

Consumer Satisfaction Questionnaire

Recently, the Federal Reserve System assisted you with your complaint about a bank or financial institution. As part of our continuing effort to evaluate our program, please complete the questionnaire below and mail it back to us.

How satisfied are you with the following aspects of the Federal Reserve’s handling of your complaint? Please circle the response the most closely describe your level of satisfaction.

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1. The amount of time it took to investigate your complaint	1	2	3	4	5
2. The courtesy of Federal Reserve staff in their letters or over the phone	1	2	3	4	5
3. The Federal Reserve’s response addressed all of the concerns raised in your complaint	1	2	3	4	5
4. The clarity of the Federal Reserve’s written response explaining the outcome of the investigation	1	2	3	4	5

5. How did you learn about the Federal Reserve’s consumer complaint program? Check all that apply.

- Federal Reserve website
- Other website or search engine
- Bank or financial services company
- Referral from federal or state agency
- Other (specify: _____)
- Newspaper or magazine article
- Consumer brochure
- Friend or relative

6. If you have a consumer complaint about a bank or financial institution in the future, would you contact the Federal Reserve again for assistance?

- Yes, definitely
- Maybe
- No, definitely not

Thank you for assisting us in our evaluation!

Federal Reserve Consumer Help – Consumer Survey

As a caller into our Federal Reserve Consumer Help Center within the past week, you were randomly selected to provide your opinion on the quality of service provided to you by our representative(s). Your input will help us assess our quality. Please take a moment to complete this survey.

Name (optional)

1. How did you learn about *Federal Reserve Consumer Help*? Check all that apply.

- Federal Reserve website
- Other website or search engine
- Bank or financial services company
- Referral from federal or state agency
- Other (specify: _____)
- Newspaper or magazine article
- Consumer brochure
- Friend or relative

2. Overall, how would you rate the quality of customer service provided by the Consumer Help Center?

Poor				Excellent
1	2	3	4	5

3. How would you rate the speed at which your telephone call was handled?

Poor				Excellent
1	2	3	4	5

4. Please rate these specific attributes related to the performance of the Consumer Help Center representative(s).

	Poor				Excellent
a. Knowledge of consumer information.	1	2	3	4	5
b. Ability to provide you clear information on your inquiry or transfer you to the appropriate contact efficiently.	1	2	3	4	5
c. Courtesy and professionalism displayed towards you.	1	2	3	4	5

5. If appropriate, please use the area below to request follow-up action on a specific problem or concern with the service you received.

Federal Reserve Consumer Help – Consumer Survey

As a consumer who sent an inquiry to our Federal Reserve Consumer Help Center within the past week, you were randomly selected to provide your opinion on the quality of service provided to you by our representative(s). Your input will help us assess our quality. Please take a moment to complete this survey.

Name (optional)

1. How did you learn about *Federal Reserve Consumer Help*? Check all that apply.

- Federal Reserve website
- Other website or search engine
- Bank or financial services company
- Referral from federal or state agency
- Other (specify: _____)
- Newspaper or magazine article
- Consumer brochure
- Friend or relative

2. Overall, how would you rate the quality of customer service provided by the Consumer Help Center?

Poor				Excellent
1	2	3	4	5

3. How would you rate the speed at which your email or internet request was handled?

Poor				Excellent
1	2	3	4	5

4. Please rate these specific attributes related to the Federal Reserve Consumer Help resources you accessed.

	Poor				Excellent
a. Ease of navigation using the Federal Reserve Consumer Help website.	1	2	3	4	5
b. Consumer information available to you (frequently asked questions or other resources) on the website.	1	2	3	4	5

5. If appropriate, please use the area below to request follow-up action on a specific problem or concern with the service you received.

Federal Reserve Consumer Help – Consumer Survey

As a consumer who sent a complaint to our Federal Reserve Consumer Help Center within the past week, you were randomly selected to provide your opinion on your experience. Your input will help us assess our quality. Please take a moment to complete this survey.

Name (optional)

1. How did you learn about *Federal Reserve Consumer Help*? Check all that apply.

- Federal Reserve website
- Newspaper or magazine article
- Other website or search engine
- Consumer brochure
- Bank or financial services company
- Friend or relative
- Referral from federal or state agency
- Other (specify: _____)

2. Overall, how would you rate the quality of customer service provided by the Federal Reserve Consumer Help Center?

Poor				Excellent
1	2	3	4	5

3. How would you rate the speed at which your request was handled?

Poor				Excellent
1	2	3	4	5

4. Please rate these specific attributes related to the Federal Reserve Consumer Help Center:

	Poor				Excellent
a. Ease of navigation using the Federal Reserve Consumer Help website (if applicable).	1	2	3	4	5
b. Ability to refer you to the appropriate contact for investigation of your complaint.	1	2	3	4	5
c. Ability to provide you with the next steps in the process clearly and concisely.	1	2	3	4	5

5. If appropriate, please use the area below to request follow-up action on a specific problem or concern with the service you received.



~~Please print clearly below.~~

Mail or fax this completed form to:
Federal Reserve Consumer Help
PO Box 1200, Minneapolis, MN 55480
Fax: 877-888-2520

CONSUMER COMPLAINT FORM

Questions? Call us at 888-851-1920

YOUR INFORMATION

Name: _____

Please provide either a mail address, e-mail address, or phone number so that we can contact you.

Address: _____
City State Zip Code Country

E-mail: _____ Phone: _____ Alternate Phone: _____

Contact Preference: Mail E-mail Phone

INSTITUTION INFORMATION

Institution Name: _____

Please provide as much information as possible about the bank or financial institution.

Account / Product Type: _____

Address: _____
City State Zip Code Country

E-mail: _____ Phone: _____

Please provide contact or location information about the bank or financial institution.
Do not include any personal information such as account numbers or Social Security numbers.

COMPLAINT

Provide a description of the complaint including the names of those you dealt with at the bank, along with the dates. Tell us what happened. The more information we have about the problem, the faster we can investigate and respond. Do not include any personal information such as account numbers or Social Security numbers.

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COMPLAINT

How can your complaint be satisfactorily addressed?

How did you learn about *Federal Reserve Consumer Help*? Check all that apply.

- Federal Reserve website/other website/search engine (specify: _____)
- Bank/financial services company/consumer brochure (specify: _____)
- Referral from another federal/state agency (specify: _____)
- Friend/relative/newspaper/magazine article/other (specify: _____)

Privacy Act Statement

The information that you provide will permit the Federal Reserve to respond to consumer complaints and inquiries regarding practices by banks and other financial institutions supervised by the Board of Governors of the Federal Reserve System. The information may be disclosed:

- to a Federal Reserve-regulated entity that is the subject of a complaint or inquiry;
- to third parties to the extent necessary to obtain information that is relevant to the resolution of a complaint or inquiry;
- for enforcement, statutory, and regulatory purposes;
- to another agency or Federal Reserve Bank;
- to a member of Congress; to the Department of Justice, a court, an adjudicative body or administrative tribunal, or a party in litigation;
- to contractors, agents, and others; and
- where security or confidentiality has been compromised.

This collection of information is authorized by 12 U.S.C. §§ 248 and 1844, 15 U.S.C. § 57a(f), and other consumer protection laws. You are not required to file a complaint or inquiry and you may withdraw your complaint or inquiry at any time. However, if you do so, the Federal Reserve may not be able to investigate your complaint or inquiry.

Signature: _____ Date: _____