

Justification for Non-substantive change for RI 10-72, Customer Satisfaction Survey

FY 2019 OPM Retirement Services (RS) Customer Satisfaction Survey (CSS)

Based on guidance in Office of Management and Budget (OMB) Circular A-11 (2018), RS modified the 2019 CSS to conform to the seven customer experience questions required by the circular. Previously the CSS was emailed annually to annuitants. As required by OMB A-11, the 2019 CSS will be emailed quarterly to annuitants with an email address registered in the RS Email Database who had a customer transaction with RS during the past quarter. A small number of questions (eight to ten) may be added to future versions of the CSS. The CSS2 is the only ICR being submitted at this time.