



# Insights & Highlights

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

## 22,325,226

Interactions with the public

### Highlight

In Quarter 4, USA.gov saw **the greatest percent increase in search engine referrals** compared to Quarter 3 (+307%) in searches pertaining to “disasters and emergencies.” The bulk of these clicks came from “Hurricane Idalia,” “Hawaii wildfires,” and “financial assistance after a disaster” searches.



*Increases in this section are based on comparisons to FY2023 Q3.*

### Top 5 pages

These were the most frequently visited **USA.gov** pages, excluding the homepage, between July and September 2023.

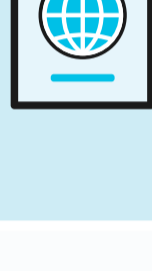
#### #1



**How to find unclaimed money from the government**

829,438  
unique pageviews

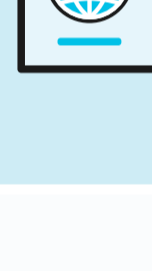
#### #2



**Renew an adult passport**

802,670  
unique pageviews

#### #3



**Apply for a new adult passport**

410,711  
unique pageviews

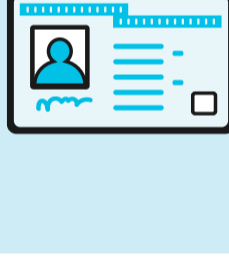
#### #4



**Government auctions of seized and surplus property**

388,835  
unique pageviews

#### #5



**How to check your immigration case status**

345,258  
unique pageviews



### Emails with the highest open rate



#### #1

[Get official transcripts and copies of your tax returns](#)



**67.2%**  
opened

#### #2

[Know how to protect yourself from poor air quality](#)



**66.7%**  
opened

#### #3

[Autumn is coming! Don't fall for the scams](#)



**65.3%**  
opened

#### #4

[Reminder your personal tax extension deadline is October 16, 2023](#)



**64.1%**  
opened

#### #5

[What is a credit freeze and how can it protect you?](#)



**63.9%**  
opened

### Calls and chats to the Contact Center

USAGov's Contact Center agents handled **48,162 calls and chats in English** during the months of **July, August, and September**. There were 40,474 calls handled by USAGov's interactive voice response system. These were the topics with the most inquiries:

Social/human services

Consumer complaints or questions

Money

Immigration and naturalization

Foreign travel by Americans