

<DATE>

We recently mailed you a survey regarding your experiences with the services offered by the United States Patent and Trademark Office (USPTO).

If you have already completed and returned the paper survey or completed it over the Internet, please accept my sincere thanks. If not, I encourage you to do so as soon as possible. Because you are a valued customer to the USPTO, your opinions are very important to us and will be used to guide our future action planning. Your candid responses to this survey are critical to reflect accurately the perceptions of our customers. To take the Internet survey, enter the URL [www.uspto-qs.org](http://www.uspto-qs.org). You will be asked for your survey username and password, which are printed on the letter that accompanied the paper survey.

If you did not receive the paper survey or need another copy, or if you cannot locate your username and password, please call Sushama Rajapaksa at Westat, 1-888-516-1169 or send an email to [USPTO-QS@westat.com](mailto:USPTO-QS@westat.com) for assistance.

Sincerely,

<NAME>

U.S. Department of Commerce  
U.S. Patent and Trademark Office  
C/O Westat  
1600 Research Blvd., RA 1193  
Rockville, MD 20850

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