approval #3090-0321 · Expiration Date 10/31/2022