

## Open Season Survey

### Rate this Site

Your opinion is important to us. Please take the time to answer the questions below so that we know if we are meeting your needs. The information you provide is confidential and will be used only to evaluate this web site and the open season materials we send to you each year.

*You can email us at [retire@opm.gov](mailto:retire@opm.gov) or call us toll-free at 1-888-767-6738.*

#### **Were the instructions for using Open Season Online easy to understand?**

- Easy
- Somewhat Difficult
- Confusing
- No Comment

#### **How easy was it to navigate through Open Season Online?**

- Easy
- Somewhat Difficult
- Confusing
- No Comment

#### **Are the materials we send you in your open season package easy to understand?**

- Easy
- Somewhat Difficult
- Confusing
- No Comment

#### **Did you access [www.opm.gov/insure/health/brochures](http://www.opm.gov/insure/health/brochures) to view plan brochures online or use the Consumer Comparison tools?**

- No
- Yes, Plan Brochures
- Yes, Consumer Comparison tools
- Both

#### **Overall, what do you think of our web site?**

- Excellent
- Very Good
- Good
- Fair
- No Comment

**In the future, would you be interested in receiving e-mail notifications regarding OPM Open Season, such as address change confirmations and enrollment confirmation letters, in lieu of mail?**

- Yes
- No
- No Comment

**In the future, would you be interested in using a web chat feature that would allow you to speak to an OPM representative live?**

- Yes
- No
- No Comment

**Do you have any comments or suggestions for improving Open Season Online?**

Please do not use this section to make an enrollment change or to request additional open season information. We cannot respond to any requests made here.

This collection of information has been approved by OMB. To view the Privacy Act and Public Burden Statement press [here](#).

### **Privacy Act and Public Burden Statement**

We estimate that providing this information takes an average of 1 minute per response. Send comments regarding our estimate or any other aspect of this survey, including suggestions for reducing completion time, to the U.S. Office of Personnel Management, Retirement Employee Services Group, (3206-0236), Washington, DC 20415-3532. The OMB Number, 3206-0236, is currently valid. OPM may not collect this information, and you are not required to respond, unless this number is displayed.