OMB Control No.: 0583-0151

Exp. Date 5/31/2027

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0583-0151. The time required to complete this information collection is estimated to average 5 minutes, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

FSIS Financial Services Customer Feedback Survey

Intro

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The Food Safety and Inspection Service (FSIS) Office of the Chief Financial Officer is committed to providing exceptional customer service. We would like your feedback regarding your recent billing and collections activity to help us improve our services and your experience.

All survey responses are **private** and your **participation is voluntary**. The survey will take 5 minutes or less to complete.

Please click on the Start button below to begin the survey.

 **Start**

|  |  |
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*Questions with an asterisk (\*) require a response.*

Q1\* Rate your most recent experience with an FSIS financial customer service representative on the following attributes. (5 stars means *extremely satisfied*, and 1 star means *extremely dissatisfied*)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Knowledge base of the customer service representative  |  |  |  |  |  |
| Friendliness of the customer service representative  |  |  |  |  |  |
| Timeliness of response from the customer service representative |  |  |  |  |  |
| Thoroughness of response from the customer service representative |  |  |  |  |  |
| Overall satisfaction of interaction(s) with the customer service representative |  |  |  |  |  |

|  |  |
| --- | --- |
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Q2 \*How did you communicate with the FSIS financial customer service representative? (Select all that apply)

* By phone
* By email
* Other, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q3 \*Has the FSIS financial customer service representative resolved your request?

* Yes
* No

|  |  |
| --- | --- |
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Display This Question:

If \* Has the FSIS financial customer service representative resolved your request? = No

Q4 Please explain why your request was not resolved. The additional information that you share will help us improve our customer service.

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Q5 If you would like, please provide the name of the FSIS financial customer service representative who assisted you.

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Q6 \*Have you accessed the [FSIS Payments and Billings webpage](https://www.fsis.usda.gov/contact-us/payment-options-information)?

* Yes
* No, I have not accessed this webpage, but I was aware of it
* No, I have not accessed this webpage and I was not aware of it

|  |  |
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Q7 Please provide any feedback regarding your FSIS financial customer service experience, the Financial Services Center, and/or the FSIS Payments and Billings webpage.

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Q8 If you would like the Office of the Chief Financial Officer to follow-up with you regarding your billing and collections request and the services you received, please provide the following information.

* Establishment Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* USDA-FSIS Customer Number or Establishment Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Establishment Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Establishment Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Survey

We thank you for your time spent taking this survey.

Your response has been recorded.