

## Proposed SEC Filing Fee Branch Registrant Survey Questions

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### Generic Survey Example

The following example demonstrates an opinion survey variant. This example is representative of the brand of questioning intended under the pending Generic Survey approval. This particular generic survey would be related to filing fees support operations at the SEC.

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Thank you for contacting the SEC Filing Fees Help Desk. In order to help us with enhancing the quality of our service, please consider answering the brief survey questions found below:

- 1) I am responding to this survey questionnaire as a:
  - Registrant
  - Filing Agent
  - Paralegal
  - Attorney
  - Broker/Dealer
  - Technical Services Provider
  - Other
  
- 2) Please describe your level of access to the EDGAR website:
  - I have the CIK and Password information required for access to EDGAR
  - I don't have access to EDGAR and will have difficulty obtaining permission
  - I don't have access but still in the process of obtaining credentials
  - I have access but would prefer to call the Fee Account Services number
  - I was unaware that I could get my information directly from EDGAR
  
- 3) When logging into the EDGAR website, what fee-related information do you obtain? Please check all that apply:
  - Account Balance/Last Deposit
  - Account Activity
  - Wire Information
  - Other (please specify)
  
- 4) How would you rate the overall quality of the telephone customer service you just received from the SEC Filing Fees Branch?
  - Highly Satisfactory
  - Satisfactory
  - Unsatisfactory
  - No Opinion

Please Comment:

- 5) Do you have comments and/or recommendations for improving the quality of service provided by the SEC Filing Fees Branch?
- 6) The SEC Filing Fees Branch is currently designing improvements to the SEC.gov website. Have you accessed/used the SEC.gov website for your information needs?
  - o Yes
  - o No
- 7) If your answer to question 6 was 'Yes', please comment on whether you found all of the information you needed.
- 8) Thank you for your time. Would you like us to contact you about your survey feedback?
  - o No
  - o Yes
- 9) If your answer to question 9 was 'Yes', please provide your name and phone number.