

Consumer Satisfaction Questionnaire

REPORTING BURDEN: Public reporting burden for this collection of information is estimated to average 15 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Secretary, Board of Governors of the Federal Reserve System, 20th and C Streets, N.W. Washington, DC 20551; and to the Office of Management and Budget, Paperwork Reduction Project (7100-0135), Washington, DC 20503.

The Federal Reserve may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. This report is authorized by law [15 U.S.C. §57a] and is voluntary. The information specifically solicited is not considered confidential. Information not specifically solicited may be considered confidential, where appropriate, upon specific request of the respondent.

A. How did you learn of the Federal Reserve's consumer complaint service? Check only one response.

- (1) _____ Bank (2) _____ Radio (3) _____ TV
(4) _____ Magazine (5) _____ Newspaper (6) _____ Federal Reserve
Consumer Information
Brochure
(7) _____ Other (Please Identify) _____

B. Were you satisfied with the final outcome of your complaint?

- (1) _____ Yes (2) _____ No (3) _____ Not Completely

C. Approximately how much time passed between your original contact with a Federal Reserve office and the final action taken on your complaint?

- (1) _____ 4 weeks or less (2) _____ 4 to 8 weeks (3) _____ 9 to 12 weeks
(4) _____ Longer

D. Were you satisfied with the amount of time it took for the Federal Reserve to handle the problem?

- (1) _____ Yes (2) _____ No (3) _____ Not Completely

E. Do you believe that the Federal Reserve was complete and thorough with its handling of the problem?

- (1) _____ Yes (2) _____ No (3) _____ Not Completely

F. Do you feel you were treated courteously in your dealings with the Federal Reserve staff by letter or phone?

- (1) _____ Yes (2) _____ No

G. Do you believe that regardless of the outcome of your complaint the Federal Reserve's response to your problem was clear, understandable, and adequate?

- (1) _____ Yes (2) _____ No (3) _____ Not Completely

H. Do you feel that you would contact the Federal Reserve again if you had another problem with a bank?

- (1) _____ Yes (2) _____ No

Please use the reverse side of the form to explain any "No" or "Not completely" responses or to include any comments or suggestions you feel would be helpful in our handling of consumer complaints.

CCC # _____ Date received in DCCA _____