

Internet Report Card Survey - Prenotice Postcard

Dear Social Security Customer:

Social Security believes that conducting surveys is one of the best ways to find out how well we are serving you. That's why we will soon be asking you to give us your opinion about the business that you recently completed on our website for yourself or on behalf of another person.

In a few days, you will receive a short questionnaire in the mail from *[Contractor]* who is conducting this survey for Social Security. When you receive their envelope, we hope that you will take the time to answer our questions and tell us what you think of our online service.

We look forward to hearing your opinions.

Social Security Administration

Internet Report Card Survey – Initial Cover Letter

RE: *[Insert type of online business from sample file]*

Dear *[Insert name from sample file]*:

As noted in our recent postcard, Social Security is conducting a survey to find out how well we served you when you used our website to complete the business shown above for yourself or on behalf of another person. Please take 5 minutes to fill out the enclosed "Report Card" and return the form as soon as possible in the postage-paid envelope provided. Please do not put any information related to Social Security business in the envelope with your completed survey.

Please be assured that *[Contractor]*, who is conducting this survey for us, will only give your responses to the staff here at **Social Security** and will not use them for any other purpose. Social Security will report the survey results by summarizing the answers of everyone who takes the survey; we will not report any individual responses.

If you have a question about Social Security benefits, please visit our web site at www.socialsecurity.gov or call our toll-free information line at 1-800-772-1213.

We appreciate your taking time out of your busy schedule to answer our survey.

Sincerely,

Social Security Administration

Enclosures

Internet Report Card Survey – Privacy Act

PRIVACY ACT STATEMENT

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 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 we display a valid Office of Management and Budget control number. We estimate that it will take about 5 minutes 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 Blvd., Baltimore, MD 21235-6401. Send only comments relating to our time estimate to this address, not the completed form.*

Internet Report Card Survey – Follow-up Cover Letter

RE: *[Insert type of online business from sample file]*

Dear *[Insert name from sample file]*:

About a week ago, we sent you a survey form, “Give Social Security a Report Card,” to find out how well we served you when you used our website to complete the business shown above for yourself or on behalf of another person. We haven’t yet heard from you and it’s important that we gather opinions from as many people as possible. If you have already mailed in your completed survey form, please discard this letter. We sincerely appreciate your help, and we look forward to receiving your response.

However, if you have not yet had time to fill out and return your survey; please take a few minutes right now to do that. The form is short and takes less than 5 minutes to complete. In case you misplaced the survey, we have enclosed another copy along with a postage-paid return envelope. Please do not put any information related to Social Security business in the envelope with your completed survey.

Please be assured that *[Contractor]*, who is conducting this survey for us, will only give your responses to the staff here at **Social Security** and will not use them for any other purpose. Social Security will report the survey results by summarizing the answers of everyone who takes the survey; we will not report any individual responses.

If you have a question about Social Security benefits, please visit our web site at www.socialsecurity.gov or call our toll-free information line at 1-800-772-1213.

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

Sincerely,

Social Security Administration

Enclosures