



## Customer Survey – Online Feedback Template

### We Want to Hear From You!

Passport Services values your feedback. Please send us your feedback on your experiences with us. We use this information to improve our service. Your responses will remain anonymous, unless otherwise indicated by you below. Any identifying information provided will **not** be saved in our records.

**For your protection, do not enter in any additional personal information or passport application details into this form.** For questions about a specific case or application, please call the National Passport Information Center (NPIC) at 1-877-487-2778.

**Is your feedback a compliment or a complaint?**

Compliment     Complaint

**Which of the following best describes the area of service your feedback pertains to?**

Application Process     Passport Fees     Information Received     Customer Service  
 Other: \_\_\_\_\_

**Where did you receive the service you are providing feedback for?**

Acceptance Facility (Post Office, Clerk of Court, Library, etc.)     U.S. Passport Agency     By Mail  
 Travel.State.Gov     National Passport Information Center, (800) 487-2778

For "Acceptance Facility" or "U.S. Passport Agency" above, please specify name and/or location:

\_\_\_\_\_

**Please give us your comments below.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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**Would you like Passport Services to contact you if further information is needed on your feedback?**

Yes (Complete fields below)  No (Omit fields below)

First Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

*Public reporting burden for this collection of information is estimated to average 3 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to NPIC@state.gov*