

<DATE>

Dear <PERSON NAME>:

In an effort to improve the way we measure the quality of the patent examination process, the United States Patent and Trademark Office (USPTO) is conducting a Customer Panel Quality Survey. In about a week, you will receive this survey in the mail. Please take some time from your busy schedule to complete it. Your feedback is very important to us and will be used in our planning efforts.

The purpose of this survey is to obtain feedback on the quality of USPTO patent examination procedures from the customers' point of view, and to use that feedback to target areas for examiner training and other activities to improve the patent examination process.

You were randomly selected to complete this survey from our database of customers. Because this is a panel survey, you may be selected one additional time to complete the survey again within the next year. The reason we ask some of our customers to complete the survey more than once is so we can measure whether the quality of patent examinations is changing.

Although this is a paper survey, you also have the option of responding to the survey over the Internet. To take the Internet survey, enter the URL [www.\\*\\*\\*.org/\\*\\*\\*](http://www.***.org/***). Once you are at the website, enter the username "\*\*\*\*" and the password "\*\*\*\*" to begin the survey. The password is case sensitive. You will be asked for your survey ID number, which is the 5-digit number printed on the bottom right-hand corner of this letter. Then, follow the instructions on the screen. If you complete the Internet survey, please discard your copy of the paper survey when it arrives.

Be assured that all of your responses, either collected over the Internet or by mail, will remain confidential and no identifying information about you will be linked to the results. Because you are a valued customer to the USPTO, your feedback is very important to us and will be used to guide our future action planning.

If you have any questions about this study, please call Terita Jackson at Westat at 1-800-XXX-XXXX. If you would like to speak to someone at USPTO, please call Martin Rater at 571-272-5966.

Thank you in advance for your help.

Sincerely,

John Doll  
Commissioner for Patents

<5 digit Survey ID number>