

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 with the model, these questions are standardized and have been tested and validated. Standardization of model questions allows benchmarking across companies/industries, and these questions are used in calculating scores and impacts. Focus on the future behaviors; I've started with some that I believe are a good fit but we can certainly make adjustments. These are desired customer outcomes that are impacted by customer satisfaction.

Custom Questions

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

Focus Area #1: Achieving Actionable Data

- Know what changes are being made based on the intelligence
- Change Custom Questions so that stakeholders see a clear "must do"

Focus Area #2: Aligning Data to Business Strategies

- Update your Custom Questions as business cycles change
- Integrate Executive Level questions to evaluate initiatives

Focus Area #3: Strategic and Tactical Value

- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

Why

- Analysis
- Top-Pri
- Open-e
- Shift w
- Inform
- Evalua

Update Your Custom Questions?

Discovered new questions to ask
Key areas influence resource use
Data for quantifiable recommendations

Seasonal Needs

Re-launch or Re-design

Marketing Initiatives



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

Welcome and Thank You Text
<p style="text-align: center;">Welcome Text</p> <p>We understand that an adjuster recently visited your property in order to examine the flood damages you reported and complete your flood insurance claim. Please take our survey so that we can better understand your experience and, in turn, serve you better.</p>
<p style="text-align: center;">Thank You Text</p> <p>We greatly appreciate you taking the time to share your experience with us so that we will be well-informed of our policyholders' needs and improve the National Flood Insurance Program (NFIP).</p>
<p style="text-align: center;">Example Desktop</p> <div style="border: 1px solid black; padding: 10px;"><p style="text-align: right;"></p><p style="text-align: center;">Customer Satisfaction Survey</p><p>Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.</p><p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p><p><i>Required questions are denoted by an *</i></p><hr/><p>Thank you for taking our survey - and for helping us serve you better.</p><p>Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>

Model Name NFIP Claim Examination
 Model ID 9lk8NMptgA0dZJok55pApp4C
 Partitioned No
 Date 11.17.2017
 Model Version NA

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



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

Model Name	NFIP Claim Examination
Model ID	9Ik8NMptgA0dZJok55pApg4C
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	111		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month
CUR03679	112		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?

VUM7822	Q005		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?
VUM7822	Q007		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?
VUM7822	Q009	B	Please tell us what was not easy to understand.
VUM7822	Q010		After the adjuster completed your inspection, was the process to complete your claim simple?
VUM7822	Q011	B	Please tell us why you found completing your claim was not simple.
VUM7822	Q012		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.)
VUM7822	Q014	C	How else did you seek additional information?
VUM7822	Q015	B	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?
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	A	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?

VUM7822Q024

Where did the flood loss occur?

TAR0227304		A	Specifically, where did the flood loss occur?

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

Answer Choices	Skip To	Required Y/N	Type
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			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Don't know			
1		Y	Drop down, select one
2			
3			
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14			
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28			
29			
30			
31			
Don't know			
2022		Y	Drop down, select
2021			
2020			
2019			
2018			
2017			
2016			
2015			
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2013			
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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			
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			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			

8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Yes	A	Y	Radio button, one-up vertical
No			
Yes		Y	Radio button, one-up vertical
No	B		
Don't know			
		N	Text area, no char limit
Yes		Y	Radio button, one-up vertical
No	B		
Don't know			
		N	Text area, no char limit
Yes	A, B	Y	Radio button, one-up vertical
No			
Call center		Y	Checkbox, one-up vertical
Family or friend			
Local official			
Mobile app			
My agent			
My insurance carrier			
NFIP Handbook			
Website			
Other (please specify)	C		
		N	
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	A		
		N	Text area, no char limit
1=Very dissatisfied	D	Y	Radio button, scale, no don't know
	D		
2	D		
3	D		
4	D		
5	D		
6	D		
7			
8			
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)	A		
		N	Text area, no char limit
		N	Text area, no char limit
Male		N	Radio button, one-up vertical
Female			
Prefer not to respond			
Under 18		N	Radio button, one-up vertical
18 - 24			
25 - 34			
35 - 44			
45 - 54			
55 - 64			
65 or older			

Prefer not to respond			
Alabama		N	Drop down, select one
Alaska			
American Samoa			
Arizona			
Arkansas			
California			
Colorado			
Connecticut			
Delaware			
District of Columbia			
Florida			
Georgia			
Guam			
Hawaii			
Idaho			
Illinois			
Indiana			
Iowa			
Kansas			
Kentucky			
Louisiana			
Maine			
Maryland			
Massachusetts			
Michigan			
Minnesota			
Mississippi			
Missouri			
Montana			
Nebraska			
Nevada			
New Hampshire			
New Jersey			
New Mexico			
New York			
North Carolina			
North Dakota			
Northern Mariana Islands			
Ohio			
Oklahoma			
Oregon			
Pennsylvania			
Puerto Rico			
Rhode Island			
South Carolina			
South Dakota			
Tennessee			
Texas			
US Virgin Islands	A		
Utah			

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



Special Instructions	CQ Label
	Event
	CDOL Month
	CDOL Day

	CDOL Year
	Property Type
	Claim Stages
	Adjuster Contacted

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

Skip Logic Group*	OE_Adjustment Method
Skip Logic Group*	PH Adjuster SAT
Skip Logic Group*	OE PH Adjuster Low SAT
	PH-Matters Most
Skip Logic Group*	PH-Adjuster Matters Most
Randomize	
Anchor Answer Choice	
Skip Logic Group*	PH-Adjuster Matters Most OE
	Improve OE
	Demos: Gender
	Demos: Age

Skip Logic Group*

State

Skip Logic Group*	VI Island

Model Name	NFIP Claim Examination
Model ID	9Ik8NMptgA0dZJok55pApg4C
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	111		<p>Please indicate the Claim Date of Loss you reported by selecting the month, day and year below.</p> <p>Month</p>
CUR03679	112		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?

VUM7822	Q005		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?
VUM7822	Q007		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?
VUM7822	Q009	B	Please tell us what was not easy to understand.
VUM7822	Q010		After the adjuster completed your inspection, was the process to complete your claim simple?
VUM7822	Q011	B	Please tell us why you found completing your claim was not simple.
VUM7822	Q012		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.)
VUM7822	Q014	C	How else did you seek additional information?
VUM7822	Q015	B	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?
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	A	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?

VUM7822Q024

Where did the flood loss occur?

TAR0227304		A	Specifically, where did the flood loss occur?

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

Answer Choices	Skip To	Required Y/N	Type
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			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Don't know			
1		Y	Drop down, select one
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29			
30			
31			
Don't know			
2022		Y	Drop down, select
2021			
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2019			
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2016			
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2007			
2006			
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2004			
2003			
2002			
2001			
2000			
Don't know			
Business or commercial		Y	Radio button, one-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			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			

8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Yes	A	Y	Radio button, one-up vertical
No			
Yes		Y	Radio button, one-up vertical
No	B		
Don't know			
		N	Text area, no char limit
Yes		Y	Radio button, one-up vertical
No	B		
Don't know			
		N	Text area, no char limit
Yes	A, B	Y	Radio button, one-up vertical
No			
Call center		Y	Checkbox, one-up vertical
Family or friend			
Local official			
Mobile app			
My agent			
My insurance carrier			
NFIP Handbook			
Website			
Other (please specify)	C		
		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	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			
8			
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)	A		
		N	Text area, no char limit
		N	Text area, no char limit
Male		N	Radio button, one-up vertical
Female			
Prefer not to respond			
Under 18		N	Radio button, one-up vertical
18 - 24			
25 - 34			
35 - 44			
45 - 54			
55 - 64			
65 or older			

Prefer not to respond			
Alabama		N	Drop down, select one
Alaska			
American Samoa			
Arizona			
Arkansas			
California			
Colorado			
Connecticut			
Delaware			
District of Columbia			
Florida			
Georgia			
Guam			
Hawaii			
Idaho			
Illinois			
Indiana			
Iowa			
Kansas			
Kentucky			
Louisiana			
Maine			
Maryland			
Massachusetts			
Michigan			
Minnesota			
Mississippi			
Missouri			
Montana			
Nebraska			
Nevada			
New Hampshire			
New Jersey			
New Mexico			
New York			
North Carolina			
North Dakota			
Northern Mariana Islands			
Ohio			
Oklahoma			
Oregon			
Pennsylvania			
Puerto Rico			
Rhode Island			
South Carolina			
South Dakota			
Tennessee			
Texas			
US Virgin Islands	A		
Utah			

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



Special Instructions	CQ Label
	Event
	CDOL Month
	CDOL Day

	CDOL Year
	Property Type
	Claim Stages
	Adjuster Contacted

	Adjuster Visited
	Adjuster Sent Estimate
Skip Logic Group*	Adjuster Instructed
Skip Logic Group*	Adjuster Clarity
Skip Logic Group*	Adjuster Not Clear OE
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Skip Logic Group*	Help Needed Post Visit
Skip Logic Group* Randomize Anchor Answer Choice	Help Sought How
Skip Logic Group*	Help Sought How OE
Skip Logic Group*	Help Obtained
Skip Logic Group*	Adjustment Method

Skip Logic Group*	OE_Adjustment Method
Skip Logic Group*	PH Adjuster SAT
Skip Logic Group*	OE PH Adjuster Low SAT
	PH-Matters Most
Skip Logic Group*	PH-Adjuster Matters Most
Randomize	
Anchor Answer Choice	
Skip Logic Group*	PH-Adjuster Matters Most OE
	Improve OE
	Demos: Gender
	Demos: Age

Skip Logic Group*

State

Skip Logic Group*	VI Island

Model Name	NFIP Claim Examination
Model ID	9Ik8NMptgA0dZJok55pApg4C
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
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	A	Were the adjuster's instructions easy to understand?
VUM7822Q009	B	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	B	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	A	Where did you go to get the additional information that you needed? (Please select all that apply.)

VUM7822	Q014	C	How else did you seek additional information?
VUM7822	Q015	B	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?
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	A	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?

TAR0227304		A	Specifically, where did the flood loss occur?

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

Answer Choices	Skip To	Required Y/N	Type
Imelda		Y	Radio button, one-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		Y	Drop down, select one
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Don't know			
1		Y	Drop down, select one
2			
3			
4			
5			
6			
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26			
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28			
29			
30			
31			
Don't know			
2021		Y	Drop down, select
2020			
2019			
2018			
2017			
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2007			
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2005			
2004			
2003			
2002			
2001			
2000			
Don't know			
Business or commercial		Y	Radio button, one-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			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Yes	A	Y	Radio button, one-up vertical
No			
Yes		Y	Radio button, one-up vertical
No	B		
Don't know			
		N	Text area, no char limit
Yes		Y	Radio button, one-up vertical
No	B		
Don't know			
		N	Text area, no char limit
Yes	A, B	Y	Radio button, one-up vertical
No			
Call center		Y	Checkbox, one-up vertical
Family or friend			
Local official			
Mobile app			
My agent			
My insurance carrier			
NFIP Handbook			
Website			

Other (please specify)	C		
		N	Text area, no char limit
Yes		Y	Radio button, one-up vertical
No			
Adjuster visited my property and completed a physical inspection.	A	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			
		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		
	8		
	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)	A		
		N	Text area, no char limit
		N	Text area, no char limit

Male		N	Radio button, one-up vertical
Female			
Prefer not to respond			
Under 18		N	Radio button, one-up vertical
18 - 24			
25 - 34			
35 - 44			
45 - 54			
55 - 64			
65 or older			
Prefer not to respond			
Alabama		N	Drop down, select one
Alaska			
American Samoa			
Arizona			
Arkansas			
California			
Colorado			
Connecticut			
Delaware			
District of Columbia			
Florida			
Georgia			
Guam			
Hawaii			
Idaho			
Illinois			
Indiana			
Iowa			
Kansas			
Kentucky			
Louisiana			
Maine			
Maryland			
Massachusetts			
Michigan			
Minnesota			
Mississippi			
Missouri			
Montana			
Nebraska			
Nevada			
New Hampshire			
New Jersey			
New Mexico			
New York			
North Carolina			
North Dakota			
Northern Mariana Islands			

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



Special Instructions	CQ Label
	Event
	CDOL Month
	CDOL Day

	CDOL Year
	Property Type

	Claim Stages
	Adjuster Contacted
	Adjuster Visited
	Adjuster Sent Estimate
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

Model Name NFIP Claim Examination
 Model ID 9Ik8NMptgA0dZJok55pApg4C
 Partitioned No
 Date 11.17.2017

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



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
VUM7822	Q001		Which recent event prompted you to file a flood claim?	Imelda lida Barry Harvey Irma Maria Dorian Laura Hanna Isaias Sally Delta Hurricane event other than above Flash flooding event Other flood event		Y	Radio button, one-up vertical		Event
CUR0367	911		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May June July August September October November December Don't know		Y	Drop down, select one		CDOL Month
CUR0367	912		Day	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know		Y	Drop down, select one		CDOL Day
CUR0367	913		Year	2021		Y	Drop down, select		CDOL Year

			2020						
			2019						
			2018						
			2017						
			2016						
			2015						
			2014						
			2013						
			2012						
			2011						
			2010						
			2009						
			2008						
			2007						
			2006						
			2005						
			2004						
			2003						
			2002						
			2001						
			2000						
			Don't know						
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					
				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					
				Other					
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					
				Don't know					
VUM7822	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	Q006		Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
VUM7822	Q007		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					
VUM7822	Q008	A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	B				
				Don't know					
VUM7822	Q009	B	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
VUM7822	Q010		After the adjuster completed your inspection, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	B				
				Don't know					
VUM7822	Q011	B	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
VUM7822	Q012		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
				No					

VUM7822	Q013	A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center Family or friend Local official Mobile app My agent My insurance carrier NFIP Handbook Website Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Help Sought How
VUM7822	Q014	C	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM7822	Q015	B	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
PAT040868			My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection. I approved and assisted in remote adjusting to receive final payment and conclude my claim. Other	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
PAT040868		A	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE_Adjustment Method
VUM7822	Q016		How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10	D	Y	Radio button, scale, no don't know	Skip Logic Group*	PH Adjuster SAT
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 Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)	A	Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	PH-Adjuster Matters Most
VUM7822	Q020	A	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		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	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender
VUM7822	Demographics: Age		Which category includes your age?	Under 18 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64		N	Radio button, one-up vertical		Demos: Age

VUM7822	Q024		Where did the flood loss occur?	65 or older Prefer not to respond Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Guam Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond		N	Drop down, select one	Skip Logic Group*	State
TAR0227	304	A	Specifically, where did the flood loss occur?	Saint Croix Saint John Saint Thomas Prefer not to respond		N	Drop down, select one	Skip Logic Group*	VI Island

Model Name	NFIP Claim Examination
Model ID	9Ik8NMptgA0dZJok55pApg4C
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	111		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month
CUR03679	112		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	A	Were the adjuster's instructions easy to understand?
VUM7822Q009	B	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	B	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	A	Where did you go to get the additional information that you needed? (Please select all that apply.)
VUM7822Q014	C	How else did you seek additional information?

VUM7822Q015		B	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.
VUM7822Q016			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?
VUM7822Q019			Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.
VUM7822Q020		A	What other adjuster traits matter most to you?
VUM7822OE_Improve Experience			If you have any ideas on how your NFIP claims experience could be improved, please share them here.
VUM7822Demographics: Gender			What is your gender?

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

TAR0227304		A	Specifically, where did the flood loss occur?

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

Answer Choices	Skip To	Required Y/N	Type
Imelda		Y	Radio button, one-up vertical
<i>Ida</i>			
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			
May			
June			
July			
August			
September			
October			
November			
December			
Don't know			
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			

15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
Don't know			
2021		Y	Drop down, select
2020			
2019			
2018			
2017			
2016			
2015			
2014			
2013			
2012			
2011			
2010			
2009			
2008			
2007			
2006			
2005			
2004			
2003			
2002			
2001			
2000			
Don't know			
Business or commercial		Y	Radio button, one-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			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Within 3 days		Y	Radio button, one-up vertical
4-7 days			
8-14 days			
More than two weeks			
Don't know			
Yes	A	Y	Radio button, one-up vertical
No			
Yes		Y	Radio button, one-up vertical
No	B		
Don't know			
		N	Text area, no char limit
Yes		Y	Radio button, one-up vertical
No	B		
Don't know			
		N	Text area, no char limit
Yes	A, B	Y	Radio button, one-up vertical
No			
Call center		Y	Checkbox, one-up vertical
Family or friend			
Local official			
Mobile app			
My agent			
My insurance carrier			
NFIP Handbook			
Website			
Other (please specify)	C		
		N	Text area, no char limit

Yes		Y	Radio button, one-up vertical
No			
Adjuster visited my property and completed a physical inspection.	A	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			
		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			
8			
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)	A		
		N	Text area, no char limit
		N	Text area, no char limit
Male		N	Radio button, one-up vertical
Female			
Prefer not to respond			

Under 18		N	Radio button, one-up vertical
18 - 24			
25 - 34			
35 - 44			
45 - 54			
55 - 64			
65 or older			
Prefer not to respond			
Alabama		N	Drop down, select one
Alaska			
American Samoa			
Arizona			
Arkansas			
California			
Colorado			
Connecticut			
Delaware			
District of Columbia			
Florida			
Georgia			
Guam			
Hawaii			
Idaho			
Illinois			
Indiana			
Iowa			
Kansas			
Kentucky			
Louisiana			
Maine			
Maryland			
Massachusetts			
Michigan			
Minnesota			
Mississippi			
Missouri			
Montana			
Nebraska			
Nevada			
New Hampshire			
New Jersey			
New Mexico			
New York			
North Carolina			
North Dakota			
Northern Mariana Islands			
Ohio			
Oklahoma			
Oregon			
Pennsylvania			

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



Special Instructions	CQ Label
	Event
	CDOL Month
	CDOL Day

	CDOL Year
	Property Type
	Claim Stages

	Adjuster Contacted
	Adjuster Visited
	Adjuster Sent Estimate
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

Model Name NFIP Claim Examination
 Model ID 9k8NMptgA0dZJok55pApg4C
 Partitioned No
 Date 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	Type	Special Instructions	CQ Label
VUM7822	Q001		Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Laura Hanna Isaias Sally Delta Hurricane event other than above Flash flooding event Other flood event		Y	Radio button, one-up vertical		Event
CUR0367	911		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May June July August September October November December Don't know		Y	Drop down, select one		CDOL Month
CUR0367	912		Day	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know		Y	Drop down, select one		CDOL Day
CUR0367	913		Year	2021 2020		Y	Drop down, select		CDOL Year

			2019						
			2018						
			2017						
			2016						
			2015						
			2014						
			2013						
			2012						
			2011						
			2010						
			2009						
			2008						
			2007						
			2006						
			2005						
			2004						
			2003						
			2002						
			2001						
			2000						
			Don't know						
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						
			Residential (single family home)						
			Mobile home						
			Other						
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
			Adjuster already completed the inspection						
			Completed my claim filing						
			Checking the status of my claim						
			Submit supporting documentation for a loss						
			Other						
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?	Within 3 days			Y	Radio button, one-up vertical		Adjuster Contacted
			4-7 days						
			8-14 days						
			More than two weeks						
			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						
			8-14 days						
			More than two weeks						
			Don't know						
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						
			8-14 days						
			More than two weeks						
			Don't know						
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	A	Were the adjuster's instructions easy to understand?	Yes			Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
			No	B					
			Don't know						
VUM7822Q009	B	Please tell us what was not easy to understand.				N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear 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	B					
			Don't know						
VUM7822Q011	B	Please tell us why you found completing your claim was not simple.				N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
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 Post Visit
			No						

VUM78220013	A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center Family or friend Local official Mobile app My agent My insurance carrier NFIP Handbook Website Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Help Sought How
VUM78220014	C	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM78220015	B	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
PAT0408687		My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection. I approved and assisted in remote adjusting to receive final payment and conclude my claim. Other	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
PAT0408688	A	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE_Adjustment Method
VUM78220016		How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10	D	Y	Radio button, scale, no don't know	Skip Logic Group*	PH Adjuster SAT
VUM78220017	D	Please explain your reason for providing this rating.			N	Text area, no char limit	Skip Logic Group*	OE PH Adjuster Low SAT
VUM78220018		What mattered most to you during your flood claims process?			N	Text area, no char limit		PH-Matters Most
VUM78220019		Which adjuster traits mattered most to you? Please pick up to three qualities that you think matter most.	Ability to answer my questions Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)	A	Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	PH-Adjuster Matters Most
VUM78220020	A	What other adjuster traits matter most to you?			N	Text area, no char limit	Skip Logic Group*	PH-Adjuster Matters Most OE
VUM78220021	OE_Improve Experience	If you have any ideas on how your NFIP claims experience could be improved, please share them here.			N	Text area, no char limit		Improve OE
VUM78220022	Demographics: Gender	What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender
VUM78220023	Demographics: Age	Which category includes your age?	Under 18 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64		N	Radio button, one-up vertical		Demos: Age

VUM7822	0024		Where did the flood loss occur?	65 or older Prefer not to respond Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Guam Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond		N	Drop down, select one	Skip Logic Group*	State
TAR0227	304	A	Specifically, where did the flood loss occur?	Saint Croix Saint John Saint Thomas Prefer not to respond		N	Drop down, select one	Skip Logic Group*	VI Island

Model Name NFIP Claim Examination
 Model ID 9IK8NMptgA0dZJok55pApg4C
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 Pink: Addition
 Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
VUM7822	Q001		Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Laura Hanna Isaias Sally Delta Hurricane event other than above Flash flooding event Other flood event		Y	Radio button, one-up vertical		Event
CUR0367	911		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May June July August September October November December Don't know		Y	Drop down, select one		CDOL Month
CUR0367	912		Day	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know		Y	Drop down, select one		CDOL Day
CUR0367	913		Year	2020 2019		Y	Drop down, select		CDOL Year

			2018						
			2017						
			2016						
			2015						
			2014						
			2013						
			2012						
			2011						
			2010						
			2009						
			2008						
			2007						
			2006						
			2005						
			2004						
			2003						
			2002						
			2001						
			2000						
			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					
				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					
				Other					
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					
				Don't know					
VUM7822	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	Q006		Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
VUM7822	Q007		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					
VUM7822	Q008	A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	B				
				Don't know					
VUM7822	Q009	B	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
VUM7822	Q010		After the adjuster completed your inspection, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	B				
				Don't know					
VUM7822	Q011	B	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
VUM7822	Q012		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
				No					
VUM7822	Q013	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 Local official Mobile app My agent My insurance carrier NFIP Handbook Website Other (please specify)					Randomize	
VUM7822	Q014	C	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM7822	Q015	B	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
PAT040868			My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection. I approved and assisted in remote adjusting to receive final payment and conclude my claim. Other		Y	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
PAT040868		A	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE_Adjustment Method
VUM7822	Q016		How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10	D	Y	Radio button, scale, no don't know	Skip Logic Group*	PH Adjuster SAT
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 Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group*	PH-Adjuster Matters Most
VUM7822	Q020	A	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		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	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender
VUM7822	Demographics: Age		Which category includes your age?	Under 18 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65 or older Prefer not to respond		N	Radio button, one-up vertical		Demos: Age

VUM78220024		Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
			Alaska					
			American Samoa					
			Arizona					
			Arkansas					
			California					
			Colorado					
			Connecticut					
			Delaware					
			District of Columbia					
			Florida					
			Georgia					
			Guam					
			Hawaii					
			Idaho					
			Illinois					
			Indiana					
			Iowa					
			Kansas					
			Kentucky					
			Louisiana					
			Maine					
			Maryland					
			Massachusetts					
			Michigan					
			Minnesota					
			Mississippi					
			Missouri					
			Montana					
			Nebraska					
			Nevada					
			New Hampshire					
			New Jersey					
			New Mexico					
			New York					
			North Carolina					
			North Dakota					
			Northern Mariana Islands					
			Ohio					
			Oklahoma					
			Oregon					
			Pennsylvania					
			Puerto Rico					
			Rhode Island					
			South Carolina					
			South Dakota					
			Tennessee					
			Texas					
			US Virgin Islands		A			
			Utah					
			Vermont					
			Virginia					
			Washington					
			West Virginia					
			Wisconsin					
			Wyoming					
			Other					
			Prefer not to respond					
TAR0227304	A	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
			Saint John					
			Saint Thomas					
			Prefer not to respond					

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
VUM7822	Q001		Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Laura Hanna Isaias Sally Hurricane event other than above Flash flooding event Other flood event		Y	Radio button, one-up vertical		Event
CUR0367	911		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May June July August September October November December Don't know		Y	Drop down, select one		CDOL Month
CUR0367	912		Day	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know		Y	Drop down, select one		CDOL Day
CUR0367	913		Year	2020		Y	Drop down, select		CDOL Year

			2019						
			2018						
			2017						
			2016						
			2015						
			2014						
			2013						
			2012						
			2011						
			2010						
			2009						
			2008						
			2007						
			2006						
			2005						
			2004						
			2003						
			2002						
			2001						
			2000						
			Don't know						
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					
				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					
				Other					
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					
				Don't know					
VUM7822	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	Q006		Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
VUM7822	Q007		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					
VUM7822	Q008	A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	B				
				Don't know					
VUM7822	Q009	B	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
VUM7822	Q010		After the adjuster completed your inspection, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	B				
				Don't know					
VUM7822	Q011	B	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
VUM7822	Q012		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

VUM7822	Q013	A	Where did you go to get the additional information that you needed? (Please select all that apply.)	No Call center Family or friend Local official Mobile app My agent My insurance carrier NFIP Handbook Website Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Help Sought How
VUM7822	Q014	C	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM7822	Q015	B	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
PAT0408687			My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection. I approved and assisted in remote adjusting to receive final payment and conclude my claim. Other		Y	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
PAT0408688		A	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE_Adjustment Method
VUM7822	Q016		How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10	D	Y	Radio button, scale, no don't know	Skip Logic Group*	PH Adjuster SAT
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 Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	PH-Adjuster Matters Most
VUM7822	Q020	A	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		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	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender
VUM7822	Demographics: Age		Which category includes your age?	Under 18 18 - 24 25 - 34		N	Radio button, one-up vertical		Demos: Age

				35 - 44					
				45 - 54					
				55 - 64					
				65 or older					
				Prefer not to respond					
VUM7822	Q024		Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
				Alaska					
				American Samoa					
				Arizona					
				Arkansas					
				California					
				Colorado					
				Connecticut					
				Delaware					
				District of Columbia					
				Florida					
				Georgia					
				Guam					
				Hawaii					
				Idaho					
				Illinois					
				Indiana					
				Iowa					
				Kansas					
				Kentucky					
				Louisiana					
				Maine					
				Maryland					
				Massachusetts					
				Michigan					
				Minnesota					
				Mississippi					
				Missouri					
				Montana					
				Nebraska					
				Nevada					
				New Hampshire					
				New Jersey					
				New Mexico					
				New York					
				North Carolina					
				North Dakota					
				Northern Mariana Islands					
				Ohio					
				Oklahoma					
				Oregon					
				Pennsylvania					
				Puerto Rico					
				Rhode Island					
				South Carolina					
				South Dakota					
				Tennessee					
				Texas					
				US Virgin Islands		A			
				Utah					
				Vermont					
				Virginia					
				Washington					
				West Virginia					
				Wisconsin					
				Wyoming					
				Other					
				Prefer not to respond					
TAR0227	304	A	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
				Saint John					
				Saint Thomas					
				Prefer not to respond					

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
VUM7822	Q001		Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Laura Hanna Isaias Hurricane event other than above Flash flooding event Other flood event		Y	Radio button, one-up vertical		Event
CUR03679	11		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May June July August September October November December Don't know		Y	Drop down, select one		CDOL Month
CUR03679	12		Day	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know		Y	Drop down, select one		CDOL Day
CUR03679	13		Year	2020 2019		Y	Drop down, select ---		CDOL Year

				2018					
				2017					
				2016					
				2015					
				2014					
				2013					
				2012					
				2011					
				2010					
				2009					
				2008					
				2007					
				2006					
				2005					
				2004					
				2003					
				2002					
				2001					
				2000					
				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					
				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					
				Other					
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					
				Don't know					
VUM7822	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	Q006		Approximately how long did it take to receive the adjuster's estimate after he/she completed your inspection?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
				4-7 days					
				8-14 days					
				More than two weeks					
				Don't know					
VUM7822	Q007		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					
VUM7822	Q008	A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
				No	B				
				Don't know					
VUM7822	Q009	B	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
VUM7822	Q010		After the adjuster completed your inspection, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
				No	B				
				Don't know					
VUM7822	Q011	B	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
VUM7822	Q012		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
				No					

VUM7822	Q013	A	Where did you go to get the additional information that you needed? (Please select all that apply.)	Call center Family or friend Local official Mobile app My agent My insurance carrier NFIP Handbook Website Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Help Sought How
VUM7822	Q014	C	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM7822	Q015	B	Were you able to obtain the assistance you needed?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
PAT0408687			My claim was adjusted using the following method:	Adjuster visited my property and completed a physical inspection. I approved and assisted in remote adjusting to receive an advance payment while awaiting a physical inspection. I approved and assisted in remote adjusting to receive final payment and conclude my claim. Other		Y	Radio button, one-up vertical	Skip Logic Group*	Adjustment Method
PAT0408688		A	Please explain how your claim was adjusted.			N	Text area, no char limit	Skip Logic Group*	OE_Adjustment Method
VUM7822	Q016		How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10	D	Y	Radio button, scale, no don't know	Skip Logic Group*	PH Adjuster SAT
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 Candor/honesty Claim paperwork accuracy Clear, simple communication Empathy/understanding Flood insurance knowledge and expertise Listening actively to me Reliability Responsiveness Being on time for scheduled visit Thoroughness Spent adequate time assessing my situation Trust that they had my best interests at heart Other (please specify)	A	Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	PH-Adjuster Matters Most
VUM7822	Q020	A	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		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	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		N	Radio button, one-up vertical		Demos: Gender
VUM7822	Demographics: Age		Which category includes your age?	Under 18 18 - 24 25 - 34 35 - 44		N	Radio button, one-up vertical		Demos: Age

				45 - 54					
				55 - 64					
				65 or older					
				Prefer not to respond					
VUM7822	Q024		Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
				Alaska					
				American Samoa					
				Arizona					
				Arkansas					
				California					
				Colorado					
				Connecticut					
				Delaware					
				District of Columbia					
				Florida					
				Georgia					
				Guam					
				Hawaii					
				Idaho					
				Illinois					
				Indiana					
				Iowa					
				Kansas					
				Kentucky					
				Louisiana					
				Maine					
				Maryland					
				Massachusetts					
				Michigan					
				Minnesota					
				Mississippi					
				Missouri					
				Montana					
				Nebraska					
				Nevada					
				New Hampshire					
				New Jersey					
				New Mexico					
				New York					
				North Carolina					
				North Dakota					
				Northern Mariana Islands					
				Ohio					
				Oklahoma					
				Oregon					
				Pennsylvania					
				Puerto Rico					
				Rhode Island					
				South Carolina					
				South Dakota					
				Tennessee					
				Texas					
				US Virgin Islands		A			
				Utah					
				Vermont					
				Virginia					
				Washington					
				West Virginia					
				Wisconsin					
				Wyoming					
				Other					
				Prefer not to respond					
TAR0227	304	A	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
				Saint John					
				Saint Thomas					
				Prefer not to respond					

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
VUM7822	Q001		Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Hurricane event other than above Flash flooding event Other flood event		Y	Radio button, one-up vertical		Event
CUR0367	911		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May June July August September October November December Don't know		Y	Drop down, select one		CDOL Month
CUR0367	912		Day	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know		Y	Drop down, select one		CDOL Day
CUR0367	913		Year	2020 2019 2018 2017 2016		Y	Drop down, select one		CDOL Year

			2015						
			2014						
			2013						
			2012						
			2011						
			2010						
			2009						
			2008						
			2007						
			2006						
			2005						
			2004						
			2003						
			2002						
			2001						
			2000						
			Don't know						
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						
			Residential (single family home)						
			Mobile home						
			Other						
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
			Adjuster already completed the inspection						
			Completed my claim filing						
			Checking the status of my claim						
			Submit supporting documentation for a loss						
			Other						
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?	Within 3 days		Y	Radio button, one-up vertical			Adjuster Contacted
			4-7 days						
			8-14 days						
			More than two weeks						
			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						
			8-14 days						
			More than two weeks						
			Don't know						
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						
			8-14 days						
			More than two weeks						
			Don't know						
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	A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*		Adjuster Clarity
			No	B					
			Don't know						
VUM7822Q009	B	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*		Adjuster Not Clear 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	B					
			Don't know						
VUM7822Q011	B	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*		OE_Process Simplicity
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 Post Visit
			No						
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				Randomize		

				Local official								
				Mobile app								
				My agent								
				My insurance carrier								
				NFIP Handbook								
				Website								
				Other (please specify)								
VUM7822	Q014	C	How else did you seek additional information?					N	Text area, no char limit	Skip Logic Group*	Anchor Answer Choice	Help Sought How OE
VUM7822	Q015	B	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.				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.					N	Text area, no char limit	Skip Logic Group*		OE_Adjustment Method
VUM7822	Q016		How satisfied were you with your experience working with the adjuster to prepare your claim?	1=Very dissatisfied				Y	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								
				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								
				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)								
VUM7822	Q020	A	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		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	Demographics: Gender		What is your gender?	Male				N	Radio button, one-up vertical			Demos: Gender
				Female								
				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								
				35 - 44								
				45 - 54								
				55 - 64								
				65 or older								

VUM7822	0024		Where did the flood loss occur?	Prefer not to respond Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Guam Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas US Virgin Islands Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Other Prefer not to respond		N	Drop down, select one	Skip Logic Group*	State
TAR0227	304	A	Specifically, where did the flood loss occur?	Prefer not to respond Saint Croix Saint John Saint Thomas Prefer not to respond		N	Drop down, select one	Skip Logic Group*	VI Island

Model Name NFIP Claim Examination
Model ID 9Ik8NMptgA0dZJok55pApg4C
Partitioned No
Date 11.17.2017

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



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
VUM7822	Q001		Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Hurricane event other than above Flash flooding event Other flood event		Y	Radio button, one-up vertical		Event
CUR0367	911		Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May June July August September October November December Don't know		Y	Drop down, select one		CDOL Month
CUR0367	912		Day	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know		Y	Drop down, select one		CDOL Day
CUR0367	913		Year	2020 2019 2018 2017 2016		Y	Drop down, select one		CDOL Year

			2015					
			2014					
			2013					
			2012					
			2011					
			2010					
			2009					
			2008					
			2007					
			2006					
			2005					
			2004					
			2003					
			2002					
			2001					
			2000					
			Don't know					
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					
			Residential (single family home)					
			Mobile home					
			Other					
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
			Adjuster completed visit					
			Completed my claim filing					
			Checking the status of my claim					
			Submit supporting documentation for a loss					
			Other					
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?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Contacted
			4-7 days					
			8-14 days					
			More than two weeks					
			Don't know					
VUM7822Q005		Approximately how long did it take for the adjuster to visit your property after he/she contacted you?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Visited
			4-7 days					
			8-14 days					
			More than two weeks					
			Don't know					
VUM7822Q006		Approximately how long did it take to receive the adjuster's estimate after they visited your property?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
			4-7 days					
			8-14 days					
			More than two weeks					
			Don't know					
VUM7822Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following his/her visit to your property?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
			No					
VUM7822Q008	A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
			No	B				
			Don't know					
VUM7822Q009	B	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
VUM7822Q010		After the adjuster visited your property, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
			No	B				
			Don't know					
VUM7822Q011	B	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
VUM7822Q012		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
			No					
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				Randomize	

				Local official					
				Mobile app					
				My agent					
				My insurance carrier					
				NFIP Handbook					
				Website					
				Other (please specify)		C			Anchor Answer Choice
VUM7822	Q014	C	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM7822	Q015	B	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
				No					
VUM7822	Q016		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	D			
					4	D			
					5	D			
					6	D			
					7				
					8				
					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					
				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			Anchor Answer Choice
VUM7822	Q020	A	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		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	Demographics: Gender		What is your gender?	Male		N	Radio button, one-up vertical		Demos: Gender
				Female					
				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					
				35 - 44					
				45 - 54					
				55 - 64					
				65 or older					
				Prefer not to respond					
VUM7822	Q024		Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
				Alaska					
				American Samoa					
				Arizona					
				Arkansas					
				California					
				Colorado					

				Connecticut					
				Delaware					
				District of Columbia					
				Florida					
				Georgia					
				Guam					
				Hawaii					
				Idaho					
				Illinois					
				Indiana					
				Iowa					
				Kansas					
				Kentucky					
				Louisiana					
				Maine					
				Maryland					
				Massachusetts					
				Michigan					
				Minnesota					
				Mississippi					
				Missouri					
				Montana					
				Nebraska					
				Nevada					
				New Hampshire					
				New Jersey					
				New Mexico					
				New York					
				North Carolina					
				North Dakota					
				Northern Mariana Islands					
				Ohio					
				Oklahoma					
				Oregon					
				Pennsylvania					
				Puerto Rico					
				Rhode Island					
				South Carolina					
				South Dakota					
				Tennessee					
				Texas					
				US Virgin Islands		A			
				Utah					
				Vermont					
				Virginia					
				Washington					
				West Virginia					
				Wisconsin					
				Wyoming					
				Other					
				Prefer not to respond					
TAR0227304		A	Specifically, where did the flood loss occur?	Saint Croix		N	Drop down, select one	Skip Logic Group*	VI Island
				Saint John					
				Saint Thomas					
				Prefer not to respond					

Model Name NFIP Claim Examination
 Model ID 9Ik8NMptgA0dZJok55pApg4C
 Partitioned No
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 Pink: Addition
 Blue: Rework



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
VUM7822	Q001		Which recent event prompted you to file a flood claim?	Imelda Barry Harvey Irma Maria Dorian Hurricane event other than above Flash flooding event Other flood event		Y	Radio button, one-up vertical		Event
			Please indicate the Claim Date of Loss you reported by selecting the month, day and year below. Month	January February March April May June July August September October November December Don't know		Y	Drop down, select one		CDOL Month
			Day	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Don't know		Y	Drop down, select one		CDOL Day
			Year	2019 2018 2017 2016		Y	Drop down, select one		CDOL Year

			2015					
			2014					
			2013					
			2012					
			2011					
			2010					
			2009					
			2008					
			2007					
			2006					
			2005					
			2004					
			2003					
			2002					
			2001					
			2000					
			Don't know					
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					
			Residential (single family home)					
			Mobile home					
			Other					
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
			Adjuster completed visit					
			Completed my claim filing					
			Checking the status of my claim					
			Submit supporting documentation for a loss					
			Other					
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?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Contacted
			4-7 days					
			8-14 days					
			More than two weeks					
			Don't know					
VUM7822Q005		Approximately how long did it take for the adjuster to visit your property after he/she contacted you?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Visited
			4-7 days					
			8-14 days					
			More than two weeks					
			Don't know					
VUM7822Q006		Approximately how long did it take to receive the adjuster's estimate after they visited your property?	Within 3 days		Y	Radio button, one-up vertical		Adjuster Sent Estimate
			4-7 days					
			8-14 days					
			More than two weeks					
			Don't know					
VUM7822Q007		Did your adjuster provide you with any instructions on the next steps for your claim, following his/her visit to your property?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Instructed
			No					
VUM7822Q008	A	Were the adjuster's instructions easy to understand?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Adjuster Clarity
			No	B				
			Don't know					
VUM7822Q009	B	Please tell us what was not easy to understand.			N	Text area, no char limit	Skip Logic Group*	Adjuster Not Clear OE
VUM7822Q010		After the adjuster visited your property, was the process to complete your claim simple?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Process Simplicity
			No	B				
			Don't know					
VUM7822Q011	B	Please tell us why you found completing your claim was not simple.			N	Text area, no char limit	Skip Logic Group*	OE_Process Simplicity
VUM7822Q012		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
			No					
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				Randomize	

				Local official					
				Mobile app					
				My agent					
				My insurance carrier					
				NFIP Handbook					
				Website					
				Other (please specify)		C			Anchor Answer Choice
VUM7822	Q014	C	How else did you seek additional information?			N	Text area, no char limit	Skip Logic Group*	Help Sought How OE
VUM7822	Q015	B	Were you able to obtain the assistance you needed?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Help Obtained
				No					
VUM7822	Q016		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	D				
				4	D				
				5	D				
				6	D				
				7					
				8					
				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					
				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			Anchor Answer Choice
VUM7822	Q020	A	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		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	Demographics: Gender		What is your gender?	Male		N	Radio button, one-up vertical		Demos: Gender
				Female					
				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					
				35 - 44					
				45 - 54					
				55 - 64					
				65 or older					
				Prefer not to respond					
VUM7822	Q024		Where did the flood loss occur?	Alabama		N	Drop down, select one	Skip Logic Group*	State
				Alaska					
				American Samoa					
				Arizona					
				Arkansas					
				California					
				Colorado					

Connecticut	
Delaware	
District of Columbia	
Florida	
Georgia	
Guam	
Hawaii	
Idaho	
Illinois	
Indiana	
Iowa	
Kansas	
Kentucky	
Louisiana	
Maine	
Maryland	
Massachusetts	
Michigan	
Minnesota	
Mississippi	
Missouri	
Montana	
Nebraska	
Nevada	
New Hampshire	
New Jersey	
New Mexico	
New York	
North Carolina	
North Dakota	
Northern Mariana Islands	
Ohio	
Oklahoma	
Oregon	
Pennsylvania	
Puerto Rico	
Rhode Island	
South Carolina	
South Dakota	
Tennessee	
Texas	
US Virgin Islands	A
Utah	
Vermont	
Virginia	
Washington	
West Virginia	
Wisconsin	
Wyoming	
Other	
Prefer not to respond	
Saint Croix	
Saint John	
Saint Thomas	
Prefer not to respond	

TAR0227304	A	Specifically, where did the flood loss occur?		N	Drop down, select one	Skip Logic Group*	VI Island