

## 2020 TTB Customer Satisfaction Survey

### Introduction

In an effort to help the Alcohol and Tobacco Tax and Trade Bureau (TTB) better serve you, please answer a few questions so we can get to know you and your needs, as well as the most important areas where we can improve our interactions with you.

This survey should take approximately 9 minutes to complete. Your answers will not be provided to other organizations or sold, and you will not receive unsolicited emails because of your participation.

Use the “Previous” and “Next” buttons located at the bottom of the page to navigate the survey. Please do not use the “Back/Forward” buttons on your browser, as you might lose the survey session in your browser. Once you have completed the survey, remember to hit the “Submit” button on the last page.

We appreciate your feedback!

\* Mandatory questions for survey logic  
[Survey logic]

### Disqualification

1. **Do you own or work/consult for a company (or companies) that makes, imports, or exports alcohol, tobacco, and/or firearms/ammunition? \***
  - Yes [Go to Q2 - move on]
  - No [Go to DQ page]

#### DQ Page

Thanks for your interest in providing feedback to TTB! This particular survey is designed to collect feedback on the services we provide to people who own or work for TTB-regulated businesses and regularly interact with TTB.

### Segmentation

#### About You and the Business(es) You Work For

2. **What best describes your primary role as it relates to your interactions with TTB?**
  - Owner of a TTB-regulated company
  - Employee of a TTB-regulated company
  - Outside consultant, counsel, accountant, or compliance specialist, for TTB-regulated companies
  - Other, please specify [TEXT BOX]
3. **What is your title?**  
[TEXT BOX]
4. **Approximately how many people work at your company? (If you are a consultant, approximately how many people work at the typical companies for which you consult?)**
  - I don't know
  - 501+

- 101-500
- 51-100
- 16-50
- 1-15, please specify number: [\[TEXT BOX\]](#)

**5. In which state are you located?**

[Pulldown]

**6. What type of operations does your company (or the companies you consult for) engage in? (Select all that apply)**

- Beer/malt beverage production
- Wine production/storage/blending/bottling
- Cider and/or mead production
- Distilled spirits production (for beverage consumption)
- Distilled spirits production (for nonbeverage or industrial use other than for fuel)
- Alcohol beverage wholesale
- Alcohol beverage importing
- Alcohol beverage exporting
- Alcohol fuel production
- Industrial or tax-free alcohol dealer or user
- Nonbeverage products (e.g., flavors, perfumes, etc.) production
- Tobacco products (e.g., cigarettes, snuff, paper, tubes, etc.) production
- Tobacco products (e.g., cigarettes, snuff, paper, tubes, etc.) importing
- Processed tobacco production/importing
- Tobacco export warehouse
- Firearms or ammunition production (including gunsmiths)/importing
- Other (please specify) [\[TEXT BOX\]](#)

**Federal Permits and Brewer's Notices**

**7. Are you responsible for preparing new/original permit applications, or amendments (e.g., change of ownership, change of address)? \***

- Yes [\[Go to next question\]](#)
- No [\[Go to next system\]](#)
- I prefer not to answer [\[Go to next system\]](#)

**8. Over the course of your career, how many new/original permit and/or amendment applications have you prepared? \***

- None yet [\[Go to reasonable amount of time question\]](#)
- A few (1-3)
- A moderate amount (4-20)
- Many (21+)

**9. How have you submitted your permit applications to TTB over the last few years? \***

- Permits Online
- On paper, via the mail

Why haven't you used Permits Online? (Select all that apply)

- I wasn't aware I could submit amendments using Permits Online for permits we originally applied for through the mail
  - I wasn't aware of changes to Permits Online that might benefit me (e.g., ability to add an owner/officer in one place and have it automatically update all of my permits; auto approval of certain amendments, etc.)
  - The changes made to Permits Online over the past few years haven't provided enough benefit to me to change the way I do things
  - I can submit multiple amendments at the same time via the mail, but in Permits Online, I have to wait for approval on one before I am allowed to submit the next one
  - Permits Online asks me to fill out more fields when I do an amendment than I need to if I file the same amendment through the mail
  - The guidance I saw in Permits Online was confusing or conflicting
  - The process I have works for me and I see no reason to change it
  - Other: [TEXT BOX]
- o Combination of Permits Online and paper
- Why did you use a combination of Permits Online and paper? (Select all that apply)
- I used to apply for permits on paper but I have switched to Permits Online recently
  - I wasn't aware I could submit amendments using Permits Online for permits we originally applied for through the mail
  - I wasn't aware of changes to Permits Online that might benefit me (e.g., ability to add an owner/officer in one place and have it automatically update all of my permits; auto approval of certain amendments, etc.)
  - The changes made to Permits Online over the past few years haven't provided enough benefit to me to change the way I do things
  - I can submit multiple amendments at the same time via the mail, but in Permits Online, I have to wait for approval on one before I am allowed to submit the next one
  - Permits Online asks me to fill out more fields when I do an amendment than I need to if I file the same amendment through the mail
  - The process I have works for me and I see no reason to change it
  - Other: [TEXT BOX]

**10. Over the last year, how satisfied are you with your experience applying for new/original permits?**

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied
- No basis to judge

**11. Over the last year, how satisfied are you with your experience applying for permit amendments?**

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

No basis to judge

**12. What is a reasonable amount of time for TTB to process new/original permit applications?**

- 1 - 30 days
- 31 - 60 days
- 61 - 90 days
- 91 - 120 days
- 121 days or more

**13. What is a reasonable amount of time for TTB to process permit amendments?**

- 1 - 30 days
- 31 - 60 days
- 61 - 90 days
- 91 - 120 days
- 121 days or more

**Nonbeverage formula questions**

**14. Are you responsible for preparing nonbeverage formula applications (e.g., flavors, perfumes, etc.)? \***

- Yes [\[Go to next question\]](#)
- No [\[Go to next system\]](#)
- I prefer not to answer [\[Go to next system\]](#)

**15. Over the course of your career, how many nonbeverage formula applications have you prepared? \***

- None yet [\[Go to next system\]](#)
- A few (1-3)
- A moderate amount (4-20)
- Many (21+)

**16. Over the last year, how satisfied are you with your experience applying for nonbeverage formula approvals?**

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied
- No basis to judge

**Beverage formula questions**

**17. Are you responsible for preparing beverage formula applications? \***

- Yes [\[Go to next question\]](#)
- No [\[Go to next system\]](#)
- I prefer not to answer [\[Go to next system\]](#)

**18. Over the course of your career, how many beverage formula applications have you prepared?**

\*

- None yet [Go to reasonable amount of time question]
- A few (1-3)
- A moderate amount (4-20)
- Many (21+)

**19. Over the last year, how satisfied are you with your experience applying for beverage formula approvals?**

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied
- No basis to judge

**20. What is a reasonable amount of time for TTB to process beverage formula applications?**

- 1-15 days
- 16-30 days
- 31-45 days
- 46-60 days
- 61 days or more

### Label questions

**21. Are you responsible for preparing label applications (Certificates of Label Approval [COLAs] or exemptions)? \***

- Yes [Go to next question]
- No [Go to next system]
- I prefer not to answer [Go to next system]

**22. Over the course of your career, how many label applications have you prepared? \***

- None yet [Go to reasonable amount of time question]
- A few (1-3)
- A moderate amount (4-20)
- Many (21+)

**23. Over the last year, how satisfied are you with your experience applying for label approvals?**

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied
- No basis to judge

**24. What is a reasonable amount of time for TTB to process beverage label applications?**

- 1-15 days
- 16-30 days
- 31-45 days
- 46-60 days
- 61 days or more

**Excise tax return questions**

**25. Are you responsible for preparing excise tax returns? \***

- Yes [\[Go to next question\]](#)
- No [\[Go to next system\]](#)
- I prefer not to answer [\[Go to next system\]](#)

**26. Over the course of your career, how many excise tax returns have you prepared? \***

- None yet [\[Go to how would you prefer to submit returns to TTB question\]](#)
- A few (1-3)
- A moderate amount (4-20)
- Many (21+)

**27. How have you submitted your excise tax returns to TTB over the past few years? \***

- Online, via Pay.gov
- On paper, via the mail
  - Why haven't you used Pay.gov?
    - I do not know what Pay.gov is
    - I did not know I could use Pay.gov for this
    - I tried Pay.gov and did not like it
    - I wasn't able to get through the Pay.gov registration process
    - Pay.gov requires me to file earlier than filing by mail
    - I use software to print TTB forms and do not want to reenter the information on Pay.gov
    - I prefer to use paper
    - Other [please specify] [\[TEXT BOX\]](#)
- Combination of Pay.gov and paper
  - Why did you use a combination of Pay.gov and paper?
    - I used to file on paper but have switched to Pay.gov
    - I tried Pay.gov and did not like it
    - Pay.gov requires me to file earlier than filing by mail
    - I now use software to print TTB forms and do not want to reenter the information on Pay.gov
    - Other [please specify] [\[TEXT BOX\]](#)

**28. Over the last year, how satisfied are you with your experience preparing/submitted excise tax returns?**

- Very dissatisfied

- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied
- No basis to judge

**29. How would you prefer to submit excise tax returns to TTB?**

- Online
- Paper form sent by U.S. Mail

**30. How would you prefer to make excise tax payments?**

- Online
- Write a paper check and send it by U.S. Mail

**Operational report questions**

**31. Are you responsible for preparing operational reports (the forms you periodically send TTB detailing your operations)? \***

- Yes [\[Go to next question\]](#)
- No [\[Go to next system\]](#)
- I prefer not to answer [\[Go to next system\]](#)

**32. Over the course of your career, how many operational reports have you prepared? \***

- None yet [\[Go to how would you prefer to submit reports question\]](#)
- A few (1-3)
- A moderate amount (4-20)
- Many (21+)

**33. How have you submitted your operational reports to TTB over the past few years? \***

- Online, via Pay.gov
- On paper, via the mail
  - Why haven't you used Pay.gov?
    - I do not know what Pay.gov is
    - I did not know I could use Pay.gov for this
    - I tried Pay.gov and did not like it
    - I wasn't able to get through the Pay.gov registration process
    - Pay.gov requires me to file earlier than filing by mail
    - I use software to print TTB forms and do not want to reenter the information on Pay.gov
    - I prefer to use paper
    - Other [please specify] [\[TEXT BOX\]](#)
- Combination of Pay.gov and paper
  - Why did you use a combination of Pay.gov and paper?
    - I used to file on paper but have switched to Pay.gov
    - I tried Pay.gov and did not like it
    - Pay.gov requires me to file earlier than filing by mail

- I now use software to print TTB forms and do not want to reenter the information on Pay.gov
- Other [please specify] [TEXT BOX]

**34. Over the last year, how satisfied are you with your experience preparing/submitted operational reports?**

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

**35. How would you prefer to submit operational reports to TTB?**

- Online
- Paper form sent by U.S. Mail

**Tax Claims questions**

**36. Are you responsible for preparing tax claims (manufacturers of nonbeverage products (MNBP) drawback, export drawback, overpayment, etc.)? \***

- Yes [Go to next question]
- No [Go to next system]
- I prefer not to answer [Go to next system]

**37. Over the course of your career, how many tax claims have you prepared? \***

- None yet [Go to reasonable amount of time question]
- A few (1-3)
- A moderate amount (4-20)
- Many (21+)

**38. Over the last year, how satisfied are you with your experience making a tax claim?**

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied
- No basis to judge

**39. What is a reasonable amount of time for TTB to process tax claims?**

- 1-15 days
- 16-30 days
- 31-45 days
- 46-60 days
- 61 days or more
- No basis to judge



**40. How would you prefer to submit tax claims to TTB?**

- Online
- Paper form sent by U.S. Mail

**Other TTB Touchpoint question(s)**

**41. Please indicate if you are responsible for preparing any of the following (Select all that apply):**

- Special occupational tax (SOT) returns
- Export certificates/documentation
- Waivers
- Other [please specify] [TEXT BOX]
- None of the above

## Satisfaction

### Overall Satisfaction

**42. Please indicate your level of agreement with the following statements about TTB OVERALL:**

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	No basis to judge
TTB is customer service oriented						
TTB is knowledgeable about my industry						
TTB regulates the industry in a way that encourages innovation while balancing consumer safety						

**43. Please indicate your level of agreement with the following statements about your EXPERIENCE with TTB:**

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	No basis to judge
I understand what is expected of me to comply with TTB rules and regulations						
It is easy to find what I need on the TTB website						
If I need help, I am confident that I can reach someone at TTB to answer my						

questions						
Information from TTB is clear and easy for me to understand						
Information from TTB is consistent						

**44. Overall, I am satisfied with TTB.**

- Strongly disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree

## Task Experience

**45. In thinking back to your LAST VISIT to the TTB website (TTB.gov and/or TTBoonline.gov), what was the main subject of that visit? \***

- Permits or permit amendments ([Go to permit question](#))
- Beverage formulas ([Go to formula question](#))
- Nonbeverage formulas ([Go to specific task question](#))
- Labels ([Go to label question](#))
- Excise taxes ([Go to tax return question](#))
- Operational reports ([Go to op report question](#))
- Tax claims ([Go to claims question](#))
- Other ([Go to specific task question](#))
- I have not visited the TTB website, or I don't remember the subject of my visit ([Go to next section](#))

### Permits and Amendments

**46. What was the main permit-related task(s) you were trying to accomplish during that visit? (Select all that apply) (to task completion question)**

- Get a basic overview of permitting rules and regulations
- Get an overview of the permit application process (what to prepare, etc.)
- Learn about new/updated permitting rules, regulations, or policies
- See if I need to file an amendment
- Research a specific question about the permitting rules or a particular field on the application
- Fill out a permit or amendment application using Permits Online
- Check the average application processing times for planning purposes
- Check status of an application I submitted
- Download a permit form(s)
- Other (please specify) [TEXT BOX]

## Beverage Formulas

**47. What was the main formula-related task(s) you were trying to accomplish during that visit? (Select all that apply) (to task completion question)**

- Get a basic overview of formulation rules and regulations
- Get an overview of the formula application process (what to prepare, etc.)
- Learn about new/updated formulation rules, regulations, or policies
- See if a beverage required a formula review
- Research a specific question about the formulation rules or a particular field on the application
- Fill out a formula application using Formulas Online
- Check the average application processing times for planning purposes
- Check status of an application I submitted
- Make requested corrections to my application
- Download a formula approval form
- Other (please specify) [TEXT BOX]

## Labels

**48. What was the main labeling task(s) you were trying to accomplish during that visit? (Select all that apply) (to task completion question)**

- Get a basic overview of labeling rules and regulations
- Get an overview of the label application process (what to prepare, etc.)
- Learn about new/updated labeling rules, regulations, or policies
- See if the label changes I wanted to make required another TTB COLA approval
- Research a specific question about the labeling rules or a particular field on the application
- Fill out a label application/exemption using COLAs Online
- Check the average application processing times for planning purposes
- Check status of an application I submitted
- Make requested corrections to my application
- Download a label approval form
- Other (please specify) [TEXT BOX]

## Excise Taxes

**49. What was the main excise tax-related task(s) you were trying to accomplish during that visit? (Select all that apply) (to task completion question)**

- Get a basic overview of excise tax rules and regulations
- Learn how to fill out the return form (what to prepare, etc.)
- Learn about new/updated excise tax rules, regulations, or policies
- Research a specific question about the excise tax rules or a particular field on the form
- Download the return form
- Submit return and/or pay online using Pay.gov
- Other (please specify) [TEXT BOX]

## Operational Reports

50. What was the main report-related task(s) you were trying to accomplish during that visit?  
(Select all that apply) (to task completion question)

- Get a basic overview of reporting rules and regulations
- Learn how to fill out an operational report form (what to prepare, etc.)
- Learn about new/updated reporting rules, regulations, or policies
- Research a specific question about the reporting rules or a particular field on the form
- Download an operational report form
- Submit report through Pay.gov
- Other (please specify) [TEXT BOX]

## Tax Claims

51. What was the main tax claims-related task(s) you were trying to accomplish during that visit?  
(Select all that apply) (to task completion question)

- Get a basic overview of claims rules and regulations
- Learn how to fill out a claim form (what to prepare, etc.)
- Learn about new/updated claims rules, regulations, or policies
- Research a specific question about the claim rules or a particular field on the form
- File a claim electronically using the Online Claims Submission process on TTB.gov
- Download a claim form
- Other (please specify) [TEXT BOX]

## Specific task question

52. What was the specific task(s) you were trying to accomplish during your latest visit? [TEXT BOX] (go to NEXT question)

## Task completion question

53. Were you able to accomplish your task(s) successfully?

- Yes
- Partially
- No
- Not applicable or I don't remember

# Contact Experience

## Your Experience Getting Help with Your Questions

54. Did you contact TTB by phone, email, or web form any time in the last 12 months? \*

- Yes
- No (skip to next section)
- I don't remember or prefer not to answer (skip to next section)

**55. In thinking back to the LAST TIME you contacted TTB with a question, how did you contact us? (Select all that apply)**

- I called a number I found on the TTB website
- I filled out a web form or emailed an address I found on the TTB website
- I sent a note/email to the specialist reviewing my application using an online application
- I contacted my local investigator/auditor
- I contacted a TTB employee whose information I had from a previous interaction
- Other (please specify) [TEXT BOX]

**56. What was the main subject of your question(s) the last time you contacted TTB? \***

- Permits or permit amendments (Go to permit question)
- Beverage formulas (Go to formula question)
- Nonbeverage formulas (Go to specific task question)
- Labels (Go to label question)
- Excise taxes (Go to tax return question)
- Operational reports (Go to op report question)
- Tax Claims (Go to claims question)
- Other (Go to specific task question) [TEXT BOX]
- I don't remember or prefer not to answer (Go to next section)

### Permits and Amendments

**57. Why did you contact TTB about permits or permit amendments? (Select all that apply)**

- Wanted a basic overview of the permitting rules and regulations
- Wanted an overview of the permit application process and how to prepare
- Needed clarification on new/updated permitting rules, regulations, or policies
- See if I needed to file an amendment
- Had a very specific question about the permitting rules or a particular field on the application
- Needed technical support with Permits Online (had trouble logging in or using it)
- Wanted to find out the average application processing times for planning purposes
- Wanted an update on the status of my application
- Needed information on the corrections TTB requested I make to my application
- Couldn't find the permit form I needed on the website
- Other (please specify) [TEXT BOX]

### Beverage Formulas

**58. Why did you contact TTB about beverage formulas? (Select all that apply)**

- Wanted a basic overview of the formulation rules and regulations
- Wanted an overview of the formula application process and how to prepare
- Needed clarification on new/updated formulation rules, regulations, or policies
- Wanted to see if a beverage required a formula review
- Had a very specific question about the formulation rules or a particular field on the application
- Needed technical support with Formulas Online (had trouble logging in or using it)
- Wanted to find out the average application processing times for planning purposes

- Wanted an update on the status of my application
- Needed information on the corrections TTB requested I make to my application
- Other (please specify) [TEXT BOX]

## Labels

### 59. Why did you contact TTB about labels? (Select all that apply)

- Wanted a basic overview of the labeling rules and regulations
- Wanted an overview of the label application process and how to prepare
- Needed clarification on new/updated labeling rules, regulations, or policies
- Wanted to see if the label changes I wanted to make required another TTB COLA approval
- Had a very specific question about the labeling rules or a particular field on the application
- Needed technical support with COLAs Online (had trouble logging in or using it)
- Wanted to find out the average application processing times for planning purposes
- Wanted an update on the status of my application
- Needed information on the corrections TTB requested I make to my application
- Other (please specify) [TEXT BOX]

## Excise Taxes

### 60. Why did you contact TTB about excise taxes? (Select all that apply)

- Wanted a basic overview of tax rules and regulations
- Wanted a general walkthrough of how to fill out the excise tax return form
- Needed clarification on new/updated tax rules, regulations, or policies
- Had a specific question about the tax rules or a particular field on the form
- Couldn't find the return form I needed on the website
- Needed technical support with Pay.gov (had trouble logging in or using it)
- Needed to find out if TTB had received my tax return
- Other (please specify) [TEXT BOX]

## Operational Reports

### 61. Why did you contact TTB about operational reports? (Select all that apply)

- Wanted a basic overview of reporting rules and regulations
- Wanted a general walkthrough of how to fill out a report form
- Needed clarification on new/updated reporting rules, regulations, or policies
- Had a specific question about the report rules or a particular field on the form
- Couldn't find the report form I needed on the website
- Needed technical support with Pay.gov (had trouble logging in or using it)
- Needed to find out if TTB had received my operational report
- Other (please specify) [TEXT BOX]

## Tax Claims

### 62. Why did you contact TTB about claims? (Select all that apply)

- Wanted a basic overview of claim rules and regulations

- Wanted a general walkthrough of how to fill out a claim form
- Needed clarification on new/updated claim rules, regulations, or policies
- Had a specific question about the claim rules or a particular field on the form
- Couldn't find the claim form I needed on the website
- Needed to find out if TTB had received my claim
- Wanted an update on the status of my claim
- Other (please specify) [TEXT BOX]

**Specific task question**

**63. How many times did you contact TTB in search of an answer to your question(s)?**

- 1
- 2-3
- 4+
- I don't remember

**64. Did you get a satisfactory answer to your question(s)?**

- Yes
- Partially
- No
- I don't remember

**65. What is the reasonable amount of time for TTB to respond to the communications listed below?**

	24 hours	2-3 days	4-7 days	8-14 days	15-30 days	31+ days
<b>Voicemail</b>						
<b>Email</b>						
<b>U.S. Mail</b>						

**66. In thinking about your experiences communicating with TTB over the last 12 months, please indicate your level of agreement with the following statements:**

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	No basis to judge
If I have a question, it is easy for me to find the right person at TTB to contact						
It is easy to get help quickly when I need it						
The TTB employees I speak to are knowledgeable						
The answers I get from TTB employees are clear and help me take the right action						

**67. In thinking about your experiences communicating with TTB over the last 12 months, please indicate your level of agreement with the following statements about the CONSISTENCY OF INFORMATION from TTB:**

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	No basis to judge
Answers I get from TTB employees are consistent <b>from employee to employee</b>						
Answers I get from TTB employees are consistent <b>with federal regulations</b>						
Answers I get from TTB employees are consistent <b>with what I see on the website</b>						
Information on the website is consistent <b>with federal regulations</b>						
Information is consistent <b>across the website</b>						

**68. In thinking about your experiences communicating with TTB over the last 12 months, please indicate your level of agreement with the following statements about the CONSISTENCY OF TTB DECISIONS:**

	Strongly Disagree	Disagree	Neither disagree nor agree	Agree	Strongly Agree	No basis to judge
Decisions on applications I submit are consistent, regardless of who processes the application						
Decisions on applications are consistent across my industry						
I am confident that if an application decision was not consistent I could raise my concerns with TTB						

**69. Please select up to 3 things we could do to make it easier to get the answers you need when you contact us:**

- Improve the consistency of answers I receive from TTB
- Answer the phone in a timely manner



- Call me back in a timely manner when I leave a voicemail/request an auto call back
- Add an online chat feature
- Respond to my email/web form submission more quickly
- Provide recorded messages about current topics of interest (e.g., tax law changes) that I can listen to when I call
- Allow me to communicate directly with the specialist reviewing my application
- Other (please specify) [TEXT BOX]

## Closing Questions

70. We welcome any additional feedback you'd like to provide: [TEXT BOX]

71. If we have follow-up questions about your survey responses, may we contact you? If so please add your name and contact information.

- Name [TEXT BOX]
- Company [TEXT BOX]
- Email Address [TEXT BOX]
- Phone Number [TEXT BOX]

72. I believe that my answers to this survey will be used to improve my experience with TTB.

- Strongly Disagree
- Disagree
- Neither disagree nor agree
- Agree
- Strongly agree

## Thank you page

**Thank you!** We appreciate your feedback and will use it to improve TTB's services.

When you click "Submit" you'll be taken to the TTB Volunteer page. We hope you will sign up to help TTB test new features or provide additional feedback on our services in the future.

### **Paperwork Reduction Act Notice**

*This survey is issued in accordance with the Paperwork Reduction Act of 1995. This survey is used by TTB to obtain feedback from agency customers on how well the Bureau is doing in meeting its strategic objectives and in accomplishing its mission, and it will provide specific information to the Bureau regarding where it needs to make adjustments to its public communications efforts. Response to this survey is voluntary.*

*The estimated average burden associated with this information collection is 9 minutes per respondent, depending on individual circumstances. Comments concerning the accuracy of this burden estimate and suggestions for reducing it should be addressed to the Records Management Officer, Regulations and*

*Rulings Division, Alcohol and Tobacco Tax and Trade Bureau, 1310 G Street, NW., Box 12, Washington, DC 20005.*

*An agency may not conduct or sponsor, and a person is not required to respond to, an information collection unless it displays a current, valid OMB control number. This survey is approved under OMB control number 1513–0132.*