



## SURVEY – FEEDBACK TAB



OMB Number (1530-0023)

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#### FEEDBACK TAB IMAGE

Feedback Tab 'button' on all pages.

EFTPS.gov URL: <https://www.eftps.gov/eftps/direct/EftpsHome.page>

#### FEEDBACK TAB QUESTIONS

##### Feedback

###### **Specific Feedback**

I'd like to give feedback on a specific topic

###### **Overall Feedback**

I'd like to give feedback on the eftps.gov site

(QUESTION WILL POP ON SAME SCREEN ONCE FEEDTYPE TYPE IS

SELECTED)

Q1 Please rate your overall experience with the **EFTPS website**.  
(SINGLE PUNCH)

Poor									Excellent
1	2	3	4	5	6	7	8	9	10

(SHOW IF 'SPECIFIC FEEDBACK' SELECTED)

Q2 What would you like to give feedback about?  
(ALLOW MULTIPLES, RANDOMIZE)



- 1 New enrollment
- 2 FAQs
- 3 Glossary
- 4 Make a tax payment
- 5 Cancel a tax payment
- 6 Change/Add financial institution
- 7 Update contact information
- 8 Check payment history
- 9 Find contact information
- 10 Other (*Please specify*)

Q3 IF RATING OF 1-8 AT Q1: What can we do to make the **EFTPS website** experience better? / IF RATING OF 9-10 AT Q1: Tell us what you liked about the **EFTPS website** experience?  
(ALLOW NO COMMENT)

*Example language keeping PII out of the open end:*

*Please do not include sensitive information, such as taxpayer ID, social security number, PIN, or password in your response. The security and confidentiality of your personal information is important to us.*

Q4 Were you able to **complete** your primary task on the **EFTPS website** today?

No

Yes

Q5 How likely are you to call customer service support after your visit today?  
(SINGLE PUNCH)

1 2 3 4 5 6 7 8 9 10  
Not at all Likely Extremely Likely

#### CONTACT INFORMATION FOR CLOSED LOOP

(IF OPEN ENDS INCLUDE THE WORDS "CALL ME" OR "CONTACT ME," CONTINUE; OTHERWISE SKIP TO CLOSING) (OE's = Q3) – Will customize based on survey responses

CIQ1 If you would like someone from the U.S. Department of the Treasury to contact you, please provide the information below:

QNAME Name (optional):  
QEMAIL E-mail Address (optional):  
QPHONE Telephone Number (optional):  
(Please do not include spaces or dashes) (SHOW THIS)

|| 2 ||



(INCLUDE CHECK BOX FOR "I do not wish to be contacted")

*Example language for recontacting taxpayers:*

*Thank you for providing your contact information. We apologize that you are having an issue and will have someone contact you within 48-72 business hours. If you need immediate assistance, please call xxxxxxxxxx.*

**CLOSING**

Submit Feedback & Close