



We want to hear from you!

As a Benefit Bank counselor you work directly with families and individuals and we'd like to hear how the Benefit Bank helps them. The questions provided are only a guide, feel free to skip questions or add your own. This will help us recruit new sites, increase funding and our capacity for next year. Thank you for your help!

Contact The Ohio Benefit Bank 1.800.648.1176 Fax this document to Suzanna 614.224.1853 or email suzanna@oashf.org

Today's Date _____

BENEFIT BANK SITE INFORMATION

Agency Name _____
Counselor Name _____
Agency Phone Number _____

CUSTOMER INFORMATION

Customer's First Name _____
Customer's Last Name _____
Customer's Phone Number _____

-General Questions-

What did you receive help with today? Benefits Application Tax Preparation

May we contact you in a few months from now to see how things are going? Yes No

What did you like most about your experience today?

-Taxes-

How have you done your taxes in the past? (check all that apply)

Friend/Family Member A Free Service A Paid Service I did my own Other

Have you ever received a rapid or quick refund? Yes No I don't know

What do you plan on doing with your refund?

Is free tax preparation valuable to you? What would you do if the Ohio Benefit Bank was not available to you?

What does Free Tax help mean to you?

-Benefits-

Which Benefit Application did your receive help with today?

Have you applied for work support programs in the past? What was you experience like?

If you are approved for the benefit you applied for you what would it mean to you and your family?

Please tell us your story or any additional information about you.