

## Federal Firearms Licensee and Federal Explosives Licensee and Permittee Alert Survey

**Instructions:** Please read each question below to the recipient and record their response. If the recipient answers “no” or “unknown” to number 2 then go and read number 4 to recipient otherwise number 4 should not be read.

1. Are you a Federal Firearms Licensee (*FFL*), Federal Explosives Licensee/permittee (*FEL/P*), or both?

- Federal Firearms Licensee (*FFL*)
- Federal Explosives Licensee/permittee (*FEL/P*)
- Both

2. Recently, we sent you an Federal Firearms Licensee (*FFLAlert*)/ Federal Explosives Licensee (*FELAlert*). Can you verify that you received the alert?

- Yes, via Phone
- Yes, via E-Mail
- Yes, via E-Mail and Phone
- No (*Go to 4*)
- Unknown/Not Sure (*Go to 4*)

3. Did you find the Alert Beneficial?

- Yes. No problems.
- Yes. Some problems.
- No

4. The FFLAlert/FelAlert program uses the contact information (*email and/or phone number*) from your application for Federal Firearms License (*FFL*) or Federal Explosives License/Permit (*FEL/P*). If your business telephone number or email address(es) have changed since you applied for your FFL or FEL/P, please contact the ATF immediately at 800-662-2750 to update your record. Other reasons you may not be receiving FFLAlerts/FelAlerts include the following:

Some email providers filter messages based on content, subject line, or the sender’s address and may put your email into a “junk mail” folder. Please make sure @ atf.gov is on your “approved sender” list or “whitelist” and/or in your “address book.” 2. If you have recently installed a new email software or a new security program you may want to verify the settings to ensure the emails are not being blocked.

The message may have been blocked by your caller ID settings (*e.g. “unknown caller ID”*). 2. The message may have been received by an employee who did not disseminate the message. 3. The voicemail box may have been full and unable to accept the message.

5. In the future we may have the ability to provide alerts via text (*SMS*) message. If so, would that be of interest to you?

- Yes
- No
- Unknown/Not Sure

6. Do you have a story you would like to share to demonstrate how the alert program was of direct value to you? The story may be shared in part or whole to help demonstrate the value of the alert program and its objective to help increase the security of FFL business operations and the safety of licensees and the public.

7. Please provide any additional comments, suggestions, or recommendations to help us improve the FFLAlert/FELAlert program.