Attribute	Value
Channel	Functional
Touchpoint Name	Functional Custom
Hierarchy	No
Model Type	No Element Model
Journey Phase	TBD
Touchpoint Type	Standard
Partner Involved	No
Replay	No
Version Number of Model Template	NA

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

Model Name NFIP Claim Examination 9lk8NMptgA0dZJok55pApg4C

Model ID Partitioned

Date Model Version 11.17.2017 NA

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



Blue: Reword

Label	Element Questions		Label	Satisfaction Questions		Label	Future Behaviors
			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)		Recommend Company	Recommend Company (1=Very Unlikely, 10=Very Likely) How likely are you to recommend purchasing NFIP flood insurance to someone else?
			Expectations	How well did the process for filing an NFIP claim meet your expectations ? (1=Fell Short, 10=Exceeded)	•		Trust (1=Not at all Trustworthy, 10=Very Trustworthy)
		3	Satisfaction - Ideal	How does the process for filing an NFIP claim compare to an ideal process for filing an insurance claim? (1=Not Very Close, 10=Very Close)	5		Please rate your level of trust in NFIP flood insurance. Renew
					6		(1=Very Unlikely, 10=Very Likely) How likely are you to renew your NFIP policy again next year?

Model Name

NFIP Claim Examination

Model ID

9lk8NMptgA0dZJok55pApg4C

Partitioned

No

Date

11.17.2017

QID	QUESTION META TAG	Skip From	Question Text
VUM7822			Which recent event prompted you to file a flood claim?
CUR03679	911		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.
			Month
CUR03679	912		Day

1	I	I	
CUR0367	913		Year
VUM7822	0002		Please tell us what type of property sustained flood damage .
			, , , , , , , , , , , , , , , , , , ,
VUM7822	Q003		Where are you currently in the NFIP claims process? (Please
			select all that apply.)
VUM7822	Q004		Approximately how long did it take your adjuster to contact you
			after you contacted your agent or flood insurance company to
			report a loss?

VUM7822Q005		Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?
VUM7822 Q006		Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?
VUM7822Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?
VUM7822 Q008	A	Were the adjuster's instructions easy to understand?
VUM7822Q009	В	Please tell us what was not easy to understand.
VUM7822Q010		After the adjuster completed your inspection, was the process to complete your claim simple?
VUM7822Q011	В	Please tell us why you found completing your claim was not simple.
VUM7822Q012		After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?
VUM7822 Q013	A	Where did you go to get the additional information that you needed? (Please select all that apply.)
VUM7822Q014	С	How else did you seek additional information?
VUM7822Q015	В	Were you able to obtain the assistance you needed?
PAT0408687		My claim was adjusted using the following method:

	Α	Please explain how your claim was adjusted.
PAT0408688 VUM7822Q016		How satisfied were you with your experience working with the
V 01111 022 Q 010		adjuster to prepare your claim?
VUM7822Q017	D	Please explain your reason for providing this rating.
V/UM70220010		What mattered meet to you during your flood claims process?
VUM7822Q018		What mattered most to you during your flood claims process?
VUM7822Q019		Which adjuster traits mattered most to you? Please pick up to
		three qualities that you think matter most.
VUM7822Q020	Α	What other adjuster traits matter most to you?
VUM7822 OE_Improve		If you have any ideas on how your NFIP claims experience
Experience VUM7822 Demographics:		could be improved, please share them here. What is your gender?
Gender		What is your gender.
VUM7822 Demographics:		Which category includes your age?
Age		
I	I	ı

VUM7822Q024	Where did the flood loss occur?
-	

TAR02273	304	A	Specifically, where did the flood loss occur?

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

Blue: Reword

Answer Choices	Skip To	Required Y/N	Туре
Henri		Y	Radio button, one- up vertical
Nicholas			
Elsa			
Fred			
Ida			
Hurricane event other than above			
Flash flooding event			
Other flood event			
January		Y	Drop down, select one
February			
March	1		
April	1		
May			
June			
July			
August	-		
September	1		
October			
November			
December	-		
Don't know	-		
1		Υ	Drop down, select one
2	=		
3			
4	-		
5			
6	-		
7	-		
8	-		
9	-		
10	-		
11	-		
12	1		
13	1		
14			
15	<u> </u>		
16	1		
17			
18	1		
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20 21			
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22	I	1
23		
24		
25		
26 26		
27		
28		
29		
30		
31		
Don't know		
2022	Y	Drop down, select
2021		
2020		
2019		
2019		
2017		
2016		
2015		
2014		
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2012		
2011		
2010		
2009		
2008		
2007		
2006		
2005		
2004		
2003		
2002		
2001		
2000		
Don't know		
Business or commercial	Y	Radio button, one- up vertical
Condominium, Townhome or Multi-family dwelling	-	ap vortion
Residential (single family home)	†	
Mobile home	1	
Other	1	
Add/change supporting documentation for a loss	Y	Checkbox, one-up
		vertical
Adjuster already completed the inspection	1	
Completed my claim filing	1	
Checking the status of my claim	1	
Submit supporting documentation for a loss	1	
Other		
Within 3 days	Y	Radio button, one- up vertical
4-7 days]	
		•

	Y	Radio button, one- up vertical
	Υ	Radio button, one-
	'	up vertical
Α	Υ	Radio button, one-
		up vertical
	Υ	Radio button, one-
		up vertical
В		
	N	Text area, no char limit
Y		Radio button, one-
		up vertical
В		
	N	Text area, no char limit
A, B	Υ	Radio button, one-
		up vertical
	Υ	Checkbox, one-up
		vertical
	NI	Text area, no char
	IN	limit
	Υ	Radio button, one- up vertical
		ap voluodi
	Y	Radio button, one-
		up vertical
	В	B N Y B N Y C N

I approved and assisted in remote adjusting to receive final payment			
and conclude my claim.	_		
Other	Α	N.I	Taud ana a ma alam
		N	Text area, no char limit
1=Very dissatisfied	D	Y	Radio button, scale, no don't know
2	D		
3			
4			
5			
6			
7	,		
. 8	3		
9	+		
Very satisfied=10			
		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			
			I
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			
Pennsylvania			
Puerto Rico			
Rhode Island			
South Carolina			
South Dakota			
Tennessee			
Texas			
US Virgin Islands	Α		
Utah			

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



-	
Special Instructions	
	Event
	CDOL Month
	CDOL Day

I
 CDOL Year
CDOL Year
 Property Type
 Claim Stages
 Adjustor
Adjuster Contacted

	1
	Adjustor Visited
	Adjuster Visited
	Adjuster Sent
	Estimate
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	Instructed
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Skip Logic Group*	Adjuster Clarity
Skip Logic Group*	Adjuster Not Clear
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Skip Logic Group* Skip Logic Group* Randomize Anchor Answer	Simplicity Help Needed Post Visit
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Skip Logic Group* Skip Logic Group* Randomize Anchor Answer Choice Skip Logic Group*	Simplicity Help Needed Post Visit Help Sought How Help Sought How OE
Skip Logic Group* Skip Logic Group* Randomize Anchor Answer Choice Skip Logic Group* Skip Logic Group*	Simplicity Help Needed Post Visit Help Sought How Help Sought How OE Help Obtained
Skip Logic Group* Skip Logic Group* Randomize Anchor Answer Choice Skip Logic Group*	Simplicity Help Needed Post Visit Help Sought How Help Sought How OE
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Skip Logic Group*	OE_Adjustment
	Method
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Skip Logic Group*	OE PH Adjuster
Chip Logic Croup	Low SAT
	PH-Matters Most
Skip Logic Group*	PH-Adjuster
	Matters Most
Randomize	
Anchor Answer	
Choice	
Skip Logic Group*	PH-Adjuster
	Matters Most OE
	Matters Most OE
	Matters Most OE Improve OE
	Matters Most OE
	Matters Most OE Improve OE
	Matters Most OE Improve OE
	Matters Most OE Improve OE
	Matters Most OE Improve OE Demos: Gender
	Matters Most OE Improve OE
	Matters Most OE Improve OE Demos: Gender
	Matters Most OE Improve OE Demos: Gender
	Matters Most OE Improve OE Demos: Gender
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	Matters Most OE Improve OE Demos: Gender
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	Matters Most OE Improve OE Demos: Gender

Skip Logic Group*	State

Skip Logic Group*	VI Island

Model Name

NFIP Claim Examination

Model ID

9lk8NMptgA0dZJok55pApg4C

Partitioned

No

Date

11.17.2017

QID	QUESTION META TAG	Skip From	Question Text
VUM7822			Which recent event prompted you to file a flood claim?
CUR03679	911		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.
			Month
CUR03679	912		Day

1	I	I	
CUR0367	913		Year
VUM7822	0002		Please tell us what type of property sustained flood damage .
			, , , , , , , , , , , , , , , , , , ,
VUM7822	Q003		Where are you currently in the NFIP claims process? (Please
			select all that apply.)
VUM7822	Q004		Approximately how long did it take your adjuster to contact you
			after you contacted your agent or flood insurance company to
			report a loss?

VUM7822Q005		Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?
VUM7822Q006		Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?
VUM7822Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?
VUM7822Q008	A	Were the adjuster's instructions easy to understand?
VUM7822Q009	В	Please tell us what was not easy to understand.
VUM7822Q010		After the adjuster completed your inspection, was the process to complete your claim simple?
VUM7822Q011	В	Please tell us why you found completing your claim was not simple.
VUM7822Q012		After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?
VUM7822 Q013	A	Where did you go to get the additional information that you needed? (Please select all that apply.)
VUM7822Q014	С	How else did you seek additional information?
VUM7822Q015	В	Were you able to obtain the assistance you needed?
PAT0408687		My claim was adjusted using the following method:

	Α	Please explain how your claim was adjusted.
PAT0408688 VUM7822Q016		How satisfied were you with your experience working with the
7011110224010		adjuster to prepare your claim?
VUM7822Q017	D	Please explain your reason for providing this rating.
V/UM70220010		What mattered meet to you during your flood claims process?
VUM7822Q018		What mattered most to you during your flood claims process?
VUM7822Q019		Which adjuster traits mattered most to you? Please pick up to
		three qualities that you think matter most.
VUM7822Q020	Α	What other adjuster traits matter most to you?
VUM7822 OE_Improve		If you have any ideas on how your NFIP claims experience
Experience VUM7822 Demographics:		could be improved, please share them here. What is your gender?
Gender		Trinke is your gender.
VUM7822 Demographics:		Which category includes your age?
Age		
I	I	ı

VUM7822Q024	Where did the flood loss occur?

TAR02273	04	A	Specifically, where did the flood loss occur?

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

Blue: Reword

Answer Choices	Skip To	Required Y/N	Туре
Henri		Υ	Radio button, one- up vertical
Nicholas			ap vertical
Elsa			
Fred			
Ida			
Hurricane event other than above			
Flash flooding event			
Other flood event			
January		Y	Drop down, select one
February			
March			
April			
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June			
July			
August			
September			
October			
November			
December			
Don't know			
1		Υ	Drop down, select one
2			
3			
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25 26 27 28 29 30 31 31 31 31 32 32 32 32			
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Submit supporting documentation for a loss Other Within 3 days Y Radio button, one-up vertical	Checking the status of my claim		
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I approved and assisted in remote adjusting to receive final payment			
and conclude my claim.	1		
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Very satisfied=10		-	
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		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		1	
Being on time for scheduled visit		1	
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	1	I	I
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55 - 64 65 or older		_	

Prefer not to respond			
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Alaska			
American Samoa			
Arizona			
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California			
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Connecticut			
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District of Columbia			
Florida			
Georgia			
Guam			
Hawaii			
Idaho			
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Indiana			
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Saint Thomas	·		
Prefer not to respond			



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Special Instructions	
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	CDOL Day

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CDOL Year
 Property Type
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Skip Logic Group*	State

Skip Logic Group*	VI Island

Model Name NFIP Claim Examination

Model ID 9lk8NMptgA0dZJok55pApg4C

Partitioned No

Date 11.17.2017

QID	QUESTION META TAG	Skip From	Question Text
VUM7822	Q001		Which recent event prompted you to file a flood claim?
CUR03679	911		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month
CUR03679	912		Day

CUR0367913	Year
VUM7822Q002	Please tell us what type of property sustained flood damage .

VUM7822Q003		Where are you currently in the NFIP claims process? (Please select all that apply.)
VUM7822Q004		Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report a loss?
VUM7822Q005		Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?
VUM7822Q006		Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?
VUM7822Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?
VUM7822Q008	Α	Were the adjuster's instructions easy to understand?
VUM7822Q009	В	Please tell us what was not easy to understand.
VUM7822Q010		After the adjuster completed your inspection, was the process to complete your claim simple?
VUM7822Q011	В	Please tell us why you found completing your claim was not simple.
VUM7822Q012		After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?
VUM7822Q013	А	Where did you go to get the additional information that you needed? (Please select all that apply.)

VUM7822Q014	С	How else did you seek additional information?
VUM7822Q015	В	Were you able to obtain the assistance you needed?
PAT0408687		My claim was adjusted using the following method:
PAT0408688	A	Please explain how your claim was adjusted.
VUM7822 Q016		How satisfied were you with your experience working with the adjuster to prepare your claim?
VUM7822Q017	D	Please explain your reason for providing this rating.
VUM7822Q018		What mattered most to you during your flood claims process?
VUM7822 Q019		Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.
VUM7822Q020	Α	What other adjuster traits matter most to you?
VUM7822 OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.

VUM7822 Demographics: Gender	What is your gender?
VUM7822 Demographics: Age	Which category includes your age?
VUM7822 Q024	Where did the flood loss occur?

TAR02273	304	Α	Specifically, where did the flood loss occur?

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

Blue: Reword

Answer Choices	Skip To	Required Y/N	Туре
Imelda		Υ	Radio button, one-
Hand.			up vertical
Henri			
Nicholas Elsa			
Fred			
Ida			
Barry			
Harvey			
Irma			
Maria			
Dorian			
Laura			
Hanna			
Isaias			
Sally			
Delta			
Hurricane event other than above			
Flash flooding event			
Other flood event			
January		Υ	Drop down, select one
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Don't know			D
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2008	1		
2007			
2006	-		
2005	1		
2004	1		
2003	1		
2002	1		
2002	1		
2000	1		
Don't know	+		
Business or commercial		Y	Radio button, one-
		Y	up vertical
Condominium, Townhome or Multi-family dwelling]	
Residential (single family home)]	
Mobile home]	
Other			

Add/change supporting documentation for a loss		Y	Checkbox, one-up vertical
Adjuster already completed the inspection			
Completed my claim filing			
Checking the status of my claim			
Submit supporting documentation for a loss			
Other		1	
Within 3 days		Y	Radio button, one-
		·	up vertical
4-7 days			
8-14 days			
More than two weeks			
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Within 3 days		Υ	Radio button, one-
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4-7 days 8-14 days			
-		-	
More than two weeks			
Don't know			D 1: 1 1:
Within 3 days		Y	Radio button, one- up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Yes	А	Y	Radio button, one- up vertical
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No	В		
Don't know			
		N	Text area, no char limit
Yes		Y	Radio button, one- up vertical
No	В		
Don't know			
		N	Text area, no char limit
Yes	A, B	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 (places execit.)	_		
Other (please specify)	С		
		N	Text area, no char limit
Yes		Y	Radio button, one- up vertical
No			
Adjuster visited my property and completed a physical inspection.		Y	Radio button, one- up vertical
I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection.			
I approved and assisted in remote adjusting to receive final payment and conclude my claim.			
Other	Α		
		N	Text area, no char limit
1=Very dissatisfied	D	Y	Radio button, scale, no don't know
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Very satisfied=10			T
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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
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up vertical 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65 or older Prefer not to respond	Male		Radio button, one- up vertical
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Texas		
US Virgin Islands	Α	
Utah		
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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
Contacteu
Adjuster Visited
Adjuster Sent Estimate
Adjuster Instructed
Adjuster Clarity
Adjuster Not Clear OE
Process Simplicity
OE_Process Simplicity
Help Needed Post Visit
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
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Skip Logic Group*	PH-Adjuster Matters Most
Randomize	
Anchor Answer	
Choice	PH-Adjuster
	PH-Adjuster Matters Most OE Improve OE

	Demos: Gender
	Demos: Age
Skip Logic Group*	State

Skip Logic Group*	VI Island

Model Name NFIP Claim Examination
Model ID 9lk8NMptgA0dZJok55pApg4C

Partitioned No Date 11.17.2017

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 VUM7822Q001 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 Flash flooding event Other flood event CUR0367911 Please indicate the Claim Date of Loss you reported by CDOL Month January Drop down, select selecting the month, day and year below. February Month March April May June July August September October November December Don't know CUR0367912 CDOL Day Day Drop down, select 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know 2021 CUR0367913 Year Drop down, select CDOL Year

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				Don't know					
VUM7822	Q002		Please tell us what type of property sustained flood damage.	Business or commercial		Y	Radio button, one- up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling				1	
				Residential (single family home)					
				Mobile home					
				Other					
VUM7822	Q003		Where are you currently in the NFIP claims process? (Please select all that apply.)	Add/change supporting documentation for a loss		Y	Checkbox, one-up vertical		Claim Stages
				Adjuster already completed the inspection					
				Completed my claim filing					
				Checking the status of my claim					
				Submit supporting documentation for a loss					
V/LIN47022	0004		Approximately beyone did it take your adjuster to contact you	Other		V/	Dadia huttan ana		Adinatas
VUM7822	Q004		Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report a loss?	Within 3 days		Y	Radio button, one- up vertical		Adjuster Contacted
				4-7 days					
				8-14 days					
				More than two weeks					
VUM7822	0005		Approximately beyone did it take for the adjuster to complete	Don't know			Dadia huttan ana		A divetor \ /inited
V UIVI / 622	Q005		Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?	Within 3 days		Y	Radio button, one- up vertical		Adjuster Visited
				4-7 days 8-14 days					
				More than two weeks					
				Don't know					
VUM7822	0006		Approximately how long did it take to receive the adjuster's	Within 3 days		Υ	Radio button, one-		Adjuster Sent
			estimate after he/she completed your inspection?	4-7 days			up vertical		Estimate
				8-14 days				1	
				More than two weeks				1	
		<u> </u>		Don't know				<u> </u>	
VUM7822	Q007		Did your adjuster provide you with any instructions on the next	Yes	Α	Υ	Radio button, one-	Skip Logic Group*	Adjuster
			steps for your claim, following your inspection?				up vertical		Instructed
				No					
VUM7822	Q008	A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one- up vertical	Skip Logic Group*	Adjuster Clarity
				No Don't know	В				
VUM7822	0000	В	Please tell us what was not easy to understand	Don't know		N	Toyt area no ober	Skip Logic Crount	Adjuster Not Class
VUM7822		В	Please tell us what was not easy to understand.	Voc			limit	Skip Logic Group*	Adjuster Not Clear OE
V UIVI / 822	Ć010		After the adjuster completed your inspection, was the process to complete your claim simple?	Yes	В	Y	Radio button, one- up vertical	Skip Logic Group*	Process Simplicity
				No Don't know	В				
VUM7822	0011	В	Please tell us why you found completing your claim was not	DOTT KNOW		N	Text area, no char	Skip Logic Group*	OE_Process
VUM7822			simple. After the adjuster completed your inspection, did you need	Yes	A, B	Y	limit Radio button, one-	Skip Logic Group*	Simplicity Help Needed Post
V 01V1 / 022	Ųστζ		further assistance with the next steps for your claim?	ves No	А, Б	1	up vertical	Skip Logic Group*	Visit Post
				INU					Confidential and Dr

VUM7822Q013	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
			Family or friend				Randomize	
			Local official					
			Mobile app		1			
			My agent		1			
			My insurance carrier		1			
			NFIP Handbook					
			Website					
			Other (please specify)	С			Anchor Answer	
			Cuto. (produce opcomy)	•			Choice	
VUM7822Q014	С	How else did you seek additional information?			N	Text area, no char	Skip Logic Group*	Help Sought How
		,				limit		OE
VUM78220015	В	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one-	Skip Logic Group*	Help Obtained
		, ,				up vertical		
			No					
		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
217010000			,,			up vertical		Adjustment Method
PAT0408687						'		
			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	Α			01: 1 : 0 :	05 4 5
	Α	Please explain how your claim was adjusted.			N	Text area, no char	Skip Logic Group*	OE_Adjustment
PAT0408688				_		limit		Method
VUM7822Q016		How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied	D	Y	Radio button, scale no don't know	, Skip Logic Group*	PH Adjuster SAT
			2	D				
					-			
			3					
			4	D				
			5					
			6	D				
			7					
			8					
			9					
			Very satisfied=10					
VUM7822Q017	D	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
VUM7822Q018		What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
VUM7822Q019		Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions		Y	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
			Candor/honesty					
			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	
			and (picture specify)	^			Choice	
VUM7822Q020	Α	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
VUM7822 OE_Improve		If you have any ideas on how your NFIP claims experience			N	Text area, no char		Improve OE
Experience		could be improved, please share them here.				limit		
VUM7822 Demographics:		What is your gender?	Male		N	Radio button, one-		Demos: Gender
Gender						up vertical		1
			Female]			1
	1		Prefer not to respond		1			
							+	-
VUM7822(Demographics:		Which category includes your age?			N	Radio button. one-		Demos: Age
VUM7822 Demographics:		Which category includes your age?	Under 18		N	Radio button, one- up vertical		Demos: Age
VUM7822 Demographics: Age		Which category includes your age?	Under 18		N			Demos: Age
		Which category includes your age?	Under 18 18 - 24		N			Demos: Age
		Which category includes your age?	Under 18 18 - 24 25 - 34		N			Demos: Age
		Which category includes your age?	Under 18 18 - 24 25 - 34 35 - 44		N			Demos: Age
		Which category includes your age?	Under 18 18 - 24 25 - 34		N			Demos: Age

			65 or older Prefer not to respond		+			
M7822Q024	V	Vhere did the flood loss occur?	Alabama		N	Drop down, select	Skip Logic Group*	State
5 622 02 .		Thore and the need lede edear.	, addition		"	one	Citip Logic Group	Ciato
			Alaska		7			
			American Samoa					
			Arizona					
			Arkansas					
			California					
			Colorado					
			Connecticut					
			Delaware					
			District of Columbia		_			
			Florida		4			
			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	A				
			Utah		-			
			Vermont		-			
			Virginia		-			
			Washington		-			
			West Virginia		-			
			Wisconsin					
			Wyoming					
			Other					
20704			Prefer not to respond					
227304	A S	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
			Saint John					
			Saint Thomas		1			
			Prefer not to respond					

Model Name NFIP Claim Examination

Model ID 9lk8NMptgA0dZJok55pApg4C

Partitioned No

Date 11.17.2017

QID	QUESTION META TAG	Skip From	Question Text
VUM7822	Q001		Which recent event prompted you to file a flood claim?
CUR0367	911		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month
CUR0367	912		Day

CUR0367913	Year
55110301913	1 Gai
### Z2000	
VUM7822Q002	Please tell us what type of property sustained flood damage .
VUM7822Q003	Where are you currently in the NFIP claims process? (Please select all that apply.)

VUM7822Q004		Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report a loss?
VUM7822Q005		Approximately how long did it take for the adjuster to complete the inspection after he/she contacted you?
		and inspection after nersite contacted you:
VUM7822Q006		Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?
VUM7822Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?
VUM7822 Q008	А	Were the adjuster's instructions easy to understand?
VUM7822Q009	В	Please tell us what was not easy to understand.
VUM7822Q010		After the adjuster completed your inspection, was the process to complete your claim simple?
VUM7822Q011	В	Please tell us why you found completing your claim was not simple.
VUM7822Q012		After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?
VUM7822 Q013	A	Where did you go to get the additional information that you needed? (Please select all that apply.)
VUM7822Q014	С	How else did you seek additional information?

VUM7822	Q015	В	Were you able to obtain the assistance you needed?
PAT040868	7		My claim was adjusted using the following method:
PAT040868	8	Α	Please explain how your claim was adjusted.
VUM7822			How satisfied were you with your experience working with the adjuster to prepare your claim?
VUM7822	Q017	D	Please explain your reason for providing this rating.
VUM7822	Q018		What mattered most to you during your flood claims process?
VUM7822	Q019		Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.
VUM7822	Q020	Α	What other adjuster traits matter most to you?
	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.
VUM7822	Demographics: Gender		What is your gender?

VUM7822 Demographics: Age	Which category includes your age?
VUM7822Q024	Where did the flood loss occur?

TAR0227304	A	Specifically, where did the flood loss occur?

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

Blue: Reword

Answer Choices	Skip To	Required Y/N	Туре	
Imelda		Υ	Radio button, one- up vertical	
Ida			ap vortioai	
Barry				
Harvey				
Irma				
Maria				
Dorian				
Laura				
Hanna				
Isaias				
Sally				
Delta				
Hurricane event other than above				
Flash flooding event				
Other flood event				
January		Y	Drop down, select one	
February	-			
March	-			
April	1			
May	-			
June	-			
July	1			
August	-			
September	-			
October	1			
November	-			
December	1			
Don't know	-			
1		Υ	Drop down, select	
2	-		one	
2				
<u>3</u> 4	-			
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21			
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23			
24			
25			
26			
27			
28			
29			
30			
31			
Don't know			
2021		Υ	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			
Business or commercial		Υ	Radio button, one-
Business of confinercial		ī	up vertical
Condominium, Townhome or Multi-family dwelling			TO 1.11041
Residential (single family home)			
Mobile home			
Other		· · · · · · · · · · · · · · · · · · ·	Chookhoy and un
Add/change supporting documentation for a loss		Υ	Checkbox, one-up vertical
Adjuster already completed the increation			Vertical
Adjuster already completed the inspection			
Completed my claim filing			
Checking the status of my claim			1

Submit supporting documentation for a 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		Υ	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	A	Υ	Radio button, one- up vertical
No			
Yes		Υ	Radio button, one- up vertical
No	В		
Don't know			
		N	Text area, no char limit
Yes		Υ	Radio button, one- up vertical
No	В		
Don't know			
		N	Text area, no char limit
Yes	A, B	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)	С		
		N	Text area, no char limit

No Adjuster visited my property and completed a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection. I approved and assisted in remote adjusting to receive final payment and conclude my claim. Other A N Text area, no char limit 1=Very dissatisfied D Y Radio button, one-up vertical 1=Very dissatisfied D Y Radio button, scale, no don't know P A D A D A D A D A D A D A D A D A D A	Yes		Υ	Radio button, one-
No Adjuster visited my property and completed a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection. I approved and assisted in remote adjusting to receive final payment and conclude my claim. Other A N Text area, no char limit 1=Very dissatisfied D Y Radio button, scale, no don't know 1=Very dissatisfied D Y Radio button, scale, no don't know A Po 5 D 6 D 7 B 8 B 9 Very satisfied=10 N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit Imit N Text area, no char limit Imit N Text area, no char limit Imit Imit N Text area, no char limit Imit Tust area and char limit Imit N Text area, no char limit Imit Tust area, no char limit Imit N Text area, no char limit Imit Imit N Text area, no char limit Imit Imit N Text area, no char limit Imit Tust area limit N Text area, no char limit Imit Imit N Text area, no char limit Imit Tust that they had my best interests at heart Other (please specify) A N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit N Radio button, one-up vertical	163		'	
lapproved 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 A N Text area, no char limit 1=Very dissatisfied D A 1=Very dissatisfied D A D A Text area, no char limit 1=Very dissatisfied D A D	No			'
payment while awaiting a physical inspection. I approved and assisted in remote adjusting to receive final payment and conclude my claim. Other A N Text area, no char limit 1=Very dissatisfied D Y Radio button, scale, no don't know 2 D 3 D 4 D 5 D 6 D 7 D 8 D Very satisfied=10 N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit Ability to answer my questions Candor/honesty Claim papenvork accuracy Clear, simple communication Empathylunderstanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit N Text area, no char limit N Radio button, one-up vertical	Adjuster visited my property and completed a physical inspection.		Y	
I approved and assisted in remote adjusting to receive final payment and conclude my claim. Other A N Text area, no char limit 1=Very dissatisfied D Y Radio button, scale, no don't know 2 D 3 D 4 D 5 D 6 D 7 T 8 S 9 Very satisfied=10 N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit Ability to answer my questions Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit N Radio button, one-up vertical	I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection.			
Other N Text area, no char limit	I approved and assisted in remote adjusting to receive final payment			
1=Very dissatisfied D X Radio button, scale, no don't know 2 D 3 D 4 D 5 D 6 D 7 Radio button, scale, no don't know Poly satisfied=10 N Text area, no char limit N Text area, no char limit N Text area, no char limit Text area, no char limit Text area, no char limit N Text area, no char limit Checkbox, one-up vertical Clear, simple communication Empathy/understanding E	and conclude my claim.			
Imit Imit Radio button, scale, no don't know Part Radio button, scale, no don't know Part Radio button, scale, no don't know Part Radio button, scale, no don't know Part	Other	Α		
no don't know 2 D 3 D 4 D 5 D 6 D 7 T 8 D 9 Text area, no char limit Ability to answer my questions Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit N Text area, no char limit Imit N Radio button, one-up vertical N Radio button, one-up vertical			N	
3 D 4 D 5 D 6 D 7 T 8 D 9 Very satisfied=10 N Text area, no char limit N Text area, no char limit N Text area, no char limit Checkbox, one-up vertical Claim paperwork accuracy Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Radio button, one-up vertical	1=Very dissatisfied	D	Y	
3 D 4 D 5 D 6 D 7 T 8 D 9 Very satisfied=10 N Text area, no char limit N Text area, no char limit N Text area, no char limit Checkbox, one-up vertical Claim paperwork accuracy Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Radio button, one-up vertical	2	D		
A D S D D D D D D D D				
S D T S S S S S S S S S				
S D T S S S S S S S S S	5	D		
Very satisfied=10 N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit Checkbox, one-up vertical Clain paperwork accuracy Clear, simple communication Empathylunderstanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit N Radio button, one-up vertical				
Very satisfied=10 N Text area, no char limit	7			
Very satisfied=10 N Text area, no char limit	8			
N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit N Text area, no char limit Checkbox, one-up vertical Claim paperwork accuracy Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit N Radio button, one-up vertical N Radio button,				
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Ability to answer my questions Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit Male N Radio button, one-up vertical			N	
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Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit Male N Radio button, one-up vertical Female	Ability to answer my questions		Y	
Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit Male N Radio button, one-up vertical	Candor/honesty			
Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit Male N Radio button, one-up vertical Female	Claim paperwork accuracy			
Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit Male N Radio button, one-up vertical	Clear, simple communication			
Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit Male N Radio button, one-up vertical Female	Empathy/understanding			
Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit Male N Radio button, one-up vertical Female				
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) N Text area, no char limit N Text area, no char limit Male N Radio button, one-up vertical	Listening actively to me			
Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit N Radio button, one-up vertical Female	Reliability			
Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit N Radio button, one-up vertical Female	·			
Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify) A N Text area, no char limit N Text area, no char limit N Radio button, one-up vertical Female				
Trust that they had my best interests at heart Other (please specify) N Text area, no char limit N Text area, no char limit N Radio button, one-up vertical Female				
Other (please specify) N Text area, no char limit N Text area, no char limit N Text area, no char limit N Radio button, one-up vertical Female	· · · · · · · · · · · · · · · · · · ·			
N Text area, no char limit N Text area, no char limit N Radio button, one-up vertical Female				
Male N Text area, no char limit N Radio button, one-up vertical Female	Other (please specify)	Α		
Male N Radio button, one-up vertical Female			N	
Female up vertical			N	
Female	Male		N	
Prefer not to respond	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

	1	1
	CDOL Year	
	Property Type	
	Olaina Ota	
	Claim Stages	

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

Skip Logic Group*	Help Obtained
Skip Logic Group*	Adjustment Method
Skip Logic Group*	OE_Adjustment Method
Skip Logic Group*	PH Adjuster SAT
Skip Logic Group*	OE PH Adjuster Low SAT
	PH-Matters Most
Skip Logic Group*	PH-Adjuster Matters Most
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

No 11.17.2017

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



	QUESTION META TAG			Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
VUM7822			Which recent event prompted you to file a flood claim?	lmelda		Y	Radio button, one- up vertical		Event
				Barry					
				Harvey					
				Irma					
				Maria					
				Dorian					
				Laura					
				Hanna					
				Isaias					
				Sally					1
				Delta					1
				Hurricane event other than above					
				Flash flooding event					1
				Other flood event					
CUR03679	911		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
			Solosing the month, day and year below.	February	ł		00		
			Month	March	1				1
			IVIOTIUT		1				1
				April	1				1
				May	1				1
				June	1				1
				July	1				1
				August	1				1
				September	1				1
				October]				1
				November]				1
				December					1
				Don't know					
JR03679	912		Day	1		Υ	Drop down, select one		CDOL Day
				2	1		One		1
				2	1				1
				3	-				1
				4	1				1
				5	1				[
				6	1				I
				7]				1
				8]				1
				9	1				1
				10					[
				11	1				[
				12	1				1
				13	1				1
				14	1				1
				15	1				[
				16	1				[
				17	t				1
				18	1				[
					1				1
				19	1				1
				20	1				1
				21	1				[
				22	1				1
				23	1				[
				24	1				[
				25]				[
				26	1				1
				27	1				1
				28	1				1
				29	1				1
				30	1				1
				31	ł				[
					1				1
IDOSCZ	112		Voor	Don't know		.,	Dron down asia		CDOL Vees
JR03679	113		Year	2021	1	Y	Drop down, select		CDOL Year
				2020					1
		1	The state of the s	1	4				1

			2019	1	I		1	
			2018					
			2017					
			2016					
			2015					
			2014					
			2013					
			2012					
			2011	_				
			2010	_				
			2009					
			2008					
			2007					
			2006					
			2005					
			2004					
			2003					
			2002					
			2001					
			2000					
			Don't know					
VUM7822Q002		Please tell us what type of property sustained flood damage .	Business or commercial		Y	Radio button, one- up vertical		Property Type
			Condominium, Townhome or Multi-family dwelling		1	1		
			Residential (single family home)		1			
			Mobile home		1			
	1		Other		1			
VUM7822Q003		Where are you currently in the NFIP claims process? (Please select all that apply.)	Add/change supporting documentation for a loss		Y	Checkbox, one-up vertical		Claim Stages
	1	Scient all that apply.)	Adjuster already completed the inspection		1	Vertical		
			Completed my claim filing		1			
					1			
			Checking the status of my claim		-			
			Submit supporting documentation for a loss		-			
VUM7822Q004		Ammunimental chancelong did it tales come divistante contest con	Other Within 3 days		Y	Dadia huttan ana		A dissatas
VOM7822Q004		Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report a loss?	Willim 5 days		'	Radio button, one- up vertical		Adjuster Contacted
			4-7 days		1			
			8-14 days		1			
			More than two weeks		1			
			Don't know					
VUM7822Q005		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		1			
			8-14 days		1			
			More than two weeks		1			
			Don't know		1			
VUM7822Q006		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	Τ΄		
			8-14 days		1			
			More than two weeks		1			
			Don't know		1			
VUM7822Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes	A	Y	Radio button, one- up vertical	Skip Logic Group*	Adjuster Instructed
			No					
VUM7822Q008	А	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one- up vertical	Skip Logic Group*	Adjuster Clarity
			No	В				
			Don't know					
VUM7822Q009	В	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clea OE
VUM7822Q010		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	В				
			Don't know					
VUM7822Q011	В	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
VUM7822Q012		After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?	Yes	A, B	Y	Radio button, one- up vertical	Skip Logic Group*	Help Needed Pos Visit
		The state of the s	No			F		

VUM7822Q013	A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center		Y	Checkbox, one-up vertical	Skip Logic Group*	Help Sought How
		, (Family or friend		1		Randomize	
			Local official		1			
			Mobile app		1			
			My agent		1			
			My insurance carrier		1			
			NFIP Handbook		1			
			Website		1			
			Other (please specify)	С			Anchor Answer Choice	
VUM7822Q014	С	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM7822Q015	В	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
			No No					
PAT0408687		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					
	A	Please explain how your claim was adjusted.	Other	_ ^	N	Text area, no char	Skip Logic Group*	OE Adjustment
PAT0408688	^					limit		Method
VUM7822Q016		How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied	D	Y	Radio button, scale no don't know	, Skip Logic Group*	PH Adjuster SAT
			2	D	1			
			3		1			
			4	D	1			
			5		1			
			6		1			
			7	-	1			
					1			
			g		1			
			Very satisfied=10		1			
VUM7822Q017	D	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
VUM7822Q018		What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
VUM7822Q019		Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions		Y	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
			Candor/honesty					
			Claim paperwork accuracy					
			Clear, simple communication					
			Empathy/understanding				Randomize	
			Flood insurance knowledge and expertise					
			Listening actively to me					
			Reliability		1			
			Responsiveness					
			Being on time for scheduled visit					
			Thoroughness					
			Spent adequate time assessing my situation		1			
			Trust that they had my best interests at heart					
			Other (please specify)	Α			Anchor Answer	
VUM7822Q020	Α	What other adjuster traits matter most to you?			N	Text area, no char	Choice Skip Logic Group*	PH-Adjuster
VUM7822 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.				limit		
VUM7822 Demographics: Gender		What is your gender?	Male		N	Radio button, one- up vertical		Demos: Gender
			Female		1			
			Prefer not to respond					
VUM7822 Demographics: Age		Which category includes your age?	Under 18		N	Radio button, one- up vertical		Demos: Age
			18 - 24]			
			25 - 34		1			
			35 - 44		1			
			45 - 54		1			
			55 - 64					

		65 or older Prefer not to respond					
M7822Q024	Where did the flood loss occur?	Alabama		N	Drop down, select	Skip Logic Group*	State
	Whole the heet less count	- idodina		''	one	Citip Logic Croup	Otato
		Alaska		1			
		American Samoa					
		Arizona					
		Arkansas					
		California					
		Colorado					
		Connecticut					
		Delaware					
		District of Columbia		-			
		Florida		-			
		Georgia					
		Guam Hawaii		1			
		Idaho		1			
		Illinois		1			
		Indiana		1			
		lowa					
		Kansas					
		Kentucky		1			
		Louisiana					
		Maine		1			
		Maryland					
		Massachusetts		1			
		Michigan		1			
	Minnesota		1				
	Mississippi						
	Missouri		1				
	Montana		1				
		Nebraska		1			
		Nevada		1			
		New Hampshire		1			
		New Jersey		1			
		New Mexico		1			
		New York		1			
		North Carolina					
		North Dakota		1			
		Northern Mariana Islands		1			
		Ohio					
		Oklahoma		1			
		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					
0227304	A Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
		Coint John		-	one		
		Saint John Saint Thomas		1			

No 11.17.2017 Red & Strike-Through: Delete Underlined & Italicized: Re-order Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
VUM7822	Q001		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					
				Flash flooding event					
				Other flood event					
CUR03679	911		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Y	Drop down, select one		CDOL Month
			Selecting the month, day and year below.	Fohmung.			one		
			Month	February					
			Month	March					
				April					
				May					
				June					
				July					
				August					
				September					
				October	1				
				November	i				
				December	i				
				Don't know					
CUR03679	912		Day	1		Υ	Dron down select		CDOL Day
00.10001	Ĭ		24)				Drop down, select one		ob oz buj
				2					
				2	1				
				4					
				5	-				
				5	-				
				0					
				7					
				8					
				9					
				10					
				11					
				12					
				13					
				14					
				15					
				16					
				17					
				18					
				19	1				
				20					
				21					
				22	1				
				23					
				24					
				25					
				26					
				27					
				28					
				29					
				30					
				31					
				Don't know					
CUR03679	913		Year	2020		Y	Drop down, select		CDOL Year
				2019	1				
1	1		ļ		1	ı	I .	I .	1

İ	1	1	2010	_	ı	1	1	1
			2018	_				
			2017					
			2016					
			2015					
			2014					
			2013					
			2012					
			2011					
			2010					
			2009	-				
			2008					
			2007					
			2006					
			2005					
			2004					
			2003					
			2002					
			2001					
			2000					
			Don't know					
UM7822Q002		Please tell us what type of property sustained flood damage.	Business or commercial		Y	Radio button, one-	+	Property Type
Om 022002		property sustained nood damage.			_ '	up vertical		i Toperty Type
			Condominium, Townhome or Multi-family dwelling		1			
			Residential (single family home)					
			Mobile home		1			
			Other		1			
UM7822Q003		Whore are you currently in the NEID claims process? (Discos			Y	Chockboy one ::=	+	Claim Stages
UIVI 1022 QUUS		Where are you currently in the NFIP claims process? (Please select all that apply.)	Add/change supporting documentation for a loss		, , ,	Checkbox, one-up vertical		Claim Stages
			Adjuster already completed the inspection		1			
			Completed my claim filing					
			Checking the status of my claim		1			
			Submit supporting documentation for a loss		1			
					1			
	-		Other					
UM7822Q004		Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report a loss?	Within 3 days		Y	Radio button, one- up vertical		Adjuster Contacted
			4-7 days		1			
			8-14 days		1			
					-			
			More than two weeks		4			
			Don't know					
′UM7822Q005		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		İ			
			8-14 days		1			
					-			
			More than two weeks		-			
			Don't know					
UM7822Q006		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		1			
					1			
			More than two weeks		4			
			Don't know					
UM7822Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes	A	Y	Radio button, one- up vertical	Skip Logic Group*	Adjuster Instructed
			No					
UM7822Q008	Α	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-	Skip Logic Group*	Adjuster Clarity
						up vertical		, , , , ,
			No	В		1		
111170000000		Discount II was also to the control of the control	Don't know			T4	Object and O	A direct to the second
UM7822Q009	В	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Cle
UM7822Q010		After the adjuster completed your inspection, was the arrange	Voc		Y	Radio button, one-	Skin Logio Croust	
OINI 1.855 010		After the adjuster completed your inspection, was the process	Yes		Y		Skip Logic Group*	Process Simplicit
		to complete your claim simple?			4	up vertical		
			No	В				
			Don't know					
JM7822Q011	В	Please tell us why you found completing your claim was not			N	Text area, no char	Skip Logic Group*	OE Process
		simple.				limit	.р	Simplicity
UM7822Q012		After the adjuster completed your inspection, did you need	Yes	A, B	Y	Radio button, one-	Skin Logic Group*	Help Needed Po
OMITOEZQUIZ		further assistance with the next steps for your claim?		м, Б	,	up vertical	OKIP LOGIC GIOUP"	Visit
		The state of the s						
			No					
/UM7822Q013	A	Where did you go to get the additional information that you needed? (Please select all that apply.)	No Call center		Y	Checkbox, one-up vertical	Skip Logic Group*	Help Sought How

	I .			l= "	1		1	la	1
				Family or friend				Randomize	
				Local official					
				Mobile app					
				My agent My insurance carrier					
				NFIP Handbook		1			
				Website					
				Other (please specify)	С			Anchor Answer	
				(h				Choice	
VUM78220		С	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM78220	Q015	В	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
				No					
PAT040868	7		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.					
		А	Please explain how your claim was adjusted.	Other	A	N	Text area, no char	Skip Logic Group*	OE_Adjustment
PAT040868 VUM7822			How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied	D	Y	Radio button, scale, no don't know	Skip Logic Group*	Method PH Adjuster SAT
				2	D				
				3	B D				
				4					
				5					
				7		-			
				8	3				
				g	9				
				Very satisfied=10					
VUM7822	Q017	D	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
VUM7822	Q018		What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
VUM7822	Q019		Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions		Y	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
				Candor/honesty		I			
				Candor/honesty Claim paperwork accuracy					
				Claim paperwork accuracy				Randomize	
				Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise				Randomize	
				Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me				Randomize	
				Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability				Randomize	
				Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness				Randomize	
				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				Randomize	
				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				Randomize	
				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				Randomize	
				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	A				
				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	A			Randomize Anchor Answer Choice	
VUM7822		A	What other adjuster traits matter most to you?	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	A	N	Text area, no char	Anchor Answer	PH-Adjuster Matters Most OE
VUM7822	OE_Improve Experience	A	What other adjuster traits matter most to you? If you have any ideas on how your NFIP claims experience could be improved, please share them here.	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	A	N	limit Text area, no char limit	Anchor Answer Choice	
VUM78220	OE_Improve	A	If you have any ideas on how your NFIP claims experience	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	A		limit Text area, no char	Anchor Answer Choice	Matters Most OE
VUM78220	OE_Improve Experience Demographics:	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here.	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) Male Female	A		limit Text area, no char limit Radio button, one-	Anchor Answer Choice	Matters Most OE Improve OE
VUM78220	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	Claim paperwork accuracy Clear, simple communication Empathylunderstanding 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) Male Female Prefer not to respond	A	N N	limit Text area, no char limit Radio button, one-up vertical	Anchor Answer Choice	Improve OE Demos: Gender
VUM78220 VUM78220	OE_Improve Experience Demographics:	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here.	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) Male Female Frefer not to respond Under 18	A		limit Text area, no char limit Radio button, one-	Anchor Answer Choice	Matters Most OE Improve OE
VUM78220 VUM78220	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond Under 18 18 - 24	A	N N	limit Text area, no char limit Radio button, one-up vertical Radio button, one-	Anchor Answer Choice	Improve OE Demos: Gender
VUM78220 VUM78220	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond Under 18 18 - 24 25 - 34	A	N N	limit Text area, no char limit Radio button, one-up vertical Radio button, one-	Anchor Answer Choice	Improve OE Demos: Gender
VUM78220 VUM78220	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond Under 18 18 - 24 25 - 34 35 - 44	A	N N	limit Text area, no char limit Radio button, one-up vertical Radio button, one-	Anchor Answer Choice	Improve OE Demos: Gender
VUM78220 VUM78220	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond Under 18 18 - 24 25 - 34 35 - 44 45 - 54	A	N N	limit Text area, no char limit Radio button, one-up vertical Radio button, one-	Anchor Answer Choice	Improve OE Demos: Gender
VUM78220	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond Under 18 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64	A	N N	limit Text area, no char limit Radio button, one-up vertical Radio button, one-	Anchor Answer Choice	Improve OE Demos: Gender
VUM78220 VUM78220	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond Under 18 18 - 24 25 - 34 35 - 44 45 - 54	A	N N	limit Text area, no char limit Radio button, one-up vertical Radio button, one-	Anchor Answer Choice	Improve OE Demos: Gender

VUM7822	Q024		Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
				Alaska			one		
				American Samoa					
				Arizona					
				Arkansas					
				California					
				Calmornia					
				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					
				Oragon					
				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					
TAR02273	204	_	Charifically, where did the flood less seems	Prefer not to respond		N.I.	Dron down aglant	Ckin Logic Craust	VI Island
TAR02273	304	Α	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
				Coint John			OHE		
				Saint John					
				Saint Thomas					
				Prefer not to respond					

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

Pink: Addition Blue: Reword



	QUESTION META TAG			Answer Choices	Skip To	T/IN	Туре	Special Instructions	CQ Label
UM7822	Q001		Which recent event prompted you to file a flood claim?	Imelda		Y	Radio button, one- up vertical		Event
				Barry		1	'		
				Harvey		1			
				Irma		-			
						-			
				Maria		-			
				Dorian					
				Laura					
				Hanna					
				Isaias					
				Sally					
				Hurricane event other than above					
				Flash flooding event					
				Other flood event	_	1			
	1					.,			000111
R0367	911		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	7				
			Month	March	1	1			
				April	+	1			1
					+	1			
				May	4	1			1
				June	4				
				July	_				
				August					
				September	7				
				October	7				
				November	4				
					4				
				December	4				
				Don't know					
R0367	912		Day			Y	Drop down, select one		CDOL Day
				2					
				3	4				
				4	4				
				5					
				6					
				7	7				
				8	1				
				0	1				
				9	4				
				10	4				
				11	1				
				12	╛	1			
				13		1			
				14	7	1			
				15	1	1			
					+	1			
				16	4	1			1
				17	1	1			1
				18	┙	1			1
				19	1	1			1
				20	7	1			1
				21	7	1			1
				22	1	1			1
		I .	I		4	1			1
							1	I	1
				23	4				
				24	1				
					-				
				24 25					
				24 25 26					
				24 25 26 27	- - - -				
				24 25 26 27 28					
				24 25 26 27 28 29					
				24 25 26 27 28 29					
				24 25 26 27 28 29					
				24 25 26 27 28 29					

				2010 2009					
				2008					
				2007					
				2006					
				2005					
				2004	_				
				2003	-				
				2002 2001	-				
				2000	-				
				Don't know	-				
VUM7822Q	002		Please tell us what type of property sustained flood damage.	Business or commercial		Υ	Radio button, one-		Property Type
				Condominium Toumhome or Multi-femilia describe	+		up vertical		
				Condominium, Townhome or Multi-family dwelling					
				Residential (single family home) Mobile home					
				Other					
VUM78220	003		Where are you currently in the NFIP claims process? (Please	Add/change supporting documentation for a loss		Y	Checkbox, one-up		Claim Stages
70022			select all that apply.)	Adjuster already completed the inspection		·	vertical		Jann Stages
				Completed my claim filing					
			Checking the status of my claim						
			Submit supporting documentation for a loss						
				Other					
VUM7822Q	004		Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report a 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					
VUM7822QI	005		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					
VUM78220	006		Approximately how long did it take to receive the adjuster's	Within 3 days		Y	Radio button, one-		Adjuster Sent
7070220			estimate after he/she completed your inspection?	·		'	up vertical		Estimate
				4-7 days 8-14 days					
				More than two weeks					
				Don't know					
VUM7822Q	007		Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes	А	Y	Radio button, one- up vertical	Skip Logic Group*	Adjuster Instructed
				No					
VUM7822Q	800	Α	Were the adjuster's instructions easy to understand?	Yes		Υ	Radio button, one- up vertical	Skip Logic Group*	Adjuster Clarity
				No	В				
				Don't know					
		В	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
VUM7822Q(
VUM7822QI			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	В	Υ		Skip Logic Group*	Process Simplicity
VUM7822QI	010		to complete your claim simple?		В		up vertical		
	010	В		No	B A, B	N Y	up vertical	Skip Logic Group* Skip Logic Group*	Process Simplicity OE_Process Simplicity Help Needed Post

V (1 1 4 7 0 0 0 0 0 1 7			NATIONAL MICHAEL CONTRACTOR AND ADMINISTRACTOR ADMINISTRACTOR AND ADMINISTRACTOR AND ADMINISTRACTOR AND ADMINISTRACTOR ADMINIST	No		.,	Ob I b	Object and C	I I alla Care I i i i
VUM7822Q013		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
			incoded. (Ficase scient all that apply.)	Family or friend			vertical	Randomize	
				Local official					
				Mobile app					
				My agent					
				My insurance carrier					
				NFIP Handbook					
				Website					
				Other (please specify)	С			Anchor Answer Choice	
VUM7822Q014		С	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM7822Q015		В	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
				No					
			My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection.		Υ	Radio button, one-	Skip Logic Group*	Adjustment
AT0408687							up vertical		Method
711010007				l approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection.					
				l approved and assisted in remote adjusting to receive final payment and conclude my claim.					
				Other	Α				
PAT0408688		Α	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE_Adjustment Method
/UM7822Q016			How satisfied were you with your experience working with the	1=Very dissatisfied	D	Υ	Radio button, scale	Skip Logic Group*	PH Adjuster SAT
			adjuster to prepare your claim?	·			no don't know		
				2	D				
				3					
				4					
				5					
				6	D				
				7					
				8					
				9					
				Very satisfied=10					
VUM7822Q017		D	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
VUM7822Q018			What mattered most to you during your flood claims process?			N	Text area, no char		PH-Matters Most
							limit		
VUM7822Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions		Y	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
				Candor/honesty					
				Claim paperwork accuracy					
				Clear, simple communication					
				Empathy/understanding				Randomize	
				Flood insurance knowledge and expertise					
				Listening actively to me					
				Reliability					
				Responsiveness Reign on time for schoduled visit					
				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	
VUM7822Q020		Α	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
VUM7822 OE_Im Experi			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
VUM7822 Demoç Gende	graphics:		What is your gender?	Male		N	Radio button, one- up vertical		Demos: Gender
Geride				Female		-	ah vernegi		
				Prefer not to respond					
/UM7822/Demog	graphics:		Which category includes your age?	Under 18		N	Radio button, one-		Demos: Age
Age							up vertical		
				18 - 24					
				25 - 34					1

1	I	I	35 - 44	1	I	1	I	1
			45 - 54		-			
			55 - 64		-			
			65 or older		-			
			Prefer not to respond		-			
VUM7822Q024		Where did the flood loss occur?	Alabama		N	Drop down, select	Skip Logic Group*	State
VOW/022Q024		Where did the hood loss occur:	Alabana		IN IN	one	Skip Logic Group	State
			Alaska					
			American Samoa					
			Arizona					
			Arkansas					
			California					
			Colorado		1			
			Connecticut		1			
			Delaware					
			District of Columbia					
			Florida					
			Georgia					
			Guam		1			
			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		-			
			Pennsylvania					
			Puerto Rico Rhode Island		-			
					-			
			South Carolina					
			South Dakota					
			Tennessee					
			Texas		-			
			US Virgin Islands	Α				
			Utah					
			Vermont					
			Virginia					
			Washington		-			
			West Virginia					
			Wisconsin					
			Wyoming Other					
			Other					
			Prefer not to respond					
TAR0227304	Α	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
			Saint John		-	one		
			Saint John					
			Saint Thomas		-			
			Prefer not to respond					

Model Name NFIP Claim Examination
Model ID 9lk8NMptgA0dZJok55pApg4C

Partitioned No Date 11.17.2017

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Blue: Reword

FORESEE

QUESTION META TAG Skip From Required Y/N QID Skip To Special Instructions CQ Label **Question Text Answer Choices** Type VUM7822Q001 Which recent event prompted you to file a flood claim? Imelda Radio button, one-Event up vertical Barry Harvey Irma Maria Dorian Hurricane event other than above Flash flooding event Other flood event CUR0367911 Please indicate the **Claim Date of Loss** you reported by selecting the month, day and year below. Drop down, select CDOL Month January February March Month April May June July August September October November December Don't know Drop down, select CUR0367912 Day CDOL Day one 18 19 20 21 22 23 24 25 26 27 28 29 30 Don't know CUR0367913 Year 2020 Drop down, select CDOL Year 2019

			further assistance with the next steps for your claim?	No No	7., 0		up vertical	p zog.o oroup	Visit
VUM7822		В	Please tell us why you found completing your claim was not simple. After the adjuster completed your inspection, did you need	Yes	A, B	N	Text area, no char limit Radio button, one-	Skip Logic Group* Skip Logic Group*	OE_Process Simplicity Help Needed Post
VUM7822	0011	В	Discos tell us udu usu faund a seed tile seed tile see	No Don't know	В	*1	Tout ever and	Clair Logic Correct	OF Pro
VUM7822	Q010		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
VUM7822	Q009	В	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
VUM7822	Q008	A	Were the adjuster's instructions easy to understand?	Yes No Don't know	В	Y	Radio button, one- up vertical	Skip Logic Group*	Adjuster Clarity
VUM7822			Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes No	A	Y	Radio button, one- up vertical		Adjuster Instructed
VI IN 47000	0007		Did your adjuster was ide you with any instruction of the control	More than two weeks Don't know		V	Dadia huttan	Chin Logic Crows	Adinatar
				4-7 days 8-14 days					
VUM7822	Q006		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
				More than two weeks Don't know					
				4-7 days 8-14 days					
VUM7822	Q005		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
				Don't know					
				8-14 days More than two weeks					
			report a loss?	4-7 days					
VUM7822	Q004		Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to	Within 3 days		Y	Radio button, one- up vertical		Adjuster Contacted
				Other					
			Checking the status of my claim Submit supporting documentation for a loss						
			Adjuster already completed the inspection Completed my claim filing						
VUM7822	Q003		Where are you currently in the NFIP claims process? (Please select all that apply.)	Add/change supporting documentation for a loss		Υ	Checkbox, one-up vertical		Claim Stages
				Mobile home Other					
				Residential (single family home)					
JWITOLL	2002		. Sales and what type of property sustained flood damage.	Condominium, Townhome or Multi-family dwelling			up vertical		openty Type
VUM7822	0002		Please tell us what type of property sustained flood damage .	Don't know Business or commercial		Y	Radio button, one-		Property Type
				2000					
				2002 2001	-				
				2003					
				2005	-				
				2006					
				2007					
				2009	-				
				2010					
				2012	1				
				2013 2012	-				
				2014					
				2015	1				
				2017 2016	-				
				2018					

VUM78220	Q013	Α	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center		Y	Checkbox, one-up	Skip Logic Group*	Help Sought How
			(Family or friend				Randomize	
				Local official				T CATTO TITLE	
				Mobile app					
				My agent					
				My insurance carrier					
				NFIP Handbook					
				Website					
				Other (please specify)	С			Anchor Anguer	
V/III 47000	0014		Llaw also did you soul additional information	Other (please specify)			T	Anchor Answer Choice	Uala Carrabi Uarr
VUM78220		С	How else did you seek additional information?	No.		N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM78220	Q015	В	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
			No I - i	No			Darlie buttern and	Obia I ania Onessat	0 -1:
PAT040868	17		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	Α				
PAT040868		A	Please explain how your claim was adjusted.			N	Text area, no char limit		OE_Adjustment Method
VUM78220	Q016		How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied	D	Υ	Radio button, scale no don't know	Skip Logic Group*	PH Adjuster SAT
				2	D				
				3	D				
				4	D				
				5	D				
				6	D				
				7					
				. 8					
				9					
VUM78220	0017	-	Diagon cymlein yeur reagan far providing this reting	Very satisfied=10		NI.	Tout area no shor	Chin Logio Crount	OF DIL Adjuster
		D	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
VUM78220			What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
VUM78220	Q019		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					
				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	
VUM7822	Q020	Α	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
			to a contract to the second contract to the co	T. Control of the Con	1	N	Text area, no char		Improve OE
	OE_Improve Experience		If you have any ideas on how your NFIP claims experience could be improved, please share them here.				limit		
VUM78220	OE_Improve		In you have any ideas on now your NFIP claims experience could be improved, please share them here. What is your gender?	Male		N			Demos: Gender
VUM78220	OE_Improve Experience Demographics:		could be improved, please share them here.	Male Female			limit Radio button, one-		Demos: Gender
VUM78220	OE_Improve Experience Demographics:		could be improved, please share them here.	Female			limit Radio button, one-		Demos: Gender
VUM78220	OE_Improve Experience Demographics: Gender		could be improved, please share them here. What is your gender?	Female Prefer not to respond		N	limit Radio button, one- up vertical		
VUM78220	OE_Improve Experience Demographics:		could be improved, please share them here.	Female Prefer not to respond Under 18			limit Radio button, one-		Demos: Gender Demos: Age
VUM78220	OE_Improve Experience Demographics: Gender		could be improved, please share them here. What is your gender?	Female Prefer not to respond Under 18 18 - 24		N	Radio button, one- up vertical		
VUM78220	OE_Improve Experience Demographics: Gender		could be improved, please share them here. What is your gender?	Female Prefer not to respond Under 18		N	Radio button, one- up vertical		

			45 - 54					
			55 - 64					
			65 or older					
			Prefer not to respond					
M7822Q024		Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
			Alaska		1			
			American Samoa		1			
			Arizona		1			
			Arkansas		1			
			California					
			Colorado					
			Connecticut					
			Delaware					
			District of Columbia					
			Florida		1			
			Georgia					
			Guam					
			Hawaii					
			Idaho					
			Illinois					
			Indiana					
			Iowa					
			Kansas					
			Kentucky					
			Louisiana					
			Maine					
			Maryland					
			Massachusetts					
			Michigan					
			Minnesota					
			Mississippi					
			Missouri					
			Montana		1			
					-			
			Nebraska					
			Nevada					
			New Hampshire					
			New Jersey					
			New Mexico					
			New York					
			North Carolina					
			North Dakota					
			Northern Mariana Islands					
			Ohio					
			Oklahoma					
			Oregon					
			Pennsylvania					
			Puerto Rico		1			
			Rhode Island					
			South Carolina		1			
			South Dakota		1			
			Tennessee		1			
					-			
			Texas		-			
			US Virgin Islands	A	-			
			Utah		-			
			Vermont		4			
			Virginia					
			Washington					
			West Virginia					
			Wisconsin					
			Wyoming					
			Other					
			Prefer not to respond					
0227304	Α	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
			Saint John		1	one		
			Saint Thomas					
			Prefer not to respond					

No 11.17.2017

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

Pink: Addition Blue: Reword



	QUESTION META TAG		Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	
M78220	Q001	Which recent event prompted you to file a flood claim?	Imelda		Υ	Radio button, one- up vertical		Event
			Barry					
			Harvey					
			Irma					
			Maria					
			Dorian					
			Hurricane event other than above					
			Flash flooding event					
			Other flood event					
03679	911	Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Y	Drop down, select one		CDOL Monti
			February	1				
		Month	March	1				
		Monai	April	1				
				- 1				
			May					
			June	1				1
			July					1
			August	1				
			September	1				1
				1				1
			October	4				
			November					
			December					
			Don't know]				
3679	112	Day	1		Υ	Drop down, select		CDOL Day
	,	24)	Ī		•	one		020224,
			2	1		0.10		
			2	-				
			3	1				
			4					
			5	1				
			6	1 1				
			7	- 1				
			1					
			8]				
			9					
			10	1				
			11	1 1				
			12	-				
			13	1				
			14					
			15	1				
			16	1				1
			17	1				1
				-				
			18					1
			19]				1
			20					
			21	1				1
			22	1				1
				- I				1
			23					
			24]				
			25]				
			26					1
			27	1				1
			28					
				- I				1
			29					1
			30					1
			31]				1
			Don't know	1				
3679	112	Year	2020	 	Υ	Dron down aclast	1	CDOL Year
30/	120	ા હતા		1	Y	Drop down, select		CDOL Year
			2019					
			2018]				
				4		1	1	I
			2017					

VUM7822Q		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
VUM7822Q	012		After the adjuster completed your inspection, did you need further assistance with the next steps for your claim?	Yes	A, B	Y	Radio button, one- up vertical	Skip Logic Group*	Help Needed Post Visit
VUM7822Q		В	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
			to complete your claim simple?	No Don't know	В		up vertical		
VUM7822Q			After the adjuster completed your inspection, was the process	Yes		Y	limit Radio button, one-	Skip Logic Group*	OE Process Simplicity
VUM7822Q	009	В	Please tell us what was not easy to understand.	Don't know		N	Text area, no char	Skip Logic Group*	Adjuster Not Clear
VUM7822Q	008	A	Were the adjuster's instructions easy to understand?	Yes No	В	Y	Radio button, one- up vertical	Skip Logic Group*	Adjuster Clarity
VUM7822Q	007		Did your adjuster provide you with any instructions on the next steps for your claim, following your inspection?	Yes No	A	Y	Radio button, one- up vertical	Skip Logic Group*	Adjuster Instructed
				Don't know					
				8-14 days More than two weeks	+				
			estimate after he/she completed your inspection?	4-7 days			up vertical		Estimate
VUM7822Q	006		Approximately how long did it take to receive the adjuster's	Don't know Within 3 days		Υ	Radio button, one-		Adjuster Sent
				More than two weeks	_				
				8-14 days					
	-		the inspection after he/she contacted you?	4-7 days		·	up vertical		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
VUM7822Q	005		Approximately how long did it take for the adjuster to complete	Don't know Within 3 days		Y	Radio button, one-		Adjuster Visited
				More than two weeks	+				
				4-7 days 8-14 days					
VUM7822Q	004		Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to report a loss?	Within 3 days		Y	Radio button, one- up vertical		Adjuster Contacted
VI IN 7000	004		Approximately bourlang did it to be a second of the second	Other	-	.,,	Dadia butter	-	Adiustos
				Submit supporting documentation for a loss					
				Checking the status of my claim	+				
			select all that apply.)	Adjuster already completed the inspection Completed my claim filing			vertical		
VUM7822Q	003		Where are you currently in the NFIP claims process? (Please	Other Add/change supporting documentation for a loss		Υ	Checkbox, one-up		Claim Stages
				Mobile home					
				Condominium, Townhome or Multi-family dwelling Residential (single family home)					
VUM7822Q	002		Please tell us what type of property sustained flood damage.	Business or commercial		Υ	Radio button, one- up vertical		Property Type
				Don't know					
				2001 2000	-				
				2002	4				
				2003					
				2004	1				
				2006 2005	-				
				2007					
				2008	1				
				2010 2009	+				
				2011	4				
				2012					
				2013	1				
1 1				2015 2014	+				

	1	1		1 1 -46-:-1			1	I	1
				Local official					
				Mobile app					
				My agent					
				My insurance carrier					
				NFIP Handbook					
				Website					
				Other (please specify)	С			Anchor Answer Choice	
VUM7822	Q014	С	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM7822	Q015	В	Were you able to obtain the assistance you needed?	Yes		Υ	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
				No					
			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
				l approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection.					
				l approved and assisted in remote adjusting to receive final payment and conclude my claim.					
		Α	Please explain how your claim was adjusted.	Other	Α	N	Text area, no char	Skip Logic Group*	OE_Adjustment
VUM7822	0016		How estisfied were you with your americans working with the	1=Vany discatisfied	D	Y	Radio button, scale	Ckin Logic Croust	DH Adjuster CAT
VUM7822	:Q016		How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied	ט	Y	no don't know	Skip Logic Group	PH Adjuster SAT
				2	D				
				3	D				
				4	D				
				5					
				6					
				7					
				8					
\ // IN 47000	10017		Diagram and in the second of t	Very satisfied=10		N.		Chia I ania Onsurat	05 50 4 5
VUM7822		D	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
VUM7822			What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
VUM7822	Q019		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					
				Claim paperwork accuracy					
				Clear, simple communication					
				Empathy/understanding				Randomize	
				Flood insurance knowledge and expertise					
				Listening actively to me					
				Reliability					
				_ · · · · · · ·					
				Responsiveness					
				Responsiveness Being on time for scheduled visit					
				Being on time for scheduled visit					
				Being on time for scheduled visit Thoroughness					
				Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation					
				Being on time for scheduled visit Thoroughness	A			Anchor Answer Choice	
VUM7822		A	What other adjuster traits matter most to you?	Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart	A	N	Text area, no char limit		PH-Adjuster Matters Most OE
VUM7822	OE_Improve Experience	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here.	Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)	A	N	limit Text area, no char limit	Choice	Improve OE
VUM7822	OE_Improve	A	If you have any ideas on how your NFIP claims experience	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) Male	A		limit Text area, no char	Choice	Matters Most OE
VUM7822	OE_Improve Experience	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here.	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) Male Female	A	N	limit Text area, no char limit Radio button, one-	Choice	Improve OE
VUM7822 VUM7822	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond	A	N N	limit Text area, no char limit Radio button, one-up vertical	Choice	Matters Most OE Improve OE Demos: Gender
VUM7822 VUM7822	OE_Improve Experience	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here.	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) Male Female Prefer not to respond Under 18	A	N	limit Text area, no char limit Radio button, one-	Choice	Improve OE
VUM7822 VUM7822	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond Under 18 18 - 24	A	N N	Imit Text area, no char limit Radio button, one-up vertical Radio button, one-	Choice	Matters Most OE Improve OE Demos: Gender
VUM7822 VUM7822	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond Under 18 18 - 24 25 - 34	A	N N	Imit Text area, no char limit Radio button, one-up vertical Radio button, one-	Choice	Matters Most OE Improve OE Demos: Gender
VUM7822 VUM7822	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond Under 18 18 - 24 25 - 34 35 - 44	A	N N	Imit Text area, no char limit Radio button, one-up vertical Radio button, one-	Choice	Matters Most OE Improve OE Demos: Gender
VUM7822 VUM7822	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond Under 18 18 - 24 25 - 34 35 - 44 45 - 54	A	N N	Imit Text area, no char limit Radio button, one-up vertical Radio button, one-	Choice	Matters Most OE Improve OE Demos: Gender
VUM7822 VUM7822	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond Under 18 18 - 24 25 - 34 35 - 44	A	N N	Imit Text area, no char limit Radio button, one-up vertical Radio button, one-	Choice	Matters Most OE Improve OE Demos: Gender
VUM7822 VUM7822	OE_Improve Experience Demographics: Gender	A	If you have any ideas on how your NFIP claims experience could be improved, please share them here. What is your gender?	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) Male Female Prefer not to respond Under 18 18 - 24 25 - 34 35 - 44 45 - 54	A	N N	Imit Text area, no char limit Radio button, one-up vertical Radio button, one-	Choice	Matters Most OE Improve OE Demos: Gender

			Prefer not to respond					
JM7822Q024		Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
			Alaska					
			American Samoa					
			Arizona					
			Arkansas					
			California					
			Colorado					
					1			
			Connecticut					
			Delaware					
			District of Columbia					
			Florida					
			Georgia					
			Guam					
			Hawaii					
			Idaho					
			Illinois					
			Indiana		1			
			Iowa					
			Kansas					
			Kentucky					
			Louisiana					
			Maine					
			Maryland					
			Massachusetts					
			Michigan					
			Minnesota		1			
			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		1			
			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					
R0227304	Α	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
			Saint John					
			Saint Thomas					

No 11.17.2017

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

QID	QUESTION META TAG	Skip Fiolii	Question Text		Skip To	Required Y/N	Туре	Special Instructions	CQ Lab
JM7822	Q001		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					
				Flash flooding event					
				Other flood event					
R0367	911		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Υ	Drop down, select one		CDOL Month
				February					
			Month	March					
				April					
				May					
				June					
				July					
				August					
				September					
				October					
				November					
				December					
	1		_	Don't know					
20367	367912		Day			Υ	Drop down, select one		CDOL Day
				2					
				3					
				4					
				5					
				5					
				р					
				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					
0367	913		Year	2020		Υ	Drop down, select		CDOL Year
	1-3					•			
				2019					
				2018					
		1		2017					
				2016					

				Family or friend				Randomize	
V OIVI / OZZ	2013	A .	needed? (Please select all that apply.)			,	vertical		Help Sought How
VUM7822	20012	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
VUM7822	2Q012		After the adjuster visited your property, did you need further assistance with the next steps for your claim?	Yes	A, B	Y	Radio button, one- up vertical	Skip Logic Group*	Help Needed Post Visit
VUM7822	20011	В	Please tell us why you found completing your claim was not simple.			N	Text area, no char	Skip Logic Group*	OE_Process Simplicity
			complete your claim simple?	No Don't know	В		up vertical		
VUM7822	2Q010		After the adjuster visited your property, was the process to	Yes		Υ	Radio button, one-	Skip Logic Group*	OE Process Simplicity
VUM7822	2Q009	В	Please tell us what was not easy to understand.	Don't know		N	Text area, no char	Skip Logic Group*	Adjuster Not Clear
				No	В		up vertical	, , , , , , , ,	.,
VUM7822	2Q008	Α	Were the adjuster's instructions easy to understand?	No Yes		Y	Radio button, one-	Skip Logic Group*	Adjuster Clarity
VUM7822	2Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following his/her visit to your property?	Yes	A	Υ	Radio button, one- up vertical	Skip Logic Group*	Adjuster Instructed
				Don't know					
				8-14 days More than two weeks					
				4-7 days					
VUM7822	2 Q 006		Approximately how long did it take to receive the adjuster's estimate after they visited your property?	Within 3 days		Υ	Radio button, one- up vertical		Adjuster Sent Estimate
				Don't know					1
				More than two weeks					
				4-7 days 8-14 days					
. 01111 022			property after he/she contacted you?	•		'	up vertical		, ajuster visiteu
VUM7822	20005		Approximately how long did it take for the adjuster to visit your	Don't know Within 3 days		Υ	Radio button, one-	+	Adjuster Visited
				More than two weeks					
				8-14 days					
			report a loss?	4-7 days					
VUM7822	2Q004		Approximately how long did it take your adjuster to contact you after you contacted your agent or flood insurance company to	Within 3 days		Υ	Radio button, one- up vertical		Adjuster Contacted
		 		Other					
				Submit supporting documentation for a loss					
				Completed my claim filing Checking the status of my claim					
				Adjuster completed visit					
VUM7822	2Q003		Where are you currently in the NFIP claims process? (Please select all that apply.)	Add/change supporting documentation for a loss		Υ	Checkbox, one-up vertical		Claim Stages
	\perp	 		Other					
				Residential (single family home) Mobile home					
				Condominium, Townhome or Multi-family dwelling					
VUM7822	2 Q 002		Please tell us what type of property sustained flood damage .	Business or commercial		Υ	Radio button, one- up vertical		Property Type
				Don't know					
				2000	1				
				2002 2001	-				
				2003					
				2004	1				
				2005	1				
				2007	1				
				2008	-				
				2009]				
				2010	1				
				2012	1				
				2013 2012	-				
				2014					
				2015					

			Local official	1			1	
			Mobile app					
			My agent					
			My insurance carrier					
			NFIP Handbook					
			Website	_	-			
			Other (please specify)	С			Anchor Answer	
			Other (piease specify)				Choice	
VUM7822Q014	С	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM7822Q015	В	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
VUM7822Q016		How satisfied were you with your experience working with the	No 1=Very dissatisfied	D	Y	Radio button, scale	, Skip Logic Group*	PH Adjuster SAT
		adjuster to prepare your claim?				no don't know		
				2 D				
				3 D				
				4 D				
				5 D				
				6 D	1			
				7				
				8				
				9				
			Very satisfied=10	7				
VUM7822Q017	D	Please explain your reason for providing this rating.	Voly Saashed-10		N	Text area, no char	Skip Logic Group*	OE PH Adjuster
	J					limit	Chip Logic Croup	Low SAT
VUM7822Q018		What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
VUM7822Q019		Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions		Y	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
			Candor/honesty					
			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				1	
			Other (please specify)	Α			Anchor Answer Choice	
VUM7822Q020	А	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
VUM7822 OE_Improve Experience	e	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
VUM7822 Demograph Gender		What is your gender?	Male		N	Radio button, one- up vertical		Demos: Gender
			Female		1			1
			Prefer not to respond		1			
VUM7822 Demograph Age	ics:	Which category includes your age?	Under 18		N	Radio button, one- up vertical		Demos: Age
			18 - 24		1			1
			25 - 34		1			1
			35 - 44		1			1
			45 - 54		1			1
			55 - 64	1	1			1
			65 or older		1			1
			Prefer not to respond	1	1			1
VUM7822Q024		Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
			Alaska			OTIO .		
			American Samoa					
			Arizona					
			Arkansas					
			California					
			Colorado					

					,			
			Connecticut					
			Delaware					
			District of Columbia		-			
			Florida		-			
			Georgia		4			
			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		1			
			North Carolina					
			North Dakota					
			Northern Mariana Islands		1			
			Ohio		1			
			Oklahoma					
			Oregon					
			Pennsylvania		1			
			Puerto Rico					
			Rhode Island		1			
			South Carolina					
			South Dakota					
			Tennessee					
			Texas					
			US Virgin Islands	А				
			Utah					
			Vermont					
			Virginia					
			Washington					
			West Virginia					
			Wisconsin					
			Wyoming					
			Other					
			Prefer not to respond					
TAR0227304	A	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select	Skip Logic Group*	VI Island
17110221304	^	opeomodity, where the field loss occur?	Curit Croix		14	one	Chip Logic Group	VI ISICITO
			Saint John					
			Saint Thomas					
			Prefer not to respond					
			p reier not to reapond				4	

No 11.17.2017

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

Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text		Skip To	Required Y/N		Special Instructions	CQ Labe
M7822	Q001		Which recent event prompted you to file a flood claim?	Imelda		Y	Radio button, one- up vertical		Event
				Barry			'		
				Harvey					
				Irma					
				Maria					
				Porion					
				Donail					
				Hurricane event other than above					
				Flash flooding event					
				Other flood event					
			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.	January		Υ	Drop down, select one		CDOL Month
				February					
			Month	March					
				April					
				May					
				June					
				July					
				August					
				September					
				October					
				November					
				December					
				Don't know					
			Day	1		Υ	Drop down, select		CDOL Day
							one		
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
				10					
				11					
				12					
				13					
				14					
				15					
				16					
				17					
				1/					
				18					
				19					
				20					
				21					
				22					
				23					
				24					
				24 25					
				20					
				26					
				27					
				28					
				29					
				30					
				31					
				Don't know					
			Voar			Υ	Dron down colect		CDOL Voca
			Year	2019		Y	Drop down, select one		CDOL Year
				2012			UNE		
				2018					
				2017					
				2016					

				2008					
				2007	1				
				2006					
				2005					
				2004	-				
				2002	1				
				2001	1				
				2000					
VUM78220	2002		Please tell us what type of property sustained flood damage .	Don't know Business or commercial		Y	Radio button, one-		Proporty Typo
V O W 7 0 2 2 C	Q002		riease tell us what type of property sustained flood damage.				up vertical		Property Type
				Condominium, Townhome or Multi-family dwelling					
				Residential (single family home) Mobile home					
				Other					
VUM78220	Q003		Where are you currently in the NFIP claims process? (Please select all that apply.)	Add/change supporting documentation for a loss		Υ	Checkbox, one-up vertical		Claim Stages
				Adjuster completed visit			1		
				Completed my claim filing					
				Checking the status of my claim					
				Submit supporting documentation for a loss					
VUM78220	0004		Approximately how long did it take your adjuster to contact you	Other Within 3 days		Y	Radio button, one-		Adjuster
VOINTOLL	2004		after you contacted your agent or flood insurance company to report a loss?				up vertical		Contacted
				4-7 days					
				8-14 days					
				More than two weeks Don't know					
VUM78220	0005		Approximately how long did it take for the adjuster to visit your	Within 3 days		Υ	Radio button, one-		Adjuster Visited
			property after he/she contacted you?	4-7 days		·	up vertical		
				8-14 days					
				More than two weeks					
				Don't know					
VUM78220	Q006		Approximately how long did it take to receive the adjuster's estimate after they visited your property?	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					
VUM78220	Q007		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
\ // IN 47000	2000		Many the adjust of instruction	No No				Chin I and Const	A diversor Olevit
VUM78220	Q008	Α	Were the adjuster's instructions easy to understand?	Yes		Υ	Radio button, one- up vertical	Skip Logic Group*	Adjuster Clarity
				No	В				
=====				Don't know					
VUM78220		В	Please tell us what was not easy to understand.			N	Text area, no char limit		Adjuster Not Clear OE
VUM78220	Q010		After the adjuster visited your property, was the process to complete your claim simple?	Yes		Υ	Radio button, one- up vertical	Skip Logic Group*	Process Simplicity
				No Don't know	В				
VUM78220	Q011	В	Please tell us why you found completing your claim was not	Don't know		N	Text area, no char	Skip Logic Group*	OE_Process
VUM78220	0012		simple. After the adjuster visited your property, did you need further	Yes	A, B	Y	limit Radio button, one-	Skip Logic Group*	Simplicity Help Needed Post
			assistance with the next steps for your claim?	No	, -		up vertical	,	Visit
VUM7822	0013	Α	Where did you go to get the additional information that you	Call center		Y	Checkbox, one-up	Skip Logic Group*	Help Sought How
		,	needed? (Please select all that apply.)	Family or friend		·	vertical	Randomize	
				e animy at those					

			Local official	1			1	
			Mobile app					
			My agent					
			My insurance carrier					
			NFIP Handbook					
			Website	_	-			
			Other (please specify)	С			Anchor Answer	
			Other (piease specify)				Choice	
VUM7822Q014	С	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM7822Q015	В	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one- up vertical	Skip Logic Group*	Help Obtained
VUM7822Q016		How satisfied were you with your experience working with the	No 1=Very dissatisfied	D	Y	Radio button, scale	, Skip Logic Group*	PH Adjuster SAT
		adjuster to prepare your claim?				no don't know		
				2 D				
				3 D				
				4 D				
				5 D				
				6 D	1			
				7				
				8				
				9				
			Very satisfied=10	7				
VUM7822Q017	D	Please explain your reason for providing this rating.	Voly Saashed-10		N	Text area, no char	Skip Logic Group*	OE PH Adjuster
	J					limit	Chip Logic Croup	Low SAT
VUM7822Q018		What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
VUM7822Q019		Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions		Y	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
			Candor/honesty					
			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				1	
			Other (please specify)	Α			Anchor Answer Choice	
VUM7822Q020	А	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
VUM7822 OE_Improve Experience	e	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
VUM7822 Demograph Gender		What is your gender?	Male		N	Radio button, one- up vertical		Demos: Gender
			Female		1			1
			Prefer not to respond		1			
VUM7822 Demograph Age	ics:	Which category includes your age?	Under 18		N	Radio button, one- up vertical		Demos: Age
			18 - 24		1			1
			25 - 34		1			1
			35 - 44		1			1
			45 - 54		1			1
			55 - 64	1	1			1
			65 or older		1			1
			Prefer not to respond	1	1			1
VUM7822Q024		Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
			Alaska			OTIO .		
			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					
			Wasnington West Virginia					
			Missansis					
			Wisconsin					
			Wyoming					
			Other					
			Prefer not to respond					
TAR0227304	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					