

Dear FECA Claimant:

We are conducting a Customer Satisfaction Survey and would like to know about your experience after you sustained an injury at work. We are particularly interested in getting your outlook on the effectiveness of the Office of Workers' Compensation Programs (OWCP) administration of the Federal Employees' Compensation Act program in assisting you in your recovery and return to work.

Your participation in this Customer Satisfaction Survey is crucial to OWCP in determining what changes need to be made to the program to improve the delivery and quality of services to injured workers to help them recover and return to work.

Your answers will be confidential and will have no impact upon your relationship with OWCP and its employees. (The results will be collected and analyzed by a third party.) The survey is available on the Internet at: <http://www.surveymonkey.com/s/285P9L3>.

We anticipate the Customer Satisfaction Survey will take you approximately 15 minutes to complete. The survey will be open for completion until Month, Day, Year [insert the date when the survey is requested].

If you do not have access to a computer to complete the survey, you can call 202-693-0040 to request a paper copy be sent to you for completion.

Please take a few minutes to provide your responses so that we can work on improving our services to injured workers in the future. We sincerely appreciate your time in completing this survey. Thank you for your assistance.

Douglas C. Fitzgerald  
Director, Division of Federal Employees' Compensation