



OMB #1405-0177
[Month]-[Day]-2012

Dear [Last Name] Household or Current Resident,

The Passport Services Directorate, U.S. Department of State would like to better serve the American public's need for passport services in the coming months and years.

To do this we are conducting interviews with Americans ages 18 and older.

Whether you/your household require passport services or not, your participation in this study can help our offices to improve customer service, allocate sufficient personnel; develop new products and plan for what citizens require of our office.

Your household was selected at random. In order for the results to be statistically representative, it is important a person who is knowledgeable about the travel habits of your household complete the interview.

Your participation, while voluntary, will be essential to the success of the study. This interview is estimated to take less than 10 minutes of your time and there are 2 easy ways for you to participate.

Please do one of the following before Month, XXXX, 2012:

- 1) Go to www.XXXXXXX.com to complete the interview online

Please enter the passcode XXXXXX to enter the online interview.

OR

- 2) Call this toll-free number to be interviewed by phone: 1-800-XXX-XXX

Please have your passcode (XXXXXX) available when you call.

We will reach out to you again if we don't hear from you.

Additional information on the study can be found in the Federal Register under the OMB control #1405-0177 at <https://www.federalregister.gov/>. If you have comments regarding the interview length or content, please email PassportStudy@state.gov.

Thank you in advance for your participation in this important study!

Barry Conway
[Signature]

Managing Director, Passport Support Operations, U.S. Department of State