

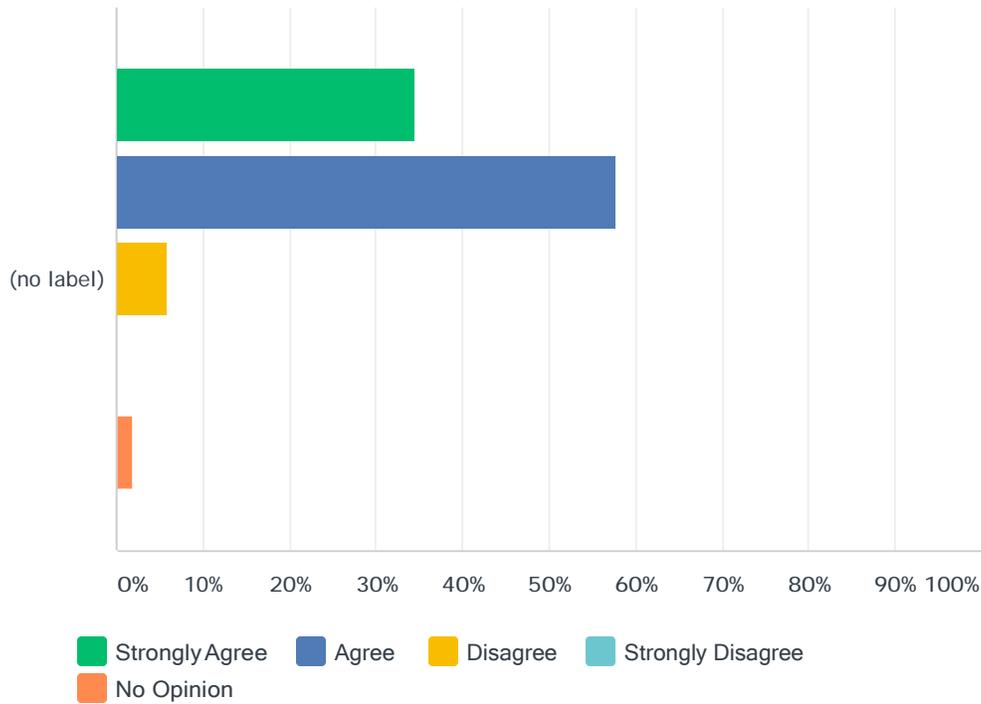
## Q1 Person Completing the Survey?

Answered: 34 Skipped: 18

ANSWER CHOICES	RESPONSES	
Name (optional)	97.06%	33
Name of Entity (optional)	94.12%	32

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

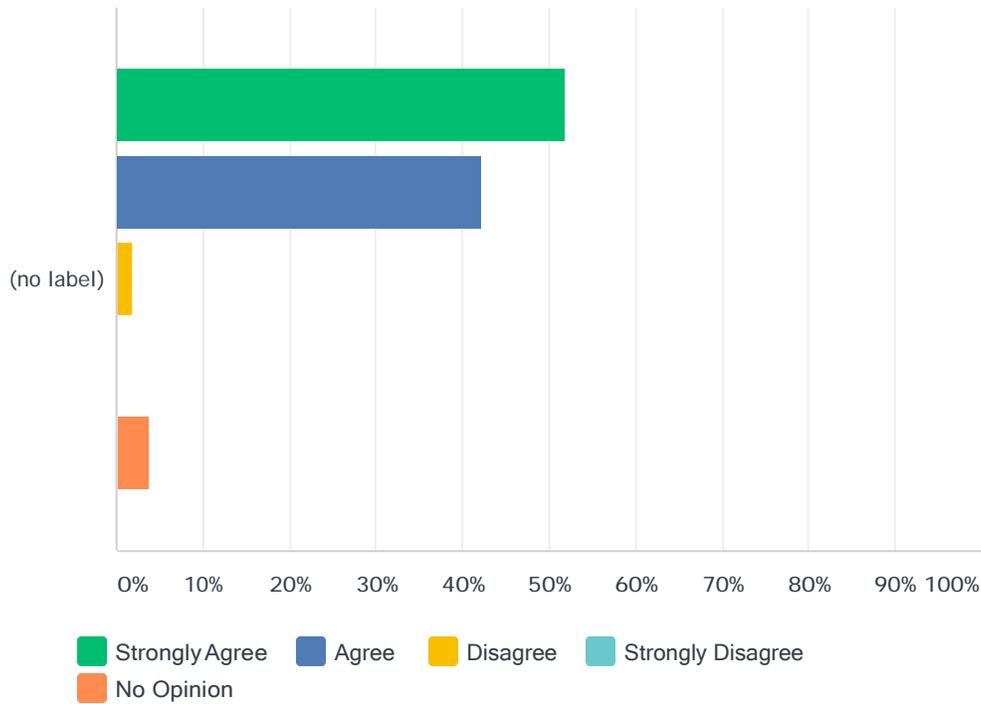
Answered: 52 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	34.62%	57.69%	5.77%	0.00%	1.92%	52	1.77
	18	30	3	0	1		

### Q3 Headquarters office staff is accessible and provides timely and accurate feedback/answers.

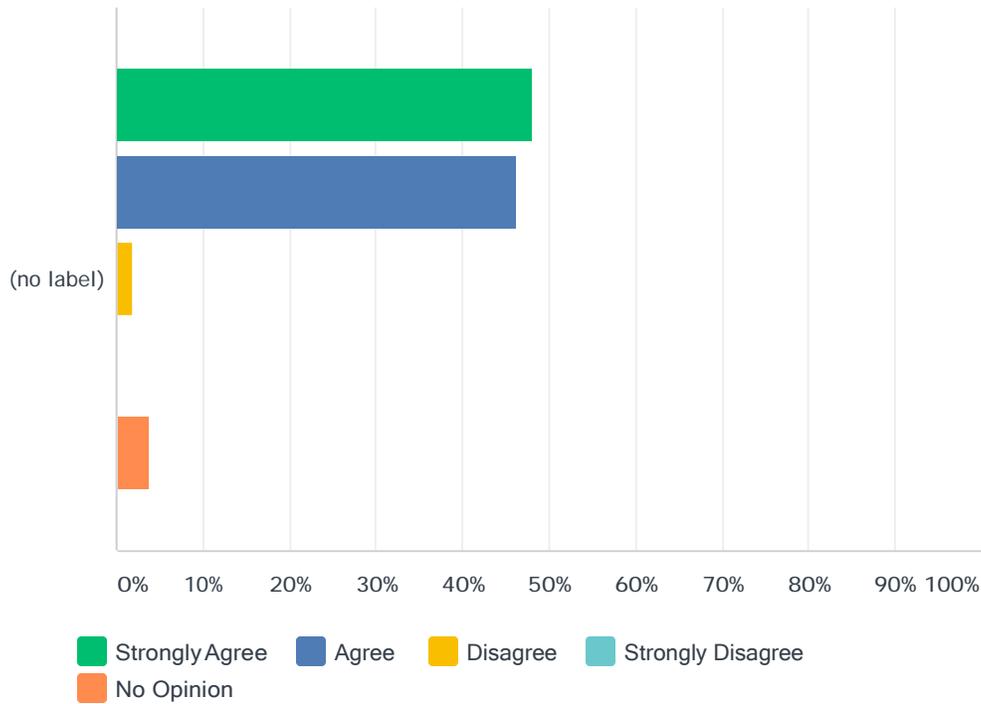
Answered: 52 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	51.92%	42.31%	1.92%	0.00%	3.85%	52	1.62
	27	22	1	0	2		

### Q4 Correspondence regarding routine business matters are handled in a prompt and effective manner.

Answered: 52 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	48.08%	46.15%	1.92%	0.00%	3.85%	52	1.65
	25	24	1	0	2		

**Q5 What issues need to be addressed by the Department to improve the prepaid funeral contract or perpetual care cemetery industries in Texas?**

Answered: 22 Skipped: 30

**Q6 What issues need to be addressed by the Department to reduce or minimize regulatory burden?**

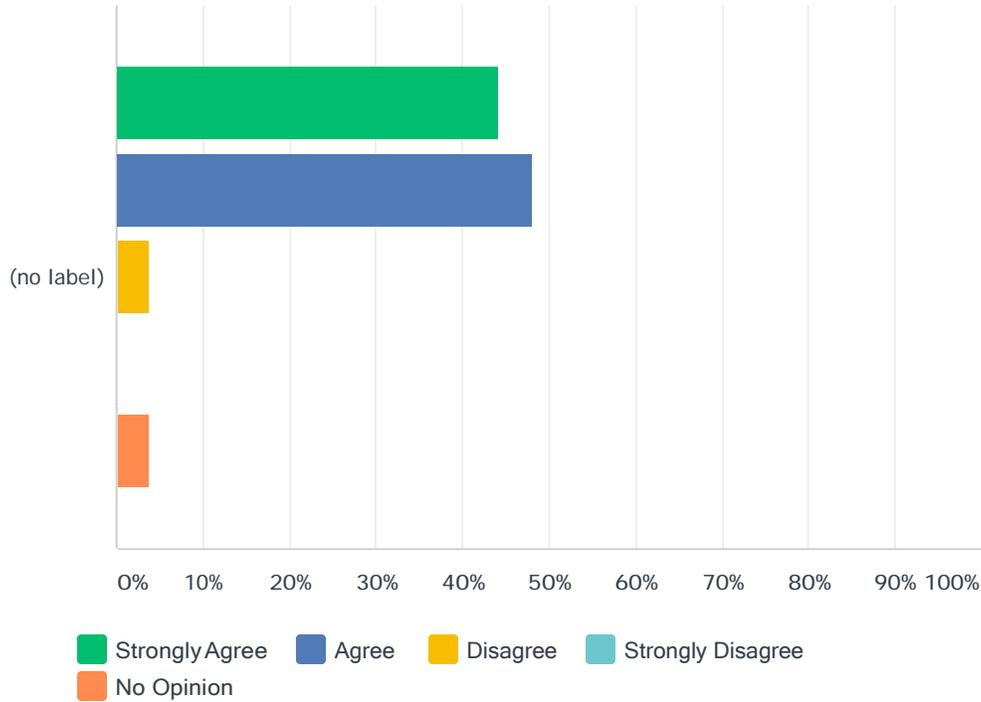
Answered: 22 Skipped: 30

## Q7 Other suggestions or comments regarding communication and correspondence.

Answered: 17 Skipped: 35

### Q8 The scope and goals of examinations are clearly communicated to management prior to the start of the examination.

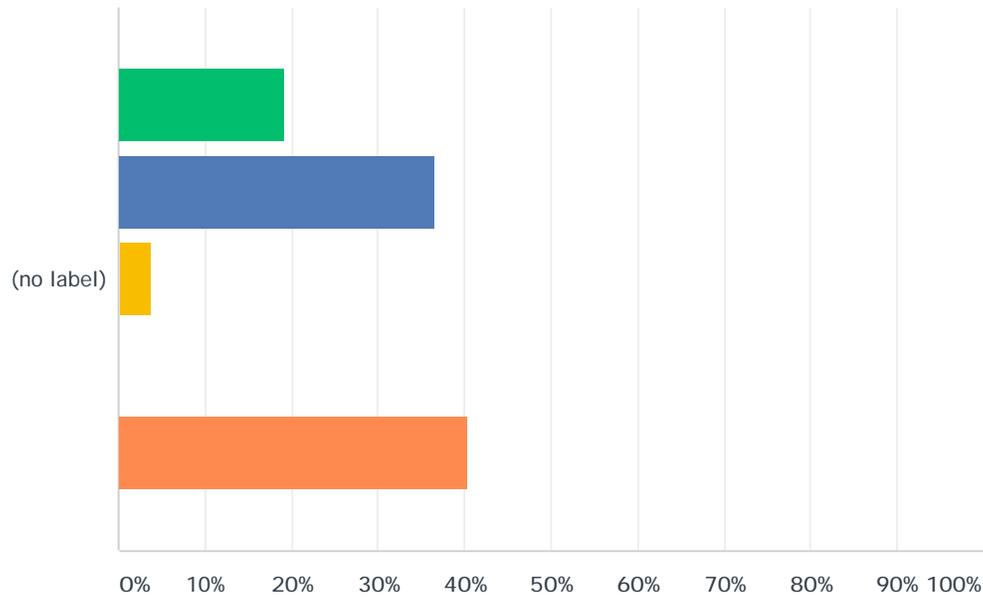
Answered: 52 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	44.23%	48.08%	3.85%	0.00%	3.85%	52	1.71
	23	25	2	0	2		

### Q9 If utilized in 2019, access to the Department's Data Exchange (DEX) allowed us to upload, report and exchange data quickly.

Answered: 52 Skipped: 0

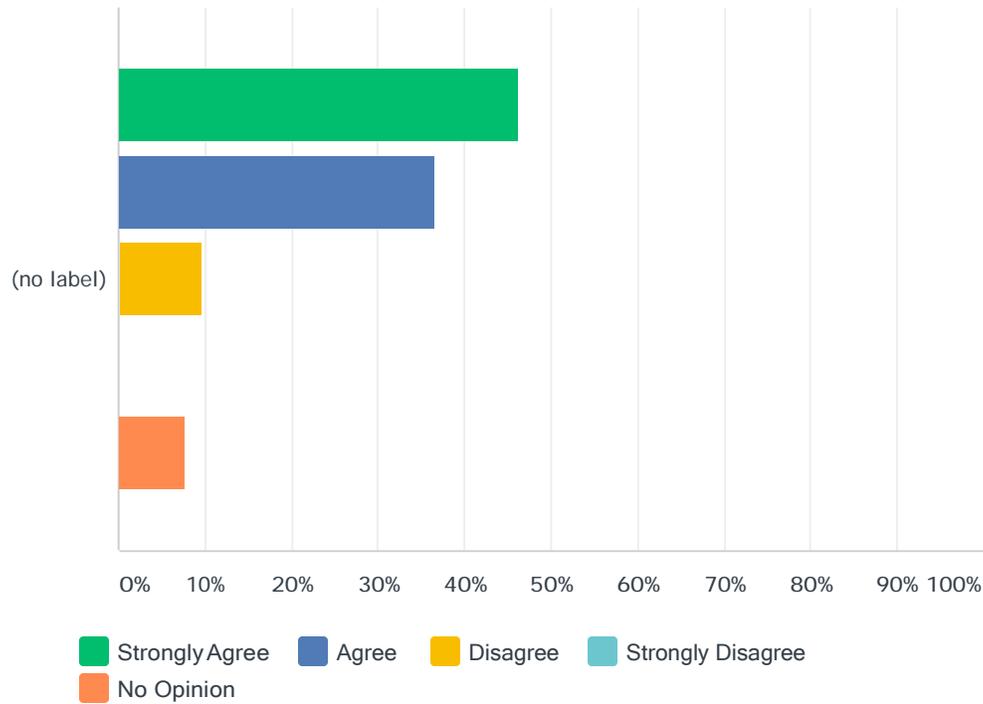


■ Strongly Agree 
 ■ Agree 
 ■ Disagree 
 ■ Strongly Disagree 
 ■ NA

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NA	TOTAL	WEIGHTED AVERAGE
(no label)	19.23%	36.54%	3.85%	0.00%	40.38%	52	3.06
	10	19	2	0	21		

### Q10 Examiners' requests for information prior to and during the examinations are timely and reasonable.

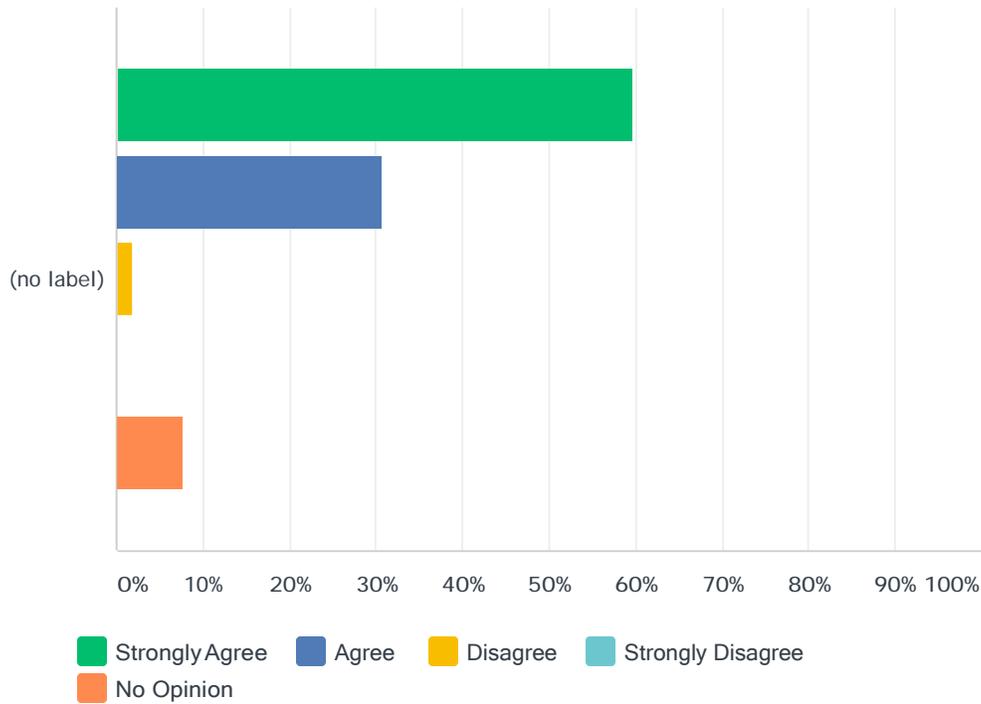
Answered: 52 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	46.15%	36.54%	9.62%	0.00%	7.69%	52	1.87
	24	19	5	0	4		

### Q11 Department examiners acted in a professional and courteous manner during the examination.

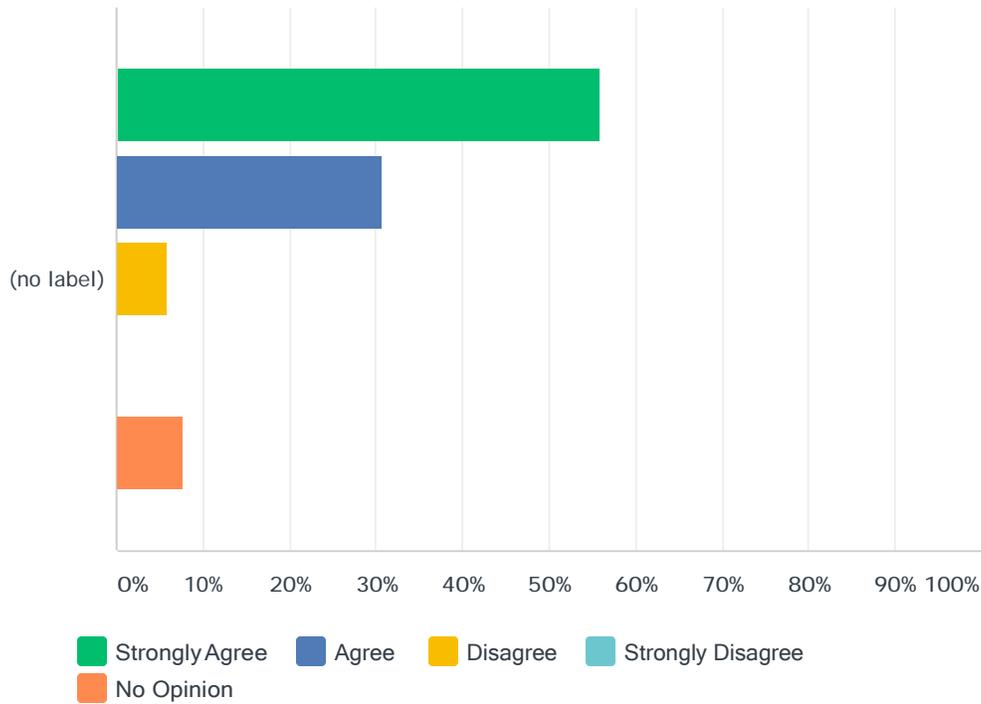
Answered: 52 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	59.62%	30.77%	1.92%	0.00%	7.69%	52	1.65
	31	16	1	0	4		

### Q12 Examiners adequately communicated with management throughout the examination and the exit meeting.

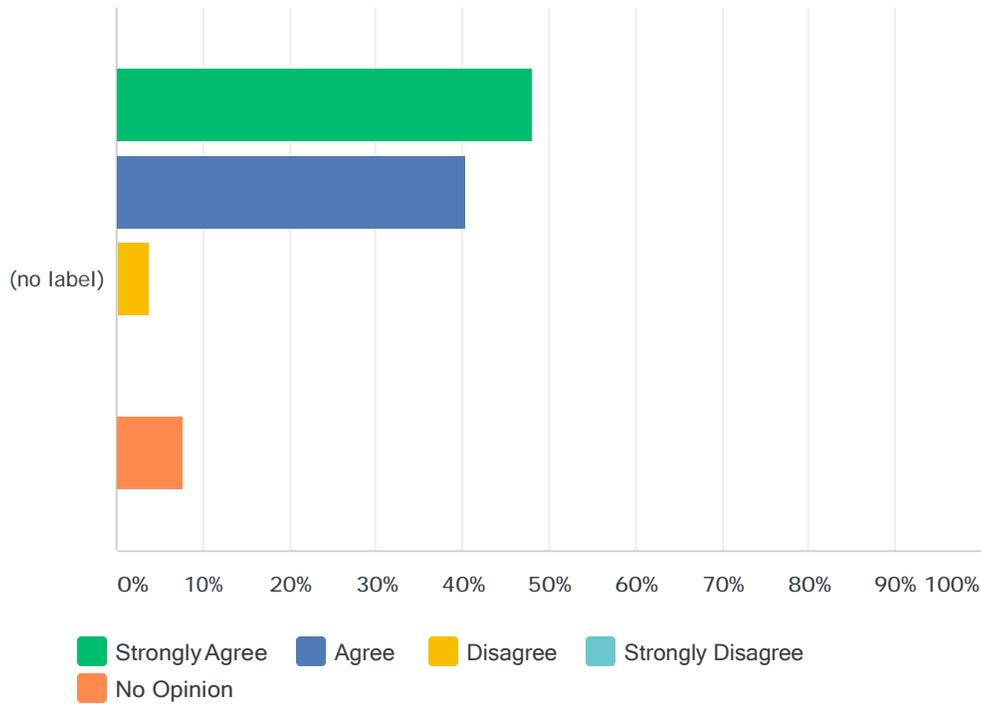
Answered: 52 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	55.77%	30.77%	5.77%	0.00%	7.69%	52	1.73
	29	16	3	0	4		

### Q13 Examiners appear to be informed of current industry issues and are adequately trained and qualified to examine the licensee.

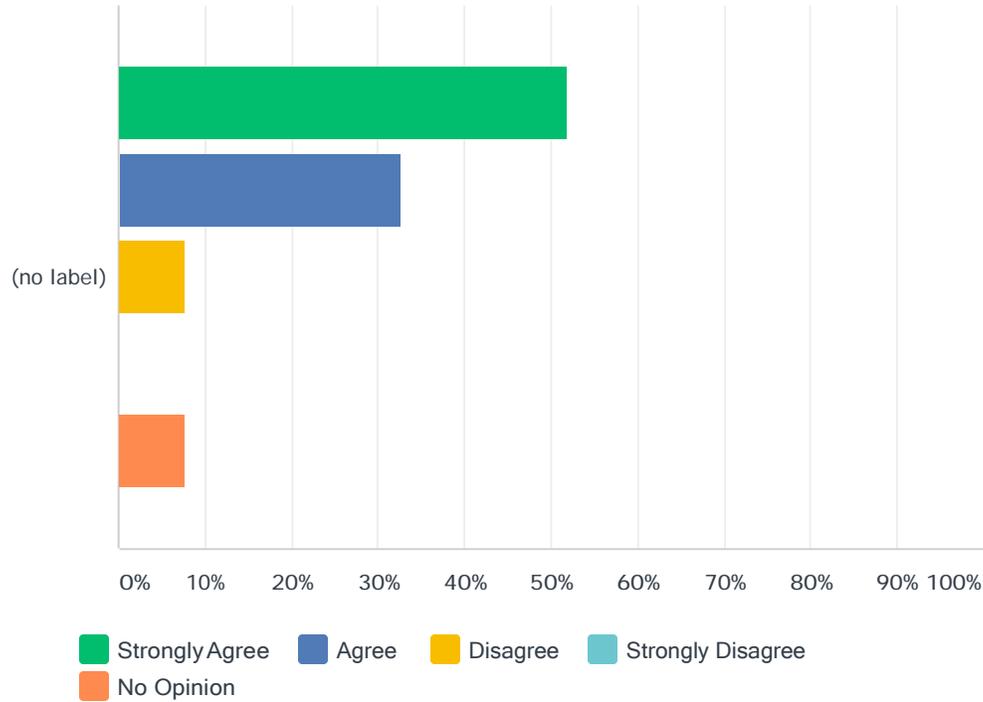
Answered: 52 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	48.08%	40.38%	3.85%	0.00%	7.69%	52	1.79
	25	21	2	0	4		

### Q14 Examiners remained focused on the key issues confronting your company.

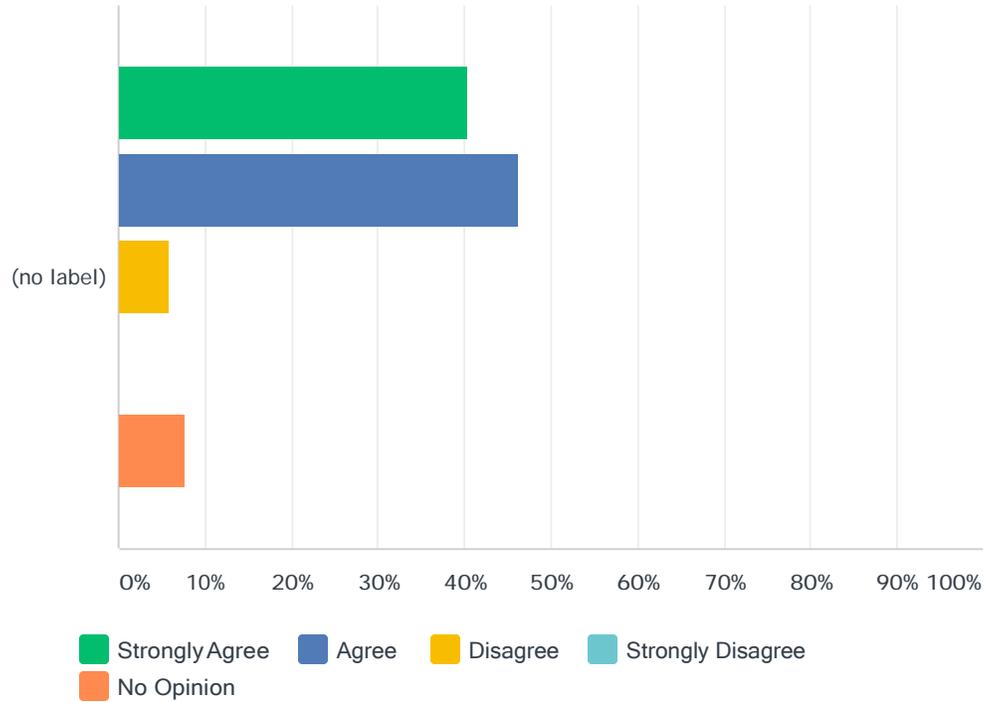
Answered: 52 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	51.92%	32.69%	7.69%	0.00%	7.69%	52	1.79
	27	17	4	0	4		

## Q15 Conclusions regarding the company's condition and recommendations for corrective actions were well supported.

Answered: 52 Skipped: 0



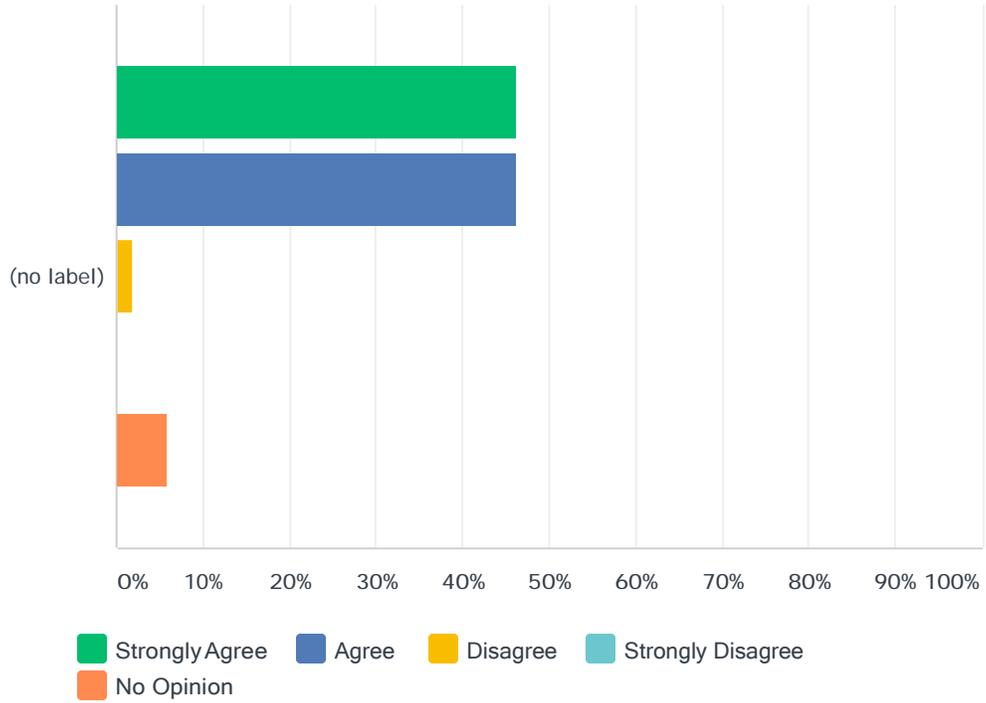
	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	40.38%	46.15%	5.77%	0.00%	7.69%	52	1.88
	21	24	3	0	4		

**Q16 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: 32 Skipped: 20

### Q17 The report of examination was received in a timely fashion.

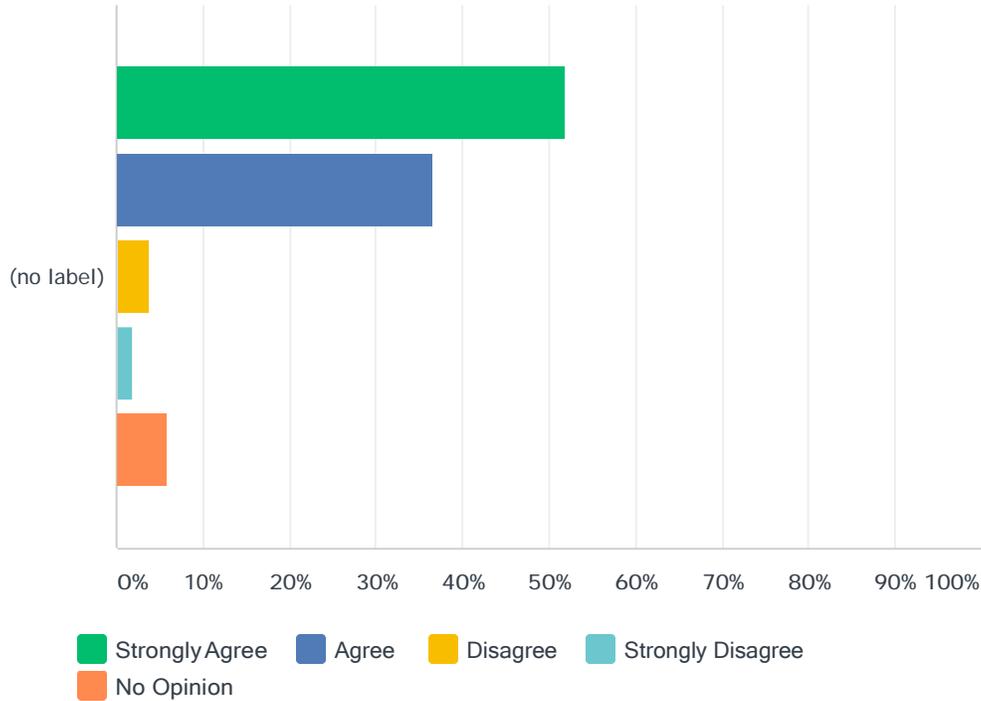
Answered: 52 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	46.15% 24	46.15% 24	1.92% 1	0.00% 0	5.77% 3	52	1.73

**Q18 The report of examination clearly communicated the examination findings from the exit meeting, and corrective actions management needs to take.**

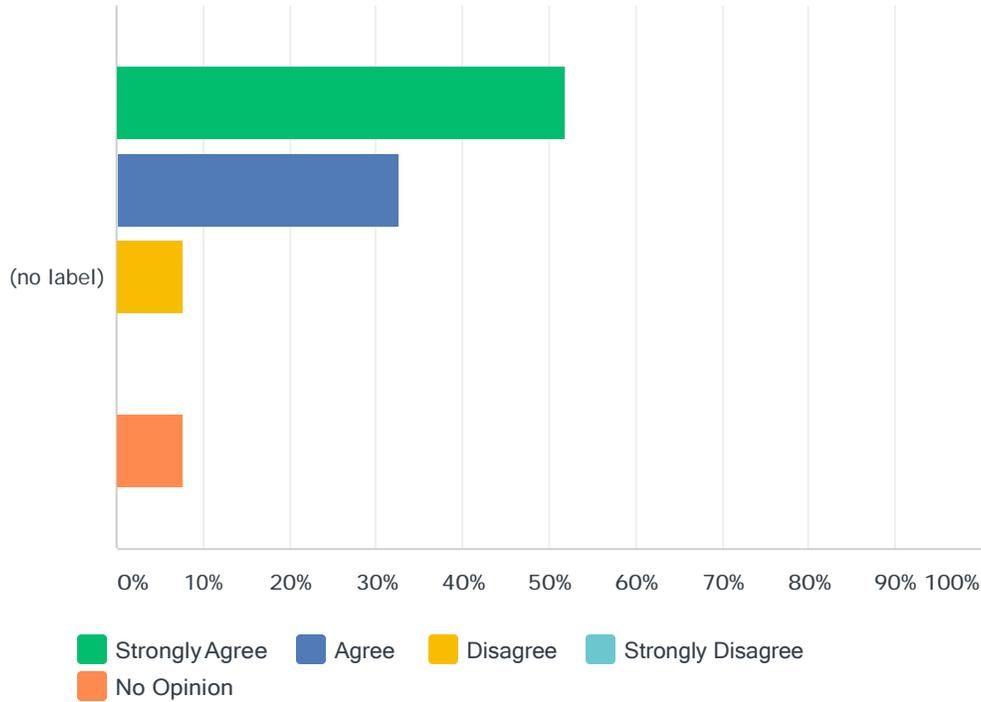
Answered: 52 Skipped: 0



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	51.92% 27	36.54% 19	3.85% 2	1.92% 1	5.77% 3	52	1.73

### Q19 The on-site timeframe for the examination was reasonable and examiners worked to minimize the disruptions to your daily duties.

Answered: 52 Skipped: 0



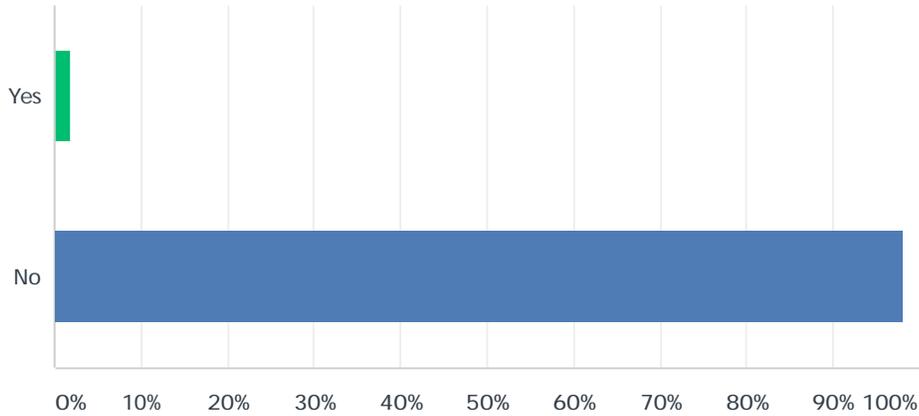
	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	51.92%	32.69%	7.69%	0.00%	7.69%	52	1.79
	27	17	4	0	4		

## Q20 Other suggestions or comments regarding examination communication.

Answered: 18 Skipped: 34

## Q21 Have you used the services of our Legal Division within the last 12 months? If no, skip to the next section

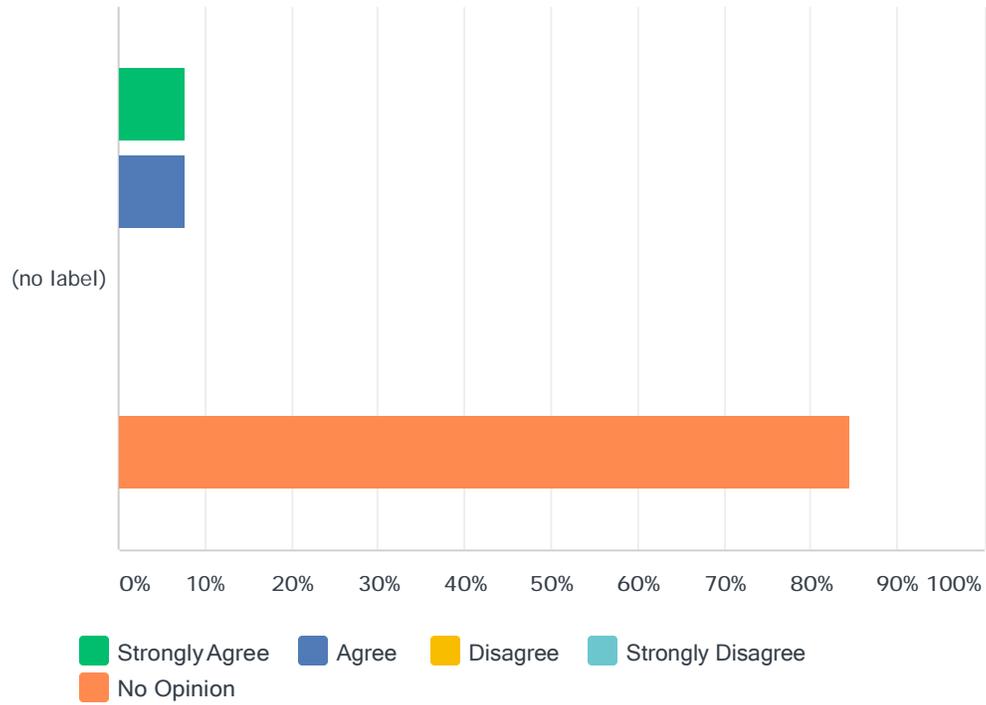
Answered: 51 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	1.96%	1
No	98.04%	50
TOTAL		51

## Q22 The Legal Division is accessible and professional.

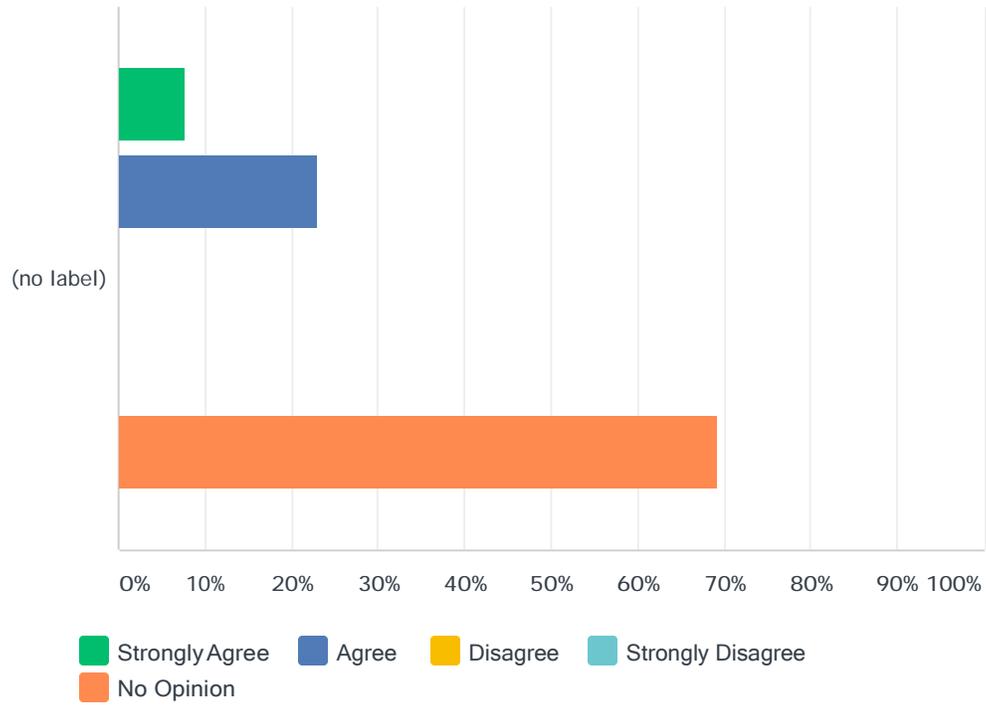
Answered: 13 Skipped: 39



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	7.69%	7.69%	0.00%	0.00%	84.62%	13	4.46
	1	1	0	0	11		

## Q23 Responses are generally timely.

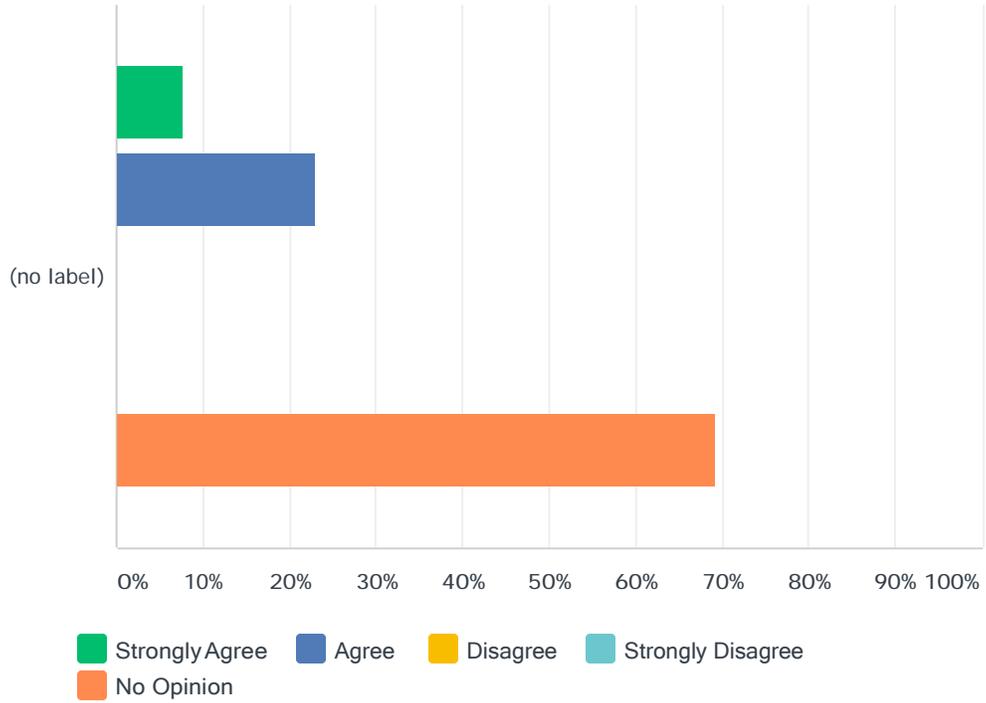
Answered: 13 Skipped: 39



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	7.69%	23.08%	0.00%	0.00%	69.23%	13	4.00
	1	3	0	0	9		

### Q24 The content and substance of responses are appropriate and timely.

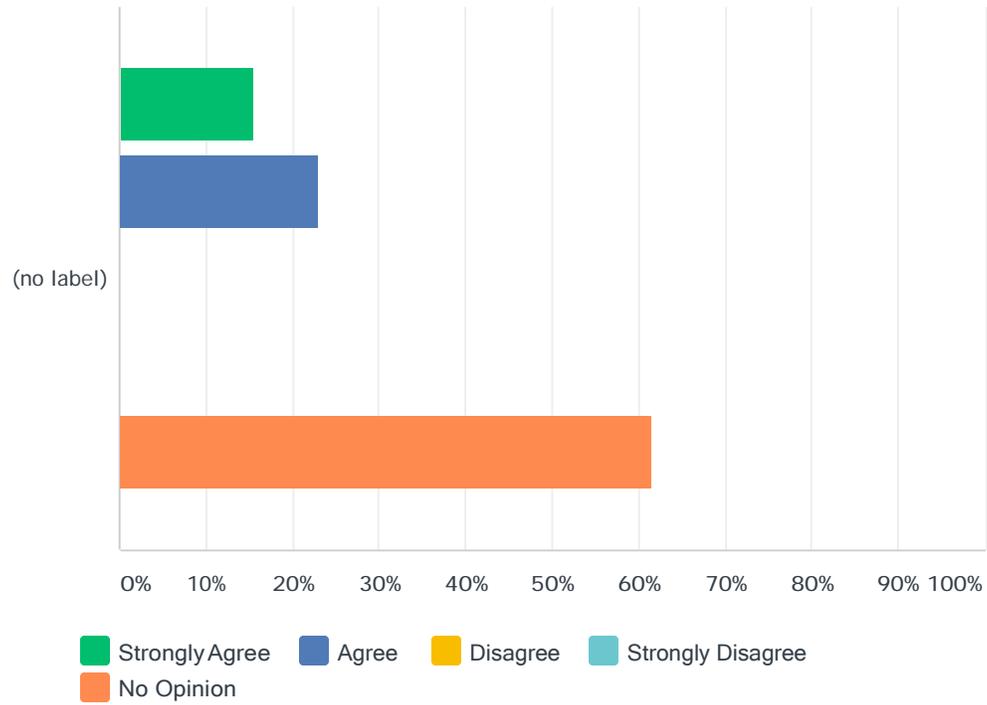
Answered: 13 Skipped: 39



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	7.69%	23.08%	0.00%	0.00%	69.23%	13	4.00
	1	3	0	0	9		

## Q25 Requests for information are reasonable.

Answered: 13 Skipped: 39



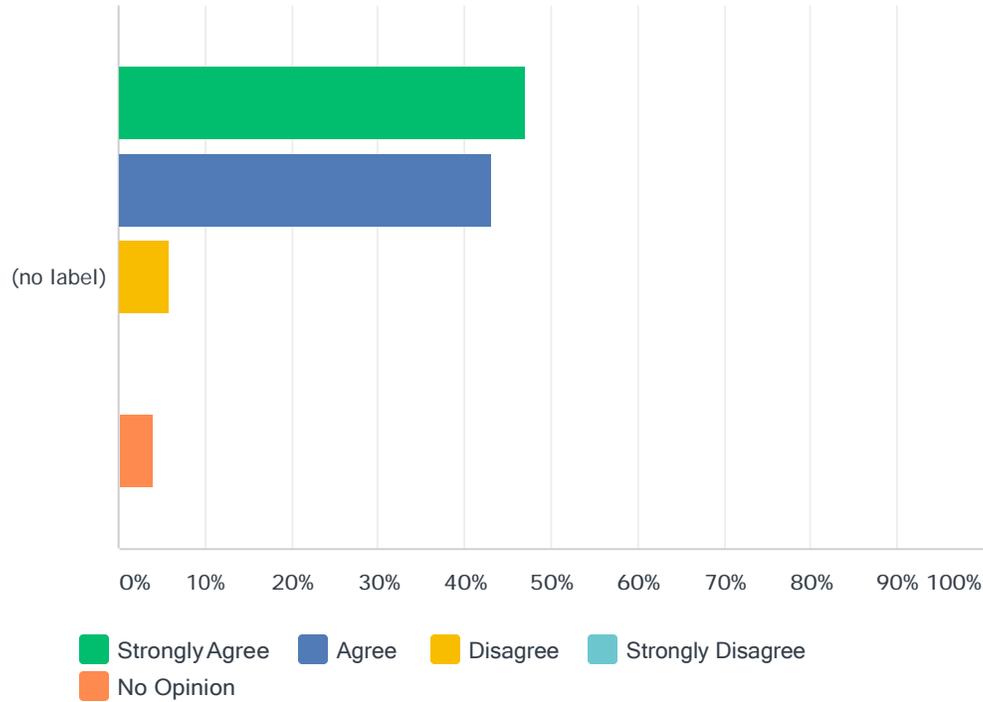
	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	15.38%	23.08%	0.00%	0.00%	61.54%	13	3.69
	2	3	0	0	8		

## Q26 Other suggestions or comments regarding the legal division.

Answered: 1 Skipped: 51

## Q27 Overall, Department personnel are responding satisfactorily to my needs.

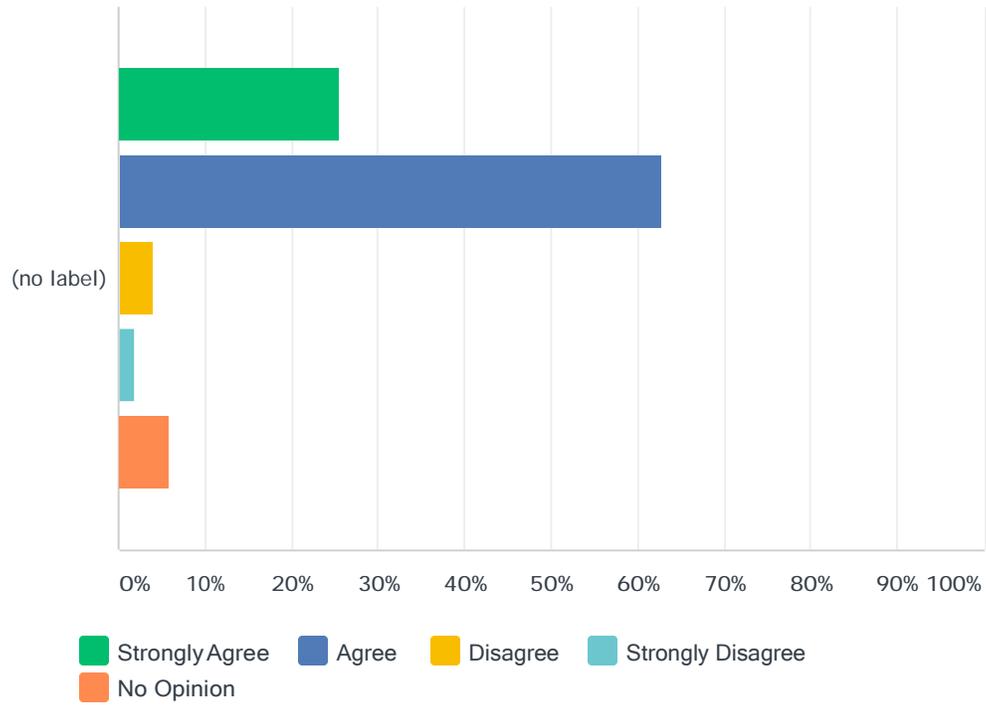
Answered: 51 Skipped: 1



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	47.06%	43.14%	5.88%	0.00%	3.92%	51	1.71
	24	22	3	0	2		

## Q28 I find the Department's website easy to navigate.

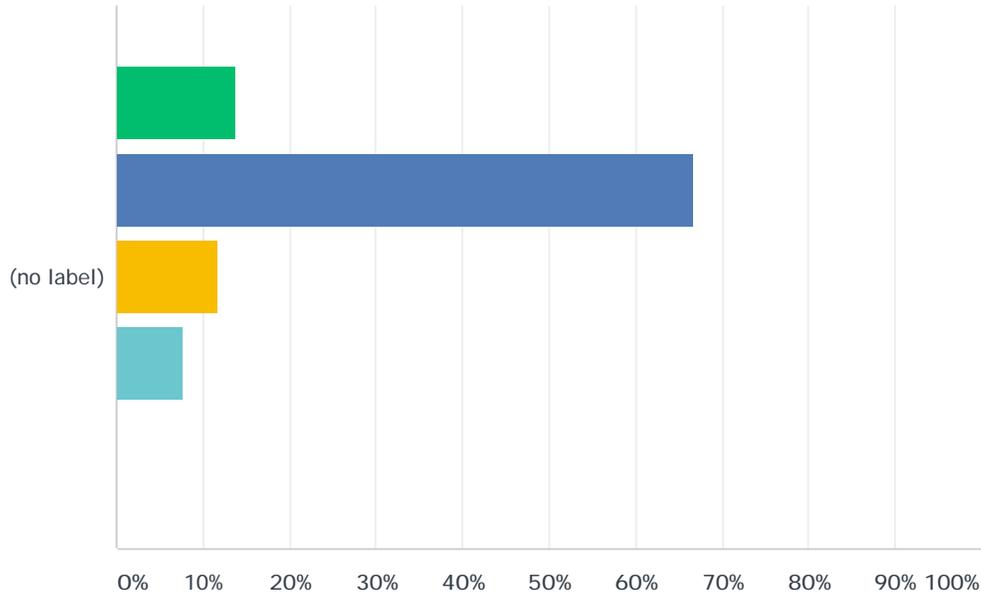
Answered: 51 Skipped: 1



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	25.49%	62.75%	3.92%		1.96%	5.88%	
	13	32	2	1	3	51	2.00

### Q29 I or my staff have visited the Department's website approximately XX times during the last 12 months.

Answered: 51 Skipped: 1



■ None 
 ■ 1 to 10 
 ■ 11 to 20 
 ■ 21 to 50 
 ■ 51+

	NONE	1 TO 10	11 TO 20	21 TO 50	51+	TOTAL	WEIGHTED AVERAGE
(no label)	13.73%	66.67%	11.76%	7.84%	0.00%	51	2.14
	7	34	6	4	0		

## Q30 What information is the most useful on the Department's website?

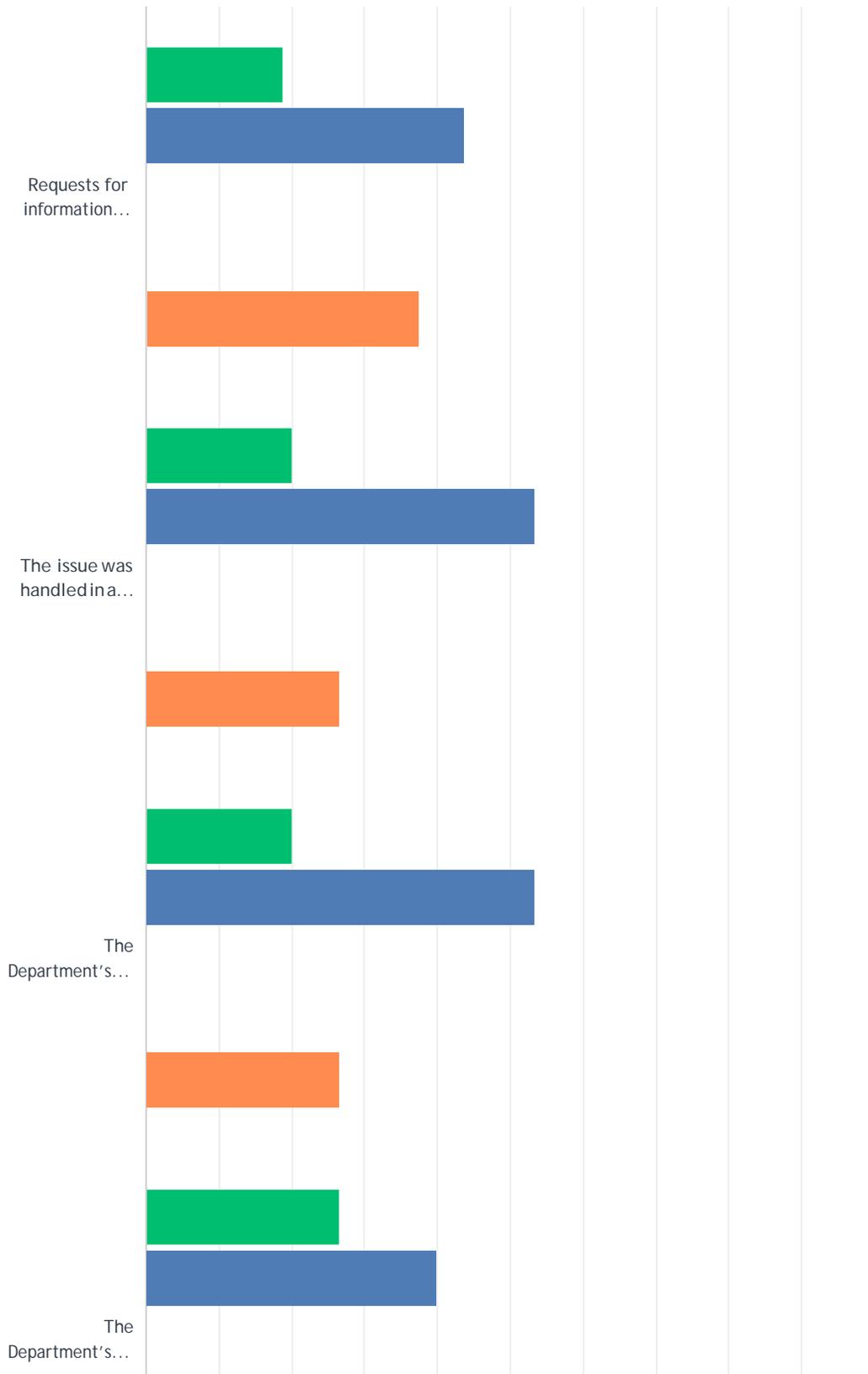
Answered: 31 Skipped: 21

## Q31 What other type of information would you like to see on the Department's website?

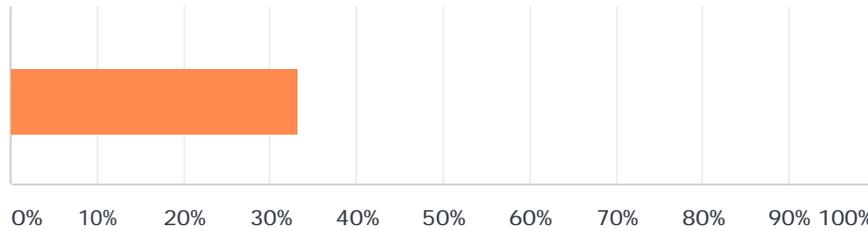
Answered: 11 Skipped: 41

### Q32 Have you corresponded with the Department on a consumer complaint issue within the last 12 months? (If no, skip to the next section)

Answered: 18 Skipped: 34



Non-Depository Supervision - Rate the Department Survey - 2019 PFC/PCC



■ Strongly Agree  
 ■ Agree  
 ■ Disagree  
 ■ Strongly Disagree  
■ No Opinion

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPINION	TOTAL	WEIGHTED AVERAGE
Requests for information were reasonable.	18.75% 3	43.75% 7	0.00% 0	0.00% 0	37.50% 6	16	2.94
The issue was handled in a professional manner.	20.00% 3	53.33% 8	0.00% 0	0.00% 0	26.67% 4	15	2.60
The Department's findings were based on a logical interpretation of applicable law.	20.00% 3	53.33% 8	0.00% 0	0.00% 0	26.67% 4	15	2.60
The Department's suggestion for resolving the matter was reasonable.	26.67% 4	40.00% 6	0.00% 0	0.00% 0	33.33% 5	15	2.73

### Q33 Other suggestions or comments regarding overall Department effectiveness.

Answered: 6 Skipped: 46

Q34 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 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: 7 Skipped: 45