PBGC - Customer Satisfaction v2

MID: IUx1IFIhgp5YEpxx5JIVIw==

Date: 4/19/2013



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

The U.S. Pension Benefit Guaranty Corporation has three overarching goals to:

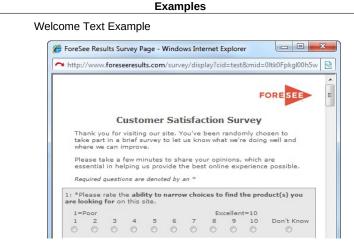
- Preserve plans and protect pensioners,
- Pay pension benefits on time and accurately, and
- Maintain high standards of stewardship and accountability.

We want your feedback to help us determine how we are meeting our goals as an agency.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

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.



Thank You Text Example

	Hockey Please Select ▼
	Hockey Please Select
.6: What size and style of jean	were you shopping for today?
What size of jean were you shopping for today?	What style of jean were you shopping for today?
1	Boot cut
	Low rise
	○ Flare
7	Relaxed fit
9	Slim cut
O 11	
O 13	
-1 1 2 2 2 2 2 2	
Please note you will not re survey comments. If you	rvey - and for helping us serve you better. seceive a response from us based on your would like us to contact you about your the Contact Us section of our web site. Submit
Please note you will not re survey comments. If you feedback, please visit t	eceive a response from us based on your would like us to contact you about your the Contact Us section of our web site.

Model Instance Name:

PBGC - Customer Satisfaction V2

MID: IohcdxZpY48xEgEE58c8pA==

Partitioned (Y/N)? NO

Date: 4/19/2013



	Model ques	stions utiliz	ize the A	א CSI methodology to determine scores and impact	s		
MQ Label	ELEMENTS (drivers of satisfaction)	МО	Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
	Agency Information (1=Poor, 10=Excellent, Don't Know)			Satisfaction			Goal Accomplishment Index (1=Strongly Disagree, 10=Strongly Agree)
	Thinking about the agency as a whole, please rate your perception of the thoroughness of the information that the PBGC provides.	6 Satisfa Overa		What is your overall satisfaction with the PBGC agency? 1=Very Dissatisfied, 10=Very Satisfied)	g	Goal Accomplish ment - Mission	Please indicate how much you agree or disagree with the following statements. The PBGC carries out its mission to protect pensions.
Agency Information - Understandable	Please rate how understandable you find the information that the PBGC provides.			How well does the PBGC meet your expectations ? (1=Falls Short, 10=Exceeds)	10	Goal	The PBGC shows that it takes responsibility for preservin pension plans.
Agency Information - Answers	Please rate how well the agency's information provides answers to your questions.	8 Satisfa Ideal	f	How does the PBGC compare to your idea of an ideal ederal agency? 11=Not Very Close, 10=Very Close)	11	Goal Accomplish ment - Preserve	The PBGC efficiently preserves pension plans.
	Agency Services (1=Poor, 10=Excellent, Don't Know)				12	Goal Accomplish ment - Protect	The PBGC protects pensioners effectively.
- Provision	Thinking about the agency's services as a whole, please rate the extent to which the PBGC provides needed services.						Trust (1=Strongly Disagree, 10=Strongly Agree)
	Please rate your perception of the range of services offered by the PBGC.				13	Trust - Best Interests	I can count on this agency to act in my best interests.
					14	Trust - Trustworthy	I consider this agency to be trustworthy .
					15	Trust - Do Right	This agency can be trusted to do what is right.
							Brand Confidence (1=Not At All Confident, 10=Very Confident)
					17	Brand Confidence	How confident are you that your future interactions with PBGC will meet your needs?

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Date:	10.19.20	15	blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST					
QID LON0035494	Skip Logic Label	Question Text About how often do you interact with the PBGC?	Answer Choices (limited to 50 characters) This is my first interaction	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi	Required Y/N Y	Special Instructions	CQ Label Frequency
			At least monthly A few times a year Once a year or less						
LNH4533		Which best describes you?	Worker Retiree Disabled Worker or Retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney Practitioner or pension professional Media or press representative Congressional or regulatory researcher Trade association or business organization Job seeker Student Other (please specify)	A	Radio button, one-up	S	Y	Skip Logic Group	Best Describes
LNH4534	A	Other - best describes you:	The property of the property o		Text area, no char limit	S	N		Other Best Describes
LNH4535		What is your primary interest in PBGC? Please specify your primary interest in PBGC.	To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To better understand the extent to which my benefits (pension, health care, etc.) are insured To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.) To learn more about the Annual Funding Notice I received To check or update my personal information To get an estimate of my benefit To file a premium To submit a standard termination To submit a distress termination To submit a reportable event To obtain interest rates To look for a job To learn more about PBGC's mission to protect pensions Other (please specify)	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Interest OE Primary
HAR0040602	A				Text area, no char limit	S	N	Skip Logic Group	Interest
HAR0040602		Did you get the information you were looking for from PBGC?	Yes No	Α	Radio button, one-up vertical	S	Y	Skip Logic Group	Did You Find
HAR0040526	А	What information were you looking for?			Text area, no char limit	S	N	Skip Logic Group	OE_What Looking For
LON0035495		Is the wording used by this agency easy to understand?	Yes No		Radio button, one-up vertical	S	Y		Agency Wording
LNH4537		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs
LNH4538		PBGC wants to ensure we are providing you with excellent customer service. If you have a particular issue you need help with we want to hear from you. Please indicate that you would like to be contacted and provide us with the best way to reach you. Please note: This survey is anonymous unless you provide contact information.	Yes, please contact me by phone Yes, please contact me by email Yes, you can contact me by either phone or email No, no contact is needed	A, C, D, E A, B, F A, B, C, D E	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
LNH4539	A	This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (First/Last Name)	TO COMMENT STREETED		Text field, <100 char	S	Y		Name

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			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	ST .					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH4540	В	Email: (e.g. ,customer@pbgc.gov)			Text field, <100 char	S	Υ		Email
LNH4541	С	Telephone: (e.g.,555-555-555)			Text field, <100 char	S	Υ		Telephone
RUS0222725	D	Best weekday(s) to be reached:	Monday Tuesday Wednesday Thursday Friday		Checkbox, one-up vertical	Multi	Y		Best Day to Reach

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Date:	10.19.20	15	blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST					
QID LON0035494	Skip Logic Label	Question Text About how often do you interact with the PBGC?	Answer Choices (limited to 50 characters) This is my first interaction	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi	Required Y/N Y	Special Instructions	CQ Label Frequency
			At least monthly A few times a year Once a year or less						
LNH4533		Which best describes you?	Worker Retiree Disabled Worker or Retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney Practitioner or pension professional Media or press representative Congressional or regulatory researcher Trade association or business organization Job seeker Student Other (please specify)	A	Radio button, one-up	S	Y	Skip Logic Group	Best Describes
LNH4534	A	Other - best describes you:	The property of the property o		Text area, no char limit	S	N		Other Best Describes
LNH4535		What is your primary interest in PBGC? Please specify your primary interest in PBGC.	To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To better understand the extent to which my benefits (pension, health care, etc.) are insured To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.) To learn more about the Annual Funding Notice I received To check or update my personal information To get an estimate of my benefit To file a premium To submit a standard termination To submit a distress termination To submit a reportable event To obtain interest rates To look for a job To learn more about PBGC's mission to protect pensions Other (please specify)	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Interest OE Primary
HAR0040602	A				Text area, no char limit	S	N	Skip Logic Group	Interest
HAR0040602		Did you get the information you were looking for from PBGC?	Yes No	Α	Radio button, one-up vertical	S	Y	Skip Logic Group	Did You Find
HAR0040526	А	What information were you looking for?			Text area, no char limit	S	N	Skip Logic Group	OE_What Looking For
LON0035495		Is the wording used by this agency easy to understand?	Yes No		Radio button, one-up vertical	S	Y		Agency Wording
LNH4537		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs
LNH4538		PBGC wants to ensure we are providing you with excellent customer service. If you have a particular issue you need help with we want to hear from you. Please indicate that you would like to be contacted and provide us with the best way to reach you. Please note: This survey is anonymous unless you provide contact information.	Yes, please contact me by phone Yes, please contact me by email Yes, you can contact me by either phone or email No, no contact is needed	A, C, D, E A, B, F A, B, C, D E	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
LNH4539	A	This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (First/Last Name)	TO COMMENT STREETED		Text field, <100 char	S	Y		Name

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			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Special Instructions	CQ Label
LNH4540	В	Email: (e.g. ,customer@pbgc.gov)			Text field, <100 char	S	Y		Email
LNH4541	С	Telephone: (e.g., 555-555-555)			Text field, <100 char	S	Y		Telephone
LNH4542	Đ	Best-weekday to be reached:	Menday Tuesday Wednesday Thursday Friday		Drop down, select one	S	¥		Best Day to Reach
	D	Best weekday(s) to be reached:	Monday Tuesday Wednesday Thursday Friday		Checkbox, one-up vertical	Multi	Y		Best Day to Reach
LNH4543	E	Best time to be reached:	9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST)		Drop down, select one	S	¥		Best hour to Reach

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PBGC - Customer Satisfac	on V2 CUSTOM QUESTION	LIST
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			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
ON0035494	Laber	About how often do you interact with the PBGC?	This is my first interaction	Skip to	Radio button, one-up	S	Y Y	IIISUUCUOIIS	Frequency
201100000404		About now often do you interact with the 1 Boo!	This is my mat meracaon		vertical	"			ricquericy
			At least monthly	1					
			A few times a year						
			Once a year or less						
NH4533		Which best describes you?	Worker	-	Radio button, one-up	S	Υ	Skip Logic Group	Best Describes
			Retiree Disabled Worker or Retiree	-					
			Widow(er) or spouse or beneficiary						
			Other family member, friend, or power of attorney						
			Practitioner or pension professional						
			Media or press representative						
			Congressional or regulatory researcher						
			Trade association or business organization Job seeker	-					
			Student	-					
			Other (please specify)	Α					
LNH4534	A	Other - best describes you:	(France spears)		Text area, no char limit	S	N		Other Best Describes
NH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Primary Interes
		What is your primary morest in 1 200.	To learn if my pension plan is insured or covered by the PBGC		vertical		·	Chip Logic Croup	· ······ary interes
			To learn what to expect if PBGC takes over my pension plan	1					
			To better understand the extent to which my benefits (pension, health care,						
			etc.) are insured						
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)						
			To learn more about the Annual Funding Notice I received	-					
			To check or update my personal information	1					
			To get an estimate of my benefit						
			To file a premium						
			To submit a standard termination						
			To submit a distress termination						
			To submit a reportable event	4					
			To obtain interest rates To look for a job	-					
			To learn more about PBGC's mission to protect pensions	-					
			Other (please specify)	Α					
LNH4536	A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
HAR0040602		Did you get the information you were looking for from PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Did You Find
			Yes No	١.	vertical				
HAR0040526	A	What information were you looking for?	INO	A	Text area, no char limit	s	N	Skip Logic Group	OE What
	_ ^	what illioinfation were you looking for:			Text area, 110 chai ilitiit		IN	Skip Logic Gloup	Looking For
_ON0035495		Is the wording used by this agency easy to understand?			Radio button, one-up	S	Υ		Agency Wording
			Yes	4	vertical				
_NH4537		As an arrange, what sould DDCC do differently to bottor most	No		Tout area no char limit	s	NI.		Dottor Most
NH4537		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	5	N		Better Meet Needs
KAU0158933		PBGC recently redesigned its website to improve service to	I have feedback on the new look	Z	Radio button, one-up	S	¥	Skip Logic Group	Noticed Change
		you. We would like to hear your thoughts and opinions on the			vertical				, in the second
		new look.							
			I did not notice changes to the site						
KAU0158934	Z	Please share your feedback on the new look of PBGC's			Text area, no char limit		N	Skip Logic Group	Feedback on
		website.							change
NH4538		PBGC wants to ensure we are providing you with excellent customer service. If you have a particular issue you need help with we want to hear from you. Please indicate that you would like to be contacted and provide us with the best way to reach you.		A, C, D, E	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
		Please note: This survey is anonymous unless you provide contact information.							
			Yes, please contact me by email	A, B, F					

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			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Yes, you can contact me by either phone or email No, no contact is needed	_ E					
LNH4539		This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (First/Last Name)			Text field, <100 char	S	Y		Name
LNH4540	В	Email: (e.g. ,customer@pbgc.gov)			Text field, <100 char	S	Υ		Email
LNH4541		Telephone: (e.g. ,555-555-555)			Text field, <100 char	S	Υ		Telephone
LNH4542	D		Monday Tuesday Wednesday Thursday Friday	-	Drop down, select one	S	Y		Best Day to Reach
LNH4543	Е		9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST)		Drop down, select one	S	Y		Best hour to Reach

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PBGC - Customer Satisfaction V2 CUS	
Skip Logic Answer Choices	
QID Label Question Text (limited to 50 characters)	

			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST					
	Skip Logic		Answer Choices				Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to		Multi	Ý/N	Instructions	CQ Label
LON0035494		About how often do you interact with the PBGC?	This is my first interaction		Radio button, one-up vertical	S	Υ		Frequency
			At least monthly	+	vertical				
			A few times a year	1					
			Once a year or less						
LNH4533		Which best describes you?	Worker		Radio button, one-up	S	Υ	Skip Logic Group	Best Describes
			Retiree						
			Disabled Worker or Retiree Widow(er) or spouse or beneficiary						
			Other family member, friend, or power of attorney	-					
			Practitioner or pension professional						
			Media or press representative						
			Congressional or regulatory researcher						
			Trade association or business organization						
			Job seeker Student	-					
			Other (please specify)	Α					
LNH4534	A	Other - best describes you:	Other (piedde speeny)	-	Text area, no char limit	S	N		Other Best
LNH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Describes Primary Interest
214111000		That is you plintary morest in a people	To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan		vertical		·	Omp Logio Croup	- may interest
			To better understand the extent to which my benefits (pension, health care,	+					
			etc.) are insured						
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)						
			To learn more about the Annual Funding Notice I received						
			To check or update my personal information						
			To get an estimate of my benefit To file a premium						
			To submit a standard termination	-					
			To submit a distress termination	-					
			To submit a reportable event						
			To obtain interest rates						
			To look for a job						
			To learn more about PBGC's mission to protect pensions Other (please specify)	A					
LNH4536	A	Please specify your primary interest in PBGC.	Other (please specify)	A	Text area, no char limit	S	N	Skip Logic Group	OE Primary
	_ ^				·				Interest
HAR0040602		Did you get the information you were looking for from PBGC?	Yes		Radio button, one-up vertical	S	Y	Skip Logic Group	Did You Find
HAR0040526	A	What information were you looking for?	No .	Α	Text area, no char limit	S	N	Skip Logic Group	OE What
	_ ^							Skip Logic Group	Looking For
LON0035495		Is the wording used by this agency easy to understand?	Yes		Radio button, one-up vertical	S	Y		Agency Wording
			No No	1	Voluda				
LNH4537		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs
		PBGC recently redesigned its website to improve service to	I have feedback on the new look	Z	Radio button, one-up	S	Υ	Skip Logic Group	Noticed Changes
		you. We would like to hear your thoughts and opinions on the new look.			vertical			, , , , , , , , , , , , , , , , , , ,	
			I did not notice changes to the site						
	Z	Please share your feedback on the new look of PBGC's website.			Text area, no char limit		N	Skip Logic Group	Feedback on change
LNH4538		PBGC wants to ensure we are providing you with excellent		A C D 5	Radio button, one-up	S	Y	Skip Logic Group	Contact
LINH4538		Customer service. If you have a particular issue you need help with we want to hear from you. Please indicate that you would like to be contacted and provide us with the best way to reach you.		А, С, D, E	vertical	5	•	Skip Logic Group	Contact
		Please note: This survey is anonymous unless you provide contact information.							
			Yes, please contact me by phone						
			Yes, please contact me by email	A, B, F					

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			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Yes, you can contact me by either phone or email No, no contact is needed	_ E					
LNH4539		This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (First/Last Name)			Text field, <100 char	S	Y		Name
LNH4540	В	Email: (e.g. ,customer@pbgc.gov)			Text field, <100 char	S	Υ		Email
LNH4541		Telephone: (e.g. ,555-555-555)			Text field, <100 char	S	Υ		Telephone
LNH4542	D		Monday Tuesday Wednesday Thursday Friday	-	Drop down, select one	S	Y		Best Day to Reach
LNH4543	Е		9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST)		Drop down, select one	S	Y		Best hour to Reach

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			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
STE0095513		Did you successfully log in to your MyPBA account today?	Yes		Radio button, one-up	S	¥		Login
			No, I did not try to log in	+	vertical				
			No, I tried to log in but could not						
			Don't know-						
ON0035494		About how often do you interact with the PBGC?	This is my first interaction		Radio button, one-up vertical	S	Y		Frequency
			At least monthly						
			A few times a year	-					
NH4533		Which best describes you?	Once a year or less Worker		Radio button, one-up	S	Y	Skip Logic Group	Best Describ
NH4533		which best describes you?	Retiree	-	Radio bullon, one-up	3	Y	Skip Logic Group	Best Describ
			Disabled Worker or Retiree						
			Widow(er) or spouse or beneficiary						
			Other family member, friend, or power of attorney						
			Practitioner or pension professional						
			Media or press representative						
			Congressional or regulatory researcher	4					
			Trade association or business organization Job seeker	_					
			Student	-					
			Other (please specify)	Α					
NH4534	A	Other - best describes you:	(Text area, no char limit	S	N		Other Bes
									Describes
NH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Primary Inter
			To learn if my pension plan is insured or covered by the PBGC		vertical				
			To learn what to expect if PBGC takes over my pension plan	-					
			To better understand the extent to which my benefits (pension, health care, etc.) are insured						
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)						
			To learn more about the Annual Funding Notice I received						
			To check or update my personal information						
			To get an estimate of my benefit						
			To file a premium						
			To submit a standard termination						
			To submit a distress termination To submit a reportable event						
			To obtain interest rates						
			To look for a job	_					
			To learn more about PBGC's mission to protect pensions						
			Other (please specify)	Α					
NH4536	A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primar Interest
IAR0040602		Did you get the information you were looking for from PBGC?	Voe		Radio button, one-up	S	Υ	Skip Logic Group	Did You Fin
			Yes No	A	vertical				
IAR0040526	A	What information were you looking for?			Text area, no char limit	S	N	Skip Logic Group	OE_What Looking Fo
ON0035495		Is the wording used by this agency easy to understand?			Radio button, one-up	S	Y		Agency Word
		3 ,	Yes		vertical				3,
			No						
NH4537		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Mee Needs
NH4538		PBGC wants to ensure we are providing you with excellent		ACDE	Radio button, one-up	S	Y	Skip Logic Group	Contact
NH4538	customer service. If you have a particular issue you need help with we want to hear from you. Please indicate that you would like to be contacted and provide us with the best way to reach you.		Α, Ο, Σ, Ε	vertical	3	,	Skip Logic Group	Contact	
		Please note: This survey is anonymous unless you provide contact information.							
		contact mormation.	Yes, please contact me by phone						
			Yes, please contact me by email	A, B, F					
				A, B, C, D,	,				
			Yes, you can contact me by either phone or email	E					
			No, no contact is needed						

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pink: ADDITION

			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	ST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH4539	A	This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (First/Last Name)			Text field, <100 char	S	Y		Name
LNH4540	В	Email: (e.g. ,customer@pbgc.gov)			Text field, <100 char	S	Y		Email
LNH4541	С	Telephone: (e.g.,555-555-5555)			Text field, <100 char	S	Y		Telephone
LNH4542	D	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	Y		Best Day to Reach
LNH4543	Е	Best time to be reached:	9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 12 - 2 PM (EST) 2 - 3 PM (EST)		Drop down, select one	S	Y		Best hour to Reach

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			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	ST				l	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
4.5	Luboi	Did you successfully log in to your MyPBA account today?	Yes	Citip to	Radio button, one-up	S	¥	ou dodo.io	Login
		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			vertical				
			No, I did not try to log in						
			No, I tried to log in but could not						
LON0035494		About how often do you interact with the PBGC?	Don't know- This is my first interaction		Radio button, one-up	s	Y		Frequency
LON0033494		About now often do you interact with the PBGC?	This is my illist interaction		vertical	3	'		Frequency
			At least monthly	1					
			A few times a year						
			Once a year or less						
LNH4533		Which best describes you?	Worker		Radio button, one-up	S	Υ	Skip Logic Group	Best Describes
			Retiree Disabled Worker or Retiree	-					
			Widow(er) or spouse or beneficiary						
			Other family member, friend, or power of attorney	-					
			Practitioner or pension professional	1					
			Media or press representative						
			Congressional or regulatory researcher						
			Trade association or business organization						
			Job seeker						
			Student						
LNH4534	A	Other - best describes you:	Other (please specify)	Α	Text area, no char limit	S	N		Other Best
-INI 14334	^	Other - best describes you.			Text area, 110 char illilit	"	IN.		Describes
LNH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Υ	Skip Logic Group	Primary Interes
			To learn if my pension plan is insured or covered by the PBGC		vertical				
			To learn what to expect if PBGC takes over my pension plan						
			To better understand the extent to which my benefits (pension, health care,						
			etc.) are insured	-					
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)						
			To learn more about the Annual Funding Notice I received						
			To check or update my personal information						
			To get an estimate of my benefit						
			To file a premium						
			To submit a standard termination						
			To submit a distress termination						
			To submit a reportable event To obtain interest rates	-					
			To look for a job						
			To learn more about PBGC's mission to protect pensions						
			Other (please specify)	Α					
LNH4536	A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
HAR0040602		Did you get the information you were looking for from PBGC?			Radio button, one-up	S	Υ	Skip Logic Group	Did You Find
			Yes		vertical				
			No	Α					
HAR0040526	A	What information were you looking for?			Text area, no char limit	S	N	Skip Logic Group	OE_What Looking For
LON0035495		Is the wording used by this agency easy to understand?			Radio button, one-up	S	Y		Agency Wordin
			Yes		vertical				
			No						
LNH4537		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs
NH4538		PBGC wants to ensure we are providing you with excellent		A, C, D, E	Radio button, one-up	S	Υ	Skip Logic Group	Contact
		customer service. If you have a particular issue you need help			vertical				
		with we want to hear from you. Please indicate that you would like to be contacted and provide us with the best way to reach							
		you.							
		Please note: This survey is anonymous unless you provide							
		contact information.	Yes, please contact me by phone						
			Yes, please contact me by phone Yes, please contact me by email	A, B, F					
				A, B, C, D					
			Yes, you can contact me by either phone or email	Ε					
			No, no contact is needed						

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			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	ST .					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH4539		This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (First/Last Name)			Text field, <100 char	S	Y		Name
LNH4540	В	Email: (e.g. ,customer@pbgc.gov)			Text field, <100 char	S	Υ		Email
LNH4541	С	Telephone: (e.g. ,555-555-555)			Text field, <100 char	S	Υ		Telephone
LNH4542	D		Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	Y		Best Day to Reach
LNH4543	E		9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST)		Drop down, select one	S	Y		Best hour to Reach

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			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	ST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LON0035494	- Luboi	About how often do you interact with the PBGC?	This is my first interaction	Citip to	Radio button, one-up	S	Y	ou doublib	Frequency
			At least monthly A few times a year Once a year or less		vertical				
LNH4533		Which best describes you?			Radio button, one-up	S	Υ	Skip Logic Group	Best Describes
			Worker Retiree Disabled Worker or Retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney Practitioner or pension professional Media or press representative Congressional or regulatory researcher Trade association or business organization Job seeker		vertical				
			Student						
			Other (please specify)	Α					
LNH4534	A	Other - best describes you:			Text area, no char limit	S	N		Other Best Describes
LNH4535		What is your primary interest in PBGC?	To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To better understand the extent to which my benefits (pension, health care, etc.) are insured To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.) To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.) To learn more about the Annual Funding Notice I received To check or update my personal information To get an estimate of my benefit To file a premium To submit a standard termination To submit a distress termination To submit a reportable event To obtain interest rates To look for a job To learn more about PBGC's mission to protect pensions Other (please specify)	A	Radio button, one-up vertical	S		Skip Logic Group	Primary Interest
LNH4536	A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
HAR0040602		Did you get the information you were looking for from PBGC?	Yes No	A	Radio button, one-up vertical	S		Skip Logic Group	Did You Find
HAR0040526	Α	What information were you looking for?			Text area, no char limit	S	N	Skip Logic Group	OE_What Looking For
LON0035495		Is the wording used by this agency easy to understand?	Yes No		Radio button, one-up vertical	S	Y		Agency Wording
LNH4537	+	As an agency, what could PBGC do differently to better meet	INU		Text area, no char limit	s	N		Better Meet
		your needs?			·				Needs
ENH4538		PBGC wants to ensure we are providing you with excellent customer service. If you have a particular issue you need help with we want to hear from you. Please indicate that you would like to be contacted and provide us with the best way to reach you. Please note: This survey is anonymous unless you provide contact information.	Yes, please contact me. Yes, please contact me by phone Yes, please contact me by email Yes, you can contact me by either phone or email No, no contact is needed.	A B C	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact

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Date: 9.28.15

PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIST Skip Logic Label **Answer Choices** Single or Required Special QID **Question Text** (limited to 50 characters) Skip to Type (select from list) Multi Y/N Instructions CQ Label LNH4539 This survey is anonymous unless you provide contact information. If you would like a PBGC representative to Text field, <100 char S Name contact you, please provide the following: Name: (First/Last Name) LNH4540 LNH4541 Email: (e.g. customer@pbgc.gov) Telephone: (e.g. 555-555-5555) Text field, <100 char Email Text field, <100 char Telephone LNH4542 Best weekday to be reached: Drop down, select one Best Day to Monday Tuesday Reach Wednesday Thursday Friday Best hour to Reach LNH4543 Best time to be reached: Drop down, select one S 9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST) LNH4544 Please describe what you would like PBGC to contact you Text area, no char limit S Assistance about:

requested

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Date:	1.28.15

			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST			ı		
QID LON0035494	Skip Logic Label	Question Text About how often do you interact with the PBGC?	Answer Choices (limited to 50 characters) This is my first interaction	Skip to	Type (select from list) Radio button, one-up	Single or Multi	Required Y/N	Special Instructions	CQ Label Frequency
LON0033494		About now often do you interact with the P BGC !	This is my mist interaction		vertical	"	'		requericy
			At least monthly						
			A few times a year Once a year or less	+					
LNH4533		Which best describes you?			Radio button, one-up	S	Υ	Skip Logic Group	Best Describes
			Worker Retiree	-	vertical				
			Disabled Worker or Retiree						
			Widow(er) or spouse or beneficiary						
			Other family member, friend, or power of attorney	_					
			Practitioner or pension professional Media or press representative	+					
			Congressional or regulatory researcher	†					
			Trade association or business organization						
			Job seeker Student	+					
			Other (please specify)	Α					
LNH4534	Α	Other - best describes you:	, , , , , , , , , , , , , , , , , , ,		Text area, no char limit	S	N		Other Best Describes
LNH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Primary Interes
			To learn if my pension plan is insured or covered by the PBGC	4	vertical				
			To learn what to expect if PBGC takes over my pension plan To better understand the extent to which my benefits (pension, health care,	-					
			etc.) are insured						
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)						
			To learn more about the Annual Funding Notice I received	+					
			To check or update my personal information						
			To get an estimate of my benefit	-					
			To file a premium To submit a standard termination	+					
			To submit a distress termination						
			To submit a reportable event						
			To obtain interest rates To look for a job	-					
			To learn more about PBGC's mission to protect pensions	1					
			Other (please specify)	Α					
LNH4536	Α	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
HAR0040602		Did you get the information you were looking for from PBGC?	Yes		Radio button, one-up vertical	S	Υ	Skip Logic Group	Did You Find
			No No	Α					
HAR0040526	A	What information were you looking for?			Text area, no char limit	S	N	Skip Logic Group	OE_What Looking For
LON0035495		Is the wording used by this agency easy to understand?			Radio button, one-up	S	Y		Agency Wordin
			Yes No	-	vertical				
LNH4537		As an agency, what could PBGC do differently to better meet			Text area, no char limit	S	N		Better Meet
LNH4538		your needs? Would you like PBGC to contact you about your experience		A	Radio button, one-up	S	Y	Skip Logic Group	Needs Contact
LIVI 14550		today?	Yes, please contact me.	_ ^	vertical		'	Skip Logic Gloup	Contact
LNH4539	A	This current is anonymous unless you provide contest	No, no contact is needed.		Text field, <100 char	S	N		Name
LIVI 14333		This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following:			Text lield, 100 Chai	3	IN .		Ivanie
LNH4540	1	Name: (First/Last Name)			Text field, <100 char		N.		Email
LNH4540 LNH4541	A	Email: (e.g. customer@pbgc.gov) Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N N		Email Telephone
LNH4542	A	Best weekday to be reached:			Drop down, select one	S	N		Best Day to
			Monday						Reach
			Tuesday Wednesday	-					
			Thursday						
			Friday						

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	PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label		
LNH4543	A		9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 12 - 1 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N		Best hour to Reach		
LNH4544		Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y		Assistance requested		

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			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	ST					
	Skip								
	Logic		Answer Choices			Single or	Required	Special	
QID LON0035494	Label	Question Text About how often do you interact with the PBGC?	(limited to 50 characters) This is my first interaction	Skip to	Type (select from list) Radio button, one-up	Multi	Y/N Y	Instructions	CQ Label Frequency
201100000404		About now often do you interdet with the 1 Boo!	·		vertical		·		ricquericy
			At least monthly						
			A few times a year Once a year or less						
LNH4533		Which best describes you?	·		Radio button, one-up	S	Υ	Skip Logic Group	Best Describes
			Worker Retiree		vertical				
			Disabled Worker or Retiree						
			Widow(er) or spouse or beneficiary						
			Other family member, friend, or power of attorney Practitioner or pension professional						
			Media or press representative	_					
			Congressional or regulatory researcher						
			Trade association or business organization Job seeker						
			Student						
			Other (please specify)	Α					
LNH4534	A	Other - best describes you:			Text area, no char limit	S	N		Other Best Describes
LNH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Υ	Skip Logic Group	Primary Interest
			To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan		vertical				
			To better understand the extent to which my benefits (pension, health care,						
			etc.) are insured						
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan,						
			etc.) To learn more about the Annual Funding Notice I received						
			To check or update my personal information						
			To get an estimate of my benefit						
			To file a premium To submit a standard termination						
			To submit a distress termination						
			To submit a reportable event To obtain interest rates						
			To look for a job	-					
			To learn more about PBGC's mission to protect pensions						
LNH4536	A	Please specify your primary interest in PBGC.	Other (please specify)	A	Text area, no char limit	S	N	Skip Logic Group	OE Primary
	_ ^								Interest
HAR0040602		Did you get the information you were looking for from PBGC?	Yes		Radio button, one-up vertical	S	Y	Skip Logic Group	Did You Find
			No	А	rorusa.				
HAR0040526	Α	What information were you looking for?			Text area, no char limit	S	N	Skip Logic Group	OE_What Looking For
LON0035495		Is the wording used by this agency easy to understand?			Radio button, one-up	S	Y		Agency Wording
			Yes		vertical				
LNH4537		As an agency, what could PBGC do differently to better meet	No		Text area, no char limit	S	N		Better Meet
LINH4557		your needs?			Text area, 110 char illilli	3	IN		Needs
LNH4538		Would you like PBGC to contact you about your experience today?	Vl	Α	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
		touay?	Yes, please contact me. No, no contact is needed.		Vertical				
LNH4539	A	Please provide the following information, and a PBGC representative will contact you.			Text field, <100 char	S	N		Name
LNH4540	A	Name: (First/Last Name) Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N		Email
LNH4540 LNH4541	A	Telephone: (e.g. 555-555-555)			Text field, <100 char	S	N N		Telephone
LNH4542	A	Best weekday to be reached:			Drop down, select one	S	N		Best Day to
			Monday Tuesday						Reach
			Wednesday						
			Thursday						
			Friday						

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	PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label		
LNH4543	A		9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N		Best hour to Reach		
LNH4544	Α	Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y		Assistance requested		

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PBGC - Customer Satisfaction V2 CUSTOM QUESTION	LIST
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			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST					
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
LON0035494		About how often do you interact with the PBGC?	This is my first interaction		Radio button, one-up vertical	S	Υ		Frequency
			At least monthly	-	vertical				
			A few times a year						
			Once a year or less						
LNH4533		Which best describes you?			Radio button, one-up	S	Υ	Skip Logic Group	Best Describes
			Worker Retiree	-	vertical				
			Disabled Worker or Retiree	-					
			Widow(er) or spouse or beneficiary						
			Other family member, friend, or power of attorney						
			Practitioner or pension professional						
			Media or press representative						
			Congressional or regulatory researcher						
			Trade association or business organization	-					
			Job seeker Student						
			Other (please specify)	Α					
LNH4534	A	Other - best describes you:	Citic (pictase specify)		Text area, no char limit	S	N		Other Best
LIVI 14304	^	Other best describes you.			rext area, no char iinii				Describes
LNH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Primary Interes
			To learn if my pension plan is insured or covered by the PBGC		vertical				
			To learn what to expect if PBGC takes over my pension plan						
			To better understand the extent to which my benefits (pension, health care,						
			etc.) are insured	-					
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)						
			To learn more about the Annual Funding Notice I received						
			To check or update my personal information						
			To get an estimate of my benefit	-					
			To file a premium To submit a standard termination						
			To submit a distress termination						
			To submit a reportable event						
			To obtain interest rates						
			To look for a job						
			To learn more about PBGC's mission to protect pensions						
			Other (please specify)	Α					
LNH4536	_ A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
HAR0040602		Did you get the information you were looking for from PBGC?			Radio button, one-up	S	Υ	Skip Logic Group	Did You Find
			Yes		vertical				
			No	Α					05.115
HAR0040526	A	What information were you looking for?			Text area, no char limit	S	N	Skip Logic Group	OE_What Looking For
LON0035495		Is the wording used by this agency easy to understand?			Radio button, one-up vertical	S	Υ		Agency Wordin
			Yes	-	vertical				
LNH4537		As an agency, what could PBGC do differently to better meet	No .		Text area, no char limit	S	N		Better Meet
LAULIEROS		your needs?						01: 1 : -	Needs
LNH4538		Would you like PBGC to contact you regarding your response?	Yes	Α	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
			No No						
LNH4539	A	Please provide the following information, and a PBGC representative will contact you.			Text field, <100 char	S	N		Name
		Name: (First/Last Name)							
LNH4540	A	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N		Email
LNH4541	A	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N		Telephone
LNH4542	Α	Best weekday to be reached:			Drop down, select one	S	N		Best Day to
			Monday						Reach
			Tuesday						
			Wednesday						
			Thursday						
			Friday						

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	PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIST									
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
LNH4543	A		9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 12 - 1 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N		Best hour to Reach	
LNH4544	Α	What type of assistance do you need from PBGC?			Text area, no char limit	S	Y		Assistance requested	

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PBGC - Customer	Satisfaction \	V2 CUSTOM (QUESTION LIST

			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI						
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to		Multi	Y/N	Instructions	CQ Label
_ON0035494		About how often do you interact with the PBGC?	This is my first interaction		Radio button, one-up	S	Υ		Frequency
				_	vertical				
			At least monthly A few times a year	-					
			Once a year or less	+					
LNH4533		Which best describes you?	one a year or roos		Radio button, one-up	S	Υ	Skip Logic Group	Best Describes
			Worker		vertical				
			Retiree	_					
			Disabled Worker or Retiree Widow(er) or spouse or beneficiary						
			Other family member, friend, or power of attorney	1					
			Practitioner or pension professional						
			Media or press representative						
			Congressional or regulatory researcher	_					
			Trade association or business organization Job seeker	-					
			Student	†					
			Other (please specify)	Α					
LNH4534	Α	Other - best describes you:			Text area, no char limit	S	N		Other Best Describes
LNH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Υ	Skip Logic Group	Primary Interes
			To learn if my pension plan is insured or covered by the PBGC		vertical				
			To learn what to expect if PBGC takes over my pension plan	_					
			To better understand the extent to which my benefits (pension, health care, etc.) are insured						
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)	1					
			To learn more about the Annual Funding Notice I received						
			To check or update my personal information						
			To get an estimate of my benefit	_					
			To file a premium To submit a standard termination	-					
			To submit a distress termination						
			To submit a reportable event						
			To obtain interest rates						
			To look for a job To learn more about PBGC's mission to protect pensions	_					
			To learn more about PBGC's mission to protect pensions						
			Other (nlease specify)	Δ					
LNH4536	A	Please specify your primary interest in PBGC.	Other (please specify)	A	Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
NEW	A	Please specify your primary interest in PBGC. Did you get the information you were looking for from PBGC?	Other (please specify)	A	Radio button, one-up	S	N Y	Skip Logic Group Skip Logic Group	OE_Primary Interest Did You Find
LNH4536 NEW	A		Other (please specify) Yes		·				Interest
NEW	A		Other (please specify) Yes No	A	Radio button, one-up				Did You Find OE_What
NEW		Did you get the information you were looking for from PBGC? What information were you looking for?	Other (please specify) Yes No		Radio button, one-up vertical Text area, no char limit	S	Y	Skip Logic Group	Did You Find OE_What Looking For
NEW		Did you get the information you were looking for from PBGC?	Other (please specify) Yes Yes		Radio button, one-up vertical	S	Υ	Skip Logic Group	Did You Find OE_What
NEW LON0035495		Did you get the information you were looking for from PBGC? What information were you looking for? Is the wording used by this agency easy to understand?	Yes No Yes No		Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical	S	Y N Y	Skip Logic Group	Did You Find OE_What Looking For Agency Wordin
NEW LON0035495 LNH4537		Did you get the information you were looking for from PBGC? What information were you looking for? Is the wording used by this agency easy to understand? As an agency, what could PBGC do differently to better meet your needs?	Yes No Yes No	A	Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text area, no char limit	SSSS	N Y	Skip Logic Group	Did You Find OE_What Looking For Agency Wordin Better Meet Needs
NEW		Did you get the information you were looking for from PBGC? What information were you looking for? Its the wording used by this agency easy to understand? As an agency, what could PBGC do differently to better meel your needs? Would you like PBGC to contact you regarding your	Yes No		Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text area, no char limit Radio button, one-up	S	Y N Y	Skip Logic Group	Did You Find OE_What Looking For Agency Wording Better Meet
NEW LON0035495 LNH4537		Did you get the information you were looking for from PBGC? What information were you looking for? Is the wording used by this agency easy to understand? As an agency, what could PBGC do differently to better meet your needs?	Yes No Yes No Yes	A	Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text area, no char limit	SSSS	N Y	Skip Logic Group	Did You Find OE_What Looking For Agency Wordin Better Meet Needs
NEW LON0035495 LNH4537		Did you get the information you were looking for from PBGC? What information were you looking for? Is the wording used by this agency easy to understand? As an agency, what could PBGC do differently to better meet your needs? Would you like PBGC to contact you regarding your response? Please provide the following information, and a PBGC	Yes No	A	Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text area, no char limit Radio button, one-up	SSSS	N Y	Skip Logic Group	Did You Find OE_What Looking For Agency Wordin Better Meet Needs
NEW LON0035495 LNH4537 LNH4538	A	Did you get the information you were looking for from PBGC? What information were you looking for? Is the wording used by this agency easy to understand? As an agency, what could PBGC do differently to better meet your needs? Would you like PBGC to contact you regarding your response?	Yes No Yes No Yes	A	Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical	S S S	Y N Y N Y	Skip Logic Group Skip Logic Group	Interest Did You Find OE_What Looking For Agency Wordin Better Meet Needs Contact
NEW LON0035495 LNH4537 LNH4538	A	Did you get the information you were looking for from PBGC? What information were you looking for? Is the wording used by this agency easy to understand? As an agency, what could PBGC do differently to better meet your needs? Would you like PBGC to contact you regarding your response? Please provide the following information, and a PBGC representative will contact you.	Yes No Yes No Yes	A	Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical	S S S	Y N Y N Y	Skip Logic Group Skip Logic Group	Interest Did You Find OE_What Looking For Agency Wordin Better Meet Needs Contact
NEW LON0035495 LNH4537 LNH4538 LNH4539	A	Did you get the information you were looking for from PBGC? What information were you looking for? Is the wording used by this agency easy to understand? As an agency, what could PBGC do differently to better meet your needs? Would you like PBGC to contact you regarding your response? Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name)	Yes No Yes No Yes	A	Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text field, <100 char	\$ \$ \$ \$ \$ \$ \$ \$	N Y N N N N N N N N N N N N N N N N N N	Skip Logic Group Skip Logic Group	Interest Did You Find OE_What Looking For Agency Wordin Better Meet Needs Contact Name
NEW LON0035495 LNH4537 LNH4538 LNH4539	A	Did you get the information you were looking for from PBGC? What information were you looking for? Is the wording used by this agency easy to understand? As an agency, what could PBGC do differently to better meet your needs? Would you like PBGC to contact you regarding your response? Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name) Email: (e.g. happy.customer@pbgc.gov)	Yes No Yes No Yes	A	Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text field, <100 char	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$	Y N Y N N N N	Skip Logic Group Skip Logic Group	Interest Did You Find OE_What Looking For Agency Wordin Better Meet Needs Contact Name
NEW LON0035495 LNH4537 LNH4538 LNH4539 LNH4540 LNH4541	A	Did you get the information you were looking for from PBGC? What information were you looking for? Is the wording used by this agency easy to understand? As an agency, what could PBGC do differently to better meet your needs? Would you like PBGC to contact you regarding your response? Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name) Email: (e.g. happy:customer@pbgc.gov) Telephone: (e.g. 555-555-5555)	Yes No Yes No Yes	A	Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text field, <100 char Text field, <100 char Text field, <100 char	\$ \$ \$ \$ \$ \$ \$ \$	N Y N N N N N N N N N N N N N N N N N N	Skip Logic Group Skip Logic Group	Interest Did You Find OE_What Looking For Agency Wordin Better Meet Needs Contact Name Email Telephone
NEW LON0035495 LNH4537 LNH4538 LNH4539 LNH4540 LNH4541	A	Did you get the information you were looking for from PBGC? What information were you looking for? Is the wording used by this agency easy to understand? As an agency, what could PBGC do differently to better meet your needs? Would you like PBGC to contact you regarding your response? Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name) Email: (e.g. happy.customer@pbgc.gov)	Yes No Yes No Yes No Monday	A	Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text field, <100 char	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	N Y N N N N N N N N	Skip Logic Group Skip Logic Group	Interest Did You Find OE_What Looking For Agency Wordin Better Meet Needs Contact Name
NEW LON0035495 LNH4537 LNH4538	A	Did you get the information you were looking for from PBGC? What information were you looking for? Is the wording used by this agency easy to understand? As an agency, what could PBGC do differently to better meet your needs? Would you like PBGC to contact you regarding your response? Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name) Email: (e.g. happy:customer@pbgc.gov) Telephone: (e.g. 555-555-5555)	Yes No Yes No Yes No Monday Tuesday	A	Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text field, <100 char Text field, <100 char Text field, <100 char	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	N Y N N N N N N N N	Skip Logic Group Skip Logic Group	Interest Did You Find OE_What Looking For Agency Wordin Better Meet Needs Contact Name Email Telephone Best Day to
NEW LON0035495 LNH4537 LNH4538 LNH4539 LNH4540 LNH4541	A	Did you get the information you were looking for from PBGC? What information were you looking for? Is the wording used by this agency easy to understand? As an agency, what could PBGC do differently to better meet your needs? Would you like PBGC to contact you regarding your response? Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name) Email: (e.g. happy:customer@pbgc.gov) Telephone: (e.g. 555-555-5555)	Yes No Yes No Yes No Monday	A	Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text area, no char limit Radio button, one-up vertical Text field, <100 char Text field, <100 char Text field, <100 char	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	N Y N N N N N N N N	Skip Logic Group Skip Logic Group	Interest Did You Find OE_What Looking For Agency Wordin Better Meet Needs Contact Name Email Telephone Best Day to

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

	PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIST									
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
LNH4543	A		9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 12 - 1 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N		Best hour to Reach	
LNH4544	Α	What type of assistance do you need from PBGC?			Text area, no char limit	S	Y		Assistance requested	

Model Instance Name:

PBGC - Customer Satisfaction V2

MID: lohc IUx1IFIhgp5YEpxx5JIVIw==

Date: 9/21/2012

red & strike-through: DELETE

underlined & italicized: RE-ORDER

			PBGC - Customer Satisfaction V2 CUSTOM QUESTION	LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Special Instructions	CQ Label
NEW		About how often do you interact with the PBGC?	This is my first interaction At least monthly	-	Radio button, one-up vertice	S	Y		Frequency
			A few times a year	1					
LNH4533		Which best describes you?	Once a year or less		Radio button, one-up	S	Y	Skip Logic Group	Best Describes
2.1.1.1000		This is beat described you.	Worker		vertical		·	Cimp Logic Group	Book Bookingoo
			Retiree Disabled Worker or Retiree	-					
			Widow(er) or spouse or beneficiary	1					
			Other family member, friend, or power of attorney]					
			Practitioner or pension professional Media or press representative	+					
			Congressional or regulatory researcher						
			Trade association or business organization Job seeker	-					
			Student	1					
			Other (please specify)	Α	Toyt area, no char limit				
LNH4534	Α	Other - best describes you:			Text area, no char limit	S	N		Other Best Describes
LNH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Primary Interest
			To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan	-	vertical				
			To better understand the extent to which my benefits (pension, health care,	1					
			etc.) are insured						
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)						
			To learn more about the Annual Funding Notice I received						
			To check or update my personal information						
			To get an estimate of my benefit To file a premium	-					
			To submit a standard termination						
			To submit a distress termination To submit a reportable event	-					
			To obtain interest rates	1					
			To look for a job						
			To learn more about PBGC's mission to protect pensions Other (please specify)	A					
LNH4536	Α	Please specify your primary interest in PBGC.	The second secon		Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
NEW		Is the wording used by this agency easy to understand?	Voc		Radio button, one-up vertice	S	Υ		Agency Wording
			No	1					
LNH4537		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs
LNH4538		Would you like PBGC to contact you regarding your		Α	Radio button, one-up	S	Υ	Skip Logic Group	Contact
		response?	Yes No		vertical				
LNH4539	Α	Please provide the following information, and a PBGC			Text field, <100 char	S	N		Name
		representative will contact you.							
		Name: (First/Last Name)							
LNH4540	Α	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N		Email
LNH4541 LNH4542	A	Telephone: (e.g. 555-555-5555) Best weekday to be reached:			Text field, <100 char Drop down, select one	S	N N		Telephone Best Day to
LIVI 17342	^	2001	Monday		5.0p down, Sciect one		.,		Reach
			Tuesday	-					
			Wednesday Thursday						
			Friday						
LNH4543	Α	Best time to be reached:	9 - 10 AM (EST)		Drop down, select one	S	N		Best hour to Reach
			10 - 11 AM (EST)	1					
			11 - 12 PM (EST)						
			12 - 1 PM (EST) 1 - 2 PM (EST)	-					
			2 - 3 PM (EST)	+					

Model Instance Name:

PBGC - Customer Satisfaction V2

MID: lohc IUx1IFIhgp5YEpxx5JIVIw==

Date: 9/21/2012

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pink: ADDITION

PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIST									
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)						
LNH4544	Α	What type of assistance do you need from PBGC?			Text area, no char limit	S	Y		Assistance requested
]					