
Attachment B. Solicitation E-Mail and Telephone Menu Greeting for HIC Revolving Customer Satisfaction Survey

Initial Solicitation in Response E-Mail

Text inviting customers to participate in the survey, included in the inquiry response:

Subject Line: The National Heart, Lung, and Blood Institute Customer Satisfaction Survey

The National Heart, Lung, and Blood Institute (NHLBI) would like your help to improve customer service and is gathering feedback on the service you received today. You can either double-click on this link or copy and paste it into your favorite Web browser. You will find easy-to-follow instructions on the landing page.

Below please find the link to the online survey.

www.nhlbi.xxx.xxxx/survey

The online survey consists of six easy-to-answer questions that should take 3 minutes or less to complete. The questions ask you to rate the service you received today from the NHLBI Health Information Center.

Your answers will be kept completely confidential and not linked to personal or identifying data of any kind. Your information will not be shared with any other party.

Thank you for your support and consideration.

Exp. Date **xx/xx/20xx**

*Public reporting burden for this collection of information is estimated to average 3 minutes or less per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-xxxx*). Do not return the completed form to this address.*

Solicitation for Telephone Respondents—Telephone Menu Greeting

Greeting played on HIC general telephone menu:

The National Heart, Lung, and Blood Institute needs your feedback to improve its customer service. At the end of your call, an information specialist will ask whether you would like to participate in a short, six-question automated telephone survey. If so, you will be transferred directly to the survey voice response system.

Your answers will be kept completely confidential and not linked to personal or identifying data of any kind. Your information will not be shared with any other party.

Thank you so much for your help!