

## FinCEN – Products and Services Survey Customer Satisfaction Survey 2021

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### Introduction

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FinCEN is committed to serving its customers and has commissioned the CFI Group, an independent third-party research group, to conduct this survey. FinCEN is asking for general feedback about the products or support you received so the bureau may improve the service it provides. The survey does not ask specific questions concerning past or current investigations.

The survey will take approximately 10 minutes to complete. Your answers are voluntary, but your opinions are very important. Your responses will remain anonymous and will only be reported in aggregate. This interview is authorized by Office of Management and Budget Control No. 1506-0062.

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### Demographics

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Demo1. Which of the following best describes your organization?

1. Department of Defense
2. Department of Homeland Security
3. Department of Treasury
4. Department of Justice
5. Federal Regulatory Agencies
  - a. FRB
  - b. OCC
  - c. FDIC
  - d. NCUA
  - e. Other (**Specify**)
6. Intelligence Community
7. Other Federal Government Agency (**Specify**)
8. State/Local Law Enforcement and Regulators
9. Other Agency (**Specify**)

Demo2. Which of the following best describes your location? (select one)

1. Headquarters
2. Regional or field office

Demo3. Which of the following best describes your position? (select one)

1. Senior Management
2. Mid-Level Management or Supervisory
3. Non-Management

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### Intelligence Products

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FinCEN's Intelligence Division produces a variety of products about illicit finance threats involving terrorism financing, proliferation, cyber-enabled financial crimes, narcotics-related money laundering, significant fraud, professional money laundering networks, and the methods, trends and payment mechanisms associated with these threats.

SP1 Have you ever received an intelligence product from FinCEN?

- a. Yes (**Continue to next question**)
- b. No (**Skip to next Section**)

SP2 How do you typically obtain or access FinCEN products?

- 1- Email from FinCEN
- 2- You retrieve products from the FinCEN portal

- 3-
- 4- Email from a colleague
- 5- Other means not listed here **(Please Specify)**

SP3 What action did your organization take in response to the intelligence product from FinCEN? (Check all that apply)

- 1. Provided lead in current investigation
- 2. Opened case, inquiry, or project
- 3. Assigned for preliminary evaluation or investigation
- 4. Incorporated information into investigative or other reports
- 5. Informed policy-making
- 6. Requested additional analytical support, and/or target and trends monitoring from FinCEN
- 7. Requested training from FinCEN
- 8. Requested other type of support from FinCEN (Specify)
- 9. Took no action
- 10. Other **(Specify)**

SP4 How useful was the intelligence product you received from FinCEN? (Check all that apply)

- 1. Provided information previously unknown
- 2. Supplemented, expanded, or reinforced known information
- 3. Contradicted previously known information
- 4. Assisted in planning or developing agency or unit objectives
- 5. Identified new investigative leads (e.g., financial transactions, bank accounts, assets, subject associations, etc.)
- 6. Helped enhance the focus and/or scope of your investigative and analytic efforts
- 7. Helped you better use resources
- 8. Assisted in understanding and following illicit money flows through vulnerable payment processes and transactions
- 9. Not useful
- 10. Please specify uses not captured above **(Specify)**

SP5 On a scale from “1” to “10,” where “1” is “not valuable” and “10” is “very valuable,” please rate the value of the intelligence product(s) received from FinCEN.

SP6 How can FinCEN improve its intelligence products? **(Open ended)**

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### Case and Program Support

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FinCEN provides specialized research and analysis of Bank Secrecy Act (BSA) data to support partner efforts to deter, identify, and investigate crime.

CS1 Have you ever requested case or program support from FinCEN?

- 1. Yes (Continue to next question)
- 2. No (Skip to next Section- 314(a) Information Sharing Requests)

CS2 How frequently have you have requested case or program support from FinCEN during the past 12 months?

- 1. Once
- 2. 2-3 times
- 3. 4 or more times

CS3 What are the reasons that you/your agency requested case or program support from FinCEN? (Check all that apply)

- 1. FinCEN has unique expertise related to analyzing the BSA data

2. FinCEN has access to unique sources of information
3. FinCEN has access to unique resources/analytical software
4. FinCEN has unique expertise or knowledge in/of specific field(s) of money laundering, financial crime, or other financial subject matter relevant to my area of responsibility
5. I do not/my agency does not have sufficient experience to do the analysis internally
6. I do not/my agency does not have sufficient resources to do the analysis internally
7. I do not/my agency does not have access to FinCEN Query
8. Please specify any other reasons not captured above (**Open ended**)

CS4 How did you use the case or program support information you received from FinCEN? (Check all that apply)

1. Verified existing information
2. Supplemented or expanded previously known information
3. Helped identify new leads (e.g., financial transactions, bank accounts, assets, subject associations, etc.)
4. Provided new information previously unknown
5. Assisted in planning/developing plans or actions
6. Helped you better use resources
7. Not useful
8. Please specify uses not captured above (**Open ended**)

CS5. On a scale from “1” to “10,” where “1” is “not valuable” and “10” is “very valuable,” please rate the value of the case or program support received from FinCEN.

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### 314(a) Information Sharing Requests

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FinCEN's regulations under Section 314(a) of the USA PATRIOT Act enable law enforcement agencies, through FinCEN, to reach out to U.S. financial institutions to locate accounts and transactions of persons that may be involved in terrorism or significant money laundering.

IS1. How many times have you have utilized FinCEN's 314(a) program during the past 12 months?

1. None (skip to next Section)
2. Once (continue to QIS2)
3. 2-3 times (continue to QIS2)
4. 4 or more times (continue to QIS2)
5. I am not familiar with the 314(a) Program

IS2. On a scale from “1” to “10,” where “1” is “not at all useful” and “10” is “very useful,” please rate the usefulness of the 314(a) requests FinCEN processed on behalf of your agency for investigations of financial crimes or money laundering?

IS3. On a scale from “1” to “10,” where “1” is “not very satisfied” and “10” is “very satisfied,” how satisfied are you with the timeliness of utilizing the 314(a) process?

IS4. On a scale from “1” to “10,” where “1” is “not very satisfied” and “10” is “very satisfied,” how satisfied are you with the level of customer service you received from the 314(a) program?

IS5. On a scale from “1” to “10,” where “1” is “not very satisfied” and “10” is “very satisfied,” please rate your/your agency's satisfaction with the opportunities it has had to provide FinCEN with input or feedback on development, prioritization, and implementation of its 314(a) process. Select N/A if you have not provided FinCEN input or feedback on 314(a).

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### Training/Outreach Services

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FinCEN provides a variety of training, webinars, and outreach to its partners, as well as substantive subject matter training sessions on topics such as funds transfers, virtual currencies, money transfers, prepaid cards, money laundering methodologies, and other similar topics. FinCEN also conducts outreach by attending a number of conferences/webinars each year and conducting information sessions

for individual agencies on the types of support FinCEN can provide.

TO1. Have you or other staff from your agency attended training, webinars, or outreach sessions offered by FinCEN?

1. Yes (if yes, specify the topic and continue to next question)
2. No (Skip to next Section)

TO2. Please identify all FinCEN training you attended.

1. Basic FinCEN Query Training
2. FinCEN Query Saved and Scheduled Query Functions
3. FinCEN Query Downloads
4. Advanced FinCEN Query Training
5. Using Multiple Import List
6. Using Import Lists
7. Using Import List for COVID
8. FinCEN Query i2 Downloads
9. BSA Data Analysis – Custom Text Format Download Option
10. The FinCEN Financial Analysis Webinar Exchange (FAWX) Series
11. Funds Transfer Training

**[PROGRAMMING NOTE: Prepopulate TO2.1 and TO 2.2 with answers provided in TO2]**

TO2.1 On a scale from “1” to “10” , where “1” represents a very low level of knowledge and “10” represents “a very high level of knowledge”, please rate your level of knowledge of **[INSERT RESPONSE FROM TO2]** BEFORE attending the training session.

TO2.2 On a scale from “1” to “10”, where “1” represents “a very low level of knowledge” and “10” represents “a very high level of knowledge”, please rate your level of knowledge of **[INSERT RESPONSE FROM TO2]** AFTER attending the training session.

TO3. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the quality of training/outreach. and substance-related training, e.g. virtual currency or other payment systems

TO4. If you attended substance-related training, please provide further feedback on the value of the training (**Open ended**)

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#### ACSI Benchmark Questions

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Now we are going to ask you to please consider your overall experiences with FinCEN:

ASCI1. First, please consider your experiences with FinCEN’s product and service support over the past 12 months. Using a 10-point scale on which “1” means “Very dissatisfied” and “10” means “Very satisfied,” how satisfied are you with this support?

ASCI2. To what extent have FinCEN’s products and services met your expectations? Please use a 10-point scale on which "1" now means "Falls short of your expectations" and "10" means "Exceeds your expectations."

ASCI3. Forget about FinCEN’s product and service support for a moment. Now, imagine the ideal product or service support. How well do you think FinCEN’s support compares with that ideal? Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

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Closing

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FinCEN would like to thank you for your time and participation today. Your feedback is greatly appreciated and will be used to enhance the value of our products and services.