**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.** |
|  |
|  |
|  |
|  |
|  |
| **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*