## e-Gov Customer Satisfaction Survey

## Please take a moment to complete the survey. Email back to ofmegovhelpdesk@state.gov

Question 1:	Was the customer service representative courteous and professional?	Question 2:	How satisfied are you with the time it took to resolve the request/issue reported?
Rating: Comment:	Lowest Highest 1 2 3 4 X (place X over the number)	Rating: Comment:	Lowest Highest 1 2 3 4 X (place X over the number)
Question 3:	Are you satisfied with the representative's understanding of the issue you reported?	Question 4:	What is your overall satisfaction with the service you received?
Rating: Comment:	Lowest Highest 1 2 3 4 X (place X over the number)	Rating: Comment:	Lowest Highest 1 2 3 4 X (place X over the number)

## PRA Statement

Public reporting burden for this collection of information is estimated to average 05 minutes/ 00 hours per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: OFM Customer Service Center, 3507 International Place, NW, Washington, DC, 20522-3303.

If you have any questions or concerns regarding your request, please contact eGov Helpdesk @ 202-895-3564 or <u>ofmegovhelpdesk@state.gov</u>