

**FY 2013 Office Visitor Survey - Pre-Notice Postcard  
Field and Hearing Offices**

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 service you received during a recent visit to a local Social Security office or Social Security hearing office.

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 service.

We look forward to hearing your opinions.

Stephanie Hall  
Deputy Commissioner for Quality Performance  
Social Security Administration

**FY 2013 Office Visitor Survey – Initial Cover Letter  
Field and Hearing Offices**

Dear Social Security Customer:

As I noted in my recent postcard, Social Security is conducting a survey to find out how well we served you during your recent visit to a local Social Security office or Social Security hearing office. 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 be assured that *[Contractor]*, who is conducting this survey for us, will only give your responses to my 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](http://www.socialsecurity.gov) or call our toll-free information line at 1-800-772-1213. (To protect your privacy, my staff cannot answer questions about your eligibility or benefits.)

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

Sincerely,

Stephanie Hall  
Deputy Commissioner for Quality Performance  
Social Security Administration

Enclosures

**FY 2013 Office Visitor Survey – Follow-up Cover Letter  
Field and Hearing Offices**

Dear Social Security Customer:

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 visited a local Social Security office or Social Security hearing office. 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.

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

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Enclosures

**FY 2013 Office Visitor Survey - Pre-Notice Postcard  
Social Security Card Centers**

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 service you (or someone else on your behalf) received during a recent visit to a Social Security Card Center.

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 service.

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Stephanie Hall  
Deputy Commissioner for Quality Performance  
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Enclosures

## **Both Office Visitor Surveys – 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.***