


From: Jones, Dennis L.  
To: Casares, Dennis C.  
Subject: Sent from Singing Tool  
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## U.S. Office of Personnel Management Retirement Services FY 2021 1st Quarter 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 October 1, 2020). 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](mailto: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](http://www.opm.gov/retirement-services).

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