

Pension Benefit Guaranty Corporation (PBGC) Premium Filer Satisfaction Survey 2011

Introduction

Hello, my name is _____ calling on behalf of the Pension Benefit Guaranty Corporation.

May I please speak with _____?

Hello, my name is _____ calling on behalf of the Pension Benefit Guaranty Corporation. We are conducting research as part of the American Customer Satisfaction Index. The purpose of this research is to help the Pension Benefit Guaranty Corporation improve its services to you and others like you. Your answers are voluntary, but your opinions are very important for this research. Your responses will be held completely confidential, and you will never be identified by name. This interview is authorized by Office of Management and Budget Control No. 1090-0007. This interview will take approximately 10 to 12 minutes. Is this a good time?

(If respondent inquires about the purpose or validity of the survey, please ask respondent to call the PBGC practitioner toll-free number at 1-800-736-2444 and select the premium option.)

Demo1. What types of interactions have you had recently with the Pension Benefit Guaranty Corporation?
(Read all choices. Select all that apply. Do not read parenthetical information unless respondent needs help.)

1. Filing and/or paying a PBGC premium
2. Other premium-related action, such as asking an e-filing or premium-related clarifying question
3. Addressing post-premium filing matters, such as requesting a refund, waiver of penalty, or clarification of your statement of account
4. Requesting a coverage determination
5. Filing a standard termination notice with PBGC, or other related action **(for example, ask a clarifying question, post-distribution certification, missing participants forms)**
6. Responding to a standard termination audit
7. Asking a legal question
8. Asking an actuarial question
9. Other **(Please specify):** _____

Demo 2. Which of the following categories describe you best?

1. Actuary
2. Attorney
3. Third-party administrator (TPA)
4. Consultant or accountant
5. Plan administrator or sponsor
6. Representative of plan administrator or sponsor
7. Other **(Please specify):** _____

Demo3. **(Ask only if Demo1 includes “filing a premium” as a response)**

Was your most recent premium filing the first time you *personally* had made a premium filing with PBGC?

1. Yes
2. No
3. Not Sure

(If clarification is needed, indicate that we are asking about the individual’s experience, not whether the company had previously filed.)

Premium Filing and Premium Refunds – **ONLY ASK QUESTIONS Premium 1.1 through 3 TO ALL WHO ANSWERED DEMO1 =1 Filing a premium with PBGC**

Please think about your experience with the Pension Benefit Guaranty Corporation when you last made a premium filing. Using a 10-point scale on which “1” means “Poor” and “10” means “Excellent,” how would you rate...

- Premium 1.1. The ease of making your premium filing
 Premium 1.2. The clarity of the premium payment instructions
 Premium 1.3. The helpfulness of the premium payment instructions
 Premium 1.4. If you requested a premium refund, the timeliness of getting the refund

(If respondent rates question Premium 1.2 and/or 1.3 “6” or lower, ask Premium 2.1)

Premium 2.1. What is the most important thing PBGC can do to improve the premium payment instructions?

(If respondent rates question Premium 1.1 “6” or lower, ask Premium 2.2)

Premium 2.2. What is the most important thing PBGC can do to make premium filing easier?

Premium 3. **What comments, if any, do you have about e-filing? (Multiple responses allowed; Interviewer: do not read list; listen and categorize response)**

1. Don’t know how to file online
2. Uncertainty or confusion about whether the transaction went through
3. Prefer paper
4. Difficulty coordinating e-filing with others
5. Too much effort/too difficult
6. It will take some getting used to
7. Like e-filing
8. Think e-filing will save time
9. Think it’s a good idea
10. Other: _____
11. No comments about e-filing

Standard Termination Filings – **ONLY ASK QUESTIONS Standard1.1, 1.2, 1.3 TO ALL WHO ANSWERED DEMO1 =5 Filing a standard termination notice with PBGC, or other related action (e.g., ask a clarifying question, post-distribution certification, missing participants forms)**

Please think about your experience in filing a standard termination with PBGC. Using a 10-point scale on which “1” means “Poor” and “10” means “Excellent,” how would you rate...

- Standard 1.1. The ease of making your standard termination filing
 Standard 1.2. The clarity of the standard termination instructions
 Standard 1.3. The helpfulness of the standard termination instructions

Written Communication

Written1. What was the most recent piece of written communication you remember receiving from PBGC?-

(Do not read unless respondent doesn't remember or needs help.)

1. Premium invoice (statement of account, bill)
2. Past-due filing notice
3. Response to request for premium refund
4. Response to request for penalty waiver/reconsideration
5. Notice of premium filing error
6. Standard termination filing acknowledgment letter
7. Standard termination filing reminder letter
8. What's New or filing reminder e-mail
9. Acknowledgment of something you submitted
10. Other: _____
11. None **(Skip to Customer 1)**

Please think about this written communication you have received from PBGC. Using a 10-point scale on which "1" means "Poor" and "10" means "Excellent," how would you rate...-

- Written 2.1. The timeliness of receiving PBGC's written communication
 Written 2.2. The clarity of PBGC's written communication
 Written 2.3. The helpfulness of PBGC's written communication

Customer Care

Customer 1. Have you spoken or corresponded with a PBGC representative recently (in the past 6 months)?

1. Yes
2. No (If no, skip to Sat 1.1)
1. Don't Know

Customer 2. What was the general topic of your recent interaction with a PBGC representative?

(Do not read unless respondent doesn't remember or needs help.)

1. Actuarial question
2. Legal question
3. Premiums or premium filing
4. Coverage
5. Standard termination
6. Other: _____

Consider your most recent interaction with the Pension Benefit Guaranty Corporation. Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," how would you rate...?

- Customer 3.1. The ease of reaching the appropriate person
 Customer 3.2. The respect shown by the PBGC staff
 Customer 3.3. The knowledge demonstrated by the PBGC staff
 Customer 3.4. The follow-up provided by the PBGC staff

ACSI Benchmark Questions

Sat1.1 Using a 10-point scale on which "1" means "Very Dissatisfied" and "10" means "Very Satisfied," how satisfied are you with the services provided by the Pension Benefit Guaranty Corporation?

(If respondent rates question Sat1.1 "6" or lower, ask SAT1.2)

Sat1.2. What one thing most influenced your rating of Satisfaction?

Sat2 Using a 10-point scale on which "1" now means "Falls short of your expectations" and "10" means "exceeds your expectations," to what extent have the services provided by the Pension Benefit Guaranty Corporation fallen short of or exceeded your expectations?

Sat3.1 Forget for a moment your experience with the Pension Benefit Guaranty Corporation. Now, imagine what an ideal institution managing a pension guaranty program would be like. **(Interviewer: Pause momentarily.)** How well do you think the Pension Benefit Guaranty Corporation compares with that ideal institution you just imagined? Please use a 10-point scale on which "1" means "not at all close to the ideal," and "10" means "very close to the ideal."

(If respondent rates question Sat2 and/or Sat3.1 "6" or lower, ask Sat3.2)

Sat3.2. "What could PBGC do differently?"

Policy and Legislation

Think about the policies and legislation that involve PBGC. Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," how would you rate...

Policy 1.1 The adequacy of guidance available to help you comply with policy and legislation

Policy 1.2 The long-term viability of the pension insurance system

Policy 1.3 PBGC's long-term financial outlook

Policy 1.4 How much do you feel policies and legislation influence your satisfaction with service from the Pension Benefit Guaranty Corporation? Please use a 10-point scale where "1" means, "Not very much" and "10", means "Very much."

(If respondent rates any of the above questions (1.1, 1.2, 1.3) in Policy and Legislation "6" or lower, ask CONCERN1)

Concern1. "What is your main concern in the areas of Policy and Legislation?"

Outcome Measures

Outcome1. Have you formally contacted the Pension Benefit Guaranty Corporation to complain within the past 3 months?

Outcome2.1 How well or poorly was your most recent complaint handled? Please use a 10-point scale on which "1" means "handled very poorly" and "10" means "handled very well."

(If respondent scores question Outcome 2.1 "6" or lower, ask)

Outcome2.2 "What was the topic of your complaint?"

Outcome3. Using a 10-point scale, on which "1" means "not at all confident" and "10" means "very confident," how confident are you that the Pension Benefit Guaranty Corporation will do a good job the next time you interact with the agency?

(If respondent rates the above question "6" or lower, ask OUTCOME3a)

Outcome3a. "What is the main concern affecting your confidence in PBGC?"

Outcome4. How confident are you that the PBGC will do a good job in the future of insuring defined benefit pension plans and protecting workers' pensions? Please use a 10-point scale on which "1" means "not very confident" and "10" means "very confident."

OpenEnd1. Is there anything else you would like PBGC to know?

Thank you for your time. The Pension Benefit Guaranty Corporation appreciates your input and will use this feedback to better serve its customers. Have a nice day!