

## **2009 DFAS Retiree-Annuitant Customer Satisfaction Survey**

**Public Burden Statement:**

We estimate this form takes an average of 15 minutes to complete including the time for getting the needed data and reviewing both the instructions and completed form. Send comments regarding our estimate or any other aspect of this form, including suggestions for reducing completion time, to the Office of Personnel Management (OPM), Assessment Services, Steve Burnkrant (3206-0236), Washington, DC 20415-7900. 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.

When answering the following questions, refer ONLY to your monthly retiree or annuitant pay.

1. I experienced a problem with my account during the past 12 months in the following areas: (Mark all that apply.)
  - Annuity pay
  - An allotment
  - Cost of living increases
  - State taxes
  - I have not experienced a problem
  - Other (specify) \_\_\_\_\_
  
2. I know how to use myPay (formerly EMSS) on the internet.
  - Strongly disagree
  - Disagree
  - Neither disagree nor agree
  - Agree
  - Strongly agree
  - I have not used the myPay system

#### Access

3. During the last 12 months, how many times did you contact DFAS Pay Services (telephone, letter, internet, etc.)?
  - Not at all
  - Once
  - Twice
  - Three times
  - Four or more times
  
4. What difficulties, if any, have you experienced in trying to find someone in DFAS Pay to assist you? (Mark ALL that apply.)
  - Not applicable; I have not contacted DFAS in the past 12 months
  - No difficulties
  - Automated phone service proved difficult to use
  - Telephone rang without answer or stayed busy
  - Telephone messages were not returned
  - Telephone calls were transferred multiple times
  - Telephone was left on hold
  - No response to e-mail messages
  - E-mail was forwarded multiple times
  - Letters were not answered
  - Other





statement as necessary						
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**Overall Satisfaction**

38. Overall, how satisfied or dissatisfied are you with the services you received from DFAS Pay?
- Very Dissatisfied
  - Dissatisfied
  - Neither Dissatisfied nor Satisfied
  - Satisfied
  - Very Satisfied
39. If you had a choice of service providers, would you use DFAS Pay services again?
- Yes
  - No
  - Not Sure
40. Please consider all your experiences to date with DFAS Pay. Using the 10-point scale below, indicate how satisfied you are with DFAS Pay products and services.
- 1 Very Dissatisfied
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10 Very Satisfied
41. Considering all of your expectations, do DFAS Pay products and services fall short of or exceed your expectations?
- 1 Falls Short of Expectations
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10 Exceeds Expectations



42. Imagine an ideal organization providing retirement (annuity) benefits. How well would DFAS Pay compare with that ideal organization?

- 1 Not Close to Ideal
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Very Close to Ideal

43. Use the following space to describe what DFAS Pay is doing well.

44. Use the following space to describe what you would like to see DFAS Pay change.

### Background Information

This information is needed to help us with the statistical analysis for this survey. All of your responses are strictly anonymous.

45. What branch of the service were you and/or your spouse in?

- |                                     |                                     |
|-------------------------------------|-------------------------------------|
| I was in:                           | My spouse was in:                   |
| <input type="radio"/> Army          | <input type="radio"/> Army          |
| <input type="radio"/> Navy          | <input type="radio"/> Navy          |
| <input type="radio"/> Air Force     | <input type="radio"/> Air Force     |
| <input type="radio"/> Marine Corps  | <input type="radio"/> Marine Corps  |
| <input type="radio"/> Did not serve | <input type="radio"/> Did not serve |

46. What was your and/or your spouse's final pay status at the time of retirement from the military?

- |  |  |
|--|--|
| <u>My final pay status:</u>                    | <u>My spouses final status:</u>                |
| <input type="radio"/> Enlisted                 | <input type="radio"/> Enlisted                 |
| <input type="radio"/> Warrant Officer          | <input type="radio"/> Warrant Officer          |
| <input type="radio"/> Commissioned Officer     | <input type="radio"/> Commissioned Officer     |
| <input type="radio"/> Not military/Not retired | <input type="radio"/> Not military/Not retired |

47. How many years have you received retirement/annuity pay from the military  
(indicate total number of years)?

- Less than 1 year
- 1 to 5 years
- 6 to 10 years
- 11 to 15 years
- 16 to 20 years
- More than 20 years

48. What is your age?

- Under 40 years
- 40 to 55 years
- 56 to 65 years
- 66 to 75 years
- Over 75 years