U.S. Department of State

OFM Customer Service Survey

OMB No: 1405-0193

Expiration Date: 5/31/2014

Estimated Burden: 3 minutes

You recently visited OFM via e-Gov, walk-in or by phone and we want to be sure you are satisfied with the outcome. We have a brief questionnaire about your visit to find out about your level of satisfaction and what we might do to improve. Please help us by completing this short survey. Your feedback will be used to improve our service. Your responses will remain anonymous, unless otherwise indicated by you below.

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable (N/A)
The customer service representative was courteous and professional.	1	2	3	4	5	N/A

Question	Less Than 1 Hour	1 Day	2 Days	3-5 Days	Greater Than 5 Days	Not Resolved
How long did it take to satisfy the request or resolve the issue reported?	1	2	3	4	5	N/R

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable (N/A)
I am satisfied with the time it took to resolve the request/issue reported.	1	2	3	4	5	N/A
I am satisfied with the representative's understanding of the issue I reported.	1	2	3	4	5	N/A
I am satisfied with the overall service I received.	1	2	3	4	5	N/A

Please note whether you may be Contacted.		
Would you like to be contacted regarding the service you received?	***Yes***	**No**
May we contact you regarding the service you received?	***Yes***	**No**

Your contact information (optional)
Name:
Email Address:
Phone Number:

Comments or Suggestions.
Please tell us one thing OFM could do to improve our service or provide any other comment you would like to share with us.

Thank you for completing this survey!

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