

# Customer Satisfaction Survey (CSS)



## What is the Customer Satisfaction Survey?

The CSS is the cornerstone of service provider evaluations. This multiple-question evaluation allows customers to score their service experience throughout all stages of a PCS move. Completing the CSS is very important! Your responses provide actionable feedback regarding your moving experience that will directly impact your service provider's future business.

## When Can I Expect to Receive a Survey?

You may receive up to five surveys throughout your PCS move, based on the following events in the move life cycle:

- **Survey #1 - Counseling** - Survey sent after counseling (Government or HomeSafe Alliance) is complete.
- **Survey #2 - Origin Services** - Survey sent after shipment has been picked up
- **Survey #3 - Destination Services** - Survey sent after shipment has been delivered
- **Survey #4 - Claim** - Survey sent after claim is submitted.
- **Survey #5 - Military Claims Office (MCO)** - Survey sent ~75 days after all or part of a claim is transferred to the MCO.

## How Do I Complete the CSS?

You will receive a link via email and text message. Complete your online survey by using a personal computer or a portable device. Your timely feedback is important and the link for each survey expires 120 days from receipt. You will receive reminders for each survey until completion or up to expiration.

## What Types of Questions Are Asked?

The surveys will ask you to rate your move experience and include optional open-ended comment boxes. The questions use happy to sad face icons to rate your satisfaction allowing for quick completion.

## What Happens With My Comments After Submitting the Survey?

Customers with upcoming moves may review previous customer comments. Additionally, customer comments are used to track trends and evaluate issues. Your feedback assists in identifying companies who are not providing quality service which could result in their removal from the program. A few minutes of your time ensures that the best service providers continue to move customers and their families!

## Should I Expect a Survey From My Moving Company?

Your service provider may remind you to submit the CSS; however, you should not be prompted to complete any additional surveys.

## Important Reminders:

- Keep your primary/secondary telephone numbers and email addresses updated in HomeSafe Connect to ensure receipt of the surveys.
- Please complete all CSS questionnaires to ensure your satisfaction and feedback are documented.
- Survey links will expire 120 days from the date of initial receipt.
- The CSS is a Government owned survey.