

From: [Jones, Dennis L.](#)
To: [Carpas, Dennis C.](#)
Subject: Sent from Shipping Tool
Date: Monday, January 11, 2021 3:06:06 PM
Attachments: [image001.png](#)

https://feedback.opm.gov/Community/se/076f4410687868A608D8866B7A605E0A71

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

Contacting Retirement Services - continued

4. It was easy to complete what I needed to do with OPM Retirement Services.

Strongly disagree
 Disagree
 Neutral
 Agree
 Strongly agree

5. It took a reasonable amount of time to do what I needed to do with OPM Retirement Services.

Strongly disagree
 Disagree
 Neutral
 Agree
 Strongly agree

6. OPM Retirement Services treated me fairly.

Strongly disagree
 Disagree
 Neutral
 Agree
 Strongly agree

7. RS OPM Retirement Services personnel were helpful.

Strongly disagree
 Disagree
 Neutral
 Agree
 Strongly agree

100%

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3:05 PM
1/11/2021