OMB Control Number: 1405-0193
Expiration Date: 7-31-2020
Estimated Burden: 5 minutes
SV-2017-0001

e-Gov Customer Satisfaction Survey

Please take a moment to complete the survey. Email back to ofmegovhelpdesk@state.gov

Question 1:	**Was the customer service representative courteous and professional?**	Question 2:	**How satisfied are you with the time it took to resolve the request/issue reported?**
Rating:	**Lowest** **1** **2** **3** **4** **Highest** **X** (place **X** over the number)	Rating:	**Lowest** **1** **2** **3** **4** **Highest** **X** (place **X** over the number)
Comment:		Comment:	
Question 3:	**Are you satisfied with the representative's understanding of the issue you reported?**	Question 4:	**What is your overall satisfaction with the service you received?**
Rating:	**Lowest** **1** **2** **3** **4** **Highest** **X** (place **X** over the number)	Rating:	**Lowest** **1** **2** **3** **4** **Highest** **X** (place **X** over the number)
Comment:		Comment:	

PRA Statement

Public reporting burden for this collection of information is estimated to average 05 minutes / 00 hours per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: OFM Customer Service Center; 3507 International Place NW; Washington, DC 20522-3303.