### Model Instance Name:

PBGC - Customer Satisfaction v2

MID: IUx1IFIhgp5YEpxx5JIVIw==



#### Welcome and Thank You Text

Directions:

Date: 4/19/2013

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

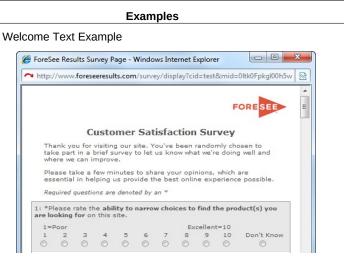
Maintain high standards of stewardship and accountability.

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

	Football	Please Select		•	^
	Hockey	Please Select		•	
16: What size and style of jear	n were vou	shopping for toda	av?		
What size of jean were you shopping for today?	Wh	at style of jean w opping for today?			
1	0	Boot cut			
3	$\bigcirc$	Low rise			
5	$\bigcirc$	Flare			
0 7	$\bigcirc$	Relaxed fit			
9	0	Slim cut			
11					
13					
Thank you for taking our su	irvey - and	for helping us se	erve you	better.	
Please note you will not r survey comments. If you feedback, please visit	eceive a res a would like the Contact	sponse from us b us to contact yo	ased on u about y	your your	E
Please note you will not r survey comments. If you feedback, please visit	2010 - all r	sponse from us b us to contact yo Us section of ou Submit	ased on u about y r web sit	your your	E

## Model Instance Name:

PBGC - Customer Satisfaction V2

MID: IohcdxZpY48xEgEE58c8pA==

Partitioned (Y/N)? NO

# FORESEE

Date: 4/19/2013

	Model ques	tions utilize the	ACSI methodology to determine scores and impact	ts		
MQ Label	ELEMENTS (drivers of satisfaction)	MQ 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)
Information -	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 <b>overall satisfaction</b> with the PBGC agency? (1=Very Dissatisfied, 10=Very Satisfied)	g	Goal Accomplish ment -	Please indicate how much you agree or disagree with the following statements.
0	P				Mission	The PBGC carries out its mission to protect pensions.
	Please rate how <b>understandable you find the information</b> that the PBGC provides.		How well does the PBGC <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)	10	Goal Accomplish ment - Responsibilit Y	The PBGC <b>shows that it takes responsibility</b> for preserving pension plans.
Information - Answers	Please rate how well the agency's information provides answers to your questions.	8 Satisfaction - Ideal	How does the PBGC <b>compare to your idea of an ideal</b> federal agency? (1=Not Very Close, 10=Very Close)		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.
	Thinking about the agency's services as a whole, please rate the extent to which the PBGC provides needed services.					
	Please rate your perception of the <b>range of services</b> offered by the PBGC.			13	Trust - Best Interests	Trust (1=Strongly Disagree, 10=Strongly Agree) I can count on this agency to act in my best interests.
				14	Trust - Trustworthy	I consider this agency to be <b>trustworthy.</b>
				15	Trust - Do Right	This agency can be trusted to <b>do what is right.</b>
						Brand Confidence (1=Not At All Confident, 10=Very Confident)
				17	Brand Confidence	How confident are you that <b>your future interactions with th</b> PBGC will meet your needs?

			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		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 distress termination 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	А	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.		A, B, F	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
			Yes, you can contact me by either phone or email	A, B, C, D, E					
LNH4539	A	This survey is anonymous unless you provide contact information. If you would like a PBCC representative to contact you, please provide the following: Name: ( <i>First/Last Name</i> )	No, no contact is needed		Text field, <100 char	S	Y		Name

ForeSee Results - Confidential and Proprietary

Model Instance PBGC - Custom MID: lohcdxZp\ Date:	er Satisfa	E58c8pA==	<del>red &amp; strike through</del> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	т					
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	Y		Email
LNH4541	С	Telephone: (e.g. ,555-555-555)			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

			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		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 check or update my personal information 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 distress termination 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	А	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.		A, B, F	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
			Yes, you can contact me by either phone or email	A, B, C, D, E					
LNH4539	A	This survey is anonymous unless you provide contact information. If you would like a PBCC representative to contact you, please provide the following: Name: ( <i>First/Last Name</i> )	No, no contact is needed		Text field, <100 char	S	Y		Name

ForeSee Results - Confidential and Proprietary

Model Instanc PBGC - Custon MID: lohcdxZp Date:	ner Satisfa	E58c8pA==	red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	т					
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	Y		Email
LNH4541	С	Telephone: (e.g. ,555-555-555)			Text field, <100 char	S	Y		Telephone
LNH4542	Đ	Best weekday to be reached:	Monday <del>Tuesday</del> <del>Wednesday</del> <del>Thursday</del> Firiday	-	Drop down, select one	8	¥		Best Day to Reach
	D	Best weekday(s) to be reached:	Monday Tuesday Wednesday Thursday Eriday		Checkbox, one-up vertical	Multi	Y		Best Day to Reach
LNH4543	E	Best time to be reached:	9-10-M (EST) 10-11-AM (EST) 11-12-PM (EST) 12-12-PM (EST) 1-2-PM (EST) 2-3-PM (EST) 2-3-PM (EST)		Brop down, select one	8	¥		<del>Best hour to</del> <del>Reach</del>

			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
LON0035494		About how often do you interact with the PBGC?	This is my first interaction		Radio button, one-up	S	Y		Frequency
			At least monthly A few times a year Once a year or less	-	vertical				
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	-	Radio button, one-up	S	Y	Skip Logic Group	Best Describes
LNH4534	•	Other hest describes you:	Other (please specify)	A	Tout groot, no obar limit	S	N		Other Best
	A	Other - best describes you:			Text area, no char limit	5	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 learn more about PBGC's mission to protect pensions Other (please specify)	A	Radio button, one-up vertical	S		Skip Logic Group	Primary Interes
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 Wordin
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.	Have feedback on the new look-	Z	Radio button, one-up vertical	S	¥	<del>Skip Logic Group</del>	Noticed Change
KAU0158934	Z	Please share your feedback on the new look of PBGC's website.	Hdid not notice changes to the site		<del>Text area, no char limit</del>		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: This survey is anonymous unless you provide contact information.		A, C, D, E	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
			Yes, please contact me by email	A, B, F					

Model Insta	ance Name:	
PBGC - Cus	stomer Satisfaction V2	
MID: lohcd	xZpY48xEgEE58c8pA	\==
Date:	10.19.2015	

			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	т					
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	A, B, C, D, E					
LNH4539		This survey is anonymous unless you provide contact information. If you would like a PBCC representative to contact you, please provide the following: Name: ( <i>First/Last Name</i> )			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		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

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

pink: ADDITION blue + -->: REWORDING

	A	Which best describes you?	Answer Choices (limited to 50 characters) This is my first interaction At least monthly A few times a year Once a year or less Worker Retiree Disabled Worker or Retiree Widdw(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)	Skip to	Type (select from list) Radio button, one-up vertical Radio button, one-up	Single or Multi S	Required Y/N Y	Special Instructions	CQ Label Frequency Best Describes
QID    LON0035494 LNH4533 LNH4534	A	About how often do you interact with the PBGC? Which best describes you?	(limited to 50 characters) This is my first interaction At least monthly At least monthly A few times a year Once a year or less 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	Skip to	Radio button, one-up vertical	Multi S	Ý/N Y	Instructions	Frequency
LON0035494	A	Which best describes you?	This is my first interaction At least monthly A few times a year Once a year or less 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		Radio button, one-up vertical			Skip Logic Group	Frequency
LNH4534	A	Which best describes you?	A few times a year Once a year or less 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			S	Y	Skip Logic Group	Best Describes
LNH4534	A	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	- - - - - - - - - - - - -	Radio button, one-up	S	Y	Skip Logic Group	Best Describes
				1 .					
LNH4535				A	Text area, no char limit	S	N		Other Best
			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 obtain interest rates To lotar in interest rates To learn more about PBGC's mission to protect pensions Other (please specify)	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Describes Primary Interest
LNH4536		Please specify your primary interest in PBGC.			Text area, no char limit	S		Skip Logic Group	OE_Primary Interest
HAR0040602			YesNo	A	Radio button, one-up vertical	S	Y	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			YesNo	_	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	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			Yes, please contact me by phone Yes, please contact me by email	A, C, D, E	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact

Model Insta	ance Name:	
PBGC - Cus	stomer Satisfaction V2	
MID: lohcd	xZpY48xEgEE58c8pA	\==
Date:	10.19.2015	

			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	т					
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	A, B, C, D, E					
LNH4539		This survey is anonymous unless you provide contact information. If you would like a PBCC representative to contact you, please provide the following: Name: ( <i>First/Last Name</i> )			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		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

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

pink: ADDITION blue + -->: REWORDING red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION

blue + -->: REWORDING

			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS						
	Skip								
QID	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 Labe
<del>TE0095513</del>		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						
			No, I tried to log in but could not	-					
ON0035494		About how often do you interact with the PBGC?	This is my first interaction		Radio button, one-up vertical	S	Y		Frequen
			At least monthly	]					
			A few times a year Once a year or less	-					
NH4533		Which best describes you?	Worker		Radio button, one-up	S	Y	Skip Logic Group	Best Descri
			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	1					
			Trade association or business organization	1					
			Job seeker	-					
			Student Other (please specify)	Α					
NH4534	A	Other - best describes you:		<u>^</u>	Text area, no char limit	S	N		Other Be
NH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Describe Primary Inte
1414555		What is your primary interest in P BGC !	To learn if my pension plan is insured or covered by the PBGC		vertical	5		Skip Logic Group	Finnery inte
			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	1					
			To submit a standard termination	1					
			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)	A	an				
NH4536	A	Please specify your primary interest in PBGC. Did you get the information you were looking for from PBGC?			Text area, no char limit Radio button, one-up	S S		Skip Logic Group Skip Logic Group	OE_Prima Interest Did You Fi
/11/0040002		bid you get the miorination you were looking for north PBGC?	Yes		vertical	3	Y	Skip Logic Group	Dia Tuu Fi
			No	A					
IAR0040526	A	What information were you looking for?			Text area, no char limit	S	N	Skip Logic Group	OE_Wha Looking F
ON0035495		Is the wording used by this agency easy to understand?	Yes		Radio button, one-up vertical	S	Y		Agency Wor
NH4537		As an agency, what could PBGC do differently to better meet	No		Text area, no char limit	S	N		Better Me
NUL4500		your needs?					X	Olin Lania Orang	Needs
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 phone						
			Yes, please contact me by email	A, B, F A, B, C, D,					
				, , , , , , , , , , , , , , , , , , ,	1				

Model Instance PBGC - Custom MID: lohcdxZp\ Date:	er Satisfa	E58c8pA==	<del>red &amp; strike through</del> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	т					
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 PBCC representative to contact you, please provide the following: Name: ( <i>First/Last Name</i> )			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. ,555-555-555)			Text field, <100 char	S	Y		Telephone
LNH4542	D		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) 2 - 3 PM (EST)		Drop down, select one	S	Y		Best hour to Reach

r<del>ed & strike through</del>: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION

blue + -->: REWORDING

			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	ST					
	Skip								
QID	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
		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	1					
			No, I tried to log in but could not	-					
ON0035494		About how often do you interact with the PBGC?	<del>Don't know-</del> This is my first interaction		Radio button, one-up	S	Y		Frequenc
			A A Law et an evalution	-	vertical				
			At least monthly A few times a year	-					
			Once a year or less						
NH4533		Which best describes you?	Worker	-	Radio button, one-up	S	Y	Skip Logic Group	Best Descri
			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	1					
			Job seeker						
.NH4534 A			Student Other (please specify)	1.					
	A	Other - best describes you:	Other (please specify)	A	Text area, no char limit	S	N		Other Be
	^								Describe
NH4535		What is your primary interest in PBGC?	To look if my nonsign plan is insured as sourced by the DDCC		Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Inte
			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	-	venical				
			To better understand the extent to which my benefits (pension, health care,	1					
			etc.) are insured	4					
			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	-					
			To obtain interest rates	1					
			To look for a job						
			To learn more about PBGC's mission to protect pensions Other (please specify)	A					
NH4536	A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE Prima
									Interest
IAR0040602		Did you get the information you were looking for from PBGC?	Yes		Radio button, one-up vertical	S	Y	Skip Logic Group	Did You Fi
			No	A					
AR0040526	A	What information were you looking for?			Text area, no char limit	S	N	Skip Logic Group	OE_Wha Looking F
ON0035495		Is the wording used by this agency easy to understand?			Radio button, one-up	S	Y		Agency Wor
			Yes No	-	vertical				
NH4537		As an agency, what could PBGC do differently to better meet			Text area, no char limit	S	N		Better Me
NH4538		your needs? PBGC wants to ensure we are providing you with excellent		ACDE	Radio button, one-up	S	Y	Skip Logic Group	Needs Contact
NT4350		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		A, C, D, E	vertical	3	T	Skip Logic Group	Contact
		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	E					
			No, no contact is needed						

Model Instance PBGC - Custom MID: lohcdxZp\ Date:	er Satisfa	E58c8pA==	<del>red &amp; strike through</del> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	т					
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 PBCC representative to contact you, please provide the following: Name: ( <i>First/Last Name</i> )			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. ,555-555-555)			Text field, <100 char	S	Y		Telephone
LNH4542	D		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) 2 - 3 PM (EST)		Drop down, select one	S	Y		Best hour to Reach

			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		About how often do you interact with the PBGC?	This is my first interaction		Radio button, one-up	S	Y		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	Y	Skip Logic Group	Best Describes
			Worker Retiree	-	vertical				
			Disabled Worker or Retiree	1					
			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	1					
			Student	1					
			Other (please specify)	A					
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	Y	Skip Logic Group	Primary Interest
			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	1					
			To check or update my personal information	1					
			To get an estimate of my benefit	1					
			To file a premium						
			To submit a standard termination	1					
			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)	A					
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?	N		Radio button, one-up vertical	S	Y	Skip Logic Group	Did You Find
			Yes No	A	verucal				
HAR0040526	A	What information were you looking for?		<u> </u>	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 No	-	vertical				5,
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			Radio button, one-up	S	Y	Skip Logic Group	Contact
		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.			vertical				Contact
		Please note: This survey is anonymous unless you provide contact information.							
			Yes, please contact me.	1					
			Yes, please contact me by phone	A B					
			Yes, you can contact me by either phone or email	с С					
			No, no contact is needed.						

Model Instanc PBGC - Custor MID: lohcdxZ Date:	mer Satisfa		<del>red.&amp;strike-through</del> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	т					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to		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 PBCC 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) 12 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 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

			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	Laber	About how often do you interact with the PBGC?	This is my first interaction	Skip to	Radio button, one-up	S	Y	mstructions	Frequency
20100000404			At least monthly A few times a year Once a year or less	-	vertical	5			ricquency
LNH4533		Which best describes you?			Radio button, one-up	S	Y	Skip Logic Group	Best Describe
			Worker		vertical				
			Retiree	1					
			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	1					
			Congressional or regulatory researcher	1					
			Trade association or business organization	1					
			Job seeker	]					
			Student	-					
			Other (please specify)	A		-			
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 loss if we are in the is is used as several builts DDCC		Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Interes
			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	-	verucai				
			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	1					
			To get an estimate of my benefit	1					
			To file a premium	1					
			To submit a standard termination	1					
			To submit a distress termination						
			To submit a reportable event	1					
			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.	outer (prease specify)		Text area, no char limit	S	N	Skip Logic Group	OE_Primary
HAR0040602		Did you get the information you were looking for from PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Interest Did You Find
			Yes		vertical			Chip Logic Croup	Dia roa rina
			No	A [					
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?	Vec		Radio button, one-up vertical	S	Y		Agency Wordin
			Yes No	1	venicai				
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		A	Radio button, one-up	S	Y	Skip Logic Group	Contact
		today?	Yes, please contact me.	-	vertical				
LNH4539	A	This survey is anonymous unless you provide contact	No, no contact is needed.		Text field, <100 char	S	N		Name
EN14335		information. If you would like a PBGC representative to contact you, please provide the following:			Text field, <100 chai	5			Neine
		Name: (First/Last 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		Drop down, select one	S	N		Best Day to Reach
			Monday Tuesday	1					Reach
			Wednesday	1					
			Thursday	1					
			Friday	1					

Model Instanc PBGC - Custon MID: lohcdxZp Date:	ner Satisfa		<del>red &amp; strike through</del> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	бт					
QID LNH4543	Skip Logic Label A		Answer Choices (limited to 50 characters) 9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 5 - 6 PM (EST) 5 - 6 PM (EST)	Skip to	Type (select from list) Drop down, select one	Single or Multi S	Required Y/N N	Special Instructions	CQ Label 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

				~-					
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	ST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Chin to	Tune (celect from lint)	Single or Multi	Required Y/N	Special Instructions	CO Label
LON0035494	Laber	About how often do you interact with the PBGC?	This is my first interaction	Skip to	Type (select from list) Radio button, one-up	S	Y Y	instructions	CQ Label Frequency
20110003404			At least monthly A few times a year Once a year or less	-	vertical	5			ricquency
LNH4533		Which best describes you?			Radio button, one-up	S	Y	Skip Logic Group	Best Describe
			Worker Retiree Disabled Worker or Retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney		vertical				
			Practitioner or pension professional Media or press representative Congressional or regulatory researcher Trade association or business organization Job seeker	-					
			Student Other (please specify)	A					
LNH4534	A	Other - best describes you:	N STORE 77		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		Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Interes
			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						
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
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	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 Wordin
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	Ā	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N		Telephone
LNH4542	A	Best weekday to be reached:	Monday Tuesday Wednesday		Drop down, select one	S	N		Best Day to Reach
			Thursday Friday	-					

Model Instanc PBGC - Custor MID: lohcdxZg Date:	mer Satisfa		red-&strike-through: DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	т					
QID LNH4543	Skip Logic Label A	Question Text Best time to be reached:	Answer Choices (limited to 50 characters) 9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 5 - 6 PM (EST) 5 - 6 PM (EST)	Skip to	Type (select from list) Drop down, select one	Single or Multi S	Required Y/N N	Special Instructions	CQ Label 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

			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
LON0035494	Laber	About how often do you interact with the PBGC?	This is my first interaction	экір іо	Radio button, one-up	S	Y Y	Instructions	Frequency
20110033434		Audut now onen oo you interact with the P DOC :	At least monthly A few times a year Once a year or less	-	vertical	5			riequency
LNH4533		Which best describes you?	Unice a year of less		Radio button, one-up	S	Y	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			onp cogo orosp	
			Student	1					
			Other (please specify)	A					
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		Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Interes
			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					
LNH4536	A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primary
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: ( <i>First/Last Name</i> )			Text field, <100 char	S	N		Name
LNH4540	Α	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N		Email
LNH4541	Α	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N		Telephone
LNH4542	A	Best weekday to be reached:	Monday		Drop down, select one	S	N		Best Day to Reach
			Tuesday						
			Wednesday Thursday	-					

Model Instanc PBGC - Custor MID: lohcdxZp Date:	mer Satisfa	E58c8pA==	red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	бт					
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) 3 - 4 PM (EST) 5 - 6 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N		Best hour to Reach
LNH4544	A	What type of assistance do you need from PBGC?			Text area, no char limit	S	Y		Assistance requested

			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	т					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)			Single or Multi	Required	Special Instructions	20 July
LON0035494	Labei	About how often do you interact with the PBGC?	This is my first interaction	Skip to	Type (select from list) Radio button, one-up	S	Y/N Y	Instructions	CQ Label Frequency
LON0035494		About now often do you interact with the PBGC?	At least monthly A few times a year		vertical	3	,		Frequency
			Once a year or less			-		011 1 1 0	
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		Radio button, one-up vertical	S	Y	Skip Logic Group	Best Describes
			Other (please specify)	A					
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 standard termination To submit a terpotable event To obtain interest rates 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
NEW		Did you get the information you were looking for from PBGC?	Yes No	А	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?	YesNo	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 LNH4541	A	Email: (e.g. happy.customer@pbgc.gov) Telephone: (e.g. 555-555-5555)			Text field, <100 char Text field, <100 char	S S	N N		Email Telephone
LNH4541 LNH4542	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N		Best Day to Reach

Model Instanc PBGC - Custor MID: lohcdxZp Date:	mer Satisfa	E58c8pA==	red & strike through: DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	бт					
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) 3 - 4 PM (EST) 5 - 6 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N		Best hour to Reach
LNH4544	A	What type of assistance do you need from PBGC?			Text area, no char limit	S	Y		Assistance requested

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PBGC - Cusioner Sausiaction vz	)RDER
MID: lohc IUx1IFIhgp5YEpxx5JIVIw== pink: ADDITION	
Date: 9/21/2012 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
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 vertic	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 (mily lease 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 obtain interest rates To lota 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 LNH4537		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	-	Radio button, one-up vertic Text area, no char limit	S S	Y N		Agency Wording 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: ( <i>First/Last Name</i> )			Text field, <100 char	S	N		Name
LNH4540	Α	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N		Email
LNH4541	Α	Telephone: (e.g. 555-555-555)			Text field, <100 char	S	N		Telephone
LNH4542	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Firday	-	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) 12 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST)		Drop down, select one	S	N		Best hour to Reach ForeSee R

	ustomer S	atisfaction V2 gp5YEpxx5JIVIw==	<del>red &amp; strike through</del> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						
	PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIST								
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) 4 - 5 PM (EST)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH4544	A	What type of assistance do you need from PBGC?	5 - 6 PM (EST)		Text area, no char limit	S	Y		Assistance
EN114344	^	what type of assistance up you need from PDGC ?			reat area, no chai limit	3			requested