

**COMMUNICATIONS FOR ANNUAL PROGRAM COMMENT CARD**

**E-mail Message Texts for Annual Customer Satisfaction Comment Card:**

*Introductory Message (Same for Success and Non-Success)*

[NAME],

As part of our effort to improve customer satisfaction as well as gauge the benefits of our program, the U.S. Department of Commerce's Trade Agreements Compliance Program would like your assistance in completing a questionnaire on your experience with the agency over the past year.

Within the next day, you will be receiving an email containing a link to a Comment Card that will give you an opportunity to provide general feedback to help us better serve you and our other clients in the future. We estimate that the Comment Card will take less than 10 minutes to complete.

Your response to this Comment Card is very important to us. We will use what you and other clients tell us:

- To enhance our efforts to reach out to U.S. businesses to help them overcome foreign trade barriers,
- To strengthen the Trade Agreements Compliance Program to better respond to the needs of clients like you, and
- To measure the effects of our program on U.S. exporters and investors.

If you would like to discuss any of your comments further, or if you have encountered other foreign trade barriers, please give us a call at (202) 482-0357.

Thank you for your participation,

Customer Relations Management Unit  
U.S. DOC, International Trade Administration

If you have a question about the validity of the Comment Card or any comments for the ITA Trade Agreements Compliance Program, please send an e-mail to [TradeBarrierFeedback@trade.gov](mailto:TradeBarrierFeedback@trade.gov).

Please add [TradeBarrierFeedback@trade.gov](mailto:TradeBarrierFeedback@trade.gov) to your address book. If you don't receive an email with the Comment Card link, it may have mistakenly ended up in your SPAM folder, so please open it from there.

Please visit <http://tcc.export.gov> if you have any questions about trade barriers or what the U.S. Government can do for you to help overcome foreign government trade barriers.

Message containing e-mail link

[NAME],

As part of our effort to improve customer satisfaction as well as gauge the benefits of our program, the U.S. Department of Commerce's Trade Agreements Compliance Program would like your assistance in completing a questionnaire on your experience with the agency over the past year.

Yesterday, we sent you an e-mail asking you to participate in our Comment Card, which will allow us to help build our program to better serve our clients. Below is a link to your own personalized Comment Card; we ask that you take a few minutes to complete a short on-line Comment Card regarding your experiences with the program and the quality of service you received. It should take no more than 10 minutes, and will help us to better serve you and other clients in the future.

Please click below to leave feedback:

[URL]

We look forward to hearing from you. Thank you for your response.

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Follow-up message (to be sent 1 week after e-mail containing Comment Card link)

Thank you for providing feedback to the U.S. Department of Commerce's Trade Agreements Compliance Program. The responses we have received so far will help us to adapt our program to better respond to the needs of U.S. investors and exporters.

We recently wrote to you asking you to complete a short feedback Comment Card that would help us to improve our programs designed to assist U.S. exporters. If you have already completed the Comment Card, you may disregard this message; if you have not completed the Comment Card, then here is the link:

Please click below to leave feedback:

[URL]

Again, many thanks for your support. Every answer contributes to the decisions we will be making about how to improve our program.

Customer Relationship Management Unit  
U.S. DOC, International Trade Administration

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**Questions for Annual Customer Satisfaction Comment Cards:**

1. On a scale of 1 to 10, please rate the extent to which you agree (10) or disagree (1) with the following statements about the Trade Agreements Compliance (TAC) Program.
  - a. Commerce staff are responsive to my requests or issues.
  - b. Information or assistance provided by Commerce staff meets my needs.
  - c. Commerce staff have accurate knowledge of foreign markets.
  - d. Information provided by Commerce staff is targeted to my particular industry.
  - e. The TAC Program effectively resolves issues related to trade barriers.
2. What was the impact on your business of resolving your case(s), i.e., the removal or reduction of the trade barrier? (e.g., short term or long term sales, clients or markets? creation or retention of US jobs?)(*free text*)
3. Which discriminatory or restrictive foreign government trade issues does your organization need the most assistance with when exporting? (*select up to three options*)
  - a. Intellectual Property Protection and Piracy
  - b. Standards and Technical Regulations
  - c. Tariffs and Taxes
  - d. Certificates of Origin Requirements
  - e. Quotas and Import Licensing
  - f. Investment
  - g. Government Procurement
  - h. National and MFN (Most Favored Nation) Treatment
  - i. None
  - j. Other (*please specify*)
4. Would your organization benefit from periodically receiving outreach information from the Department of Commerce detailing its trade agreements compliance and market access resources and services? (*yes- go to question 5/no-go to question 6*)

5. How would your organization prefer to receive this information? *(select all that apply)*
  - a. E-mail
  - b. Phone
  - c. Webinars
  - d. On-line Communities *(web-based forum, social networking sites, etc.)*
  - e. Trade Shows and Conferences
  - f. In-country Consultations through Embassy Staff or Compliance Attachés
  - g. Other *(please specify)*
  
6. Is this your organization's first experience with us? *(yes- go to question 7/no-go to question 8)*
  
7. How did you learn of the TAC Program? *(select all that apply)*
  - a. Trade Compliance Center "Hotline" or Mail
  - b. StopFakes.org Site
  - c. Trade Show or Conference
  - d. Webinar
  - e. On-line Communities *(web-based forum, social networking sites, etc.)*
  - f. In-country Consultations through Embassy Staff or Compliance Attachés
  - g. Other *(please specify)*
  
8. Are there specific services or information types related to eliminating or reducing foreign government trade barriers, or ensuring foreign government compliance with trade agreements, that your organization would like the Department of Commerce to provide that it currently does not? *(free text)*
  
9. Please help us verify the following contact information. If the information below is incorrect, please make changes to help us ensure our records are accurate. *(data is piped in on client name, e-mail, company, and company location [city, state, Congressional district]; client can edit these fields to update information)*

This information collection contains requirements subject to the Paperwork Reduction Act (PRA). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to penalty for failure to comply with, a collection of information subject to the requirements of the PRA, unless that collection of information displays a currently valid OMB control number.