

## Phase 2 Survey Questions

1. On a scale of 0 to 10, with 10 being completely satisfied and 0 being completely dissatisfied, please rate your overall satisfaction with the NCUA's complaint process.
2. On a scale of 0 to 10, with 10 being completely satisfied and 0 being completely dissatisfied, please rate your overall satisfaction with the Consumer Assistance Center's customer service.
3. The Consumer Assistance Center portal was easy to navigate and use. Please select Yes or No.
4. I understood the Consumer Assistance Center's role in resolving my complaint with the credit union. Please select Yes or No.
5. My complaint was resolved in a timely manner. Please select Yes or No.
6. I understood the Consumer Assistance Center's determination of my complaint. Please select Yes or No.
7. I was aware of my appeal options for the Consumer Assistance Center determination. Please select Yes or No.
8. My overall experience with the Consumer Assistance Center was positive. Please select Yes or No.
9. How can the Consumer Assistance Center improve the consumer complaint process.