

Model Instance Name:
PBGC - Customer Satisfaction v2

MID: IUx1FIhgp5YEpxx5JIVlw==

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.

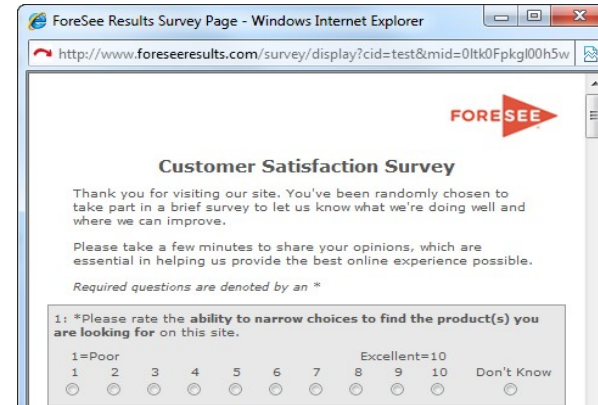
Thank You Text

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

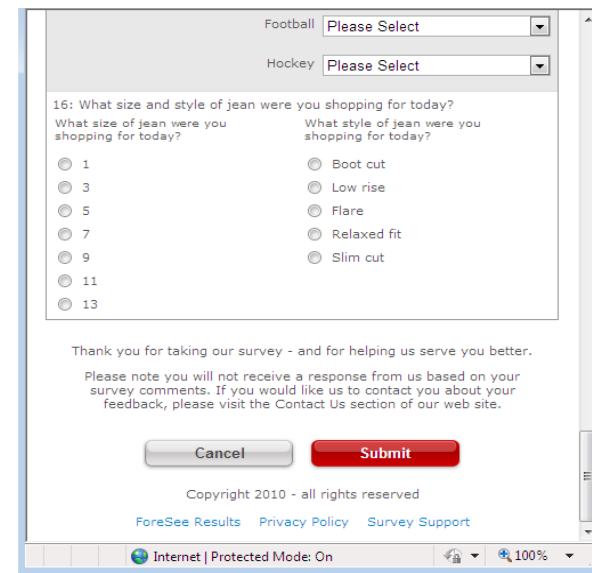
Pursuant to 29 U.S.C. § 1302(b)(4), PBGC is authorized to collect the following personally identifiable information: name, telephone, number, and email address. **PBGC is collecting this information for the sole purpose of contacting you to follow up on your responses to the survey questions, as you 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.

Examples

Welcome Text Example



Thank You Text Example



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MID: lohcdxZpY48xEgEE58c8pA==

Partitioned (Y/N)? NO

Date: 4/19/2013



Model questions utilize the ACSI methodology to determine scores and impacts

MQ Label		ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION	MQ Label	FUTURE BEHAVIORS
		Agency Information (1=Poor, 10=Excellent, Don't Know)				
1	Agency Information - Thoroughness	Thinking about the agency as a whole, please rate your perception of the thoroughness of the information that the PBGC provides.	6	Satisfaction - Overall What is your overall satisfaction with the PBGC agency? (1=Very Dissatisfied, 10=Very Satisfied)	9	Goal Accomplishment - Mission Please indicate how much you agree or disagree with the following statements. The PBGC carries out its mission to protect pensions.
2	Agency Information - Understandable	Please rate how understandable you find the information that the PBGC provides.	7	Satisfaction - Expectations How well does the PBGC meet your expectations ? (1=Falls Short, 10=Exceeds)	10	Goal Accomplishment - Responsibility The PBGC shows that it takes responsibility for preserving pension plans.
3	Agency Information - Answers	Please rate how well the agency's information provides answers to your questions .	8	Satisfaction - Ideal How does the PBGC compare to your idea of an ideal federal agency ? (1=Not Very Close, 10=Very Close)	11	Goal Accomplishment - Preserve The PBGC efficiently preserves pension plans .
		Agency Services (1=Poor, 10=Excellent, Don't Know)				
4	Agency Services - Provision	Thinking about the agency's services as a whole, please rate the extent to which the PBGC provides needed services .			12	Goal Accomplishment - Protect The PBGC protects pensioners effectively.
5	Agency Services - Range	Please rate your perception of the range of services offered by the PBGC.				Trust (1=Strongly Disagree, 10=Strongly Agree)
					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 the PBGC will meet your needs ?



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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
LON0035494		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertical	S	Y		Frequency
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)		Radio button, one-up	S	Y	Skip Logic Group	Best Describes
LNH4534	A	Other - best describes you:		A	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 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)		Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Interest
LNH4536	A	Please specify your primary interest in PBGC.		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 No		Radio button, one-up vertical	S	Y	Skip Logic Group	Did You Find
HAR0040526	A	What information were you looking for?		A	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: <i>This survey is anonymous unless you provide contact information.</i>	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)			Text field, <100 char	S	Y		Name

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LNH4540	B	Email: (e.g. ,customer@pbgc.gov)			Text field, <100 char	S	Y		Email
LNH4541	C	Telephone: (e.g. ,555-555-5555)			Text field, <100 char	S	Y		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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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)		Radio button, one-up	S	Y	Skip Logic Group	Best Describes
LNH4534	A	Other - best describes you:		A	Text area, no char limit	S	N		Other Best Describes
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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: <i>This survey is anonymous unless you provide contact information.</i>	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
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LNH4541	C	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
	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	Y		Best hour to Reach

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LON0035494		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertical	S	Y		Frequency
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)		Radio button, one-up	S	Y	Skip Logic Group	Best Describes
LNH4534	A	Other - best describes you:		A	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 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)		Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Interest
LNH4536	A	Please specify your primary interest in PBGC.		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 No		Radio button, one-up vertical	S	Y	Skip Logic Group	Did You Find
HAR0040526	A	What information were you looking for?		A	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
KAU0158933		PBGC recently redesigned its website to improve service to you. We would like to hear your thoughts and opinions on the new look.	I have feedback on the new look. I did not notice changes to the site.	Z	Radio button, one-up vertical	S	Y	Skip Logic Group	Noticed Changes
KAU0158934	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 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: <i>This survey is anonymous unless you provide contact information.</i>	Yes, please contact me by phone Yes, please contact me by email	A, C, D, E A, B, F	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact

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			Yes, you can contact me by either phone or email No, no contact is needed						
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: <i>(First/Last Name)</i>			Text field, <100 char	S	Y		Name
LNH4540	B	Email: <i>(e.g. ,customer@pbgc.gov)</i>			Text field, <100 char	S	Y		Email
LNH4541	C	Telephone: <i>(e.g. ,555-555-5555)</i>			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	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	Y		Best hour to Reach

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LON0035494		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertical	S	Y		Frequency
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)		Radio button, one-up	S	Y	Skip Logic Group	Best Describes
LNH4534	A	Other - best describes you:		A	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 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)		Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Interest
LNH4536	A	Please specify your primary interest in PBGC.		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 No		Radio button, one-up vertical	S	Y	Skip Logic Group	Did You Find
HAR0040526	A	What information were you looking for?		A	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
		PBGC recently redesigned its website to improve service to you. We would like to hear your thoughts and opinions on the new look.	I have feedback on the new look I did not notice changes to the site	Z	Radio button, one-up vertical	S	Y	Skip Logic Group	Noticed Changes
	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 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: <i>This survey is anonymous unless you provide contact information.</i>	Yes, please contact me by phone Yes, please contact me by email	A, C, D, E A, B, F	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact

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LNH4541	C	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
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STE0095513		Did you successfully log in to your MyPBA account today?	Yes No, I did not try to log in No, I tried to log in but could not Don't know		Radio button, one-up vertical	S	Y		Login
LON0035494		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertical	S	Y		Frequency
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)		Radio button, one-up	S	Y	Skip Logic Group	Best Describes
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		Did you successfully log in to your MyPBA account today?	Yes No, I did not try to log in No, I tried to log in but could not Don't know		Radio button, one-up vertical	S	Y		Login
LON0035494		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertical	S	Y		Frequency
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:			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 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
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	Y	Skip Logic Group	Did You Find
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?	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: <i>This survey is anonymous unless you provide contact information.</i>	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

Model Instance Name:
 PBGC - Customer Satisfaction V2
 MID: lohcdxZpY48xEgEE58c8pA==
 Date: 10.19.2015

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underlined & italicized: RE-ORDER
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 blue + -->: REWORDING

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
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	B	Email: (e.g. ,customer@pbgc.gov)			Text field, <100 char	S	Y		Email
LNH4541	C	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	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	Y		Best hour to Reach

Model Instance Name:
 PBGC - Customer Satisfaction V2
 MID: lohcdxZpY48xEgEE58c8pA==
 Date: 9.28.15

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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
LON0035494		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertical	S	Y		Frequency
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 vertical	S	Y	Skip Logic Group	Best Describes
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 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
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	Y	Skip Logic Group	Did You Find
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?	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. 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

Model Instance Name:
 PBGC - Customer Satisfaction V2
 MID: lohcdxZpY48xEgEE58c8pA==
 Date: 9.28.15

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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
LNH4539	A,B,C	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	B,C	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y		Email
LNH4541	A,C	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y		Telephone
LNH4542	A,C	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	Y		Best Day to Reach
LNH4543	A,C	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) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	Y		Best hour to Reach
LNH4544	A,B,C	Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y		Assistance requested

Model Instance Name:
 PBGC - Customer Satisfaction V2
 MID: lohcdxZpY48xEgEE58c8pA==
 Date: 1.28.15

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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
LON0035494		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertical	S	Y		Frequency
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 vertical	S	Y	Skip Logic Group	Best Describes
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 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
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	Y	Skip Logic Group	Did You Find
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?	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		Would you like PBGC to contact you about your experience today?	Yes, please contact me. No, no contact is needed.	A	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)			Text field, <100 char	S	N		Name
LNH4540	A	Email: (e.g. 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	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N		Best Day to Reach

Model Instance Name:
 PBGC - Customer Satisfaction V2
 MID: lohcdxZpY48xEgEE58c8pA==
 Date: 1.28.15

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underlined & italicized: RE-ORDER
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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	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) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N		Best hour to Reach
LNH4544	A	Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y		Assistance requested

Model Instance Name:
 PBGC - Customer Satisfaction V2
 MID: lohcdxZpY48xEgEE58c8pA==
 Date: 8.18.14

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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
LON0035494		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertical	S	Y		Frequency
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 vertical	S	Y	Skip Logic Group	Best Describes
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 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
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	Y	Skip Logic Group	Did You Find
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?	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		Would you like PBGC to contact you about your experience today?	Yes, please contact me. No, no contact is needed.	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
LNH4539	A	Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name)			Text field, <100 char	S	N		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	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N		Best Day to Reach

Model Instance Name:
 PBGC - Customer Satisfaction V2
 MID: lohcdxZpY48xEgEE58c8pA==
 Date: 8.18.14

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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	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) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N		Best hour to Reach
LNH4544	A	Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y		Assistance requested

Model Instance Name:
 PBGC - Customer Satisfaction V2
 MID: lohcdxZpY48xEgEE58c8pA==
 Date: 9/21/2012

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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
LON0035494		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertical	S	Y		Frequency
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 vertical	S	Y	Skip Logic Group	Best Describes
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 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
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	Y	Skip Logic Group	Did You Find
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?	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		Would you like PBGC to contact you regarding your response?	Yes No	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
LNH4539	A	Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name)			Text field, <100 char	S	N		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	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N		Best Day to Reach

Model Instance Name:
 PBGC - Customer Satisfaction V2
 MID: lohcdxZpY48xEgEE58c8pA==
 Date: 9/21/2012

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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
LON0035494		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertical	S	Y		Frequency
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 vertical	S	Y	Skip Logic Group	Best Describes
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 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
LNH4536	A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
NEW		Did you get the information you were looking for from PBGC?	Yes No	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Did You Find
NEW	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?	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		Would you like PBGC to contact you regarding your response?	Yes No	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
LNH4539	A	Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name)			Text field, <100 char	S	N		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	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N		Best Day to Reach

Model Instance Name:
 PBGC - Customer Satisfaction V2
 MID: lohcx1FIhgp5YEpxx5JIVlw==
 Date: 9/21/2012

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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
NEW		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertical	S	Y		Frequency
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)		Radio button, one-up vertical	S	Y	Skip Logic Group	Best Describes
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 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)		Radio button, one-up vertical	S	Y	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
NEW		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		Would you like PBGC to contact you regarding your response?	Yes No	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
LNH4539	A	Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name)			Text field, <100 char	S	N		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	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N		Best Day to Reach
LNH4543	A	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) 3 - 4 PM (EST)		Drop down, select one	S	N		Best hour to Reach

