



Office of Inspector General
Pension Benefit Guaranty Corporation

January 2, 2018

TO: Alice Maroni
Chief Management Officer

FROM: Nick Novak
Deputy Inspector General *Nicholas J. Novak*

SUBJECT: Review of PBGC's Customer Service Score Goal-Sharing Award Program (Project No. RV-18-126)

The Office of the Inspector General is initiating a review of PBGC's customer service score goal-sharing award program. The enclosure provides details of the review and highlights some information we will be requesting.

We would appreciate your notifying the appropriate staff of this work. The next step will be to set up an entrance conference, which we will coordinate with the Corporate Controls and Review Department. At that meeting, we will request a point of contact for the review. Thank you in advance for your time and consideration.

cc: Tom Reeder, Director
Judith Starr, General Counsel
Marty Boehm, Director CCRD
Nicole Puri, Risk Management Officer

Enclosure

Review of PBGC's Customer Service Score Goal-Sharing Award Program (Project No. RV-18-126)

Page 2

Information on New Review

Review Subject: PBGC's Customer Service Score Goal-Sharing Award Program

Review Code: RV-18-126

Source for the Work: Self-Initiated

Issue(s) under review/Objective(s)/Key question(s):

1. What are the award measures? What is the goal of the program?
2. How have the award measures contributed to the efficiency, economy, or other improvement of PBGC operations?
3. Has legal counsel reviewed the program, and if so please provide the results?
4. Has the PBGC conducted a review to determine if the customer service score goal-sharing award program has had the desired effect on PBGC's customer service score?
5. How many awards have been awarded at each payout and for a total of how many dollars?

Estimated start date for work: Immediately

Time frame for holding the entrance conference: Early January 2018

OIG Contacts:

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