

From: Jones, Demetris H.  
To: Colman, Dennis C.  
Subject: Sent from Singing Tool  
Date: Monday, January 11, 2021 3:03:17 PM  
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## U.S. Office of Personnel Management Retirement Services FY 2021 1st Quarter Customer Satisfaction Survey

### Public Burden Statement

We estimate completing this survey takes an average 5 minutes per survey. Send comments regarding our estimate or any other aspect of this survey, including suggestions for reducing completion time, to the U.S. Office of Personnel Management, Retirement Services Publications Team (3206-0236), Washington, DC 20415-0001. The OMB Number, 3206-0236, is currently valid. OPM may not collect information, unless this number is displayed.

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### Privacy Act Statement

Pursuant to Public Law 93-579, this Privacy Act Statement serves to inform you of why OPM is requesting the information on this survey. **Authority:** OPM is authorized to collect the information requested on RI 10-72 pursuant to Title 5, U.S CFR, Sections 1002.3301 and 3304, which discuss the principal purpose in collecting this information. **Purpose:** The principal purpose in collecting this information is to study and report attitudes and perceptions of Federal annuitants regarding the retirement services provided to them by OPM. Your responses will be used to improve these services. **Routine Uses:** Only OPM staff involved in collecting or preparing this information for analysis will have access to completed surveys. The information you provide will be analyzed and reported for the whole Federal annuitant population. **Consequences of Failure to Provide Information:** Your response to this survey is voluntary and there is no penalty for not responding. However, maximum participation is encouraged so that the data will be complete and representative.

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