

**1. How satisfied were you with the ease of getting the application forms?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**2. How satisfied were you with the Instructions provided for completing the application forms?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**3. How satisfied were you with being able to complete the application forms without assistance?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**4. How satisfied were you with the notification that final action was taken on your submission? (Notification that your application was approved.)**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**5. How satisfied were you with the amount of time it took to complete the application forms?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**6. How satisfied were you with the entire process?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**7. How would you rate your experience using TTB's paper application forms?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**8. Did you receive assistance from a TTB representative in completing the application process?**

- Yes
- No

**9. How satisfied were you with the assistance you received from TTB in completing the application process?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied