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To: [Carpenter, Dennis C.](#)  
Subject: Sent from Singing Tool  
Date: Monday, January 11, 2021 3:02:08 PM  
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## U.S. Office of Personnel Management Retirement Services FY 2021 1st Quarter Customer Satisfaction Survey

### Frequently asked questions about the Customer Satisfaction Survey

**What is the cost of doing the survey?**  
Annual costs are about \$3,000. This is mostly a one-person task, with a GS-13 program analyst devoting about five percent of annual staff hours to producing the survey and analyzing the results.

**How is the validity of the survey results assured?**  
The survey results are subject to random audits by OPM's Office of the Inspector General.

40%

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