

**FOLLOW-UP SURVEY FOR OWNERS PLANNING TO REBUILD**

A13. The next few questions are about your experience applying for assistance from public programs, such as SBA or HELP. Overall, how satisfied are you with the help you received from Federal programs?

- DID NOT APPLY FOR ANY FEDERAL ASSISTANCE . . . . . 1
- DID NOT RECEIVE ANY HELP . . . . . 2
- VERY SATISFIED . . . . . 3
- SOMEWHAT SATISFIED . . . . . 4
- SOMEWHAT UNSATISFIED . . . . . 5
- VERY UNSATISFIED . . . . . 6

A14. Overall how satisfied are you with the help you received from State based programs?

- DID NOT APPLY FOR ANY STATE ASSISTANCE . . . . . 1
- DID NOT RECEIVE ANY HELP . . . . . 2
- VERY SATISFIED . . . . . 3
- SOMEWHAT SATISFIED . . . . . 4
- SOMEWHAT UNSATISFIED . . . . . 5
- VERY UNSATISFIED . . . . . 6

A15. How can the existing State government programs be improved to better serve your needs?

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A16. Overall how satisfied are you with the help you received from local programs?

- DID NOT APPLY FOR ANY LOCAL PROGRAMS . . . . . 1
- DID NOT RECEIVE ANY HELP . . . . . 2
- VERY SATISFIED . . . . . 3
- SOMEWHAT SATISFIED . . . . . 4
- SOMEWHAT UNSATISFIED . . . . . 5
- VERY UNSATISFIED . . . . . 6