

SIU GOVERNMENT SERVICES DIVISION SURVEY

Instructions for Returning SIU Government Services Division EBIS Survey

Greetings CIVMARS:

During the last 10 days the Union has circulated a notice throughout the fleet and at the CSU's concerning EBIS (Employee Benefit Information Survey) -- a new program which will require CIVMARS to file for benefits electronically or with an EBIS telephone representative. As of September 30, CIVMARS will no longer be able to use paper forms to make benefit elections or some TSP transactions. To see the notice (in PDF format) please go to:

<http://www.seafarers.org/members/civmar/CIVMARGRAM072508.pdf>

The Union is still negotiating with MSC regarding the way in which this program will be implemented. The Union has many concerns about how this program will impact CIVMARS and whether the program will actually work for CIVMARS who are forward deployed with limited access to e-mail and/or phone.

We need your feedback to help us understand how the new program is working for CIVMARS ashore and forward deployed. The information you provide is very important and will help the Union make specific suggestions and proposals that will help all CIVMARS.

All information is helpful. Your timely feedback is appreciated by your union and fellow mariners.

Please complete the following two pages and return them via fax or regular mail as follows:

Fax: (301) 702-4411

Mail: CIVMAR EBIS Survey Response
Seafarers International Union
5201 Auth Way
Camp Springs, MD 20746

If you have email access, please feel free to send additional comments regarding your concerns and experiences with the EBIS program to: civmarsupport@seafarers.org. Of course, you may also call your government services representatives.

The survey is available for download at: <http://www.seafarers.org/members/>

Scroll down and check the left margin for the link titled "SIU Government Services Division Survey"

In Solidarity,
SIU/NMU Government Services Representatives (8/6/08)

SIU Government Services Division Survey

Name: _____ Date: _____

Home Address: _____

Telephone: _____ Email address: _____

Rating: _____ Last/current vessel: _____

Where appropriate, please circle one response for each question. Spaces are provided if you would like to submit additional feedback.

1. How would you describe your access to shipboard computers, specifically so that you may perform the necessary registration and changes in the Electronic Benefits Information System (EBIS)? (Circle one)

More than enough access Adequate access Some access, but not enough No access at all

Additional comments: _____

2. Do you think there are enough computers aboard the vessels to accommodate CIVMARS who need to access EBIS? (Circle one)

Yes No

Additional comments: _____

3. If you have used the new EBIS, approximately how long did it take to register?

4. If you have used the new EBIS, approximately how long did it take to perform a transaction?

5. How would you describe the speed of the shipboard computers when it comes to accessing EBIS and conducting transactions? (Circle one)

Warp speed Very fast Adequate Slow but good enough Turtles move quicker

Additional comments: _____

6. Have you been able to verify that EBIS transactions were received and implemented?
(Circle one) If so, how?

Yes (if answering yes, please provide description below)

No

Additional comments describing verification:

7. Have you reached or attempted to reach EBIS representatives by telephone from forward-deployed areas? (Circle one)

Reached with no problem

Reached but took more than 1 attempt

Tried but couldn't reach

Haven't tried

8. Have you reached or attempted to reach EBIS representatives by telephone from within the U.S.?

Reached with no problem

Reached but took more than 1 attempt

Tried but couldn't reach

Haven't tried

9. If you did reach an EBIS representative by phone, how long were you kept waiting before you were connected to the representative?

10. If you spoke with EBIS representatives by phone, how would you describe the experience?
(Circle one)

Excellent

Very good

Adequate

Could have been much better

Useless

Additional comments:

11. Assuming you do not believe the EBIS system is perfect, what are the main areas in which it could improve?

12. Have you ever sent an email to the union's dedicated CIVMAR email address (civmarsupport@seafarers.org)?

Yes

No

13. If you answered yes to the previous question, did you receive a response by email?

Yes

No

14. How do you prefer to be contacted by the union? (Circle all that apply)

Newsletter

Email

'Snail mail'

Shipboard servicing

Regular membership meetings

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