

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 1513-0124.

## Original Applications

Specialist/Clerks Name \_\_\_\_\_

Industry Member Owners Name \_\_\_\_\_

Registry Number \_\_\_\_\_

Permit Number \_\_\_\_\_

Person being Interviewed \_\_\_\_\_

(Rate on a scale of 1 to 5 with 1 being least satisfied and 5 being most satisfied)

1. How satisfied were you with the ease of getting the application forms?
2. How satisfied were you with the instructions provided for completing the application forms?
3. How satisfied were you with the information we asked you to provide?
4. How satisfied were you with being able to complete the application forms without assistance?
5. How satisfied were you with the amount of communication you received from TTB?
6. How satisfied were you with the assistance you received from TTB in completing the application process?
7. How satisfied were you with the notification and resolution of any issues with your application?
8. How satisfied were you with the notification that your application was complete?
9. How satisfied were you with the technical knowledge displayed by the Specialist who conducted your phone interview for your application?
10. How satisfied were you with the amount of time it took to complete the application forms?
11. How satisfied were you with the amount of time it took for the entire application process?
12. How satisfied were you with the amount of time it took for you to be notified that your application was complete?
13. How satisfied were you with the entire process?

14. If we allowed you to submit electronic applications and/or amendments would you use it? YES or NO"