

- a. Very satisfied.
- b. Generally satisfied.
- c. Neither satisfied nor dissatisfied.
- d. Generally dissatisfied.
- e. Very dissatisfied.

11. The following is a list of pamphlets OPM provides to its customers. If you have read any of the pamphlets within the past 12 months, indicate how clear the pamphlet was.

(Check Only One Rating Column For Each Pamphlet You Have Read In The Past 12 Months)

OPM pamphlets	Clear	Somewhat clear	Not clear
a. Information for Annuitants			
b. Information for Annuitants About the Federal Employees Health Benefits Program			
c. Information for Survivor Annuitants			
d. Death Benefits for Children			
e. Information for Disability Annuitants			

12. The following is a list of forms that OPM provides to its customers. If you had to complete any of the OPM forms within the past 12 months, please indicate if the instructions were clear and understandable.

(Check Only One Rating Column For Each Form You Have Completed In The Past 12 Months.)

OPM forms	Clear	Somewhat clear	Not clear
a. Open Season Health Benefits forms			
b. Student-child entitlement forms			
c. Disability retirement earnings survey forms			
d. Change of Address forms			
e. Annuity payment direct deposit forms			

13. Have you ever requested the assistance of any of the following parties regarding a retirement or insurance matter handled by OPM?

(Check All That Apply)

- a. My Congressional Representative.
- b. My Senator.
- c. The White House.
- d. The Director of OPM.
- e. Official from some other Federal agency.
- f. The news media.
- g. No, I have not requested assistance of any of the above parties.

Part II

Telephoning the Office of Personnel Management

14. What type of telephone service do you have?

(Check One)

- a. Touch tone.
- b. Rotary dial or pulse.
- c. I don't know.
- d. I don't have a phone.

15. Have you tried to call OPM's retirement offices within the past 12 months?

(Check One)

- a. No. (Skip to Question #25.)
- b. Yes.

16. In the past 12 months, how many different times did you call OPM's retirement offices?

(Check One)

- a. Once.
- b. Twice.
- c. Three times.
- d. More than three times.

17. Think about all the times you've called OPM's retirement offices over the past 12 months, and indicate which of the following things happened when you called.

(Check All That Apply)

- a. I got through without any problem.
- b. My call had to be transferred or I was told to call a different number.
- c. An answering machine put me on hold.
- d. A person put me on hold.
- e. I gave up after being placed on hold.
- f. I had to call several times before getting through.
- g. My call was disconnected.
- h. I got a busy signal.
- i. Other. (Please specify.)

18. On your most recent phone call how many times did you have to dial before you got through?

(Check One)

- a. Once.
- b. Twice.
- c. Three times.
- d. More than three times.
- e. I never got through.
- f. I don't remember.

19. Listed below are several reasons why a person might telephone OPM. In your most recent phone call, indicate the reason(s) you called.

(Check All That Apply)

- a. I had a question about a claim for retirement or survivor benefits.
- b. I asked about health benefits or life insurance coverage.
- c. I asked about a tax related matter.
- d. I asked about an adjustment to my benefit.
- e. I asked about a benefit for a child(ren).
- f. I asked about a notice or other mail I received from OPM.
- g. I was following up on a previous call or request that some action be taken.
- h. OPM asked me to contact them.
- i. I reported the death of an annuitant.
- j. I notified OPM of a name or address change.

- k. I reported non-receipt of a benefit check.
- l. I telephoned OPM for some other reason. (Please specify.)

20. In general, how courteous was the OPM employee(s) during this call?

(Check One)

- a. Very courteous.
- b. Generally courteous.
- c. Neither courteous nor discourteous.
- d. Generally discourteous.
- e. Very discourteous.

21. How clearly did the OPM employee answer your question(s)?

(Check One)

- a. Clearly.
- b. Somewhat clearly.
- c. Not clearly.

22. Think about the reason why you last contacted OPM by telephone. What kind of job has OPM done to handle this matter?

(Check One)

- a. Very good job.
- b. Good job.
- c. Fair job.
- d. Poor job.
- e. Very poor job.

23. Once again, think about the reason why you last contacted OPM by phone. How satisfied are you with the amount of time it has taken OPM, so far, to take care of this matter?

(Check One)

- a. Very satisfied.
- b. Generally satisfied.
- c. Neither satisfied nor dissatisfied.
- d. Generally dissatisfied.
- e. Very dissatisfied.

24. About how long (including time you waited, if any) did your last phone call to OPM last?

(Check One)