FEDERAL TRADE COMMISSION

IdentityTheft.gov

How was your overall experience using IdentityTheft.gov?

Rating

Did you find it easy to use the IdentityTheft.gov site?

Rating

Would you recommend IdentityTheft.gov to someone else?

Rating

Please explain your rating.

What is your feedback related to?

○ 1. Could not accomplish task

○ 2. Could not find information

○ 3. Information was unclear or difficult to understand

○ 4. Technical difficulties

○ 5. Suggestion

○ 6. Compliment

○ 7. Other

Did you successfully accomplish the task you came to this site to perform?

○ Yes

○ No

○ Not Sure

What type of difficulty, if any, did you encounter with the navigation process on this site?

○ 1. Too many links to choose from

○ 2. Links did not take me where expected

○ 3. Link labels were difficult to understand

○ 4. Could not find the information I was looking for

○ 5. Other

Which of the following issues, if any, did you experience on this site/page today? (Select all that apply)

- [ ] 1. Information was not up to date
- [ ] 2. Information did not answer my questions
- [ ] 3. Language was not clear and concise
- [ ] 4. Wording used was confusing
- [ ] 5. Text was difficult to read
- [ ] 6. Errors or typos on the page
- [ ] 7. Other

What type of site performance issue(s) or technical error(s) did you encounter? (Select all that apply)

- [ ] 1. Pages were loading slowly or not at all
- [ ] 2. I could not log into My Account
- [ ] 3. Error messages that could not be resolved
- [ ] 4. Broken links
- [ ] 5. Other

Did the IdentityTheft.gov recovery steps help you address the problems caused by identity theft?

- ( ) 1. Yes
- ( ) 2. No
- ( ) 3. Not Sure

Were you able to successfully log in to your account?

○ Yes

○ No

If you could make one improvement to the site, what would it be?