

# CUSTOMER SATISFACTION SURVEY

**Form: OPIC-258**

**OMB Number: 3420-xxxx**

**Expiration Date:**

## **Overseas Private Investment Corporation**

1100 New York Avenue, NW Washington, DC 20527-0001

An Agency of the United States Government

Please read the following information carefully. This form requests information from OPIC clients and co-sponsors. The information provided in this survey will allow OPIC to better assess the overall customer satisfaction.

As a federal agency, OPIC may not collect, or sponsor the collection of, information unless it displays a valid OMB Control Number with an expiration date that has not expired.

Paperwork Reduction Act Notice: This information is voluntary. Public reporting burden for this collecting of information is estimated to average twenty minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Agency Forms Officer, Overseas Private Investment Corporation, 1100 New York Avenue, NW, Washington, DC 20527; and to the Office of Information and Regulatory Affairs, Office of Management and Budget, New Executive Office Building, Room 10202, Washington, DC 20503.

I have read and agree to the terms and conditions listed above.

**Question 1:** Please rate your overall satisfaction in working with the Overseas Private Investment Corporation (OPIC) on your project.

1. Very Dissatisfied
2. Somewhat Dissatisfied
3. Neither Satisfied Nor Dissatisfied
4. Somewhat Satisfied
5. Very Satisfied

**Question 2:** Please rate your satisfaction with the following OPIC attributes as they related to your transaction

<b>Attribute</b>	<b>Very Dissatisfied (1)</b>	<b>Somewhat Dissatisfied (2)</b>	<b>Neutral (3)</b>	<b>Somewhat Satisfied (4)</b>	<b>Very Satisfied (5)</b>	<b>No basis for judgement (6)</b>
Helpfulness						
Professional demeanor						
Timeliness of Responses to your questions						
Clarity of Communications						
Understanding of your business needs						
Ability to get an OPIC decision within a reasonable period of time						

**Question 3:** On a scale of 1 to 5 with 1 being "Very Unlikely" and 5 being "Very Likely", please rate the likelihood of working with OPIC again.

1. Very Unlikely
2. Somewhat Unlikely
3. Neither Likely or Unlikely
4. Somewhat Likely
5. Very Likely

**Question 4:** Additional comments, compliments or suggestions.