



CUSTOMER SATISFACTION SURVEY

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POSTAL CUSTOMER

SHERMAN OAKS CA 91403-1652

To complete the survey online:
<https://gx.gallup.com/uspsres.gx>
Access Code: JX9171D



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Dear Valued Customer:

How are we doing?

I am writing to ask you to share your opinions on how well the U.S. Postal Service has been serving you. I recently sent you a postcard telling you about this request, and am now attaching the survey for you to complete.

Please take a few minutes to answer this survey. The Gallup Organization will compile the results to help us decide where and how we can improve our service to customers. Your answers will be completely confidential.

You may either complete the questionnaire on paper or on the Web. Whichever method you choose, **please complete your survey as soon as possible** by following the directions below.

- 1) Paper: If you prefer to complete a paper version of the survey, simply fill out the attached questionnaire and return it in the enclosed postage-paid envelope to Gallup.
- 2) Web: If you prefer to complete the survey on the Web, please go to <https://gx.gallup.com/uspsres.gx> and type in the personal Access Code printed above.

We appreciate your business very much, and I thank you in advance for helping us to serve you better.

If you have any specific questions about this survey, please contact Gallup at 1-800-805-9056.

Sincerely yours,

Delores J. Killeto
Vice President