<ul><li>a. □ Less than 3 minutes.</li><li>b. □ At least 3 but less than 10 minutes.</li></ul>	30. Overall, how satisfied were you with the way the above action(s) was (were)	Ranking	OPM service quality factors
c. □ At least 10 but less than 20 minutes. d. □ 20 minutes or more.	handled by OPM?		a. Concern for me and my prob-
e. □ I don't remember.	(Check One) a. □ Very satisfied.		lems b. Friendly OPM employees
Part III	b. □ Generally satisfied.		c. Knowledgeable OPM employ-
	c. □ Neither satisfied nor dissatisfied.		ees
Benefits From the Office of Personnel	d. ☐ Generally dissatisfied.		d. Easily obtainable information e. Clear information about
Management	e. □ Very dissatisfied.		changes in law and regula-
25. Do you usually get your retirement or survivor annuity payment by the first	31. Did you receive some form of		tions
business day of the month?	communication from OPM about the action(s) that was (were) taken?		f. Clear statements and cor-
(Check One)	(Check One)		respondence g. Clear information about pay-
a. □ Yes.	a. □ No, I never received any communication		ments or services
b. □ No.	regarding the action that was taken.		h. Fair treatment of all cus-
26. In most cases, interim or special	(Skip to Question #33.)		tomers
payments are paid until an applicant's annuity claim is completely processed and	<ul><li>b. ☐ Yes, a computer generated notice.</li><li>c. ☐ Yes, a hand-written notice.</li></ul>		<ul> <li>i. Timely action on my concerns and complaints</li> </ul>
regular payments begin. Was this the case for	d. ☐ Yes, a form letter or notice.		j. Timely payments
your initial annuity claim?	e. □ Yes, a typed letter.		k. Accurate answers to ques-
(Check One)	f. ☐ Yes, some other type of communication.		tions I. Replacement of missing pay-
a. □ Yes. b. □ No.	g.   I don't remember. (Skip to Question #33.)		ments
c. □ I don't remember.	32. Was the communication about the		m. Minimal interruptions of ben-
27. After you applied for your annuity	action on your account clear to you?		efits
benefit, when did you receive your first	(Check One)		<ul> <li>n. Flexible billing and payment arrangements for benefit over-</li> </ul>
payment from OPM?	a. □ Yes, it was very clear.		payments
(Check One) a. □ Much sooner than I expected.	<ul><li>b. □ It was somewhat clear.</li><li>c. □ No, it was not clear.</li></ul>		o. Accurate payments
b. □ A little sooner than I expected.			p. Good telephone service
c. ☐ About when I expected.	Part IV		red since January 1, 1995, please
<ul><li>d. □ A little later than I expected.</li><li>e. □ A lot later than I expected.</li></ul>	Overall Quality of the Office of Personnel Management's Service		next three questions. Otherwise,
f. $\square$ I don't remember.	33. Overall, since your annuity began, how	skip to quest	you retired, how satisfied were
28. Listed below are some of the actions	would you rate the service that OPM has		w OPM handled all aspects of
that can be taken on an annuity account.	given you?		nent (including, if applicable,
Please check the <i>most recent actions</i> that were taken on your account.	(Check One) a. □ Very good.		ts for direct deposit of your irement check in your bank and
(Check All That Apply)	b. □ Good.	federal inco	me tax withholdings from your
a. □ No action has been taken on my account	c. □ Fair.	check)?	
within the past 12 months. (Skip to Question #33.)	d. □ Poor. e. □ Very poor.	(Check One) a. □ Very Sa	
b. □ An initial claim for retirement or	34. How would you rate OPM's service in	b. □ General	
survivor benefits.	comparison to the service you get from other	<ul><li>c. □ Neither satisfied nor dissatisfied.</li><li>d. □ Generally dissatisfied.</li></ul>	
c.   Stop or change Federal tax withholding.	Federal, State, and local government	e. □ Very di	
<ul><li>d. □ Change health benefits plans or options.</li><li>e. □ Change life insurance option(s).</li></ul>	agencies?	•	requested that your retirement
f. □ Change mailing address.	(Check One) a. □ OPM much better than others.	check be deposited directly in your bank by	
g.   Direct annuity benefits to a bank	b. □ OPM somewhat better than others.	OPM, how satisfied were you with how long	
account. h. □ Adjust annuity benefit after a change in	c. $\square$ OPM is about as good as others.	it took for your bank account to be credited with your first retirement payment?	
marital status.	<ul><li>d. □ OPM somewhat worse than others.</li><li>e. □ OPM much worse than others.</li></ul>	(Check One)	
i. □ Suspend annuity payments.	f. □ Can't say, have had no contact with other	a. □ Very sa	
j. □ Add or drop child(ren) benefit. k. □ Non-receipt of a benefit check.	government agencies.	b. □ General	lly satisfied. satisfied or dissatisfied.
l. □ Other reason. (Please specify.)	35. If you must contact OPM in the future,		lly dissatisfied.
	would your first preference be to write, telephone, or visit?	e. □ Very di	
00.10	(Check One)		t request that my retirement e deposited directly in my bank.
29. If you requested that OPM take action on your account, how was (were) the	a. □ Write.		kind of job did OPM do in giving
actions(s) handled?	b. 🗆 Telephone.	you professi	onal and personalized
(Check All that Apply)	c.   Visit.		concerning your retirement?
a. $\Box$ I did not request action. (Skip to	36. The following is a list of important service quality factors. Please read through	(Check One) a. □ Very go	
Question #33.) b. □ The action was taken based on my	the list. From your point of view, please rank	b. □ Good jo	ob.
telephone request.	the five most important factors to you in your	c. ☐ Fair job	
c.   The action was taken after my first	dealings with OPM. Mark "1" next to the item that is most important to you, a "2" next	d. □ Poor jol e. □ Very po	
request. d. □ The action was taken only after I made	to the second most important factor, a "3"		ne following question (Question
a second request.	next to the third most important factor, etc.	#40) only if y	you began receiving, since
e.   The action was taken only after I made	(Rank Only The Five Most Important Factors From "1" to "5." Leave The Remaining		995, a monthly <i>survivor's</i> check <i>f the death of a Federal retiree</i> .
more than two requests. f. □ I don't remember.	Factors Blank.)		skip to question #41.