

//Introduction

Thank you for opting into this voluntary survey, it will only take a few minutes and is authorized under Control Number 10900012. Send any comments about this survey to survey@btfa.gov. Your response here will support our efforts to improve our services to you.

Please respond to the following questions by entering your satisfaction rating after the question is presented.

Satisfaction ratings are from 1 to 5. Press 1 for strongly disagree; 2 for disagree, 3 for neither agree nor disagree, 4 for agree, and 5 for strongly agree.

//Question 1

Based on this call, I trust that the Bureau of Trust Funds Administration is working in my best interest.

//Question 2

To understand what contributed to your response, please answer the following statements:

- The call addressed my need. (PAUSE) Press 1 for Yes, Press 0 for No
- It was easy to complete what I needed to do. (PAUSE) Press 1 for Yes, Press 0 for No
- My call took a reasonable time to be connected to an agent. (PAUSE) Press 1 for Yes, Press 0 for No
- Once I spoke to an agent, my call took a reasonable amount of time. (PAUSE) Press 1 for Yes, Press 0 for No
- The agent I interacted with was helpful and respectful. (PAUSE) Press 1 for Yes, Press 0 for No
- My call needed to be referred to a different person or local agency. (PAUSE) Press 1 for Yes, Press 0 for No
- I have used the self-service option to retrieve my account details. (PAUSE) Press 1 for Yes, Press 0 for No
- Related the previous question, if you used the self-service option, did you find it easy to use? (PAUSE) Press 1 for Yes, Press 0 for No
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//End

Thank you for participating! Have a nice day! Goodbye.