## **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.* 

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

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 nor 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	5	4	3	2	1	would cause no
financial hardship for me.						financial hardship for me.
The Federal Reserve's response was	5					
completely clear.	5	4	3	2	1	not clear at all.
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.
My complaint was						
completely resolved	5	4	3	2	1	not resolved
to my satisfaction.						to my satisfaction.
If I had another problem involving	a bank,	I definite	ely			
would contact the	5	4	3	2	1	would not contact the
Federal Reserve again.						Federal Reserve again.
If friends or relatives had a problen	n involvi	ng a ban	ık, I defii	nitely		
would recommend contacting the Federal Reserve to them.	5	4	3	2	1	would not recommend contacting the Federal Reserve to them.

How did you learn of the Federal Reserve's consumer complaint program? Check all that apply.

TV/radio Bank

Magazines/newspapers Referral from another agency/consumer protection

Brochure/consumer resource handbook agency

Friend/relative Internet/computer

Lawyer Other

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. Any personal information—such as your name—that could identify your individual response will be treated as confidential and protected against disclosure under the Freedom of Information Act.

Are you

Male? Female?

In what year were you born?

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

 Under \$15,000
 \$60,001 - \$75,000
 \$120,001 - \$135,000

 \$15,000 - \$30,000
 \$75,001 - \$90,000
 \$135,001 - \$150,000

 \$30,001 - \$45,000
 \$90,001 - \$105,000
 over \$150,000

 \$45,001 - \$60,000
 \$105,001 - \$120,000

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

W/hite

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,  $20^{th}$  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 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.