

Outbound

FIELD FINAL

| | | | | |
|---------------------------------------|--|------------------------------------|---------------------------|--------|
| US DOL EBSA 2015 CE11 | | Export Date: 1/16/2015 12:02:31 PM | | |
| US Department of Labor | | | | |
| Project # 163469 | | Translations: YES | Verbatims: YES | |
| Practice: Customer | | QBank Id: 10073 | Field Date: January, 2015 | Quota: |
| Eldo Project: | | Study Code: | Group ID: | |
| US DEPARTMENT OF LABOR EBSA '15 Q | | i256 | dol70256 | |
| PA: TODD JENSEN | | CS: DAWN ROYAL | | |
| DESIGNER: TERI FISHER | | PROGRAMMER: MARK PETERSON | | |

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CASEID

QID:36526 I.D.#

CASEID(1-6)

FVALIFON

QID:1528 **AREA CODE AND TELEPHONE NUMBER:

FVALIFON(1161-1179)

CINTTIME

QID:963 **INTERVIEW TIME:

CINTTIME(1716-1721)

SA

QID:134507 DATE OF INTERVIEW:

SA(1931-1938)

SB

QID:134508 INQUIRY RECORD NUMBER (CONTROL_ID):
(Programmer: Code from fone file)

SB(60-74)

SC
QID:134509 BENEFIT ADVISOR NUMBER/ID (STAFF):
(Programmer: Code from fone file)

SC(195-204)

SD
QID:134510 DATE CLOSED (CLOSING_DATE):
(Programmer: Code from fone file)

SD(245-264)

SE
QID:45204 INQUIRER FIRST NAME (FIRST_NAME):
(Programmer: Code from fone file)

SE(75-109)

SF
QID:3213 INQUIRER LAST NAME (LAST_NAME):
(Programmer: Code from fone file)

SF(110-154)

SK
QID:47255 INQUIRER ZIP CODE (ZIP_CODE):
(Programmer: Code from fone file)

SK(175-184)

SL

QID:134511

CLOSURE ANALYSIS (CLOSURE_ANALYSIS):
(Programmer: Code from fone file)

(Programmer: Allow 5 entries)

- 01 Benefit Claim – Assistance (BCA)
- 02 Recovery (BVR)
- 03 Referral for Enforcement (BVE)
- 04 Secondary Lead (BVESL)
- 05 Referral as Abandoned Plan (BVADV)
- 06 Not Valid (BN)

of Responses: 5

SL(401-402)
SL_1(516-517)
SL_2(518-519)
SL_3(520-521)
SL_4(522-523)
SL_5(524-525)

SM

QID:134512

SUBJECT ENTRY CODE (SUBJECT):
(Programmer: Code from fone file)

(Programmer: Allow 5 entries)

- 001 NBI: Not Benefits Issue
- 002 NCP: Not Covered Pension
- 003 NCW: Not Covered Welfare
- 004 NTI: Not Title I Issue
- 005 PRE: Pre-ERISA
- 006 UNK: Unknown
- 007 GER: General EBSA Request
- 008 RD: Reporting & Disclosure
- 009 PDD: Disclosure Requirements
- 010 PDR: Reporting Requirements
- 011 JSQDRO: Joint & Survivor, QDRO
- 012 PJS: Joint and Survivor
- 013 PQD: Qualified Domestic Relations
Order
- 014 PF: Fiduciary
- 015 PFB: Bankruptcy
- 016 PFC: Participant Contributions
- 017 PFE: Employer Contributions
- 018 PFN: Abandoned Plan
- 019 PFA: Administrative Fees
- 020 PFF: Fund Investment Fees
- 021 PFI: Investment of Funds
- 022 PFD: Default Investments
- 023 PFT: Prohibited Transaction
- 024 PGA: Plan General Administration
- 025 PB: Pension Benefits
- 026 PBE: Benefit Eligibility
- 027 PBD: Benefit Distributions
- 028 PBC: Pension Benefits, Can't Locate
Plan
- 029 PBS: Pension Benefits, Social Security
Notice
- 030 WRD: Reporting & Disclosure
- 031 WDD: Disclosure Requirements
- 032 WDR: Reporting Requirements
- 033 WF: Fiduciary
- 034 WFA: Administrative Fees
- 035 WFB: Bankruptcy
- 036 WFI: Paid Premiums/Insurance
Cancelled
- 037 WFS: Self-Insured, No Funds

- 038 WGA: Plan General Administration
- 039 WWB: Welfare Benefits
- 040 WBE: Benefit Eligibility/Participating
- 041 WBP: Benefit Payments
- 042 WRC: Retiree Health
- 043 WCOBRA: COBRA
- 044 WCE: COBRA Eligibility
- 045 WCU: COBRA Under 20 Employees
- 046 WCN: COBRA Notices
- 047 WCD: COBRA Duration Coverage
- 048 WCP: COBRA Premiums
- 049 WCS: COBRA Successor
Plans/Employer
- 050 WCI: COBRA Conversion to Individual
Coverage
- 051 COBRA_CPA: COBRA Premium
Assistance
- 052 WCX: General ARRA Assistance
- 053 WCC: COBRA Subsidy Denial
- 054 WHIPAA: HIPAA
- 055 WHP: HIPAA Pre-Existing Conditions
- 056 WHC: HIPAA Certificates of Creditable
Coverage
- 057 WHS: HIPAA Special Enrollment Rights
- 058 WHD: HIPAA Discrimination/Health
Status
- 059 WHG: HIPAA Group to Individual Policy
- 060 WHM: Mental Health Parity
- 061 WHN: Newborns' & Mothers' Act
- 062 WHW: Women's Health & Cancer
Rights Act
- 063 WRA: Health Reform Assistance
- 064 OTH: Other

of Responses: 5

SM_1(501-503)
SM_2(504-506)
SM_3(507-509)
SM_4(510-512)
SM_5(513-515)

SN

QID:134513

REGION:

(Programmer: Code from fone file)

- 01 Atlanta and Miami (40 and 42)
- 02 Boston (31)
- 03 Chicago (50)
- 04 Cincinnati (43)
- 05 Dallas (63)
- 06 Kansas City (60)
- 07 Los Angeles (72)
- 08 New York (30)
- 09 Philadelphia and Washington DC (20 and 22)
- 10 San Francisco and Seattle (70 and 71)
- 11 National Office/OPA/DTAI (88)

SN(403-404)

SQ

QID:512331

OFFICE:

(Programmer: Code from fone file)

- 01 Atlanta (40)
- 02 Boston (31)
- 03 Chicago (50)
- 04 Cincinnati (43)
- 05 Dallas (63)
- 06 Kansas City (60)
- 07 Los Angeles (72)
- 08 Miami (42)
- 09 New York (30)
- 10 Philadelphia (20)
- 11 San Francisco (70)
- 12 Seattle (71)
- 13 Washington DC (22)

SQ(427-428)

SO

QID:134979

METHOD OF INQUIRY (CORRESPONDENCE_TYPE):

(Programmer: Code from fone file)

- 01 Telephone (T)
- 02 Routine Mail (M)
- 03 Web site (W)

SO(405-406)

SP

QID:153217

INITIAL DATE OF INQUIRY (INQUIRY START DATE):
(Programmer: Code from fone file)

SP(300-309)

QSQ

QID:134923

FORM

(Programmer: randomly assign each respondent to form 1 or form 2)

1 Form 1

2 Form 2

QSQ(xxx)

(Interviewer: ASK TO SPEAK TO INQUIRER NAME FROM FONE FILE:)

INTRO1

QID:120821

Hello, this is _____, from The Gallup Poll. We are calling on behalf of the Employee Benefits Security Administration or EBSA (**say: E-B-S-A**) of the U.S. Department of Labor. Our records indicate that you recently contacted EBSA concerning a pension or health benefits issue. We are conducting a very short poll about your interaction with this agency. It should take less than five minutes.

By law, I must inform you that the Paperwork Reduction Act requires Federal agencies to obtain Office of Management and Budget authorization before conducting any information collection, and persons are not required to respond to an information collection that is not currently approved. The Office of Management and Budget has authorized this survey for use through January 2016 under control number 1225-0059.

I want to assure you that Gallup and EBSA will protect your privacy. Your voluntary cooperation is requested to make the results of this study complete and accurate. Gallup will not share your individual responses with EBSA and your data will only be used in aggregate with responses of others like you.

- 1 Respondent available - **(Continue)**
- 4 No such person - **(Thank and Terminate)**
- 7 Respondent not available - **(Set time to call back)**
- 8 (Soft Refusal)
- 9 (Hard Refusal) - **(Thank and Terminate)**

INTRO1(2001)

(Programmer: All interviews are recorded. The recording begins when the respondent answers the phone. This statement is read after the "Continue" response is entered after the Introduction and before the first question.)

FRECCONS

QID:98881

This interview will be recorded for internal quality assurance.

- 1 (Continue)
- 2 (Refused) - **(Thank and Terminate)**

FRECCONS(1984)

S1

QID:134516

Do you recall **[(If code 11 in SN, read:)** sending a note to/**[(If code 01-10 in SN, read:)** contacting] the Employee Benefits Security Administration or EBSA? This probably would have occurred within the past few weeks. **(If necessary, read:)** Again, this agency is part of the Department of Labor and provides assistance to employees and beneficiaries regarding employee retirement, pension or 401k benefits, and health benefits such as COBRA **(say: CO-bruh)** and HIPAA **(say: HIP-uh)**.

- 1 Yes
- 2 No
- 3 (DK)
- 4 (Refused)

S1(2011)

QID:135095

Skip: (If code 1 in S1, Continue; Otherwise, Thank and Terminate)

(Interviewer: READ:)

QID:564262

Throughout the remainder of the survey, we will refer to the Employee Benefits Security Administration as EBSA.

CE1 ★ *HC - DB,CE - DB*

QID:21495

Taking into account all the information, products, and services you receive from them, how satisfied are you with EBSA overall? Please use a five-point scale, where 5 means you are extremely satisfied and 1 means you are not at all satisfied. You may use any of the numbers 1, 2, 3, 4, or 5 for your rating.

- 1 Not at all satisfied
- 2
- 3
- 4
- 5 Extremely satisfied
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE1(2101)

CE2 ★ *HC - DB,CE - DB*

QID:21496

If you had a similar need for information or assistance in the future, how likely would you be to contact EBSA again? Please use a five-point scale, where 5 means extremely likely and 1 means not at all likely. You may use any of the numbers 1, 2, 3, 4, or 5.

- 1 Not at all likely
- 2
- 3
- 4
- 5 Extremely likely
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE2(2102)

CE3 ★ HC - DB, CE - DB

QID:21497

If a friend or a colleague had a similar need for information or assistance, how likely would you be to recommend EBSA? Please use a five-point scale, where 5 means extremely likely and 1 means not at all likely. You may use any of the numbers 1, 2, 3, 4, or 5.

- 1 Not at all likely
- 2
- 3
- 4
- 5 Extremely likely
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE3(2103)

(Interviewer: READ:)

QID:143535

Now, I am going to read a number of statements. Using a five-point scale, where 5 means you strongly agree and 1 means you strongly disagree, please tell me how much you agree or disagree with each statement as it applies to EBSA. You may use any of the numbers 1, 2, 3, 4, or 5 for your rating. How about **(read CE4-CE9A)**:

CE4 ★★ HC - DB, CE - DB

QID:21499

EBSA is a name I can always trust.

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE4(2111)

CE5 ★★ *HC - DB, CE - DB*

QID:21500 EBSA always delivers on what they promise.

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE5(2112)

CE6A ★★ *HC - DB, CE - DB*

QID:21501 EBSA always treats me fairly.

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE6A(2113)

CE7A ★★ *HC - DB, CE - DB*

QID:21502 If a problem arises, I can always count on EBSA to reach a fair and satisfactory resolution.

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE7A(2114)

CE8 ★★ *HC - DB,CE - DB*

QID:xxxx I am proud to have used EBSA's services.

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE8(xxx)

CE9A ★★ *HC - DB,CE - DB*

QID:21504 EBSA always treats me with respect.

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE9A(2115)

CE10 ★★ *HC - DB,CE - DB*

QID:xxxx EBSA is the perfect federal agency for people with needs like mine.

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE10(xxx)

CE9B
QID:495717 HOLD

CE9B(2117-2118)
CE9B_T(8004)

Q1
QID:134520

Again using a five-point scale, where 5 means you strongly agree and 1 means you strongly disagree, please tell me how much you agree or disagree with each statement as it applies to EBSA. How about _____:

(Interviewer: read and rotate Q1A-Q1J, then read Q1K)

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

| | | | |
|-----|------------|---|-----------|
| Q1A | QID:134521 | EBSA treats me like a valued customer. | Q1A(2121) |
| Q1B | QID:134522 | EBSA is willing to work with me to make sure my needs are met. | Q1B(2122) |
| Q1C | QID:134523 | EBSA acts in a timely fashion. | Q1C(2123) |
| Q1D | QID:134524 | EBSA does what it says it will do. | Q1D(2124) |
| Q1E | QID:134525 | HOLD | Q1E(2125) |
| Q1F | QID:134526 | EBSA is easy to reach. | Q1F(2126) |
| Q1G | QID:134527 | The information I receive from EBSA is clear and easy to understand. | Q1G(2127) |
| Q1H | QID:134528 | EBSA does its best to help me out. | Q1H(2128) |
| Q1I | QID:564264 | EBSA thoroughly answers all of my questions. | Q1I(2129) |
| Q1J | QID:564265 | EBSA is proactive in addressing my question or issue. | Q1J(2130) |
| Q1K | QID:564266 | If you had a need to work with EBSA again in the future, you would want to interact with this same benefit advisor. | Q1K(2131) |

QID:564268 **Skip: (If code 1-4 in Q1K, Continue; Otherwise, Skip to Q14A)**

Q13
QID:564269 What could have the benefits advisor [(**if necessary, read:**) the person you talked with on the phone] have done differently to make you want to interact with them again if you needed help from EBSA?
(**Interviewer:** Open ended and code)

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 HOLD
- 05 HOLD

List Other:Y

Q13(2201-2202)
Q13_T(8005)

Q14A
QID:564270 Were you referred to another person, agency, or company for you to follow up with to resolve your issue or question?

- 1 Yes
- 2 No
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

Q14A(2205)

QID:564271 **Skip: (If code 2, 7, 8, or 9 in Q14A, Skip to Q2; Otherwise, Continue)**

Q14B

QID:564272

Please tell me whether or not each of the following happened during your referral.
(Interviewer: Read Q14BA-Q14BD)

- 1 Yes
- 2 No
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

| | | | |
|-------|------------|--|-------------|
| Q14BA | QID:564273 | The referral phone number was a working number. | Q14BA(2211) |
| Q14BB | QID:564276 | The EBSA representative made the call with you on the line. | Q14BB(2212) |
| Q14BC | QID:564274 | The referral was to the right agency, organization, or person. | Q14BC(2213) |
| Q14BD | QID:564275 | The referral resulted in an answer to your question or a resolution to your issue. | Q14BD(2214) |

QIDxxxx

Skip: (If code 2 in SQ, Skip to Q3 Otherwise, Continue)

Q2

QID:135100

After your interaction with EBSA, did you feel **(read 3-1)**?

- 3 Much more knowledgeable about your benefits rights
- 2 Somewhat more knowledgeable about your benefits rights, or
- 1 Not any more knowledgeable about your benefits rights
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

Q2(2141)

QIDxxxx

Skip: (All in Q2 skip to note before Q8)

Q3

QID:134530

Please rate your level of agreement with each of the following statements using a five-point scale, where 5 means you strongly agree and 1 means you strongly disagree. You may use any of the numbers 1, 2, 3, 4, or 5 for your rating. How about _____:

(Interviewer: read Q3A-Q3B)

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

Q3A

QID:134531

As a result of the interaction I had with EBSA, I feel better informed to protect my benefits in the future.

Q3A(2151)

Q3B

QID:134532

As a result of the interaction I had with EBSA, I feel my benefits are more secure.

Q3B(2152)

Q4

QID:134552

HOLD

Q4(2161)

Q5

QID:134557

HOLD

Q5(2163)

Q6

QID:134559

HOLD

Q6(2165)

Q6A

QID:134562

HOLD

Q7

QID:134580 HOLD
Q7(2181-2182)

Q7_T(8001)

QID:213175 **Skip: (If code 02 OR 03 in SO, Skip to Q8A; Otherwise, Continue)**

Q8

QID:134983 When you first contacted EBSA, did you speak with a benefits advisor right away, or did you leave a message to have someone return your call?

- 1 Spoke with a benefits advisor right away
- 2 Left a message
- 3 (Left a message and no one called me back—I called again)
- 8 (DK)
- 9 (Refused)

(Skip: All in Q8, Skip to Q15)

Q8(2185)

Q8A

QID:134988 When you first sent a note to EBSA, how long did it take them to respond?
(Interviewer: Open ended and code)

- 1 Responded the same day
- 2 Responded within one day
- 3 Responded within two days
- 4 Responded within three or more days
- 7 (Have not yet responded)
- 8 (DK)
- 9 (Refused)

Q8A(2187)

Q15

QID:564281 Did you access the EBSA website at any point in your inquiry process?

- 1 Yes
- 2 No
- 8 (DK)
- 9 (Refused)

Q15(2221)

QID:564282 **Skip: (If code 2, 8, or 9 in Q15, Skip to Q9; Otherwise, Continue)**

Q15A

QID:564283 Did you access the website **(read 1-2)**?

- 1 Before you called EBSA, or
- 2 During the time EBSA was handling your inquiry
- 8 (DK)
- 9 (Refused)

Q15A(2223)

QID:564284 **Skip: (If code 2, 8, or 9 in Q15A, Skip to Q15C; Otherwise, Continue)**

Q15B

QID:564285 Did you use the website **(read 1-4)**?

- 1 To look for a phone number
- 2 To try to answer your question
- 3 To submit an inquiry, or
- 4 For some other reason
- 8 (DK)
- 9 (Refused)

Q15B(2225)

Q15C

QID:564286 Using a scale from one-to-five, with 1 being not at all helpful and 5 being very helpful, how helpful was the EBSA website?

- 1 Not at all helpful
- 2
- 3
- 4
- 5 Very helpful
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

Q15C(2227)

QIDxxxx

**Skip: (If code 2 in SQ, Skip to Q10
Otherwise, Continue)**

Q9

QID:134594

In the future, would you prefer to contact EBSA (**read and rotate 1-5**)?

- 1 By phone
- 2 By email
- 3 By submitting an online form
- 4 Through live chat on the Internet
- 5 Through the mail
- 6 (Other)
- 7 (No preference)
- 8 (DK)
- 9 (Refused)

Q9(2189)

Q10

QID:134989

Was EBSA able to assist you with your questions, problem, or recovering the benefit?

- 1 Yes
- 2 No
- 3 (Still working on it/Not yet resolved)
- 4 (DK)
- 5 (Refused)

Q10(2191)

QID:564287

**Skip: (If code 2 in Q10, Continue;
Otherwise, Skip to D1)**

Q11

QID:134605

Why was EBSA not able to assist you with your question or problem?
(Interviewer: Read 06-10, then read 01)

- 01 Or some other reason (list)
- 02 (DK)
- 03 (Refused)
- 04 (No reason given)
- 05 HOLD
- 06 There were limitations because of the law
- 07 There were limitations because of the plan rules
- 08 The company has terminated the plan
- 09 The company went bankrupt
- 10 The EBSA representative did not understand your question or problem

List Other:Y

Q11(2193-2194)
Q11_T(8002)

QID:68754

DEMOGRAPHICS BEGIN HERE:

D1 ★

QID:30962

GENDER:
(Interviewer: Code only; Do NOT ask)

- 1 Male
- 2 Female

D1(2301)
D3(2547)

(Interviewer: THANK RESPONDENT BY SAYING:)

QID:229796

Again, this is _____, with Gallup. I would like to thank you on behalf of EBSA and Gallup for your time. Our mission is to "help people be heard" and your opinions are important to Gallup in accomplishing this.

Questionnaire Workflow

| Date | User | Status | Comments |
|-----------------------|------------------|--|--|
| 1/13/2015 7:03:11 AM | JEANNE WEISBROOK | Survey Specialist - Questionnaire Creation | Copied from survey US Department of Labor - EBSA CE11 1410 (QID: 9711) by JEANNE WEISBROOK. |
| 1/13/2015 8:11:38 AM | JEANNE WEISBROOK | Survey Design - Proofing | 2015 survey created in Qbank. Revisions: Updated: Copyright year Moved FRECCONS to after INTRO1 Revised: Wording in INTRO1, Read and rotate instructions on Q1, Skip instructions after Q8, Note after Q10 Put on HOLD: Q1E, Q4, Q5 Added: Q1I, Q1J, Q1K, Note after Q1, Q13-Q14B, Q15-Q15C |
| 1/13/2015 8:22:45 AM | JEANNE WEISBROOK | Survey Design - Proofing | 2015 survey created in Qbank. Revisions: Updated: Copyright year Moved FRECCONS to after INTRO1 Revised: Wording in INTRO1, Read and rotate instructions on Q1, Skip instructions after Q8, Note after Q10 Put on HOLD: Q1E, Q4, Q5 Added: Q1I, Q1J, Q1K, Note after Q1, Q13-Q14B, Q15-Q15C Do not have OMS list container Most edits not submitted in tracking, I tried to highlight, track myself what changed in the submitted file. |
| 1/13/2015 1:54:33 PM | TERI FISHER | Programming | Highlighted edits are ready for programming please. |
| 1/15/2015 2:37:13 PM | MARK PETERSON | Survey Design - Testing | Please find ready to test. (dol70256 - i256) |
| 1/15/2015 3:05:40 PM | TERI FISHER | Programming | Testing is completed. Thanks Mark! |
| 1/16/2015 8:15:36 AM | JEANNE WEISBROOK | Programming | Edits after testing completed. Waiting on Eldorado export workflow to save as FF. |
| 1/16/2015 8:29:05 AM | MARK PETERSON | Survey Specialist - Edits | This has been exported to Eldorado. |
| 1/16/2015 12:01:59 PM | JEANNE WEISBROOK | Field Final | Locking as FF. File can be found on xfiler. |