

## Welcome and Thank You Text

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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

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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

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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
- Evalua

### **Update Your Custom Questions?**

Discovered new questions to ask  
Key areas influence resource use  
Data 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><b>Welcome Text</b></p> <p>We understand that an adjuster recently visited your property in order to examine the flood damages you reported and complete your flood insurance claim. Please take our survey so that we can better understand your experience and, in turn, serve you better.</p>
<p><b>Thank You Text</b></p> <p>We greatly appreciate you taking the time to share your experience with us so that we will be well-informed of our policyholders' needs and improve the National Flood Insurance Program (NFIP).</p>
<p><b>Example Desktop</b></p> <div style="border: 1px solid black; padding: 10px;"><div style="text-align: right;"></div><p style="text-align: center;"><b>Customer Satisfaction Survey</b></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 style="border-top: 1px dashed black;"/><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><div style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></div></div>

**Model Name** NFIP Claim Adjustment  
**Model ID** pd8J5t9xxAYIABAgkpcR1w4C  
**Partitioned** No  
**Date** 2.7.2018  
**Model Version** NA

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
			<b>Satisfaction</b>		
		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)	4 Recommend Company	Recommend Company (1=Very Unlikely, 10=Very Likely) How likely are you to <b>recommend purchasing NFIP flood insurance to someone else?</b>
		2 Satisfaction - Expectations	How well does the NFIP process for filing a claim <b>meet your expectations?</b> (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 <b>ideal process for filing an insurance claim?</b> (1=Not Very Close, 10=Very Close)	5 Trust	Please rate your level of <b>trust in NFIP flood insurance.</b>
				6 Renew	Renew (1=Very Unlikely, 10=Very Likely) How likely are you to <b>renew</b> your NFIP policy again next year?

Model Name	NFIP Claim Adjustment
Model ID	pd8J5t9xxAYIABAgkpcR1w4C
Partitioned	No
Date	5/2/2018

QID	QUESTION META TAG	Skip From	Question Text
JHR7848Q001			Which recent event prompted you to file a flood claim?
CUR0367782			<p>Please indicate the <b>Claim Date of Loss</b> you reported by selecting the month, day and year below.</p> <p>Month</p>
CUR0367783			Day

CUR0367784			Year
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)
JHR7848Q004			Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report your loss?

JHR7848Q005			Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?
HOP0307647			Did your adjuster explain the claim estimate to you before he/she concluded your inspection?
CUR0403571			Did your adjuster discuss with you the amount of the payment he/she would recommend to your insurance company on your behalf?
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?
JHR7848Q008		<b>A</b>	Were the adjuster's instructions easy to understand?
JHR7848Q009		<b>A1</b>	Please tell us what was not easy to understand.
JHR7848Q010			After the adjuster completed your inspection, was the process to complete your claim simple?
JHR7848Q011		<b>B1</b>	Please tell us why you found completing your claim was not simple.
JHR7848Q012			After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?
JHR7848Q013		<b>A</b>	Where did you go to get the additional information that you needed? (Please select all that apply.)
JHR7848Q014		<b>A1</b>	How else did you seek additional information?

JHR7848Q015		<b>A</b>	Were you able to obtain the assistance you needed?
CUE0408091	fema_adjustment_method		My claim was adjusted using the following method:
CUE0408092	fema_oe_adjustment_method	<b>B1</b>	Please explain how your claim was adjusted.
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?
JHR7848Q017		<b>B1</b>	Please explain your reason for providing this rating.
JHR7848Q018			What mattered most to you during your flood claims process?
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.
JHR7848Q020		<b>A</b>	What other adjuster traits matter most to you?
JHR7848Q021	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.
JHR7848Q022	Demographics: Gender		What is your gender?



JHR7848Q023

Demographics:  
Age

Which category includes your age?

JHR7848Q024

Where did the flood loss occur?

TAR0227305		<b>A</b>	Specifically, where did the flood loss occur?

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

Answer Choices	Skip To	Required Y/N	Type
Ida		Y	Radio button, one-up vertical
Nicholas			
Henri			
Elsa			
Fred			
Hurricane event other than above			
Other flood event			
January		Y	Drop down, select one
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Don't know			
1		Y	Drop down, select one
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
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21			
22			

23			
24			
25			
26			
27			
28			
29			
30			
31			
Don't know			
2022		Y	Drop down, select
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			
Residential (single family home)		Y	Radio button, one-up vertical
Condominium, Townhome or Multi-family dwelling			
Mobile home			
Business or commercial			
Rental property			
Personal property			
Other			
The adjuster already completed the inspection		Y	Checkbox, one-up vertical
Completed my claim filing			
Checked the status of my claim			
Submitted supporting documentation for my loss			
Other			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			

8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Yes		Y	Radio button, one-up vertical
No			
Yes		Y	Radio button, one-up vertical
No			
Yes	A	Y	Radio button, one-up vertical
No			
Yes		Y	Radio button, one-up vertical
No	A1		
Don't know			
		N	Text area, no char limit
Yes		Y	Radio button, one-up vertical
No	B1		
Don't know			
		N	Text area, no char limit
Yes	A	Y	Radio button, one-up vertical
No			
Call center		Y	Checkbox, one-up vertical
Family or friend			
Local official			
Mobile app			
My agent			
My insurance carrier			
NFIP Handbook			
Website			
Other (please specify)	A1		
		N	Text area, no char limit

Yes		Y	Radio button, one-up vertical
No			
Adjuster visited my property and completed a physical inspection.		Y	Radio button, one-up vertical
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	<b>B1</b>		
		N	Text area, no char limit
1 = Very dissatisfied	<b>B1</b>	Y	Radio button, scale, no don't know
2	<b>B1</b>		
3	<b>B1</b>		
4	<b>B1</b>		
5	<b>B1</b>		
6	<b>B1</b>		
7			
8			
9			
10 = Very satisfied			
		N	Text area, no char limit
		N	Text area, no char limit
Ability to answer my questions		Y	Checkbox, one-up vertical
Candor/honesty			
Claim paperwork accuracy			
Clear, simple communication			
Empathy/understanding			
Flood insurance knowledge and expertise			
Listening actively to me			
Reliability			
Responsiveness			
Being on time for scheduled visit			
Thoroughness			
Spent adequate time assessing my situation			
Trust that they had my best interests at heart			
Other (please specify)	<b>A</b>		
		N	Text area, no char limit
		N	Text area, no char limit
Male		N	Radio button, one-up vertical
Female			
Prefer not to respond			

Under 18		N	Radio button, one-up vertical
18 - 24			
25 - 34			
35 - 44			
45 - 54			
55 - 64			
65 or older			
Prefer not to respond			
Alabama		N	Drop down, select one
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	<b>A</b>		
Utah			
Vermont			
Virginia			
Washington			
West Virginia			
Wisconsin			
Wyoming			
Other			
Prefer not to respond			
Saint Croix		N	Drop down, select one
Saint John			
Saint Thomas			
Prefer not to respond			





Special Instructions	CQ Label
	Event
	CDOL Month
	CDOL Day

	CDOL Year
	Property Type
	Claim Stages
	Adjuster Contacted

	Adjuster Visited
	Adjuster Sent Estimate
	Adjuster explain estimate
	Adjuster discuss amount
Skip Logic Group*	Adjuster Instructed
Skip Logic Group*	Adjuster Clarity
Skip Logic Group*	Adjuster Not Clear OE
Skip Logic Group*	Process Simplicity
Skip Logic Group*	OE_Process Simplicity
Skip Logic Group*	Help Needed Post Visit
Skip Logic Group*  Randomize  Anchor Answer Choice	Help Sought How
Skip Logic Group*	Help Sought How OE

Skip Logic Group*	Help Obtained
Skip Logic Group*	Adjustment Method
Skip Logic Group*	OE Adjustment Method
Skip Logic Group*	PH Adjuster SAT
Skip Logic Group*	OE PH Adjuster Low SAT
	PH-Matters Most
Skip Logic Group*	PH-Adjuster Matters Most
<b>LIMIT TO THREE</b>	
Randomize	
Anchor Answer Choice	
Skip Logic Group*	PH-Adjuster Matters Most OE
	Improve OE
	Demos: Gender

Demos: Age

Skip Logic Group\*

State

Skip Logic Group*	VI Island

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Partitioned	No
Date	5/2/2018

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CUR0367782			Please indicate the <b>Claim Date of Loss you reported</b> by selecting the month, day and year below.  Month
CUR0367783			Day

CUR0367784			Year
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .



JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)
JHR7848Q004			Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report your loss?
JHR7848Q005			Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?
HOP0307647			Did your adjuster explain the claim estimate to you before he/she concluded your inspection?
CUR0403571			Did your adjuster discuss with you the amount of the payment he/she would recommend to your insurance company on your behalf?
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?
JHR7848Q008		<b>A</b>	Were the adjuster's instructions easy to understand?
JHR7848Q009		<b>A1</b>	Please tell us what was not easy to understand.
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JHR7848Q011		<b>B1</b>	Please tell us why you found completing your claim was not simple.
JHR7848Q012			After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?
JHR7848Q013		<b>A</b>	Where did you go to get the additional information that you needed? (Please select all that apply.)

JHR7848Q014		<b>A1</b>	How else did you seek additional information?
JHR7848Q015		<b>A</b>	Were you able to obtain the assistance you needed?
CUE0408091	fema_adjustment_method		My claim was adjusted using the following method:
CUE0408092	fema_oe_adjustment_method	<b>B1</b>	Please explain how your claim was adjusted.
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JHR7848Q017		<b>B1</b>	Please explain your reason for providing this rating.
JHR7848Q018			What mattered most to you during your flood claims process?
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.

JHR7848Q020		<b>A</b>	What other adjuster traits matter most to you?
JHR7848Q021	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.
JHR7848Q022	Demographics: Gender		What is your gender?
JHR7848Q023	Demographics: Age		Which category includes your age?
JHR7848Q024			Where did the flood loss occur?

TAR0227305		<b>A</b>	Specifically, where did the flood loss occur?

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

Answer Choices	Skip To	Required Y/N	Type
<del>Imelda</del>		Y	Radio button, one-up vertical
Ida			
Nicholas			
Henri			
Elsa			
Fred			
Barry			
Harvey			
Irma			
Maria			
<del>Dorian</del>			
Laura			
Hanna			
Isaias			
Sally			
<del>Delta</del>			
Hurricane event other than above			
Other flood event			
January		Y	Drop down, select one
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Don't know			
1		Y	Drop down, select one
2			
3			
4			
5			
6			
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26			
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28			
29			
30			
31			
Don't know			
2021		Y	Drop down, select
2020			
2019			
2018			
2017			
2016			
2015			
2014			
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2011			
2010			
2009			
2008			
2007			
2006			
2005			
2004			
2003			
2002			
2001			
2000			
Don't know			
Residential (single family home)		Y	Radio button, one-up vertical
Condominium, Townhome or Multi-family dwelling			
Mobile home			
Business or commercial			
Rental property			
Personal property			
Other			

The adjuster already completed the inspection		Y	Checkbox, one-up vertical
Completed my claim filing			
Checked the status of my claim			
Submitted supporting documentation for my loss			
Other			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Yes		Y	Radio button, one-up vertical
No			
Yes		Y	Radio button, one-up vertical
No			
Yes	A	Y	Radio button, one-up vertical
No			
Yes		Y	Radio button, one-up vertical
No	A1		
Don't know			
		N	Text area, no char limit
Yes		Y	Radio button, one-up vertical
No	B1		
Don't know			
		N	Text area, no char limit
Yes	A	Y	Radio button, one-up vertical
No			
Call center		Y	Checkbox, one-up vertical
Family or friend			

Local official			
Mobile app			
My agent			
My insurance carrier			
NFIP Handbook			
Website			
Other (please specify)	<b>A1</b>		
		N	Text area, no char limit
Yes		Y	Radio button, one-up vertical
No			
Adjuster visited my property and completed a physical inspection.		Y	Radio button, one-up vertical
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	<b>B1</b>		
		N	Text area, no char limit
1 = Very dissatisfied	<b>B1</b>	Y	Radio button, scale, no don't know
	2	<b>B1</b>	
	3	<b>B1</b>	
	4	<b>B1</b>	
	5	<b>B1</b>	
	6	<b>B1</b>	
	7		
	8		
	9		
10 = Very satisfied			
		N	Text area, no char limit
		N	Text area, no char limit
Ability to answer my questions		Y	Checkbox, one-up vertical
Candor/honesty			
Claim paperwork accuracy			
Clear, simple communication			
Empathy/understanding			
Flood insurance knowledge and expertise			
Listening actively to me			
Reliability			
Responsiveness			
Being on time for scheduled visit			
Thoroughness			
Spent adequate time assessing my situation			
Trust that they had my best interests at heart			



Other (please specify)	A		
		N	Text area, no char limit
		N	Text area, no char limit
Male		N	Radio button, one-up vertical
Female			
Prefer not to respond			
Under 18		N	Radio button, one-up vertical
18 - 24			
25 - 34			
35 - 44			
45 - 54			
55 - 64			
65 or older			
Prefer not to respond			
Alabama		N	Drop down, select one
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	Drop down, select one
Saint John			
Saint Thomas			
Prefer not to respond			



Special Instructions	CQ Label
	Event
	CDOL Month
	CDOL Day

--

	CDOL Year
--	-----------

	Property Type
--	---------------

	Claim Stages
	Adjuster Contacted
	Adjuster Visited
	Adjuster Sent Estimate
	Adjuster explain estimate
	Adjuster discuss amount
Skip Logic Group*	Adjuster Instructed
Skip Logic Group*	Adjuster Clarity
Skip Logic Group*	Adjuster Not Clear OE
Skip Logic Group*	Process Simplicity
Skip Logic Group*	OE_Process Simplicity
Skip Logic Group*	Help Needed Post Visit
Skip Logic Group*	Help Sought How
Randomize	

Anchor Answer Choice	
Skip Logic Group*	Help Sought How OE
Skip Logic Group*	Help Obtained
Skip Logic Group*	Adjustment Method
Skip Logic Group*	OE Adjustment Method
Skip Logic Group*	PH Adjuster SAT
Skip Logic Group*	OE PH Adjuster Low SAT
	PH-Matters Most
Skip Logic Group* <b>LIMIT TO THREE</b>  Randomize	PH-Adjuster Matters Most

Anchor Answer Choice	
Skip Logic Group*	PH-Adjuster Matters Most OE
	Improve OE
	Demos: Gender
	Demos: Age
Skip Logic Group*	State

Skip Logic Group*	VI Island



Model Name NFIP Claim Adjustment  
 Model ID pd8J5t9xxAYIABAgkpcR1w4C  
 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
JHR7848Q001			Which recent event prompted you to file a flood claim?	Imelda <del>Ida</del> Barry Harvey Irma Maria Dorian Laura Hanna Isaiaas Sally Delta Hurricane event other than above Other flood event		Y	Radio button, one-up vertical		Event
CUR0367782			Please indicate the <b>Claim Date of Loss</b> 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
CUR0367783			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
CUR0367784			Year	2021 2020 2019 2018		Y	Drop down, select		CDOL Year

				2017					
				2016					
				2015					
				2014					
				2013					
				2012					
				2011					
				2010					
				2009					
				2008					
				2007					
				2006					
				2005					
				2004					
				2003					
				2002					
				2001					
				2000					
				Don't know					
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .	Residential (single family home)		Y	Radio button, one-up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling					
				Mobile home					
				Business or commercial					
				Rental property					
				Personal property					
				Other					
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)	The adjuster already completed the inspection		Y	Checkbox, one-up vertical		Claim Stages
				Completed my claim filing					
				Checked the status of my claim					
				Submitted supporting documentation for my loss					
				Other					
JHR7848Q004			Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report your loss?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Contacted
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q005			Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Visited
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
HOP0307647			Did your adjuster explain the claim estimate to you before he/she concluded your inspection?	Yes		Y	Radio button, one-up vertical		Adjuster explain estimate
				No					
CUR0403571			Did your adjuster discuss with you the amount of the payment he/she would recommend to your insurance company on your behalf?	Yes		Y	Radio button, one-up vertical		Adjuster discuss amount
				No					
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes	<b>A</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
				No					
JHR7848Q008		<b>A</b>	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	<b>A1</b>				
				Don't know					
JHR7848Q009		<b>A1</b>	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
JHR7848Q010			After the adjuster completed your inspection, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	<b>B1</b>				
				Don't know					
JHR7848Q011		<b>B1</b>	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity

JHR7848Q012			After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Help Needed Post Visit
				No					
JHR7848Q013		A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center		Y	Checkbox, one-up vertical	Skip Logic Group*	Help Sought How
				Family or friend				Randomize	
				Local official					
				Mobile app					
				My agent					
				My insurance carrier					
				NFIP Handbook					
				Website					
				Other (please specify)	A1			Anchor Answer Choice	
JHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
JHR7848Q015		A	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
				No					
CUE0408091	fema_adjustment_method		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	B1				
CUE0408092	fema_oe_adjustment_method	B1	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE Adjustment Method
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied	B1	Y	Radio button, scale, no don't know	Skip Logic Group*	PH Adjuster SAT
				2	B1				
				3	B1				
				4	B1				
				5	B1				
				6	B1				
				7					
				8					
				9					
				10 = Very satisfied					
JHR7848Q017		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
JHR7848Q018			What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions		Y	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
				Candor/honesty				LIMIT TO THREE	
				Claim paperwork accuracy				Randomize	
				Clear, simple communication					
				Empathy/understanding					
				Flood insurance knowledge and expertise					
				Listening actively to me					
				Reliability					
				Responsiveness					
				Being on time for scheduled visit					
				Thoroughness					
				Spent adequate time assessing my situation					
				Trust that they had my best interests at heart					
				Other (please specify)	A			Anchor Answer Choice	
JHR7848Q020		A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
JHR7848Q021	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.			N	Text area, no char limit		Improve OE
JHR7848Q022	Demographics: Gender		What is your gender?	Male		N	Radio button, one-up vertical		Demos: Gender
				Female					
				Prefer not to respond					
JHR7848Q023	Demographics: Age		Which category includes your age?	Under 18		N	Radio button, one-up vertical		Demos: Age
				18 - 24					
				25 - 34					
				35 - 44					
				45 - 54					
				55 - 64					

JHR7848Q024			Where did the flood loss occur?	65 or older Prefer not to respond 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 South Dakota Tennessee Texas US Virgin Islands Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond	N	Drop down, select one	Skip Logic Group*	State
TAR0227305		A	Specifically, where did the flood loss occur?	Saint Croix Saint John Saint Thomas Prefer not to respond	N	Drop down, select one	Skip Logic Group*	VI Island

Model Name	NFIP Claim Adjustment
Model ID	pd8J5t9xxAYIABAgkpcR1w4C
Partitioned	No
Date	5/2/2018

QID	QUESTION META TAG	Skip From	Question Text
JHR7848Q001			Which recent event prompted you to file a flood claim?
CUR0367782			<p>Please indicate the <b>Claim Date of Loss</b> you reported by selecting the month, day and year below.</p> <p>Month</p>
CUR0367783			Day

CUR0367784			Year
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)

JHR7848Q004			Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report your loss?
JHR7848Q005			Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?
HOP0307647			Did your adjuster explain the claim estimate to you before he/she concluded your inspection?
CUR0403571			Did your adjuster discuss with you the amount of the payment he/she would recommend to your insurance company on your behalf?
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?
JHR7848Q008		<b>A</b>	Were the adjuster's instructions easy to understand?
JHR7848Q009		<b>A1</b>	Please tell us what was not easy to understand.
JHR7848Q010			After the adjuster completed your inspection, was the process to complete your claim simple?
JHR7848Q011		<b>B1</b>	Please tell us why you found completing your claim was not simple.
JHR7848Q012			After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?
JHR7848Q013		<b>A</b>	Where did you go to get the additional information that you needed? (Please select all that apply.)

JHR7848Q014		<b>A1</b>	How else did you seek additional information?
JHR7848Q015		<b>A</b>	Were you able to obtain the assistance you needed?
CUE0408091	fema_adjustment_method		My claim was adjusted using the following method:
CUE0408092	fema_oe_adjustment_method	<b>B1</b>	Please explain how your claim was adjusted.
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?
JHR7848Q017		<b>B1</b>	Please explain your reason for providing this rating.
JHR7848Q018			What mattered most to you during your flood claims process?
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.
JHR7848Q020		<b>A</b>	What other adjuster traits matter most to you?
JHR7848Q021	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.



JHR7848Q022	Demographics: Gender		What is your gender?
JHR7848Q023	Demographics: Age		Which category includes your age?
JHR7848Q024			Where did the flood loss occur?

TAR0227305		<b>A</b>	Specifically, where did the flood loss occur?

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

Answer Choices	Skip To	Required Y/N	Type
Imelda		Y	Radio button, one-up vertical
Barry			
Harvey			
Irma			
Maria			
Dorian			
Laura			
Hanna			
Isaias			
Sally			
Delta			
Hurricane event other than above			
Other flood event			
January		Y	Drop down, select one
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Don't know			
1		Y	Drop down, select one
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			
2021		Y	Drop down, select
2020			
2019			
2018			
2017			
2016			
2015			
2014			
2013			
2012			
2011			
2010			
2009			
2008			
2007			
2006			
2005			
2004			
2003			
2002			
2001			
2000			
Don't know			
Residential (single family home)		Y	Radio button, one-up vertical
Condominium, Townhome or Multi-family dwelling			
Mobile home			
Business or commercial			
Rental property			
Personal property			
Other			
The adjuster already completed the inspection		Y	Checkbox, one-up vertical
Completed my claim filing			
Checked the status of my claim			
Submitted supporting documentation for my loss			

Other			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Yes		Y	Radio button, one-up vertical
No			
Yes		Y	Radio button, one-up vertical
No			
Yes	A	Y	Radio button, one-up vertical
No			
Yes		Y	Radio button, one-up vertical
No	A1		
Don't know			
		N	Text area, no char limit
Yes		Y	Radio button, one-up vertical
No	B1		
Don't know			
		N	Text area, no char limit
Yes	A	Y	Radio button, one-up vertical
No			
Call center		Y	Checkbox, one-up vertical
Family or friend			
Local official			
Mobile app			
My agent			
My insurance carrier			
NFIP Handbook			

Website			
Other (please specify)	<b>A1</b>		
		N	Text area, no char limit
Yes		Y	Radio button, one-up vertical
No			
Adjuster visited my property and completed a physical inspection.		Y	Radio button, one-up vertical
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	<b>B1</b>		
		N	Text area, no char limit
1 = Very dissatisfied	<b>B1</b>	Y	Radio button, scale, no don't know
2	<b>B1</b>		
3	<b>B1</b>		
4	<b>B1</b>		
5	<b>B1</b>		
6	<b>B1</b>		
7			
8			
9			
10 = Very satisfied			
		N	Text area, no char limit
		N	Text area, no char limit
Ability to answer my questions		Y	Checkbox, one-up vertical
Candor/honesty			
Claim paperwork accuracy			
Clear, simple communication			
Empathy/understanding			
Flood insurance knowledge and expertise			
Listening actively to me			
Reliability			
Responsiveness			
Being on time for scheduled visit			
Thoroughness			
Spent adequate time assessing my situation			
Trust that they had my best interests at heart			
Other (please specify)	<b>A</b>		
		N	Text area, no char limit
		N	Text area, no char limit

Male		N	Radio button, one-up vertical
Female			
Prefer not to respond			
Under 18		N	Radio button, one-up vertical
18 - 24			
25 - 34			
35 - 44			
45 - 54			
55 - 64			
65 or older			
Prefer not to respond			
Alabama		N	Drop down, select one
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	<b>A</b>		
Utah			
Vermont			
Virginia			
Washington			
West Virginia			
Wisconsin			
Wyoming			
Other			
Prefer not to respond			
Saint Croix		N	Drop down, select one
Saint John			
Saint Thomas			
Prefer not to respond			





Special Instructions	CQ Label
	Event
	CDOL Month
	CDOL Day

	CDOL Year
	Property Type
	Claim Stages

	Adjuster Contacted
	Adjuster Visited
	Adjuster Sent Estimate
	Adjuster explain estimate
	Adjuster discuss amount
Skip Logic Group*	Adjuster Instructed
Skip Logic Group*	Adjuster Clarity
Skip Logic Group*	Adjuster Not Clear OE
Skip Logic Group*	Process Simplicity
Skip Logic Group*	OE_Process Simplicity
Skip Logic Group*	Help Needed Post Visit
Skip Logic Group* Randomize	Help Sought How

Anchor Answer Choice	
Skip Logic Group*	Help Sought How OE
Skip Logic Group*	Help Obtained
Skip Logic Group*	Adjustment Method
Skip Logic Group*	OE Adjustment Method
Skip Logic Group*	PH Adjuster SAT
Skip Logic Group*	OE PH Adjuster Low SAT
	PH-Matters Most
Skip Logic Group*	PH-Adjuster Matters Most
<b>LIMIT TO THREE</b>	
Randomize	
Anchor Answer Choice	
Skip Logic Group*	PH-Adjuster Matters Most OE
	Improve OE

Demos: Gender

Demos: Age

Skip Logic Group\*

State

Skip Logic Group*	VI Island

Model Name NFIP Claim Adjustment  
 Model ID pd8J5t9xxAYIABAgkpcR1w4C  
 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
JHR7848Q001			Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Laura Hanna Isaias Sally Delta Hurricane event other than above Other flood event		Y	Radio button, one-up vertical		Event
CUR0367782			Please indicate the <b>Claim Date of Loss</b> 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
CUR0367783			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
CUR0367784			Year	2021 2020 2019		Y	Drop down, select one		CDOL Year

				2018					
				2017					
				2016					
				2015					
				2014					
				2013					
				2012					
				2011					
				2010					
				2009					
				2008					
				2007					
				2006					
				2005					
				2004					
				2003					
				2002					
				2001					
				2000					
				Don't know					
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .	Residential (single family home)		Y	Radio button, one-up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling					
				Mobile home					
				Business or commercial					
				Rental property					
				Personal property					
				Other					
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)	The adjuster already completed the inspection		Y	Checkbox, one-up vertical		Claim Stages
				Completed my claim filing					
				Checked the status of my claim					
				Submitted supporting documentation for my loss					
				Other					
JHR7848Q004			Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report your loss?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Contacted
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q005			Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Visited
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
HOP0307647			Did your adjuster explain the claim estimate to you before he/she concluded your inspection?	Yes		Y	Radio button, one-up vertical		Adjuster explain estimate
				No					
CUR0403571			Did your adjuster discuss with you the amount of the payment he/she would recommend to your insurance company on your behalf?	Yes		Y	Radio button, one-up vertical		Adjuster discuss amount
				No					
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
				No					
JHR7848Q008		A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	A1				
				Don't know					
JHR7848Q009		A1	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
JHR7848Q010			After the adjuster completed your inspection, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	B1				



JHR7848Q011		B1	Please tell us why you found completing your claim was not simple.	Don't know		N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
JHR7848Q012			After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Help Needed Post Visit
JHR7848Q013		A	Where did you go to get the additional information that you needed? (Please select all that apply.)	No					
				Call center		Y	Checkbox, one-up vertical	Skip Logic Group*	Help Sought How
				Family or friend				Randomize	
				Local official					
				Mobile app					
				My agent					
				My insurance carrier					
				NFIP Handbook					
				Website					
				Other (please specify)	A1			Anchor Answer Choice	
JHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
JHR7848Q015		A	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
				No					
CUE0408091	fema_adjustment_method		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	B1				
CUE0408092	fema_oe_adjustment_method	B1	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE Adjustment Method
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied	B1	Y	Radio button, scale, no don't know	Skip Logic Group*	PH Adjuster SAT
				2	B1				
				3	B1				
				4	B1				
				5	B1				
				6	B1				
				7					
				8					
				9					
				10 = Very satisfied					
JHR7848Q017		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
JHR7848Q018			What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions		Y	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
				Candor/honesty				LIMIT TO THREE	
				Claim paperwork accuracy					
				Clear, simple communication					
				Empathy/understanding				Randomize	
				Flood insurance knowledge and expertise					
				Listening actively to me					
				Reliability					
				Responsiveness					
				Being on time for scheduled visit					
				Thoroughness					
				Spent adequate time assessing my situation					
				Trust that they had my best interests at heart					
				Other (please specify)	A			Anchor Answer Choice	
JHR7848Q020		A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
JHR7848Q021	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.			N	Text area, no char limit		Improve OE
JHR7848Q022	Demographics: Gender		What is your gender?	Male		N	Radio button, one-up vertical		Demos: Gender
				Female					
				Prefer not to respond					
JHR7848Q023	Demographics: Age		Which category includes your age?	Under 18		N	Radio button, one-up vertical		Demos: Age

				18 - 24					
				25 - 34					
				35 - 44					
				45 - 54					
				55 - 64					
				65 or older					
				Prefer not to respond					
JHR7848Q024			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					
TAR0227305		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 Adjustment  
 Model ID pd8J5t9xxAYIABAgkpcR1w4C  
 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
JHR7848Q001			Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Laura Hanna Isaias Sally Delta Hurricane event other than above Other flood event		Y	Radio button, one-up vertical		Event
CUR0367782			Please indicate the <b>Claim Date of Loss</b> 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
CUR0367783			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
CUR0367784			Year	2020 2019 2018		Y	Drop down, select one		CDOL Year

				2017					
				2016					
				2015					
				2014					
				2013					
				2012					
				2011					
				2010					
				2009					
				2008					
				2007					
				2006					
				2005					
				2004					
				2003					
				2002					
				2001					
				2000					
				Don't know					
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .	Residential (single family home)		Y	Radio button, one-up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling					
				Mobile home					
				Business or commercial					
				Rental property					
				Personal property					
				Other					
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)	The adjuster already completed the inspection		Y	Checkbox, one-up vertical		Claim Stages
				Completed my claim filing					
				Checked the status of my claim					
				Submitted supporting documentation for my loss					
				Other					
JHR7848Q004			Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report your loss?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Contacted
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q005			Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Visited
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
HOP0307647			Did your adjuster explain the claim estimate to you before he/she concluded your inspection?	Yes		Y	Radio button, one-up vertical		Adjuster explain estimate
				No					
CUR0403571			Did your adjuster discuss with you the amount of the payment he/she would recommend to your insurance company on your behalf?	Yes		Y	Radio button, one-up vertical		Adjuster discuss amount
				No					
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
				No					
JHR7848Q008		A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	A1				
				Don't know					
JHR7848Q009		A1	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
JHR7848Q010			After the adjuster completed your inspection, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	B1				
				Don't know					

JHR7848Q011		B1	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
JHR7848Q012			After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Help Needed Post Visit
JHR7848Q013		A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center Family or friend Local official Mobile app My agent My insurance carrier NFIP Handbook Website Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Help Sought How
JHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
JHR7848Q015		A	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
CUE0408091	fema_adjustment_method		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	B1	Y	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
CUE0408092	fema_oe_adjustment_method	B1	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE Adjustment Method
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied 2 3 4 5 6 7 8 9 10 = Very satisfied	B1	Y	Radio button, scale, no don't know	Skip Logic Group*	PH Adjuster SAT
JHR7848Q017		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
JHR7848Q018			What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)	A	Y	Checkbox, one-up vertical	Skip Logic Group* LIMIT TO THREE Randomize Anchor Answer Choice	PH-Adjuster Matters Most
JHR7848Q020		A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
JHR7848Q021	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.			N	Text area, no char limit		Improve OE
JHR7848Q022	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender
JHR7848Q023	Demographics: Age		Which category includes your age?	Under 18 18 - 24		N	Radio button, one-up vertical		Demos: Age

			25 - 34						
			35 - 44						
			45 - 54						
			55 - 64						
			65 or older						
			Prefer not to respond						
JHR7848Q024			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					
TAR0227305		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 Adjustment  
 Model ID pd8J5t9xxAYIABAgkpcR1w4C  
 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
JHR7848Q001			Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Laura Hanna Isaias Sally Hurricane event other than above Other flood event		Y	Radio button, one-up vertical		Event
CUR0367782			Please indicate the <b>Claim Date of Loss you reported</b> 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
CUR0367783			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
CUR0367784			Year	2020 2019 2018 2017		Y	Drop down, select one		CDOL Year

				2016					
				2015					
				2014					
				2013					
				2012					
				2011					
				2010					
				2009					
				2008					
				2007					
				2006					
				2005					
				2004					
				2003					
				2002					
				2001					
				2000					
				Don't know					
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .	Residential (single family home)		Y	Radio button, one-up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling					
				Mobile home					
				Business or commercial					
				Rental property					
				Personal property					
				Other					
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)	The adjuster already completed the inspection		Y	Checkbox, one-up vertical		Claim Stages
				Completed my claim filing					
				Checked the status of my claim					
				Submitted supporting documentation for my loss					
				Other					
JHR7848Q004			Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report your loss?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Contacted
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q005			Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Visited
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
HOP0307647			Did your adjuster explain the claim estimate to you before he/she concluded your inspection?	Yes		Y	Radio button, one-up vertical		Adjuster explain estimate
				No					
CUR0403571			Did your adjuster discuss with you the amount of the payment he/she would recommend to your insurance company on your behalf?	Yes		Y	Radio button, one-up vertical		Adjuster discuss amount
				No					
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
				No					
JHR7848Q008		A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	A1				
				Don't know					
JHR7848Q009		A1	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
JHR7848Q010			After the adjuster completed your inspection, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	B1				
				Don't know					



JHR7848Q011		B1	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
JHR7848Q012			After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Help Needed Post Visit
JHR7848Q013		A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center Family or friend Local official Mobile app My agent My insurance carrier NFIP Handbook Website Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Help Sought How
JHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
JHR7848Q015		A	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
CUE0408091	fema_adjustment_method		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	B1	Y	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
CUE0408092	fema_oe_adjustment_method	B1	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE Adjustment Method
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied 2 3 4 5 6 7 8 9 10 = Very satisfied	B1	Y	Radio button, scale, no don't know	Skip Logic Group*	PH Adjuster SAT
JHR7848Q017		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
JHR7848Q018			What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)	A	Y	Checkbox, one-up vertical	Skip Logic Group* LIMIT TO THREE Randomize Anchor Answer Choice	PH-Adjuster Matters Most
JHR7848Q020		A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
JHR7848Q021	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.			N	Text area, no char limit		Improve OE
JHR7848Q022	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender
JHR7848Q023	Demographics: Age		Which category includes your age?	Under 18 18 - 24		N	Radio button, one-up vertical		Demos: Age

			25 - 34						
			35 - 44						
			45 - 54						
			55 - 64						
			65 or older						
			Prefer not to respond						
JHR7848Q024			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					
TAR0227305		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 Adjustment  
 Model ID pd8J5t9xxAYIABAgkpcR1w4C  
 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
JHR7848Q001			Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Laura Hanna Isaias Hurricane event other than above Other flood event		Y	Radio button, one-up vertical		Event
CUR0367782			Please indicate the <b>Claim Date of Loss you reported</b> 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
CUR0367783			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
CUR0367784			Year	2020 2019 2018 2017 2016		Y	Drop down, select one		CDOL Year

				2015					
				2014					
				2013					
				2012					
				2011					
				2010					
				2009					
				2008					
				2007					
				2006					
				2005					
				2004					
				2003					
				2002					
				2001					
				2000					
				Don't know					
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .	Residential (single family home)		Y	Radio button, one-up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling					
				Mobile home					
				Business or commercial					
				Rental property					
				Personal property					
				Other					
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)	The adjuster already completed the inspection		Y	Checkbox, one-up vertical		Claim Stages
				Completed my claim filing					
				Checked the status of my claim					
				Submitted supporting documentation for my loss					
				Other					
JHR7848Q004			Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report your loss?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Contacted
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q005			Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Visited
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
HOP0307647			Did your adjuster explain the claim estimate to you before he/she concluded your inspection?	Yes		Y	Radio button, one-up vertical		Adjuster explain estimate
				No					
CUR0403571			Did your adjuster discuss with you the amount of the payment he/she would recommend to your insurance company on your behalf?	Yes		Y	Radio button, one-up vertical		Adjuster discuss amount
				No					
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
				No					
JHR7848Q008		A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	A1				
				Don't know					
JHR7848Q009		A1	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
JHR7848Q010			After the adjuster completed your inspection, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	B1				
				Don't know					
JHR7848Q011		B1	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity

JHR7848Q012			After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Help Needed Post Visit
				No					
JHR7848Q013		A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center		Y	Checkbox, one-up vertical	Skip Logic Group*	Help Sought How
				Family or friend				Randomize	
				Local official					
				Mobile app					
				My agent					
				My insurance carrier					
				NFIP Handbook					
				Website					
				Other (please specify)	A1			Anchor Answer Choice	
JHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
JHR7848Q015		A	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
				No					
CUE0408091	fema_adjustment_method		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	B1				
CUE0408092	fema_oe_adjustment_method	B1	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE Adjustment Method
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied	B1	Y	Radio button, scale, no don't know	Skip Logic Group*	PH Adjuster SAT
				2	B1				
				3	B1				
				4	B1				
				5	B1				
				6	B1				
				7					
				8					
				9					
				10 = Very satisfied					
JHR7848Q017		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
JHR7848Q018			What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions		Y	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
				Candor/honesty				LIMIT TO THREE	
				Claim paperwork accuracy				Randomize	
				Clear, simple communication					
				Empathy/understanding					
				Flood insurance knowledge and expertise					
				Listening actively to me					
				Reliability					
				Responsiveness					
				Being on time for scheduled visit					
				Thoroughness					
				Spent adequate time assessing my situation					
				Trust that they had my best interests at heart					
				Other (please specify)	A			Anchor Answer Choice	
JHR7848Q020		A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
JHR7848Q021	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.			N	Text area, no char limit		Improve OE
JHR7848Q022	Demographics: Gender		What is your gender?	Male		N	Radio button, one-up vertical		Demos: Gender
				Female					
				Prefer not to respond					
JHR7848Q023	Demographics: Age		Which category includes your age?	Under 18		N	Radio button, one-up vertical		Demos: Age
				18 - 24					
				25 - 34					
				35 - 44					

			45 - 54						
			55 - 64						
			65 or older						
			Prefer not to respond						
JHR7848Q024			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					
TAR0227305		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 Adjustment  
 Model ID pd8J5t9xxAYIABAgkpcR1w4C  
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 Pink: Addition  
 Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
JHR7848Q001			Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Hurricane event other than above Other flood event		Y	Radio button, one-up vertical		Event
CUR0367782			Please indicate the <b>Claim Date of Loss you reported</b> 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
CUR0367783			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
CUR0367784			Year	2020 2019 2018 2017 2016 2015 2014 2013		Y	Drop down, select		CDOL Year

				2012					
				2011					
				2010					
				2009					
				2008					
				2007					
				2006					
				2005					
				2004					
				2003					
				2002					
				2001					
				2000					
				Don't know					
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .	Residential (single family home)		Y	Radio button, one-up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling					
				Mobile home					
				Business or commercial					
				Rental property					
				Personal property					
				Other					
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)	Adjuster completed visit		Y	Checkbox, one-up vertical		Claim Stages
				Completed my claim filing					
				Checked the status of my claim					
				Submitted supporting documentation for my loss					
				Other					
JHR7848Q004			Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report your loss?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Contacted
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q005			Approximately how long did it take for the adjuster to visit your property after he/she contacted you?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Visited
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she visited your property?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
HOP0307647			Did your adjuster explain the claim estimate to you before concluding his/her visit?	Yes		Y	Radio button, one-up vertical		Adjuster explain estimate
				No					
			Did your adjuster discuss with you the amount of the payment he/she would recommend to your insurance company on your behalf?	Yes		Y	Radio button, one-up vertical		Adjuster discuss amount
				No					
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following his/her visit to your property?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
				No					
JHR7848Q008		A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	A1				
				Don't know					
JHR7848Q009		A1	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
JHR7848Q010			After the adjuster visited your property, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	B1				
				Don't know					
JHR7848Q011		B1	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
JHR7848Q012			After the adjuster visited your property, did you need further assistance with the next steps for your claim?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Help Needed Post Visit
				No					



JHR7848Q013		A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center Family or friend Local official Mobile app My agent My insurance carrier NFIP Handbook Website Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Help Sought How
JHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
JHR7848Q015		A	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied 2 3 4 5 6 7 8 9 10 = Very satisfied	B1	Y	Radio button, scale, no don't know	Skip Logic Group*	PH Adjuster SAT
JHR7848Q017		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
JHR7848Q018			What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group* LIMIT TO THREE Randomize Anchor Answer Choice	PH-Adjuster Matters Most
JHR7848Q020		A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
JHR7848Q021	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.			N	Text area, no char limit		Improve OE
JHR7848Q022	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender
JHR7848Q023	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	Radio button, one-up vertical		Demos: Age
JHR7848Q024			Where did the flood loss occur?	Alabama Alaska American Samoa Arizona Arkansas California		N	Drop down, select one	Skip Logic Group*	State

				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					
TAR0227305		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 Adjustment  
 Model ID pd8J5t9xxAYIABAgkpcR1w4C  
 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
JHR7848Q001			Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Hurricane event other than above Other flood event		Y	Radio button, one-up vertical		Event
CUR0367782			Please indicate the <b>Claim Date of Loss you reported</b> 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
CUR0367783			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
CUR0367784			Year	2020 2019 2018 2017 2016 2015 2014 2013		Y	Drop down, select		CDOL Year

			2012						
			2011						
			2010						
			2009						
			2008						
			2007						
			2006						
			2005						
			2004						
			2003						
			2002						
			2001						
			2000						
			Don't know						
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .	Residential (single family home)		Y	Radio button, one-up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling					
				Mobile home					
				Business or commercial					
				Rental property					
				Personal property					
				Other					
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)	The adjuster already completed the inspection		Y	Checkbox, one-up vertical		Claim Stages
				Completed my claim filing					
				Checked the status of my claim					
				Submitted supporting documentation for my loss					
				Other					
JHR7848Q004			Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report your loss?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Contacted
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q005			Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Visited
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
HOP0307647			Did your adjuster explain the claim estimate to you before he/she concluded your inspection?	Yes		Y	Radio button, one-up vertical		Adjuster explain estimate
				No					
CUR0403571			Did your adjuster discuss with you the amount of the payment he/she would recommend to your insurance company on your behalf?	Yes		Y	Radio button, one-up vertical		Adjuster discuss amount
				No					
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
				No					
JHR7848Q008		A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	A1				
				Don't know					
JHR7848Q009		A1	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
JHR7848Q010			After the adjuster completed your inspection, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	B1				
				Don't know					
JHR7848Q011		B1	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
JHR7848Q012			After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Help Needed Post Visit
				No					

JHR7848Q013		A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center Family or friend Local official Mobile app My agent My insurance carrier NFIP Handbook Website Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Help Sought How
JHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
JHR7848Q015		A	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
			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		Y	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
		B1	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE Adjustment Method
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied 2 3 4 5 6 7 8 9 10 = Very satisfied		Y	Radio button, scale, no don't know	Skip Logic Group*	PH Adjuster SAT
JHR7848Q017		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
JHR7848Q018			What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group* LIMIT TO THREE Randomize Anchor Answer Choice	PH-Adjuster Matters Most
JHR7848Q020		A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
JHR7848Q021	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.			N	Text area, no char limit		Improve OE
JHR7848Q022	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender
JHR7848Q023	Demographics: Age		Which category includes your age?	Under 18 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64		N	Radio button, one-up vertical		Demos: Age

JHR7848Q024			Where did the flood loss occur?	65 or older Prefer not to respond		N	Drop down, select one	Skip Logic Group*	State
				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					
				South Dakota					
				Tennessee					
				Texas					
				US Virgin Islands		A			
				Utah					
				Vermont					
				Virginia					
				Washington					
				West Virginia					
				Wisconsin					
				Wyoming					
				Other					
				Prefer not to respond					
TAR0227305		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 Adjustment  
 Model ID pd8J5t9xxAYIABAgkpcR1w4C  
 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
JHR7848Q001			Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Hurricane event other than above Other flood event		Y	Radio button, one-up vertical		Event
CUR0367782			Please indicate the <b>Claim Date of Loss you reported</b> 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
CUR0367783			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
CUR0367784			Year	<del>2020</del> 2019 2018 2017 2016 2015 2014 2013		Y	Drop down, select		CDOL Year

				2012					
				2011					
				2010					
				2009					
				2008					
				2007					
				2006					
				2005					
				2004					
				2003					
				2002					
				2001					
				2000					
				Don't know					
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .	Residential (single family home)		Y	Radio button, one-up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling					
				Mobile home					
				Business or commercial					
				Rental property					
				Personal property					
				Other					
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)	Adjuster completed visit		Y	Checkbox, one-up vertical		Claim Stages
				Completed my claim filing					
				Checked the status of my claim					
				Submitted supporting documentation for my loss					
				Other					
JHR7848Q004			Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report your loss?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Contacted
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q005			Approximately how long did it take for the adjuster to visit your property after he/she contacted you?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Visited
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she visited your property?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
HOP0307647			Did your adjuster explain the claim estimate to you before concluding his/her visit?	Yes		Y	Radio button, one-up vertical		Adjuster explain estimate
				No					
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following his/her visit to your property?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
				No					
JHR7848Q008		A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	A1				
				Don't know					
JHR7848Q009		A1	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
JHR7848Q010			After the adjuster visited your property, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	B1				
				Don't know					
JHR7848Q011		B1	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
JHR7848Q012			After the adjuster visited your property, did you need further assistance with the next steps for your claim?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Help Needed Post Visit
				No					
JHR7848Q013		A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center		Y	Checkbox, one-up vertical	Skip Logic Group*	Help Sought How
				Family or friend				Randomize	
				Local official					



				Mobile app My agent My insurance carrier NFIP Handbook Website Other (please specify)									
JHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Anchor Answer Choice				Help Sought How OE
JHR7848Q015		A	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*					Help Obtained
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied 2 3 4 5 6 7 8 9 10 = Very satisfied	B1 B1 B1 B1 B1 B1	Y	Radio button, scale, no don't know	Skip Logic Group*					PH Adjuster SAT
JHR7848Q017		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*					OE PH Adjuster Low SAT
JHR7848Q018			What mattered most to you during your flood claims process?			N	Text area, no char limit						PH-Matters Most
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group*	LIMIT TO THREE Randomize				PH-Adjuster Matters Most
JHR7848Q020		A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	Anchor Answer Choice				PH-Adjuster Matters Most OE
JHR7848Q021	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.			N	Text area, no char limit						Improve OE
JHR7848Q022	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical						Demos: Gender
JHR7848Q023	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	Radio button, one-up vertical						Demos: Age
JHR7848Q024			Where did the flood loss occur?	Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia		N	Drop down, select one	Skip Logic Group*					State

				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					
TAR0227305		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 Adjustment  
 Model ID pd8J5t9xxAYIABAgkpcR1w4C  
 Partitioned No  
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 Pink: Addition  
 Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
JHR7848Q001			Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Hurricane event other than above Other flood event		Y	Radio button, one-up vertical		Event
			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
			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
			Year	2019 2018 2017 2016 2015 2014 2013		Y	Drop down, select one		CDOL Year

				2012					
				2011					
				2010					
				2009					
				2008					
				2007					
				2006					
				2005					
				2004					
				2003					
				2002					
				2001					
				2000					
				Don't know					
JHR7848Q002			Please tell us what type of property <b>sustained flood damage</b> .	Residential (single family home)		Y	Radio button, one-up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling					
				Mobile home					
				Business or commercial					
				Rental property					
				Personal property					
				Other					
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)	Adjuster completed visit		Y	Checkbox, one-up vertical		Claim Stages
				Completed my claim filing					
				Checked the status of my claim					
				Submitted supporting documentation for my loss					
				Other					
JHR7848Q004			Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report your loss?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Contacted
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q005			Approximately how long did it take for the adjuster to visit your property after he/she contacted you?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Visited
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she visited your property?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
HOP0307647			Did your adjuster explain the claim estimate to you before concluding his/her visit?	Yes		Y	Radio button, one-up vertical		Adjuster explain estimate
				No					
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following his/her visit to your property?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
				No					
JHR7848Q008		A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	A1				
				Don't know					
JHR7848Q009		A1	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
JHR7848Q010			After the adjuster visited your property, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	B1				
				Don't know					
JHR7848Q011		B1	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
JHR7848Q012			After the adjuster visited your property, did you need further assistance with the next steps for your claim?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Help Needed Post Visit
				No					
JHR7848Q013		A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center		Y	Checkbox, one-up vertical	Skip Logic Group*	Help Sought How
				Family or friend				Randomize	
				Local official					

				Mobile app My agent My insurance carrier NFIP Handbook Website Other (please specify)									
JHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Anchor Answer Choice				Help Sought How OE
JHR7848Q015		A	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*					Help Obtained
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied 2 3 4 5 6 7 8 9 10 = Very satisfied	B1	Y	Radio button, scale, no don't know	Skip Logic Group*					PH Adjuster SAT
JHR7848Q017		B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*					OE PH Adjuster Low SAT
JHR7848Q018			What mattered most to you during your flood claims process?			N	Text area, no char limit						PH-Matters Most
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group*	LIMIT TO THREE Randomize				PH-Adjuster Matters Most
JHR7848Q020		A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	Anchor Answer Choice				PH-Adjuster Matters Most OE
JHR7848Q021	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.			N	Text area, no char limit						Improve OE
JHR7848Q022	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical						Demos: Gender
JHR7848Q023	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	Radio button, one-up vertical						Demos: Age
JHR7848Q024			Where did the flood loss occur?	Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia		N	Drop down, select one	Skip Logic Group*					State

				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					
TAR0227305		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					