

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](mailto: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	Rating:	Lowest 1      2      3      4      Highest X
Comment:	(place X over the number) <div style="border: 1px solid black; height: 80px; width: 100%;"></div>	Comment:	(place X over the number) <div style="border: 1px solid black; height: 80px; width: 100%;"></div>
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	Rating:	Lowest 1      2      3      4      Highest X
Comment:	(place X over the number) <div style="border: 1px solid black; height: 80px; width: 100%;"></div>	Comment:	(place X over the number) <div style="border: 1px solid black; height: 80px; width: 100%;"></div>

### 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.