

## Insurance Website Customer Satisfaction Survey

### Public Burden Statement

We estimate this feedback survey will take an average of 1 minute to complete, 3 minutes if additional comments are included. Send comments regarding our time estimate or any other aspect of this form, including suggestions for reducing completion time, to the Office of Personnel Management, Program Planning and Evaluation Group, Angelo Cueto, (3206-0236), 1900 E. Street N.W., Washington, DC. 20415-7900. The OMB number 3206-0236 is currently valid. OPM may not collect this information, and you are not required to respond, unless this number is displayed.

**Please take a minute to answer these questions about the Federal Benefits website.  
We appreciate your feedback.**

1. The information on the website is clearly written and easy to understand.  
Very dissatisfied  
Dissatisfied  
Neither dissatisfied nor satisfied  
Satisfied  
Very satisfied
2. The information on the website met my needs to make health insurance decisions.  
Very dissatisfied  
Dissatisfied  
Neither dissatisfied nor satisfied  
Satisfied  
Very satisfied
3. The layout of the website is well-organized and clear.  
Very dissatisfied  
Dissatisfied  
Neither dissatisfied nor satisfied  
Satisfied  
Very satisfied
4. Overall, how satisfied are you with the website?  
Very dissatisfied  
Dissatisfied  
Neither dissatisfied nor satisfied  
Satisfied  
Very satisfied
5. Are you:  
A Federal employee  
A Federal retiree / annuitant  
Other
6. Please add any additional comments or suggestions.