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)

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How much money was involved in	your comp	olaint? \$	

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.*

could or did cause severe	5	4	3	2	1	would cause no
financial hardship for me.	·	·	J	_	-	financial hardship for me.
The Federal Reserve's response was						
completely clear.	5	4	3	2	1	not clear at all.
The Federal Reserve						
completely addressed all the	5	4	3	2	1	did not address any of the
issues raised in my complaint.						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 de	finitely				
would contact the	5	4	3	2	1	would not contact the
Federal Reserve again.						Federal Reserve again.
If friends or relatives had a problem i	nvolving	a bank, I	definitely	<u>, </u>		
would recommend contacting	5	4	3	2	1	would not recommend contacting
the Federal Reserve to them.						the Federal Reserve to them.

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Magazines/newspapers Brochure/consumer resou Friend/relative Lawyer	irce handbook	Referral from another agency/consumer protection ager Internet/computer Other				
Now, please circle the ONE	that prompted you to con	tact us.				
will help us improve our o	utreach to consumers. dividual response will	ers with others we will receive in this survey, and Any personal information—such as your name—be treated as confidential and protected against et.				
Are you						
Male? Female?						
In what year were you born?						
Please indicate your household	's total gross (before taxe	s) income for last year				
Under \$15,000 \$15,000 - \$30,000 \$30,001 - \$45,000 \$45,001 - \$60,000	\$60,001 - \$75,000 \$75,001 - \$90,000 \$90,001 - \$105,000 \$105,001 - \$120,000					
Which of these categories do y	ou feel best describe you?	Please check all that apply.				
White Black/African-American Hispanic/Latino Asian American Indian/Alaska Native Hawaiian/Pacific Other (please specify)	Native					
What is the highest level of edu	ucation you have complete	ed?				
Grade school Some high school High school graduate or Junior college or trade sc Some college College graduate Graduate school or gradu	chool graduate					
How many people are in your l	household?					
Please use this space to share Reserve's investigation of you	=	nents you would like to make concerning the Federal				
You		unk you. mprove our service to consumers.				
Departing Durdon: Dublic reporting by	rdan for this callection of inform	nation is actimated to average 20 minutes per response. Sand comments				

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

Bank

TV/radio

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.