

Pension Benefit Guaranty Corporation (PBGC) Participant Caller Customer Satisfaction Survey 2014

(Items in **BOLD** are interviewer instructions, and are not intended to be read to the client)
(Items marked *for example* should only be read if respondent needs clarification)

Introduction (Do not read)

INTRO1. Hello, my name is _____. I am calling from ASVA on behalf of the Pension Benefit Guaranty Corporation. May I please speak with _____?

- 1 Yes > **(Continue to INTRO2)**
- 2 Person not available > **(Schedule a callback)**
- 3 No such person > "Thank you and have a nice day!"
- 99 Refusal/Hung Up > "Thank you and have a nice day!"

(Programmer instructions: Read when the person named in INTRO1 comes to the phone)

INTRO2. Hello, my name is _____ from ASVA calling on behalf of the Pension Benefit Guaranty Corporation. We are conducting a survey as part of the American Customer Satisfaction Index to determine how well PBGC is serving its customers. The Pension Benefit Guaranty Corporation will use this feedback to improve its services to you and others like you. Your answers are voluntary, but your opinions are very important. We will not ask any questions about confidential information. If at any time you do not feel comfortable answering a question, please say so. Your responses will be anonymous, and you will never be identified by name unless you request that someone from PBGC contact you about your response. This interview is authorized by Office of Management and Budget Control No. 1090-0007 which expires on March 31, 2015. This interview will take approximately 10 minutes. Is this a good time?

- 1 Yes **(Continue)**
- 2 No "Can we schedule a time that is more convenient for you?"

(If respondent inquires about the purpose or validity of the survey, please refer to the PBGC Customer Contact Center 1-800-400-PBGC (7242))

Screening Question (Do not read)

Q1. Have you contacted the Pension Benefit Guaranty Corporation by phone in the past 3 months?

- 1 Yes **(CONTINUE TO Q2)**
- 2 No **(TERMINATE-** "I am sorry but you will not be eligible for this survey at this time. Thank you for your time and have a nice day/evening!")
- 98 Don't Know **(Don't read) (TERMINATE)**
- 99 Refusal/Hung up **(TERMINATE)**

Q2. What was the MAIN purpose of your most recent contact to the Pension Benefit Guaranty Corporation? **(Interviewer: Read list and record response)**

- 1 To request a benefit estimate
- 2 To update your personal information *(for example, change of address, electronic direct deposit change, tax withholding change, seek clarification on correspondence received, request a form)*
- 3 To apply for benefits
- 4 To follow up because you did not get a call back
- 5 To register a complaint
- 6 To inquire about your pension check or automatic deposit
- 7 To request information
- 8 Other (Please specify)
- 98 Don't know **(Don't read)**

Q3. When you contacted the Pension Benefit Guaranty Corporation, you would have been in one of four categories. Which of the following categories were you in? **(Interviewer: Read list and record response)**

- 1 Currently receiving benefits from the Pension Benefit Guaranty Corporation
- 2 Not currently receiving benefits from the Pension Benefit Guaranty Corporation, but planning on retiring and expecting to receive a benefit within 3 months
- 3 Not receiving benefits from the Pension Benefit Guaranty Corporation, but expecting to receive a benefit in the future
- 4 Not eligible to receive benefits from the Pension Benefit Guaranty Corporation
- 98 Don't know **(Don't read)**

Customer Care (Do not read)

Consider your most recent contact with the Pension Benefit Guaranty Corporation. Using a 10-point scale, in which "1" means "poor" and "10" means "excellent," how would you rate...

Q4. The ease of reaching the appropriate person

[RECORD RATING 1-10]
98 Don't Know (Don't read)

Q5. The time it took to reach the appropriate person

[RECORD RATING 1-10]
98 Don't Know (Don't read)

Q6. The respect shown by the PBGC staff

[RECORD RATING 1-10]
98 Don't Know (Don't read)

Q7. PBGC staff's knowledge of the issue you called about

[RECORD RATING 1-10]
98 Don't Know (Don't read)

Automated Phone System (Do not read)

Q8. In the last 3 months, have you called PBGC and used your touchtone keypad to navigate the choices on the automated phone system?

- 1 Yes
- 2 No **(SKIP TO Q13)**
- 98 Don't Remember (Don't read) **(SKIP TO Q13)**

Using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” or “N/A” means “not applicable” how would you rate the...

Q9. Ease of navigating through the menu options

[RECORD RATING 1-10]
98 Don't Know (**Don't read**)

Q10. Length of time it took to reach a representative if you pushed zero

[RECORD RATING 1-10]
98 Don't Know (**Don't read**)

Q11. The ability to accomplish what you wanted to with the automated phone system

[RECORD RATING 1-10]
98 Don't Know (**Don't read**)

Q12. Based on your experience with other automated phone systems, what would you like to accomplish through PBGC's automated phone system that you haven't been able to? (**Record verbatim**)

Concern Resolution (Do not read)

Consider your most recent contact with the Pension Benefit Guaranty Corporation. Still using the same scale, in which “1” means “poor” and “10” means “excellent,” how would you rate the Pension Benefit Guaranty Corporation on ...

Q13. Providing you with what you needed to resolve your concern or issue

[RECORD RATING 1-10]
98 Don't Know (**Don't read**)

Q14. Timeliness of resolving your concern or issue

[RECORD RATING 1-10]
98 Don't Know (**Don't read**)

Q15. Completeness of the resolution

[RECORD RATING 1-10]
98 Don't Know (**Don't read**)

Q16. Was follow-up required by the PBGC staff?

1 Yes (**CONTINUE TO Q16a**)
2 No (**SKIP to Q17**)
98 Don't Remember (**Don't read**)

16a. Did PBGC communicate a timeframe for resolution?

1 Yes
2 No
98 Don't Remember (**Don't read**)

17. Did PBGC meet your expectations?

1 Yes
2 No
3 Somewhat or in part

Requests for Benefit Estimates (Do not read)

Q18. In the past 3 months, have you asked PBGC for estimate of your benefit amount?

- 1 Yes (**CONTINUE TO 19**)
- 2 No (**SKIP TO Q24**)
- 98 Don't know (**Don't read**) (**SKIP TO Q24**)

Q19. Have you received the estimate you requested?

- 1 Yes (**CONTINUE TO 20**)
- 2 No (**SKIP TO Q24**)
- 98 Don't know (**Don't read**) (**SKIP TO Q24**)

Consider the benefit estimate you requested from the Pension Benefit Guaranty Corporation. Using a 10-point scale, in which "1" means "poor" and "10" means "excellent," how would you rate...

Q20. The timeliness of receiving your benefit estimate

- [RECORD RATING 1-10]
- 98 Don't Know (**Don't read**)

Q21. The ease of understanding your benefit estimate

- [RECORD RATING 1-10]
- 98 Don't Know (**Don't read**)

Q22. Did your benefit estimate provide the information you needed?

- 1 Yes (**SKIP TO Q24**)
- 2 No (**GO TO Q23**)
- 98 Don't Know (**Don't read**) (**SKIP TO Q24**)

Q23. What other information did you need? (**Record verbatim**)

Written Communication (Do not read)

Q24. What was the most recent written communication you remember receiving from PBGC?-

(Do not read list unless respondent doesn't remember or needs help.)

- 1 Acknowledgment of documents submitted
- 2 Benefit determination letter
- 3 Benefit estimate
- 4 Confirmation of change of personal information
- 5 Forms or applications
- 6 Notice of plan trusteeship (contains DVD)
- 7 PBGC newsletter
- 8 Pension check
- 9 Other: _____
- 10 Don't remember (**Skip to Q29**)
- 11 None (**Skip to Q29**)

Please think about the written communication you have received from PBGC. Using a 10-point scale, in which "1" means "poor" and "10" means "excellent," how would you rate...?

- Q25. The timeliness of the correspondence you received from PBGC
 [RECORD RATING 1-10]
 98 Don't Know **(Don't read)**
- Q26. The clarity of the information provided
 [RECORD RATING 1-10]
 98 Don't Know **(Don't read)**
- Q27. The usefulness of the PBGC correspondence
 [RECORD RATING 1-10]
 98 Don't Know **(Don't read)**
- Q28. Would you say you receive PBGC written communication... **(Interviewer: Read list and record one answer)**
- 1 Too often
 - 2 As often as needed
 - 3 Not often enough?
 - 98 Don't know **(Don't read)**
- Q29. Have you visited PBGC's website, PBGC.gov, in the last six months? **(If yes, skip to Q31)**
- Q30. What could PBGC do to interest you in visiting the website? **(Do not read list.)**
- 1 Nothing; don't have Internet/don't like computers **(skip to Q32)**
 - 2 Nothing; prefer to call **(skip to Q32)**
 - 3 Nothing; have no need **(skip to Q32)**
 - 4 Other: _____ **(probe for specifics; ask Q31 if appropriate, depending on response)**
 - 5 Don't know **(skip to Q32)**
- Q31. PBGC wants to better address your needs by improving the information on its website. What information can PBGC add to improve its website?
- 1 Benefit estimate/benefit amount/how much will I get? **(Do not read)**
 - 2 Other **(Record verbatim)**

ACSI Benchmark Questions (Do not read)

- Q32. Using a 10-point scale on which "1" means "Very Dissatisfied" and "10" means "Very Satisfied," how satisfied are you with the services provided by the Pension Benefit Guaranty Corporation?
- Q33. Using a 10-point scale on which "1" now means "Falls Short of your Expectations" and "10" means "Exceeds your Expectations," to what extent have the services provided by the Pension Benefit Guaranty Corporation fallen short of or exceeded your expectations?
- Q34. Forget for a moment your experience with the Pension Benefit Guaranty Corporation. Now, imagine what an ideal institution distributing pension benefits would be like. **(Interviewer: Pause momentarily.)** How well do you think the Pension Benefit Guaranty Corporation compares with that ideal institution you just imagined? Please use a 10-point scale on which "1" means "Not very close to the ideal," and "10" means "Very close to the ideal."

Transition to PBGC (Do not read)

- Q35. Did your plan transition to PBGC during the past 2 years?
- 1 Yes (**CONTINUE TO Q36**)
 - 2 No (**SKIP to Q43**)
 - 98 Don't Know (**Don't read – SKIP to Q43**)

Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," how would you rate...

- Q36. The information provided by PBGC to help you understand the process.
- [RECORD RATING 1-10]
- 98 Don't Know (**Don't read**)

- Q37. Are you currently receiving benefits from your plan?
- 1 Yes (**CONTINUE TO Q38**)
 - 2 No (**SKIP to Q43**)

- Q38. Did PBGC tell you that your payments would continue?
- 1 Yes
 - 2 No
 - 98 Don't remember

- Q39. Did PBGC tell you what to expect as they processed your pension plan?
- 1 Yes
 - 2 No
 - 98 Don't remember

- Q40. Did PBGC tell you how they would process your pension plan?
- 1 Yes
 - 2 No
 - 98 Don't remember

- Q41. Did PBGC tell you how to apply for pension benefits when you are eligible?
- 1 Yes
 - 2 No
 - 98 Don't remember

- Q42. What else could PBGC do to improve your transition experience? (**Record verbatim**)

Outcome Measures (Do not read)

- Q43. Have you contacted the Pension Benefit Guaranty Corporation with a complaint within the past 3 months?
- 1 Yes
 - 2 No (**SKIP TO Q47**)
 - 98 Don't Know (**Don't read**) (**SKIP TO Q47**)

- Q44. How was your most recent complaint handled? Please use a 10-point scale on which "1" means "handled very poorly" and "10" means "handled very well".
- [RECORD RATING 1-10]
- 98 Don't Know (**Don't read**)

- Q45. How would you rate the responsiveness of the Pension Benefit Guaranty Corporation personnel to your complaint? Please use a 10-point scale on which "1" means "not very responsive" and "10" means "very responsive".

[RECORD RATING 1-10]
98 Don't Know (**Don't read**)

Q46. Using a 10-point scale, on which "1" means "not very confident" and "10" means "very confident," how confident are you that the Pension Benefit Guaranty Corporation will do a good job the next time you interact with the agency?

[RECORD RATING 1-10]
98 Don't Know (**Don't read**)
99 Refusal/Hung up

Q47. What other services or information would you like PBGC to provide?

(Record verbatim)

Add options: nothing, can't think of anything

Q48. Would you like PBGC to contact you regarding your response?

- 1 Yes [**ASK "Please provide the following information, and a PBGC representative will contact you."**]
- 2 No (**Thank participant for their time – End Call**)

Q49. How do you want PBGC to contact you?

(Read only if respondent expresses concern about leaving contact information)

*Note 1: 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.*

Name:

Telephone:

Email:

Best time to reach you:

Q50. What type of assistance would you like from PBGC (Limit to 100 characters):

Thank you for your time. The Pension Benefit Guaranty Corporation appreciates your input and will use this feedback to better serve its customers. Have a nice day!