



UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
Washington, DC 20415

Retirement Services

SUBJECT: *FY 2019 OPM Retirement Services Customer Satisfaction Survey*

A Message from the Associate Director of OPM Retirement Services

Dear Friend:

The U.S. Office of Personnel Management (OPM) is responsible for administering the Civil Service Retirement System and the Federal Employees Retirement System, serving over 2.6 million federal annuitants and survivor annuitants who receive monthly annuity payments. In addition to adjudicating retirement cases, OPM serves you by making address changes or tax status changes to accounts, sending out 1099-Rs, surveying certain customers to ensure their continued eligibility to receive benefits, and doing many other customer service activities on your behalf.

This survey collects feedback about how well we provide these services. In previous years this survey was emailed annually. To obtain “*real-time*” feedback from our customers, we now email the survey quarterly to annuitants who had a transaction with us during the last quarter. We are asking federal annuitants and survivor annuitants to participate in this survey who, on or after XXXXXXXX XX, 2019:

- 1) Contacted OPM Retirement Services for customer service or information regarding their retirement account, *or*
- 2) Applied for and began receiving retirement annuity benefits (*or survivor benefits*) from OPM Retirement Services.

Our Strategic Goal for 2018-22 calls for us to improve retirement services in several areas. The information you provide will help us determine how we can best meet these goals as well as determine other retirement benefit service areas that need improvement.

OPM will report the survey results to the President, Congress, and our staff to assess how well we meet our goals and serve our customers. We look forward to continuing to serve you. Thank you for contributing your valuable time to participate in this survey.

Sincerely,

Kenneth Zawodny
Associate Director
Retirement Services

To take the survey, click on: %URL%

Recruit, Retain and Honor a World-Class Workforce to Serve the American People

**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. When you have completed the survey, click on the **Submit** button.

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 completing this survey takes an average 5 minutes per survey. 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