2010 DFAS Retired and Annuitant Pay Customer Satisfaction Survey

When answering the following questions, refer ONLY to your monthly retiree or annuitant pay.

- 1. I experienced a problem with my account <u>during the past 12 months</u> in the following areas: (Mark all that apply.)
 - O Annuity pay
 - O Retired Pay
 - O Reporting a Death
 - O Survivors Benefit Plan (SBP)
 - O Former Spouse
 - O I have not experienced a problem
 - O Other:

2. I know how to use myPay (formerly EMSS) on the internet.

- O Strongly Disagree
- O Disagree
- O Neither Disagree nor Agree
- O Agree
- O Strongly Agree
- O I have not used the myPay system

ACCESS

- 3. During the past 12 months, how many times did you contact DFAS Pay Services (telephone, letter, internet, etc.)?
 - O Not at all
 - O Once
 - O Twice
 - O Three times
 - O Four or more times
- 4. What difficulties, if any, have you experienced in trying to find someone in DFAS Pay to assist you? (Mark all that apply.)
 - O Not applicable; I have not contacted DFAS in the past 12 months
 - O No difficulties
 - O Automated phone service proved difficult to use
 - O Telephone rang without answer or stayed busy
 - O Telephone messages were not returned
 - O Telephone calls were transferred multiple times
 - O Telephone was left on hold
 - O No response to e-mail messages
 - O E-mail was forwarded multiple times

- O Letters were not answered
- O Other _____
- 5. How do you usually request DFAS Pay information, services, or products? (Mark only ONE response.)
 - O Not applicable; I have not requested anything from DFAS in the past 12 months
 - O Telephone
 - O E-mail
 - O myPay Website
 - O Other Internet Sites
 - O Fax
 - O Postal Mail
- 6. How would you prefer to receive DFAS Pay information, services, or products? (Mark only ONE response.)
 - O Telephone
 - O E-mail
 - O myPay Website
 - O Other Internet Sites
 - O Fax
 - O Postal Mail
 - O Other _____

Using the scale below, indicate the extent to which you agree or disagree with the following items:

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
7. It is easy to do business with DFAS Pay services.	0	0	0	0	0	0
8. Assistance from the DFAS Pay personnel is provided at a time that is convenient to me.	0	0	0	0	0	0
9. It is easy to find someone at the DFAS Pay office who can answer my questions.	0	0	0	0	0	0
10. I have adequate access to DFAS Pay personnel for advice and assistance.	0	0	0	0	0	0
11. The DFAS Pay personnel keep me informed about conditions and changes that affect me.	0	0	0	0	0	0

COURTESY

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
12. The DFAS Pay personnel are always willing to help me.	0	0	0	0	0	0
13. The DFAS Pay personnel are courteous.	0	0	0	0	0	0
14. The DFAS Pay personnel give individual attention to my requests for information or service.	0	0	0	0	0	0

KNOWLEDGE

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
15. The DFAS Pay personnel are knowledgeable.	0	0	0	0	0	0
16. Explanations of technical issues by DFAS Pay personnel are understandable.	0	0	0	0	0	0
17. The DFAS Pay personnel are able to explain their products and services.	0	0	0	0	0	0
18. When someone at DFAS Pay services does not know the answer, he or she refers me to an expert who does.	0	0	0	0	0	0

TIMELINESS

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
19. In general, the DFAS Pay personnel provide timely service.	0	0	0	0	0	0
20. DFAS Pay personnel provide timely service for each of the following:						
a. Making changes to my account	0	0	0	0	0	0
b. Providing an updated account	0	0	0	0	0	0

statement as necessary						
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RELIABILITY

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
21. The DFAS Pay personnel give me accurate information.	0	0	0	0	0	0
22. The DFAS Pay personnel keep accurate records.	0	0	0	0	0	0
23. The DFAS Pay personnel provide services when promised.	0	0	0	0	0	0
24. The DFAS Pay personnel provide reliable and consistent services.	0	0	0	0	0	0

CHOICE

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
25. DFAS Pay products and services are designed to meet customer needs.	0	0	0	0	0	0
26. DFAS Pay personnel use suggestions from their customers to improve the quality of products and services.	0	0	0	0	0	0
27. I am satisfied with the range of services provided by DFAS Pay personnel.	0	0	0	0	0	0

TANGIBLES

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
28. The communication materials (e.g., letters, written information) I received from DFAS are clear and understandable.	0	0	0	0	0	0
29. I am satisfied with the appearance of manuals, brochures, reports and other communication materials (e.g., myPay websites, account statements) prepared by	0	0	0	0	0	0

DFAS Pay services.			

PROBLEM RESOLUTION

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
30. Problems and complaints are resolved quickly by DFAS Pay personnel.	0	0	0	0	0	0
31. Problems and complaints are resolved with minimal effort on my part.	0	0	0	0	0	0
32. There are well defined systems for linking customer feedback and complaints to DFAS Pay personnel who can act on this information.	0	0	0	0	0	0
33. The DFAS Pay personnel are flexible in finding solutions to problems.	0	0	0	0	0	0
34. I am satisfied with the way the DFAS Pay personnel handle problems or errors.	0	0	0	0	0	0

Please indicate the level of quality in the following items:

QUALITY

	Very Poor	Poor	Fair	Good	Very Good	No Basis to Judge
35. From the list of services below,						
how would you rate the quality of each specific						
type of service, advice, or information you						
received/requested in the past 12 months from						
the DFAS Pay personnel?						
a. Changes to my account	0	0	0	0	0	0
b. Account statement	0	0	0	0	0	0
c. W-2 form/1099R form	0	0	0	0	0	0
d. myPay on the internet	0	0	0	0	0	0
e. VA Retro Pay	0	0	0	0	0	0
36. Overall, how would you rate the	0	0	0	0	0	0
quality of services, products, and/or						
information you have received in the past 12						

months from the DFAS Pay personnel?					
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Please indicate your level of satisfaction:

OVERALL SATISFACTION

- 37. Overall, how satisfied or dissatisfied are you with the services you received from DFAS Pay?
 - O Very Dissatisfied
 - O Dissatisfied
 - O Neither Dissatisfied nor Satisfied
 - O Satisfied
 - O Very Satisfied
- 38. If you had a choice of service providers, would you use DFAS Pay services again?
 - O Yes
 - O No
 - O Not Sure

39. Use the following space to describe what DFAS Pay is doing well.

40. Use the following space to describe what you would like to see DFAS Pay change.

BACKGROUND INFORMATION

I was in:

O Army

O Navy

O Air Force

O Marine Corps

O Did not serve

This information is needed to help us with the statistical analysis for this survey. All of your responses are strictly anonymous.

41. What branch of the service were you and/or your spouse in?

- My spouse was in:
- O Army
- O Navy
- O Air Force
- O Marine Corps
- O Did not serve

42. What was your and/or your spouse's final pay status at the time of retirement from the military?

My final pay status:

O Enlisted

O Warrant Officer

- O Commissioned Officer
- O Not military/Not retired

My spouse's final pay status:

- O Enlisted
- O Warrant Officer
- O Commissioned Officer
- O Not military/Not retired

43. How many years have you received retirement/annuity pay from the military (indicate total number of years)?

- O Less than 1 year
- O 1 to 5 years
- O 6 to 10 years
- O 11 to 15 years
- O 16 to 20 years
- O More than 20 years

44. What is your age?

- O Under 40 years
- O 40 to 55 years
- O 56 to 65 years
- O 66 to 75 years
- O Over 75 years