

## 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<br><input type="checkbox"/> Complained to friends/family<br><input type="checkbox"/> Complained to your bank branch or office<br><input type="checkbox"/> Complained to your bank's headquarters<br><input type="checkbox"/> Changed banks<br><input type="checkbox"/> Complained to a radio/TV/newspaper reporter<br><input type="checkbox"/> Stopped using the service/bank | <input type="checkbox"/> Contacted the Better Business Bureau<br><input type="checkbox"/> Contacted a local or state consumer agency<br><input type="checkbox"/> Contacted a lawyer<br><input type="checkbox"/> Contacted another federal agency<br><input type="checkbox"/> Other ( <i>please specify</i> )<br><hr style="border: 0.5px solid black;"/> |
|---|--|

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.*

- |  |  |
|--|--|
| <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. 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

- |  |  |  |
|--|--|--|
| <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.*