

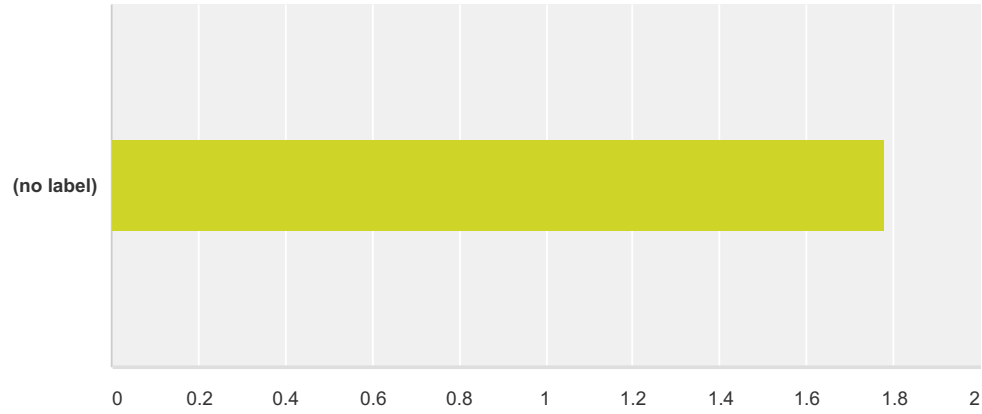
## Q1 Person Completing the Survey?

Answered: 45 Skipped: 14

Answer Choices	Responses	
Name (optional)	93.33%	42
Name of Entity (optional)	93.33%	42

**Q2 Material changes to the Department's rules, policies and procedures are communicated and explained to us in a timely fashion.**

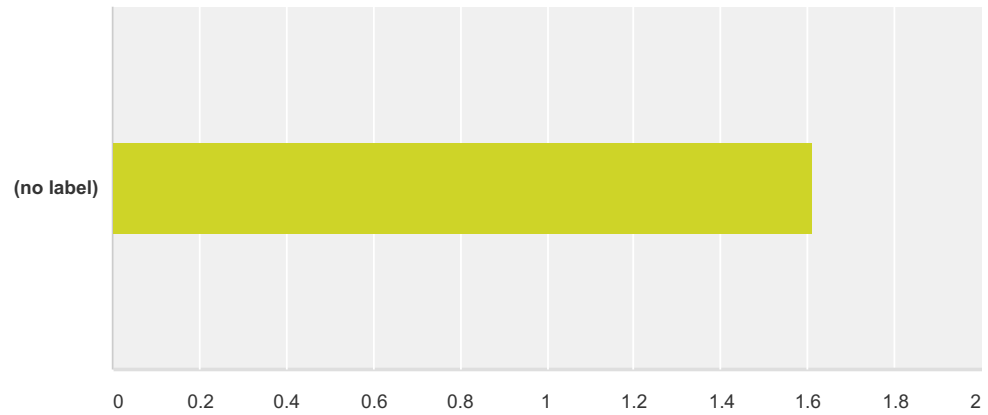
Answered: 59 Skipped: 0



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	35.59% 21	57.63% 34	3.39% 2	0.00% 0	3.39% 2	59	1.78

### Q3 Headquarters staff is accessible.

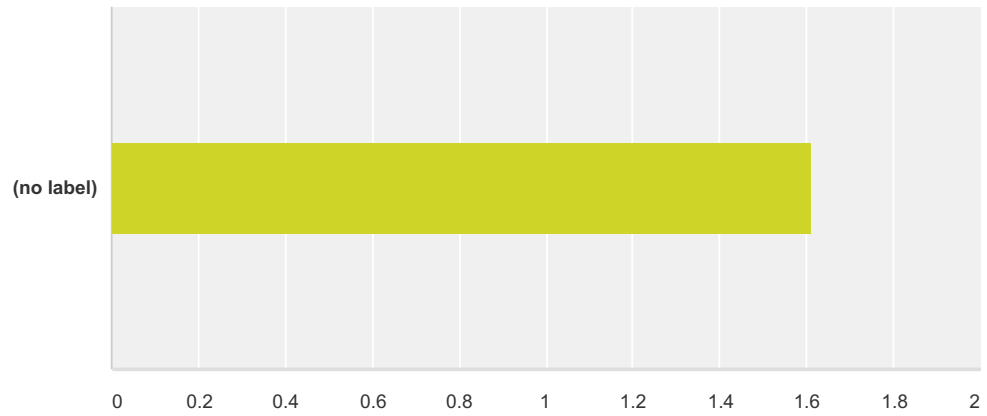
Answered: 59 Skipped: 0



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	44.07% 26	54.24% 32	0.00% 0	0.00% 0	1.69% 1	59	1.61

**Q4 Headquarters office staff provide timely and accurate feedback/answers.**

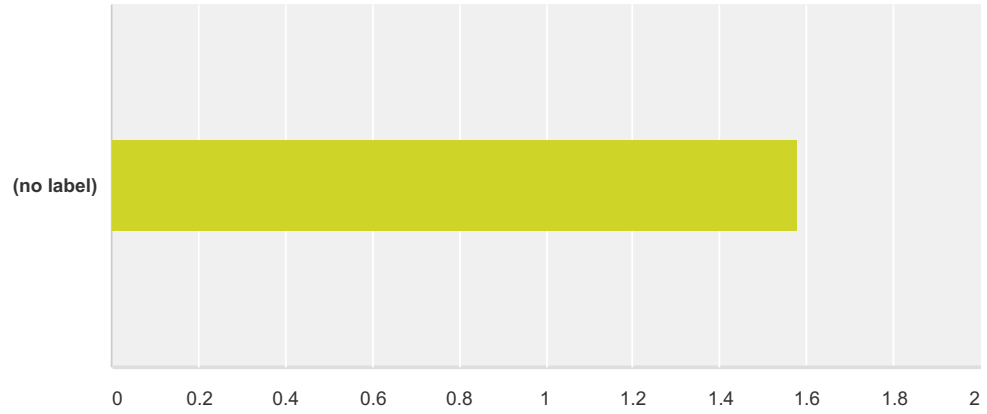
Answered: 59 Skipped: 0



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	50.85% 30	44.07% 26	1.69% 1	0.00% 0	3.39% 2	59	1.61

**Q5 Correspondence regarding routine business matters are handled in a prompt and effective manner.**

Answered: 59 Skipped: 0



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	49.15% 29	47.46% 28	1.69% 1	0.00% 0	1.69% 1	59	1.58

**Q6 What issues need to be addressed by the Department to improve the prepaid funeral contract or perpetual care cemetery industries in Texas?**

Answered: 24 Skipped: 35

#	Responses	Date
1	N/A	2/2/2017 8:14 PM
2	To many regulations for a small cemetery	2/1/2017 12:23 PM
3	Stop being consumer advocate and concentrate on security of funds	1/30/2017 3:17 PM
4	We don't have any issues.	1/26/2017 11:37 AM
5	Changes in the laws do not get communicated to the funeral homes for prepaid trust funds.	1/26/2017 10:04 AM
6	N/A	1/24/2017 2:28 PM
7	None	1/24/2017 2:26 PM
8	The webpage needs to be updated.Directions and Forms are missing or out of date.	1/24/2017 2:14 PM
9	None	1/24/2017 11:35 AM
10	None	1/24/2017 11:20 AM
11	none at the present time	1/24/2017 11:09 AM
12	none	1/24/2017 10:08 AM
13	Change in disposition of a body. If a change has happened, we are not aware of the change until it is too late; however, this is always brought up to us a an issue. This should only be a funeral provider issue and not a permitholder issue if the permitholder is not a funeral provider.	1/24/2017 9:57 AM
14	perhaps find a more fool proof way to prevent fraud and stealing of pre need funds-like perhaps sending numbered contracts to all permit holders	1/24/2017 9:16 AM
15	making a reserve for LINERS that is CLEARLY a cemetery item and NOT a Funeral Item!	1/24/2017 9:12 AM
16	Better detailed guidance on the use of PCC funds for maintenance of the cemetery	1/15/2017 6:22 PM
17	None	1/12/2017 9:12 AM
18	Banks should be penalized for violations they cause. There should be some fairness to this	1/11/2017 1:42 PM
19	Stiffer enforcement for significant violations	1/11/2017 9:12 AM
20	mmmmmmmm.....	1/10/2017 5:52 PM
21	Allow smaller cemeteries the option of using a trust company or let cemetery's manage the P C money themselves and not loose revenue paying trust expenses	1/10/2017 10:14 AM
22	We have nothing to add to this as our is run off business.	1/10/2017 10:03 AM
23	Funeral Homes still don't clearly understand the proportionate growth issue, particularly the growth on the cash advance side.	1/10/2017 9:48 AM
24	Would be nice if we could see some sort of peer data for costs and returns on PC Trust funds.	1/10/2017 9:38 AM

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**Q7 What issues need to be addressed by the Department to reduce or minimize regulatory burden?**

Answered: 21 Skipped: 38

#	Responses	Date
1	N/A	2/2/2017 8:14 PM
2	Same	2/1/2017 12:23 PM
3	See No. 6	1/30/2017 3:17 PM
4	We don't have any issues.	1/26/2017 11:37 AM
5	I feel at least a 10 contract increase needs to be established before you have to go through the audit process again..as long as all other regulations have been met throughout the year.	1/26/2017 10:04 AM
6	None	1/24/2017 2:26 PM
7	I would like to see the Pre Need Trust Payments due on a particular day of the month. For example the Perpetual Care Trust payments are due in their Trust account by the 20th of the following month.	1/24/2017 2:14 PM
8	We do not understand why we must provide information about our insurance funded preneed contracts (name of company, number of unmatured contracts and amount of the unmatured contracts) when our trust preneed contracts are being audited.	1/24/2017 11:35 AM
9	None	1/24/2017 11:20 AM
10	none	1/24/2017 11:09 AM
11	none	1/24/2017 10:08 AM
12	More consistency with the exam process. An examination guide for file sampling would be helpful. It's frustrating when one examiner feels a description is adequate but the next guy does not and asks you to contact the provider for an explanation. Just seems that If thing are going well and the examiners aren't finding enough things wrong, they start digging deeper and asking questions that have never been raised before. I'm also concerned that we have not seen any reduction in exam fees. With a majority of the required documentation now being uploaded via DEX, this should result in less time on site with the permit holder. We have not experienced any decrease in the number of days spent on-site.	1/24/2017 9:57 AM
13	they need to be less nit picky-they find little things like checking a box and write you up for it-I feel like they do it just to warrant their job	1/24/2017 9:16 AM
14	Training on filling out reports - maybe at TCA conference	1/24/2017 9:12 AM
15	The rating system is antiquated Simple omissions or clerical errors that are correctable on the spot should not be included in any findings	1/15/2017 6:22 PM
16	None	1/12/2017 9:12 AM
17	Year after year you ask for the same items, it's exacerbating and time consuming. There's seems to little consideration for the daily goings on and it seems you are only flexible if it meets your need	1/11/2017 1:42 PM
18	??	1/10/2017 5:52 PM
19	I know every thing can be improved, I believe because of one bad situation, all should not have to pay the wrong of others.	1/10/2017 10:14 AM
20	We have nothing to add to this as our is run off business.	1/10/2017 10:03 AM
21	The data upload for examinations is great. It would be good if the routine data did not have to be resubmitted at every examination (absent changes).	1/10/2017 9:38 AM

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**Q8 Other suggestions or comments regarding communication and correspondence.**

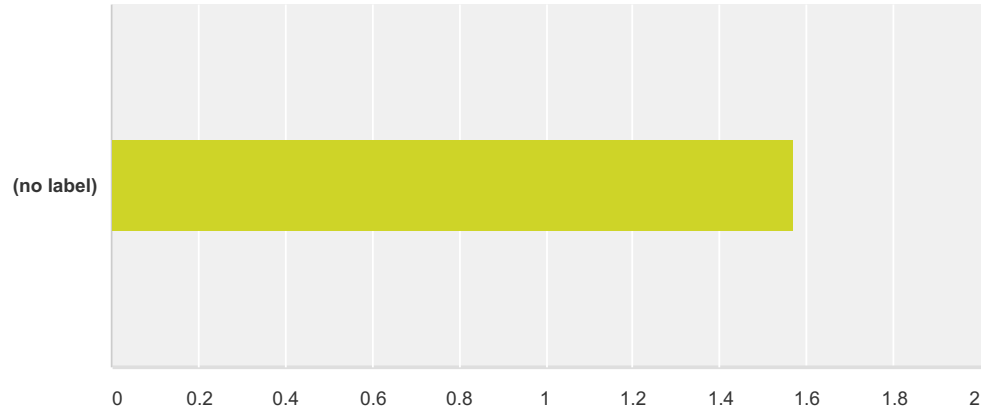
Answered: 19 Skipped: 40

#	Responses	Date
1	N/A	2/2/2017 8:14 PM
2	Communicate regulatory changes by regular mail AND email	1/30/2017 3:17 PM
3	None	1/24/2017 2:26 PM
4	Everyone at the D.O.B. has been very helpful and returned my emails promptly. I want to personally thank Regina Soto, Christopher Seward, Isidro Salinas and Rebecca Angell-McCready..	1/24/2017 2:14 PM
5	No suggestions. We have always had a good relationship with the department and its employees, and we appreciate that.	1/24/2017 11:35 AM
6	None	1/24/2017 11:20 AM
7	n/a	1/24/2017 11:09 AM
8	n/a	1/24/2017 10:08 AM
9	I like "DEX" for uploading documents to the DOB.	1/24/2017 9:57 AM
10	I appreciate the Department's accessibility and willingness to help with problem cases.	1/24/2017 9:57 AM
11	overall I think the department does a good job but as in all govt jobs we need to cut out some of the paper work- perhaps with a new sheriff in Washington d c that might just happen	1/24/2017 9:16 AM
12	At the next TCA conference, a class presented by TxDOB on PC report forms would be appreciate for example heading of Excel spread sheet and WHAT EXACTLY is expected in EACH column P/C Paid at \$1.75 X Sq.Ft. P/C Paid at 15% of Sales Price P.C. Due on Second Right of Additional P.C. Due on Exchanged Contractually Required Excess Voluntary Excess P.C. Total P.C. Square Feet Square Feet x Square Sales Sales Price X Feet Sold \$1.75 Feet Sold Price 15% Interment Property P.C. Deposit Deposit A B C D E F G H I J ed, e.g.	1/24/2017 9:12 AM
13	Very happy with the quick response times that have been provided.	1/24/2017 9:12 AM
14	None	1/15/2017 6:22 PM
15	None	1/12/2017 9:12 AM
16	Every audit you ask for the same things, surely there is some way of storing the general information. You need to hear how you respond to our calls, it seems we are disturbing you with our questions. Yes, you do give the answers but no one wants to call you, there is a disconnection.	1/11/2017 1:42 PM
17	??	1/10/2017 5:52 PM
18	None that i can think of.	1/10/2017 10:14 AM
19	When advised of an audit, it would be nice to have more time to accumulate the items.	1/10/2017 10:03 AM



**Q9 The scope and goals of examinations are clearly communicated to management prior to the start of the examination.**

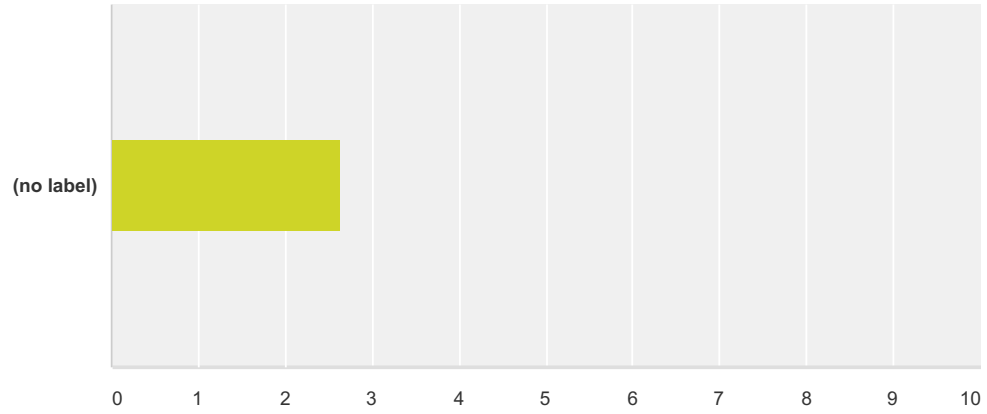
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	46.30% 25	50.00% 27	3.70% 2	0.00% 0	0.00% 0	54	1.57

**Q10 Access to the Department's Data Exchange (DEX) allowed us to upload, report and exchange data quickly.**

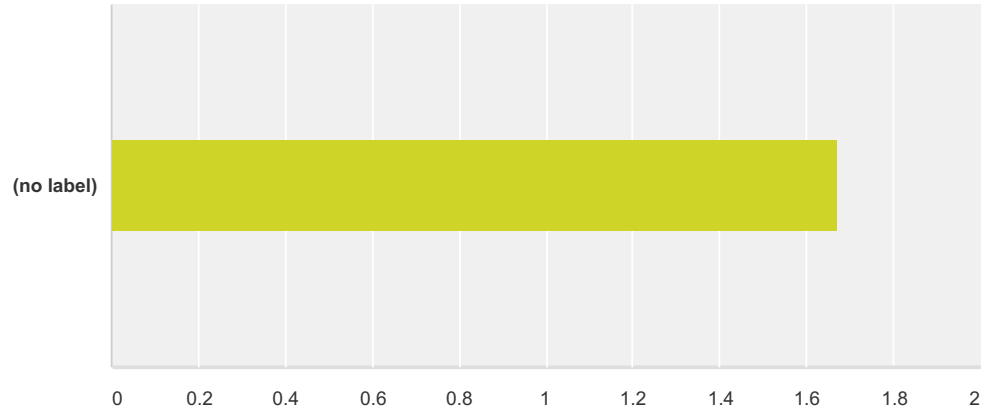
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	33.33% 18	33.33% 18	1.85% 1	0.00% 0	31.48% 17	54	2.63

**Q11 Examiners' requests for information prior to and during the examinations are timely and reasonable.**

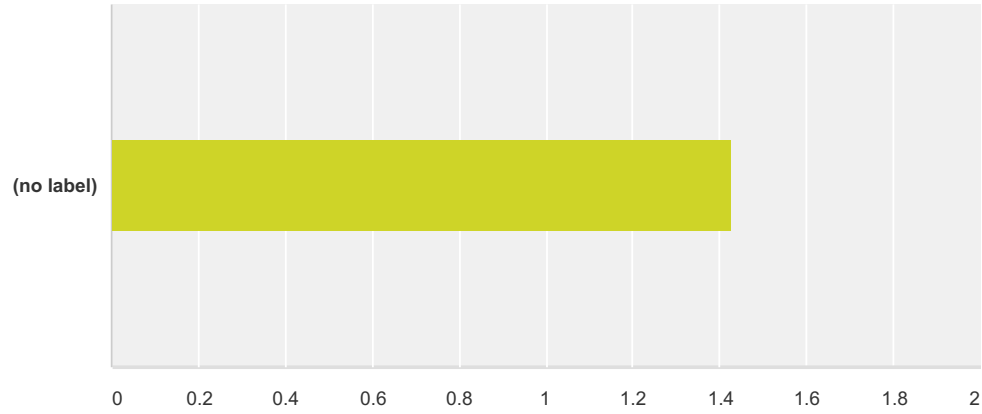
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	44.44% 24	48.15% 26	5.56% 3	0.00% 0	1.85% 1	54	1.67

**Q12 The Examiner-in-Charge and the examination team acted in a professional and courteous manner during the examination.**

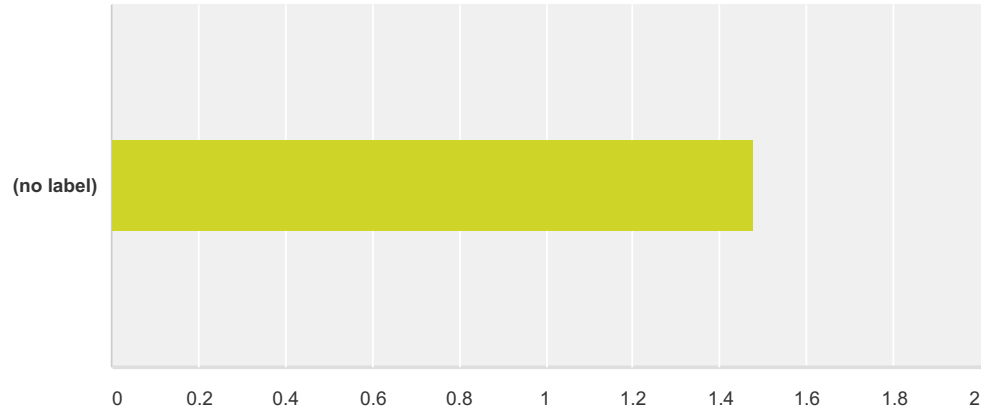
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	70.37% 38	24.07% 13	1.85% 1	0.00% 0	3.70% 2	54	1.43

### Q13 Examiners adequately communicated with management throughout the examination.

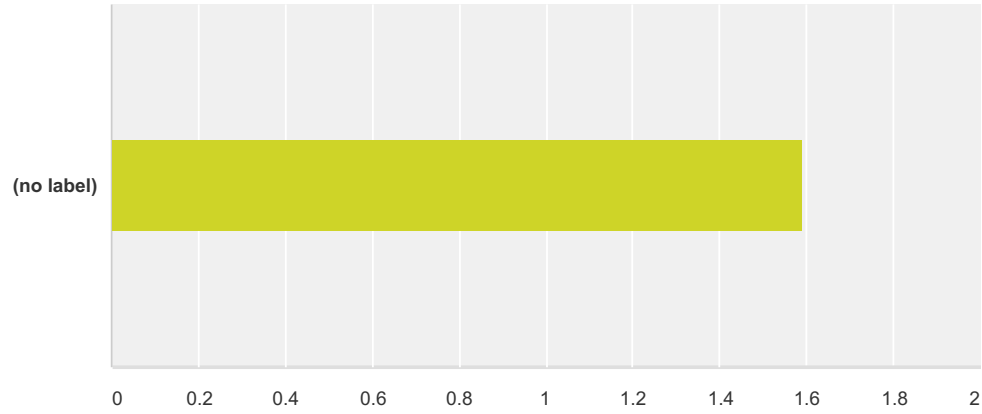
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	61.11% 33	33.33% 18	3.70% 2	0.00% 0	1.85% 1	54	1.48

**Q14 Examiners appear to be informed of current industry issues and are adequately trained and qualified to examine the licensee.**

Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	53.70% 29	40.74% 22	1.85% 1	0.00% 0	3.70% 2	54	1.59

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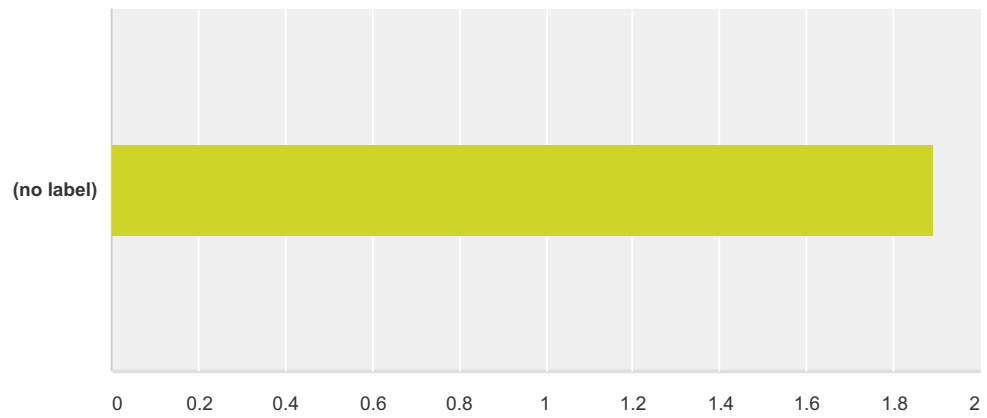
**Q15 In what areas, if any, do you feel examiners need additional training or education?**

Answered: 17 Skipped: 42

#	Responses	Date
1	N/A	2/2/2017 8:18 PM
2	Definition of funeral merchandise and comparisons between merchandise suppliers--Caskets and Vaults in particular	1/30/2017 3:20 PM
3	They both seemed very knowledgeable.	1/26/2017 11:39 AM
4	I feel like different examiners have different ways they want things done.	1/26/2017 9:14 AM
5	None	1/24/2017 2:31 PM
6	None	1/24/2017 11:21 AM
7	Doing fine.	1/24/2017 10:10 AM
8	For some of the newer examiners I've had to point them to sections of the law or regs that applied. I'm sure this will not be an issue as they become more seasoned.	1/24/2017 10:01 AM
10	Regulation compliance vs practical cemetery management e.g. access to PC interest, PC management fee paid to a bank trust.	1/24/2017 9:21 AM
11	The have all seemed very knowledgeable.	1/24/2017 9:19 AM
12	None	1/15/2017 6:25 PM
13	None	1/12/2017 9:15 AM
14	None	1/11/2017 8:21 AM
15	?	1/10/2017 5:54 PM
16	Being consistent from one examiner to another. What is important and material to one examiner may not be to the next.	1/10/2017 12:36 PM
17	Our permit is so small, we only have one examiner for a half day. The ones we have had have been well trained.	1/10/2017 10:07 AM

**Q16 Examiners remained focused on the key issues confronting your company.**

Answered: 54 Skipped: 5

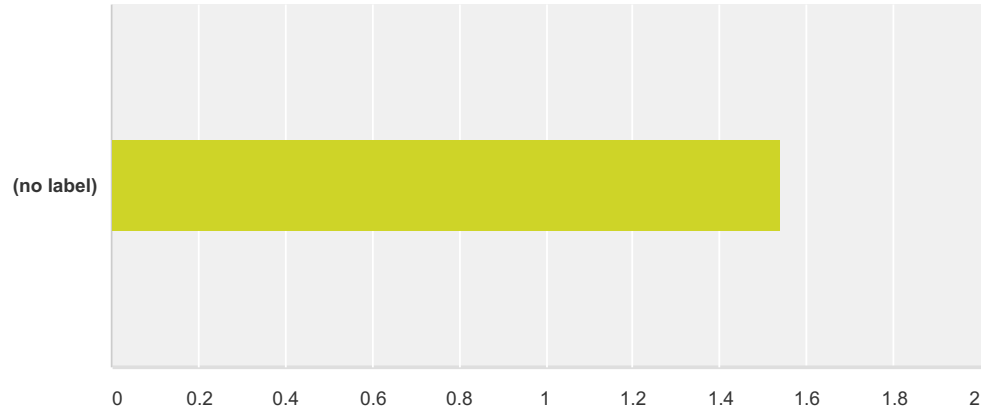


	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	35.19% 19	55.56% 30	1.85% 1	0.00% 0	7.41% 4	54	1.89



**Q17 The examiners clearly and effectively communicated their findings and concerns at the exit meeting.**

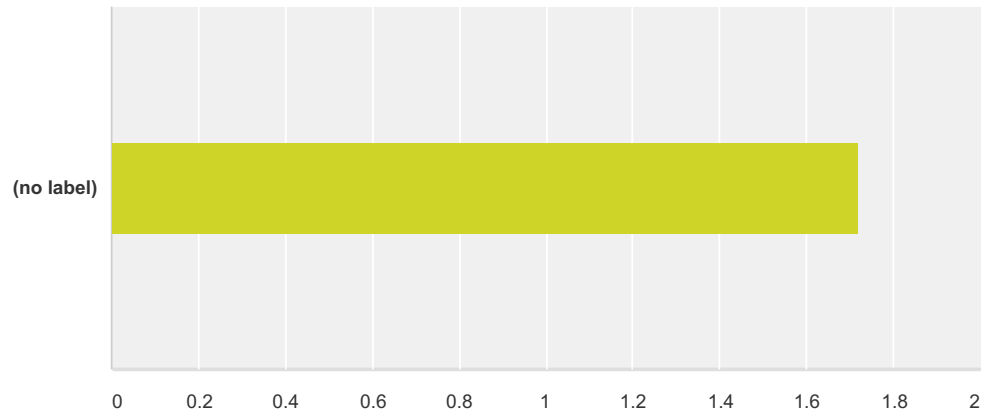
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	57.41% 31	38.89% 21	0.00% 0	0.00% 0	3.70% 2	54	1.54

**Q18 Conclusions regarding the company's condition were well supported.**

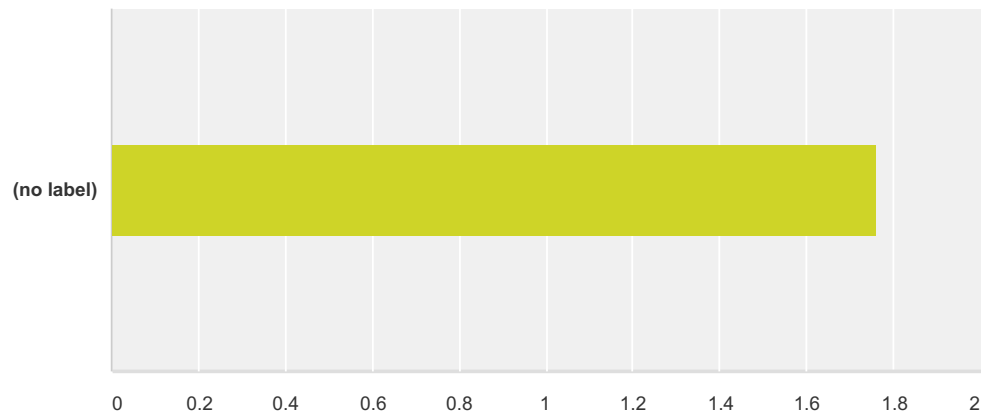
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	46.30% 25	46.30% 25	1.85% 1	0.00% 0	5.56% 3	54	1.72

### Q19 Recommendations for corrective actions were reasonable.

Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	37.04% 20	57.41% 31	1.85% 1	0.00% 0	3.70% 2	54	1.76

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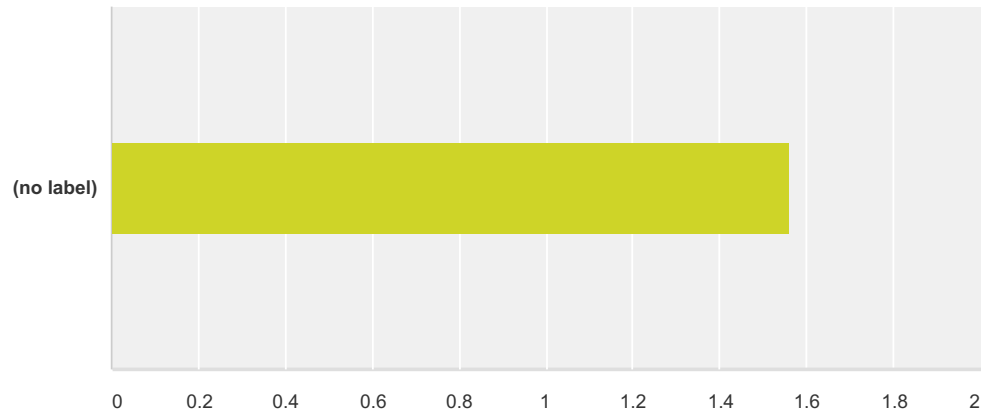
**Q20 Did any events or comments take place during the examination that you felt were surprising, unfair, unreasonable or not in conformance with examination policy?**

Answered: 24 Skipped: 35

#	Responses	Date
1	N/A	2/2/2017 8:18 PM
2	No	2/1/2017 12:25 PM
3	No	1/30/2017 10:46 AM
4	We didn't realize our Contracts needed to be updated. Problem was solved.	1/26/2017 11:39 AM
5	NO	1/25/2017 12:22 PM
6	No.	1/24/2017 3:36 PM
7	No, not at all.	1/24/2017 2:31 PM
8	No	1/24/2017 2:16 PM
9	None	1/24/2017 11:21 AM
10	none	1/24/2017 10:10 AM
11	No	1/24/2017 10:01 AM
12	NO	1/24/2017 9:40 AM
13	not really	1/24/2017 9:21 AM
14	no	1/24/2017 9:21 AM
15	No	1/24/2017 9:19 AM
16	No.	1/16/2017 10:35 PM
17	No	1/15/2017 6:25 PM
18	No	1/12/2017 9:15 AM
19	Only that the cemeteries take the hit for violations and not the banks.	1/11/2017 1:52 PM
20	No	1/11/2017 8:21 AM
21	no	1/10/2017 5:54 PM
22	No.	1/10/2017 12:36 PM
23	no	1/10/2017 10:07 AM
24	No.	1/10/2017 10:06 AM

**Q21 The report of examination was received in a timely fashion.**

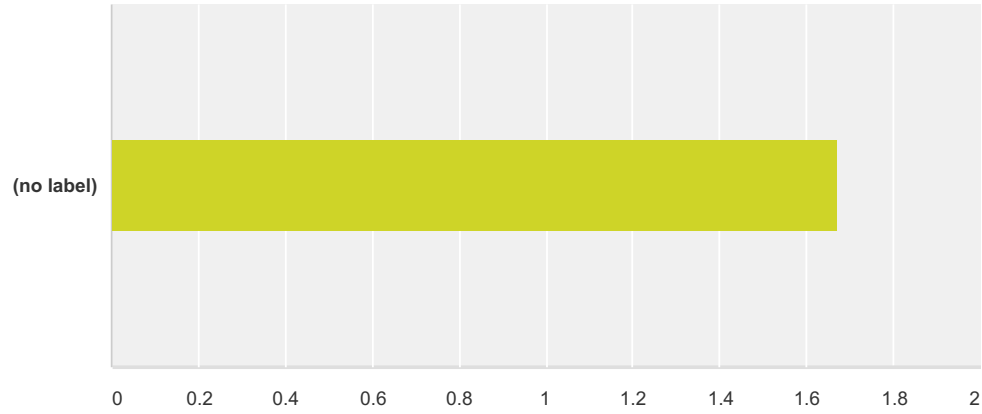
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	51.85% 28	44.44% 24	1.85% 1	0.00% 0	1.85% 1	54	1.56

**Q22 The report of examination clearly communicated examination findings, and corrective actions management needs to take.**

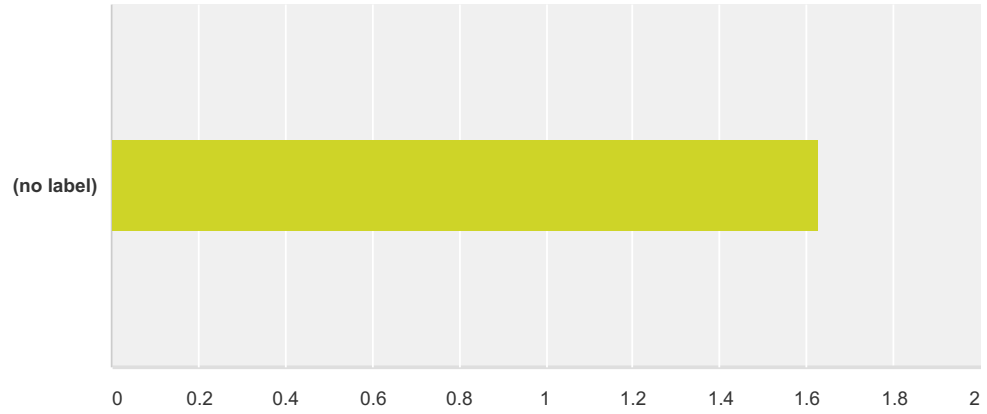
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	44.44% 24	51.85% 28	0.00% 0	0.00% 0	3.70% 2	54	1.67

**Q23 The tone and content of the report of examination were consistent with the exit meeting.**

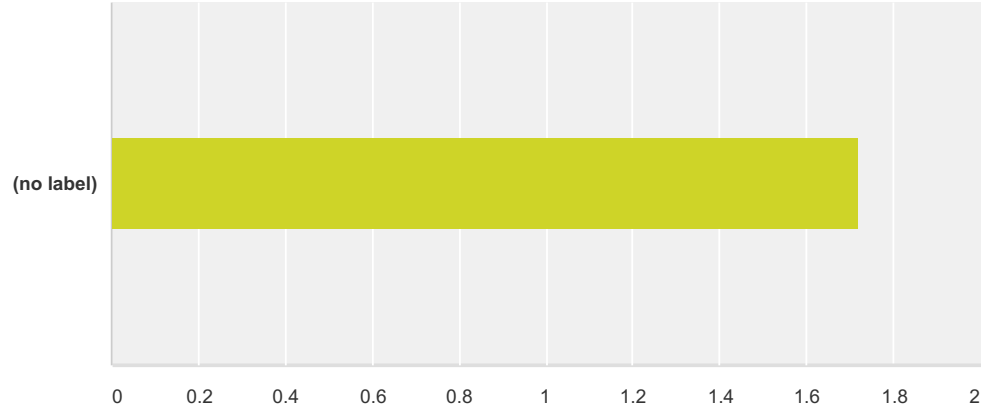
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	50.00% 27	44.44% 24	1.85% 1	0.00% 0	3.70% 2	54	1.63

**Q24 The examination was conducted without placing undue burden on the company.**

Answered: 54 Skipped: 5

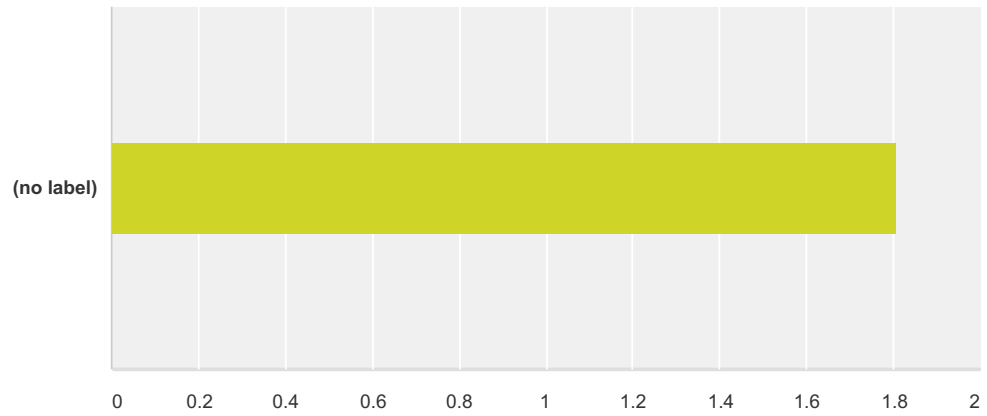


	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	42.59% 23	50.00% 27	1.85% 1	3.70% 2	1.85% 1	54	1.72



**Q25 The on-site time-frame for the examination was reasonable.**

Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	37.04% 20	55.56% 30	1.85% 1	0.00% 0	5.56% 3	54	1.81

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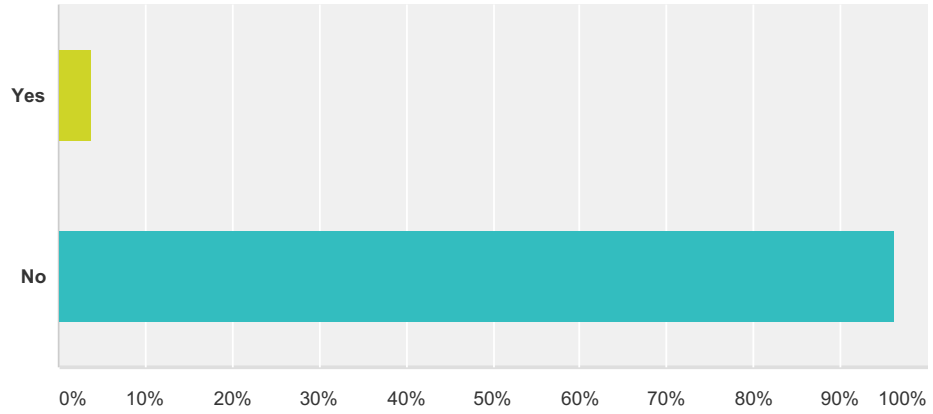
**Q26 Other suggestions or comments  
regarding examination communication.**

Answered: 15 Skipped: 44

#	Responses	Date
1	The auditors patience was appreciated as there was a misunderstanding as I did not realize they were auditing 2014 which was the year BEFORE we purchased the property. That caused stress and appeared that we was not diligent in getting ready for examiners.	2/2/2017 8:18 PM
2	No suggestions. Everything went fine.	1/26/2017 11:39 AM
3	Amey Stuart-Garza is very well trained and professional.	1/24/2017 2:31 PM
4	None	1/24/2017 11:21 AM
5	none	1/24/2017 10:10 AM
6	Keep up the great work. I enjoy working with the examiners and the DOB.	1/24/2017 10:01 AM
7	none	1/24/2017 9:21 AM
8	Changes in our industry, 1yr, 3yrs, 5yrs? Managers of many cemeteries are NOT accountants, therefore, what is it that examiners look for?	1/24/2017 9:21 AM
9	would be easier, less work, if our exam was performed at the end of a quarter, since that is when our trust statements are complete, rather than having to get a specially printed partial statement.	1/16/2017 1:02 PM
10	none	1/15/2017 6:25 PM
11	None	1/12/2017 9:15 AM
12	There is no communication until the examiners show up other than the email and attachments letting us know they are coming. I have previously asked for direction during the year following an exam to make sure we're on the right track and none was given, it was almost a "you want us to do what" response	1/11/2017 1:52 PM
13	None	1/11/2017 8:21 AM
14	none	1/10/2017 5:54 PM
15	Have consistently had positive experience related to examinations. EIC as well as other examiners have been professional and very good to work with. They are fair, even when we have had issues we may have to "agree to disagree" on.	1/10/2017 9:51 AM

**Q27 Have you used the services of our Legal Division within the last 12 months? If no, skip to the next section**

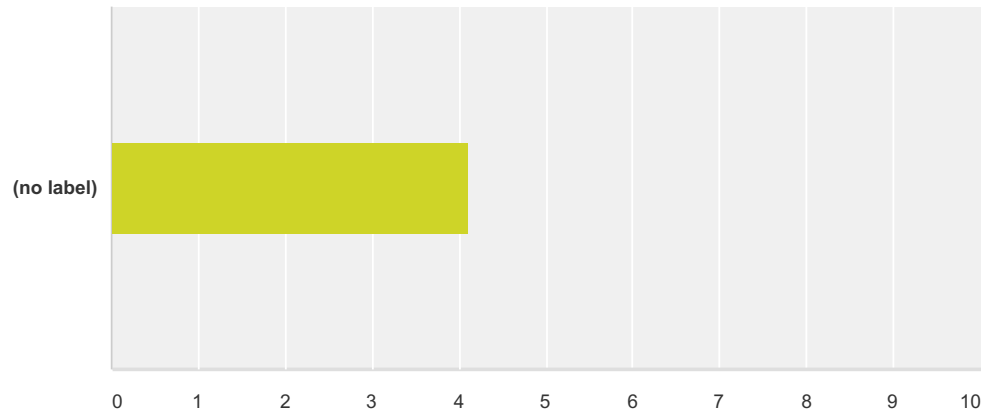
Answered: 54 Skipped: 5



Answer Choices	Responses	
Yes	3.70%	2
No	96.30%	52
<b>Total</b>		<b>54</b>

### Q28 The Legal Division is accessible in meeting my needs.

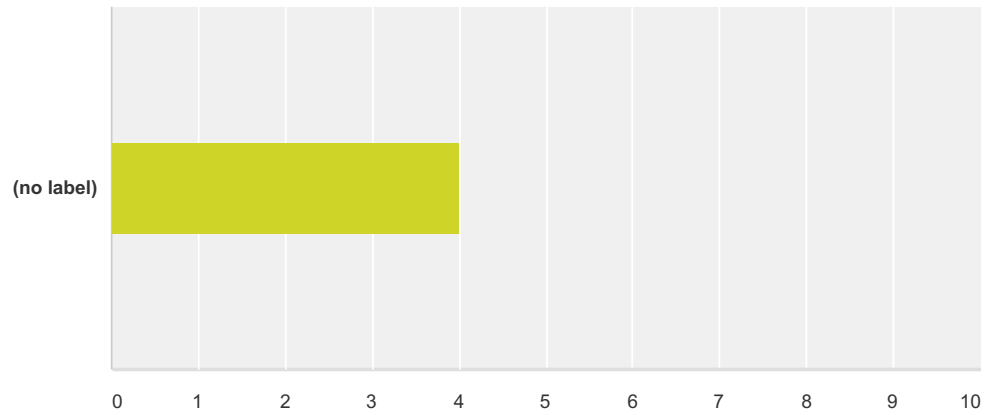
Answered: 9 Skipped: 50



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	22.22% 2	0.00% 0	0.00% 0	0.00% 0	77.78% 7	9	4.11

### Q29 Responses are generally timely.

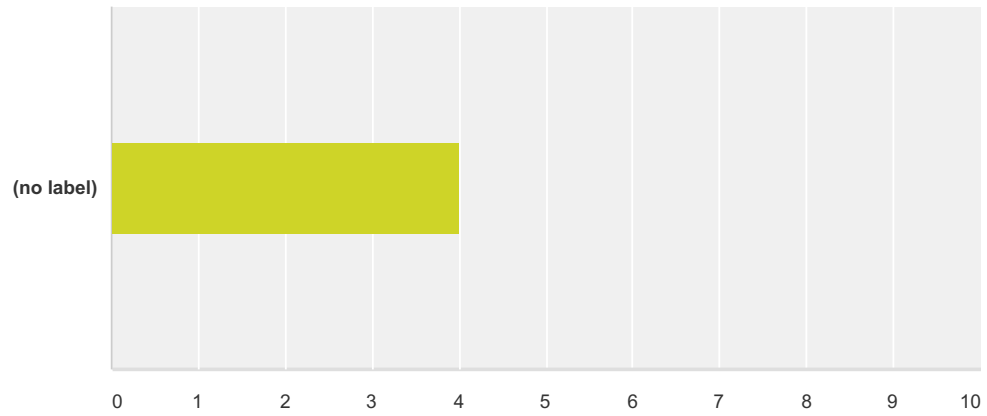
Answered: 8 Skipped: 51



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	25.00% 2	0.00% 0	0.00% 0	0.00% 0	75.00% 6	8	4.00

### Q30 The content and substance of responses are appropriate.

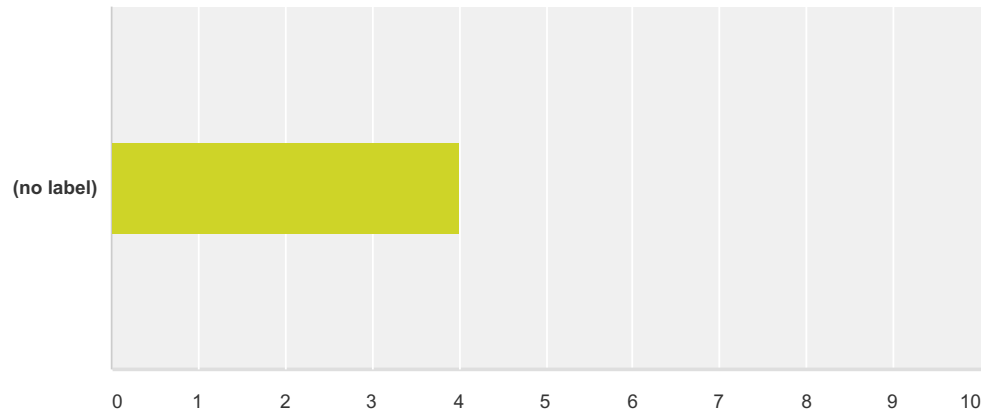
Answered: 8 Skipped: 51



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	25.00% 2	0.00% 0	0.00% 0	0.00% 0	75.00% 6	8	4.00

### Q31 The Legal staff handles my affairs professionally.

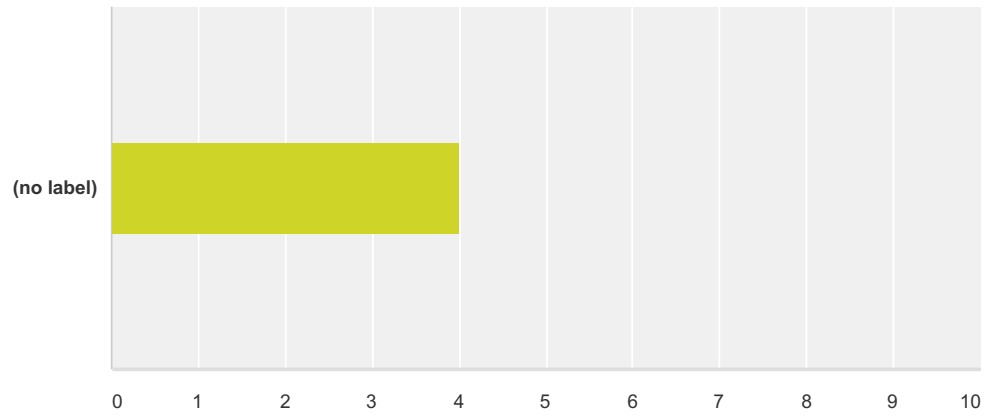
Answered: 8 Skipped: 51



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	25.00% 2	0.00% 0	0.00% 0	0.00% 0	75.00% 6	8	4.00

### Q32 The process of handling requests is efficient.

Answered: 8 Skipped: 51

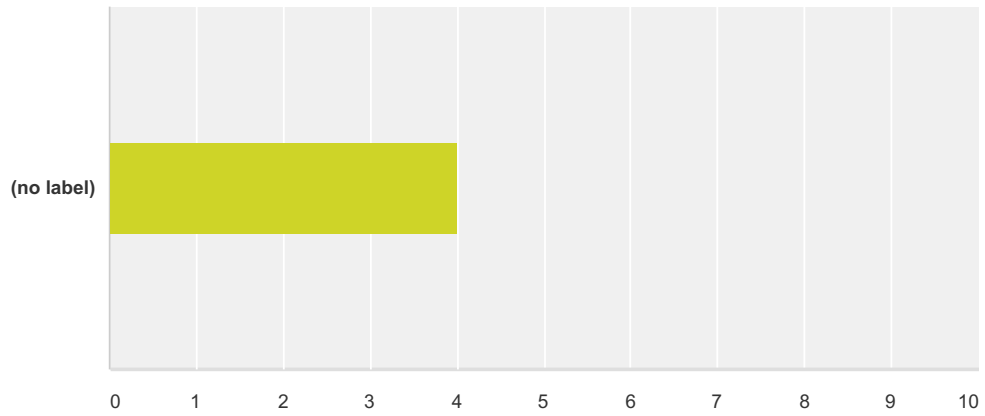


	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	25.00% 2	0.00% 0	0.00% 0	0.00% 0	75.00% 6	8	4.00



### Q33 Requests for information are reasonable.

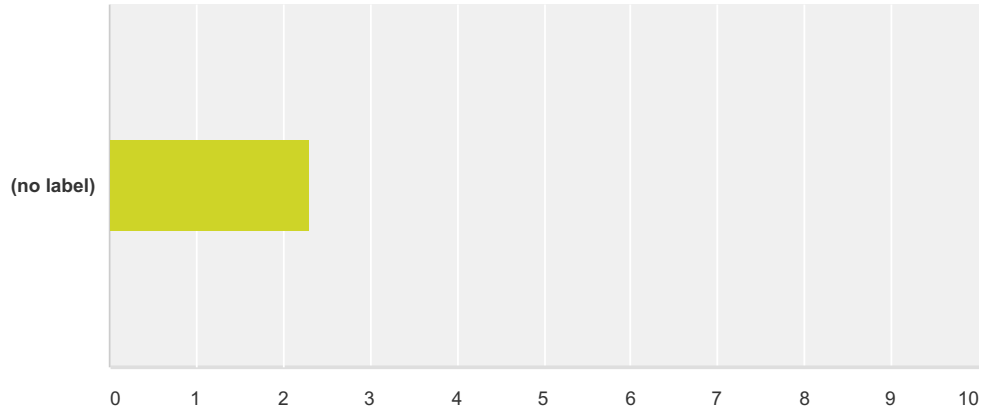
Answered: 8 Skipped: 51



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	25.00%	0.00%	0.00%	0.00%	75.00%	8	4.00
	2	0	0	0	6		

**Q34 The Department's web site for legal statutes, rules, and legal opinions is informative and easy to use.**

Answered: 10 Skipped: 49



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	30.00%	50.00%	0.00%	0.00%	20.00%	10	2.30
	3	5	0	0	2		

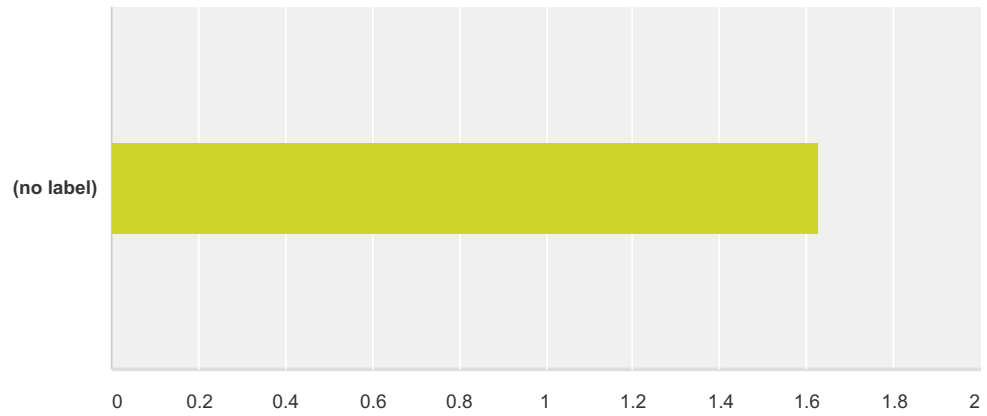
**Q35 Other suggestions or comments  
regarding the legal division.**

Answered: 2 Skipped: 57

#	Responses	Date
1	None	1/24/2017 11:22 AM
2	none	1/24/2017 10:11 AM

### Q36 Overall, Department personnel are responding satisfactorily to my needs.

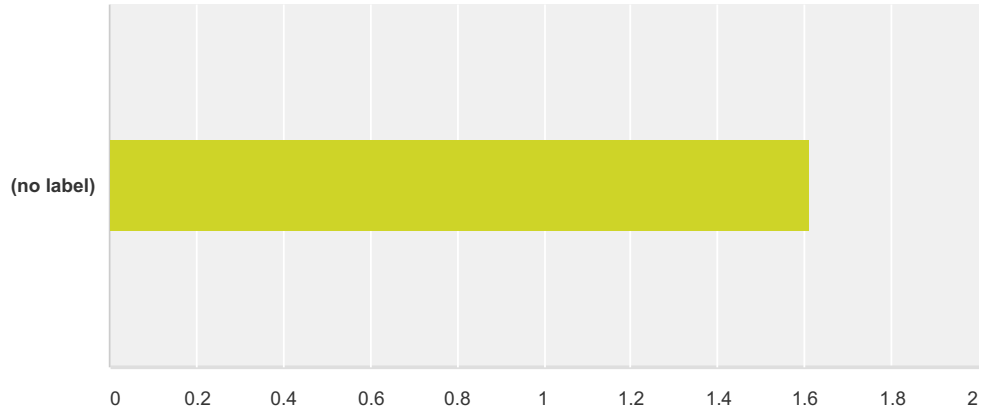
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	44.44%	51.85%	1.85%	0.00%	1.85%	54	1.63
	24	28	1	0	1		

**Q37 Overall, my institution's communication with the Department is satisfactory.**

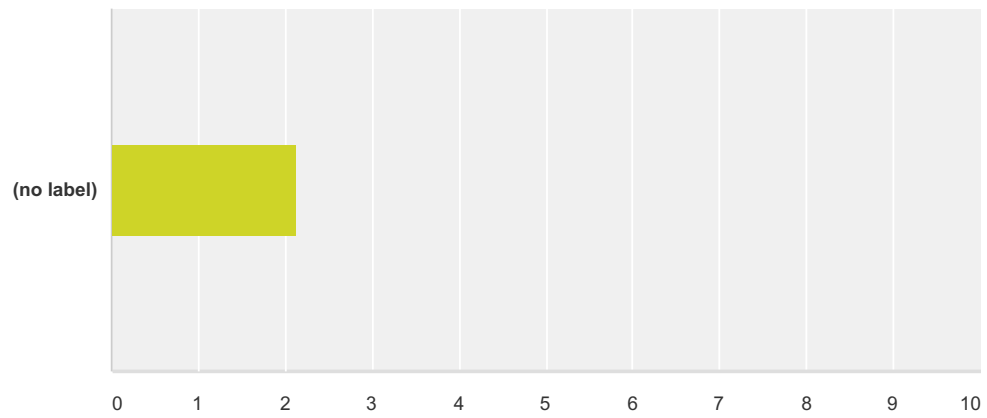
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	44.44% 24	53.70% 29	0.00% 0	0.00% 0	1.85% 1	54	1.61

### Q38 I find the Department's web site easy to navigate.

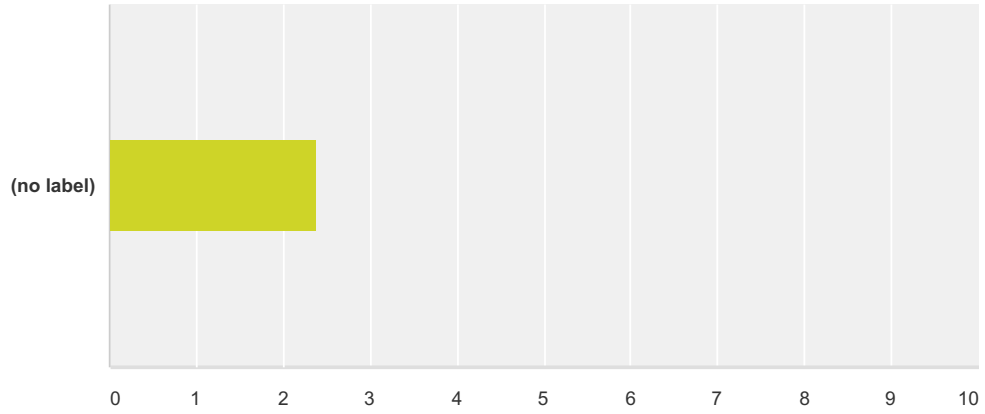
Answered: 54 Skipped: 5



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
(no label)	25.93%	53.70%	11.11%	0.00%	9.26%	54	2.13
	14	29	6	0	5		

**Q39 I or my staff have visited the Department's website approximately XX times during the last 12 months.**

Answered: 54 Skipped: 5



	None	1 to 10	11 to 20	21 to 50	51+	Total	Weighted Average
(no label)	1.85%	74.07%	11.11%	11.11%	1.85%	54	2.37
	1	40	6	6	1		

Special Audits Rate the Department Survey - 2017 PFC/PCC

**Q40 What information is the most useful on the Department's web site?**

Answered: 25 Skipped: 34

#	Responses	Date
1	forms	2/2/2017 8:19 PM
2	Regulations Governing Perpetual Care Cemeteries	1/31/2017 10:51 AM
3	ability to print out banking forms.	1/26/2017 11:41 AM
4	Laws regarding prepaid trust fund Forms required for reconciliation and withdrawals	1/26/2017 10:08 AM
5	availability of necessary forms and access to the Law and Guidance manual.	1/24/2017 3:39 PM
6	Pre-need to at-need reconciliation.	1/24/2017 2:58 PM
7	all	1/24/2017 2:34 PM
8	Forms	1/24/2017 2:18 PM
9	None	1/24/2017 11:23 AM
10	n/a	1/24/2017 10:11 AM
11	Rules and Regs	1/24/2017 10:05 AM
12	no opinion	1/24/2017 10:03 AM
13	Law Manual and Forms	1/24/2017 9:42 AM
14	I don't get involved with filling out forms to take to bank to withdraw funds at death but I guess our staff foes to the website to do that	1/24/2017 9:24 AM
15	Needed forms	1/24/2017 9:21 AM
16	forms, rules, new rulings	1/16/2017 1:04 PM
17	Department info	1/15/2017 6:27 PM
18	Forms	1/12/2017 9:17 AM
19	contact information	1/11/2017 9:14 AM
20	Rules and regulations	1/11/2017 8:27 AM
21	Newletter	1/10/2017 5:59 PM
22	Law and Guidance Manual.	1/10/2017 12:38 PM
23	Laws & Regulations, forms, exam manual, enforcement issues, AG opinions	1/10/2017 11:06 AM
24	We only use this if a question concerning how to process a non-contractual claim, or to see if there have been any rule/regulation changes.	1/10/2017 10:10 AM
25	Law manual	1/10/2017 9:52 AM



## Special Audits Rate the Department Survey - 2017 PFC/PCC

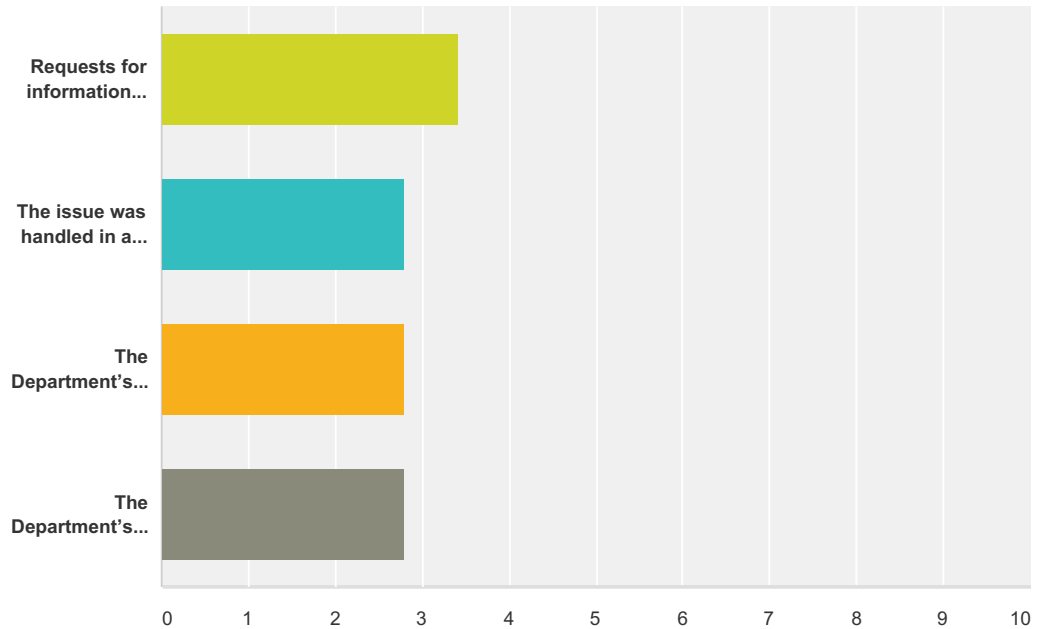
### Q41 What other type of information would you like to see on the Department's web site?

Answered: 14 Skipped: 45

#	Responses	Date
1	n/a	2/2/2017 8:19 PM
2	I would like to be able to write preneed contracts online.	1/26/2017 11:41 AM
3	Nothing I can think of. Fillable forms were a very nice addition.	1/24/2017 2:58 PM
4	Updated forms	1/24/2017 2:18 PM
5	None	1/24/2017 11:23 AM
6	n/a	1/24/2017 10:11 AM
7	no opinion	1/24/2017 10:03 AM
8	Maybe at the next TCA conf, the report could include an actual run through of the TxDOB website.	1/24/2017 9:27 AM
9	None	1/15/2017 6:27 PM
10	None	1/12/2017 9:17 AM
11	none	1/11/2017 8:27 AM
12	Confiscated/ closed accounts up - for- takeover.	1/10/2017 5:59 PM
13	no opinion	1/10/2017 10:10 AM
14	e-mails in addition to phone numbers for staff	1/10/2017 10:09 AM

**Q42 Have you corresponded with the Department on a consumer complaint issue within the last 12 months? (If no, skip to the next section)**

Answered: 7 Skipped: 52



	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Total	Weighted Average
Requests for information were reasonable.	28.57%	14.29%	0.00%	0.00%	57.14%	7	3.43
The issue was handled in a professional manner.	40.00%	20.00%	0.00%	0.00%	40.00%	5	2.80
The Department's findings were based on a logical interpretation of applicable law.	40.00%	20.00%	0.00%	0.00%	40.00%	5	2.80
The Department's suggestion for resolving the matter was reasonable.	40.00%	20.00%	0.00%	0.00%	40.00%	5	2.80

**Q43 Other suggestions or comments  
regarding overall Department effectiveness.**

Answered: 5 Skipped: 54

#	Responses	Date
1	None	1/24/2017 11:23 AM
2	None	1/24/2017 10:03 AM
3	see comment on #41	1/24/2017 9:27 AM
4	None	1/15/2017 6:27 PM
5	??	1/10/2017 5:59 PM

**Q44 If there is any feedback that you would like to provide or other areas on which you would like to comment, please take this opportunity to let us know. Also, if you would like the Commissioner or one of the Deputy Commissioners to call you on a specific question or comment, please indicate below. Note that you must provide your name if you want a call back.**

Answered: 8 Skipped: 51

#	Responses	Date
1	n/a	2/2/2017 8:19 PM
2	Thank you to the examiners for taking the time to answer questions and discuss issues and concerns that arise in the areas of pre-need funeral and perpetual care. Because of their feedback and suggestions, I am able to proceed confidently moving forward.	1/24/2017 3:49 PM
3	Again. I have to say Thank you. Everybody that I spoke with was courteous knowledgeable and helpful.	1/24/2017 2:19 PM
4	None	1/24/2017 11:23 AM
5	n/a	1/24/2017 10:12 AM
6	None	1/24/2017 10:03 AM
7	No call back necessary	1/24/2017 9:30 AM
8	Would welcome another training session where insurance and funeral homes can come together to review contracts, claims procedures and reconciliations. Found it very useful the last time and was able to have claims staff join me.	1/10/2017 9:53 AM

### Q45 Contact information, if you desire a call back.

Answered: 1 Skipped: 58

Answer Choices	Responses	
Name:	100.00%	1
Licensee:	100.00%	1
City:	100.00%	1
Phone #:	100.00%	1

#

1

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1

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1

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1