

**OMB Supporting Statement**  
**U.S. Debit Card Survey**  
**Quantitative Survey**

**Background**

The Financial Management Service (FMS), a bureau of the Department of the Treasury (Treasury), has requested the JP Morgan Chase (JPMC), acting as Treasury's Financial Agent, plan and execute a survey for the U.S. Debit Card program. To perform this task, JPMC has contracted Convergys Customer Intelligence Services.

Recipients of Individual Indian Monies (IIM) through the U.S. Department of the Interior (DOI), Office of Special Trustee (OST), now have the option of receiving their payments electronically through the U.S. Debit Card program (Program) managed by JPMC. This Program provides those receiving IIM payments a "check free" method of receiving their payments. Recipients enroll in the program by calling an OST call center toll-free. After enrolling, Program participants may:

- Receive their IIM payments without the hassle associated with going to the bank to cash their checks
- Take greater comfort in the increased security that comes with eliminating checks that could be lost or stolen
- Access their IIM funds 24 hours a day, 7 days a week via automated teller machines (ATMs)
- Make purchases anywhere MasterCard debit cards are accepted while receiving cash back when appropriate
- Check the most current account information by calling toll-free customer service and online at [www.myaccount.chase.com](http://www.myaccount.chase.com)

The objective of this voluntary telephone survey is to garner feedback from Program participants. The feedback gathered will be used to identify potential improvement opportunities for the Program. FMS' primary information needs that will be met by conducting this survey include:

- Awareness of the Program
- Overall satisfaction with the Program
- Previous method for receiving IIM disbursements
- Satisfaction with enrollment process
- Card usage
- Likelihood to recommend the Program to others

## **Methodology**

This is a one-time collection of information. To provide feedback on the Program, Convergys Customer Intelligence Services will conduct a telephone based survey with the Convergys team of professional market research interviewers located in Cincinnati, Ohio. JPMC will provide electronically a list of 736 Program participants to Convergys Customer Intelligence Services. This list will identify the U.S. Debit Card Program participants that are eligible to take part in this research. The electronic list will include:

- Name
- Phone #
- Date of enrollment
- Card activity status

Convergys Customer Intelligence Services will randomly select from the list of program participants and place outbound telephone calls to participants to ask for their participation in the survey. Convergys Customer Intelligence will place up to four survey attempts until 150 survey completes are garnered or the survey sample is exhausted. Survey completion time is 10 minutes. Convergys Customer Intelligence Services will process the survey data and provide an executive summary Power Point presentation that includes a “key driver” analysis that identifies the items most associated with card holder satisfaction.

## **Estimated Burden Hours**

There are 736 Program participants that will be eligible to participate in this survey program. To complete 150 phone surveys at 10 minutes per survey a total of 1500 minutes are needed which equates to 25 burden hours. Additional burden hours will accrue when Program participants are contacted and asked to participate in the survey although they opt not to participate. It is projected that an additional 1172 minutes (19.5 hours) will be spent asking for survey participation based on an estimated 4 attempts at 30 seconds per attempt for the remaining 586 records not resulting in a completed survey. The total number of burden hours for this project is 44.5 hours.

## **Contact**

For questions regarding the U.S. Debit Card survey, contact:

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