

**Disability Service Improvement (DSI) Satisfaction Survey
Follow-up Letter**

[Name]
[ADDR1]
[ADDR2]
[ADDR3]

Dear [Name]:

About two weeks ago we sent you a brief survey form to find out about your experience filing for Social Security disability benefits. It is very important that we hear from as many people as possible. If you have already mailed your completed survey form or completed it online, please disregard this letter. We sincerely appreciate your help, and we look forward to receiving your response.

However, if you have not yet had time to answer the survey questions, please take a few minutes right now to do that. The survey is short and takes only about 5 minutes to complete. In case you misplaced the survey, we have enclosed another copy along with a postage-paid return envelope.

If you prefer, you can complete the survey online by going to the following Internet address: [insert url]. Once there, you will need to enter this unique identifier, [insert identifier], in order to complete the survey. If you take the survey online, please do not return the paper form.

Please be assured that [contractor], who is conducting the survey for Social Security, is bound by law to keep your answers completely confidential. Your survey responses will be given only to my staff here at Social Security and will not be used for any other purpose. Your participation in this survey will not affect your eligibility for benefits or any business you have with Social Security.

If you want information about the survey, you can call my staff toll-free at 1-888-772-2010. Please leave a message with your name and telephone number (including the area code) and your call will be returned promptly. If you have any questions about your application or benefits, please call Social Security's toll-free information line at 1-800-772-1213. Neither my staff nor [contractor] can answer questions about your benefits.

Thank you for sharing your opinions with us.

Sincerely,

Kelly Croft
Chief Quality Officer, SSA

Enclosure

