

Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 3048-0036)

TITLE OF INFORMATION COLLECTION: 2011 Export-Import Bank Customer Survey

PURPOSE: In accordance with Executive Order 12862 (Setting Customer Service Standards) the US Export Import Bank is required to develop a Customer Service Plan (the "Plan") in consultation with the Office of Management and Budget. The proposed survey will help validate customer expectations and priorities to be addressed in the Plan. Second, the survey solicits customer feedback on our performance and areas of improvement.

DESCRIPTION OF RESPONDENTS:

We will invite a representative sample of existing and prior customers to participate in the survey. Customers will typically consist of both privately-owned and public companies that export US goods and services and utilize/have utilized Ex-Im Bank services. We envision approaching 600 customers with a maximum 75 % response rate.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Mark Thorum

Mark Thorum, Senior Inspector, OIG Ex-Im Bank

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If Applicable, has a System or Records Notice been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS for the Public

Category of Respondent	No. of Respondents	Participation Time	Burden
Customer	400	15 minutes	100 hours
Totals			100 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$6000

Review time per response 15 minutes; 6000 minutes or 100 hours.

Average Hourly Wage \$40; \$4,000 in total.

Benefits & Overhead Costs: \$2,000

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)?

If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

We will make a random selection of 600 prior and existing exporting customers. We anticipate a 75% response rate.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

- Web-based or other forms of Social Media
- Telephone
- In-person
- Mail
- Other: E-mail surveys.

2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.