

## Invitation E-mail

Dear Valued International Trade Management Division (ITMD) Customer:

Would you like to have a direct impact concerning the ITMD customer support tools and services? Well here is your chance. You have been selected to voice your opinion regarding the ITMD support tools and services via the 2016 International Trade Management Division Customer Service Survey.

By completing this survey, you will help us understand how to better assist you both now and in the future. Your feedback could inspire action. Your responses will not be shared with anyone in a way that could personally identify you. Your participation in this study is voluntary. The legal authority under which this information is being collected is Title 13 U.S.C. Chapter 5 Sections 141 and 193. This data collection is approved under OMB No. 0607-0760 and the approval expires 07/31/17. This data collection uses third-party web site to collect data. This survey does not collect personally identifiable information. The results from this survey is used to conduct primary research to enhance planning efforts for current and future surveys and censuses.

We appreciate your time and value your feedback. Please click on the link below to begin the survey/

<LINK HERE>

Best regards,

Trade Outreach Branch  
International Trade Management Division  
Call Center: (800) 549-0595, Option 5  
Email: [itmd.outreach@census.gov](mailto:itmd.outreach@census.gov)

## Reminder E-mail

Hello Again valued International Trade Management Division (ITMD) Customer:

This is a reminder that you have been selected to voice your opinion on the ITMD customer support tools and services via the 2016 International Trade Management Division Customer Service Survey. If you have already submitted a response to our survey, we thank you for your participation.

If you have not had an opportunity to let us know how we can better meet your filing needs by responding to our survey, there is still time to do so. Please take a few moments to complete our survey, which is still available for a limited amount of time. Your feedback could inspire action.

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## Thank You E-mail

Dear Valued International Trade Management Division (ITMD) Customer:

Thank you for participating in the 2016 International Trade Management Division Customer Service Survey. The responses you provided will greatly assist us as we aim to further improve our customer service and enhance your ability to file export information electronically. We commend your voluntary efforts in completing our survey. Do not hesitate to let us know if there is anything we can do to assist with your export filing needs in the future. As always, you can contact us at: [itmd.outreach@census.gov](mailto:itmd.outreach@census.gov) or (800) 549-0595, option 5.

Best regards,

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