

Direct Express® Cardholder Satisfaction with Customer Service Representative via IVR Survey Script and Questions

OMB Control Number: 1530-0023

At the beginning or end of the call with a customer service representative, the cardholder will be asked if they would like to participate in a short survey. If the cardholder agrees, they will be automatically routed to the IVR with the scale and questions below.

(IVR Prompt) Using a one to seven scale with one being completely unsatisfied and seven being completely satisfied, please rate your level of satisfaction working with the Customer Service Representative in the following areas:

- 1) Your overall satisfaction with the Customer Service Representative's understanding of your question or issue?
- 2) Your overall satisfaction with the Customer Service Representative's ability to answer your questions or resolve your issue?
- 3) Your overall satisfaction of the Customer Service Representative's product or feature knowledge?
- 4) Your overall satisfaction with the Customer Service Representative's level of professionalism with his/her response or interaction?