

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.

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| <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Contacted the Better Business Bureau Contacted a local or state consumer agency Contacted a lawyer Contacted another federal agency Other <i>(please specify)</i> |
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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 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.*

TV/radio	Bank
Magazines/newspapers	Referral from another agency/consumer protection agency
Brochure/consumer resource handbook	Internet/computer
Friend/relative	Other
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. 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.*

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.*