



SURVEY - DIGITAL INTERCEPT



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EFTPS.gov URL: <https://www.eftps.gov/eftps/direct/EftpsHome.page>

DIGITAL INTERCEPT QUESTIONS

Q1 Please rate your overall experience with the **EFTPS website** today.

Poor									Excellent
1	2	3	4	5	6	7	8	9	10

Q3 IF RATING OF 1-8 AT Q1: What can we do to make the **EFTPS website** experience better? / IF RATING OF 9-10 AT Q1: Tell us what you liked about your **EFTPS website** experience?
(ALLOW NO COMMENT)

Example language keeping PII out of the open end:

Please do not include sensitive information, such as taxpayer ID, social security number, PIN, or password in your response. The security and confidentiality of your personal information is important to us.

Q2 What is the **primary** reason for visiting the **EFTPS website** today?

- 1 New enrollment
- 2 FAQs
- 3 Glossary
- 4 Make a tax payment
- 5 Cancel a tax payment
- 6 Change/Add financial institution
- 7 Update contact information
- 8 Check payment history
- 9 Find contact information
- 10 Other (Please specify)

|| 1 ||



Q3 Were you able to **complete** your primary task on the **EFTPS website** today?

No	Yes
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Q4 Did you experience any of the following on the **EFTPS website** today?

- 1 Unable to complete a task
- 2 Information was unclear/not helpful
- 3 I could not find what I was looking for
- 4 I received an error message/my session timed out
- 5 Issue with logging in to my account
- 6 Other (*Please Specify*)
- 7 I did not experience an issue (SINGLE-SELECT)

Q5 Have you visited the **EFTPS website** before?

No, this is my first visit	Yes, I have visited before
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Q6 How likely are you to call customer service support after your visit today?

0 1 2 3 4 5 6 7 8 9 10
Not at all Likely Extremely Likely

Possible Additional Questions From Current Survey

Q7 How likely are you to use this site as your primary resource for paying your taxes?

0 1 2 3 4 5 6 7 8 9 10
Not at all Likely Extremely Likely

Q8 What best describes your role in visiting the **EFTPS website** today?

- 1 Owner or employee of a business with 2-10 employees
- 2 Owner or employee of a business with 11-25 employees
- 3 Owner or employee of a business with 26 or more employees
- 4 Third party (tax professional, attorney, financial institution or other agent) making payments for 1-5

|| 2 ||



- clients
- 5 Third party (tax professional, attorney, financial institution or other agent) making payments for 5-25 clients
- 6 Third party (tax professional, attorney, financial institution or other agent) making payments for 26 or more clients
- 7 Sole proprietor
- 8 Individual
- 9 Other

10 What sections of the site did you visit today?

- 1 Homepage
- 2 How to Use EFTPS
- 3 FAQ's
- 4 Help & Information
- 5 What's New
- 6 Login
- 7 A section not listed here

CONTACT INFORMATION FOR CLOSED LOOP

(IF OPEN ENDS INCLUDE THE WORDS "CALL ME" OR "CONTACT ME," CONTINUE; OTHERWISE SKIP TO CLOSING) (OE's = Q3) - Will be customized based on survey responses

CIQ1 If you would like someone from the U.S. Department of the Treasury to contact you, please provide the information below:

QNAME Name (optional):
QEMAIL E-mail Address (optional):
QPHONE Telephone Number (optional):
(Please do not include spaces or dashes) (SHOW THIS)

(INCLUDE CHECK BOX FOR "I do not wish to be contacted")

Example language for recontacting taxpayers:

Thank you for providing your contact information. We apologize that you are having an issue and will have someone contact you within 48-72 business hours. If you need immediate assistance, please call xxxxxxxxxx.

CLOSING

Submit Feedback & Close