

U.S. Office of Personnel Management
Retirement Services
FY 2019 Customer Satisfaction Survey

Purpose of this Survey

Every year the Office of Personnel Management (OPM) sets new goals for improving the retirement services we provide to Federal annuitants. To reflect how well we meet these goals, our survey focuses on retirees who had a recent transaction with us during the last quarter (*from XXXXXXXX xx, 2019*). This includes annuitants who contacted us for service regarding their retirement account, and annuitants who initially applied for and began receiving retirement annuity benefits (*or survivor benefits*) from OPM Retirement Services.

Instructions

Please read the instructions carefully. For all of the questions, you will mark only one response. If you need to stop doing the survey but plan to complete it later, click on **Save**. You can continue the survey by clicking on your original link. It will take you to the beginning of the survey, and you can page your way back to the point at which you left off. When you have completed the survey, click on the **Submit** button on the last page.

Please complete the questionnaire within 14 days of receiving the email notice.

Questions

If you have questions about this survey, we will be happy to help you. Please email us at:
mib_survey@opm.gov.

Questions about your retirement claim or benefits should be directed to our Retirement Information Office at our toll-free number: 1-888-767-6738. You can also visit us at our Web site:
www.opm.gov/retirement-services.

Frequently asked questions about the Customer Satisfaction Survey

What is the cost of doing the survey?

Annual costs are about \$3,000. This is mostly a one-person task, with a GS-13 program analyst devoting about five percent of annual staff hours to producing the survey and analyzing the results.

How is the validity of the survey results assured?

The survey results are subject to random audits by OPM's Office of the Inspector General.

Public Burden Statement

We estimate providing this information takes an average 15 minutes per survey, including the time for reviewing instructions, getting the needed data, and reviewing the requested information. Send comments regarding our estimate or any other aspect of this survey, including suggestions for reducing completion time, to the U.S. Office of Personnel Management, Retirement Services Publications Team (3206-0236), Washington, DC 20415-0001. The OMB Number, 3206-0236, is currently valid. OPM may not collect information, unless this number is displayed.

Privacy Act Statement

Pursuant to Public Law 93-579, this Privacy Act Statement serves to inform you of why OPM is requesting the information on this survey. **Authority:** OPM is authorized to collect the information requested on RI 10-72 pursuant to Title 5, U.S CFR, Sections 1002, 3301 and 3304, which discuss the principal purpose in collecting this information. **Purpose:** The principal purpose in collecting this information is to study and report attitudes and perceptions of Federal annuitants regarding the retirement services provided to them by OPM. Your responses will be used to improve these services. **Routine Uses:** Only OPM staff involved in collecting or preparing this information for analysis will have access to completed surveys. The information you provide will be analyzed and reported for the whole Federal annuitant population. **Consequences of Failure to Provide Information:** Your response to this survey is voluntary and there is no penalty for not responding. However, maximum participation is encouraged so that the data will be complete and representative.

Customer Satisfaction Survey

2019 Retirement Services Customer Satisfaction Survey (3rd Quarter)

Whether you retired many years ago or just recently, if you contacted us for service or information on your Federal retirement account on or after XXXXXXXX XX, 2019, please answer the following questions regarding how well OPM Retirement Services served you.

Contacting Retirement Services

1. I am satisfied with the service I received from OPM Retirement Services.

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

2. This service interaction increased my confidence in OPM Retirement Services.

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

3. My need was addressed by OPM Retirement Services.

- A. Strongly Disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

4. It was easy to complete what I needed to do with OPM Retirement Services.

- A. Strongly Disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly Agree

5. It took a reasonable amount of time to do what I needed to do with OPM Retirement Services.

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

6. **OPM Retirement Services treated me fairly.**

A. Strongly Disagree

B. Disagree

C. Neutral

D. Agree

E. Strongly Agree

7. **RS OPM Retirement Services personnel were helpful.**

A. Strongly Agree

B. Disagree

C. Neutral

D. Agree

E. Strongly Agree