



## Insights & Highlights

Here's what people wanted to know from the U.S. Government

# 23,417,837

Interactions with the public



### Highlight

The U.S. unemployment rate in FY2022 Q3 was 3.6%, down from 5.9% at the same time last year.\*

With that change, USA.gov's Google searches related to **unemployment help** decreased 70%.

\*Data from BLS



2021 Q3

5.9%

2022 Q3

3.6%

### Top 5 pages

These were the most frequently visited **USA.gov** pages, excluding the homepage, between April and June 2022.

#1



**Where's My Refund? How to Check the Status of My Tax Return**

1,609,264

unique pageviews

#2



**Getting or Renewing a U.S. Passport**

1,329,308

unique pageviews

#3

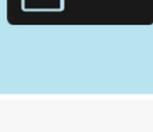


**Unclaimed Money from the Government**

692,719

unique pageviews

#4



**Change Your Address and Other U.S. Post Office Services**

621,344

unique pageviews

#5



**Credit Reports and Scores**

310,552

unique pageviews



### Emails with the highest open rate



#1

[Beware of Scams After a Natural Disaster](#)



72% opened

#2

[Join the #SummerEmergencyChat at 3PM ET!](#)



68% opened

#3

[Learn How You Can Offer Help After a Disaster](#)



53% opened

#4

[Are You Suffering from Long COVID?](#)



53% opened

#5

[Rip Current Safety](#)



53% opened

### Calls and chats to the Contact Center

USAGov's Contact Center agents handled **41,165 calls and chats in English** during the months of April, May, and June. These were the top five resources agents used to answer questions:

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company

Discrimination and Harrassment at Your Job

Social Security and How It Works

Report Scams and Fraud

Find a Lawyer and Affordable Legal Aid

Steps to File a Complaint Against a Company