

.NFIP Quoting Tool Follow-Up Survey

Thank you for using the NFIP Quoting Tool. Your feedback is valuable in helping us improve your experience. Please take a few minutes to answer the following questions about any follow-up contact you may have received after obtaining your Flood Insurance Quote.

To maintain confidentiality, do not to include any personal information in the open-text response at the end of the survey.

Following your use of the NFIP Quoting Tool, did an insurance agency reach out to you?

- ☐ Yes
- ☐ No
- (If yes, please continue to the next questions)

1. On a scale of 1 to 5, how would you rate your overall satisfaction with your interaction with the agency that reached out to you?

- ☐ 1 (Very dissatisfied)
- ☐ 2 (Somewhat dissatisfied)
- ☐ 3 (Neutral)
- ☐ 4 (Somewhat satisfied)
- ☐ 5 (Very satisfied)

2. Approximately how many days after you received your flood insurance quote did the agency first contact you?

- ☐ The same day
- ☐ 1 to 2 days
- ☐ 3 to 5 days
- ☐ More than 6 days

3. How did the agency contact you? (Select all that apply)

- ☐ Phone call
- ☐ Text message
- ☐ Email
- ☐ Mail
- ☐ Other (Please specify: _____)

4. Did you ultimately purchase a flood insurance policy through the agency that contacted you?

- ☐ Yes
- ☐ No
- (If Yes, please proceed to next question, if No, skip ahead to question 8)

5. If you purchased a policy; in what ways did the agency assist you? (Select all that apply)

- ☐ Provided a quick and efficient policy purchase process.
- ☐ Helped me accurately understand and answer questions about my property (e.g., foundation type, structure, discounts).
- ☐ Clearly explained what the policy covers.
- ☐ Helped me understand the importance of having flood insurance.
- ☐ The agent was not particularly helpful; I had already decided to purchase a policy.
- ☐ Other (Please specify: _____)

6. If you did not purchase a policy; what were the reasons you did not purchase? (Select all that apply)

- ☐ The agent told me I did not need flood insurance.
- ☐ The agent said I was not eligible to purchase a policy.
- ☐ The process of purchasing a policy seemed too long or complicated.
- ☐ The premium was too expensive.
- ☐ The coverage offered was not adequate for my property's needs.
- ☐ I purchased a policy elsewhere.
- ☐ I am still considering my options.
- ☐ Other (Please specify: _____)

7. If you purchased flood insurance, was it through the National Flood Insurance Program (NFIP) or a private insurance company?

- ☐ I purchased an NFIP policy through an agency
- ☐ I purchased flood insurance from a private insurance company

8. Do you have any other comments or feedback about your quote follow up from the agency? (Optional)

- Open answer _____