



U.S. Department of Veterans Affairs

OMB Number: 2900-0876
 Expiration: 03/31/2023
 Estimated Burden: 3 minutes



Help us serve you better.

We want to hear about your recent experience with the Financial Services Center’s (FSC) **Vendor Support**. Quality customer service is a priority to us and your feedback directly helps us improve FSC services.

Your participation in this survey is voluntary and you may stop at any time. Your responses will remain confidential.

This survey should take approximately 3 Minutes to complete.

It was easy to contact Vendor Support. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The representative was professional. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The representative was knowledgeable. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

The representative communicated effectively. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Vendor Support performed the service in a reasonable amount of time. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I am satisfied with my experience with the representative. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

My recent experience with Vendor Support was excellent. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Vendor Support is reliable. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Would you like to provide a compliment, concern, or recommendation about your experience with Vendor Support?

Please select from one of the following options. Required

Select your response ▼

- Compliment
- Concern
- Recommendation
- Will not provide additional feedback

If you want to provide additional feedback on your experience with Vendor Support, use the text box below.

0/400

Next

We are asking for this information so that you can provide compliments, recommendations, or concerns to VA.¹ By filling out this survey, you are authorizing VA database access to retrieve Veteran contact information to follow up with you accordingly for purposes of service recovery, potential crisis, or to learn more about feedback you have shared regarding your experience with VA.² VA may utilize individual Veteran survey data from this survey or other sources to ensure the final scores truly and accurately represent the experiences of Veterans.³ This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of **3 minutes** to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services which you may currently be receiving. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <https://www.reginfo.gov/public/do/PRAMain>. Information gathered will be kept private to the extent provided by law.

[Logic: 1). Required if CCR Open Text Box is included on survey. 2). Required if Service Recovery. 3). Required unless exception.]



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Please take a moment to fill out this survey. The more information you can provide, the better we can improve our services.

If you received support for a specific system, please provide that system name below (i.e., CEP, eCAMS, Provider Portal).

0/100

How did you contact Vendor Support about your request? (Select all that apply) **Required**

- By phone
- By email
- By instant message
- Other

Can Vendor Support contact you about your experience? **Required**

- Yes, Vendor Support can contact me about my experience.
- No, I do not want Vendor Support to contact me about my experience.

Next

We are asking for this information so that you can provide compliments, recommendations, or concerns to VA.¹ By filling out this survey, you are authorizing VA database access to retrieve Veteran contact information to follow up with you accordingly for purposes of service recovery, potential crisis, or to learn more about feedback you have shared regarding your experience with VA.² VA may utilize individual Veteran survey data from this survey or other sources to ensure the final scores truly and accurately represent the experiences of Veterans.³ This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of **3 minutes** to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services which you may currently be receiving. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <https://www.reginfo.gov/public/do/PRAMain>. Information gathered will be kept private to the extent provided by law.

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Help us serve you better.

Please take a moment to fill out this survey. The more information you can provide, the better we can improve our services.

Provide your full name below. **Required**

0/100

Provide your preferred contact information below. **Required**

Email

0/100

Phone

0/100

Finish

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Thank you.

Thank you for taking the time to share your feedback.

The U.S. Department of Veterans Affairs use these surveys to collect your feedback in order to continuously improve your experience with our services.

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