



CUSTOMER EXPERIENCE SURVEY

Please agree or disagree with the following statements by circling a numerical response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
I feel comfortable talking to Federal Black Lung Program representatives about my unique issues.	5	4	3	2	1	n/a
The interactions and claim process leading to my most recent Decision increased my trust in the Federal Black Lung Program.	5	4	3	2	1	n/a
I trust the Federal Black Lung Program to fulfill our country's commitment to our miners.	5	4	3	2	1	n/a
I am satisfied with the service I have received from the Federal Black Lung Program.	5	4	3	2	1	n/a
It took a reasonable amount of time for my decision to be issued.	5	4	3	2	1	n/a
I was treated fairly.	5	4	3	2	1	n/a
I understood what was being asked of me throughout the process.	5	4	3	2	1	n/a
Federal Black Lung employees that I interacted with were helpful.	5	4	3	2	1	n/a

Did you know that the Federal Black Lung Program has a C.O.A.L. portal (Claimant Online Access Link) located on the internet, which you can use to submit documents to a case electronically?

- ☐ Yes, I am aware of the C.O.A.L. portal and I have used this tool to access a case file.
☐ Yes, I am aware of the C.O.A.L. portal and I have attempted to use this tool but had problems accessing a case file.
☐ Yes, I am aware of the C.O.A.L. portal, but I am not interested in using this tool.
☐ No, I was not aware of the C.O.A.L. portal.
☐ No, I do not have internet available to access the C.O.A.L. portal.

The C.O.A.L. Mine Portal can be found at- https://eclaimant.dol.gov/portal/?program_name=BL

If you have an approved claim:

Have you used telemedicine for routine medical care as part of your Black Lung treatment? ☐ YES ☐ NO

* Telemedicine is the use of technology to interact with your healthcare provider rather than a physical office visit.

If not, is there something the Federal Black Lung Program can do to provide easier access to telemedicine?

Other General Comments or Suggestions for Improving our Service

The OWCP/Federal Black Lung Program is committed to finding ways to focus on equity for all and strives to improve program accessibility and inclusion. In your interactions with the Federal Black Lung Program, have you experienced difficulties because of your:

Disability status ☐ Racial or ethnic identity ☐ Age ☐ Sex/Gender identity ☐ Sexual orientation ☐
 Veteran Status ☐ Religion ☐ Social Class ☐ Geographic Location (rural/remote) ☐ Education ☐
 Language/English Proficiency ☐ Other _____

Would you like to speak with a Federal Black Lung Program Representative? ☐ YES ☐ NO

If yes, please provide your name and telephone number:
Name: _____

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Phone: _____