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FSIS Financial Services Customer Feedback Survey

Intro

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



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.

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

Q6 *Have you accessed the [FSIS Payments and Billings webpage](#)?

- 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.

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.