1. Voice section

Welcome! The Federal Black Lung Program is committed to improving our services. We would appreciate if you would answer a short survey and let us know how well we assisted you. This survey should take no more than 3 to 5 minutes to complete. The intent of the survey is to get your opinion of the quality of service you received from our staff. Please do not respond on the basis of your satisfaction with the outcome of a claim. All questions are multiple choice, and you may press the appropriate key at any time after hearing the question.

2. Multiple choice question

Which Black Lung Office did you most recently contact? Please press the appropriate key when you hear the name of the office you spoke to. Press 1 for Charleston. Press 2 for Columbus. Press 3 for Denver. Press 4 for Greensburg. Press 5 for Johnstown . Press 6 for Mount Sterling . Press 7 for Parkersburg. Press 8 for Pikesville. Press 9 for Wilkes-Barre. Press 0 for National Office. If you are not sure, also press 0

Pick choice:

1. Charleston
2. Columbus
3. Denver
4. Greensburg
5. Johnstown
6. Mount Sterling
7. Parkersburg
8. Pikesville
9. Wilkes-Barre
0. National Office

3. Multiple choice question

Were you satisfied with the time it took us to respond to you? Y Press 1 for Yes. Press 2 for No. Press 3 for Neutral or No opinion.

Pick choice:

1. Yes
2. No
3. Neutral or No opinion

4. Multiple choice question

Not counting weekends, how long did it take for us to return your call? Press 1 for Same day. Press 2 for Next day. Press 3 for Three days. Press 4 for Four days. Press 5 for Five or more days.

Pick choice:

1. Same day
2. Next day
3. Three days
4. Four days
5. Five or more days

5. Multiple choice question

Was the individual who assisted you courteous and professional? Press 1 for Yes. Press 2 for No. Press 3 for Neutral or no opinion.

Pick choice:

1. Yes
2. No
3. Neutral or no opinion

6. Multiple choice question

Was the individual who assisted you knowledgeable about the subject matter? Press 1 for Yes. Press 2 for No. Press 3 for Neutral or no opinion.

Pick choice:

1. Yes
2. No
3. Neutral - no opinion

7. Multiple choice question

Did we answer your question or take care of the problem you called about? Press 1 for Yes. Press 2 for No. Press 3 for Neutral or no opinion.

Pick choice:

1. Yes
2. No
3. Neutral or no opinion

8. Multiple choice question

If the service provided did not answer your questions, were you given a date when you could expect an answer? Press 1 for Yes. Press 2 for No. Press 3 for Neutral or no opinion.

Pick choice:

1. Yes
2. No
3. Neutral or no opinion

9. Multiple choice question

After talking to us, did you know what else you needed to do, if anything? Press 1 for Yes. Press 2 for No. Press 3 for Neutral or no opinion.

Pick choice:

1. Yes
2. No
3. Neutral or no opinion

10. Multiple choice question

Did we clearly explain any potential problems, such as delays in processing? Press 1 for Yes. Press 2 for No. Press 3 for Neutral or no opinion.

Pick choice:

1. Yes
2. No
3. Neutral - no opinion

11. Multiple choice question

In general, how satisfied were you with the service you received? Press 1 for Very satisfied. Press 2 for Somewhat satisfied. Press 3 for no openion. Press 4 for somewhat dissatisfied. Press 5 for Very unsatisfied.

Pick choice:

1. Very satisfied
2. Somewhat satisfied
3. no opinion
4. somewhat dissatisfied
5. Very unsatisfied

12. Multiple choice question

Regardless of the status or outcome of your claim, did the staff member respond to all of your questions? Press 1 for Yes. Press 2 for No. Press 3 for Neutral.

Pick choice:

1. Yes
2. No

3. Neutral

13. Voice section

Thank you very much for your help in making the Black Lung Program serve you better. Have a nice day.

Branching:

• After this, hang up.