

**2010 DFAS Retired and Annuitant Pay  
Customer Satisfaction Survey**

**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
  - Retired Pay
  - Reporting a Death
  - Survivors Benefit Plan (SBP)
  - Former Spouse
  - I have not experienced a problem
  - Other: \_\_\_\_\_
  
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 past 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







statement as necessary						
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<u>months</u> from the DFAS Pay personnel?						
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**Please indicate your level of satisfaction:**

**OVERALL SATISFACTION**

37. 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

38. If you had a choice of service providers, would you use DFAS Pay services again?

- Yes
- No
- Not Sure

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

40. 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.

41. 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 |
42. What was your and/or your spouse's final pay status at the time of retirement from the military?
- |  |  |
|--|--|
| My final pay status:                           | My spouse's final pay status:                  |
| <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 |
43. 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
44. What is your age?
- Under 40 years
  - 40 to 55 years
  - 56 to 65 years
  - 66 to 75 years
  - Over 75 years