

## **PBGC Call Center Survey**

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### Introduction

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Hello. This call is from the Pension Benefit Guaranty Corporation or PBGC. In order to better understand how we can best serve you, our customer, we would like to ask you a few questions about your recent experience with us. This survey will take approximately five minutes. You will use your telephone keypad to respond.

The survey is authorized by the Office of Management and Budget Control Number 1090-0007. Your participation in the survey is voluntary, and your responses will be confidential.

SCREENER. Did you recently call PBGC?

1. Press 1 for ...Yes (CONTINUE)
2. Press 2 for ...No ("Thank you for your time today" TERMINATE CALL)
3. Press 3 for ...Don't Know ("Thank you for your time today" TERMINATE CALL)

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### Purpose of call

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Q1. Using the numbers on your telephone keypad, please press the number that best describes the purpose of your most recent call to PBGC.

- Press 1 for ...Request benefit estimate
- Press 2 for ...Apply for benefits
- Press 3 for ...Update your personal information
- Press 4 for ...Request other information

Q2. Were you able to complete the purpose of your call?

- Press 1 for ...Yes
- Press 2 for ...Not yet, but I was told PBGC would get back to me.
- Press 3 for ...No

Press \* to repeat this question.

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### Automated System

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Now, please think about the automated system that initially answered your call. Using a scale from 1 to 9, where 1 is poor and 9 is excellent, please rate the following. Press \* to repeat a question.

Q3. Ease of navigating through the menu options

Q4. The ability to accomplish what you wanted to with the automated phone system

Q5. The length of time it took to reach a representative

Press \* to repeat this question.

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### Customer Care

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Now we would like to ask you to rate the customer service representative who helped you during your most recent call. If you spoke with more than one representative, please rate the one who spoke with you last. Using a scale from 1 to 9, where 1 is poor and 9 is excellent, please rate the following. Press \* to repeat a question.

- Q6. Ease of reaching the appropriate person
- Q7. Courtesy
- Q8. Use of terms you could understand
- Q9. Communication of any next steps

Press \* to repeat this question.

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### ACSI Benchmark Questions

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Q10. Using a scale where "1" means "Very dissatisfied" and "9" means "Very satisfied," please rate your satisfaction with the service you received from PBGC.

Press \* to repeat this question.

Q11. Now, using a scale where "1" means "Falls short of expectations" and "9" means "Exceeds expectations," please rate the service you received from PBGC.

Press \* to repeat this question.

Q12. Now imagine an ideal customer service experience. How well did your recent experience with PBGC compare with that ideal service experience? "1" means "Not very close to the ideal," and "9", means "Very close to the ideal." Press \* to repeat this question.

Thank you for taking the PBGC Customer Satisfaction Survey. PBGC will use your feedback, along with that of other callers, to help improve its service. Goodbye.