

OMB No. 0960-0189

Additional Questions Stewardship Questions SSA Plans to Ask

1. Did you visit the SSA website looking for information about benefits before filing?

Answer: Yes/No

2. Did you file your internet retirement/disability claim on the SSA website yourself or did someone else help you?

Answer: Self/Someone else/Self with someone's help

a. If filed by self or self with someone's help:

Where did you access the Internet when the application was filed? For example, my home, a family member's home, the library, a community center, etc.

b. If filed by someone else:

Who filed the claim for you?

Answer: Spouse/Child/Other Relative/Friend/Financial Advisor/Other (specify relationship)

- c. Why did they file the claim for you?

- d. Were you present when the other person filed for you?

Answer: Yes/No If No, explain why not.

3. Did you find the website user friendly, and were its directions clear?

Answer: Yes/No (if no, give space for feedback).

4. Please rate the ease of the claim process by choosing one of the following:

- a. It was easier than I expected
- b. It was about what I expected
- c. It was more difficult than expected
- d. It was too difficult and I required assistance

5. Did you use the Retirement Estimator Tool on the SSA website?

Answer: Yes/No

6. Were you contacted by an SSA representative after your claim was filed?

Answer: Yes/No If Yes, explain the nature of the call.

7. Do you understand your reporting responsibilities?

Answer: Yes/No

8. Would you recommend using the internet claim process to others who may be filing a claim?

Answer: Yes/No If "No," Explain

9. Are there any areas of the internet application that you would want improved?

Answer: Yes/No
If yes, please explain