

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: FEMA FIMA Claim Start
IA#: 30739
Date: 3/2/2022

SURVEY TYPE: Relationship

Survey Q#	Type#	Type Topic
1	Model	Satisfaction
2	Model	Meet expectations
3	Model	Compared to ideal
4	Model	Recommend
5	Model	Trust
6	Model	Renew
7	Custom	Adjustment Method
8	Custom	OE Adjustment Method
9	Custom	Guidance Clarity
10	Custom	OE_Guidance Clarity
11	Custom	Process Simplicity
12	Custom	OE_Process Simplicity
13	Custom	Primary Reason
14	Custom	OE_Primary Reason
15	Custom	Report Loss
16	Custom	OE_Report Method
17	Custom	Site Navigation
18	Custom	OE_Site Navigation
19	Custom	Rep/Agent Sympathetic
20	Custom	Rep/Agent Knowledgeable
21	Custom	Rep/Agent Obtain Assistance
22	Custom	Rep/Agent Courteousness
23	Custom	Call Answered Promptly
24	Custom	Additional Info
25	Custom	Find Info
26	Custom	OE_What Info Missing
27	Custom	CDOL Month
28	Custom	CDOL Day
29	Custom	CDOL Year
30	Custom	Claim Empowerment
31	Custom	OE_Improve
32	Custom	Previous Claim
33	Custom	Prev Claim Sat
34	Custom	OE_Not Sat
35	Custom	Demos: Gender Fed Govt
36	Custom	Demos: Age
37	Custom	Property Type
38	Custom	State

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VI Island