

Board of Governors of the Federal Reserve System



Consumer Satisfaction Questionnaire

This questionnaire is authorized by law (12 U.S.C. § 248(a) and 12 U.S.C. § 1818) and is voluntary.

Recently, the Federal Reserve System assisted you with your complaint about a bank or financial institution. As part of our continuing effort to evaluate our program, please complete the questionnaire below and mail it back to us.

How satisfied are you with the following aspects of the Federal Reserve's handling of your complaint? Please check the response that most closely describes your level of satisfaction.

| | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied |
|---|-------------------|--------------|------------------------------------|-----------|----------------|
| 1. The amount of time it took to investigate your complaint..... | ① | ② | ③ | ④ | ⑤ |
| 2. The courtesy of Federal Reserve staff in their letters or over the phone..... | ① | ② | ③ | ④ | ⑤ |
| 3. The Federal Reserve's response addressed all of the concerns raised in your complaint..... | ① | ② | ③ | ④ | ⑤ |
| 4. The clarity of the Federal Reserve's written response explaining the outcome of their investigation..... | ① | ② | ③ | ④ | ⑤ |

5. How did you learn about the Federal Reserve's consumer complaint program? Check all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Federal Reserve website | <input type="checkbox"/> Newspaper or magazine article |
| <input type="checkbox"/> Other website or search engine | <input type="checkbox"/> Consumer brochure |
| <input type="checkbox"/> Bank or financial services company | <input type="checkbox"/> Friend or relative |
| <input type="checkbox"/> Referral from federal or state agency | <input type="checkbox"/> Other (specify): _____ |

6. If you have a consumer complaint about a bank or financial institution in the future, would you contact the Federal Reserve again for assistance?

- Yes, definitely Maybe No, definitely not

Thank you for assisting us in our evaluation!

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Consumer Survey

This survey is authorized by law (12 U.S.C. § 248(a) and 12 U.S.C. §§ 1818) and is voluntary.

As a caller into our Federal Reserve Consumer Help Center within the past week, you were randomly selected to provide your opinion on the quality of service provided to you by our representative(s). Your input will help us assess our quality. Please take a moment to complete this survey.

Name (optional) _____

1. How did you learn about *Federal Reserve Consumer Help*? Check all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Federal Reserve website | <input type="checkbox"/> Newspaper or magazine article |
| <input type="checkbox"/> Other website or search engine | <input type="checkbox"/> Consumer brochure |
| <input type="checkbox"/> Bank or financial services company | <input type="checkbox"/> Friend or relative |
| <input type="checkbox"/> Referral from federal or state agency | <input type="checkbox"/> Other (specify): _____ |

- | | Poor | | | | Excellent |
|--|------|---|---|---|-----------|
| 2. Overall, how would you rate the quality of customer service provided by the Consumer Help Center? | ① | ② | ③ | ④ | ⑤ |
| 3. How would you rate the speed at which your telephone call was handled? | ① | ② | ③ | ④ | ⑤ |
| 4. Please rate these specific attributes related to the performance of the Consumer Help Center representative(s). | | | | | |
| a. Knowledge of consumer information. | ① | ② | ③ | ④ | ⑤ |
| b. Ability to provide you clear information on your inquiry or transfer you to the appropriate contact efficiently. | ① | ② | ③ | ④ | ⑤ |
| c. Courtesy and professionalism displayed towards you. | ① | ② | ③ | ④ | ⑤ |
| 5. If appropriate, please use the area below to request follow-up action on a specific problem or concern with the service you received. | | | | | |

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- | | Poor | | | | Excellent |
|--|------|---|---|---|-----------|
| 2. Overall, how would you rate the quality of customer service provided by the Consumer Help Center? | ① | ② | ③ | ④ | ⑤ |
| 3. How would you rate the speed at which your email or internet request was handled? | ① | ② | ③ | ④ | ⑤ |
| 4. Please rate these specific attributes related to the Federal Reserve Consumer Help resources you accessed. | | | | | |
| a. Ease of navigation using the Federal Reserve Consumer Help website..... | ① | ② | ③ | ④ | ⑤ |
| b. Consumer information available to you (frequently asked questions or other resources) on the website..... | ① | ② | ③ | ④ | ⑤ |
| 5. If appropriate, please use the area below to request follow-up action on a specific problem or concern with the service you received. | | | | | |

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| <input type="checkbox"/> Referral from federal or state agency | <input type="checkbox"/> Other (specify): _____ |

- | | Poor | | | | Excellent |
|--|------|-----|-----|-----|-----------|
| 2. Overall, how would you rate the quality of customer service provided by the Consumer Help Center? | (1) | (2) | (3) | (4) | (5) |
| 3. How would you rate the speed at which your telephone call was handled? | (1) | (2) | (3) | (4) | (5) |
| 4. Please rate these specific attributes related to the performance of the Consumer Help Center representative(s). | | | | | |
| a. Ease of navigation using the Federal Reserve ConsumerHelp website (if applicable).... | (1) | (2) | (3) | (4) | (5) |
| b. Ability to refer you to the appropriate contact for investigation of your complaint..... | (1) | (2) | (3) | (4) | (5) |
| c. Ability to provide you with the next steps in the process clearly and concisely..... | (1) | (2) | (3) | (4) | (5) |
| 5. If appropriate, please use the area below to request follow-up action on a specific problem or concern with the service you received. | | | | | |