

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 1530-0023)**

TITLE OF INFORMATION COLLECTION: Direct Express® DXSM Mobile App Survey.

PURPOSE:

The purpose of the survey would be to seek if the current DXSM mobile app meets the needs of the **Direct Express®** cardholders and to gain insight on what future enhancements cardholders would like to have using the mobile app. Having this mobile app usage and information, may add value to complement the **Direct Express®** program as we prepare for future roll-out.

DESCRIPTION OF RESPONDENTS: 1,000 Direct Express® Cardholders that are users of the mobile app. Participation will be opt in, offered until the target amount is reached.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: Face-to-Face Interviews |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Bruce Sharp

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No
3. If Applicable, has a System or Records Notice been published? ☐ Yes ☐ No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? ☐ Yes ☒ No

BURDEN HOURS

Mobile App Participants	No. of Respondents	Participation Time	Burden Hours
DX® Mobile App Users	1,000	Avg 1 minute	Avg 1 minute
Estimate for duration (Ex. 4 wks., 2 months, etc.)	Until we reach target of 1,000	Until we reach target of 1,000	1,000 minutes
Wrap Up Call	N/A	N/A	N/A
TOTALS			17 hours

The burden hours include weekly/monthly survey estimates.

FEDERAL COST: The estimated one-time cost to the Federal government is \$0.

The selection of your targeted respondents

This research is qualitative and will not employ any statistical techniques or be used to generalize to the entire target audience of current digital app user base for Direct Express.

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
[] Yes [X] No

Participation is voluntary and available to all mobile app users. When the 1,000 voluntary users are reached, we will discontinue surveying other mobile app users.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - [] Web-based or other forms of Social Media
 - [] Telephone
 - [] In-person
 - [] Mail
 - [X] Other, Explain – The Direct Express® cardholders will use the DX® mobile app to see the survey and participate in the survey.
2. Will interviewers or facilitators be used? [] Yes [X] No

Please make sure that all instruments, instructions, and scripts are submitted with the request.

There are no scripts; however, see the survey concept test question that will be asked.