



# United States Mint CSM Research

*FY2011 Questionnaire*

OMB Control #1525-0012-XXX.

October 22, 2010

Note to reader: Bold lines in between questions signify page/screen breaks.

Welcome to the United States Mint's customer satisfaction survey designed to help us improve our products and services. According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB number. The valid OMB control number for this information collection is 1525-0012-XXX.

**Your participation in this survey is ENTIRELY VOLUNTARY and should require approximately 5 minutes of your time.**

All of your responses will be kept completely confidential.

We will not use this information to contact you or attempt to sell you any products or services.

If you have any questions or problems while completing the survey, please call Jill Weisenfeld weekdays from 9:00am to 5:00pm EDT at 1-800-342-9102, or send an e-mail to [info818@nationalanalysts.com](mailto:info818@nationalanalysts.com)

Please click the Forward button to begin the survey.

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We would first like to familiarize you with our survey.

The survey will NOT ALLOW YOU TO SKIP A QUESTION. If you do not know an exact answer, then please give your best estimate.

You may click on the STOP button to pause the program to take a break. When you re-enter the survey you must use the same Login Number and Password; the survey will return to the screen where you clicked Stop.

Please click the FORWARD button to begin.

Q.1 Have you purchased any coins or other merchandise from the United States Mint during the past 12 months?

Yes	0
No	0

Send to terminate screen if "No."

Q.2 Please rate your overall customer experience with the United States Mint.

	Extremely Dissatisfied			Extremely Satisfied		
	1	2	3	4	5	6
Overall customer experience	0	0	0	0	0	0

Q.3 Please rate your satisfaction with the United States Mint's overall product quality.

	Extremely Dissatisfied			Extremely Satisfied		
	1	2	3	4	5	6
Overall product quality	0	0	0	0	0	0

Q.4 Please rate your satisfaction with how the United States Mint communicates with you (that is, via mail, internet, or call center).

	Extremely Dissatisfied			Extremely Satisfied		
	1	2	3	4	5	6
Communications	0	0	0	0	0	0

Q.5 Please rate your experience with the United States Mint in the past 90 days.

	Extremely Dissatisfied			Extremely Satisfied			Have not had any experience with the United States Mint <u>in past 90 days</u>
	1	2	3	4	5	6	---
Experience in the past 90 days	0	0	0	0	0	0	0

Q.6-8 Please rate the following aspects of the **most recent order that you received**. (Do not think about an order that you have placed but have not yet received.)

	Extremely Dissatisfied					Extremely Satisfied
	1	2	3	4	5	6
Quality of coins/items	0	0	0	0	0	0
Quality of product packaging	0	0	0	0	0	0
Timeliness of receiving the order	0	0	0	0	0	0

Q.9 How likely are you to recommend United States Mint products to someone else?

	Not At All Likely			Extremely Likely		
	1	2	3	4	5	6
Likelihood to recommend to someone else	0	0	0	0	0	0

Q.10 Do you have any suggestions for how the United States Mint can improve its products and services?

Thank you for participating in this survey.

*Please press the STOP button to finish the survey.*