

Beneficiary Feedback on Delay in Payment

Thank you for participating in this voluntary and anonymous survey conducted by the Bureau of Trust Funds Administration and authorized under Control Number 1090-0012, expiration 2/27/2027. Your input is invaluable as we strive to enhance our services and better meet your needs.

Please take a moment to share your thoughts and experiences with us through this brief survey. Your feedback will help us serve you and your community more effectively. Thank you for your time and valuable insight.

1. How do you typically request a disbursement (payment) from your account? (Select all that apply)

- Call the TBCC (Trust Beneficiary Call Center)
- Call by local Bureau of Trust Funds Administration (BTFA) Agency
- Email disbursement request
- Mail disbursement request
- Walk in to physical agency to request disbursement

2. How satisfied are you with the communication regarding your delay in disbursement (payment)?



3. Did our explanation of the delay meet your expectations?

- Yes
- No
- Somewhat

4. Were you informed about the delay in disbursement (payment) in a timely manner?

- Yes
- No

5. How would you rate the transparency of our communication regarding the delay?



6. Did our proposed solution to the delay meet your needs?

- Yes
- No
- Somewhat

7. Did you find our response time satisfactory in addressing the delay?

- Yes
- No
- Maybe

8. How can we improve our communication about disbursement (payment) delays in the future?

9. Is there anything else you would like to share with us about the impact the delay in your disbursement (payment) had on you?

10. Overall, how satisfied are you with how we handled the situation?



11. OPTIONAL - If you would like to speak to a representative from BTFA to give additional feedback, please provide your Name (First Name/Last Name) and contact information (phone number) below and a representative from BTFA will call you.

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