

Dear Ombudsman Pilot Program Participant:

The Ombudsman Pilot Program was launched three (3) months ago; in an effort to ensure that this program is meeting the needs of those using the program, the US Patent and Trademark Office is conducting a customer survey. The goal of the Pilot Program is to provide those customers whose applications have stalled in the examination process assistance in having their issues addressed within 10 business days. Because you are a valued customer to the USPTO and have used this program, your opinions are very important to us and will be used to guide our future program plans.

The enclosed survey contains questions relating to your use of the Ombudsman Program and whether the assistance you received was timely and effective. The survey also provides space for any comments you have on ways to improve the program.

Your prompt response to the survey is greatly appreciated. Although participation in the survey is totally voluntary, we hope that you will use this opportunity to provide us with your valuable feedback. Your feedback will help us refine the pilot program and determine whether the pilot should be continued.

Be assured that all information remains confidential and will be analyzed by the USPTO to preserve anonymity. Only the results of the survey, in summary form, will be sent to those involved in managing the Ombudsman Program. The results of the survey will be posted on our web site.

The survey should take no more than ten minutes to complete. You may mail the self-addressed form or fax it to 571-573-xxxx.

If you have any questions about this survey, please contact Mindy Fleisher at 571-272-3365 or Mindy.Fleisher@uspto.gov.

Thank you in advance for your participation in this survey.