



Customer Satisfaction Survey

What is the Customer Satisfaction Survey (CSS)?

HomeSafe Alliance strongly encourages you to complete the Department of Defense's (DoD) Customer Satisfaction Survey (CSS), which the government sends directly to DoD customers throughout the Permanent Change of Station (PCS) move process. The DoD uses the feedback service members provide to grade HomeSafe on service performance. Additionally, HomeSafe reviews survey results daily to make immediate improvements to our services and processes.

During and After Your Delivery

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

- ★ **Survey #1 - Counseling:** Sent after counseling (by the government or HomeSafe) is complete.
- ★ **Survey #2 - Origin Services:** Sent after your shipment has been picked up.
- ★ **Survey #3 - Destination Services:** Sent after your shipment has been delivered.
- ★ **Survey #4 - Claim:** Sent after a claim is submitted.
- ★ **Survey #5 - Military Claims Office (MCO):** 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 the online survey by using a personal computer or a mobile device. 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 sections. The questions use happy-to-sad face icons to rate your satisfaction, allowing for quick and easy completion.

What Happens to My Comments After Submitting the Survey?

Customer feedback is used to identify trends and address issues. Your feedback assists in identifying companies that 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 complete the CSS; however, you should not be prompted to complete any additional surveys.

Important Reminders

- ★ Keep your primary and secondary phone numbers and email addresses updated in *HomeSafe Connect* to ensure you receive the surveys.
- ★ Please complete all CSS questionnaires to ensure your satisfaction and feedback are documented.
- ★ Survey links expire 120 days from the date of initial receipt.
- ★ You can read feedback from other customers by visiting the "What Customers Are Saying" section on our website.