OPIC-258
OMB-[ ]
Customer Satisfaction Survey

SUPPORTING STATEMENT FOR APPROVAL

Justification

1. Legal authority for the collection of information is found in Sections 231 and 239 (b) of the Foreign Assistance Act of 1961, as amended. Section 231 states that OPIC was created "[t]o mobilize and facilitate the participation of United States private capital and skills in the economic and social development of less developed countries and areas . . . thereby complementing the development assistance objectives of the United States." In order to carry out this mandate and to conduct investment business more effectively, OPIC strives to continually deliver world-class financial services and to maintain productive relationships with its clients. Measuring customer satisfaction from clients and partners is critical to enhancing business processes and achieving targeted commitments and development goals. By collecting customer satisfaction data, OPIC will have reliable feedback to improve customer relations and refine its services and products and thereby address customers' needs.

2. OPIC estimates the submission of 558 Customer Satisfaction Survey forms annually. This information will be used by OPIC's Office of Financial Portfolio Management ("FPM") in order to assess the overall customer satisfaction of partners and clients conducting business with OPIC. FPM staff will analyze the data and provide senior management with the results as well as recommended strategies to maintain and improve the quality of OPIC's customer relationships.

3. The Customer Satisfaction Survey requires respondents to submit information electronically. This format minimizes the paper burden and reduces public expenses. OPIC's web-based system will allow clients to answer questions at their own pace and ensures that data is submitted accurately. Each respondent will be prompted to provide answers to four questions to rate his or her experience in doing business with OPIC. The open ended questions allow respondents to customize their responses. The web-based system also allows OPIC to search responses for references to historical projects or customers' previous working experience with OPIC.

4. The information is unique and would not be requested by other federal agencies or lending institutions because the questions assess the customer experience specifically for OPIC's programs. Questions in the survey are made simple and clear. The questions apply only to OPIC provided services and working partners.

5. The scope of survey was designed to minimize burden on all reporting entities, regardless of size, and contains only four questions. All entities answer the same short survey, regardless of size.

6. This survey will enable OPIC to more accurately assess the needs and satisfaction of its customers in their interactions with OPIC. Without the survey, OPIC would be less effective in accomplishing its mission and fulfilling OPIC's objective.

7. No special circumstances exist that require the information collection to be conducted in a manner inconsistent with the guidelines of the Paperwork Reduction Act or OMB's implementing regulations.

8. The first Federal Register Notice soliciting public comment of this form was published on February 18, 2016. OPIC did not receive any public comments in response to the 60 day notice. The second Federal Register Notice was published on April 25, 2016.

9. No payments or gifts are offered to respondents.

10. No assurance of confidentiality is given.

11. Not applicable. None of the questions on this form are of a sensitive nature.

12. The estimated public burden of collecting this information is as follows:

558	number of respondents per year
X 1	per respondents
558	total annual responses
X 0.333	average hours to complete one response
185.81	total respondent hours
$75	per personnel, record-keeping, overhead
$13,936.05	Total cost to collect information respondents

13. The estimated annual cost to respondent is as follows:

Total capital and start-up costs: $0

Total operation and maintenance cost: $0

Total cost associated with this form are part of the normal cost of doing business.

14. The estimated annualized cost to the Federal Government is as follows:

558	respondents per year
X 1	per respondents
558	total annual responses
X 0.333	average hours to complete one response

185.81	total federal hours
$52.17	GS-14/1 (DCB) hourly wage
$9,693.71	Total cost to the Federal Government

15. No adjustment. This is a new form.

16. Not applicable. Information collected in this form will not be published or made public in any way.

17. Not applicable. The OMB expiration date will be printed on each form.

18. Not applicable. No exceptions are being requested on the certification statement.