

Office of Personnel Management
Retirement and Insurance Service



1920



1954



1959



1986

Benefits Administration Letter

Number: 95-703

Date: March 17, 1995

SUBJECT: Request for Assistance with FEHBP Telephone Survey

The Office of Personnel Management is planning a telephone survey of our customers, Federal employees, to get their views on our customer service standards and on some of the material we publish for the Federal Employees Health Benefits Program. We need your help in accomplishing this goal.

Our plan is to survey a random sample of about 400 employees from as many Federal agencies as possible throughout the nation. You can help by photocopying a few pages of your internal employee phone directory (about 50 employees and their work phone numbers will do) and faxing them to us. To ensure that the sample is representative we need this information from both headquarters offices and field installations.

Please fax the information as soon as possible to:

Ralph Pierce
Survey Project Leader
Fax number: 202-606-0767 or 202-606-0741

If you have questions, Ralph's telephone number is 202-606-0745.

We expect to begin the interviews Wednesday, March 22. We hope to conclude all interviews by Monday, March 27, 1995. We estimate the average interview will take 10-12 minutes to complete.

We appreciate your support.

Abby L. Block, Chief
Insurance Policy
and Information Division