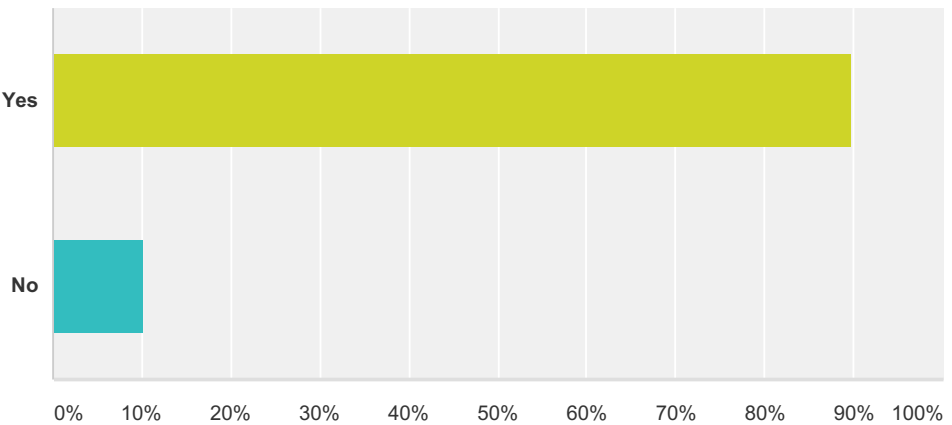


Q1 Have you received the funds from your unclaimed property claim?

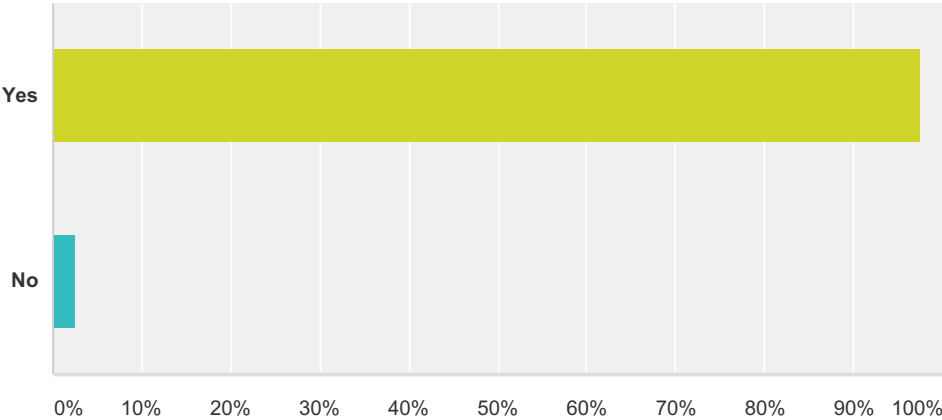
Answered: 215 Skipped: 0



Answer Choices	Responses	
Yes	89.77%	193
No	10.23%	22
Total		215

Q2 Was your experience with the Unclaimed Property program hassle-free?

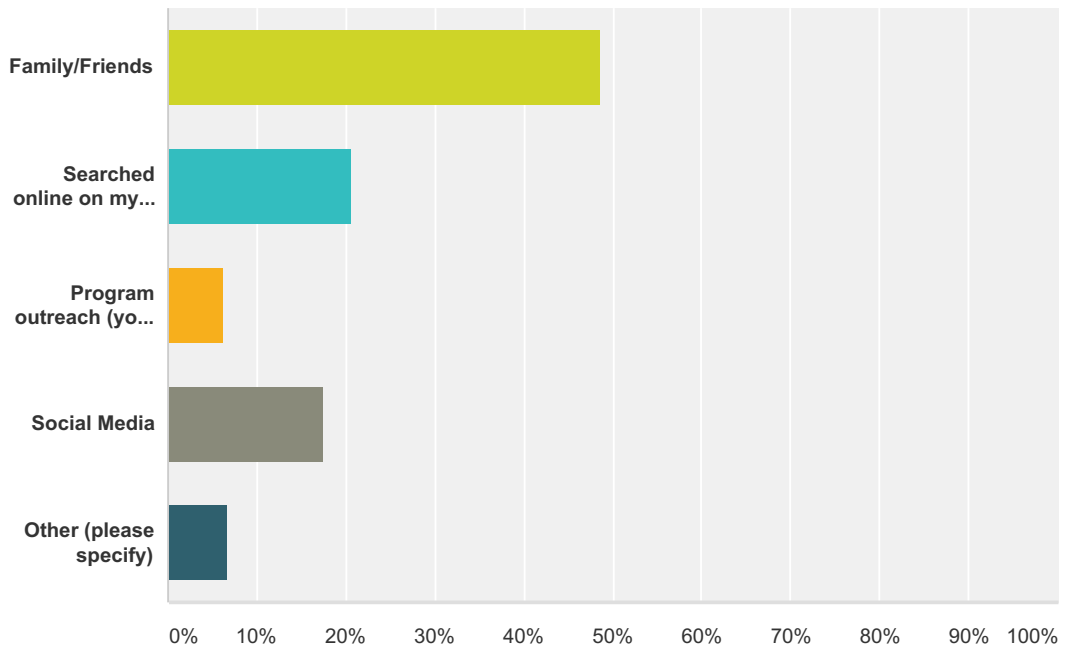
Answered: 193 Skipped: 22



Answer Choices	Responses	
Yes	97.41%	188
No	2.59%	5
Total		193

Q3 How did you first learn that you had unclaimed property?

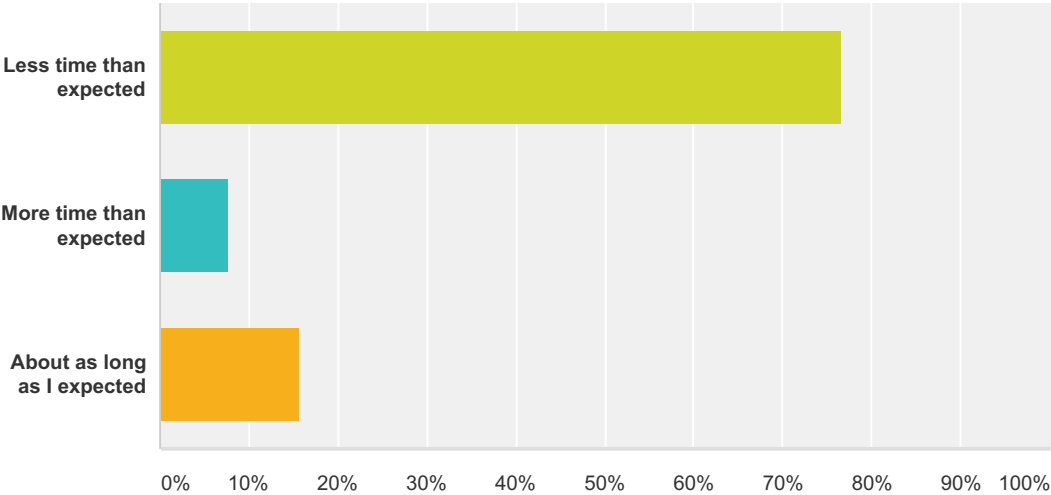
Answered: 193 Skipped: 22



Answer Choices	Responses
Family/Friends	48.70% 94
Searched online on my own	20.73% 40
Program outreach (you visited an Unclaimed Outreach event or received mail)	6.22% 12
Social Media	17.62% 34
Other (please specify)	6.74% 13
Total	193

Q4 How would you describe the length of time it took to process your claim

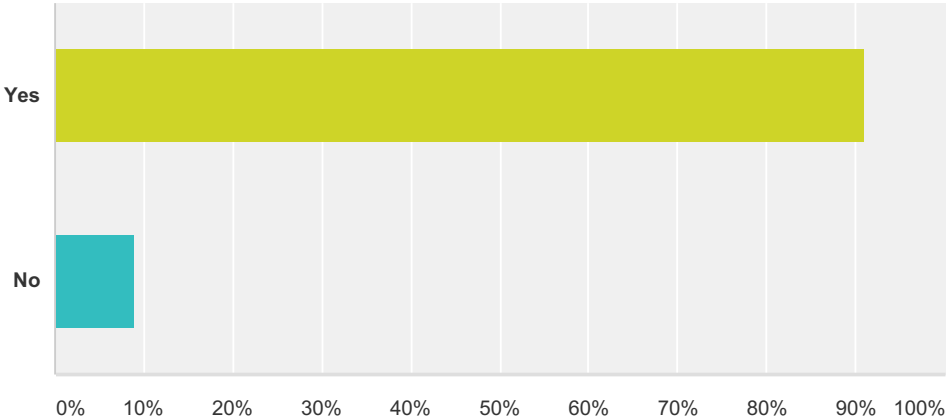
Answered: 192 Skipped: 23



Answer Choices	Responses
Less time than expected	76.56% 147
More time than expected	7.81% 15
About as long as I expected	15.63% 30
Total	192

Q5 Did you file your claim online using the Treasury or MissingMoney.com websites?

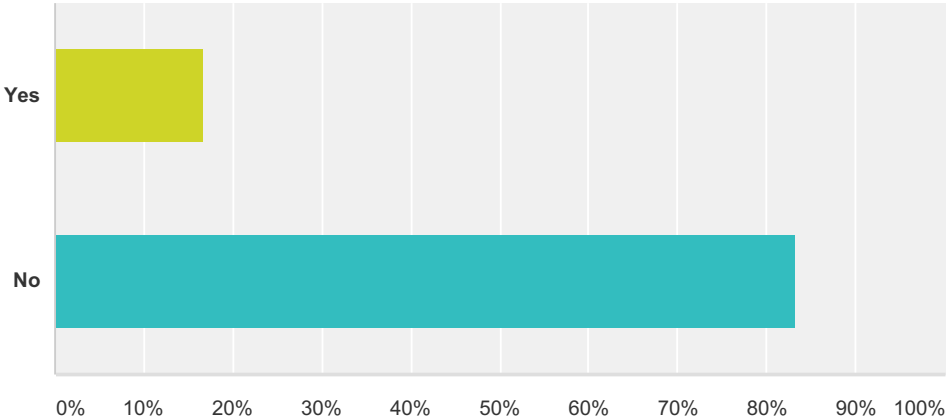
Answered: 189 Skipped: 26



Answer Choices	Responses	
Yes	91.01%	172
No	8.99%	17
Total		189

Q6 Did you speak with anyone in Treasurer Magaziner's office about your claim?

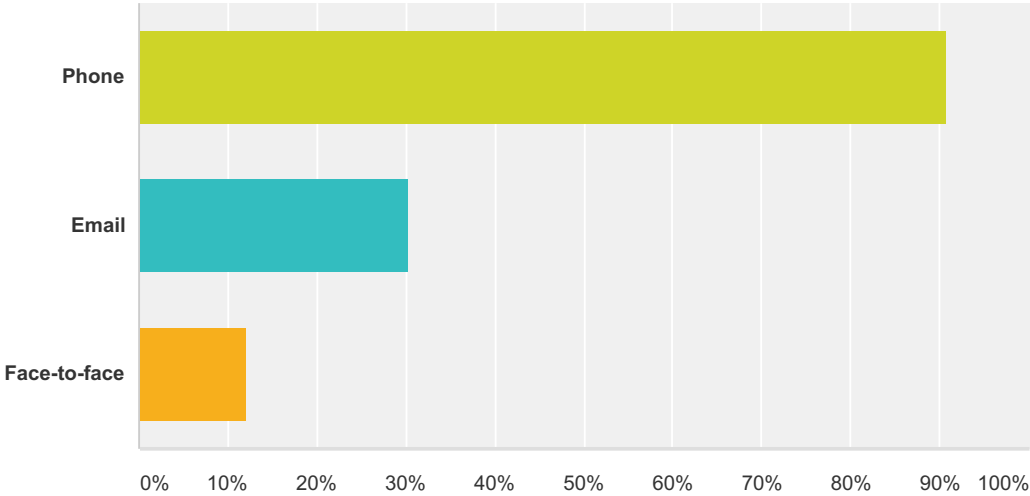
Answered: 192 Skipped: 23



Answer Choices	Responses	
Yes	16.67%	32
No	83.33%	160
Total		192

Q7 How did you communicate with our staff? (please check all that apply)

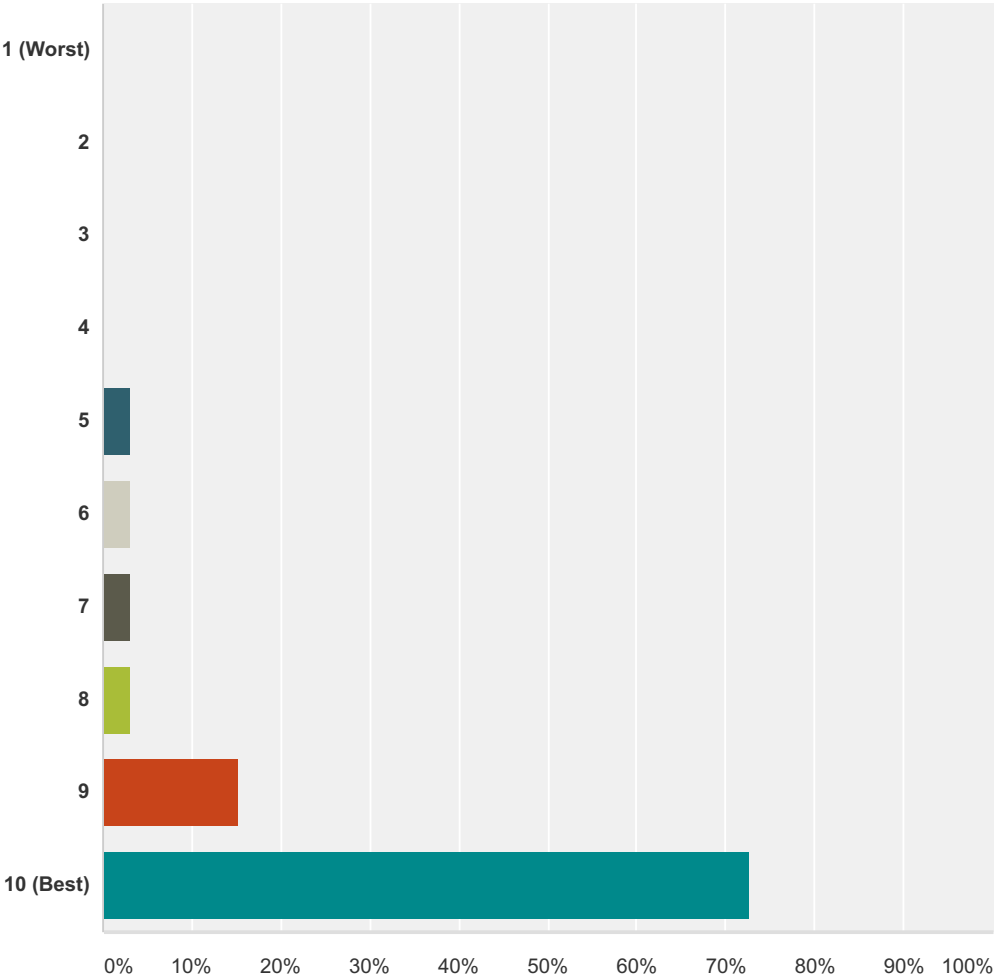
Answered: 33 Skipped: 182



Answer Choices	Responses
Phone	90.91% 30
Email	30.30% 10
Face-to-face	12.12% 4
Total Respondents: 33	

Q8 On a scale of 1 to 10, how would you rate the customer service of the unclaimed property team?

Answered: 33 Skipped: 182



Answer Choices

Responses

2015 Unclaimed Property Customer Satisfaction Survey

1 (Worst)	0.00%	0
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	3.03%	1
6	3.03%	1
7	3.03%	1
8	3.03%	1
9	15.15%	5
10 (Best)	72.73%	24
Total		33

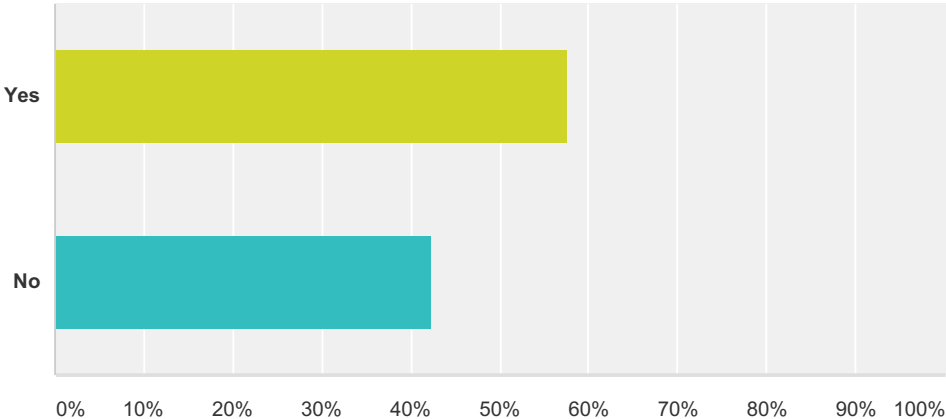
2015 Unclaimed Property Customer Satisfaction Survey

Q9 Please provide any comments about interacting with our staff you think would be helpful:

Answered: 17 Skipped: 198

Q10 Were you asked by staff to provide additional documentation to support your claim?

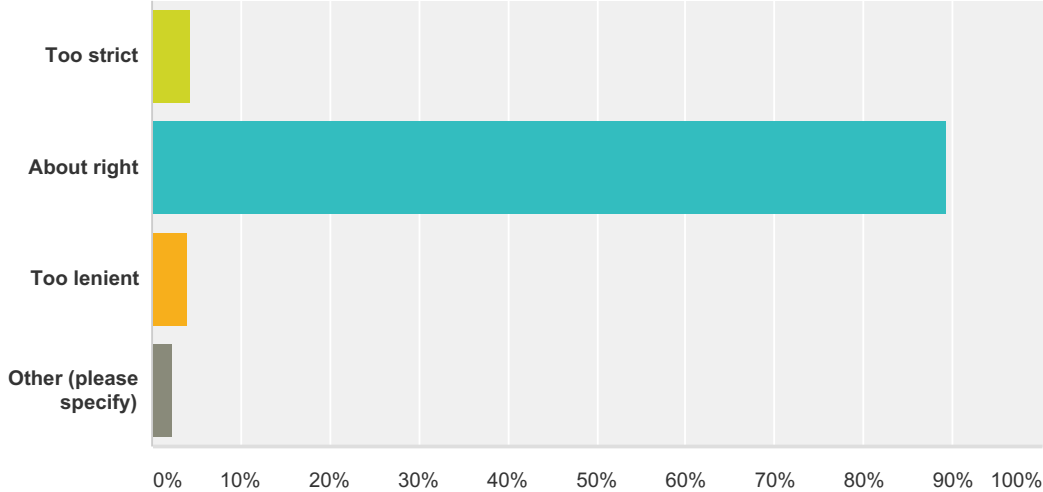
Answered: 33 Skipped: 182



Answer Choices	Responses	
Yes	57.58%	19
No	42.42%	14
Total		33

Q11 Bearing in mind that the Treasurer’s office must be very careful to only return property to its rightful owner, how would you describe the proof of identity and ownership requirements?

Answered: 179 Skipped: 36



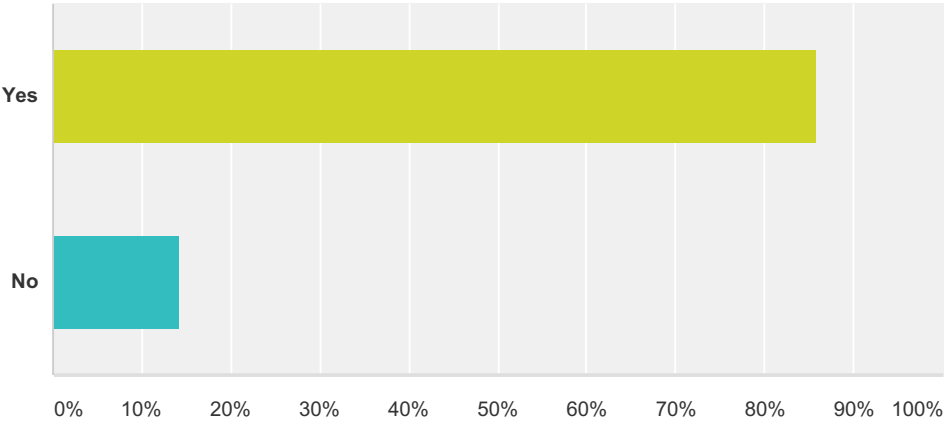
Answer Choices	Responses
Too strict	4.47% 8
About right	89.39% 160
Too lenient	3.91% 7
Other (please specify)	2.23% 4
Total	179

Q12 Please add any comments you'd like to share about your experience

Answered: 70 Skipped: 145

Q13 May we use your experience to educate others about using the Unclaimed Property program?

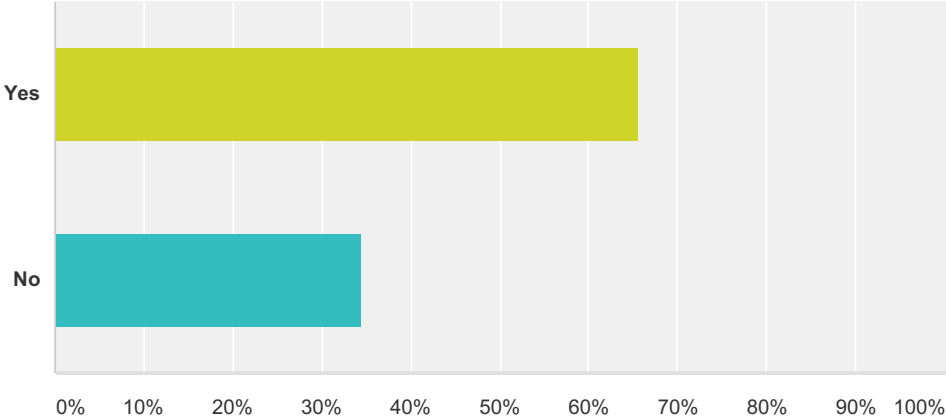
Answered: 189 Skipped: 26



Answer Choices	Responses	
Yes	85.71%	162
No	14.29%	27
Total		189

Q14 May we reach out to you to get further feedback on your experience with the Unclaimed Property program?

Answered: 192 Skipped: 23



Answer Choices	Responses	
Yes	65.63%	126
No	34.38%	66
Total		192

2015 Unclaimed Property Customer Satisfaction Survey

Q15 Address

Answered: 94 Skipped: 121

Answer Choices	Responses	
Name	98.94%	93
Company	0.00%	0
Address	96.81%	91
Address 2	0.00%	0
City/Town	96.81%	91
State/Province	95.74%	90
ZIP/Postal Code	97.87%	92
Country	0.00%	0
Email Address	92.55%	87
Phone Number	79.79%	75