Welcome and Thank You Text

The text you see here will appear at the top and bottom of your survey. Default text is included and you may modify this text as needed.

Model Questions

As discussed during the kick-off call, the model questions are part of the ForeSee methodology. For consistency wit the model, these questions are standardized and have been tested and validated. Standardization of model questio allows benchmarking across companies/industries, and these questions are used in calculating scores and impacts.

Focus on the future behaviors; I've started with some that I believe are a good fit but we can certainly make adjustments. These are desired customer outcomes that are impacted by customer satisfaction.

Custom Questions

- Change Operational Approaches

- Mature Your Research

When reviewing the custom questions tab, keep in mind these questions are used for segmentation analysis of the model data. It is suggested that you add, delete or change custom questions over time, as your needs or business objectives change.

Focus Area #1: Achieving Actionable Data	W
Know what changes are being made based on the intelligenceChange Custom Questions so that stakeholders see a clear "must do"	Analy
Focus Area #2: Aligning Data to Business Strategies	Top-F
 Update your Custom Questions as business cycles change Integrate Executive Level questions to evaluate initiatives 	Open
·	Shift
Focus Area #3: Strategic and Tactical Value - Influence Board Room Decisions	Infori

□ Evalua

pdate Your Custom Questions?

ncovered new questions to ask
ty areas influence resource use
s for quantifiable recommendations
Seasonal Needs
Re-launch or Re-design
Vlarketing Initiatives



The text you see here will appear at the top and bottom of your survey, examples below. Default text is included and you may modify this text as needed.

Welcome and Thank You Text

Welcome Text

We understand that 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.

Thank You Text

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).

Example Desktop



Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Required questions are denoted by an *

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel

Submit

NFIP Claim Adjustment Model Name

NA

Model ID Partitioned Date Model Version

pd8J5t9xxAYIABAgkpcR1w4C 2.7.2018

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

Pink: Addition



Blue: Reword

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
		1 Satisfaction - Overall	Satisfaction What is your overall satisfaction with the process for filing a flood insurance claim with the NFIP? (1=Very Dissatisfied, 10=Very Satisfied)	4Recommend Company	Recommend Company (1=Very Unlikely, 10=Very Likely) How likely are you to recommend purchasing NFIP flood insurance to someone else?
		2 Satisfaction - Expectations	How well does the NFIP process for filing a claim meet your expectations? (1=Falls Short, 10=Exceeds)		Trust (1=Not at all Trustworthy, 10=Very Trustworthy)
		3 Satisfaction - Ideal	How does the NFIP process compare to an ideal process for filing an insurance claim? (1=Not Very Close, 10=Very Close)	5Trust	Please rate your level of trust in NFIP flood insurance.
				6Renew	(1=Very Unlikely, 10=Very Likely) How likely are you to renew 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
HR7848Q001			Which recent event prompted you to file a flood claim?
EUR0367782			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month
CUR0367783			Day

		l	
CUR0367784			Year
JHR7848Q002			Please tell us what type of property sustained flood damage .
JHR7848Q003			What tasks have you completed in the NFIP claims process?
311117040000			(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?
	I	I	I

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	А	Were the adjuster's instructions easy to understand?
JHR7848Q009	A1	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	B1	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	A	Where did you go to get the additional information that you needed? (Please select all that apply.)
JHR7848Q014	A1	How else did you seek additional information?

JHR7848Q015		Α	Were you able to obtain the assistance you needed?
CUE0408091	fema_adjustment_ method		My claim was adjusted using the following method:
CUE0408092	fema_oe_adjustm ent_method	B1	Please explain how your claim was adjusted.
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?
JHR7848Q017		B1	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		Α	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	A	Specifically, where did the flood loss occur?

Red & Strike-Through: Delete <u>Underlined & Italicized</u>: Re-order Pink: Addition

Blue: Reword

Ida Y Radio button, o up vertical Nicholas Henri Elsa Fred Hurricane event other than above Other flood event January Y Drop down, selone February March April May June July August September October November December Don't know 1 Y Drop down, selone	
Nicholas Henri Elsa Fred Hurricane event other than above Other flood event January February March April May June July August September October November December Don't know 1	
Nicholas Henri Elsa Fred Hurricane event other than above Other flood event January Y Drop down, selone February March April May June July August September October November December Don't know 1 Y Drop down, selone December	 ect
Elsa Fred Hurricane event other than above Other flood event January Y Drop down, selvent February March April May June July August September October November December Don't know 1 Y Drop down, selvent Y Drop down, s	 ect
Fred Hurricane event other than above Other flood event January Y Drop down, selvane February March April May June July August September October November December Don't know 1 Y Drop down, selvane Y Drop down, selva	 ect
Hurricane event other than above Other flood event January Y Drop down, selvone February March April May June July August September October November December Don't know 1 Y Drop down, selvone	 ect
Other flood event January Y Drop down, selvone February March April May June July August September October November December Don't know 1 Y Drop down, selvone	 ∋ct
January February March April May June July August September October November December Don't know 1 Prop down, selection one	ect
February March April May June July August September October November December Don't know 1	ect
March April May June July August September October November December Don't know 1 Y Drop down, selections and selections are selected as a selection of the se	
April May June July August September October November December Don't know 1 Y Drop down, selections and selections are selected as a selection of the selectio	
May June July August September October November December Don't know 1 Y Drop down, selections and selections are selected as a selection of the selection of t	
July August September October November December Don't know 1 Y Drop down, selections and selections are selected as a selection of the selec	
July August September October November December Don't know 1 Y Drop down, selections and selections are selected as a selection of the select	
August September October November December Don't know 1 Y Drop down, selections and selections are selected as a selection of the selection o	
September October November December Don't know 1 Y Drop down, selections and selections are selected as a selection of the s	
October November December Don't know 1 Y Drop down, selections and selections are selected by the selection of the selection	
November December Don't know 1 Y Drop down, selections and the selection of the selection	
December Don't know 1 Y Drop down, selections and the selection of the se	
Don't know 1 Y Drop down, sel-	
1 Y Drop down, sel-	
	ect
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
20 21	
22	

	 I	1 1
23		
24		
25		
26		
27		
28		
29		
30		
31		
Don't know	\ <u>\</u>	Duan dayun aalaat
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)	Υ	Radio button, one-
Trosacritica (Single Tariny Home)		up vertical
Condominium, Townhome or Multi-family dwelling		'
Mobile home		
Business or commercial		
Rental property		
Personal property		
Other		
The adjuster already completed the inspection	Υ	Checkbox, one-up
The second secon	·	vertical
Completed my claim filing		
Checked the status of my claim		
Submitted supporting documentation for my loss		
Other		
Within 3 days	Υ	Radio button, one-
	·	up vertical
4-7 days		
•	 ı	. '

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		Υ	Radio button, one- up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Yes		Υ	Radio button, one- up vertical
No			
Yes		Y	Radio button, one- up vertical
No			
Yes	A	Υ	Radio button, one- up vertical
No			
Yes		Υ	Radio button, one- up vertical
No	A1		
Don't know			
		N	Text area, no char limit
Yes		Υ	Radio button, one- up vertical
No	B1		
Don't know			
		N	Text area, no char limit
Yes	A	Υ	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		
Care (product opening)	712		
		N	Text area, no char limit
			-

Yes		Y	Radio button, one- up vertical
No			D 11 1 11
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			ap vertical
payment while awaiting a physical inspection.			
I approved and assisted in remote adjusting to receive final payment			
and conclude my claim.			
Other	B1	N1	Toyt organ pa shar
		Ν	Text area, no char limit
1 = Very dissatisfied	B1	Y	Radio button, scale,
			no don't know
2	D1		
2	B1 B1		
4	B1		
5	B1		
6	B1		
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)	Α		
		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
, ildadana	.,	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		
i GiiiSyivaila		

Puerto Rico		
Rhode Island		
South Carolina		
South Dakota		
Tennessee		
Texas		
US Virgin Islands	Α	
Utah		
Vermont		
Virginia		
Washington		
West Virginia		
Wisconsin		
Wyoming		
Other		
Prefer not to respond		
Saint Croix		Drop down, select one
Saint John		
Saint Thomas		
Prefer not to respond		



Special Instructions	
	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 Logio Croupt	OF Adjustment
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
LIMIT TO THREE	Matters Most
Randomize	
Anchor Answer Choice	
Skip Logic Group*	PH-Adjuster Matters Most OE
	Improve OE
	Domos: Candor
	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

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

CUR0367784		Vear
CUR0367784		Year
JHR7848Q002		Please tell us what type of property sustained flood damage .

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	Α	Were the adjuster's instructions easy to understand?
JHR7848Q009	A1	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	B1	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	Α	Where did you go to get the additional information that you needed? (Please select all that apply.)

JHR7848Q014		A1	How else did you seek additional information?
JHR7848Q015		А	Were you able to obtain the assistance you needed?
CUE0408091	fema_adjustment_ method		My claim was adjusted using the following method:
CUE0408092	fema_oe_adjustm ent_method	B1	Please explain how your claim was adjusted.
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?
JHR7848Q017		B1	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		Α	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	A	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	Туре
Imelda		Y	Radio button, one- up vertical
Ida			'
Nicholas			
Henri			
Elsa			
Fred			
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			
Мау			
June			
July			
August			
September]		
October			
November			
December]		
Don't know			
1		Υ	Drop down, select one
2]		
3]		
4]		
5]		
6]		
7]		
8]		
9]		
10			
11	1		I

10	1	I	1
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			1,5 1 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Mobile home			
Business or commercial			
Rental property		-	
Personal property Other			
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	Α	Y	Radio button, one- up vertical
No			
Yes		Υ	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	Α	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		
			T
		N	Text area, no char limit
Yes		Υ	Radio button, one-
		·	up vertical
No			
Adjuster visited my property and completed a physical inspection.		Υ	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	B1		
		Ν	Text area, no char
			limit
1 = Very dissatisfied	B1	Υ	Radio button, scale,
			no don't know
2	B1		
3	B1		
4	B1		
5	B1		
6	B1		
7			
8			
9			
10 = Very satisfied			
,		N	Text area, no char
			limit
		N	Text area, no char
			limit
Ability to answer my questions		Υ	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			
rest that they had my seet interests at heart			

Other (please specify)	Α		
		N	Toyt area no char
		IN	Text area, no char limit
		N	Text area, no char limit
Male		N	Radio button, one- up vertical
		-	up vertical
Prefer not to respond		-	
Under 18		N	Radio button, one- up vertical
18 - 24			
25 - 34		1	
35 - 44			
45 - 54			
55 - 64		1	
65 or older		1	
Prefer not to respond		1	
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			
F			

New Mexico			
New York			
North Carolina			
North Dakota			
Northern Mariana Islands			
Ohio			
Oklahoma			
Oregon			
Pennsylvania			
Puerto Rico			
Rhode Island			
South Carolina			
South Dakota			
Tennessee			
Texas			
US Virgin Islands	Α		
Utah			
Vermont			
Virginia			
Washington			
West Virginia			
Wisconsin			
Wyoming			
Other			
Prefer not to respond			
Saint Croix		Drop down, one	select
Saint John			
Saint Thomas			
Prefer not to respond			



Special Instructions	
	CDOL Month
	CDOL Day
	CDOL Day

 0001.7
CDOL Year
i
 Property Type
Property Type
Property Type
Property Type

	Claim Stages
	Adjuster Contacted
	Adjuster Visited
	Adiustor Cont
	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
Citip Logic Croup	Method
Skip Logic Group*	PH Adjuster SAT
Skip Logic Group	I II Aujustei SAT
Skip Logic Group*	OE PH Adjuster
,	Low SAT
	PH-Matters Most
Skip Logic Group*	PH-Adjuster
, ,	Matters Most
LIMIT TO THREE	
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
Skip Logic Group	vi islallu

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

Red & Strike-Through: Delete <u>Underlined & Italicized</u>: Re-order Pink: Addition

Blue: Reword



QID	QUESTION META TAG			Answer Choices	Skip To	1719	Туре	Special Instructions	
7848Q001			Which recent event prompted you to file a flood claim?	Imelda		Y	Radio button, one- up vertical		Event
				Ida			·		
				Barry		†			
				Harvey	_	+			
				Irma		†			
				Maria	_	+			
				Maria					
				Dorian					
				Laura					
				Hanna					
				Isaias		1			
				Sally		1			
				Delta		1			
				Hurricane event other than above	-	+			
				Other fleet event other than above		-			
				Other flood event					
0367782			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Y	Drop down, select one		CDOL Mont
				February					
			Month	March	1		1		1
			INOTICE		+				1
				April	4		1		1
				May	_		1		1
				June			1		1
				July			1		
				August	1		1		
				September	-				1
				October	+		1		1
					_				
				November					
				December					
				Don't know					
367783			Day	1		Y	Drop down, select		CDOL Day
				-			one		obol buy
				2	-		0.10		
				2	_				
				3					
				4					
				5					
				6					
				7	-				
				1					
				8	-				
				9	_				
				10					
				11					
				12					
				13					
				14	-		1		
					-		1		
				15	_		1		
				16			1		1
				17	1				1
				18			1		
				19	7				1
				20	-		1		1
					4		1		1
				21	4				1
				22	┙		1		1
				23			1		
				24	7		1		1
				25	-		1		
					+				1
				26	4		1		1
				27	_		1		1
				28	1		1		1
				29			1		1
				30	-		1		1
					-		1		
				31	4				1
				Don't know					1
367784			Year	2021		Y	Drop down, select		CDOL Yea
				2020	-				
							1		
	1	1	I .	2019	1	1	1	1	1
			1	2019					

1	1		1		_	i	1	1	
				2017					
				2016					
				2015					
				2014					
				2013					
				2012		ı			
				2011		ı			
				2010					
				2009	\dashv				
					-				
				2008	_				
				2007	_	ı			
				2006					
				2005					
				2004		ı			
				2003					
				2002	_				
				2001	-				
					_				
				2000	_				
				Don't know					
JHR7848Q002			Please tell us what type of property sustained flood damage.	Residential (single family home)		Υ	Radio button, one- up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling	1				
					1				
				Mobile home	+				
				Business or commercial	1				
				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					
					_	I			
				Submitted supporting documentation for my loss	_	ı			
				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		ı			
				8-14 days					
				More than two weeks					
				Don't know					
11 ID 70 40 000C			Ai		_		Dadia button and		Adiostas Cast
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	1				
				8-14 days					
				More than two weeks					
				Don't know					
HOP0307647			Did your adjuster explain the claim estimate to you before	Yes	1	Υ	Radio button, one-	 	Adjuster explain
1101 030/04/			he/she concluded your inspection?				up vertical		estimate
			<u></u>	No	1		4		1
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	1				
10070400007			Did your adjuster provide you with any instructions on the any		Α	V	Padio button or a	Skin Logic Croust	Adjustor
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes	Α	Y	Radio button, one- up vertical	SKIP LOGIC Group*	Adjuster Instructed
				No			4		
JHR7848Q008		Α	Were the adjuster's instructions easy to understand?	Yes		Υ	Radio button, one-	Skip Logic Group*	Adjuster Clarity
							up vertical		
				No	A1				
				Don't know					
JHR7848Q009		A1	Please tell us what was not easy to understand.			N	Text area, no char	Skip Logic Group*	Adjuster Not Clear
. (,				limit		OE
JHR7848Q010			After the adjuster completed your inspection, was the process	Yes		Υ	Radio button, one-	Skip Logic Group*	Process Simplicity
			to complete your claim simple?				up vertical		1
				No	B1				
				Don't know					
JHR78480011		R1	Please tell us why you found completing your claim was not	2011 Milow		N	Text area no char	Skin Logic Group*	OF Process
JHR7848Q011		B1	Please tell us why you found completing your claim was not simple.	Soft mon		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	Α	Y	Radio button, one- up vertical	Skip Logic Group*	Help Needed Pos Visit
JHR7848Q013		Α	Where did you go to get the additional information that you	No Call center		Y	Checkbox, one-up	Skip Logic Group*	Help Sought How
JHR7848Q013		А	needed? (Please select all that apply.)	Call center		Y	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	
				Other (pictage specify)	~-			Choice	
JHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
JHR7848Q015		Α	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
01150400004	formation to the second		Market and the state of the fall of the state of the stat	No No			D. F. L. H.	011111111111111111111111111111111111111	A di consent
CUE0408091	fema_adjustment_ method		My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection.		Υ	Radio button, one- up vertical	Skip Logic Group*	Adjustment Method
	metriou			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.			up verucai		Metriou
CUE0400002	farma an adimeter	D1	Diagon avalais havvasava alaisa vaan adiivatad	Other	B1	N.	T4	Chia Lania Casuat	OF A diverse and
CUE0408092	fema_oe_adjustm ent method	B1	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE Adjustment Method
JHR7848Q016	CITCHIOU		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
					D1				
				3	B1 B1				
					B1				
				5	B1				
				6					
				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		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
			unee quantes that you think matter most.	Candor/honesty			vertical	LIMIT TO THREE	Watters Wost
				Claim paperwork accuracy				LIWIT TO THREE	
				Clear, simple communication					
				Empathy/understanding				Randomize	
				Flood insurance knowledge and expertise				randomize	
				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)	Α			Anchor Answer	
JHR7848Q020		Α	What other adjuster traits matter most to you?			N	Text area, no char	Choice Skip Logic Group*	PH-Adjuster
JHR7848Q021	OE_Improve		If you have any ideas on how your NFIP claims experience			N	Text area, no char		Matters Most OE Improve OE
JHR7848Q022	Experience Demographics:		could be improved, please share them here. What is your gender?	Male		N	limit Radio button, one-		Demos: Gender
JI IN 1040QUZZ	Gender		what is your genuer:	maie Female		IN	up vertical		Demos. Gender
				Prefer not to respond					
JHR7848Q023	Demographics: Age		Which category includes your age?	Under 18		N	Radio button, one- up vertical		Demos: Age
	90			18 - 24			_p		
				25 - 34					
				35 - 44					
				45 - 54					
				55 - 64					
			· ·	L				•	

			65 or older	+				
JHR7848Q024		Where did the flood loss occur?	Prefer not to respond Alabama		N	Drop down, select	Skip Logic Group*	State
JHR7848Q024		where did the flood loss occur?	Alabama		IN	one one	Skip Logic Group	State
			Alaska					
			American Samoa					
			Arizona					
			Arkansas					
			California					
			Colorado					
			Connecticut					
			Delaware					
			District of Columbia					
			Florida					
			Georgia					
			Guam					
			Hawaii					
			Idaho					
			Illinois					
			Indiana					
			lowa					
			Kansas					
			Kentucky					
			Louisiana					
			Maine Maryland	_				
			Massachusetts Michigan	+				
			Minnesota	+				
			Mississippi					
			Missouri					
			Montana					
			Nebraska					
			Nevada					
			New Hampshire					
			New Jersey					
			New Mexico					
			New York					
			North Carolina					
			North Dakota					
			Northern Mariana Islands					
			Ohio					
			Oklahoma					
			Oregon					
			Pennsylvania					
			Puerto Rico					
			Rhode Island					
			South Carolina					
			South Dakota					
			Tennessee					
			Texas					
			US Virgin Islands	Α				
			Utah					
			Vermont					
			Virginia					
			Washington					
			West Virginia					
			Wisconsin					
			Wyoming					
			Other					
			Prefer not to respond					
R0227305	Α	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select	Skip Logic Group*	VI Island
			Caint Jahan			one		
			Saint John					
			Saint Thomas					
			Prefer not to respond					

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

CUR0367784		Year
COR0301104		i ea
JHR7848Q002		Please tell us what type of property sustained flood damage .
JHR7848Q003		What tasks have you completed in the NFIP claims process? (Please select all that apply.)
		(1. 10000 00100t dill tridt appriy.)
I	I	1

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	Α	Were the adjuster's instructions easy to understand?
JHR7848Q009	A1	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	B1	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	А	Where did you go to get the additional information that you needed? (Please select all that apply.)

JHR7848Q014		A1	How else did you seek additional information?
JHR7848Q015		Α	Were you able to obtain the assistance you needed?
CUE0408091	fema_adjustment_ method		My claim was adjusted using the following method:
CUE0408092	fema_oe_adjustm ent_method	B1	Please explain how your claim was adjusted.
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?
JHR7848Q017		B1	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		Α	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.

JHR7848Q023 Demographics: Which category includes your age? Age	
JHR7848Q024 Where did the flood loss occur?	

TAR0227305	A	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	Туре
Imelda		Υ	Radio button, one-
			up vertical
Barry			
Harvey			
Irma			
Maria			
Dorian			
Laura			
Hanna			
Isaias			
Sally			
Delta			
Hurricane event other than above			
Other flood event			
January		Υ	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			One
2 3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
170	1		1

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)	Υ	Radio button, one-
Troolderillar (Single ranning frome)		up vertical
Condominium, Townhome or Multi-family dwelling	1	'
Mobile home	†	
Business or commercial	1	
Rental property	1	
Personal property	1	
Other	1	
The adjuster already completed the inspection	Y	Checkbox, one-up
The adjuster aready completed the inspection	'	vertical
Completed my claim filing	1	
Checked the status of my claim	1	
Submitted supporting documentation for my loss	†	
Cashinasa supporting assumentation for my 1000	J	1

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		Υ	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	Α	Υ	Radio button, one- up vertical
No			
Yes		Υ	Radio button, one- up vertical
No	A1		
Don't know			
		N	Text area, no char limit
Yes		Υ	Radio button, one- up vertical
No	B1		
Don't know			
		N	Text area, no char limit
Yes	Α	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		
Other (picuse speelify)	7.1		
		N	Text area, no char
		1	limit
Yes		Υ	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.			
approved and assisted in remote adjusting to receive final payment			
and conclude my claim.			
Other	B1		
		N	Text area, no char
			limit
1 = Very dissatisfied	B1	Y	Radio button, scale,
			no don't know
2	B1		
3	B1		
4	B1		
5	B1		
6	B1		
7			
8			
g			
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)	Α		
		N	Text area, no char limit
			1
		N	Text area, no char

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	Α	
Utah		
Vermont		
Virginia		
Washington		
West Virginia		
Wisconsin		
Wyoming		
Other		
Prefer not to respond		
Saint Croix		Drop down, select one
Saint John		
Saint Thomas		
Prefer not to respond		



-	
Special Instructions	
	Event
	CDOL Month
	CDOL Day

1	Ī
CDOL Year	
 Property Type	
Claim Stages	

	I
	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* LIMIT TO THREE Randomize Anchor Answer Choice	PH-Adjuster Matters Most
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

FORESEE

QUESTION META TAG Required Y/N QID Skip From Question Text Answer Choices Skip To Special Instructions CQ Label Type JHR7848Q001 Which recent event prompted you to file a flood claim? Imelda Radio button, one-Event up vertical Barry Harvey Irma Maria Dorian Laura Hanna Isaias Sally Delta Hurricane event other than above Other flood event CUR0367782 Please indicate the **Claim Date of Loss you reported** by selecting the month, day and year below. January Drop down, select CDOL Month February Month March April May June July August September October November December Don't know CUR0367783 CDOL Day Day Drop down, select 13 15 16 19 Don't know CUR0367784 Year Drop down, select CDOL Year 2020 2019

	I I	I	loos o		I	1	ı	1
			2018		I			
			2017		i			
			2016		ı			
			2015 2014		ı			
			2014		i			
					ı			
			2012		ı			
			2011		ı			
			2010		ı			
			2009		ı			
			2008		ı			
			2007		ı			
			2006		ı			
			2005		ı			
			2004		ı			
			2003		ı			
			2002		ı			
			2001		ı			
			2000		ı			
			Don't know		ı			
JHR7848Q002		Please tell us what type of property sustained flood damage.	Residential (single family home)		Υ	Radio button, one-	+	Property Type
3HK7848Q002		Please tell us what type of property sustained nood damage.			· 	up vertical		Floperty Type
			Condominium, Townhome or Multi-family dwelling		I			
			Mobile home		ı			
			Business or commercial		ı			
			Rental property		I			
			Personal property		I			
			Other		I			
JHR7848Q003		What tasks have you completed in the NFIP claims process?	The adjuster already completed the inspection		Y	Checkbox, one-up		Claim Stages
0111110100000		(Please select all that apply.)			I	vertical		Jiaiii Stagoo
			Completed my claim filing		ı			
			Checked the status of my claim		ı			
			Submitted supporting documentation for my loss		I			
			Other			1	<u> </u>	1
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		ı			
			8-14 days		ı			
			More than two weeks		ı			
			Don't know		ı			
JHR7848Q005		Approximately how long did it take for the adjuster to complete	Within 3 days		Y	Radio button, one-		Adjustor Visited
3HK7646Q003		the inspection after he/she contacted you?			I	up vertical		Adjuster Visited
			4-7 days		ı			
			8-14 days		ı			
			More than two weeks		ı			
			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		I			
			8-14 days		İ			
			More than two weeks		I			
			Don't know	_	I			
HOP0307647		Did your adjuster explain the claim estimate to you hefers			Y	Padio button one	+	Adjustor cyclein
110F030/04/		Did your adjuster explain the claim estimate to you before he/she concluded your inspection?	Yes		T I	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		I			
JHR7848Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes	Α	Υ	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		ap vertical		
				AI				
		Diagon tell up what was not once to understand	Don't know		N.I.	Text area, no char	Ckin Logic Craust	Adjuster Net Cl-
111070400000	A1	Please tell us what was not easy to understand.			N	lext area, no char	Skip Logic Group*	Adjuster Not Clea
JHR7848Q009								
JHR7848Q009 JHR7848Q010		After the adjuster completed your inspection, was the process to complete your claim simple?	Yes No	B1	Y	Radio button, one- up vertical	Skip Logic Group*	Process Simplicity

				Don't know				011 1 1 0 1	0.5.5
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	Α	Y	Radio button, one- up vertical	Skip Logic Group*	Help Needed Po Visit
JHR7848Q013		Α	Where did you go to get the additional information that you	No Call center		Y	Checkbox, one-up	Skip Logic Group*	Help Sought Hov
			needed? (Please select all that apply.)	Family or friend			vertical	Randomize	
				Local official				Randonize	
				Mobile app					
				My agent					
				My insurance carrier					
				NFIP Handbook					
				Website					
				Other (please specify)	A1			Anchor Answer Choice	
IHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought Hov
HR7848Q015		Α	Were you able to obtain the assistance you needed?	Yes		Υ	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
				No			up verueur		
CUE0408091	fema_adjustment_		My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection.		Y	Radio button, one-	Skip Logic Group*	Adjustment
	method			I approved and assisted in remote adjusting to receive an advance			up vertical		Method
				payment while awaiting a physical inspection.					
				I approved and assisted in remote adjusting to receive final payment					
				and conclude my claim.					
:UE0408092	fama as adimetes	D1	Disease symbolic house or eleien uses adjusted	Other	B1	NI NI	Tout avec no abou	Clair Lagia Crount	OF Adirectors and
	fema_oe_adjustm ent method	B1	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE Adjustment Method
HR7848Q016			How satisfied were you with your experience working with the	1 = Very dissatisfied	B1	Υ	Radio button, scale	Skip Logic Group*	PH Adjuster SA
			adjuster to prepare your claim?	.,			no don't know	, , , , , , , , , , , , , , , , , , , ,	,,,,,,,
				2	B1				
				3	B1				
				4	B1				
				5	B1				
				6	B1				
				7					
				8					
				10 = Very satisfied					
HR7848Q017		B1	Please explain your reason for providing this rating.	10 - Very Sausiieu		N	Text area, no char	Skip Logic Group*	OE PH Adjuster
HR7848Q018			What mattered most to you during your flood claims process?			N	limit Text area, no char		Low SAT PH-Matters Mos
HR7848Q019			Which adjuster traits mattered most to you? Please pick up to	Ability to answer my questions		Y	limit Checkbox, one-up	Skip Logic Group*	DH Adjustor
HK1040Q019			three qualities that you think matter most.			1	vertical		PH-Adjuster Matters Most
				Candor/honesty				LIMIT TO THREE	
				Claim paperwork accuracy					
				Clear, simple communication				Daniel and and and	
				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)	Α			Anchor Answer Choice	
HR7848Q020		Α	What other adjuster traits matter most to you?			N	Text area, no char	Skip Logic Group*	PH-Adjuster
HR7848Q021	OE_Improve		If you have any ideas on how your NFIP claims experience			N	limit Text area, no char		Matters Most OE Improve OE
	Experience		could be improved, please share them here.	<u> </u>			limit		
IHR7848Q022	Demographics: Gender		What is your gender?	Male		N	Radio button, one- up vertical		Demos: Gender
				Female					
	1			Prefer not to respond			1		
JHR7848Q023	Demographics:		Which category includes your age?	Under 18		N	Radio button, one-		Demos: Age

1	1	ı	1	1		ı	1	1	1
				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		-	one		
						-			
				American Samoa Arizona		-			
				Arkansas		-			
				California					
				Colorado		-			
						-			
				Connecticut Delaware		-			
				District of Columbia		-			
				Florida		-			
						-			
				Georgia		-			
				Guam Hawaii					
				Idaho					
				Illinois					
				Indiana					
				lowa					
				Kansas					
				Kentucky					
				Louisiana		-			
				Maine		-			
				Maryland		-			
				Massachusetts					
				Michigan					
				Minnesota					
				Mississippi		-			
				Missouri		-			
				Montana		-			
				Nebraska		-			
				Nevada					
				New Hampshire					
				New Jersey		4			
				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		Α	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select	Skip Logic Group*	VI Island
							one		
				Saint John					
				Saint Thomas					
				Prefer not to respond					

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

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

Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip From		Answer Choices	Skip To	1714	Туре	Special Instructions	_
HR7848Q001			Which recent event prompted you to file a flood claim?	Imelda		Y	Radio button, one- up vertical		Event
				Barry					
				Harvey					
				Irma					
				Maria					
				Dorian					
				Laura					
				Hanna					
				Isaias					
				Sally					
				Delta					
				Hurricane event other than above					
				Other flood event					
IR0367782			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Υ	Drop down, select one		CDOL Month
				February	1				
			Month	March	1				
			I I I I I I I I I I I I I I I I I I I	April	1				
					4				
				May	1				
				June	_				
				July	1				
				August	1				
				September	1				
				September	-				
				October					
				November					
				December	1				
				Don't know	1				
R0367783			Day	1		Y	Drop down, select		CDOL Day
KU301103			Day	1		T T	one		CDOL Day
				2					
				3	1				
				1	1				
				-	+				
				5	4				
				6					
				7					
				8	1				
				0	1				
				9	-				
				10	4				
				11					
				12					
				13	1				
				14	+				
					+				
				15	1				
				16	1				
				17					
				18	1				
				19	+				
					4				
				20	1				
				21	1				
				22	1				
				23	1				
					+				
				24	4				
				25	1				
				26					
				27	1				
				20	+				
				28	4				
				29	1				
				30	1				
				31	1				
					+				
				Don't know	-		L		<u> </u>
		1	Year	2020	1	Υ	Drop down, select		CDOL Year
R0367784	0367784								
R0367784				2019	1				

1 1	I		I	2017	1 1		I	İ	1
				2017	1				
				2015	1				
				2014	1				
				2013	1				
				2012	1				
				2011	1				
				2010					
				2009					
				2008					
				2007	1				
				2006	1				
				2005	1				
				2004	1				
				2003					
				2002	1				
				2001	1				
				2000	1				
				Don't know					
JHR7848Q002			Please tell us what type of property sustained flood damage.	Residential (single family home)		Υ	Radio button, one- up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling			up vertical		
				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		Υ	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	Within 3 days		Y	Radio button, one-		Adjuster
or in the design of			after you contacted your agent or flood insurance company to report your loss?			·	up vertical		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		Υ	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		Υ	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		Υ	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
			benan:	No .	 				
JHR7848Q007			Did your adjuster provide you with any instructions on the next	Yes	Α	Υ	Radio button, one-	Skip Logic Group*	Adjuster
5.11(1040Q001			steps for your claim, following your inspection?	No No			up vertical	Chip Logic Group	Instructed
JHR7848Q008		۸		Yes		V	Dodio button	Ckin Logic Craust	Adjustor Clarity
JHK7848QUU8		Α	Were the adjuster's instructions easy to understand?			Y	Radio button, one- up vertical	Skip Logic Group*	Adjuster Clarity
				No Don't know	A1				
JHR7848Q009		A1	Please tell us what was not easy to understand.			N	Text area, no char	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		ap vertical		
				Don't know					
				DOLL VILON					

	A	simple. After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?	Yes	Α	Y	Radio button, one- up vertical	Skip Logic Group*	Simplicity Help Needed Post Visit
	A		No					
		Where did you go to get the additional information that you	Call center		Y		Skip Logic Group*	Help Sought How
		needed? (Please select all that apply.)	Family as files d			vertical	Dandania	
<i>i</i>			Family or friend				Randomize	
<i>i</i>			Local official Mobile app					
<i>i</i>								
<i>i</i>								
<i>i</i>			NFIP Handbook					
<i>i</i>			Website					
			Other (please specify)	A1			Anchor Answer Choice	
	A1	How else did you seek additional information?			N	Text area, no char	Skip Logic Group*	Help Sought How OE
	Α	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one-	Skip Logic Group*	Help Obtained
			No			up vertical		
fema_adjustment_		My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection.		Y	Radio button, one-	Skip Logic Group*	Adjustment Method
			I approved and assisted in remote adjusting to receive an advance			ap voraga.		meaned
			I approved and assisted in remote adjusting to receive final payment					
				B1				
fema_oe_adjustm	B1	Please explain how your claim was adjusted.			N		Skip Logic Group*	OE Adjustment Method
in_metriou		How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied	B1	Υ		Skip Logic Group*	PH Adjuster SAT
			2	D1				
			2					
			3					
			5					
			6					
			7					
			8					
			9					
			10 = Very satisfied					
	B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
		What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
		Which adjuster traits mattered most to you? Please pick up to	Ability to answer my questions		Υ	Checkbox, one-up	Skip Logic Group*	PH-Adjuster Matters Most
		three quantes that you think matter most.	Candor/honesty			Vertical	LIMIT TO THREE	Watters Wost
			Empathy/understanding				Randomize	
			Flood insurance knowledge and expertise					
				Α			Anchor Answer	
			Same (present)				Choice	
	Α	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
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
		What is your gender?	Male		N	Radio button, one-		Demos: Gender
Demographics:		what is your gender?				un vertical		
		what is your gender?				up vertical		
Demographics:		what is your gender?	Female			up vertical		
Demographics:		Which category includes your age?			N	Radio button, one- up vertical		Demos: Age
fe	method -	ema_adjustment_nethod ema_oe_adjustm ent_method B1 B1	My claim was adjusted using the following method: Please explain how your claim was adjusted.	My gent My insurance carrier NFIP Handbook Myebsite Other (please specify) A1 How else did you seek additional information? A2 Were you able to obtain the assistance you needed? Why claim was adjusted using the following method: A3 Adjuster visited my property and completed a physical inspection. A4 Adjuster visited my property and completed a physical inspection. A4 Adjuster visited my property and completed a physical inspection. A5 Adjuster visited my property and completed a physical inspection. A6 Adjuster visited my property and completed a physical inspection. A6 Adjuster visited my property and completed a physical inspection. A6 Adjuster visited my property and completed a physical inspection. A6 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 Adjuster visited my property and completed a physical inspection. A7 A Vere visited my property and completed a physical inspection. A7 A Vere visited my property and completed a physical inspection.	My gent My insurance carrier NFF Plandbook Website Other (please specify) A1 How else did you seek additional information? A Were you able to obtain the assistance you needed? Yes 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 awarding a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awarding a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awarding a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awarding a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awarding a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awarding a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awarding a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awarding a physical inspection. Bb1 Please explain how your claim was adjusted. I a Very dissatisfied B1 Yes y dissatisfied A	My agent My manurance carrier My insurance carrier	My signary and the second of the second seco	My speral My speral My resonance centries May resonance centries My

Sc64 Sc54 Sc.	I	1 1		25 - 34	1	ı	T	I	1
Go _ Ed.						-			
Dec 64 Control to trapport Control to				45 - 54		1			
Signature State				55 - 64		1			
Peter not orregord Name				65 or older					
Abstract Ansiers Service Ansiers Ansie						1			
Accided American Services Anterior Ante	JHR7848Q024	V	Where did the flood loss occur?	Alabama		N	Drop down, select	Skip Logic Group*	State
Asserting Senting Asserting						one			
Accross Accross Colorably Controlled Control									
A SouthCody where did the food loss seasor? A SouthCody South Sou									
Customs Cust									
Convertication Conv									
Conventional Columnia Colum						-			
Distract of Counting Distract of Counting Distract of Counting Distract of Counting Distract of Counting Distract of Counting Distract of Counting Distract of Counting Distract D						-			
District of Columbia Ploratio Geograp Heavail Idelab Illinos						-			
Florida Corregio Control Contr						-			
Georgia Guam						-			
Eusem Helword Hollow Ho						-			
Harvail Stebb Stebb Stebb Stebb Stebb Stebb Stervie Cove Kansos Kensos Massaruets Kensos Feeredia Fee						1			
Italino Illinois Illi									
Infois Infoirm									
Indians Indian									
Command Comm									
Karnass									
Remarksy									
Louisienae				Kentucky					
Manage Mayarland Massachusets Mayarland Massachusets Minimencica Minimencica Minimencica Massachusets Minimencica Minimencica Massachusets Minimencica Minim									
Massachusetts									
Michigan Minesota				Maryland					
Minnesota Mississippi Missouri Mindertana Metraska Mississippi Missouri Mindertana Metraska Mevarda Mississippi Mi				Massachusetts					
Minnesotia Minssissippi Missouri Minssouri Min				Michigan					
Missouri Montana Nebraska New Hampshire New Jersey New Jer				Minnesota					
Mortanaa Nebraska Nevada Nevada New Hampshire New Hempshire New Hempshire New Mexico Neer Yoft North Carolina North Dakota North Dakota Northen Metinas Islands O'Rio O'Rio O'Rio O'Rio O'Rio O'Rio O'Rio O'Rio O'Rio O'Rio South Carolina Puerto Rico Phode Island South Dakota Tennessee Texas US Virgin Islands Utah Vermont Virginia Mashington Mest virginia Meshington Mest virginia Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Mest virginia Meshington Meshin				Mississippi					
Net Net Net Net Net Net Net Net Net Net									
Nevada Nev Hampshire Nev Jersey Nev Jersey Nev Mexico New York Nort Carolina North Deak Mariana Islands North Deak Mariana Islands North Deak Mariana Islands North Deak Mariana Islands North Carolina N									
New Jersey New Mexico New York North Carolina North Carolina North Carolina North Carolina North Carolina North Carolina North Carolina North Carolina North Carolina North Carolina North Carolina North Carolina North Carolina Okatoma Oregon Pennsylvania Puero Rico Rithode Island South Carolina South Dakota Tennessee Texas Us virgin Islands Us Virgin Islands Us Virginia Washington West Virginia Washington West Virginia Wisconsin North Carolina North Carolina Suith Carolina Suith Carolina Suith Carolina Suith Carolina North Carolina Suith Carolina Suith Carolina North Carolina Suith Carolina Suith Carolina North Carolina Suith Carolina North Carolina Suith Carolina Suith Crok North Carolina Suith Crok North Carolina Suith Crok North Carolina Suith Crok Suith Cro									
New Jersey New Mexico New Mexico New Mexico New Mexico New Mexico North Carolina North Dakota North Parket North Carolina North Mariana Islands Orbio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina South Carolina South Carolina South South South Mariana Puerto Rico Tennessee Texas US Virgin Islands A Utah Vermont Virginia Washington West Virginia Washington West Virginia West Virginia Wisconsin Wycoming Orther Prefer not orespond N Drop down, select Skip Logic Group* VI Island one Saint John Sa				Nevada					
New Mexico New York North Carolina North Carolina North Carolina North Carolina North Carolina Northern Mariana Islands Northern Mariana I									
New York North Carolina North Dakota North Dakota Northern Marana Islands Online Odarbona Odegona Odegona Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas Using Islands Using Islands Vermont Ve						-			
North Carolina North Dakota Northern Mariana Islands Northern Maria				New Mexico		-			
North Dakota Northern Mariana Islands Discount Northern Mariana Islands Discount Northern Mariana Islands Discount D						-			
Northern Mariana Islands						+			
Ohio						-			
A Specifically, where did the flood loss occur? Saint John Sai						1			
Coregon						1			
Pennsylvania						1			
Puerto Rico									
Rhode Island									
South Carolina South Dakota Tennessee South Dakota South Carolina South Dakota South Carolina South Dakota South Carolina South Dakota 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 John Saint Thomas									
Texas				South Dakota					
US Virgin Islands									
Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond TAR0227305 A Specifically, where did the flood loss occur? Saint Croix Saint John Saint Thomas									
Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond Saint John Saint Thomas Saint T					Α				
Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond TAR0227305 A Specifically, where did the flood loss occur? Saint John Saint Thomas Virginia N Drop down, select one Skip Logic Group* VI Island One									
Washington West Virginia Wisconsin Wyoming Other Prefer not to respond A Specifically, where did the flood loss occur? Saint Croix Saint John Saint Thomas N Drop down, select one Skip Logic Group* VI Island One									
West Virginia Wisconsin Wisconsin Wyoming Other Prefer not to respond				Virginia					
Wisconsin Wyoming Other Prefer not to respond TAR0227305 A Specifically, where did the flood loss occur? Saint John Saint Thomas Wisconsin Wyoming Other Prefer not to respond Saint John Saint Thomas N Drop down, select one Skip Logic Group* VI Island one				Washington					
Wyoming Other Prefer not to respond TAR0227305 A Specifically, where did the flood loss occur? Saint John Saint Thomas Specifically, where did the flood loss occur? Saint John Saint Thomas				west Virginia					
TAR0227305 A Specifically, where did the flood loss occur? Saint Croix Saint John Saint Thomas Other Prefer not to respond N Drop down, select one Skip Logic Group* VI Island one				Wisconsin					
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 One VI Island				wyoming					
TAR0227305 A Specifically, where did the flood loss occur? Saint Croix Drop down, select one Saint John Saint Thomas									
Saint John Saint Thomas	TAR0227305	Δ	Specifically, where did the flood loss occur?	Saint Croix		NI	Dron down select	Skin Logic Group*	VI Island
Saint John Saint Thomas	17110221303	A	opeomodity, where did the nood loss occur?	Guill GIOIX		IN	one	Skip Logic Group"	v i isiaiiu
Saint Thomas				Saint John					
Prefer not to respond				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



QUESTION META TAG Required Y/N QID Skip From Question Text Answer Choices Skip To Special Instructions CQ Label Type JHR7848Q001 Which recent event prompted you to file a flood claim? Imelda Radio button, one-Event up vertical Barry Harvey Irma Maria Dorian Laura Hanna Isaias Sally Hurricane event other than above Other flood event CUR0367782 Please indicate the Claim Date of Loss you reported by January Drop down, select CDOL Month selecting the month, day and year below. February March Month April May June July August September October November December Don't know CUR0367783 CDOL Day Day Drop down, select one 11 14 16 17 20 30 Don't know 2020 CUR0367784 CDOL Year Year Drop down, select 2019 2018 2017

1 1	1			2016			I	I.	I
				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 sustained flood damage			Υ	Padio button, one		Broporty Typo
JHR 7646Q002			Please tell us what type of property sustained flood damage .	Residential (single family home)		1	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		Υ	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		Υ	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		Υ	Radio button, one- up vertical		Adjuster Visited
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
1LID70400000			A more viscostali. In avvilone edial it talva ta vanni va tha andivistanta		_		Dadia huttan ana		Adiustas Cant
JHR7848Q006			Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?	Within 3 days		Υ	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 astimate to you before	Yes		Υ	Padio button one	+	Adjuster evaluin
11050307047			Did your adjuster explain the claim estimate to you before he/she concluded your inspection?			ī	Radio button, one- up vertical		Adjuster explain estimate
				No			_		1
CUR0403571			Did your adjuster discuss with you the amount of the payment he/she would recommend to your insurance company on your behalf?	Yes		Υ	Radio button, one- up vertical		Adjuster discuss amount
	1			No	\dashv				
			Bid	No No			Dealle leve	Object and O	A -11:
11 ID 70 40000			Did your adjuster provide you with any instructions on the next	Yes	A	Υ	Radio button, one- up vertical	Skip Logic Group*	Adjuster Instructed
JHR7848Q007			steps for your claim, following your inspection?						
			steps for your claim, following your inspection?	No					
JHR7848Q007 JHR7848Q008						Y	Radio button, one- up vertical	Skip Logic Group*	Adjuster Clarity
			steps for your claim, following your inspection?	No Yes	A1	Y	Radio button, one-	Skip Logic Group*	Adjuster Clarity
			steps for your claim, following your inspection?	No Yes No	A1	Y	Radio button, one-	Skip Logic Group*	Adjuster Clarity
JHR7848Q008		A	steps for your claim, following your inspection? Were the adjuster's instructions easy to understand?	No Yes	A1		Radio button, one- up vertical		
JHR7848Q008 JHR7848Q009		A \1	steps for your claim, following your inspection? Were the adjuster's instructions easy to understand? Please tell us what was not easy to understand.	No Yes No Don't know	A1	N	Radio button, one- up vertical Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
JHR7848Q008		A \1	steps for your claim, following your inspection? Were the adjuster's instructions easy to understand? Please tell us what was not easy to understand.	No Yes No Don't know Yes			Radio button, one- up vertical Text area, no char		Adjuster Not Clear
JHR7848Q008 JHR7848Q009		A \1	were the adjuster's instructions easy to understand? Please tell us what was not easy to understand. After the adjuster completed your inspection, was the process	No Yes No Don't know	A1 B1	N	Radio button, one- up vertical Text area, no char limit Radio button, one-	Skip Logic Group*	Adjuster Not Clear OE

		simple.				limit		Simplicity
		After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?	Yes	Α	Υ	Radio button, one- up vertical	Skip Logic Group*	Help Needed Post Visit
	Α	Where did you go to get the additional information that you	No Call center		Y		Skip Logic Group*	Help Sought How
		needed? (Please select all that apply.)	Family as files d			vertical	Dandania	
							Randomize	
			NFIP Handbook					
			Website					
			Other (please specify)	A1			Anchor Answer Choice	
	A1	How else did you seek additional information?			N	Text area, no char	Skip Logic Group*	Help Sought How OE
	Α	Were you able to obtain the assistance you needed?	Yes		Y		Skip Logic Group*	Help Obtained
			No			up vertical		
fema_adjustment_		My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection.		Y	Radio button, one-	Skip Logic Group*	Adjustment Method
			I approved and assisted in remote adjusting to receive an advance			ap vorada.		I I I I I I I I I I I I I I I I I I I
			I approved and assisted in remote adjusting to receive final payment					
				B1				
fema_oe_adjustm	B1	Please explain how your claim was adjusted.			N		Skip Logic Group*	OE Adjustment Method
en_menod		How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied	B1	Υ		Skip Logic Group*	PH Adjuster SAT
			2	D1				
			2					
			5					
			6					
			7					
			8					
			9					
			10 = Very satisfied					
	B1	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
		What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
		Which adjuster traits mattered most to you? Please pick up to	Ability to answer my questions		Υ	Checkbox, one-up	Skip Logic Group*	PH-Adjuster Matters Most
		unce quantes that you think matter most.	Candor/honesty			Vertical	LIMIT TO THREE	Watters Wost
			Empathy/understanding				Randomize	
			Flood insurance knowledge and expertise					
				Α			Anchor Answer	
			The second				Choice	
	Α					limit	Skip Logic Group*	PH-Adjuster Matters Most OE
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
le i i		What is your gender?	Male		N	Radio button, one- up vertical		Demos: Gender
Demographics: Gender								
			Female			up vertical		
			Female Prefer not to respond			up verucai		
		Which category includes your age?			N	Radio button, one-		Demos: Age
	fema_oe_adjustm ent_method	fema_adjustment_method fema_oe_adjustm ent_method B1 B1	Fema_adjustment_method My claim was adjusted using the following method: My claim was adjusted using the following method: Fema_oe_adjustment_method B1 Please explain how your claim was adjusted. How satisfied were you with your experience working with the adjuster to prepare your claim? What mattered most to you during your flood claims process? Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most. A What other adjuster traits matter most to you?	Family or friend Local official Mobile app My agert My insurance carrier My ins	Family or freed	Family or friend	Family of friend	Service of Indicated Control Official Control

1	1		25 - 34	1	ı	1	I	1
			35 - 44	_	-			
			45 - 54		1			
			55 - 64		1			
			65 or older					
			Prefer not to respond		1			
JHR7848Q024	Where did the flood loss occur?		Alabama		N	Drop down, select one	Skip Logic Group*	State
						one		
			Alaska					
			American Samoa					
			Arizona					
			Arkansas					
			California		-			
			Colorado		-			
			Connecticut Delaware		-			
			District of Columbia		-			
			Florida		-			
			Georgia		-			
			Guam					
			Hawaii					
			Idaho					
			Illinois					
			Indiana					
			lowa					
			Kansas					
			Kentucky		1			
			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		1			
			Oregon		1			
			Pennsylvania					
			Puerto Rico					
			Rhode Island					
			South Carolina					
			South Dakota					
			Tennessee					
			Texas					
			US Virgin Islands	Α				
			Utah					
			Vermont					
			Virginia					
			Washington					
			West Virginia					
			Wisconsin					
			Wyoming					
			Other Profes not to respond					
TAR0227305	A Specifically, where did the floor	loss occur?	Prefer not to respond Saint Croix		N	Drop down, select	Skip Logic Group*	VI Island
1711UZZ13U3	A Specifically, where did the floor	1033 UCCUI !	Jank GIUIX		IN	one	Skip Logic Group"	v i isiaiiu
			Saint John					
			Saint Thomas					
			Prefer not to respond					
	1							

Model Name Model ID Partitioned Date NFIP Claim Adjustment pd8J5t9xxAYIABAgkpcR1w4C No

5/2/2018

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

Blue: Reword

QID QUESTION META TAG Skip F	Which recent event prompted you to file a flood claim? Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	Imelda Barry Harvey Irma Maria Dorian Laura Hanna Isaias Hurricane event other than above Other flood event January February March April May June July August September October	Y	Radio button, one- up vertical Drop down, select one	Event CDOL Month
		Harvey Irma Maria Dorian Laura Hanna Isaias Hurricane event other than above Other flood event January February March April May June July August September	Y	Drop down, select one	CDOL Month
		Irma Maria Dorian Laura Hanna Isaias Hurricane event other than above Other flood event January February March April May June July August September	Y	Drop down, select one	CDOL Month
		Maria Dorian Laura Hanna Isaias Hurricane event other than above Other flood event January February March April May June July August September	Y	Drop down, select one	CDOL Month
		Dorian Laura Hanna Isaias Hurricane event other than above Other flood event January February March April May June July August September	Y	Drop down, select one	CDOL Month
		Laura Hanna Isaias Hurricane event other than above Other flood event January February March April May June July August September	Y	Drop down, select one	CDOL Month
		Hanna Isaias Hurricane event other than above Other flood event January February March April May June July August September	Y	Drop down, select one	CDOL Month
		Isaias Hurricane event other than above Other flood event January February March April May June July August September	Y	Drop down, select one	CDOL Month
		Hurricane event other than above Other flood event January February March April May June July August September	Y	Drop down, select one	CDOL Month
		Other flood event January February March April May June July August September	Y	Drop down, select one	CDOL Month
		January February March April May June July August September	Y	Drop down, select one	CDOL Month
		February March April May June July August September	Y	Drop down, select one	CDOL Month
CUR0367783	Month	March April May June July August September			1
CUR0367783	Month	April May June July August September			
CUR0367783		May June July August September			
CUR0367783		June July August September			
CUR0367783		July August September			
CUR0367783		August September			
CUR0367783		September			
CUR0367783					
CUR0367783		October			
CUR0367783					
CUR0367783		November			
CUR0367783		December			
CUR0367783		Don't know			
	Day	1	Y	Drop down, select one	CDOL Day
		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			
CUR0367784			Υ	Drop down, select	CDOL Year
	Year	2020			
	Year	2020		1	
	Year	2020 2019			1
	Year	2020			

	1		1		1 .		1	1	1
				2015					
				2014					
				2013					
				2012					
				2011					
				2010					
				2009					
				2008					
				2007					
				2006					
				2005					
				2004	1				
				2003	1				
				2002	1				
				2001	1				
				2000	1				
				Don't know	1				
JHR7848Q002			Please tell us what type of property sustained flood damage.	Residential (single family home)		Υ	Radio button, one-		Property Type
3111(7040Q002			l lease tell as what type of property sustained flood damage.	Tresidential (single ramily nome)		'	up vertical		1 Toperty Type
				Condominium Townhome or Multi family dwelling					
				Condominium, Townhome or Multi-family dwelling					
				Mobile home					
				Business or commercial					
				Rental property					
				Personal property					
				Other			1		
JHR7848Q003			What tasks have you completed in the NFIP claims process? (Please select all that apply.)	The adjuster already completed the inspection		Υ	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
			report your loss.	4.7.dovo					
				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		Υ	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		Υ	Radio button, one- up vertical		Adjuster Sent Estimate
				4-7 days			1		
				8-14 days					
				More than two weeks					
HOP0307647			Did your adjuster explain the claim estimate to you before	Don't know	 	Y	Padio button one		Adjustor evalois
HUPU3U/04/			Did your adjuster explain the claim estimate to you before he/she concluded your inspection?	Yes		r	Radio button, one- up vertical		Adjuster explain estimate
CLID0400574			Did your adjuster discuss with your the second of the	No Voc		.,	Dadia hudton on		A dimeter discours
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	1				
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes	A	Υ	Radio button, one- up vertical	Skip Logic Group*	Adjuster Instructed
				No					
JHR7848Q008		Α	Were the adjuster's instructions easy to understand?	Yes		Υ	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		Υ	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			N	Text area, no char	Skip Logic Group*	OE_Process
			simple.				limit	1 . 3 . = . = . = .	Simplicity

JHR7848Q012			After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?	Yes	Α	Y	Radio button, one- up vertical	Skip Logic Group*	Help Needed Pos Visit
JHR7848Q013		A	Where did you go to get the additional information that you	No Call center		Y	Checkbox, one-up	Skip Logic Group*	Help Sought How
			needed? (Please select all that apply.)				vertical	, , , , , , , , , , ,	
				Family or friend				Randomize	
				Local official					
				Mobile app					
				My agent					
				My insurance carrier					
				NFIP Handbook					
				Website Other (closes specify)	A1			Anchor Answer	
				Other (please specify)	AI			Choice	
JHR7848Q014		A1	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
JHR7848Q015		Α	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
				No			1		
CUE0408091	fema_adjustment_ method		My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection.		Υ	Radio button, one- up vertical	Skip Logic Group*	Adjustment Method
				I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection.					
				I approved and assisted in remote adjusting to receive final payment and conclude my claim.					
				Other	B1				
CUE0408092	fema_oe_adjustm ent_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					
				3					
				4					
				5					
				6	B1				
				7					
				8					
				9					
1LID70400017		D1	Diago cynlain your rooson far providing this rating	10 = Very satisfied		NI NI	Toyt area no shor	Ckin Logio Croup*	OF DU Adjuster
JHR7848Q017 JHR7848Q018		B1	Please explain your reason for providing this rating.			N	Text area, no char limit Text area, no char	Skip Logic Group*	OE PH Adjuster Low SAT PH-Matters Most
			What mattered most to you during your flood claims process?				limit		
JHR7848Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions		Υ	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)	Α			Anchor Answer Choice	
JHR7848Q020		Α	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					
								1	
JHR7848Q023	Demographics: Age		Which category includes your age?	Under 18		N	Radio button, one- up vertical		Demos: Age
JHR7848Q023			Which category includes your age?			N	Radio button, one- up vertical		Demos: Age
JHR7848Q023			Which category includes your age?	Under 18 18 - 24 25 - 34 35 - 44		N	Radio button, one- up vertical		Demos: Age

		45 - 54				1	1
		55 - 64					
		65 or older					
		Prefer not to respond					
IHR7848Q024	Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
		Alaska			0.10		
		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					
00227205	A Choolifically where did the fleed less served	Prefer not to respond		N.I	Dron dours and a	Ckin Logic Cross	VI Ioland
R0227305	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 Model ID Partitioned Date

Red & Strike-Through: Delete <u>Underlined & Italicized</u>: Re-order Pink: Addition



NFIP Claim Adjustment pd8J5t9xxAYIABAgkpcR1w4C No 5/2/2018 Blue: Reword

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Labe
R7848Q001			Which recent event prompted you to file a flood claim?	Imelda		Y	Radio button, one-		Event
				Barry			up vertical		
				Harvey					
				Irma		-			
				Maria					
				Dorian		1			
				Hurricane event other than above		1			
				Other flood event					
R0367782			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Y	Drop down, select one		CDOL Month
			and the state of t	February	1				
			Month	March	1				
				April	1				
				May	1				
				June	1				
				July	1				
				August	1				
				September	1				
				October	1				
				November	1				
				December	1				
				Don't know	1				
0367783			Day	1		Y	Drop down, select one		CDOL Day
					-		one		
				2	-				
				3	-				
				4	-				
				5	-				
				6	-				
				/	-				
				8	4				
				9	-				
				10 11	-				
					-				
				12	-				
				13	-				
				14	-				
				15	-				
				16	-				
				17	-				
				18	-				
				19	-				
				21	+				
				19 20 21 22 23 24 25 26 27	1				
				22	1				
				24	1				
				25	1				
				26	1				
				27	1				
				28	1				
				20	1				
				30	1				
				29 30 31	1				
				Don't know	1				
367784			Year	2020	-	Y	Drop down, select		CDOL Year
1301104			Teal		-	, T	DIOP GOWII, SEIECL		CDOL Tear
				2019	1				
				2018	-				
				2017	-				
				2016	4				
				2015 2014	1				1

1	1	I	I	2012	٦	ĺ	1	I	1 1
				2011	1				
				2010	7				
				2009	7				
				2008	7				
				2007					
				2006					
				2005	1				
				2004	1				
				2003	-				
				2002	-				
				2001	\dashv				
					\dashv				
				2000	\dashv				
11 ID 70 40 0000			Discontable to what time of property proteined flood demons	Don't know		\ <u>'</u>	Dadia button and		Dramart / Trusa
JHR7848Q002			Please tell us what type of property sustained flood damage .	Residential (single family home)		Y	Radio button, one- up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling Mobile home					
				Business or commercial		1			
				Rental property					
				Personal property					
				Other	1	†			
JHR7848Q003	1		What tasks have you completed in the NEID claims process?		+	Y	Checkbox, one-up		Claim Stages
J⊓K1048QUU3			What tasks have you completed in the NFIP claims process? (Please select all that apply.)	Adjuster completed visit	1	ľ	vertical		Claim Stages
				Completed my claim filing	1	4			
				Checked the status of my claim	1	1			
				Submitted supporting documentation for my loss	1	1			
				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		1			
				Don't know					
JHR7848Q005			Approximately how long did it take for the adjuster to visit your		+	Y	Radio button, one-		Adjustor Visited
JHK7848Q005			Approximately how long did it take for the adjuster to visit your property after he/she contacted you?	Within 3 days		Y	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		1			
HOP0307647			Did your adjuster explain the claim estimate to you before	Yes		Y	Radio button, one-		Adjustor ovalaja
HOP0307047			concluding his/her visit?			, ,	up vertical		Adjuster explain estimate
	1		Did your adjustes discuss with youth a second of the	No No	1	.,	Dadia button		A division of a con-
			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	1				
JHR7848Q007			Did your adjuster provide you with any instructions on the next steps for your claim, following his/her visit to your property?	Yes	Α	Y	Radio button, one- up vertical	Skip Logic Group*	Adjuster Instructed
				No					
JHR7848Q008		Α	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-	Skip Logic Group*	Adjuster Clarity
				N.			up vertical		
				No Book Income	A1				
				Don't know				a	
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	Α	Y	Radio button, one- up vertical	Skip Logic Group*	Help Needed Post Visit
				No			1		
				,					

JHR7848Q013		Α	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
			inceded. (Fiedde Scient dii that apply.)	Family or friend			vertical	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	limit	Skip Logic Group*	Help Sought How OE
JHR7848Q015		Α	Were you able to obtain the assistance you needed?	Yes		Υ	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
				No No					50.45
JHR7848Q016			How satisfied were you with your experience working with the adjuster to prepare your claim?	1 = Very dissatisfied	B1	Υ	Radio button, scale no don't know	, Skip Logic Group*	PH Adjuster SAT
				2					
				3					
				4					
				6	B1				
				7	7				
				8					
				10 - Van actisfied	9				
111070400017		D1	Disease symbols your reason for mystiding this retire	10 = Very satisfied		NI.	Tout area no ober	Chin Lagia Craunt	OF DILAdiveter
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		Υ	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)	Α			Anchor Answer	
								Choice	
JHR7848Q020		Α	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
	Centre			Female			ap verueal		
					_				
111070400000	Damasusahisa		NA/high agtagan i ingludes your agg	Prefer not to respond		NI.	Dadia huttan ana		Dames Ass
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					
				Сашонна					

Connecticut Delenverre Destrict of Columbia Faciolia Columbia Faciolia Columbia Columbia Columbia Columbia Faciolia Faci	Connecticut Delevare Desert of Columbia Florida Good Good Good Good Good Good Good Go				Octobrida		1			
Delivarior of Columbia Florida Florida Georgia	Delevaries Destrict of Columbia Florida Goard Goard Hendel				Colorado					
District of Columbia Florida Georgia Coum Coum District Gram District Distr	District of Columbia Findsa Georgia Ge									
Florida Georgia Guam Hawaii Idaho Illinois Illin	Ficurdia Genorgia Gunn Heavordi Illinoia Illinoi									
Georgia Goam Hawaii Iliofro Il	Genergia Couran Haravail Idada									
Guarm Havariii Ioaho Ilinois I	Gourn Pleavail Markino									
Havaria Idaho Illinois Indiana Icova	Interiors Interi				Georgia					
litinos Indiana Indian	Illinois Indiana Istoria Indiana Istoria Istor									
Illinois Indiana Iowa Iowa Kenress Kentucky Lousianea Maine Manyland Massedhusetts Michigan Minnesota Minsesota Missesoppi Missesopp	Illinois Irridaina Illinois Irridaina Illinois Karissis Keentucky Lususiana Maryland Maysland Maysland Maysland Massachusetts Michigan Minnesca Mississippi Missiouri Montonia Montonia Norrida									
Indiana lowa Nares Karsas Kentucky Louistana Mane Masyland Masseutosetts Masyland Minister Minister Minister Missouri Minister Missouri Minister Missouri Moriana Nobraska Nevarda Nevarda New Hampshire New Jersey New Jersey New Mexico New York Nort Carolina North Carolina South Dakota Tennessee Texess US Wigni Islands Vermont Virginia Washington	Indiana Lova Karnass Kernucky Loudishina Maryland Massachusetts McHugan Minnesota Messissupgin Minnesota Messissupgin Montana Netwaska Nevada Nev Hempshire Nev Jarsey New Mexoto Month Carolina North Carolina North Carolina North Mariana Islands Oho Oklahoma Oho Rhode Island South Carolina Sou									
Kansas Kentucky Louislana Maine Maryand Massachusetts Mchigan Minnesota Minnesota Misssori Minnesota Misssori Morana Norana Nora	icova Keansas Kemucky Louislann Mane Mane Manyer Mayeria Mayeria Mayeria Maringun Minesocia Mine									
Kansas Kentucky Louislana Maine Manyand Massachusetts Mchigan Minnesota Minssissippi Missouri Moritana Nebraska Nevada Nevada New Hampshire New Jensey New Mexico New Tork North Carolina North Dakota N	Kanasa Kemtucky Louisiena Manine Manine Manine Manine Massachusettis Maninestria Mininestria Moratana Nebraska Nievada North Carolina North Car				Indiana					
Kentucky	Kentucky Louisiana Maine Mayrord Massachusetts Michigen Minnesota Minnesota Minnesota Minnesota Minnesota Minnesota Minnesota Minnesota Nesosai Nesosai Nevada Nevada Nevada Nevada Nev Hampshire New Jersey New Mexico New York North Carolina North Dakota North Parkor Mariana Islands Othio				Iowa					
Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada Newada Newada Newada New Hampshire New Jersey New Merco New Tork North Carolina North Carolina North Dakota North Manana Islands Othio Oklaboma Othio Oklaboma Openpylwaia Peren Pico Peren Pico Phode Island South Carolina South Dakota Fennessee Fenses I Sy Virgin Islands J Utah Vermont Virginia Vermont Virginia North Sakota A Utah Vermont Virginia Vermont Virginia Nortipiadas	Louisiana Maine Mayrand Masserbuettes Michigan Minnesota Minnesota Mississippi Missouri Mortana Nebrosica Nevada Nevada Neversica Nev Hempothire Nev Hempothire Nev Hempothire Nev York New York New York North Carolina North Dakota Northern Marfona Islands Ohio Ohio Ohio Okalanona Oregon Pennsylvania Puero Rico Rhode Island South Carolina South Dakota Tennessee Texass I Fexas US Virgin Islands A Usar Useria				Kansas					
Louisiana Maine Maryland Massachusetts Michigan Minnesotta Mississippi Missouri Montana Nebraska Nevada Nevada Nevada New Hampshire New Jersey New Mexico New Tork North Carolina North Datolia	Louislana Maine Maryland Massachusetts Michigan Minnesotta Minnesotta Mississippi Missouri Mortaria Nebraska Nevada Nevada Nevada Nev Horiko New Horiko New Horiko New Horiko New Horiko New Horiko North Carolina North Dakota Northern Mariana Islands Ohio Ohio Okahoma Oregon Pennsylvania Puene Rico Rhode Island South Carolina South Caro				Kentucky					
Maryand Massachusetts Michigan Mirinesota Missisupi Missiupi Missiupi Moriana Neteriaska Nevada Nevada New Jersey New Mexico New Jersey New Mexico New York North Carolina North Dakota Norther Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands Utah Vermont Virginia Wermont Virginia Well Vermont Virginia Well Vermont Virginia Well Vermont Virginia Well Vermont Virginia Well Well Missiupi Miss	Menyand Massachusets Michigan Minnesota Mississippi Missouri Moritana Nebraska Nevrada North Cardina North Dakota Depensykvania Puetro Rico Rhode Island South Cardina South Cardina South Dakota Tennessee Texas Usar Usar Usar Usar Usar Nevrada Nev				Louisiana					
Massachusetts Michigan Mirnesota Mississipji Missouri Moriana Nebraska Nevata Nevata New Hampshire New Jersey New Mexico New York North Carolina North Dakota North Dakota Norther Mariana Islands Ohio Oklahoma Oregon Penrsykvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina Oregon Penrsykvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina Oregon Penrsykvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina South South Carolina A Utah Vermont Virginia	Massachusets Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada Nevada New Hampshire New Jersey New Mexico New Work North Carolina North Carolina Northern Mariana Islands Ono Okahoma Oregon Pennsylvania Penero Rico Rhode Island South Carolina South Carolina South Carolina Verese Usa South Salads Northern Mariana Islands Ono Okahoma Oregon Pennsylvania Puero Rico Rhode Island South Carolina South Dakota Usa South Dakota Usa Northern Mariana South Dakota Usa Northern Mariana Northern				Maine					
Massachusetts Michigan Minnesota Mississippi Missouri Moriana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Norther Dakota Norther Dakota Ohio Oklahoma Oregon Pensylvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina Oregon Pensylvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina Oregon Pensylvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina South Carolina A Utah Vermont Virgini Islands A Vermont Virginia	Massachusets Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada Nevada New Hampshire New Jersey New Mosico New York North Carolina North Dakota Northern Mariana Islands One Oldafhorna Olgan Pennsylvanita Puerro Rico Rhode Staff South Carolina South Dakota Lorgon Pennsylvanita Puerro Rico Rhode Staff South Carolina South Dakota Lorgon Pennsylvanita Puerro Rico Rhode Staff South Carolina South Dakota Lorgon Lorgon Rhode Staff South Carolina South Dakota Lorgon Lorgon Rhode Staff South Dakota Lorgon Lorgon Lorgon Rhode Staff South Dakota Lorgon Lorgon Lorgon Rhode Staff South Dakota Lorgon Lorgon Lorgon Rhode Staff South Dakota Lorgon Lorgon Lorgon Lorgon Rhode Staff Rhode Lorgon Lorgon Rhode Lorgon Rhode Lorgon Lorgon Rhode Lorgon Lorgon Rhode Lorgon Lorgon Rhode Lorgon Rhode Lorgon Rhode Lorgon Rhode Lorgon Rhode Lorgon Rhode Lorgon Rhode Lorgon Rhode Lorgon Rhode Lorgon Rhode Lorgon Rhode Lorgon Rhode Lorgon Rhode Lorgon Rhode Rhode Lorgon Rhode				Maryland					
Michigan Minesota Mississippi Missouri Montana Nebraska Nevada Nevada Nev Hampshire New Jersey New Mexco New York North Carolina North Dakota Northern Mariana Islands Olio Okahoma Oregon Pennsylvania Puetto Rico Rhode Island South Carolina South Carolina South Dakota Tennessee Texas US virgin Islands Ush	Michigan Minnesota Misssispip Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Northern Mariana Islands Oftio Oklahoma Oregon Pennsylvania Puetro Rico Rhode Island South Carolina South Carolina South Carolina North Dakota Northern Mariana Islands Olina Oklahoma Oregon Pennsylvania Puetro Rico Rhode Island South Carolina South Tarolina South Tarolina South Saland South Carolina South Tarolina South Fariana South Saland A Us Yign Islands A Us Yign Islands A Ush Vermont Virginia Washington West Virginia Washington West Virginia Washington West Virginia Wisconsin Wyomning Other				Massachusetts					
Minnesota Missouri Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Norther Mariana Islands Ohio Oklahoma Oregon Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands A Utah Vermont Virginia Washington	Minnesota Misssaspp Missouri Moratana Netraska Nevada New Hampshire New Jersey New Merico New Work North Carloina North Carloina North Dakota Norther Mariana Islands O'thio Oklahoma Oregon Pennsylvania Puero Rico Rico Rico Rico Rico Rico Rico Rico				Michigan					
Missouri Missouri Montana Nevaka Nevadia New Hampshire New Jersey New Mexico New York North Carolina North Carolina Northern Marianal Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands Vermont Virginia Washington	Misssopi Missouri Morana Nebraska Nevada New Hampshire New Jersey New Mesico New York North Carolina North Dakotla North Dakotla Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Pueto Rico Rhode Island South Carolina South Carolina South Carolina Usy Yirginia Werment Virginia Washington West Virginia Wissonsin Wysoning Wissonsin Wysoning Oregon Pennsylvania Pueto Rico Rhode Island South Dakota Tennessee Texas US Virgini slands A Ustah Vermont Virginia Washington West Virginia Wissonsin Wysoning Other				Minnesota					
Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Carolina North Pakota Niorhor Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina South Carolina South Carolina South Carolina South Carolina South Carolina South South Carolina South South Carolina South South Carolina South South Carolina South South Carolina South South Carolina South South Carolina South South Carolina South South Carolina South South Carolina South South Carolina South South Carolina South South South Carolina South South South Carolina South South South Carolina South Sou	Missouri Montana Nebraska New Hampshire New Hampshire New Mexico New Mexico New Mexico New Mork North Carolina North Carolina Northern Mariana Islands Ohio Oklahoma Oregon Permsylvania Pueto Rico Rhode Island South Carolina South Carolina South Carolina South Carolina South Sisted J. Syrigh Islands				Mississippi					
Mohraska Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota North Dakota Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina South Carolina South Carolina South Carolina South Carolina South Carolina South Carolina South Carolina South Sanda South Sanda Tennessee Texas US Virgin Islands A Utah Vermont Vermont	Montana Nebraska Nevada New Hampshire New Hampshire New Jessey New Mexico New York North Carolina Northor Carolina Northor Mariana Islands Ohio Oklahoma Oregon Pennsylvania Pueter Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands A Utah Vermont Virginia Washington West Virginia Washington Mysoming Other Pesser Virginia Mysoming Other Pesser Virginia Mysoming Other Perser not to respond				Missouri					
Nebraska Nevada New Hampshire New Hersey New Mexico New York North Carolina North Carolina North Carolina North Carolina North Mariana Islands Ohio Oklahoma Oregon Pennsylvania Pennsylvania Pennsylvania Pennsylvania Pennsylvania Osouth Carolina South Dakota South Dakota Tennessee Texas US Virgin Islands A Utah Vermont Virginia Washington New York New Yor	Nevada New Hampshire New Hampshire New Mesico New Mesico New Mork North Carolina North Dakota North Dakota Northem Mariana Islands Obio Oklahoma Oregon Pemsylvania Pueto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Other									
Nevada New Hampshire New Jersey New Mexico New Mexico New York North Carolina North Carolina North Carolina North Carolina North mariana Islands Ohio Oklahoma Oregon Pennsylvania North Carolina South Carolina South Carolina South Carolina North	New Hampshire New Jersey New Mexico New York North Carolina North Dakota North Dakota Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Tennessee Texas US Virgin Islands ULah Vermont Virginia Washington West Virginia Wisconsin Wiscons						-			
New Hampshire New Jersey New Mexico New York North Carolina North Dakota North Dakota Norther Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Tensese Texas US Wirgin Islands A Utah Vermont Virginia Washington	New Hampshire New Jersey New Mexico New York North Carolina North Dakota Northerm Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Carolina South Dakota Tennessee Texas US Virigin Islands A Utah Vermont Vermont Viriginia Washington West Viriginia Wisconsin Wysoming Other						-			
New Jersey	New Jersey New Mexico New York North Carolina North Dakota Northerm Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Carolina South Carolina South Faksa US Wrign Islands A Us Wrign Islands A Ustah Vermont Virginia Washington West Virginia Washington West Virginia Wisconsin Wyoming Other						-			
New Mexico New York North Carolina North Dakota 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 Vermont Virginia Northern Northern Vermont Virginia Northern	New Mexico New York North Carolina North Datota North Mariana Islands Onio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands A Utah Vermont Virginia Washington West Virginia Wisconsin Wisconsin Wisconsin Wisconsin Wisconsin Oregon And Tennessee A Wisconsin Wisconsin Woming Other Perfer Perfer not to respond				New Joseph	_	-			
New York North Carolina North Dakota Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Carolina Tennessee Texas US Virgin Islands Utah Vermont Virginia Washington	New York North Carolina North Carolina North Dakota Northern Mariana Islands Ohio 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					_	-			
North Carolina North Dakota Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Carolina South Dakota Tennessee Texas US Virgin Islands A Utah Vermont Virginia Washington	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						-			
North Dakota Northern Mariana Islands Ohio	North Dakota					_	_			
Northern Mariana Islands	Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands Vermont Virginia Washington West Virginia Wisconsin Wyoming Other						_			
Ohio Oklahoma Oregon — Pennsylvania — Puerto Rico — Rhode Island — South Carolina — South Dakota — Tennessee — Texas — US Virgin Islands A Utah Vermont Virginia — Washington —	Ohio Oklahoma Oregon — Pennsylvania — Puerto Rico — Rhode Island — South Carolina — South Dakota — Tennessee — Texas — US Virgin Islands A Utah — Vermont — Virginia — Washington — Wisconsin — Wyoming — Other — Prefer not to respond —						_			
Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands Utah Vermont Virginia Washington	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									
Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands Utah Vermont Virginia Washington	Oregon									
Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands A Utah Vermont Virginia Washington	Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond				Oklahoma					
Puerto Rico	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									
Rhode Island	Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond									
South Carolina South Dakota Tennessee Texas US Virgin Islands A Utah Vermont Virginia Washington	South Carolina South Dakota Tennessee Texas US Virgin Islands A Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond									
South Dakota Tennessee Texas US Virgin Islands Utah Vermont Virginia Washington	South Dakota Tennessee Texas US Virgin Islands Us Virgini Islands Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond									
Tennessee Texas US Virgin Islands Utah Vermont Virginia Washington	Tennessee Texas US Virgin Islands Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond									
Texas US Virgin Islands A Utah Vermont Virginia Washington	Texas US Virgin Islands A Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond									
US Virgin Islands Utah Vermont Virginia Washington	US Virgin Islands Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond									
Utah Vermont Virginia Washington	Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond									
Utah Vermont Virginia Washington	Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond				US Virgin Islands	Α				
Virginia Washington	Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond									
Virginia Washington	Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond									
Washington	Washington West Virginia Wisconsin Wyoming Other Prefer not to respond									
West Virginia	West Virginia Wisconsin Wyoming Other Prefer not to respond				Washington					
	Wisconsin Wyoming Other Prefer not to respond				West Virginia					
	Wyoming Other Prefer not to respond									
	Other Prefer not to respond									
	Prefer not to respond									
	0227305 A Specifically, where did the flood loss occur? Saint Croix N Drop down, select Skip Logic Group* VI Island									
0227205 A Specifically where did the fleed less energy Spirit Craix No. Specifically where did the fleed less energy Spirit Craix No. Specifically where did the fleed less energy Spirit Craix No. Specifically where did the fleed less energy Spirit Craix No. Specifically where did the fleed less energy Spirit Craix No. Specifically where did the fleed less energy Spirit Craix No. Sp	1022/300 M Specifically, where did the flood loss occur? Saint Clork		Α	Specifically where did the fleed loss occur?	Spirit Craix		NI	Drop down coloot	Skip Logic Group*	VI Island
	one	0227205	A	Specifically, where the the flood loss occur?	Saint Gruix		IN	one	Skip Logic Group"	VIISIAIIU
lone		0227305						one		
Saint John		0227305			Saint John					
Saint John Saint John		R0227305					-			
	Wyoming Other Prefer not to respond				Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands Utah Vermont Virginia Washington West Virginia	A				
	Julii Julii	0227305			Saint John					
		0227305					-			

Model Name Model ID Partitioned Date

Red & Strike-Through: Delete <u>Underlined & Italicized</u>: Re-order Pink: Addition



NFIP Claim Adjustment pd8J5t9xxAYIABAgkpcR1w4C No 5/2/2018 Blue: Reword

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Labe
R7848Q001			Which recent event prompted you to file a flood claim?	Imelda		Y	Radio button, one-		Event
				Barry			up vertical		
				Harvey					
				Irma		-			
				Maria					
				Dorian		1			
				Hurricane event other than above		1			
				Other flood event					
R0367782			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Y	Drop down, select one		CDOL Month
			and the state of t	February	1				
			Month	March	1				
				April	1				
				May	1				
				June	1				
				July	1				
				August	1				
				September	1				
				October	1				
				November	1				
				December	1				
				Don't know	1				
0367783			Day	1		Y	Drop down, select one		CDOL Day
					-		one		
				2	-				
				3	-				
				4	-				
				5	-				
				6	-				
				/	-				
				8	4				
				9	-				
				10 11	-				
					-				
				12	-				
				13	-				
				14	-				
				15	-				
				16	-				
				17	-				
				18	-				
				19	-				
				21	+				
				19 20 21 22 23 24 25 26 27	1				
				22	1				
				24	1				
				25	1				
				26	1				
				27	1				
				28	1				
				20	1				
				30	1				
				29 30 31	1				
				Don't know	1				
367784			Year	2020	-	Y	Drop down, select		CDOL Year
1301104			Teal		-	, T	DIOP GOWII, SEIECL		CDOL Tear
				2019	1				
				2018	-				
				2017	4				
				2016	4				
				2015 2014	1				1

	ı	1	2012		I	1	1	1
			2011					
			2010					
			2009					
			2008					
			2007					
			2006					
			2005					
			2004					
			2003					
			2002					
			2001					
			2000					
			Don't know					
JHR7848Q002		Please tell us what type of property sustained flood damage.	Residential (single family home)		Y	Radio button, one- up vertical		Property Type
			Condominium, Townhome or Multi-family dwelling Mobile home					
			Business or commercial		1			
			Rental property					
					1			
			Personal property		1			
111070400000		Miles Asselve have a considered in the NEID of i	Other			Observation		01-1
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		1			
			Checked the status of my claim					
			Submitted supporting documentation for my loss		1			
			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		1			
			More than two weeks		1			
			Don't know		1			
11 ID 70 40 000 F		A constitution to the contract of the first feet after a distance of the contract of the contr				Dedie bestere ener		A -11: + > -1: 1:1
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		4			
			8-14 days		1			
			More than two weeks		1			
			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		1			
HOP0307647		Did your adjuster explain the claim estimate to you before	Yes		Υ	Radio button, one-		Adjuster explain
1101 0007047		he/she concluded your inspection?	No		'	up vertical		estimate
CUR0403571		Did your adjuster discuss with you the amount of the payment	Yes		Υ	Radio button, one-		Adjuster discuss
		he/she would recommend to your insurance company on your behalf?				up vertical		amount
			No		1			
JHR7848Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?		А	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-	Skip Logic Group*	Adjuster Clarity
						up vertical		
			No	A1				
			Don't know					
		Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
	A1							
	A1	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
	A1	After the adjuster completed your inspection, was the process	No	B1	Y		Skip Logic Group*	
	A1	After the adjuster completed your inspection, was the process		B1	Y		Skip Logic Group*	
JHR7848Q010	A1	After the adjuster completed your inspection, was the process	No	B1	Y			
JHR7848Q009 JHR7848Q010 JHR7848Q011 JHR7848Q012		After the adjuster completed your inspection, was the process to complete your claim simple? Please tell us why you found completing your claim was not	No	B1		up vertical Text area, no char limit		Process Simplicity OE_Process

JHR7848Q013		А	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
			(с тамаг солото ма или акруу	Family or friend			10.1101	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	limit	Skip Logic Group*	Help Sought How OE
JHR7848Q015		Α	Were you able to obtain the assistance you needed?	Yes		Υ	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
			Manager and the standard and the fellowing and the standard	No .			Dedie bestere een	Olde Leede One at	A disconnect
			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				
		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	Υ	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					
JHR7848Q017		B1	Please explain your reason for providing this rating.	10 = Very satisfied		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		Υ	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
			unce quantes that you think matter most.	Candor/honesty			Vertical	LIMIT TO THREE	Watters Wost
				Claim paperwork accuracy				LIMIT TO THREE	
				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		Α	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:		What is your gender?	Male		N	Radio button, one-		Demos: Gender
	Gender			Female		••	up vertical		22. 30
				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				1	

1	1		65 or older	1		1	1	1
			Prefer not to respond					
7848Q024		Where did the flood loss occur?	Alabama		N	Drop down, select	Skip Logic Group*	State
•						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 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					
227305	Α	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select	Skip Logic Group*	VI Island
						one		
			Saint John					
			Saint Thomas					
			Prefer not to respond					

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

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

Blue: Reword

ДID	QUESTION META TAG	SKIP I TOIL	*	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Labe
IR7848Q001			Which recent event prompted you to file a flood claim?	Imelda		Y	Radio button, one- up vertical		Event
				Barry					
				Harvey					
				Irma					
				Maria	_	•			
					_	-			
				Dorian					
				Hurricane event other than above					
				Other flood event					
JR0367782			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Y	Drop down, select one		CDOL Month
				February	_				
			Month	March	-				
			INOTILI		-				
				April	_				
				May	_				
				June					
				July					
				August					
				September	\neg				
					-				
				October	_				
				November					
				December					
				Don't know					
R0367783			Day	1		Υ	Drop down, select one		CDOL Day
				3	-		0.10		
				2	_				
				3	_				
				4					
				5					
				6					
				7	-				
				1	_				
				8					
				9					
				10					
				11					
				12	\dashv				
					\dashv				
				13	_				
				14					
				15					
				16					
				17	_				
				18	_				
				19					
	1			20					
				21					
				22	-				
				23	\dashv				
	1				_				
				24	_				
	1			25					
	1			26					
				27					
	1				\dashv				
				28	_				
				29					
				30					
				31					
				Don't know					
R0367784			Year		_	Υ	Dron down soloot		CDOL Year
10301184			Cai	2020	_	Y	Drop down, select		CDOL Year
				2019					
				2018					
				2017	-				
	1				_				
			I control of the cont	2016	1	l .	į.	1	1
					_				
				2015	_				

	1			_		1	1	
			2012	4				
			2011	_				
			2010 2009	-				
			2008	_				
			2007	-				
			2006	-				
			2005	-				
			2004					
			2003					
			2002					
			2001					
			2000					
			Don't know					
JHR7848Q002		Please tell us what type of property sustained flood damage.	Residential (single family home)		Υ	Radio button, one-		Property Type
,						up vertical		' ' '
			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		1			
			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
		ioport your loos.	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	Within 3 days		Y	Radio button, one-		Adjuster Visited
JHK7040Q003		property after he/she contacted you?	William 3 days		'	up vertical		Aujustei visiteu
		property and herene contacted year.	4-7 days			ap voraca:		
			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	Yes		Y	Radio button, one-		Adjuster explain
		concluding his/her visit?				up vertical		estimate
			No		1			
JHR7848Q007		Did your adjuster provide you with any instructions on the next	Yes	Α	Y	Radio button, one-	Skip Logic Group*	Adjuster
		steps for your claim, following his/her visit to your property?				up vertical		Instructed
			No					
JHR7848Q008	Α	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-	Skip Logic Group*	Adjuster Clarity
			N.			up vertical		
			No Don't know	A1				
1LID70400000	0.1	Discontall up what was not apply to understand	Don't know		NI.	Tout avec no abou	Chin Louis Crount	A divetes Net Clear
JHR7848Q009	A1	Please tell us what was not easy to understand.			N	limit	Skip Logic Group*	Adjuster Not Clear OE
JHR7848Q010		After the adjuster visited your property, was the process to	Yes		Y	Radio button, one-	Skip Logic Group*	Process Simplicity
		complete your claim simple?	Ne			up vertical		
			No Doo't leave	B1				
JHR7848Q011	B1	Please tell us why you found completing your claim was not simple.	Don't know		N	Text area, no char	Skip Logic Group*	OE_Process Simplicity
JHR7848Q012		After the adjuster visited your property, did you need further	Voc	Α	Y		Skip Logic Group*	
3HK / 046QU12		assistance with the next steps for your claim?	Yes	A	Υ	Radio button, one- up vertical	Skip Logic Group*	Help Needed Post Visit
		decision with the flext steps for your cidim:	No			ap vertical		.Sit
JHR7848Q013	Α	Where did you go to get the additional information that you	Call center		Y	Checkbox, one-up	Skip Logic Group*	Help Sought How
21		needed? (Please select all that apply.)				vertical	Ling Logic Croup	p Coag.it . iow
			Family or friend				Randomize	
			Local official					

				Mobile app					
				My agent					
				My insurance carrier					
				NFIP Handbook					
				Website Other (classes and f)				A	
				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		Α	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
				No			up vertical		
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				
				5	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		Υ	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
				Candor/honesty				LIMIT TO THREE	
				Claim paperwork accuracy					
				Clear, simple communication				Daniel and a second	
				Empathy/understanding Flood insurance knowledge and expertise				Randomize	
				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	
				Callet (ploade openly)	,			Choice	
JHR7848Q020		Α	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					
11107040000	D		Military and a second s	Prefer not to respond			Radio button, one-		D A
JHR7848Q023	Demographics: Age		Which category includes your age?	Under 18		N	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					
			lowa					
			Kansas					
			Kentucky Louisiana					
			Maine					
			Maryland					
			Massachusetts					
			Michigan					
			Minnesota					
			Mississippi					
			Missouri					
			Montana					
			Nebraska					
			Nevada					
			New Hampshire					
			New Jersey New Mexico					
			New York					
			North Carolina					
			North Dakota					
			Northern Mariana Islands					
			Ohio					
			Oklahoma					
			Oregon					
			Pennsylvania					
			Puerto Rico					
			Rhode Island					
			South Carolina					
			South Dakota					
			Tennessee					
			Texas	_				
			US Virgin Islands	Α				
			Utah					
			Vermont					
			Virginia					
			Washington					
			West Virginia					
			Wisconsin					
			Wyoming					
			Other					
TA D0007005		Considerable where did the flood loss and	Prefer not to respond			Daniel de la constant	Object and a Ocean t	N // 1-1
TAR0227305	Α	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select	Skip Logic Group*	VI Island
			Online Jahra			one		
			Saint John					
			Saint Thomas					
			Prefer not to respond					

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

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

Pink: Addition Blue: Reword



	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HR7848Q001			Which recent event prompted you to file a flood claim?	Imelda		Y	Radio button, one- up vertical		Event
				Barry					1
		1		Harvey		1			1
				Irma					
				Maria		•			
				Dorian					
				Livering as a contact box they show		-			
				Hurricane event other than above					
			Disconsiderate the Obstace Base of Lance consequent of the	Other flood event			Dona dana adam		CDOL Month
			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Y	Drop down, select one		CDOL MONUI
				February					
			Month	March					
				April					
				May					
				June					
				July	1				
		1		August	1				1
		l		September	1				1
		l		October	1				1
		1		November	1				1
		l		December	1				1
					1				
				Don't know			Dona dana and an		0001.0
			Day			Y	Drop down, select one		CDOL Day
				2					
				3	1				
				4	1				
				5	1				
				6	1				
				7	1				
				0	1				
				0	1				
				9	1				
				10	1				
				11	1				
				12					
				13					
				14					
				15	1				
				16	1				
				17	1				
				18	1				
				10	1				
				20	1				
		l		21	1				1
		1		22	1				1
		1		22	1				1
		l		23	1				1
		1		24	1				1
		l		25	1				1
				26					
				27					
				28	1				
		l		29	1				1
		1		30	1				1
		l		31	1				1
		1		Don't know	1				1
			Year	2019		Y	Drop down, select		CDOL Year
		1			1		one		1
		1		2018					1
		l		2017]				1
		1		2016	1				1
		1		2015	1				1
		1		2014	1				1
		1		2013	1				1
	1	Ì	I .	5010	1	1	1	1	1

1	1		1	2012	1	I	1	I	1 1
				2012	1				
				2010	1				
				2009	1				
				2008	1				
				2007]				
				2006]				
				2005	1				
				2004					
				2003	1				
				2002	-				
				2001	-				
				Don't know	1				
JHR7848Q002			Please tell us what type of property sustained flood damage .	Residential (single family home)		Y	Radio button, one-		Property Type
3111(7040Q002			rease tell as what type of property sustained flood damage.	residential (single family home)		'	up vertical		1 Toperty 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?	Adjuster completed visit		Y	Checkbox, one-up		Claim Stages
			(Please select all that apply.)				vertical		
				Completed my claim filing		1			
				Checked the status of my claim					
				Submitted supporting documentation for my loss		-			
JHR7848Q004			Approximately how long did it take your adjuster to contact you	Other Within 2 days		Y	Padio button ono		Adjustor
JHR7646Q004			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		, i	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					
31 ID 70 400000			A considerable benefit and did to be to a considerable and a self-considerable	Don't know			Dedie besteen een		Adii ada a Cara
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	Yes		Y	Radio button, one-		Adjuster explain
.101 000/104/			concluding his/her visit?	1.55		'	up vertical		estimate
				No			<u> </u>		
JHR7848Q007				Yes	Α	Υ	Radio button, one-	Skip Logic Group*	Adjuster
			steps for your claim, following his/her visit to your property?				up vertical		Instructed
				No .					
JHR7848Q008		Α	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-	Skip Logic Group*	Adjuster Clarity
				No	0.1		up vertical		
				No Don't know	A1				
JHR7848Q009		A1	Please tell us what was not easy to understand.	Don't know		N	Text area no char	Skin Logic Group*	Adjuster Not Clear
		AT		Ves		N V	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			Radio button, one- up vertical	Only Logic Group	Process Simplicity
			January January Stripto	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	Yes	Α	Υ	Radio button, one-	Skip Logic Group*	Help Needed Post
			assistance with the next steps for your claim?				up vertical		Visit
				No					
JHR7848Q013		Α	Where did you go to get the additional information that you	Call center		Υ	Checkbox, one-up vertical	Skip Logic Group*	Help Sought How
			needed? (Please select all that apply.)	Family or friend			vertical	Randomize	
				Local official				randomize	
				Looki omolai					

				Mobile app					
				My agent					
				My insurance carrier					
				NFIP Handbook					
				Website Other (classes and f)				A A	
				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		Α	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
				No			up vertical		
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				
				5	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		Υ	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
				Candor/honesty				LIMIT TO THREE	
				Claim paperwork accuracy					
				Clear, simple communication				Daniel and a second	
				Empathy/understanding Flood insurance knowledge and expertise				Randomize	
				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	
				Callet (ploade openly)	,			Choice	
JHR7848Q020		Α	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					
11107040000	D		Military and a second s	Prefer not to respond			Radio button, one-		D A
JHR7848Q023	Demographics: Age		Which category includes your age?	Under 18		N	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					
			lowa					
			Kansas					
			Kentucky Louisiana					
			Maine					
			Maryland					
			Massachusetts					
			Michigan					
			Minnesota					
			Mississippi					
			Missouri					
			Montana					
			Nebraska					
			Nevada					
			New Hampshire					
			New Jersey New Mexico					
			New York					
			North Carolina					
			North Dakota					
			Northern Mariana Islands					
			Ohio					
			Oklahoma					
			Oregon					
			Pennsylvania					
			Puerto Rico					
			Rhode Island					
			South Carolina					
			South Dakota					
			Tennessee					
			Texas	_				
			US Virgin Islands	Α				
			Utah					
			Vermont					
			Virginia					
			Washington					
			West Virginia					
			Wisconsin					
			Wyoming					
			Other					
TA D0007005		Considerable where did the fleed less and	Prefer not to respond			Daniel de la constant	Object and a Ocean t	N // 1-1
TAR0227305	Α	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select	Skip Logic Group*	VI Island
			Online Jahra			one		
			Saint John					
			Saint Thomas					
			Prefer not to respond					