

From: [Jones, Demetria H.](#)
To: [Carpenter, Dennis C.](#)
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https://feedback.opm.gov/Community/se/076f44106b7868a608d8866b7a605e0a71

TEST--2021 RS Customer Sat... x
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Customer Satisfaction Survey

2021 Retirement Services Customer Satisfaction Survey (1st Quarter)

Whether you retired many years ago or just recently, if you contacted us for service or information on your Federal retirement account on or after October 1, 2020, please answer the following questions regarding how well OPM Retirement Services served you.

Contacting Retirement Services

1. I am satisfied with the service I received from OPM Retirement Services.

Strongly disagree
 Disagree
 Neutral
 Agree
 Strongly agree

2. This service interaction increased my confidence in OPM Retirement Services.

Strongly disagree
 Disagree
 Neutral
 Agree
 Strongly agree

3. My need was addressed by OPM Retirement Services.

Strongly disagree
 Disagree
 Neutral
 Agree
 Strongly agree

0%

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