



Tell Sonny

OMB Control Number 0503-0021
exp. March 31, 2021

Secretary Sonny Perdue wants to hear from you about your customer service experience with USDA. Your comments and suggestions will help us find better ways to meet your service needs.

Tell Sonny is not intended for service of official, case-related or legal documents, or for processing comments pertaining to these matters:

- civil rights and discrimination complaints
- rulemaking
- violations of laws and regulations

If your comments relate to one of the three topics, please review our [comment guidance](#). Otherwise, please fill out the form below.

What are your comments about? Check all that apply. (*Required)

- USDA programs and how they can be improved.
- USDA processes I must follow.
- The people I interact with at USDA.

What do you want to tell Sonny about your customer service experience?

* Any information you provide on this form is voluntary. Please do not include any confidential information such as social security numbers or birth dates in your comments. If you choose to provide us with any personal information, USDA will follow its Privacy Policy found at: <https://www.usda.gov/privacy-policy>.

Please rate your level of agreement, on a rating scale of 1 to 5, 1-strongly disagree, 5-strongly agree, and 0-not applicable

- It is easy to find out about USDA programs and services. 1 2 3 4 5 0
- It is easy to identify and reach the people at USDA who I need to speak with. 1 2 3 4 5 0
- I was able to get my needs met in a reasonable amount of time. 1 2 3 4 5 0
- USDA employees are helpful, knowledgeable, and respectful of my time. 1 2 3 4 5 0
- My overall customer experience with USDA is positive. 1 2 3 4 5 0

The following information will help us organize the comments we receive and make sure your feedback gets to the right people within USDA.

Do you identify yourself as a: Select one. (*Required)

- Farmer or rancher
- Food processor or producer
- Forester
- Recipient of the Supplemental Nutrition Assistance Program (SNAP), National School Lunch Program (NSLP), Women, Infants, and Children (WIC), etc.
- Researcher or educator
- State or local government or tribal government employee
- General member of the public
- USDA employee
- Other (please specify)

Your zip code (5 digit numeric limit) (*Required)

Which agency do your comments refer to? Select one.

- None -

Thank you for your feedback. Your comments will help us identify ways to improve our service and will be shared with the appropriate agency within USDA.

In some instances, the volume of comments on a particular issue is such that we may not be able to respond to each message individually. Also, USDA is unable to comment on any inquiries pertaining to pending litigation or matters that are part of an ongoing complaint or grievance process.

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0503-0021. The time required to complete this information collection is estimated to average 10 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.

Check this box if it's essential that we contact you.

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