



## SOCIAL SECURITY

### Survey of Online Security

<Name>

<Date>

<Address>

Dear <Name>:

Social Security is continually working to provide secure online services that best meet our customers' needs. Our customers can currently take care of many types of business on our website ([www.socialsecurity.gov](http://www.socialsecurity.gov)). For example, they can file an application for benefits or change their address.

We are writing to you today to ask you to share your opinions about doing business online so we can serve you better in the future. While you are not required to respond, your opinions are very important to us and we would like to hear from as many people as possible. The survey should take around 5 minutes to complete.

The survey can only be completed online. Please give us your opinions as soon as possible by using the following link:

<http://www.socialsecurity.gov/survey/ea.htm>

Social Security will report the survey results by summarizing the answers of everyone who takes the survey. All responses will be anonymous. We will not report any individual responses. Your answers will be shared only with the researchers working on the project. Your participation in the survey will not affect your eligibility for benefits or any business you have with Social Security.

If you have any questions regarding this survey, or any other Social Security business, please call Social Security's toll-free information line at 1-800-772-1213. If you write to us at the address shown on the envelope this letter came in, it will take longer for us to answer you.

Your opinions are important to us and we appreciate your taking the time to share them.

Sincerely,

Alan Lane  
Associate Chief Information Officer  
for Open Government  
Social Security Administration

## **PRIVACY NOTICE**

The Social Security Administration is authorized to collect the information for this survey under Executive Order 12862, "Setting Customer Service Standards." Your response to these questions is strictly voluntary. The information you provide will be used to help us improve the service that we give you. Your response will not be disclosed to any other government or private agency.

## **PAPERWORK REDUCTION ACT STATEMENT**

This information collection, OMB No. 0960-0526, meets the requirements of 44 U.S.C. § 3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless the online survey displays a valid Office of Management and Budget approval number. We estimate that it will take about 5 minutes to complete this survey. This includes the time it will take to read the instructions, gather the facts and answer the questions. *You may send comments on our time estimate above to: Social Security Administration, 6401 Security Boulevard, Baltimore, MD 21235-6401. Send only comments relating to our time estimate to this address.*



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### Survey of Online Security

<Name>  
<Address>

<Date>

Dear <Name>:

A few weeks ago, we sent you a letter asking you to complete a survey about doing business online. Social Security needs your opinions so we can provide secure and helpful services on our website ([www.socialsecurity.gov](http://www.socialsecurity.gov)) that best meet your needs. If you have already completed the survey, please accept our sincere thanks. If not, we invite you to take a few minutes now to complete it. While you are not required to respond, your opinions are very important to us. We would like to hear from as many people as possible. The survey should take around 5 minutes to complete.

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We would appreciate receiving your survey responses as soon as possible.

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Associate Chief Information Officer  
for Open Government  
Social Security Administration

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Social Security is continually working to provide secure online services that best meet our customers' needs. Our customers can currently take care of many types of business on our website ([www.socialsecurity.gov](http://www.socialsecurity.gov)). For example, they can get an estimate of their retirement benefit or download a form to get a replacement Social Security card.

We are writing to you today to ask you to share your opinions about doing business online so we can serve you better in the future. While you are not required to respond, your opinions are very important to us and we would like to hear from as many people as possible. The survey should take around 5 minutes to complete.

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