

## Online Authentication 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 of the service we provided for your recent business.

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

## Online Authentication Survey – Initial Cover Letter

Dear Social Security Customer:

As noted in our recent postcard, Social Security is conducting a survey to find out how well we served you when you wanted to create an online account on Social Security's website. We ask that you take a few minutes to fill out the enclosed questionnaire 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 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.

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

## Online Authentication 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 10 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.*

## Online Authentication Survey – Follow-up Postcard

Dear Social Security Customer:

About a week ago, we sent you a survey form asking for your opinion of the service you received for your recent business with Social Security.

- **If you have already mailed back your completed survey**, thank you for your quick response.
- **If not**, please take 10 minutes now to complete and return the survey in the postage-paid envelope provided.
- **If you no longer have the survey**, you don't need to do anything. *[Contractor]*, who is conducting the survey for us, will be mailing another form to you shortly.

Thank you for your help with this survey.

Stephanie Hall  
Deputy Commissioner for Quality Performance  
Social Security Administration

## Online Authentication Survey – Follow-up Cover Letter

Dear Social Security Customer:

A few weeks ago, we sent you a survey form to find out how well we served you when you wanted to create an online account on our website. 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 10 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 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.

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

Sincerely,

Stephanie Hall  
Deputy Commissioner for Quality Performance  
Social Security Administration

Enclosures