

Debt Management Center Customer Service Experience

The Paperwork Reduction Act of 1995: This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average 6 minutes. This includes the time it will take to follow instructions, gather the necessary facts and respond to questions asked. Customer satisfaction is used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this survey will lead to improvements in the quality of service delivery. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

1. How many times did you need to contact the Debt Management Center before your issue was resolved/questions answered?

- Once
- Twice
- Three Times
- More than three times
- Issue is still unresolved

2. Did the phone agent verify your identity before discussing your account information?

- Yes
- No

3. How satisfied were you with your most recent telephone contact with the Debt Management Center?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Additional Comments?

4. How satisfied were you with the professionalism demonstrated by the phone agent?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Additional Comments?

5. How satisfied were you with the knowledge demonstrated by the phone agent?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Additional Comments?

6. In an effort to help improve the customer service experience for other Veterans and their dependents, please provide any additional feedback as to how we can improve our service.

Done

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