

Prenotice Postcard

Dear Future Social Security Customer:

Social Security expects a growing retirement population in the coming years, one that may want to do business with us differently from the people we now serve. That's why we are asking you to participate in a survey to tell us about your preferences and expectations for good service.

In a few days, you will receive a questionnaire in the mail from *[Contractor]*, who is conducting the survey for Social Security. As you will see, the questionnaire covers a wide variety of topics, such as planning to file for retirement benefits, how you want to be able to contact us, and what kinds of services you think we should have available.

Please watch your mail for the envelope from *[Contractor]*. We hope that you will take the time to answer our questions and help us serve you well in the future. We look forward to hearing your opinions.

Stephanie Hall
Deputy Commissioner for Quality Performance
Social Security Administration

Initial Cover Letter

Dear Future Social Security Customer:

As I noted in my recent postcard, Social Security is conducting a survey to help prepare for the expected increase in the retirement population in the coming years. You are one of only a small number of people across the country age 50 to 64 who were chosen to receive the enclosed questionnaire. While you are not required to respond, your opinions are very valuable. Your answers will help us make important decisions about how Social Security can best serve you.

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. The barcode on this survey is only used to let us know whether you have returned your survey, so we don't send you reminder letters.

Please return your completed survey as soon as possible in the postage-paid envelope provided.

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,

Stephanie Hall
Deputy Commissioner for Quality Performance
Social Security Administration

Follow-up Post Card

SURVEY REMINDER

About two weeks ago *[Contractor]* sent you a questionnaire to find out how you would like to do business with Social Security in the future.

- **If you have already mailed back your completed questionnaire**, we thank you for your quick response.
- However, **if you have not yet returned the questionnaire**, we would appreciate it if you could take some time to complete it and send it back as soon as possible.
- **If you no longer have the questionnaire**, you don't need to do anything. *[Contractor]* will be mailing another one to you shortly.

Thank you for sharing your opinions with us.

Stephanie Hall
Deputy Commissioner for Quality Performance
Social Security Administration

Follow-up Cover Letter

Dear Future Social Security Customer:

Several weeks ago [*Contractor*] sent you a survey questionnaire designed to help Social Security prepare to serve the country's growing retirement population. We haven't yet heard from you and it's very important that we gather opinions from as many people as possible. If you recently mailed in your completed questionnaire, please discard this letter. We sincerely appreciate your help and look forward to receiving your response.

However, if you have not yet returned your questionnaire, we ask that you take some time now to complete it and send it back. For your convenience, we have enclosed another questionnaire along with a postage-paid return envelope.

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 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

Closeout Letter

Dear Future Social Security Customer:

Recently we mailed you a survey questionnaire to find out how you would like to do business with Social Security in the future. If you have already completed and returned the questionnaire, please accept our sincere thanks.

If you have not yet had time, we hope you will turn to it right away. We are wrapping up the survey and would like to include your opinions, but we need your quick response. We think it's extremely important to hear from everyone who was selected to participate in this 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 or call our toll-free information line at 1-800-772-1213.

Thank you for your help.

Sincerely,

Stephanie Hall
Deputy Commissioner for Quality Performance
Social Security Administration