Model Instance Name:

PBGC - Customer Satisfaction v2

MID: IUx1IFIhgp5YEpxx5JIVIw==

Date: 4/19/2013



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

The U.S. Pension Benefit Guaranty Corporation has three overarching goals to:

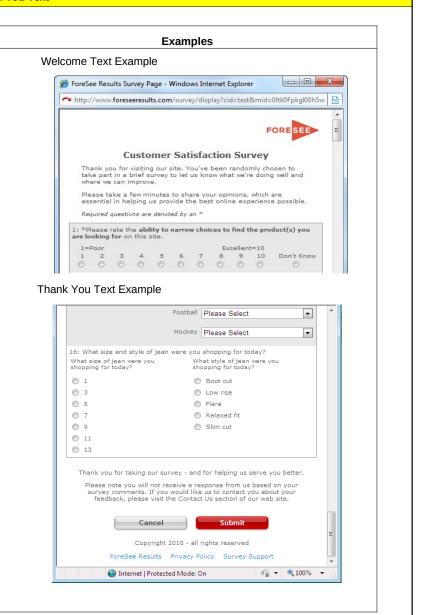
- Preserve plans and protect pensioners,
- Pay pension benefits on time and accurately, and
- Maintain high standards of stewardship and accountability.

We want your feedback to help us determine how we are meeting our goals as an agency.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Pursuant to 29 U.S.C. § 1302(b)(4), PBGC is authorized to collect the following personally identifiable information: name, telephone, number, and email address. PBGC is collecting this information for the sole purpose of contacting you to follow up on your responses to the survey questions, as you are requesting. This information will be used by PBGC personnel. Furnishing this information is voluntary and will not impact other business you may have with PBGC. The data will be maintained on our secure server.



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Partitioned (Y/N)? NO

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	Model que	stion	s utilize the .	ACSI methodology to determine scores and impact	s		
MQ Label	ELEMENTS (drivers of satisfaction)		MQ Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
,	Agency Information (1=Poor, 10=Excellent, Don't Know)			Satisfaction			Goal Accomplishment Index (1=Strongly Disagree, 10=Strongly Agree)
Agency Information -	Thinking about the agency as a whole, please rate your perception of the thoroughness of the information that the PBGC	6	Satisfaction - Overall	What is your overall satisfaction with the PBGC agency? (1=Very Dissatisfied, 10=Very Satisfied)	9	Goal Accomplish	Please indicate how much you agree or disagree with the following statements.
Thoroughness	provides.					ment - Mission	The PBGC carries out its mission to protect pensions.
Agency Information -	Please rate how understandable you find the information that the PBGC provides.	7		How well does the PBGC meet your expectations ? (1=Falls Short, 10=Exceeds)	10	Goal	The PBGC shows that it takes responsibility for preserving pension plans.
Understandable	F DGC provides.		Expediations	(1-rails Short, 10-LACCECUS)		ment - Responsibilit	į ·
						у	
Agency Information -	Please rate how well the agency's information provides answers to your questions.	8		How does the PBGC compare to your idea of an ideal federal agency?	11	Goal Accomplish	The PBGC efficiently preserves pension plans.
Answers	,,,,,			(1=Not Very Close, 10=Very Close)		ment - Preserve	
	Agency Services (1=Poor, 10=Excellent, Don't Know)				12	Goal	The PBGC protects pensioners effectively.
						Accomplish ment -	
Agency Services	Thinking about the agency's services as a whole, please rate the					Protect	
Provision	extent to which the PBGC provides needed services.						Trust (1=Strongly Disagree, 10=Strongly Agree)
	Please rate your perception of the range of services offered by the				13	Trust - Best	I can count on this agency to act in my best interests.
Range	PBGC.					Interests	
					14	Trust - Trustworthy	I consider this agency to be trustworthy .
					15	Trust - Do Right	This agency can be trusted to do what is right.
							Future Participation (1=Very Unlikely, 10=Very Likely)
					16	Future Participation	How likely are you to express your thoughts or ideas to this agency in the next 90 days?
							Brand Confidence (1=Not At All Confident, 10=Very
		_			17	Brand	Confident) How confident are you that your future interactions with the
					1,		PBGC will meet your needs?

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red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION

blue + -->: REWORDING

PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIST											
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Instructions	CQ Label		
имW1759		Which best describes you?	Moder		Radio button, one-up vertical	S	Y	Skip Logic Group	Best Describe		
			Worker Retiree Disabled Worker or Retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney Practitioner or pension professional Media or press representative Congressional or regulatory researcher		vertical						
			Trade association or business organization Job seeker	1							
			Student								
11.01.41.700		Other hard-describes are	Other (please specify)	Α	Total control of the Control				0.1 0 .		
MW1760	Α	Other - best describes you:			Text area, no char limit	S	N		Other Best Describes		
/MW1761		What is your primary interest in PBGC?	To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To better understand the extent to which my benefits (pension, health care, etc.) are insured		Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Interes		
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.) To learn more about the Annual Funding Notice I received								
			To check or update my personal information To get an estimate of my benefit								
			To file a premium To submit a standard termination	-							
			To submit a distress termination	1							
			To submit a reportable event								
			To obtain interest rates To look for a job	1							
			To learn more about PBGC's mission to protect pensions								
CQinh0016664	Α	Please specify your primary interest in PBGC.	Other (please specify)	A	Text area, no char limit	S	N	Skip Logic Group	OE_Primary		
MW1762		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs		
CQinh0014010		Would you like PBGC to contact you regarding your response?	Yes	Α	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact		
CQinh0014011	Α	Please provide the following information, and a PBGC	No		Text field, <100 char	S	N		Name		
		representative will contact you. Name: (First/Last Name)									
CQinh0014012	Α	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N		Email		
CQinh0014013	Α	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N		Telephone		
CQinh0014014	А	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday	-	Drop down, select one	S	N		Best Day to Reach		
CQinh0014015	A	Best time to be reached:	9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 12 - 1 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N		Best hour to Reach		

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PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIST Skip Logic Label Answer Choices (limited to 50 characters) Single or Required Y/N Special Instructions QID **Question Text** Skip to Type (select from list) CQ Label