

U.S. EPSC (FRB) Customer Experience Web Survey

Welcome!

We'd love to hear from you about your experience with the GoDirect website or in contacting the U.S. Treasury Electronic Payment Solution Center (EPSC). The following survey should take no more than 90 seconds and will help us understand our current capabilities. All responses are anonymous and optional and the data collected will be used for research purposes only.

The OMB number for this study is 1530-0022. If you have any comments regarding this study, please write to: Bureau of the Fiscal Service, Forms Management Officer, Parkersburg, WV 26106-1328 or email us at godirectsupport@godirect.gov

Participants will drop down and select the answer that applies (for questions 1-5). Question 6 has character limit.

- 1. Do you currently receive a government benefit in the form of a paper check?**
 - a. Yes
 - b. No

- 2. What was your main reason for contacting the U.S. Treasury Electronic Payment Solution Center or accessing the GoDirect.gov website?**
 - a. Change paper check to direct deposit
 - b. Change paper check to a pre-paid debit card (Direct Express®)
 - c. Switch payment from direct deposit to another electronic payment
 - d. Inquire about a pending enrollment
 - e. Inquire about payments currently received via direct deposit
 - f. Inquire about payments currently received via debit card (Direct Express®)
 - g. Inquire about a waiver from the EFT requirement/mandate
 - h. Other inquiry

- 3. Which one of the following best describes the outcome from your interaction?**
 - a. Successfully completed enrollment for direct deposit online
 - b. Successfully completed enrollment for direct deposit by speaking to an agent
 - c. Successfully completed enrollment for a debit card (Direct Express) by speaking to an agent
 - d. Received answers regarding pending enrollment by speaking to an agent
 - e. An agent referred me to an alternate location to seek assistance

- 4. How would you rate your overall satisfaction with the U.S. Treasury Electronic Payment Solution Center (or GoDirect.gov)?**
 - a. Extremely satisfied
 - b. Somewhat satisfied
 - c. Neither satisfied nor dissatisfied
 - d. Somewhat dissatisfied
 - e. Extremely dissatisfied

5. How likely are you to recommend the U.S. Treasury Electronic Payment Solution Center (or GoDirect.gov) to friends and family (0 is least likely and 10 is extremely likely)?

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4
- f. 5
- g. 6
- h. 7
- i. 8
- j. 9
- k. 10

6. What can we do to improve your experience? (This will have 256 characters limit)