

Code \_\_\_\_\_

Dear ATF Customer:

\_\_\_\_\_, the Director of the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), recently wrote to you about a customer survey we are conducting for ATF. The purpose of the survey is to give ATF information about how well they are serving their customers. They want to know the areas that need change and improvement as well as their strengths in providing you the services you need. They intend to use the survey results to assess the need for potential improvement in the services they provide. We hope you will complete the survey.

The survey can be completed on the enclosed questionnaire, or electronically. You may choose to identify yourself and /or your organization, or to be anonymous. We will not report names of individuals or organizations in any reports we write, unless required by law. The access code number at the top of the questionnaire is to ensure that each responder answers the questionnaire in only one of the two formats provided.

We have provided a self-addressed stamped envelope if you choose to mail the survey. When we receive your questionnaire, we will immediately record your response in our secure computerized database.

If you choose to respond to the survey electronically, please follow these instructions:

1. Enter the link to our website (<https://survey.sirota.com/atf/ei/>).
2. Enter your access code, as instructed. The access code is at the top of this letter and on the top of the printed questionnaire.
3. Follow the instructions on how to respond to each question.
4. Submit the questionnaire.

If you have any questions, please call me at 1-914-696-4700 ext. 2549, or e-mail me at [Wreichman@sirota.com](mailto:Wreichman@sirota.com). Your participation in this survey is appreciated.

Sincerely,  
Jeffrey Saltzman



CEO/Chairman  
Sirota Consulting LLC

Walter Reichman



Vice President  
Sirota Consulting LLC