

## Participant Caller Customer Satisfaction Survey 2019 Final

(Items in **BOLD** are interviewer instructions, and are not intended to be read to the client)  
(Items marked *for example* should only be read if respondent needs clarification)

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### Introduction (Do Not Read)

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INTRO1. Hello, my name is \_\_\_\_\_. I am calling from Discovery Research Group on behalf of the Pension Benefit Guaranty Corporation. May I please speak with \_\_\_\_\_?

- |    |                      |   |                                  |
|----|----------------------|---|----------------------------------|
| 1  | Yes                  | > | <b>(Continue to INTRO2)</b>      |
| 2  | Person not available | > | <b>(Schedule a callback)</b>     |
| 3  | No such person       | > | "Thank you and have a nice day!" |
| 99 | Refusal/Hung Up      | > | "Thank you and have a nice day!" |

**(Programmer instructions: Read when the person named in INTRO1 comes to the phone)**

INTRO2. Hello, my name is \_\_\_\_\_ from Discovery Research Group calling on behalf of the Pension Benefit Guaranty Corporation. We are conducting a survey to determine how well PBGC is serving its customers. The survey will take approximately 10 minutes. Is this a good time?

- |   |  |
|---|--|
| 1 | Yes <b>(Continue)</b>  |
| 2 | No "Can we schedule a time that is more convenient for you?" |

The Pension Benefit Guaranty Corporation will use this feedback to improve its services to you and others like you. Your answers are voluntary, but your opinions are very important. We will not ask any questions about confidential information. If at any time you do not feel comfortable answering a question, please say so. Your responses will be anonymous, and you will never be identified by name unless you request that someone from PBGC contact you about your response. This interview is authorized by Office of Management and Budget Control No. 1090-0007 which expires on September 30, 2021.

**(If respondent inquiries about the purpose or validity of the survey, please refer to the PBGC Customer Contact Center 1-800-400-PBGC (7242))**

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### Screening Question (Do Not Read)

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Q1. Have you contacted the Pension Benefit Guaranty Corporation by phone in the past 3 months?

- |    |  |
|----|--|
| 1  | Yes <b>(CONTINUE TO Q2)</b>  |
| 2  | No <b>(TERMINATE)</b> - "I am sorry but you will not be eligible for this survey at this time. Thank you for your time and have a nice day/evening!" |
| 98 | Don't Know <b>(Don't read) (TERMINATE)</b>   |
| 99 | Refusal/Hung up <b>(TERMINATE)</b>   |

Q1a. What was the MAIN purpose of your most recent contact to the Pension Benefit Guaranty Corporation? Please stop me when I get to your answer. **(Interviewer: Read list, stop when a selection is made and record response)**

- 1 To update your personal information (*for example, change of address, electronic direct deposit change, tax withholding change, seek clarification on correspondence received, request a form*)
- 2 To apply for benefits
- 3 To request a benefit estimate
- 4 To inquire about your pension check or automatic deposit
- 5 To follow up because you did not get a call back
- 6 To register a complaint
- 7 To request information
- 8 Other (Please specify)
- 98 Don't know **(Do Not Read)**

Q2. When you contacted the Pension Benefit Guaranty Corporation, you would have been in one of four categories. Which of the following categories were you in? **(Interviewer: Read list and record response)**

- 1 Currently receiving benefits from the Pension Benefit Guaranty Corporation
- 2 Not currently receiving benefits from the Pension Benefit Guaranty Corporation, but planning on retiring and expecting to receive a benefit within 3 months
- 3 Not receiving benefits from the Pension Benefit Guaranty Corporation, but expecting to receive a benefit in the future
- 4 Not eligible to receive benefits from the Pension Benefit Guaranty Corporation
- 98 Don't know **(Do Not Read)**

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Benefits Application Process (Do Not Read)

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Q4. Did you apply to receive your benefit in the last 90 days?

- 1 Yes
- 2 No **(Skip to Customer Care)**
- 3 Don't know **(Do Not Read) (Skip to Customer Care)**

Q5. How soon did you receive your application package from the time you requested it? **(Do Not Read; Listen to Response and Categorize)**

- 1 1-15 days
- 2 16-30 days
- 3 More than 30 days
- 4 Don't know **(Do Not Read)**

Q6. How long did it take from when you sent your application in to when you received your first check? **(Do Not Read; Listen to Response and Categorize)**

- 1 Less than 30 days
- 2 More than 30 days, up to 2 months
- 3 More than 2 months, up to 3 months
- 4 More than 3 months
- 5 Don't know **(Do Not Read)**

Q7. Did you elect to have your payment sent by electronic deposit?

- 1 Yes
- 2 No
- 3 Don't know **(Do Not Read)**

Please think about your experience with the application process Using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” please rate the following:

- Q8. Clarity of expectations about the benefit application process.
- Q9. Clarity of the timeframes for the benefit application process.
- Q10. Ease of understanding the benefit application.
- Q11. Ease of understanding the benefit options available to you.
- Q12. Ease of completing the benefit application.
- Q13. Clarity of what documents you must submit with your application.
- Q14. Availability of staff to answer questions about your benefit application.
  
- Q15. Did you receive a confirmation notice that your benefit application was received?
  - 1 Yes
  - 2 No
  - 3 Don't know **(Do Not Read)**

Now, think about your experience after you submitted the application. Using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” please rate the following:

- Q16. Timeliness of notification of any missing documents.
- Q17. Timeliness of updates on your application's status.
- Q18. Ease of getting the PBGC benefit started.
  
- Q19. Did you receive a confirmation notice that your benefit application package was complete?
  - 1 Yes
  - 2 No
  - 3 Don't know **(Do Not Read)**

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**Customer Care (Do Not Read)**

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Consider your most recent contact with the Pension Benefit Guaranty Corporation. Using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” how would you rate...

**Q20. The ease of reaching the appropriate person**

[RECORD RATING 1-10]  
98. Don't Know (Don't read)

**Q21a. PBGC staff's level of understanding of your issue or need.**

[RECORD RATING 1-10]  
1. Don't Know (Don't read)

**Q22. The respect shown by PBGC staff.**

[RECORD RATING 1-10]  
98. Don't Know (Don't read)

**Q23a. PBGC staffs' overall ability to communicate with you effectively.**

[RECORD RATING 1-10]  
98. Don't Know (Don't read)

[IF 6 OR BELOW FOR Q23a; OTHERWISE SKIP TO Q24]

Q23b What about your experience caused you to rate PBGCs staff low for ability to communicate with you effectively?

Q23c. How well PBGC staff listened to your responses and didn't ask the same question more than once

[RECORD RATING 1-10]  
98. Don't Know (Don't read)

Q.23d. The thoroughness of PBGC staff in obtaining all needed information before putting you on hold

[RECORD RATING 1-10]  
98. Don't Know (Don't read)

Q23e. PBGC staff on completely addressing one issue prior to moving on to the next

[RECORD RATING 1-10]  
98. Don't Know (Don't read)

Q23f. **Your overall satisfaction with PBGC staff.**

[RECORD RATING 1-10]  
1. Don't Know (Don't read)

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Automated Phone System (Do not read)

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Q25. In the last 3 months, have you called PBGC and used your touchtone keypad to navigate the choices on the automated phone system?

- 1 Yes
- 2 No **(SKIP TO Q30)**
- 98 Don't Remember (Don't read) **(SKIP TO Q30)**

Using a 10-point scale, in which "1" means "poor" and "10" means "excellent," or 'N/A" means "not applicable" how would you rate ...

Q26. The ease of navigating through the menu options

[RECORD RATING 1-10]  
98 Don't Know **(Do Not Read)**

Q26a If you pushed 0 to reach a representative, how would you rate length of the time it took to reach a representative? Please use a 10-point scale, in which 1" means "poor" and "10" means "excellent," or 'N/A" means "not applicable"

[RECORD RATING 1-10]  
98 Don't Know **(Do Not Read)**

Q28. The ability to accomplish what you wanted to with the automated phone system

[RECORD RATING 1-10]  
98 Don't Know **(Do Not Read)**

Q29. Based on your experience with other automated phone systems, what would you like to accomplish through PBGC's automated phone system that you haven't been able to? **(Record verbatim)**

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Concern Resolution (Do Not Read)

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Consider your most recent contact with the Pension Benefit Guaranty Corporation. Still using the same scale, in which “1” means “poor” and “10” means “excellent,” how would you rate the Pension Benefit Guaranty Corporation on ...

Q30. Providing you with what you needed to resolve your concern or issue

[RECORD RATING 1-10]  
98 Don't Know **(Do Not Read)**

Q31. Timeliness of resolving your concern or issue

[RECORD RATING 1-10]  
98 Don't Know **(Do Not Read)**

Q32. Completeness of the resolution

[RECORD RATING 1-10]  
98 Don't Know **(Do Not Read)**

Q33. Was follow-up required by the PBGC staff?

1 Yes **(CONTINUE TO Q33a)**  
2 No **(SKIP to Q34)**  
98 Don't Remember **(Do Not Read) (SKIP to Q34)**

Q33a. Did PBGC communicate a timeframe for resolution?

1 Yes  
2 No  
98 Don't Remember **(Do Not Read)**

Q34. Did PBGC meet your expectations?

1 Yes  
2 No  
3 Somewhat or in part

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Requests for Benefit Estimates (Do Not Read)

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Q35. In the past 3 months, have you asked PBGC for estimate of your benefit amount?

1 Yes **(CONTINUE TO Q36)**  
2 No **(SKIP TO Q41)**  
98 Don't know **(Do Not Read) (SKIP TO Q41)**

Q36. Have you received the estimate you requested?

1 Yes **(CONTINUE TO Q37)**  
2 No **(SKIP TO Q41)**  
98 Don't know **(Do Not Read) (SKIP TO Q41)**

Consider the benefit estimate you requested from the Pension Benefit Guaranty Corporation. Using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” how would you rate...

Q37. The timeliness of receiving your benefit estimate

[RECORD RATING 1-10]  
98 Don't Know **(Do Not Read)**

Q38. The ease of understanding your benefit estimate

[RECORD RATING 1-10]  
98 Don't Know **(Do Not Read)**

Q39. Did your benefit estimate provide the information you needed?

- 1 Yes **(SKIP TO Q41)**
- 2 No **(GO TO Q40)**
- 98 Don't Know **(Don't read) (SKIP TO Q41)**

Q40. What other information did you need? **(Record verbatim)**

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Written Communication (Do Not Read)

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Q41. What was the most recent written communication you remember receiving from PBGC?-

**(Do not read list unless respondent doesn't remember or needs help.)**

- 1 Acknowledgment of documents submitted
- 2 Benefit determination letter
- 3 Benefit estimate
- 4 Confirmation of change of personal information
- 5 Forms or applications
- 6 Notice of plan trusteeship (contains DVD)
- 7 PBGC newsletter
- 8 Pension check
- 9 Other: \_\_\_\_\_
- 10 Don't remember **(Skip to Q36)**
- 11 None **(Skip to Q36)**

Please think about the written communication you have received from PBGC. Using a 10-point scale, in which “1” means “poor” and “10” means “excellent,” how would you rate...?

Q42. The timeliness of the correspondence you received from PBGC

[RECORD RATING 1-10]  
98 Don't Know **(Do Not Read)**

Q43. The clarity of the information provided

[RECORD RATING 1-10]  
98 Don't Know **(Do Not Read)**

Q44. The usefulness of the PBGC correspondence

[RECORD RATING 1-10]  
98 Don't Know **(Do Not Read)**

Q45. Would you say you receive PBGC written communication... **(Interviewer: Read list and record one answer)**

- 1 Too often
- 2 As often as needed
- 3 Not often enough?
- 98 Don't know **(Do Not Read)**

Q46. Have you visited PBGC's website, PBGC.gov, in the last six months? **(If yes, skip to Q48)**

Q47. What could PBGC do to interest you in visiting the website? **(Do Not Read List)**

- 1 Nothing; don't have a computer and/or internet **(skip to Q49)**
- 2 Nothing; would rather call; prefer not to use the computer or internet for this type of service **(skip to Q49)**
- 3 Nothing; have no need **(skip to Q49)**
- 4 Make more user friendly **(skip to Q49)**
- 5 Was not aware PBGC had a website **(skip to Q49)**
- 6 Other: \_\_\_\_\_ **(probe for specifics; ask Q48)**
- 7 Don't know **(skip to Q39) (skip to Q49)**

Q48. PBGC wants to better address your needs by improving the information on its website. What information can PBGC add to improve its website?

- 1 Benefit estimate/benefit amount/how much will I get? **(Do Not Read)**
- 2 Other **(Record verbatim)**
- 3 Don't know **(Do Not Read)**

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ACSI Benchmark Questions (Do Not Read)

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Q49. Using a 10-point scale on which "1" means "Very Dissatisfied" and "10" means "Very Satisfied," how satisfied are you with the services provided by the Pension Benefit Guaranty Corporation?

Q50. Using a 10-point scale on which "1" now means "Falls Short of your Expectations" and "10" means "Exceeds your Expectations," to what extent have the services provided by the Pension Benefit Guaranty Corporation fallen short of or exceeded your expectations?

Q51. Forget for a moment your experience with the Pension Benefit Guaranty Corporation. Now, imagine what an ideal institution distributing pension benefits would be like. **(Interviewer: Pause momentarily.)** How well do you think the Pension Benefit Guaranty Corporation compares with that ideal institution you just imagined? Please use a 10-point scale on which "1" means "Not very close to the ideal," and "10" means "Very close to the ideal."

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Transition to PBGC (Do Not Read)

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Q52. Did your plan transition to PBGC during the past 2 years?

- 1 Yes **(CONTINUE TO Q53)**
- 2 No **(SKIP to Q60)**
- 98 Don't Know **(Do Not Read – SKIP to Q60)**

Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," how would you rate...

Q53. The information provided by PBGC to help you understand the process.  
[RECORD RATING 1-10]

98 Don't Know **(Do Not Read)**

Q54. Are you currently receiving benefits from your plan?

1 Yes **(CONTINUE TO Q55)**

2 No **(SKIP to Q60)**

Q55. Did PBGC tell you that your payments would continue?

1 Yes

2 No

98 Don't remember

Q56. Did PBGC tell you what to expect as they processed your pension plan?

1 Yes

2 No

98 Don't remember

Q56a. Were you already receiving your benefit payment when PBGC took over your plan?

1 Yes (SKIP to Q59)

2 No (CONTINUE TO Q58)

98 Don't remember

Q58. Did PBGC tell you how to apply when eligible?

1 Yes

2 No

98 Don't remember

Q59. What else could PBGC do to improve your transition experience? **(Record verbatim)**

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**Outcome Measures (Do not read)**

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Q60. Have you contacted the Pension Benefit Guaranty Corporation with a complaint within the past 3 months?

1 Yes

2 No **(SKIP TO Q63)**

3 Don't Know **(Do Not Read) (SKIP TO Q63)**

98

Q61. How was your most recent complaint handled? Please use a 10-point scale on which "1" means "handled very poorly" and "10" means "handled very well".

[RECORD RATING 1-10]

98 Don't Know **(Do Not Read)**

Q62. How would you rate the responsiveness of the Pension Benefit Guaranty Corporation personnel to your complaint? Please use a 10-point scale on which "1" means "not very responsive" and "10" means "very responsive".

[RECORD RATING 1-10]

98 Don't Know **(Do Not Read)**

Q63. Using a 10-point scale, on which "1" means "not very confident" and "10" means "very confident," how confident are you that the Pension Benefit Guaranty Corporation will do a good job the next time you interact with the agency?

[RECORD RATING 1-10]



98 Don't Know **(Do Not Read)**

99 Refusal/Hung up

Q64. What, if any, other services or information would you like PBGC to provide?

**(Record verbatim)**

Add options: nothing, can't think of anything

Q65. What tasks, if any, would you like to be able to accomplish online without having to call?

**(Record verbatim)**

Add options: nothing, can't think of anything

Q66. Would you like PBGC to contact you regarding your responses or about any other issue?

1 Yes **[GO TO Q66.1]**

2 No **(GO TO END2)**

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Q66.1 What type of assistance would you like from PBGC (limit to 100 characters) **[RECORD VERBATIM RESPONSE]**

Q67. How do you want PBGC to contact you? **[RECORD CONTACT INFO AND GO TO END 1]**

**(Read only if respondent expresses concern about leaving contact information)**

*Note 1: Pursuant to 29 U.S.C. § 1302(b)(4), PBGC is authorized to collect the following personally identifiable information: name, telephone, number, and email address. **PBGC is collecting this information for the sole purpose of contacting you to follow up on your responses to the survey questions, as you are requesting.** This information will be used by PBGC personnel. Furnishing this information is voluntary and will not impact other business you may have with PBGC. The data will be maintained on our secure server.*

Name:

Telephone:

Email:

Best time to reach you:

END 1. Thank you for your time. A PBGC representative will contact you. The Pension Benefit Guaranty Corporation appreciates your input and will use this feedback to better serve its customers. Have a nice day!

END 2. Thank you for your time. The Pension Benefit Guaranty Corporation appreciates your input and will use this feedback to better serve its customers. Have a nice day!