



FEDERAL TRADE COMMISSION

ReportFraud.ftc.gov

Please rate your satisfaction with the site.

Rating

How easy is it to use this site?

Rating

How likely are you to recommend this site?

Rating

Please provide your feedback on the complaint categories.

- 1. Too many categories to choose from
- 2. Categories were difficult to understand
- 3. Could not find information that I was looking for
- 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?

Select all that apply.

- 1. Too many links to choose from
- 2. Links did not take me where I expected
- 3. Link labels were difficult to understand
- 4. Could not find information that I was looking for
- 5. Other

Which of the following issues, if any, did you experience on this site 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
- 2. Page did not load at all
- 3. Error messages that could not be resolved
- 4. Link did not work
- 5. Other

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

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