



Office of Personnel Management

The Federal Government's Human Resources Agency

Rate this Site

Your opinion is important to us. Please take the time to answer the questions below so that we know if we are meeting your needs. The information you provide is confidential and will be used only to evaluate this web site and the open season materials we send to you each year.

You can email us at retire@opm.gov or call us toll-free at 1-888-767-6738.

Were the instructions for using Open Season Online easy to understand?

- Easy
- Somewhat Difficult
- Confusing
- No Comment

How easy was it to navigate through Open Season Online?

- Easy
- Somewhat Difficult
- Confusing
- No Comment

Are the materials we send you in your open season package easy to understand?

- Easy
- Somewhat Difficult
- Confusing
- No Comment

Did you access www.opm.gov/insure/health/brochures to view plan brochures online or use the Consumer Comparison tools?

- No
- Yes, Plan Brochures
- Yes, Consumer Comparison tools
- Both

Overall, what do you think of our web site?

- Excellent
- Very Good

Survey Questions

Your opinion about this system is very important to us. In our efforts to better serve you we ask that you stay on the line and answer a few short questions that will take less than a minute to answer. Your participation will help us improve our customer service. 131

Question #1

Were the open season materials we sent you easy to read and understand?
132

If you found the materials easy to read and understand, press 1. If you found the materials difficult to read and understand, press 2. If you found no difference from previous years, press 3. 133

Question #2

Was our automated Open Season Express system easy to use?
134

If the system was easy, press 1. If the system was difficult, press 2. If you found no difference from previous years, press 3. 135

Question #3

Do you have access to the internet?
136

If you have access to the internet, press 1. If you don't have access to the internet, press 2. 137

Question #4

Overall, how would you rate Open Season Express?
140

For good, press 1. For fair, press 2. For poor, press 3. 141

Check extension to see if call came from operator

NO

Write Survey File
Execute Process #25
file: survresp.txt

End Call

YES
Ext 3012

Question #5

In general, how courteous was the Customer Service Specialist during this call?
138

For courteous, press 1. For discourteous, press 2. If you have no opinion, press 3. 139

Write Survey File
Execute Process #50
file: survoper.txt

End Call