Feedback on the eRFI application

Fields marked with * are mandatory.

Thank you for using eRFI. By providing quality feedback about your experience you help us improve the application further. The survey below takes less than 5 minutes to fill in. Thank you in advance for your time.

A Personal information

* Is it okay to contact you if we have further questions? If yes, please provide your contact information below.

- ○ Yes
- ○ No

First name

Last name

Organisation

* Email

* Case number and RFI title to which your feedback relates

B Introduction

Have you used the eRFI application in the past?

- ○ Yes
- ○ No

Do you have previous experience with DG Competition (as a party to a competition law investigation, or already responded to a request for information for a case to which you were not party, etc.)

- Yes
- No

* Was the RFI initially addressed to the right person in your company (right subsidiary, right management level, department etc.)?

- Yes
- No

* If not, what did you do?

- I re-assigned the RFI to the right person in my company
- I invited the right person as a collaborator
- None of the above - we sorted it out manually/offline

* Was it clear to you that the welcome email you received was an official/safe email sent by the European Commission?

- Yes
- No

C User Experience

How satisfied are you with the **look and feel** of the eRFI application?

(scale of 1-5)	☆ ☆ ☆ ☆ ☆

How satisfied are you with the **ease of use** of the eRFI application?

(scale of 1-5)	☆ ☆ ☆ ☆ ☆

How satisfied are you with the **login experience** of the eRFI application?

(scale of 1-5)	☆ ☆ ☆ ☆ ☆

How satisfied are you with the **stability** of the eRFI application?

(scale of 1-5)	☆ ☆ ☆ ☆ ☆

How satisfied are you with the **security** of the eRFI application?

(scale of 1-5)	☆ ☆ ☆ ☆ ☆

What confused/annoyed you about the eRFI application?

D Product Feedback

Which feature of the app are most important to you?

between 1 and 3 choices

- ☐ Ask clarifications on questions
- ☐ Upload attachments
- ☐ Request a deadline extension
- ☐ Opt out from the RFI
- ☐ Re-assign the RFI to another colleague in your company
- ☐ Collaboration with other colleagues in your company
- ☐ Partial submission of responses
- ☐ Claim confidentiality on your responses
- ☐ Other (please explain)

If you chose "other", please explain.

11. Which features didn’t work as expected?

You can choose multiple items

- ☐ Accessing eRFI with EU Login credentials (including two factor authentication)
- ☐ Ask clarifications on questions
- ☐ Upload attachments
- ☐ Request a deadline extension
- ☐ Opt out from the RFI
- ☐ Re-assign RFI to another colleague in your company
- ☐ Collaboration with other colleagues in your company
- ☐ Partial submission of responses
- ☐ Claim confidentiality on your responses
- ☐ Other (please explain)

If you chose "other", please explain.

Did you collaborate with other colleagues to respond to the RFI questions?

- Yes
- No

If yes, did you understand the difference between **Principal addressee** and **Collaborator**?

- Yes
- No

* Did you work offline/outside eRFI (exported questions from eRFI, prepared answers internally and then encoded answers in eRFI)?

- Yes
- No

* If yes, why?

Are there any features you expected to find but didn't?

E General Feedback

How would you rate the overall the eRFI application?

(scale of 1-5)	☆ ☆ ☆ ☆ ☆

Do you have any additional comments/suggestions?