

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 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

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?

incorporated new questions to ask
key areas influence resource use
lists 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>Welcome Text</p> <p>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.</p> <p>By taking this brief survey, your input will help improve our process.</p>	
<p>Thank You Text</p> <p>Thank you for taking our survey and for helping us serve you better.</p>	
<p>Example Desktop</p> <div data-bbox="291 829 884 1357"><p>Customer Satisfaction Survey</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><p><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>	

Model Name NFIP Claim Filing Functional
 Model ID VphFkixBg40I4Qx0xJgtg4C
 Partitioned No
 Date 10/27/2017
 Model Version NA

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
			Satisfaction		Recommend Company (1=Very Unlikely, 10=Very Likely)
		1 Satisfaction - Overall	What is your overall satisfaction with the process for filing a flood insurance claim with the NFIP? (1=Very Dissatisfied, 10=Very Satisfied)	4 Recommend 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 meet your 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 trust in NFIP flood insurance.
				6 Renew	Renew (1=Very Unlikely, 10=Very Likely)
					How likely are you to renew your NFIP policy again next year?

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
CUE0408095			My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection. 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	Y	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
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 No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
HAJ7571Q002		A	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	OE_Guidance Clarity
HAJ7571Q003			Was the process to file your claim simple?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
HAJ7571Q004		A	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 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		Y	Checkbox, one-up vertical	Skip Logic Group*	Primary Reason
RUS0305927		A	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 mainly use to file your claim?	Website Mobile site Email Call center Agent Other, please specify	B B C C A	Y	Radio button, one-up vertical	Skip Logic Group*	Report Loss
HAJ7571Q007		A	Please tell us how you filed your claim.			N	Text area, no char limit	Skip Logic Group*	OE_Report Method
HAJ7571Q008		B	How satisfied were you with your experience navigating the site for the information you needed to prepare your claim?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 Very Satisfied=10	B1 B1 B1 B1 B1 B1	Y	Radio button, scale, no don't know	Skip Logic Group*	Site Navigation
HAJ7571Q009		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE_Site Navigation
HAJ7571Q010		C	Was the person you spoke with sympathetic to your situation?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Sympathetic
HAJ7571Q011		C	Was the person you spoke with knowledgeable about the process for filing a claim?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Knowledgeable
HAJ7571Q012		C	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		C	Was the person you spoke with courteous?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
HAJ7571Q014		C	Was your call answered promptly?	Yes No		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 filing your claim?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Additional Info

HAJ7571Q016		A	Were you able to find the information you needed?	No Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Find Info
HAJ7571Q019		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 Missing
CUR0367773			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May June July August September October November December Don't know		Y	Drop down, select one		CDOL Month
CUR0367774			Day	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know		Y	Drop down, select one		CDOL Day
CUR0367775			Year	2022 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000		Y	Drop down, select one		CDOL Year

HAJ7571Q021			Were you provided enough information on the website to complete the next step in the claims process?	Don't know Yes No Don't know		Y	Radio button, one-up vertical		Claim Empowerment
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 and completed an NFIP claim before (not including this current claim)?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
HAJ7571Q026		A	Were you satisfied with your previous NFIP claim experience?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Prev Claim Sat
HAJ7571Q027		B	Please tell us why you were not satisfied with your previous claim experience.		B	N	Text area, no char limit	Skip Logic Group*	OE_Not Sat
HAJ7571Q028	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender Fed Govt
HAJ7571Q029	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	Drop down, select one		Demos: Age
HAJ7571Q030			Please tell us what type of property has sustained damage.	Residential Business Other property		Y	Radio button, one-up vertical		Property Type
HAJ7571Q031			Where did the flood loss occur?	Alabama 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		N	Drop down, select one	Skip Logic Group*	State

				South Carolina						
				South Dakota						
				Tennessee						
				Texas						
				US Virgin Islands		A				
				Utah						
				Vermont						
				Virginia						
				Washington						
				West Virginia						
				Wisconsin						
				Wyoming						
				Other						
				Prefer not to respond						
TAR0227291		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						

Model Name NFIP Claim Filing Functional
 Model ID VphFlkxBg4014Qx0xJgtg4C
 Partitioned No
 Date 5/2/2018

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HAJ7571Q001			Was the communication and guidance you received on how to file your claim easy to understand?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
HAJ7571Q002		A	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	OE_Guidance Clarity
HAJ7571Q003			Was the process to file your claim simple?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
HAJ7571Q004		A	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 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		Y	Checkbox, one-up vertical	Skip Logic Group*	Primary Reason
RUS0305927		A	Please tell us where you currently are in the NFIP claims process.			N	Text area, no char limit	Skip Logic Group*	OE_Primary Reason
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HAJ7571Q007		A	Please tell us how you filed your claim.			N	Text area, no char limit	Skip Logic Group*	OE_Report Method
HAJ7571Q008		B	How satisfied were you with your experience navigating the site for the information you needed to prepare your claim?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 Very Satisfied=10	B1 B1 B1 B1 B1 B1	Y	Radio button, scale, no don't know	Skip Logic Group*	Site Navigation
HAJ7571Q009		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE_Site Navigation
HAJ7571Q010		C	Was the person you spoke with sympathetic to your situation?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Sympathetic
HAJ7571Q011		C	Was the person you spoke with knowledgeable about the process for filing a claim?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Knowledgeable
HAJ7571Q012		C	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		C	Was the person you spoke with courteous?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
HAJ7571Q014		C	Was your call answered promptly?	Yes No		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 filing your claim?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Additional Info

HAJ7571Q016		A	Were you able to find the information you needed?	No Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Find Info
HAJ7571Q019		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 Missing
CUR0367773			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May June July August September October November December Don't know		Y	Drop down, select one		CDOL Month
CUR0367774			Day	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know		Y	Drop down, select one		CDOL Day
CUR0367775			Year	2022 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000		Y	Drop down, select one		CDOL Year

HAJ7571Q021			Were you provided enough information on the website to complete the next step in the claims process?	Don't know Yes No Don't know		Y	Radio button, one-up vertical		Claim Empowerment
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 and completed an NFIP claim before (not including this current claim)?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
HAJ7571Q026		A	Were you satisfied with your previous NFIP claim experience?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Prev Claim Sat
HAJ7571Q027		B	Please tell us why you were not satisfied with your previous claim experience.		B	N	Text area, no char limit	Skip Logic Group*	OE_Not Sat
HAJ7571Q028	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender Fed Govt
HAJ7571Q029	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	Drop down, select one		Demos: Age
HAJ7571Q030			Please tell us what type of property has sustained damage.	Residential Business Other property		Y	Radio button, one-up vertical		Property Type
HAJ7571Q031			Where did the flood loss occur?	Alabama 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		N	Drop down, select one	Skip Logic Group*	State

				South Carolina						
				South Dakota						
				Tennessee						
				Texas						
				US Virgin Islands		A				
				Utah						
				Vermont						
				Virginia						
				Washington						
				West Virginia						
				Wisconsin						
				Wyoming						
				Other						
				Prefer not to respond						
TAR0227291		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						

Model Name	NFIP Claim Filing Functional
Model ID	VphFlklxBg40I4Qx0xJgtg4C
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		A	Please tell us what was not easy to understand.
HAJ7571Q003			Was the process to file your claim simple?
HAJ7571Q004		A	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		A	Please tell us where you currently are in the NFIP claims process.
HAJ7571Q006			Which of these options did you mainly use to file your claim?
HAJ7571Q007		A	Please tell us how you filed your claim.
HAJ7571Q008		B	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		C	Was the person you spoke with sympathetic to your situation?
HAJ7571Q011		C	Was the person you spoke with knowledgeable about the process for filing a claim?
HAJ7571Q012		C	Were you able to obtain the assistance you needed?
HAJ7571Q013		C	Was the person you spoke with courteous?
HAJ7571Q014		C	Was your call answered promptly?
HAJ7571Q015			Did you search for information on the website to assist you with filing your claim?
HAJ7571Q016		A	Were you able to find the information you needed?
HAJ7571Q019		C	Please tell us what you were looking for and were unable to find.
CUR0367773			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month
CUR0367774			Day

CUR0367775			Year
HAJ7571Q021			Were you provided enough information on the website to complete the next step in the claims process?
HAJ7571Q024			Please tell us what we can improve in the process for filing a claim.

HAJ7571Q025			Have you filed and completed an NFIP claim before (not including this current claim)?
HAJ7571Q026		A	Were you satisfied with your previous NFIP claim experience?
HAJ7571Q027		B	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?

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 Blue: Rewo

Answer Choices	Skip To	Required Y/N
Adjuster visited my property and completed a physical inspection.	A1	Y
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		
		N
Yes	A	Y
No		
Don't know		
		N
Yes	A	Y
No		
Don't know		
		N
Completed my claim filing	A	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		
		N
Website	B	Y
Mobile site	B	
Email		
Call center	C	
Agent	C	
Other, please specify	A	
		N
1=Very Dissatisfied	B1	Y
2	B1	
3	B1	
4	B1	
5	B1	
6	B1	

7		
8		
9		
Very Satisfied=10		
		N
Yes		Y
No		
Yes		Y
No		
Yes		Y
No		
Yes		Y
No		
Yes		Y
No		
Yes	A	Y
No		
Yes		Y
No	C	
		N
January		Y
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
Don't know		
1		Y
2		
3		
4		
5		
6		
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11		
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30		
31		
Don't know		
2021		Y
2020		
2019		
2018		
2017		
2016		
2015		
2014		
2013		
2012		
2011		
2010		
2009		
2008		
2007		
2006		
2005		
2004		
2003		
2002		
2001		
2000		
Don't know		
Yes		Y
No		
Don't know		
		N

Yes	A	Y
No		
Yes		Y
No	B	
		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	A	
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
 & *Italicized*: Re-order
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 rd



Type	Special 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 vertical		Claim 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

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HAJ7571Q006			Which of these options did you mainly use to file your claim?	Website Mobile site Email Call center Agent Other, please specify	B B C C A	Y	Radio button, one-up vertical	Skip Logic Group*	Report Loss
HAJ7571Q007		A	Please tell us how you filed your claim.			N	Text area, no char limit	Skip Logic Group*	OE_Report Method
HAJ7571Q008		B	How satisfied were you with your experience navigating the site for the information you needed to prepare your claim?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 Very Satisfied=10	B1 B1 B1 B1 B1 B1	Y	Radio button, scale, no don't know	Skip Logic Group*	Site Navigation
HAJ7571Q009		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE_Site Navigation
HAJ7571Q010		C	Was the person you spoke with sympathetic to your situation?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Sympathetic
HAJ7571Q011		C	Was the person you spoke with knowledgeable about the process for filing a claim?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Knowledgeable
HAJ7571Q012		C	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		C	Was the person you spoke with courteous?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
HAJ7571Q014		C	Was your call answered promptly?	Yes No		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 filing your claim?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Additional Info

HAJ7571Q016		A	Were you able to find the information you needed?	No Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Find Info
HAJ7571Q019		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 Missing
CUR0367773			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May June July August September October November December Don't know		Y	Drop down, select one		CDOL Month
CUR0367774			Day	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know		Y	Drop down, select one		CDOL Day
CUR0367775			Year	2021 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 Don't know		Y	Drop down, select one		CDOL Year

HAJ7571Q021			Were you provided enough information on the website to complete the next step in the claims process?	Yes No Don't know		Y	Radio button, one-up vertical		Claim Empowerment
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 and completed an NFIP claim before (not including this current claim)?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
HAJ7571Q026		A	Were you satisfied with your previous NFIP claim experience?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Prev Claim Sat
HAJ7571Q027		B	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 Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender Fed Govt
HAJ7571Q029	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	Drop down, select one		Demos: Age
HAJ7571Q030			Please tell us what type of property has sustained damage.	Residential Business Other property		Y	Radio button, one-up vertical		Property Type
HAJ7571Q031			Where did the flood loss occur?	Alabama 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		N	Drop down, select one	Skip Logic Group*	State

				South Dakota						
				Tennessee						
				Texas						
				US Virgin Islands		A				
				Utah						
				Vermont						
				Virginia						
				Washington						
				West Virginia						
				Wisconsin						
				Wyoming						
				Other						
				Prefer not to respond						
TAR0227291		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						

Model Name NFIP Claim Filing Functional
 Model ID VphFlkxBg4014Qx0xJgtg4C
 Partitioned No
 Date 5/2/2018

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	Type	Special Instructions	CQ Label
			My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection. 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	Y	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
		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 No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
HAJ7571Q002		A	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	OE_Guidance Clarity
HAJ7571Q003			Was the process to file your claim simple?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
HAJ7571Q004		A	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 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		Y	Checkbox, one-up vertical	Skip Logic Group*	Primary Reason
RUS0305927		A	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 mainly use to file your claim?	Website Mobile site Email Call center Agent Other, please specify	B B C C A	Y	Radio button, one-up vertical	Skip Logic Group*	Report Loss
HAJ7571Q007		A	Please tell us how you filed your claim.			N	Text area, no char limit	Skip Logic Group*	OE_Report Method
HAJ7571Q008		B	How satisfied were you with your experience navigating the site for the information you needed to prepare your claim?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 Very Satisfied=10	B1 B1 B1 B1 B1 B1	Y	Radio button, scale, no don't know	Skip Logic Group*	Site Navigation
HAJ7571Q009		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE_Site Navigation
HAJ7571Q010		C	Was the person you spoke with sympathetic to your situation?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Sympathetic
HAJ7571Q011		C	Was the person you spoke with knowledgeable about the process for filing a claim?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Knowledgeable
HAJ7571Q012		C	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		C	Was the person you spoke with courteous?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
HAJ7571Q014		C	Was your call answered promptly?	Yes No		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 filing your claim?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Additional Info

HAJ7571Q016		A	Were you able to find the information you needed?	No Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Find Info
HAJ7571Q019		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 Missing
CUR0367773			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May June July August September October November December Don't know		Y	Drop down, select one		CDOL Month
CUR0367774			Day	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know		Y	Drop down, select one		CDOL Day
CUR0367775			Year	2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 Don't know		Y	Drop down, select one		CDOL Year

HAJ7571Q021			Were you provided enough information on the website to complete the next step in the claims process?	Yes No Don't know		Y	Radio button, one-up vertical		Claim Empowerment
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 and completed an NFIP claim before (not including this current claim)?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Previous Claim
HAJ7571Q026		A	Were you satisfied with your previous NFIP claim experience?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Prev Claim Sat
HAJ7571Q027		B	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 Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender Fed Govt
HAJ7571Q029	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	Drop down, select one		Demos: Age
HAJ7571Q030			Please tell us what type of property has sustained damage.	Residential Business Other property		Y	Radio button, one-up vertical		Property Type
HAJ7571Q031			Where did the flood loss occur?	Alabama 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		N	Drop down, select one	Skip Logic Group*	State

				South Dakota					
				Tennessee					
				Texas					
				US Virgin Islands	A				
				Utah					
				Vermont					
				Virginia					
				Washington					
				West Virginia					
				Wisconsin					
				Wyoming					
				Other					
				Prefer not to respond					
TAR0227291		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					

Model Name NFIP Claim Filing Functional
 Model ID VphFikxBg4014Qx0xJgtg4C
 Partitioned No
 Date 5/2/2018

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



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
HAJ7571Q001			Was the communication and guidance you received on how to file your claim easy to understand?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
HAJ7571Q002		A	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	OE_Guidance Clarity
HAJ7571Q003			Was the process to file your claim simple?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
HAJ7571Q004		A	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 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		Y	Checkbox, one-up vertical	Skip Logic Group*	Primary Reason
RUS0305927		A	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 mainly use to file your claim?	Website Mobile site Email Call center Agent Other, please specify	B B C C A	Y	Radio button, one-up vertical	Skip Logic Group*	Report Loss
HAJ7571Q007		A	Please tell us how you filed your claim.			N	Text area, no char limit	Skip Logic Group*	OE_Report Method
HAJ7571Q008		B	How satisfied were you with your experience navigating the site for the information you needed to prepare your claim?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 Very Satisfied=10	B1 B1 B1 B1 B1	Y	Radio button, scale, no don't know	Skip Logic Group*	Site Navigation
HAJ7571Q009		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE_Site Navigation
HAJ7571Q010		C	Was the person you spoke with sympathetic to your situation?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Sympathetic
HAJ7571Q011		C	Was the person you spoke with knowledgeable about the process for filing a claim?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Knowledgeable
HAJ7571Q012		C	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		C	Was the person you spoke with courteous?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
HAJ7571Q014		C	Was your call answered promptly?	Yes No		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 filing your claim?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Additional Info
HAJ7571Q016		A	Were you able to find the information you needed?	Yes No	C	Y	Radio button, one-up vertical	Skip Logic Group*	Find Info
HAJ7571Q019		C	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
CUR0367773			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May		Y	Drop down, select one		CDOL Month

			June				
			July				
			August				
			September				
			October				
			November				
			December				
			Don't know				
CUR0367774		Day	1		Y	Drop down, select one	CDOL Day
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10				
			11				
			12				
			13				
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			22				
			23				
			24				
			25				
			26				
			27				
			28				
			29				
			30				
			31				
			Don't know				
CUR0367775		Year	2020		Y	Drop down, select one	CDOL Year
			2019				
			2018				
			2017				
			2016				
			2015				
			2014				
			2013				
			2012				
			2011				
			2010				
			2009				
			2008				
			2007				
			2006				
			2005				
			2004				
			2003				
			2002				
			2001				
			2000				
			Don't know				
H AJ7571Q021		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				
H AJ7571Q024		Please tell us what we can improve in the process for filing a claim.			N	Text area, no char limit	OE_Improve
H AJ7571Q025		Have you filed and completed an NFIP claim before (not including this current claim)?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group* Previous Claim
			No				
H AJ7571Q026	A	Were you satisfied with your previous NFIP claim experience?	Yes		Y	Radio button, one-up vertical	Skip Logic Group* Prev Claim Sat
			No	B			
H AJ7571Q027	B	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
H AJ7571Q028	Demographics: Gender	What is your gender?	Male		N	Radio button, one-up vertical	Demos: Gender Fed Govt

			Female					
			Prefer not to respond					
HAJ7571Q029	Demographics: Age		Which category includes your age?	Under 18	N	Drop down, select one		Demos: 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	Y	Radio button, one-up vertical		Property Type
				Business				
				Other property				
HAJ7571Q031			Where did the flood loss occur?	Alabama	N	Drop down, select one	Skip Logic Group*	State
				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				A
				Utah				
				Vermont				
				Virginia				
				Washington				
				West Virginia				
				Wisconsin				
				Wyoming				
				Other				
				Prefer not to respond				
TAR0227291		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				

Model Name	NFIP Claim Filing Functional	Red & Strike-Through: Delete	
Model ID	VphFlkxBg40I4Qx0xJgtg4C	Underlined & Italicized: Re-order	
Partitioned	No	Pink: Addition	
Date	5/2/2018	Blue: Rework	

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
HAJ7571Q001			Was the communication and guidance you received on how to file your claim easy to understand?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Guidance Clarity
HAJ7571Q002		A	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	OE_Guidance Clarity
HAJ7571Q003			Was the process to file your claim simple?	Yes No Don't know		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
HAJ7571Q004		A	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 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		Y	Checkbox, one-up vertical	Skip Logic Group*	Primary Reason
RUS0305927		A	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 mainly use to file your claim?	Website Mobile site Email Call center Agent Other, please specify	B B C C A	Y	Radio button, one-up vertical	Skip Logic Group*	Report Loss
HAJ7571Q007		A	Please tell us how you filed your claim.			N	Text area, no char limit	Skip Logic Group*	OE_Report Method
HAJ7571Q008		B	How satisfied were you with your experience navigating the site for the information you needed to prepare your claim?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 Very Satisfied=10	B1 B1 B1 B1 B1	Y	Radio button, scale, no don't know	Skip Logic Group*	Site Navigation
HAJ7571Q009		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE_Site Navigation
HAJ7571Q010		C	Was the person you spoke with sympathetic to your situation?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Sympathetic
HAJ7571Q011		C	Was the person you spoke with knowledgeable about the process for filing a claim?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Knowledgeable
HAJ7571Q012		C	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		C	Was the person you spoke with courteous?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Rep/Agent Courteousness
HAJ7571Q014		C	Was your call answered promptly?	Yes No		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 filing your claim?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Additional Info
HAJ7571Q016		A	Were you able to find the information you needed?	Yes No	C	Y	Radio button, one-up vertical	Skip Logic Group*	Find Info
HAJ7571Q019		C	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?	Less than one week One to two weeks		Y	Radio button, one-up vertical		Filing Timing

			<p>More than two weeks</p> <p>Don't know</p> <p>Have not filed my claim yet</p>				
		<p>Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.</p> <p>Month</p>	<p>January</p> <p>February</p> <p>March</p> <p>April</p> <p>May</p> <p>June</p> <p>July</p> <p>August</p> <p>September</p> <p>October</p> <p>November</p> <p>December</p> <p>Don't know</p>		Y	Drop down, select one	CDOL Month
		Day	<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p> <p>9</p> <p>10</p> <p>11</p> <p>12</p> <p>13</p> <p>14</p> <p>15</p> <p>16</p> <p>17</p> <p>18</p> <p>19</p> <p>20</p> <p>21</p> <p>22</p> <p>23</p> <p>24</p> <p>25</p> <p>26</p> <p>27</p> <p>28</p> <p>29</p> <p>30</p> <p>31</p> <p>Don't know</p>		Y	Drop down, select one	CDOL Day
		Year	<p>2019</p> <p>2018</p> <p>2017</p> <p>2016</p> <p>2015</p> <p>2014</p> <p>2013</p> <p>2012</p> <p>2011</p> <p>2010</p> <p>2009</p> <p>2008</p> <p>2007</p> <p>2006</p> <p>2005</p> <p>2004</p> <p>2003</p> <p>2002</p> <p>2001</p> <p>2000</p> <p>Don't know</p>		Y	Drop down, select one	CDOL Year
HAJ7571Q021		Were you provided enough information on the website to complete the next step in the claims process?	<p>Yes</p> <p>No</p> <p>Don't know</p>		Y	Radio button, one-up vertical	Claim Empowerment

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 and completed an NFIP claim before (not including this current claim)?	Yes	A	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	B				
HAJ7571Q027		B	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					
				Prefer not to respond					
HAJ7571Q029	Demographics: Age		Which category includes your age?	Under 18		N	Drop down, select one		Demos: 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		Y	Radio button, one-up vertical		Property Type
				Business					
				Other property					
HAJ7571Q031			Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
				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	A				

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