



## **EXPORT-IMPORT BANK**

**[Public Notice: 2017-6004]**

### **Agency Information Collection Activities: Comment Request for Form EIB 11-01, Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery**

**AGENCY:** Export-Import Bank of the United States.

**ACTION:** Submission for OMB review and comments request.

**SUMMARY:** The proposed clearance is designed to allow Ex-Im Bank to survey for the purpose of gaining insights into customers' experiences with the agency and to evaluate product and performance effectiveness. Customers' responses will help to identify potential areas of service improvement and rate overall program experiences.

**DATES:** Comments must be received on or before **[INSERT DATE 30 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]** to be assured of consideration.

**ADDRESSES:** Comments may be submitted electronically on [www.regulations.gov](http://www.regulations.gov) or by mail to Mardel West, Export-Import Bank of the United States, 811 Vermont Ave., N.W. Washington, D.C. 20571.

#### **SUPPLEMENTARY INFORMATION:**

##### *Affected Public:*

Individuals representing companies engaged in business with the Export-Import Bank of the U.S.

#### **Burden Hours**

Annual Number of Respondents: 3200

Estimated Time per Respondent: 45 minutes

Annual Public Burden Hours: 2400 hours  
Frequency of Reporting of Use: On occasion

*Government Expense:*

Reviewing Time per year: 1600 Hours  
Average Wages per Hour: \$42.50  
Average Cost per Year: \$68,000  
Benefits and Overhead: 20%  
Total government Cost: \$81,600

**Bassam Doughman,**

*Project Manager,*

*Export-Import Bank of the United States.***BILLING CODE 6690-01-P**

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