

U.S. Department of Commerce

**Trade Agreements Compliance Program
 Annual Customer Satisfaction Audit**

Earlier this year, we contacted you about the trade complaint that we investigated on your behalf. We would appreciate it if you would now take about 10 minutes to evaluate our Trade Agreements Compliance program. Your feedback will help us to improve our program.

1.) Please rate the extent to which you agree or disagree with the following statements about the Trade Agreements Compliance (TAC) program.

	Strongly Disagree										Strongly Agree
	1	2	3	4	5	6	7	8	9	10	NA
Commerce staff are responsive to my requests or issues.											
Information or assistance provided by Commerce staff meets my needs.											
Commerce program staff have accurate knowledge of foreign markets.											
Information provided by Commerce staff is targeted to my particular industry.											
The program effectively resolves issues related to trade barriers.											

2.) Please describe any impact that the resolution of your trade complaints may have had on your business.

3.) Which discriminatory or restrictive foreign government trade issues does your organization need the most assistance with when exporting? (Please select up to 3)

- a. Intellectual property protection and piracy
- b. Standards and technical regulations
- c. Tariffs and taxes
- d. Custom barriers
- e. Rules of origin
- f. Certificates of origin requirements
- g. Quotas and import licensing
- h. Investment
- i. Government procurement

j. National and MFN (Most Favored Nation) treatment

k. None

l. Other. Please specify _____

4.) Would you like to be added to a mailing list to periodically receive information from the Commerce Department detailing its compliance and market access resources and services?

Yes

No

(If =Yes ask 4.1, If no, skip to question 5)

4.1) How would your organization prefer to receive information about the Commerce Department's compliance and market access resources and services? (Please select all that apply)

a. E-Mail

b. Via phone

c. Webinars

d. Online communities

e. Trade shows and conferences

f. In-country consultations through Embassy/Compliance Attaches

g. Other: _____

5.) Have you worked with the Trade Agreements Compliance program for the first time during the past 12 months?

Yes, I worked with the program for the first time during the past 12 months

No, I have worked with the program in previous years

(If answer is yes, proceed to question 5.1. If no, skip to question 6)

5.1) How did you learn about our services?

___ The "Report a Trade Barrier" webpage on tcc.export.gov

___ The website www.stopfakes.gov

___ Webinar

___ On-line communities

___ In-country consultation through Embassy/Compliance Attaches

___ Other, please specify

6.) Please describe specific services or information that you would like the Department of Commerce to provide regarding:

- The elimination or reduction of foreign trade barriers

- Foreign government compliance with international trade agreements

Thank you for completing this survey. Your responses will help us to improve the service that the Trade Agreements Compliance Program provides to you.

Click on the links below to learn more about the Trade Compliance Center and its services:

- [Case Resolution through the TCC](#)
- [What's New](#)
- [FAQ's](#)
- [Country Market Research](#)
- [Trade Agreements and Exporter Guides](#)
- [StopFakes](#)
- [Proposed foreign technical regulations](#)

Public reporting for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, and completing and reviewing the collection of information. All responses to this collection of information are voluntary, and will be provided. Notwithstanding any other provision of law, no person is required to respond to nor shall a person be subject to penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a currently valid OMB Control Number. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Reports Clearance Officer, International Trade Administration, Department of Commerce, Room 4001, 14th and Constitution Avenue, N.W., Washington, D.C. 20230.
