

CONSUMER SATISFACTION QUESTIONNAIRE

Before you contacted the Federal Reserve with your complaint, what else did you do to resolve your problem?

Check all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Took no other action
<input type="checkbox"/> Complained to friends/family
<input type="checkbox"/> Complained to your bank branch or office
<input type="checkbox"/> Complained to your bank's headquarters
<input type="checkbox"/> Changed banks
<input type="checkbox"/> Complained to a radio/TV/newspaper reporter
<input type="checkbox"/> Stopped using the service/bank | <input type="checkbox"/> Contacted the Better Business Bureau
<input type="checkbox"/> Contacted a local or state consumer agency
<input type="checkbox"/> Contacted a lawyer
<input type="checkbox"/> Contacted another federal agency
<input type="checkbox"/> Other <i>(please specify)</i>
_____ |
|---|---|

How much money was involved in your complaint? \$ _____

How satisfied are you with the following aspects of the Federal Reserve's complaint program? *Please circle the number under the words that most closely describe your level of satisfaction.*

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
The assistance of the Federal Reserve as compared to your expectations	5	4	3	2	1	0
The ease of contacting the Federal Reserve complaint program	5	4	3	2	1	0
The courtesy of the Federal Reserve staff in their letters	5	4	3	2	1	0
The courtesy of the Federal Reserve staff over the phone	5	4	3	2	1	0
The amount of time it took to resolve your complaint	5	4	3	2	1	0
The thoroughness of the Federal Reserve's investigation of your complaint	5	4	3	2	1	0
The outcome of your complaint	5	4	3	2	1	0

On a scale of 1 to 5, how would you rate your situation and the Federal Reserve's response?

Please circle the number that most closely describes your situation.

The matter I complained about

could or did cause severe financial hardship for me.	5	4	3	2	1	would cause no financial hardship for me.
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The Federal Reserve's response was

completely clear.	5	4	3	2	1	not clear at all.
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The Federal Reserve

completely addressed all the issues raised in my complaint.	5	4	3	2	1	did not address any of the issues raised in my complaint.
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My complaint was

completely resolved to my satisfaction.	5	4	3	2	1	not resolved to my satisfaction.
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If I had another problem involving a bank, I definitely

would contact the Federal Reserve again.	5	4	3	2	1	would not contact the Federal Reserve again.
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If friends or relatives had a problem involving a bank, I definitely

would recommend contacting the Federal Reserve to them.	5	4	3	2	1	would not recommend contacting the Federal Reserve to them.
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How did you learn of the Federal Reserve's consumer complaint program? *Check all that apply.*

- | | |
|--|--|
| <input type="checkbox"/> TV/radio | <input type="checkbox"/> Bank |
| <input type="checkbox"/> Magazines/newspapers | <input type="checkbox"/> Referral from another agency/consumer protection agency |
| <input type="checkbox"/> Brochure/consumer resource handbook | <input type="checkbox"/> Internet/computer |
| <input type="checkbox"/> Friend/relative | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Lawyer | |

Now, please circle the ONE that prompted you to contact us.

The next questions will help us group your answers with others we will receive in this survey, and will help us improve our outreach to consumers. Your responses will be confidential.

Are you

- Male? Female?

In what year were you born? _____

Please indicate your household's total gross (before taxes) income for last year

- | | | |
|--|--|--|
| <input type="checkbox"/> Under \$15,000 | <input type="checkbox"/> \$60,001 – \$75,000 | <input type="checkbox"/> \$120,001 – \$135,000 |
| <input type="checkbox"/> \$15,000 – \$30,000 | <input type="checkbox"/> \$75,001 – \$90,000 | <input type="checkbox"/> \$135,001 – \$150,000 |
| <input type="checkbox"/> \$30,001 – \$45,000 | <input type="checkbox"/> \$90,001 – \$105,000 | <input type="checkbox"/> over \$150,000 |
| <input type="checkbox"/> \$45,001 – \$60,000 | <input type="checkbox"/> \$105,001 – \$120,000 | |

Which of these categories do you feel best describe you? *Please check all that apply.*

- White
 Black/African-American
 Hispanic/Latino
 Asian
 American Indian/Alaska Native
 Native Hawaiian/Pacific Islander
 Other (*please specify*) _____

What is the highest level of education you have completed?

- Grade school
 Some high school
 High school graduate or GED
 Junior college or trade school graduate
 Some college
 College graduate
 Graduate school or graduate/professional degree

How many people are in your household? _____

Please use this space to share with us any other comments you would like to make concerning the Federal Reserve's investigation of your complaint:

Thank you.

Your responses will help us improve our service to consumers.

Reporting Burden: Public reporting burden for this collection of information is estimated to average 20 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. Information in this questionnaire may be grouped with responses from others and released in statistical format without individual identification. The information specifically solicited is not considered confidential except as otherwise indicated. Information not specifically solicited may be considered confidential, when appropriate, upon the specific request of the respondent.
