



United States Department of State

Washington, D.C. 20520

██
██
██
██

████████████████████

Dear Marsh Household or Current Resident,

The Office of Passport Services, U.S. Department of State would like to better serve the American public's need for passport services in the coming months and years.

To do this we are conducting interviews with Americans ages 18 and older.

Whether you/your household require passport services or not, your participation in this study can help our offices to improve customer service, allocate sufficient personnel, develop new products, and plan for what citizens require of our office.

Your household was selected at random. In order for the results to be statistically representative, it is important a person who is knowledgeable about the travel habits of your household complete the interview.

Your participation, while voluntary, will be essential to the success of the study. This study is estimated to take less than 10 minutes of your time and there are 2 easy ways for you to participate.

Please do one of the following before December 31st, 2019:

- 1) Go to <https://www.passportplanning.com> to complete the interview online.

Please enter the passcode ██████████ to enter the online interview.

OR

- 2) Call this toll-free number to be interviewed by phone: **1-866-693-2694**.

Please have your passcode ██████████ available when you call.

We will give you a call if we don't hear from you.

If you prefer not to participate, you may let us know that when we call.

Additional information can be found at www.travel.state.gov/passportstudy, or in the Federal Register under the OMB control #1405-0177, expiration date 12/31/2019, at <https://www.federalregister.gov/>. The estimated burden is 10 minutes. If you have comments regarding the interview length or content, please email PassportStudy@state.gov.

Thank you in advance for your participation in this important study!

Office of Passport Services, U.S. Department of State