## **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 wit 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 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	W
<ul><li>Know what changes are being made based on the intelligence</li><li>Change Custom Questions so that stakeholders see a clear "must do"</li></ul>	Anal
Focus Area #2: Aligning Data to Business Strategies	Top-l
<ul> <li>Update your Custom Questions as business cycles change</li> <li>Integrate Executive Level questions to evaluate initiatives</li> </ul>	Oper
Focus Area #3: Strategic and Tactical Value	Shift
1 ocus Arca mo. Otrategie ana ractical value	

Evalua

- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

## pdate Your Custom Questions?

incovered new questions to ask
ty areas influence resource use
Is 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	Thank 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	
Customer Satisfaction Survey  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	

Model Name NFIP Claim Filing Functional Model ID VphFlkixBg40I4Qx0xJgtg4C

NA

Partitioned No Date 10/27/2017

Model Version

Red & Strike-Through: Delete
Underlined & Italicized: Re-order

Pink: Addition



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
			Satisfaction		Recommend Company (1=Very Unlikely, 10=Very Likely)
		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)	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 <b>meet your</b> 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)	5 Trust	Please rate your level of <b>trust in NFIP flood insurance</b> .
					Renew (1=Very Unlikely, 10=Very Likely)
				6 Renew	How likely are you to <b>renew</b> your NFIP policy again next year?

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



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
CUE0408095			My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection.		Υ	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
				I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection.					
				I approved and assisted in remote adjusting to receive final payment and conclude					
				my claim. Other	A1				
CUE0408096		A1	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE Adjustment Method
HAJ7571Q001			Was the communication and guidance you received on how to file your claim easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
			line your claim easy to understand?	No	Α		Vertical		
HAJ7571Q002		A	Please tell us what was not easy to understand.	Don't know		N	Text area, no char limit	Skin 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 Don't know	Α				
HAJ7571Q004		Α	Please tell us why you found filing your claim was not simple.	DOLLKIOW		N	Text area, no char limit	Skip Logic Group*	OE_Process
HAJ7571Q005			Where are you currently in the NFIP claims process? Select all	Completed my claim filing		Y	Checkbox, one-up	Skip Logic Group*	Simplicity Primary Reason
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			that apply.				vertical	, 20g.0 2.00p	1, 1
				Waiting to be contacted by my adjuster Gathering supporting documentation for my loss					
				Working on my inventory of damaged items to provide to the adjuster					
				The adjuster already completed the inspection	Α				
RUS0305927		Α	Please tell us where you currently are in the NFIP claims	Other, please specify	A	N	Text area, no char limit	Skip Logic Group*	OE_Primary
HAJ7571Q006			process.  Which of these options did you <b>mainly</b> use to file your claim?	Website	В	Y	Radio button, one-up	Skip Logic Group*	Reason Report Loss
			,				vertical		
				Mobile site Email	В				
				Call center	С				
				Agent Other, please specify	C A				
HAJ7571Q007		Α	Please tell us how you filed your claim.	Surer, preuse speedry		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		don't know		
				3	B1				
				5	B1 B1				
				6	B1				
				7					
				9					
				Very Satisfied=10					
HAJ7571Q009		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	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
HAJ7571Q011		С	Was the person you spoke with knowledgeable about the	No Yes		Y	Radio button, one-up	Skip Logic Group*	Rep/Agent
		Ū	process for filing a claim?	No		·	vertical	Omp Logic Group	Knowledgeable
HAJ7571Q012		С	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Obtain Assistance
HAJ7571Q013		С	Was the person you spoke with courteous?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
UA 17E71 001 4		_	Mac your call anguared prompth 2	No Voc		V	Padio button and to	Skin Logic Croust	Call Appreciate
HAJ7571Q014		С	Was your call answered promptly?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Call Answered Promptly
HAJ7571Q015			Did you search for information on the website to assist you with	No Yes	Α	Y	Radio button, one-up	Skip Logic Group*	Additional Info
			filing your claim?				vertical	,	

AJ7571Q019 C Please tell us what you were looking for and were unable to find.  No C N Text area, no char limit Skip Logic Group* OE_What Info				No					
No.   No.	HAJ7571Q016	Α	Were you able to find the information you needed?	Yes		Υ	Radio button, one-up	Skip Logic Group*	Find Info
Property for a whole you are before you when you are shade you want for such as your registed by a classifier on the class and that you registed by a classifier on the class and that you you should be not a first of the classifier on the classifier of the classi				No	С		vertical		
Pacce interest to Act Date between the Columbus of Loss you reported by pacced on a cort of any and year below.   Pacced on a cort of any and year below.   Pacced on a cort of any and year below.   Pacced on a cort of any and year below.   Pacced on a cort of any and year below.   Pacced on a cort of any and year below.   Pacced on a cort of any and year below.   Pacced on a cort of any and year below.   Pacced on a cort of any and year below.   Pacced on a cort of any and year below.   Pacced on a cort of any and year below.   Pacced on a cort of any any and year below.   Pacced on a cort of any any any and year of any	HAJ7571Q019	С	Please tell us what you were looking for and were unable to			N	Text area, no char limit	Skip Logic Group*	OE_What Info
North	CUR0367773			January		Y	Drop down, select one		CDOL Month
Month   March   Marc			selecting the month, day and year below.	February					
May			Month	March					
Marco   Date									
Mary   Applied   Color   Col									
Page				June					
Springer   Springer				July					
October   Octo				Sentember Sentember					
November   November				October					
Day									
Pay   Pay									
Post				Don't know					
18	JR0367774		Day	1		Υ	Drop down, select one		CDOL Day
18				2					
18				4					
18				5					
18				6					
18				7					
18				8					
18				9					
18				10					
18				12					
18				13					
18				14					
18				15					
18				16					
Don't know				17					
Don't know				18					
Don't know				20					
Don't know				21					
Don't know				22					
Don't know				23					
Don't know				24					
Don't know				25					
Don't know				26					
Don't know				28					
Don't know				29					
Don't know				30					
Don't know				31					
2021 2020 2019 2018 2016 2015 2014 2013 2012 2011 2010 2010 2009 2008 2007 2006 2007 2006 2006									
2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2009 2008 2007 2006 2006 2005	JR0367775		Year			Υ	Drop down, select one		CDOL Year
2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005									
2017 2016 2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005				2020					
2017 2016 2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005				2019					
2016 2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005				2017					
2015 2014 2013 2012 2011 2010 2009 2008 2008 2006 2006 2005				2016					
2013 2012 2011 2010 2009 2008 2007 2006 2005				2015					
2013 2012 2011 2010 2009 2008 2007 2006 2005				2014					
2008 2007 2006 2005				2013					
2008 2007 2006 2005				2012					
2008 2007 2006 2005				2011					
2008 2007 2006 2005				2000					
2007 2006 2005 2004				2008					
2006 2005 2004 2003 2002 2001				2007					
2005 2004 2003 2002 2001				2006					
2004 2003 2002 2001				2005					
2003 2002 2001				2004					
2002 2001 2000				2003					
2001				2002					
				2000					

	1	I	I	Don't know		1	1	ſ	I
HAJ7571Q021			Were you provided enough information on the website to complete the next step in the claims process?	Yes		Y	Radio button, one-up vertical		Claim Empowerment
				No					
14 17571 0004				Don't know		N.	T		05 1
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 <b>and</b> completed an NFIP claim before (not including this current claim)?	Yes	Α	Y	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
				No					
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	ļ	<del>-</del>	01: 1 : 0 #	05.11.0
AJ7571Q027		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
AJ7571Q028	Demographics: Gender		What is your gender?	Male		N	Radio button, one-up vertical		Demos: Gend Fed Govt
				Female					
				Prefer not to respond					
AJ7571Q029	Demographics: Age		Which category includes your age?	Under 18		N	Drop down, select one		Demos: Age
	3.			18 - 24		1			
				25 - 34					
				25 - 34 35 - 44		1			
				45 - 54					
				55 - 64					
				65 or older		1			
				Prefer not to respond					
AJ7571Q030			Please tell us what type of property has sustained damage.	Residential		Y	Radio button, one-up vertical		Property Type
				Business		1	Volume.		
				Other property		1			
AJ7571Q031			Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
				Alaska		1			
				American Samoa		1			
				Arizona		1			
				Arkansas		1			
				California		1			
				Colorado		1			
				Connecticut		1			
				Delaware		1			
				District of Columbia		1			
				Florida		1			
				Georgia		1			
				Guam		1			
				Hawaii		1			
				Idaho		1			
				Illinois		1			
				Indiana		1			
				Iowa		1			
				Kansas		1			
				Kentucky		1			
				Louisiana		1			
				Maine					
				Maryland					
				Massachusetts		1			
				Michigan		1			
				Minnesota		1			
				Mississippi		1			
				Missouri		1			
				Montana		1			
				Nebraska		1			
				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	Α	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					

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



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
CUE0408095			My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection.		Υ	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
				I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection.					
				I approved and assisted in remote adjusting to receive final payment and conclude					
				my claim. Other	A1				
CUE0408096		A1	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE Adjustment Method
HAJ7571Q001			Was the communication and guidance you received on how to file your claim easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
			line your claim easy to understand?	No	Α		Vertical		
HAJ7571Q002		A	Please tell us what was not easy to understand.	Don't know		N	Text area, no char limit	Skin 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 Don't know	Α				
HAJ7571Q004		Α	Please tell us why you found filing your claim was not simple.	DOLLKIOW		N	Text area, no char limit	Skip Logic Group*	OE_Process
HAJ7571Q005			Where are you currently in the NFIP claims process? Select all	Completed my claim filing		Y	Checkbox, one-up	Skip Logic Group*	Simplicity Primary Reason
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			that apply.				vertical	, 20g.0 2.00p	1, 1
				Waiting to be contacted by my adjuster Gathering supporting documentation for my loss					
				Working on my inventory of damaged items to provide to the adjuster					
				The adjuster already completed the inspection	Α				
RUS0305927		Α	Please tell us where you currently are in the NFIP claims	Other, please specify	A	N	Text area, no char limit	Skip Logic Group*	OE_Primary
HAJ7571Q006			process.  Which of these options did you <b>mainly</b> use to file your claim?	Website	В	Y	Radio button, one-up	Skip Logic Group*	Reason Report Loss
			,				vertical		
				Mobile site Email	В				
				Call center	С				
				Agent Other, please specify	C A				
HAJ7571Q007		Α	Please tell us how you filed your claim.	Surer, preuse speedry		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		don't know		
				3	B1				
				5	B1 B1				
				6	B1				
				7					
				9					
				Very Satisfied=10					
HAJ7571Q009		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	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
HAJ7571Q011		С	Was the person you spoke with knowledgeable about the	No Yes		Y	Radio button, one-up	Skip Logic Group*	Rep/Agent
		Ū	process for filing a claim?	No		·	vertical	Omp Logic Group	Knowledgeable
HAJ7571Q012		С	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Obtain Assistance
HAJ7571Q013		С	Was the person you spoke with courteous?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
UA 17E71 001 4		_	Mac your call anguared prompth 2	No Voc		V	Padio button and to	Skin Logic Croust	Call Appreciate
HAJ7571Q014		С	Was your call answered promptly?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Call Answered Promptly
HAJ7571Q015			Did you search for information on the website to assist you with	No Yes	Α	Y	Radio button, one-up	Skip Logic Group*	Additional Info
			filing your claim?				vertical	,	

			No					
IAJ7571Q016	А	Were you able to find the information you needed?	Yes		Υ	Radio button, one-up vertical	Skip Logic Group*	Find Info
			No	С		Vertical		
AJ7571Q019	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
UR0367773		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Y	Drop down, select one		CDOL Month
		Selecting the month, day and year below.	February					
		Month	March					
			April					
			Мау					
			June					
			July					
			August September					
			October					
			November					
			December					
			Don't know			L		
IR0367774		Day	1		Υ	Drop down, select one		CDOL Day
			2					
			4					
			5					
			6					
			7					
			8					
			9					
			10					
			12					
			13					
			10 11 12 13 14 15 16					
			15					
			16					
			17					
			18					
			20					
			21					
			22					
			23					
			24					
			25					
			20					
l l								
			28					
			28 29					
			28 29 30					
			18 19 20 21 22 23 24 25 26 27 28 29 30 30 31					
100267775		Ver	Don't know			Drop down		CDOL V
IR0367775		Year	Don't know 2022		Y	Drop down, select one		CDOL Year
JR0367775		Year	Don't know 2022 2021		Y	Drop down, select one		CDOL Year
R0367775		Year	Don't know 2022 2021 2020		Y	Drop down, select one		CDOL Year
R0367775		Year	Don't know 2022 2021 2020		Y	Drop down, select one		CDOL Year
PR0367775		Year	Don't know 2022 2021 2020 2019 2019		Y	Drop down, select one		CDOL Year
R0367775		Year	Don't know 2022 2021 2020 2019 2018 2017		Y	Drop down, select one		CDOL Year
R0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016		Y	Drop down, select one		CDOL Year
R0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016 2015 2014		Y	Drop down, select one		CDOL Year
R0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016 2015 2014		Y	Drop down, select one		CDOL Year
R0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016 2015 2014		Y	Drop down, select one		CDOL Year
R0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016 2015 2014		Y	Drop down, select one		CDOL Year
R0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016 2015 2014		Y	Drop down, select one		CDOL Year
R0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009		Y	Drop down, select one		CDOL Year
JR0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009		Y	Drop down, select one		CDOL Year
JR0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009		Y	Drop down, select one		CDOL Year
JR0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009		Y	Drop down, select one		CDOL Year
JR0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2008 2008 2007 2006 2005		Y	Drop down, select one		CDOL Year
JR0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2008 2008 2007 2006 2005		Y	Drop down, select one		CDOL Year
UR0367775		Year	Don't know 2022 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009		Y	Drop down, select one		CDOL Year

	1	I	I	Don't know		1	1	ſ	I
HAJ7571Q021			Were you provided enough information on the website to complete the next step in the claims process?	Yes		Y	Radio button, one-up vertical		Claim Empowerment
				No					
14 17571 0004				Don't know		N.	T		05 1
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 <b>and</b> completed an NFIP claim before (not including this current claim)?	Yes	Α	Y	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
				No					
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	ļ	<del>-</del>	01: 1 : 0 #	05.11.0
AJ7571Q027		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
AJ7571Q028	Demographics: Gender		What is your gender?	Male		N	Radio button, one-up vertical		Demos: Gend Fed Govt
				Female					
				Prefer not to respond					
AJ7571Q029	Demographics: Age		Which category includes your age?	Under 18		N	Drop down, select one		Demos: Age
	3.			18 - 24		1			
				25 - 34					
				25 - 34 35 - 44		1			
				45 - 54					
				55 - 64					
				65 or older		1			
				Prefer not to respond					
AJ7571Q030			Please tell us what type of property has sustained damage.	Residential		Y	Radio button, one-up vertical		Property Type
				Business		1	Volume.		
				Other property		1			
AJ7571Q031			Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
				Alaska		1			
				American Samoa		1			
				Arizona		1			
				Arkansas		1			
				California		1			
				Colorado		1			
				Connecticut		1			
				Delaware		1			
				District of Columbia		1			
				Florida		1			
				Georgia		1			
				Guam		1			
				Hawaii		1			
				Idaho		1			
				Illinois		1			
				Indiana		1			
				Iowa		1			
				Kansas		1			
				Kentucky		1			
				Louisiana		1			
				Maine					
				Maryland					
				Massachusetts		1			
				Michigan		1			
				Minnesota		1			
				Mississippi		1			
				Missouri		1			
				Montana		1			
				Nebraska		1			
				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	Α	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					

Model Name	NFIP Claim Filing Functional
Model ID	VphFlklxBg40l4Qx0xJgtg4C
Partitioned	No
Date	5/2/2018

QID	QUESTION META TAG	Skip From	Question Text
CUE0408095			My claim was adjusted using the following method:
CUE0408096		A1	Please explain how your claim was adjusted.
HAJ7571Q001			Was the communication and guidance you received on how to file your claim easy to understand?
HAJ7571Q002		Α	Please tell us what was not easy to understand.
HAJ7571Q003			Was the process to file your claim simple?
HAJ7571Q004		Α	Please tell us why you found filing your claim was not simple.
HAJ7571Q005			Where are you currently in the NFIP claims process? Select all that apply.
RUS0305927		Α	Please tell us where you currently are in the NFIP claims process.
HAJ7571Q006			Which of these options did you <b>mainly</b> use to file your claim?
HAJ7571Q007		Α	Please tell us how you filed your claim.
HAJ7571Q008		В	How satisfied were you with your experience navigating the site for the information you needed to prepare your claim?

HAJ7571Q009	B1	Please explain your reason for providing this rating.
HAJ7571Q010	С	Was the person you spoke with sympathetic to your situation?
HAJ7571Q011	С	Was the person you spoke with knowledgeable about the process for filing a claim?
HAJ7571Q012	С	Were you able to obtain the assistance you needed?
HAJ7571Q013	С	Was the person you spoke with courteous?
HAJ7571Q014	С	Was your call answered promptly?
HAJ7571Q015		Did you search for information on the website to assist you with filing your claim?
HAJ7571Q016	Α	Were you able to find the information you needed?
HAJ7571Q019	С	Please tell us what you were looking for and were unable to find.
CUR0367773		Please indicate the <b>Claim Date of Loss you reported</b> by selecting the month, day and year below.  Month
CUR0367774		Day

1	1	1	I I
CUR0367775			Year
LIA 17574 0004			Management of the second secon
HAJ7571Q021			Were you provided enough information on the website to complete the next step in the claims process?
			somplete the next step in the dumb process:
HAJ7571Q024			Please tell us what we can improve in the process for filing a
			claim.

HAJ7571Q025			Have you filed <b>and</b> completed an NFIP claim before (not including this current claim)?
HAJ7571Q026		Α	Were you satisfied with your previous NFIP claim experience?
HAJ7571Q027		В	Please tell us why you were not satisfied with your previous claim experience.
HAJ7571Q028	Demographics: Gender		What is your gender?
HAJ7571Q029	Demographics: Age		Which category includes your age?
HAJ7571Q030			Please tell us what type of property has sustained damage.
HAJ7571Q031			Where did the flood loss occur?

TAR0227291	A	Specifically, where did the flood loss occur?	

Answer Choices	Skip To	Required Y/N
Adjuster visited my property and completed a physical inspection.		Υ
I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection.		
I approved and assisted in remote adjusting to receive final payment and conclude my claim.		
Other	A1	
		N
Yes		Y
No	Α	
Don't know		
		N
Yes		Y
No	Α	
Don't know		
		N
Completed my claim filing		Y
Waiting to be contacted by my adjuster		
Gathering supporting documentation for my loss		
Working on my inventory of damaged items to provide to the adjuster		
The adjuster already completed the inspection		
Other, please specify	Α	
		N
Website	В	Y
Mobile site	В	
Email		
Call center	С	
Agent	С	
Other, please specify	Α	
		N
1=Very Dissatisfied	B1	Y
2	B1	
3	B1	
4	B1	
5	B1	
6	B1	

-		
7		
8 9		
Very Satisfied=10		
		N
Yes		Υ
No		
Yes		Υ
		·
No		
Yes		Y
No		
Yes		Y
No		
Yes		Υ
No		
Yes	Α	Y
No		
Yes		Y
No	С	
		N
January		Y
February		
March		
April		
Мау		
June		
July		
August		
September		
October		
November		
December		
Don't know		
1		Υ
2		
3		
4		
5		
6		
7		
8		
9		
10		

	1	1
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
26 27		
28		
29		
30		
31		
Don't know		
2021		Υ
2020		
2019		
2018		
2017		
2016		
2015		
2014		
2013		
2012		
2012		
2010		
2009		
2008		
2007		
2006		
2005		
2004		
2003		
2002 2001		
2000		
Don't know		\ <u>'</u>
Yes		Υ
No .		
Don't know		N I
		N

Yes	Α	Y
No		
Yes		Υ
No	В	
		N
Male		N
Female		
Prefer not to respond		
Under 18		N
18 - 24		
25 - 34		
35 - 44		
45 - 54		
55 - 64		
65 or older		
Prefer not to respond		
Residential		Y
Business		
Other property		
Alabama		N
Alaska		
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		
Saint Croix		N
Saint John		
Saint Thomas		
Prefer not to respond		

e-Through: Delete

<u>& Italicized</u>: Re-order

on rd



	Special		
Туре	Instructions	CQ Label	
Radio button, one-up vertical	Skip Logic Group*	Adjustment Method	
Text area, no char limit	Skip Logic Group*	OE Adjustment Method	
Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity	
Text area, no char limit	Skip Logic Group*	OE_Guidance Clarity	
Radio button, one-up vertical	Skip Logic Group*	Process Simplicity	
Text area, no char limit	Skip Logic Group*	OE_Process Simplicity	
Checkbox, one-up vertical	Skip Logic Group*	Primary Reason	
Text area, no char limit	Skip Logic Group*	OE_Primary Reason	
Radio button, one-up vertical	Skip Logic Group*	Report Loss	
Text area, no char limit	Skip Logic Group*	OE_Report Method	
Radio button, scale, no don't know	Skip Logic Group*	Site Navigation	

Text area, no char limit	Skip Logic Group*	OE_Site Navigation
Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Sympathetic
Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Knowledgeable
Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Obtain Assistance
Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
Radio button, one-up vertical	Skip Logic Group*	Call Answered Promptly
Radio button, one-up vertical	Skip Logic Group*	Additional Info
Radio button, one-up vertical	Skip Logic Group*	Find Info
Text area, no char limit	Skip Logic Group*	OE_What Info Missing
Drop down, select one		CDOL Month
Drop down, select one		CDOL Day

Drop down, select one	CDOL Year
Radio button, one-up	Claim
vertical	Empowerment
Text area, no char limit	OE_Improve

Radio button, one-up vertical	Skip Logic Group*	Previous Claim
Radio button, one-up vertical	Skip Logic Group*	Prev Claim Sat
Text area, no char limit	Skip Logic Group*	OE_Not Sat
Radio button, one-up vertical		Demos: Gender Fed Govt
Drop down, select one		Demos: Age
Radio button, one-up vertical		Property Type
Drop down, select one	Skip Logic Group*	State

Drop down, select one	Skip Logic Group*	VI Island

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



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
CUE0408095			My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection.		Υ	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
				I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection.					
				I approved and assisted in remote adjusting to receive final payment and conclude					
				my claim. Other	A1				
CUE0408096		A1	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE Adjustment Method
HAJ7571Q001			Was the communication and guidance you received on how to file your claim easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
			line your claim easy to understand?	No	Α		Vertical		
HAJ7571Q002		A	Please tell us what was not easy to understand.	Don't know		N	Text area, no char limit	Skin 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 Don't know	Α				
HAJ7571Q004		Α	Please tell us why you found filing your claim was not simple.	DOLLKIOW		N	Text area, no char limit	Skip Logic Group*	OE_Process
HAJ7571Q005			Where are you currently in the NFIP claims process? Select all	Completed my claim filing		Y	Checkbox, one-up	Skip Logic Group*	Simplicity Primary Reason
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			that apply.				vertical	, 20g.0 2.00p	1, 1
				Waiting to be contacted by my adjuster Gathering supporting documentation for my loss					
				Working on my inventory of damaged items to provide to the adjuster					
				The adjuster already completed the inspection	Α				
RUS0305927		Α	Please tell us where you currently are in the NFIP claims	Other, please specify	A	N	Text area, no char limit	Skip Logic Group*	OE_Primary
HAJ7571Q006			process.  Which of these options did you <b>mainly</b> use to file your claim?	Website	В	Y	Radio button, one-up	Skip Logic Group*	Reason Report Loss
			,				vertical		
				Mobile site Email	В				
				Call center	С				
				Agent Other, please specify	C A				
HAJ7571Q007		Α	Please tell us how you filed your claim.	Surer, preuse speedry		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		don't know		
				3	B1				
				5	B1 B1				
				6	B1				
				7					
				9					
				Very Satisfied=10					
HAJ7571Q009		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	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
HAJ7571Q011		С	Was the person you spoke with knowledgeable about the	No Yes		Y	Radio button, one-up	Skip Logic Group*	Rep/Agent
		Ū	process for filing a claim?	No		·	vertical	Omp Logic Group	Knowledgeable
HAJ7571Q012		С	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Obtain Assistance
HAJ7571Q013		С	Was the person you spoke with courteous?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
UA 17E71 001 4		_	Mac your call anguared prompth 2	No Voc		V	Padio button and to	Skin Logic Croust	Call Appreciate
HAJ7571Q014		С	Was your call answered promptly?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Call Answered Promptly
HAJ7571Q015			Did you search for information on the website to assist you with	No Yes	Α	Y	Radio button, one-up	Skip Logic Group*	Additional Info
			filing your claim?				vertical	,	

			No			1		
HAJ7571Q016	Α	Were you able to find the information you needed?	Yes		Υ	Radio button, one-up	Skip Logic Group*	Find Info
			No	С		vertical		
HAJ7571Q019	С	Please tell us what you were looking for and were unable to find.	NO		N	Text area, no char limit	Skip Logic Group*	OE_What Info Missing
CUR0367773		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Υ	Drop down, select one		CDOL Month
			February					
		Month	March					
			April					
			May June					
			July					
			August					
			September					
			October November					
			December					
			Don't know					
CUR0367774		Day	1		Υ	Drop down, select one		CDOL Day
			2					
			3			1		
			5			1		
			6			1		
			7					
			8					
			9					
			11					
			10 11 12 13 14					
			13					
			14					
			15					
			15 16 17					
			18					
			19					
			20					
			18 19 20 21 22 23 24 25 26 27 28 29 30 30 31					
			23					
			24					
			25					
			26					
			27					
			29					
			30					
			31					
01100003335			Don't know					0001.14
CUR0367775		Year	2021 2020		Υ	Drop down, select one		CDOL Year
			2019			1		
			2018			1		
			2017 2016			1		
			2015			1		
			2014			1		
			2013			1		
						1		
			2011			1		
			2009			1		
			2008			1		
			2007					
			2006					
			2005			1		
			2004			1		
			2002					
[ ]			2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 Don't know			1		
[ ]			2000			1		
			Don't know					

HAJ7571Q021			Were you provided enough information on the website to complete the next step in the claims process?	Yes		Y	Radio button, one-up vertical		Claim Empowerment
				No					
				Don't know			<del>-</del>		05.1
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 <b>and</b> completed an NFIP claim before (not including this current claim)?	Yes	Α	Υ	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
			NED III	No .		.,,	D ! ! ! !	01. 1 . 0	D 01 : 0 :
HAJ7571Q026		Α	Were you satisfied with your previous NFIP claim experience?	Yes No	В	Υ	Radio button, one-up vertical	Skip Logic Group*	Prev Claim Sat
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					
HAJ7571Q029	Domographics		Which cotogon includes your age?	Prefer not to respond		NI.	Dron down coloct one		Domos: Ago
HAJ7571Q029	Age		Which category includes your age?	Under 18		N	Drop down, select one		Demos: Age
	, igo			18 - 24					
				25 - 34					
				35 - 44					
				45 - 54					
				55 - 64			1		
				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					
HAJ7571Q031			Where did the flood loss occur?	Other property		NI.	Drop down, select one	Ckin Logio Crount	State
HAJ/5/1Q031			where did the flood loss occur?	Alabama Alaska		N	Drop down, select one	Skip Logic Group	State
				American Samoa					
				Arizona					
				Arkansas					
				California					
				Colorado					
				Connecticut					
				Delaware					
				District of Columbia					
				Florida					
				Georgia					
				Guam					
				Hawaii					
				Idaho					
				Illinois Indiana					
				lowa					
				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	Α	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					

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

FORESEE

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
			My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection.		Y	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
				I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection.					
				I approved and assisted in remote adjusting to receive final payment and conclude my claim.					
				Other State of the Control of the Co	A1				
		A1	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE Adjustment Method
HAJ7571Q001			Was the communication and guidance you received on how to file your claim easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
				No Double Lorent	Α				
HAJ7571Q002		Α	Please tell us what was not easy to understand.	Don't know		N	Text area, no char limit	Skip Logic Group*	OE_Guidance
HAJ7571Q003			Was the process to file your claim simple?	Yes		Y	Radio button, one-up	Skip Logic Group*	Clarity Process Simplicity
,				No	A		vertical		' '
				Don't know	_ A				
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? Select all that apply.	Completed my claim filing		Y	Checkbox, one-up vertical	Skip Logic Group*	Primary Reason
			and apply.	Waiting to be contacted by my adjuster			- Continual		
				Gathering supporting documentation for my loss Working on my inventory of damaged items to provide to the adjuster					
				The adjuster already completed the inspection					
				Other, please specify	Α				
RUS0305927		Α	Please tell us where you currently are in the NFIP claims process.			N	Text area, no char limit	Skip Logic Group*	OE_Primary Reason
HAJ7571Q006			Which of these options did you <b>mainly</b> use to file your claim?	Website	В	Y	Radio button, one-up vertical	Skip Logic Group*	Report Loss
				Mobile site	В				
				Email Call center	С				
				Agent	С				
HAJ7571Q007		A	Please tell us how you filed your claim.	Other, please specify	Α	N	Text area, no char limit	Skip Logic Group*	OE Report
HAJ7571Q008		В	How satisfied were you with your experience navigating the site	1-Van Dissatisfied	B1	Y	Radio button, scale, no		Method Site Navigation
HA31311Q006		_ B	for the information you needed to prepare your claim?	1-very Dissausileu		'	don't know	Skip Logic Group	Site Navigation
				3	B1 B1	-			
				4	B1	i			
				5	B1 B1				
				7	PI	1			
				8		]			
				9 Very Satisfied=10		-			
HAJ7571Q009		B1	Please explain your reason for providing this rating.	very Suttoned-10		N	Text area, no char limit	Skip Logic Group*	OE_Site
HAJ7571Q010		С	Was the person you spoke with sympathetic to your situation?	Yes		Y	Radio button, one-up	Skip Logic Group*	Navigation Rep/Agent
				No			vertical		Sympathetic
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 No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Obtain Assistance
HAJ7571Q013		С	Was the person you spoke with courteous?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
HAJ7571Q014		С	Was your call answered promptly?	No Yes		Y	Radio button, one-up	Skip Logic Group*	Call Answered
				No.			vertical		Promptly
HAJ7571Q015			Did you search for information on the website to assist you with		Α	Y	Radio button, one-up	Skip Logic Group*	Additional Info
			filing your claim?				vertical		

			No					T
HAJ7571Q016	Α	Were you able to find the information you needed?	Yes		Y	Radio button, one-up	Skip Logic Group*	Find Info
			No	С		vertical		
HAJ7571Q019	 С	Please tell us what you were looking for and were unable to	NO .	<u> </u>	N	Text area, no char limit	Skip Logic Group*	OE What Info
		find.					omp angin ordep	OE_What Info Missing
CUR0367773		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Υ	Drop down, select one		CDOL Month
		selecting the month, day and year below.	February					
		Month	March					
			April					
			May					
			June					
			July August					
			September					
			October					
			November					
			December Don't know					
CUR0367774		Day	1		Y	Drop down, select one		CDOL Day
			2		•			
			3					
			4					
			6					
			7					
			8					
			9					
			10 11 12 13 14					
			11					
			13					
			14					
			15 16 17					
			16					
			17					
			19					
			20					
			21					
			22					
			23					
			25					
			26					
			27					
			28					
			30					
			31					
			17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know					
CUR0367775		Year	2020		Υ	Drop down, select one		CDOL Year
			2019					
			2018 2017					
			2016					
			2016 2015 2014					
			2014					
			2013					
			2012 2011					
			2010					
			2010 2009 2008 2007 2006 2005 2004 2003 2002 2001					
			2008					
			2007					
			2005					
			2004					
			2003					
			2002					
			2001					
			Don't know					
		1	pontaion			1	I.	1

HAJ7571Q021			Were you provided enough information on the website to complete the next step in the claims process?	Yes		Y	Radio button, one-up vertical		Claim Empowerment
				No					
				Don't know			<del>-</del>		05.1
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 <b>and</b> completed an NFIP claim before (not including this current claim)?	Yes	Α	Υ	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
			NED III	No .		.,,	D ! ! ! !	01. 1 . 0	D 01 : 0 :
HAJ7571Q026		Α	Were you satisfied with your previous NFIP claim experience?	Yes No	В	Υ	Radio button, one-up vertical	Skip Logic Group*	Prev Claim Sat
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					
HAJ7571Q029	Domographics		Which cotogon includes your age?	Prefer not to respond		NI.	Dron down coloct one		Domos: Ago
HAJ7571Q029	Age		Which category includes your age?	Under 18		N	Drop down, select one		Demos: Age
	, igo			18 - 24					
				25 - 34					
				35 - 44					
				45 - 54					
				55 - 64			1		
				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					
HAJ7571Q031			Where did the flood loss occur?	Other property		NI.	Drop down, select one	Ckin Logio Crount	State
HAJ/5/1Q031			where did the flood loss occur?	Alabama Alaska		N	Drop down, select one	Skip Logic Group	State
				American Samoa					
				Arizona					
				Arkansas					
				California					
				Colorado					
				Connecticut					
				Delaware					
				District of Columbia					
				Florida					
				Georgia					
				Guam					
				Hawaii					
				Idaho					
				Illinois Indiana					
				lowa					
				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	Α	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					

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

FORESEE

QID	QUESTION META	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 file your claim easy to understand?	Yes		Υ	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
				No	Α				
HAJ7571Q002		Α	Please tell us what was not easy to understand.	Don't know		N	Text area, no char limit	Skip Logic Group*	OE Guidance
HAJ7571Q003			Was the process to file your claim simple?	Veo.		Y			Clarity Process Simplicity
HAJ75/1Q003				Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No Don't know	Α				
HAJ7571Q004		Α	Please tell us why you found filing your claim was not simple.	DON'T KNOW		N	Text area, no char limit	Skip Logic Group*	OE_Process
HAJ7571Q005			Where are you currently in the NFIP claims process? Select all	Completed my claim filing		Y	Checkbox, one-up	Skip Logic Group*	Simplicity Primary Reason
HAJ7571Q005			that apply.			Ť	vertical	Skip Logic Group"	Pililary Reason
				Waiting to be contacted by my adjuster					
				Gathering supporting documentation for my loss Working on my inventory of damaged items to provide to the adjuster					
				The adjuster already completed the inspection					
DI IOGGGEGGE				Other, please specify	Α			01: 1 : 0 :	05.0
RUS0305927		Α	Please tell us where you currently are in the NFIP claims process.			N	Text area, no char limit	Skip Logic Group*	OE_Primary Reason
HAJ7571Q006			Which of these options did you <b>mainly</b> use to file your claim?	Website	В	Υ	Radio button, one-up vertical	Skip Logic Group*	Report Loss
				Mobile site	В				
				Email Call center	С				
				Agent	C				
				Other, please specify	Α				
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
				2	B1				
				3	B1 B1				
				5	B1				
				6	B1				
				7					
				9					
				Very Satisfied=10					
HAJ7571Q009		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	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
HAJ7571Q011		С	Was the person you spoke with knowledgeable about the	No Yes		Y	Radio button, one-up	Skip Logic Group*	Rep/Agent
11A37371Q011			process for filing a claim?			'	vertical	Skip Logic Group	Knowledgeable
114 17574 0040			Warran and the sharing the projection of the state of the	No No			Dadia buttan ana un	Chin I ania Consunt	Day (Asset Obtain
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
HAJ7571Q013		С	Was the person you spoke with courteous?	No Yes		Y	Radio button, one-up	Skip Logic Group*	Rep/Agent
11/10/13/12013			with counceds:				vertical	Skip Logic Group	Courteousness
HAJ7571Q014		С	Was your call answered promptly?	No Yes		Y	Radio button, one-up	Skip Logic Group*	Call Answered
TIMUTOTIQUI4			vvas your can answereu promptly?			ľ	vertical	OKIP LUGIC GIOUP*	Promptly
HAJ7571Q015			Did you search for information on the website to assist you with	No Yes	A	Y	Radio button, one-up	Skip Logic Group*	Additional Info
			filing your claim?		_ ^_	, i	vertical	Chip Logic Group	, additional fillo
LIA 17E74 004 0			Ware you able to find the information	No Voc			Dadio huttor	Chin Logic Commit	Find Info
HAJ7571Q016		A	Were you able to find the information you needed?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Find Info
HAJ7571Q019		С	Please tell us what you were looking for and were unable to find.	No .	С	N	Text area, no char limit	Skip Logic Group*	OE_What Info Missing
CUR0367773			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Y	Drop down, select one		CDOL Month
				February	†				
			Month	March	]				
				April	4				
I	I	1		May	_	l	I	I	1

EUR0367774		Day	June July August September October November December Don't know  1 2 3 4 4 5 6 7 8 9 10 11 11 12 13 14 15 16 17 18 19 20 21 21 22 23 24 24 25 26		Y	Drop down, select one		CDOL Day
		Day	August September October November December Don't know 1 2 3 4 5 5 6 6 7 8 9 10 11 1 1 12 13 14 4 15 16 16 17 18 19 9 10 17 18 19 19 10 11 12 13 14 15 16 16 17 18 19 19 10 10 11 11 12 13 14 15 16 16 17 18 19 19 10 10 10 10 10 10 10 10 10 10 10 10 10		Y	Drop down, select one		CDOL Day
		Day	September October November December Don't know  1 2 3 4 5 6 7 8 9 10 11 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26		Y	Drop down, select one		CDOL Day
		Day	September October November December Don't know  1 2 3 4 5 6 7 8 9 10 11 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26		Y	Drop down, select one		CDOL Day
		Day	October November December Don't know  1 2 3 4 4 5 6 6 7 8 8 9 10 11 12 13 14 15 16 17 18 19 20 21 12 22 23 24 25 26		Y	Drop down, select one		CDOL Day
		Day	December Don't know  1 2 3 4 4 5 6 7 8 9 10 11 11 12 13 14 15 16 17 18 19 20 21 22 23 24 24 25 26		Y	Drop down, select one		CDOL Day
		Day	December Don't know  1 2 3 4 4 5 6 7 8 9 10 11 11 12 13 14 15 16 17 18 19 20 21 22 23 24 24 25 26		Y	Drop down, select one		CDOL Day
		Day	Don't know  1 2 3 4 4 5 6 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26		Y	Drop down, select one		CDOL Day
		Day	1 2 3 3 4 5 5 6 6 7 7 8 9 9 10 11 1 12 13 14 15 16 17 18 19 19 20 21 22 23 24 25 26		Y	Drop down, select one		CDOL Day
			11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26					
UR0367775			11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26					
UR0367775			11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26					
UR0367775			11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26					
UR0367775			11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26					
:UR0367775			11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26					
UR0367775			11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26					
UR0367775			11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26					
UR0367775			11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26					
UR0367775			11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26					
JR0367775			12 13 14 15 16 17 18 19 20 21 22 23 24 25					
UR0367775			13 14 15 16 17 18 19 20 21 22 23 24 25 26					
JR0367775			14 15 16 17 18 19 20 21 22 23 24 25 26					
JR0367775			14 15 16 17 18 19 20 21 22 23 24 25 26					
JR0367775			15 16 17 18 19 20 21 22 23 24 25 26					
JR0367775			16 17 18 19 20 21 22 23 24 25 26					
JR0367775			17 18 19 20 21 22 23 24 25 26					
JR0367775			18 19 20 21 22 23 24 25 26					
JR0367775			19 20 21 22 23 24 25 26					
UR0367775			20 21 22 23 24 25 26					
UR0367775			21 22 23 24 25 26					
JR0367775			22 23 24 25 26					
JR0367775			23 24 25 26					
JR0367775			24 25 26					
UR0367775			25 26					1
JR0367775			26	-				
JR0367775				1				
JR0367775								
JR0367775		I I	27					
JR0367775			28	1				
JR0367775			29	1				
UR0367775			30	1				
UR0367775			31	1				
UR0367775			Don't know	-				
5.055/775		Year	2020	1	Υ	Drop down, select one	+	CDOL Year
		Teal		-	1	Drop down, select one		CDOL Teal
			2019					
			2018	_				
			2017					
			2016					
			2015					
			2014					
			2013	7				
			2012					
			2011	1				
			2010	+				
			2009	-				
			2009	+				
				-				
			2007	4				
			2006	4				
			2005	4				
1			2004					
			2003					
			2002					
			2001					
			2000					
			Don't know					
AJ7571Q021		Were you provided enough information on the website to	Yes		Υ	Radio button, one-up	1	Claim
	1	complete the next step in the claims process?			-	vertical		Empowerment
			No					1
			Don't know					
J7571Q024		Please tell us what we can improve in the process for filing a	501111011	+ +	N	Text area, no char limit	+	OE_Improve
2013/14/024		claim.			IN	TEAL AIEA, 110 CHAI IIMIL		C=IIIIbrove
AJ7571Q025		Have you filed <b>and</b> completed an NFIP claim before (not including this current claim)?	Yes	A	Υ	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
			No			. c. tioui		
175710026		moderning this current claim).	No Yea		V	Dadia button, onc.::-	Clair Logie Cra	Prev Claim Sa
AJ7571Q026			Yes		Υ	Radio button, one-up	Skip Logic Group*	Prev Claim Sat
	A	Were you satisfied with your previous NFIP claim experience?	No			vertical		
17574 0005	A		No	В			01: 1 : -	- u
AJ7571Q027		Were you satisfied with your previous NFIP claim experience?			N	Text area, no char limit	Skip Logic Group*	OE_Not Sat
17574 0005	A	Were you satisfied with your previous NFIP claim experience?  Please tell us why you were not satisfied with your previous				Radio button, one-up		-
AJ7571Q028 Demogra Gender	В	Were you satisfied with your previous NFIP claim experience?	Male		N		1	Demos: Gende

				Female					1
				Prefer not to respond					
HAJ7571Q029	Demographics:		Which category includes your age?	Under 18		N	Drop down, select one		Demos: Age
	Age			18 - 24					
				25 - 34					
				35 - 44					
				45 - 54					
				55 - 64					
				65 or older					
				Prefer not to respond					
HAJ7571Q030			Please tell us what type of property has sustained damage.	Residential		Υ	Radio button, one-up		Property Type
							vertical		
				Business					
				Other property				01: 1 : 0 :	la: .
HAJ7571Q031			Where did the flood loss occur?	Alaska Alaska		N	Drop down, select one	Skip 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 Virginia					
				Washington					
				Washington West Virginia					
				Wisconsin					
				Wyoming					
				Other					
				Prefer not to respond					
TAR0227291		Α	Specifically, where did the flood loss occur?	Prefer not to respond Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
				Saint John					
				Saint Thomas					
				Prefer not to respond					

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



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 file your claim easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
			line your claim casy to understand.	No	Α		Vertical		
HAJ7571Q002		•	Diagon tell up what was not asset to understand	Don't know		N.	Text area, no char limit	Ckin Logio Crount	OE Guidance
		Α	Please tell us what was not easy to understand.			N	Text area, no char iiniit	Skip Logic Group	Clarity
HAJ7571Q003			Was the process to file your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No San Hali	Α				
HAJ7571Q004		Α	Please tell us why you found filing your claim was not simple.	Don't know		N	Text area, no char limit	Skip Logic Group*	OE Process
,									Simplicity
HAJ7571Q005			Where are you currently in the NFIP claims process? Select all that apply.	Completed my claim filing		Y	Checkbox, one-up vertical	Skip Logic Group*	Primary Reason
				Waiting to be contacted by my adjuster					
				Gathering supporting documentation for my loss  Working on my inventory of damaged items to provide to the adjuster					
				The adjuster already completed the inspection					
				Other, please specify	Α				
RUS0305927		Α	Please tell us where you currently are in the NFIP claims process.	Outer, piedae speeny		N	Text area, no char limit	Skip Logic Group*	OE_Primary Reason
HAJ7571Q006				Website	В	Υ	Radio button, one-up vertical	Skip Logic Group*	Report Loss
				Mobile site	В		Vertical		
				Email					
				Call center	С				
				Agent	С				
				Other, please specify	Α				
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	1=Very Dissatisfied	B1	Y	Radio button, scale, no don't know	Skip Logic Group*	Site Navigation
			for the information you needed to prepare your claim?	2	B1		don't know		
				3	B1				
				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	Skip Logic Group*	OE_Site Navigation
HAJ7571Q010		С	Was the person you spoke with sympathetic to your situation?	Yes		Y	Radio button, one-up	Skip Logic Group*	Rep/Agent
,				No.			vertical		Sympathetic
HAJ7571Q011		С	Was the person you spoke with knowledgeable about the	No Yes		Y	Radio button, one-up	Skip Logic Group*	Rep/Agent
		_	process for filing a claim?				vertical		Knowledgeable
HAJ7571Q012		С	Were you able to obtain the assistance you needed?	No Yes		Y	Radio button, one-up	Ckin Logio Croup*	Rep/Agent Obtain
HAJ/3/1Q012		C	were you able to obtain the assistance you needed?			'	vertical	Skip Logic Group*	Assistance
				No .		.,,	D 11 1 11	01: 1 : 0 :	5 /4 /
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					1.7
HAJ7571Q015			Did you search for information on the website to assist you with filing your claim?		Α	Y	Radio button, one-up vertical	Skip Logic Group*	Additional Info
				No					
HAJ7571Q016		Α	Were you able to find the information you needed?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Find Info
				No	С				
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?	<del>Less than one week</del>		¥	Radio button, one-up		Filing Timing
				One to two weeks	1		- S. doui		
	. '		•		-		•		

ĺ				More than two weeks				
				<del>Don't know</del> Have not filed my claim yet				
		Ple	Please indicate the <b>Claim Date of Loss you reported</b> by selecting the month, day and year below.	January		Υ	Drop down, select one	CDOL Month
			selecting the month, day and year below.		_			
			Month	February March				
			World	April				
				May				
				June				
				July August				
				September				
				October				
				November				
				December Don't know				
			Day	1		Υ	Drop down, select one	CDOL Day
				2				
				3				
				5				
				6				
				7				
				8				
				9 10				
				11				
				12				
				13				
				14				
				16				
				17				
				18				
				20				
				21				
				22				
				23				
				25				
				26				
				27				
				28				
				30				
				31				
				Don't know				
			Year	2019 2018		Υ	Drop down, select one	CDOL Year
				2017				
				2016				
				2015				
				2014 2013				
				2012				
				2011				
				2010				
				2009 2008				
				2007				
				2006				
				2005				
				2004				
				2002				
				2001				
				2000 Don't know				
HAJ7571Q021			Were you provided enough information on the website to	Yes		Y	Radio button, one-up	Claim
			Were you provided enough information on the website to complete the next step in the claims process?			•	Radio button, one-up vertical	Claim Empowerment
				No Don't know				
				DOLL KLIOM			1	

AJ7571Q025 Have you filed <b>and</b> completed an NFIP claim before (not including this current claim)?  A Were you satisfied with your previous NFIP claim experience?  Yes  No  Yes  A Were you satisfied with your previous NFIP claim experience?  Yes  No  B Please tell us why you were not satisfied with your previous claim experience.  B Please tell us why you were not satisfied with your previous claim experience.  Yes  No  B  N Text area, no char limit Skip Logic Group* Previous Claim Satisfied with your	AJ7571Q024			Please tell us what we can improve in the process for filing a claim.			N	Text area, no char limit		OE_Improve
March   Marc	AJ7571Q025			Have you filed and completed an NFIP claim before (not		A	Y		Skip Logic Group*	Previous Claim
10   Peace at our what speed of the person processor   10   Peace at our what speed processor   10   Peace at our wha	AJ7571Q026		Α	Were you satisfied with your previous NFIP claim experience?			Y	Radio button, one-up vertical	Skip Logic Group*	Prev Claim Sat
March 1997   April 1997   Apr	AJ7571Q027		В		No Control of the Con	В	N	Text area, no char limit	Skip Logic Group*	OE_Not Sat
Final Price and Legend 1  Amount category includes year age?    Amount	AJ7571Q028	Demographics:			Male		N			Demos: Gende
March 18	A 17571 0000	Gender						vertical		Fed Govt
Page										
17-21-17-2	-01311Q029			which category includes your age?			N	Drop down, select one		Demos: Age
35 - 44   65 - 54   65 -										
Section 175712Q020  Please list us what type of property loss sessioned domage.  Please list us what type of property loss sessioned domage.  Solid property  Alterian  Where did the fluid loss occur?  Alterian  Amendata Saranca										
Peade left us what type of properly his sustained damage   Properly Type (Properly Type Support)										
Peace tell us what type of properly has austained durings.  Residential  Chine properly  Annex American Serrous  Annex California  Carterial  C					45 - 54					
Prefer not to respond Places tell us which type of property has suctained damage.  Place tell us which type of property has suctained damage.  Business Other paperty  Advances  Advances  Advances  Advances  Advances  Conventional  Conventio										
Peace fed us what type of properly has sustained camage.   Peacetry Type winted   Properly Type winted   Properl										
Tones properly  Where did the food lises occur?  Alsabarta Annicas Ann	175710000			Discos tell and alternative of accounts have acceptained decrees				Dadia buttan ana un		Daniel and a Tours
Where did the food loss occur?  Alabama Artanises Catherina Artanises Catherina Connection Descript of Columbia Hisman Catherina Catheri	J/5/1Q030			Please tell us what type of property has sustained damage.			Y	vertical		Property Type
Where did the flood loss occur?   Alutamas										
Alassida American Simono Actronia California California Colorado Connecidud Debrarate	7571Q031			Where did the flood loss occur?			N	Drop down, select one	Skip Logic Group*	State
Arterona Arterona California Connecticut Coleman Connecticut Coleman Connecticut Coleman Connecticut Coleman C	-				Alaska					
Caldisma Cal					American Samoa					
Colorado Comedicad Comedicad Delevaria Delevaria Elicida Georgia Guam Haveal Mobilo Bullaria					Arizona					
Conversion  Connection  Deleavare  Deleavare  Description  Georgia  Guarn  Hawai  Idaho  Illinois  Indiana  Karanas  Kar										
Connecticut Delaware District of Columbia Florida Ecorogua Georgua Geo					California					
Delaware District of Columbia Florida Georgia					Colorado					
Delaware District of Columbia Florida Georgia										
Fiorida   Georgia   Guarm   Hawaii   Glaho   Hawaii   Glaho   Georgia   Guarm   Hawaii   Glaho   Georgia										
Georgia Guarm Hawasi Idaho Illinots Ill					District of Columbia					
Georgia Guam Hawaii Idatio Illinots Illinots Infaliana Illinots Infaliana Illinots I					Florida					
Guarn					Georgia					
idaho ilinois indana ilinois indana ilinois indana ilinois ili										
Illinois Indiana Iowa KARSAS Kentucky Louisiana Maine Mayind Massachusetts Michigan Mimesota Missispip Missouri Montana Netraska Netraska Nevada Nevada Nevada Never Hampshire New Hampshire New Hampshire New Hanse North Carolina North Dakota North Dakota Northern Mariana Islands Oino Oikahoma Oregon Pennsylvania Pento Rico Rhod Rhod Rhod Rhod Rhod Rhod Rhod Rho					Hawaii					
Indiana   Ilowa   Kansas   Kentucky   Lusislana   Maine   Manie   Maniesotia   Mississippi   Mississippi   Missisuri   Montana   Montana   Mebraska   Mebraska   Mewada   Mewada   Mew Hampshre   Mew Jersey   New Mexico   Mew Jersey   New Mexico   Mew York   North Carolina   Month Dakota   Northern Maniana Islands   Northern Manian					Idaho					
Iowa   Kansas   Kentucky   Louislana   Maine   Mane   Manyland   Massachusetts   Michigan   Minnesota   Minnesota   Minnesota   Minnesota   Minssum   Montana   Mehraska   Meh					Illinois					
Kansas   Kentucky   Louislana   Maine   Manjana   Maine   Manjana   Manjana   Massachusetts   Michigan   Minnesota   Mississippi   Missouri   Montana   Nebraska   Newada   New Hampshire   New Hampshire   New Jersey   New Mexico   New York   North Carolina   North Dakota   North Dakota   North Dakota   North Manna   North Dakota   North Manna Islands   North Dakota   North Manna Islands   North Dakota   North Manna Islands   North Dakota   North Dakota   North Manna Islands   North Manna Islands   North Dakota   North Manna Islands					Indiana					
Kentucky					Iowa					
Louisiana Maine Maryand Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada Nevada New Hampshire New Jersey New Mexico New York North Carolina North Carolina Northern Mariana Islands Oregon Orlic Oklahoma Oregon Pennsylvania Puero Rico Rhode Island South Carolina South Carolina South Carolina South Carolina South Carolina Oregon Pennsylvania Puero Rico Rhode Island South Carolina South Carolina South Carolina South Carolina South Carolina					Kansas					
Maine					Kentucky					
Masyand Massachusetts Michigan Mirnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Northem Mariana Islands Ohio Ohio Oklahoma Oregon Permsylvania Puerto Rico Rhode Island South Dakota					Louisiana					
Michigan           Minnesota           Mississippi           Missouri           Missouri           Montana           Nebraska           Nevada           New Hampshire           New Jersey           New Mexico           New York           North Carolina           North Carolina           Northern Mariana Islands           Ohio           Oklahoma           Oregon           Pennsylvania           Penerto Rico           Rhode Island           South Carolina           South Carolina           South Dakota           Tennessee           Texas										
Michigan Mincreota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota North mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina South Carolina Oregon Pennsylvania Puerto Rico Rhode Island South Carolina										
Minnesota Missispip Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Northern Marlana Islands Ohio Oklahoma Oregon Pennsylvania Puento Rico Rhode Island South Carolina South Dakota  South Dakota  Northern Marlana Seesee Texass										
Missouri Missouri Montana Nebraska Nevada New Hampshire New Hampshire New Mexico New Work North Carolina Norirh Dakota Norirh Dakota Oregon Oregon Pennsylvania Puento Rico Rhode Island South Carolina South Carolina										
Missouri Montana Nebraska Nevada New4am New Hampshire 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 Carolina South Dakota										
Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Pensylvania Pensylvania Pierto Rico Rhode Island South Dakota Temnessee Texas										
Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Northern Mariana Islands Onio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Dakota Tennessee Texas										
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  South Dakota										
New Hampshire New Jersey New Mexico New York North Carolina North Dakota Northem Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina South Dakota Tennessee Texas										
New Jersey New Mexico New York North Carolina North Dakota Northem Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas										
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										
New York North Carolina North Dakota Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas										
North Carolina North Dakota Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Carolina Funnessee Texas										
North Dakota Northern Mariana Islands Ohio Okiahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas										
Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas										
Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas										
Oklahoma           Oregon           Pennsylvania           Puerto Rico           Rhode Island           South Carolina           South Dakota           Tennessee           Texas										
Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas										
Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas										
Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas										
Rhode Island South Carolina South Dakota Tennessee Texas										
South Carolina South Dakota Tennessee Texas										
South Dakota Tennessee Texas										
Tennessee Texas										
Texas										
					CHICOSE					

			Utah				
			Vermont				
			Virginia				
			Washington				
			West Virginia				
			Wisconsin				
			Wyoming				
			Other				
			Prefer not to respond				
TAR0227291	Α	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				