

Model Instance Name:
SSA Retirement Estimator v3

MID: AshNI5IMspIFJJMYA9c9JA==

Date: Fill In Date



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

Thank you for using the Retirement Estimator on the Social Security Administration web site. Please take a minute or two and tell us what we're doing well and where we need to do better. The feedback you provide will help us improve our site and serve you better in the future.

We keep all of your answers strictly confidential. Your participation in this survey will not affect your eligibility for benefits or any business you have with Social Security.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site, <http://www.socialsecurity.gov/pgm/reach.htm>

Examples

Welcome Text Example

ForeSee Results Survey Page - Windows Internet Explorer
http://www.foreseeresults.com/survey/display?cid=test&mid=Is0lo1EJV9s9YwB5IBE

FORESEE RESULTS

Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

*Required questions are denoted by an **

1:*What is your overall satisfaction with this survey?

1=Very Dissatisfied Very Satisfied=10

1 2 3 4 5 6 7 8 9 10

Thank You Text Example

Football

Hockey

16: What size and style of jean were you shopping for today?

What size of jean were you shopping for today?

What style of jean were you shopping for today?

1 Boot cut

3 Low rise

5 Flare

7 Relaxed fit

9 Slim cut

11

13

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Copyright 2010 - all rights reserved

[ForeSee Results](#) [Privacy Policy](#) [Survey Support](#)

Internet | Protected Mode: On

Model Instance Name:
SSA Retirement Estimator v4

MID: dwYM9t9oIVlhBdRVhFxlw4C

Partitioned (Y/N)? N

FPI Included(Y/N)?

Date: 7/19/2013

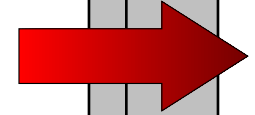
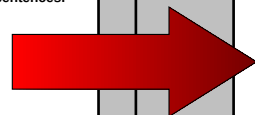


Element rotation scheme has been added

SSA Retirement Estimator v4

Model questions utilize the ACSI methodology to determine scores and impacts

| ELEMENTS (drivers of satisfaction) | | CUSTOMER SATISFACTION | | FUTURE BEHAVIORS | |
|------------------------------------|--|-----------------------------|---|---------------------------|---|
| MQ Label | | MQ Label | | MQ Label | |
| | Look and Feel (1=Poor, 10=Excellent, Don't Know) | | Satisfaction | | Apply in office for Benefits (1=Very Unlikely, 10=Very Likely) |
| Look and Feel - Appeal | Please rate the visual appeal of this online Retirement Estimator. | Satisfaction - Overall | What is your overall satisfaction with the online Retirement Estimator? (1=Very Dissatisfied, 10=Very Satisfied) | Apply in Office | How likely are you to apply for Social Security Benefits in the field office? |
| Look and Feel - Balance | Please rate the balance of graphics and text in this online Retirement Estimator. | Satisfaction - Expectations | How well does the online Retirement Estimator meet your expectations ? (1=Falls Short, 10=Exceeds) | Apply Online | Apply online for Benefits (1=Very Unlikely, 10=Very Likely) |
| Look and Feel - Readability | Please rate the readability of the pages in this online Retirement Estimator. | Satisfaction - Ideal | How does the online Retirement Estimator compare to your idea of an ideal online process ? (1=Not Very Close, 10=Very Close) | Recommend | How likely are you to apply for Social Security Benefits online ? |
| | Site Performance (1=Poor, 10=Excellent, Don't Know) | | | | Recommend (1=Very Unlikely, 10=Very Likely) |
| Site Performance - Loading | Please rate how quickly pages load in this online Retirement Estimator. | | | Return | How likely are you to recommend this online Retirement Estimator to someone else ? |
| Site Performance - Consistency | Please rate the consistency of speed from page to page in this online Retirement Estimator. | | | | Return (if applicable) (1=Very Unlikely, 10=Very Likely) |
| Site Performance - Errors | Please rate the ability to load pages without getting error messages in this online Retirement Estimator. | | | | How likely are you to return to the Retirement Estimator ? |
| | Plain Language (1=Poor, 10=Excellent, Don't Know) | | | | Use Other SSA Applications (1=Very Unlikely, 10=Very Likely) |
| Plain Language - Clear | Please rate the clarity of the wording in the online Retirement Estimator. | | | Use Other Online Services | How likely are you to use other Social Security online services ? |
| Plain Language - Understandable | Please rate how well you understand the wording in the online Retirement Estimator. | | | | |
| Plain Language - Concise | Please rate the online Retirement Estimator on its use of short, clear sentences . | | | | |



Model Instance Name:
SSA Retirement Estimator v4

MID: xAxNcEo455ZVQ1FNIUNsog4C

Partitioned (Y/N)? N

FPI Included(Y/N)?

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

Date: 7/19/2013

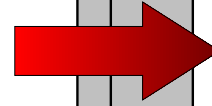
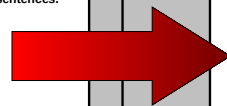


Element rotation scheme has been added

SSA Retirement Estimator v4

Model questions utilize the ACSI methodology to determine scores and impacts

| ELEMENTS (drivers of satisfaction) | | CUSTOMER SATISFACTION | | FUTURE BEHAVIORS | |
|------------------------------------|--|-----------------------------|---|---------------------------|--|
| MQ Label | | MQ Label | | MQ Label | |
| | Look and Feel (1=Poor, 10=Excellent, Don't Know) | | Satisfaction | Apply in Office | Apply in office for Benefits (1=Very Unlikely, 10=Very Likely) |
| Look and Feel - Appeal | Please rate the visual appeal of this online Retirement Estimator. | Satisfaction - Overall | What is your overall satisfaction with the online Retirement Estimator? (1=Very Dissatisfied, 10=Very Satisfied) | | How likely are you to apply for Social Security Benefits in the field office? |
| Look and Feel - Balance | Please rate the balance of graphics and text in this online Retirement Estimator. | Satisfaction - Expectations | How well does the online Retirement Estimator meet your expectations ? (1=Falls Short, 10=Exceeds) | Apply Online | Apply online for Benefits (1=Very Unlikely, 10=Very Likely) |
| Look and Feel - Readability | Please rate the readability of the pages in this online Retirement Estimator. | Satisfaction - Ideal | How does the online Retirement Estimator compare to your idea of an ideal online process ? (1=Not Very Close, 10=Very Close) | | How likely are you to apply for Social Security Benefits online? |
| | Site Performance (1=Poor, 10=Excellent, Don't Know) | | | Recommend | Recommend (1=Very Unlikely, 10=Very Likely) |
| Site Performance - Loading | Please rate how quickly pages load in this online Retirement Estimator. | | | | How likely are you to recommend this online Retirement Estimator to someone else? |
| Site Performance - Consistency | Please rate the consistency of speed from page to page in this online Retirement Estimator. | | | Return | Return (if applicable) (1=Very Unlikely, 10=Very Likely) |
| Site Performance - Errors | Please rate the ability to load pages without getting error messages in this online Retirement Estimator. | | | | How likely are you to return to the Retirement Estimator? |
| | Plain Language (1=Poor, 10=Excellent, Don't Know) | | | Use Other Online Services | Use Other SSA Applications (1=Very Unlikely, 10=Very Likely) |
| Plain Language - Clear | Please rate the clarity of the wording in the online Retirement Estimator. | | | | How likely are you to use other Social Security online services? |
| Plain Language - Understandable | Please rate how well you understand the wording in the online Retirement Estimator. | | | | |
| Plain Language - Concise | Please rate the online Retirement Estimator on its use of short, clear sentences . | | | | |



Model Instance Name:
SSA Retirement Estimator v3

MID: AshNI5IMsplFJJMYA9c9JA==

Date: 8/16/2010



Model questions utilize the ACSI methodology to determine scores and impacts

| ELEMENTS (drivers of satisfaction) | CUSTOMER SATISFACTION | FUTURE BEHAVIORS |
|---|---|---|
| <p>Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)</p> <p>1 Please rate how quickly pages load on this online Retirement Estimator.</p> <p>2 Please rate the consistency of speed from page-to-page on this online Retirement Estimator.</p> <p>3 Please rate the ability to load pages without getting errors on this online Retirement Estimator.</p> <p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>4 Please rate the visual appeal of this online Retirement Estimator.</p> <p>5 Please rate the layout of the online Retirement Estimator.</p> <p>6 Please rate the readability of the online Retirement Estimator.</p> <p>On-Line Application Process (1=Poor, 10=Excellent, Don't Know)</p> <p>7 Please rate the clarity of the instructions to complete this online Retirement Estimator.</p> <p>8 Please rate the simplicity of completing this online Retirement Estimator.</p> <p>9 Please rate the number of steps for entering the information into the online Retirement Estimator.</p> | <p>Satisfaction</p> <p>10 What is your overall satisfaction with the online Retirement Estimator?</p> <p>11 How well does the online Retirement Estimator meet your expectations?</p> <p>12 How does the online Retirement Estimator compare to your idea of an ideal online process?</p> | <p>Apply online for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>13 How likely are you to apply for Social Security Benefits online?</p> <p>Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>14 How likely are you to apply for Social Security Benefits in the field office?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely)</p> <p>15 How likely are you to recommend this online Retirement Estimator to someone else?</p> <p>Return (if applicable) (1=Very Unlikely, 10=Very Likely)</p> <p>16 How likely are you to return to the Retirement Estimator?</p> <p>Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)</p> <p>17 How likely are you to use other online applications on the Social Security web site?</p> |
| | | |

Model Instance Name:
SSA Retirement Estimator v3

MID: JU89h10NUtR9V44Mik9ldA==

Date: 8/16/2010



Model questions utilize the ACSI methodology to determine scores and impacts

| ELEMENTS (drivers of satisfaction) | CUSTOMER SATISFACTION | FUTURE BEHAVIORS |
|---|---|---|
| <p>Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)</p> <p>1 Please rate how quickly pages load on this online Retirement Estimator.</p> <p>2 Please rate the consistency of speed from page-to-page on this online Retirement Estimator.</p> <p>3 Please rate the ability to load pages without getting errors on this online Retirement Estimator.</p> <p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>4 Please rate the visual appeal of this online Retirement Estimator.</p> <p>5 Please rate the layout of the online Retirement Estimator.</p> <p>6 Please rate the readability of the online Retirement Estimator.</p> <p>On-Line Application Process (1=Poor, 10=Excellent, Don't Know)</p> <p>7 Please rate the clarity of the instructions to complete this online Retirement Estimator.</p> <p>8 Please rate the simplicity of completing this online Retirement Estimator.</p> <p>9 Please rate the number of steps for entering the information into the online Retirement Estimator.</p> | <p>Satisfaction</p> <p>10 What is your overall satisfaction with the online Retirement Estimator?</p> <p>11 How well does the online Retirement Estimator meet your expectations?</p> <p>12 How does the online Retirement Estimator compare to your idea of an ideal online process?</p> | <p>Apply online for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>13 How likely are you to apply for Social Security Benefits online?</p> <p>Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>14 How likely are you to apply for Social Security Benefits in the field office?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely)</p> <p>15 How likely are you to recommend this online Retirement Estimator to someone else?</p> <p>Return (if applicable) (1=Very Unlikely, 10=Very Likely)</p> <p>16 How likely are you to return to the Retirement Estimator?</p> <p>Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)</p> <p>17 How likely are you to use other online applications on the Social Security web site?</p> |
| | | |

Model Instance Name:
SSA Retirement Estimator v3

MID: VAdII9VQFstVBhNYFkAxw==

Date: 12/6/2010



Model questions utilize the ACSI methodology to determine scores and impacts

| ELEMENTS (drivers of satisfaction) | CUSTOMER SATISFACTION | FUTURE BEHAVIORS |
|--|--|--|
| <p>Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)</p> <p>1 Favor de calificar la rapidez con la que descargan las páginas en este Calculador de beneficios por jubilación.</p> <p>2 Favor de calificar la consistencia de la rapidez para moverse de una página a la otra en este Calculador de beneficios por jubilación.</p> <p>3 Favor de calificar la capacidad para descargar las páginas sin errores en este Calculador de beneficios por jubilación.</p> <p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>4 Favor de calificar el atractivo visual de este Calculador de beneficios por jubilación.</p> <p>5 Favor de calificar el diseño de este Calculador de beneficios por jubilación.</p> <p>6 Favor de calificar la legibilidad de Calculador de beneficios por jubilación.</p> <p>On-Line Application Process (1=Poor, 10=Excellent, Don't Know)</p> <p>7 Favor de calificar la claridad de las instrucciones para contestar las preguntas de Calculador de beneficios por jubilación.</p> <p>8 Favor de calificar la sencillez de las preguntas de este Calculador de beneficios por jubilación.</p> <p>9 Favor de calificar la cantidad de pasos a seguir para ingresar la información requerida en este Calculador de beneficios por jubilación.</p> | <p>Satisfaction</p> <p>10 ¿Cuál es su impresión general de este Calculador de beneficios por jubilación?</p> <p>11 ¿Con qué exactitud cumple con sus expectativas este Calculador?</p> <p>12 ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un procedimiento ideal por Internet?</p> | <p>Apply online for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>13 ¿Cuáles son las posibilidades de que solicite los beneficios de Seguro Social usando la Internet?</p> <p>Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)</p> <p>14 ¿Cuáles son las posibilidades de que solicite los beneficios de Seguro Social visitando la oficina local del Seguro Social?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely)</p> <p>15 ¿Cuáles son las posibilidades que recomiende este Calculador de beneficios por jubilación a otra persona?</p> <p>Return (if applicable) (1=Very Unlikely, 10=Very Likely)</p> <p>16 ¿Cuáles son las posibilidades de que regrese a este Calculador de beneficios por jubilación?</p> <p>Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)</p> <p>17 ¿Cuáles son las posibilidades de que use otras solicitudes en este sitio de Internet del Seguro Social?</p> |
| | | |

Model Instance Name:
SSA Retirement Estimator v3

MID: VAdII9VQFstVBhNYFkAxw==

Date: 12/6/2010



Model questions utilize the ACSI methodology to determine scores and impacts

| ELEMENTS (drivers of satisfaction) | | CUSTOMER SATISFACTION | | FUTURE BEHAVIORS | |
|---|---|----------------------------|---|--|--|
| <p>Site Performance (If applicable) (1=Poor, 10=Excellent, Don't Know)</p> | | <p>Satisfaction</p> | | <p>Apply online for Benefits (1=Very Unlikely, 10=Very Likely)</p> | |
| 1 | Favor de calificar la rapidez con la que descargan las páginas en este Calculador de beneficios por jubilación. | 10 | ¿Cuál es su impresión general de este Calculador de beneficios por jubilación? | 13 | ¿Cuáles son las posibilidades de que solicite los beneficios de Seguro Social usando la Internet? |
| 2 | Favor de calificar la consistencia de la rapidez para moverse de una página a la otra en este Calculador de beneficios por jubilación. | 11 | ¿Con qué exactitud el Calculador de beneficios por jubilación satisizo sus expectativas? --> ¿Con qué exactitud cumple con sus expectativas este Calculador? | | <p>Apply in field office for Benefits (1=Very Unlikely, 10=Very Likely)</p> |
| 3 | Favor de calificar la capacidad para descargar las páginas sin errores en este Calculador de beneficios por jubilación. | 12 | ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un procedimiento perfecto? --> ¿Cómo compararía el Calculador de beneficios por jubilación con su idea de un procedimiento ideal por Internet? | 14 | ¿Cuáles son las posibilidades de que solicite los beneficios de Seguro Social visitando la oficina local del Seguro Social? |
| <p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> | | | | <p>Recommend (1=Very Unlikely, 10=Very Likely)</p> | |
| 4 | Favor de calificar el atractivo visual de este Calculador de beneficios por jubilación. | | | 15 | ¿Cuáles son las posibilidades que recomiende este Calculador de beneficios por jubilación a otra persona? |
| 5 | Favor de calificar el diseño de este Calculador de beneficios por jubilación. | | | <p>Return (if applicable) (1=Very Unlikely, 10=Very Likely)</p> | |
| 6 | Favor de calificar la legibilidad de Calculador de beneficios por jubilación. | | | 16 | ¿Cuáles son las posibilidades de que regrese a este Calculador de beneficios por jubilación? |
| <p>On-Line Application Process (1=Poor, 10=Excellent, Don't Know)</p> | | | | <p>Use Other SSA Applications (1=Very Unlikely, 10=Very Likely)</p> | |
| 7 | Favor de calificar la claridad de las instrucciones para contestar las preguntas de Calculador de beneficios por jubilación. | | | 17 | ¿Cuáles son las posibilidades de que use otras solicitudes en este sitio de Internet del Seguro Social? |
| 8 | Favor de calificar la sencillez de las preguntas de este Calculador de beneficios por jubilación. | | | | |
| 9 | Favor de calificar la cantidad de pasos a seguir para ingresar la información requerida en este Calculador de beneficios por jubilación. | | | | |

SSA Retirement Estimator v4 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer IDs (DOT ONLY) | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|---------|------------------|--|--------------------------|---|---------|-------------------------------|-----------------|--------------|----------------------|-----------------------------------|
| BJL2254 | | How did you first learn about the Retirement Estimator? | BJL2254A01 | Search engine | C | Radio button, one-up vertical | Single | Y | OPS Group | Learned about RE |
| | | | BJL2254A02 | Linked from another website | | | | | | |
| | | | BJL2254A03 | From an SSA representative | | | | | | |
| | | | BJL2254A04 | SSA publication | | | | | | |
| | | | BJL2254A05 | From my Annual Social Security Statement | | | | | | |
| | | | BJL2254A06 | Newspaper, magazine or other media | | | | | | |
| | | | BJL2254A07 | My employer or Human Resources department | | | | | | |
| | | | BJL2254A08 | My financial advisor | | | | | | |
| | | | BJL2254A09 | Word of mouth | | | | | | |
| | | | BJL2254A10 | Other, please specify | | | | | | |
| BJL2255 | C | Other learned about | | | | Text field, <100 char | | N | OPS Group | Other learned about |
| BJL2256 | | Have you ever sought advice on retirement/financial planning or saving strategies? | BJL2256A01 BJL2256A02 | Yes No | D | Drop down, select one | Single | Y | Skip Logic Group | Sought Advice |
| BJL2257 | D | From what source have you sought advice on retirement/financial planning or saving strategies. | BJL2257A01 | Family/Friend | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Advice Source |
| | | | BJL2257A02 | Financial professional | | | | | | |
| | | | BJL2257A03 | Internet | | | | | | |
| | | | BJL2257A04 | Other | | | | | | |
| BJL2258 | | Which statement best describes how you completed the Retirement Estimator? | BJL2258A01 | I completed it for myself without assistance from anyone else | | Radio button, one-up vertical | Single | Y | | Assistance |
| | | | BJL2258A02 | I completed it for myself with assistance from a friend or family member | | | | | | |
| | | | BJL2258A03 | I completed it for myself with assistance from a professional | | | | | | |
| | | | BJL2258A04 | I completed it for someone else | | | | | | |
| | | | BJL2258A05 | Other | | | | | | |
| BJL2259 | | Did the Retirement Estimator help you decide at what age to claim benefits? | BJL2259A01 | Yes | A | Radio button, one-up vertical | Single | Y | Skip Logic Group | Help Decision |
| | | | BJL2259A02 | No | | | | | | |
| BJL2260 | A | Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits. | | | | Text area, no char limit | | N | Skip Logic Group | OE_Didnt help decide age to claim |
| BJL2261 | | At what age do you plan to file for benefits? | BJL2261A01 | 62 | E | Drop down, select one | Single | Y | Skip Logic Group | Age to File |
| | | | BJL2261A02 | 63 | | | | | | |
| | | | BJL2261A03 | 64 | | | | | | |
| | | | BJL2261A04 | 65 | | | | | | |
| | | | BJL2261A05 | 66 | | | | | | |
| | | | BJL2261A06 | 67 | | | | | | |
| | | | BJL2261A07 | 68 | | | | | | |
| | | | BJL2261A08 | 69 | | | | | | |
| | | | BJL2261A09 | 70 | | | | | | |
| | | | BJL2261A10 | 71 or older | | | | | | |
| | | | BJL2261A11 | Unsure | | | | | | |
| | | | BJL2261A12 | Other, please specify | | | | | | |
| BJL2262 | E | Please specify the age at which you intend to file for benefits. | | | | Text field, <100 char | | N | Skip Logic Group | Other Age |
| BJL2263 | | When do you expect to file for retirement benefits? | BJL2263A01 | Within 12 months | | Radio button, one-up vertical | Single | Y | | Expect to File |
| | | | BJL2263A02 | 1 to 3 years | | | | | | |
| | | | BJL2263A03 | More than 3 but less than 6 years | | | | | | |
| | | | BJL2263A04 | More than 6 years | | | | | | |
| | | | BJL2263A05 | Don't Know | | | | | | |
| BJL2264 | | How do you plan to file for retirement benefits? | BJL2264A01 | I prefer to file my retirement application online | | Radio button, one-up vertical | Single | Y | | How to File |
| | | | BJL2264A02 | By telephone interview | | | | | | |
| | | | BJL2264A03 | Face-to-face in my local SSA field office | | | | | | |
| | | | BJL2264A04 | Online with telephone or in-person assistance, if needed | | | | | | |
| | | | BJL2264A05 | Don't Know | | | | | | |
| BJL2265 | | Did you accomplish your primary purpose in using the | BJL2265A01 | Yes | F F | Radio button, one-up vertical | Single | Y | Skip Logic Group | Accomplish Goal |
| | | | BJL2265A02 | No | | | | | | |
| | | | BJL2265A03 | Still Trying | | | | | | |
| BJL2266 | F | If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so. | | | | Text area, no char limit | | N | Skip Logic Group | OE_Did not accomplish |
| BJL2267 | | How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply) | BJL2267A01 | I had no difficulty navigating/browsing to the Retirement Estimator | | Checkbox, one-up vertical | Multi | Y | OPS Group | Navigation Experience |
| | | | BJL2267A02 | I had difficulty finding the links to the Retirement Estimator | | | | | | |
| | | | BJL2267A03 | Links often did not take me where I expected | | | | | | |
| | | | BJL2267A04 | I experienced technical difficulties (error messages, broken links, etc.) | | | | | | |

Social Security Administration
 SSA Retirement Estimator v4
 MID: dwYM9t9o1VhBdRVhFxlw4C
 Date: 10/6/2010

~~red & strike through~~: DELETE
undefined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v4 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer IDs (DOT ONLY) | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|---------|------------------|--|-----------------------|--|---------|-------------------------------|-----------------|--------------|----------------------|---------------------|
| | | | BJL2267A05 | I had a navigation difficulty not listed above: | A | | | | | |
| BJL2268 | A | Other navigation difficulty | | | | Text field, <100 char | | N | OPS Group | Other Difficulty |
| BJL2269 | | Have you ever used the SSA Retirement Planner? | BJL2269A01 | Yes | | Radio button, one-up vertical | Single | Y | | RE Planner |
| | | | BJL2269A02 | No | | | | | | |
| | | | BJL2269A03 | Don't know what that is | | | | | | |
| BJL2270 | | What do you plan to do next in regard to getting answers | BJL2270A01 | Nothing, the Retirement Estimator provided what I needed | | Radio button, one-up vertical | Single | Y | | Do Next |
| | | | BJL2270A02 | Call Social Security's 800 number | | | | | | |
| | | | BJL2270A03 | Call my local Social Security office | | | | | | |
| | | | BJL2270A04 | Visit my local Social Security office | | | | | | |
| | | | BJL2270A05 | Try finding the answers on the Social Security website | | | | | | |
| | | | BJL2270A06 | Try the Retirement Estimator again | | | | | | |
| | | | BJL2270A07 | Don't Know | | | | | | |
| BJL2271 | | What is your preferred language for conducting business with the Social Security Administration? | BJL2271A01 | English | | Radio button, one-up vertical | Single | Y | OPS Group | Preferred language |
| | | | BJL2271A02 | Spanish | | | | | | |
| | | | BJL2271A03 | Other, please specify | A | | | | | |
| BJL2272 | A | Other preferred language | | | | Text field, <100 char | | N | OPS Group | Other learned about |
| BJL2273 | | What is your age? | BJL2273A01 | Under 18 | | Drop down, select one | Single | N | | Age |
| | | | BJL2273A02 | 18-20 | | | | | | |
| | | | BJL2273A03 | 21-30 | | | | | | |
| | | | BJL2273A04 | 31-40 | | | | | | |
| | | | BJL2273A05 | 41-50 | | | | | | |
| | | | BJL2273A06 | 51-55 | | | | | | |
| | | | BJL2273A07 | 56 | | | | | | |
| | | | BJL2273A08 | 57 | | | | | | |
| | | | BJL2273A09 | 58 | | | | | | |
| | | | BJL2273A10 | 59 | | | | | | |
| | | | BJL2273A11 | 60 | | | | | | |
| | | | BJL2273A12 | 61 | | | | | | |
| | | | BJL2273A13 | 62 | | | | | | |
| | | | BJL2273A14 | 63 | | | | | | |
| | | | BJL2273A15 | 64 | | | | | | |
| | | | BJL2273A16 | 65 | | | | | | |
| | | | BJL2273A17 | 66 | | | | | | |
| | | | BJL2273A18 | 67 or older | | | | | | |
| | | | BJL2273A19 | Prefer not to answer | | | | | | |
| BJL2274 | | Where do you live? | BJL2274A01 | Alabama | | Drop down, select one | Single | N | Skip Logic Group | Location |
| | | | BJL2274A02 | Alaska | | | | | | |
| | | | BJL2274A03 | Arizona | | | | | | |
| | | | BJL2274A04 | Arkansas | | | | | | |
| | | | BJL2274A05 | California | | | | | | |
| | | | BJL2274A06 | Colorado | | | | | | |
| | | | BJL2274A07 | Connecticut | | | | | | |
| | | | BJL2274A08 | Delaware | | | | | | |
| | | | BJL2274A09 | District of Columbia | | | | | | |
| | | | BJL2274A10 | Florida | | | | | | |
| | | | BJL2274A11 | Georgia | | | | | | |
| | | | BJL2274A12 | Hawaii | | | | | | |
| | | | BJL2274A13 | Idaho | | | | | | |
| | | | BJL2274A14 | Illinois | | | | | | |
| | | | BJL2274A15 | Indiana | | | | | | |
| | | | BJL2274A16 | Iowa | | | | | | |
| | | | BJL2274A17 | Kansas | | | | | | |
| | | | BJL2274A18 | Kentucky | | | | | | |
| | | | BJL2274A19 | Louisiana | | | | | | |
| | | | BJL2274A20 | Maine | | | | | | |
| | | | BJL2274A21 | Maryland | | | | | | |
| | | | BJL2274A22 | Massachusetts | | | | | | |
| | | | BJL2274A23 | Michigan | | | | | | |
| | | | BJL2274A24 | Minnesota | | | | | | |
| | | | BJL2274A25 | Mississippi | | | | | | |
| | | | BJL2274A26 | Missouri | | | | | | |
| | | | BJL2274A27 | Montana | | | | | | |
| | | | BJL2274A28 | Nebraska | | | | | | |
| | | | BJL2274A29 | Nevada | | | | | | |
| | | | BJL2274A30 | New Hampshire | | | | | | |
| | | | BJL2274A31 | New Jersey | | | | | | |
| | | | BJL2274A32 | New Mexico | | | | | | |
| | | | BJL2274A33 | New York | | | | | | |
| | | | BJL2274A34 | North Carolina | | | | | | |
| | | | BJL2274A35 | North Dakota | | | | | | |
| | | | BJL2274A36 | Ohio | | | | | | |

SSA Retirement Estimator v4 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer IDs (DOT ONLY) | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|---------|------------------|---|-----------------------|---|---------|-------------------------|-----------------|--------------|----------------------|-----------------|
| | | | BJL2274A37 | Oklahoma | | | | | | |
| | | | BJL2274A38 | Oregon | | | | | | |
| | | | BJL2274A39 | Pennsylvania | | | | | | |
| | | | BJL2274A40 | Rhode Island | | | | | | |
| | | | BJL2274A41 | South Carolina | | | | | | |
| | | | BJL2274A42 | South Dakota | | | | | | |
| | | | BJL2274A43 | Tennessee | | | | | | |
| | | | BJL2274A44 | Texas | | | | | | |
| | | | BJL2274A45 | Utah | | | | | | |
| | | | BJL2274A46 | Vermont | | | | | | |
| | | | BJL2274A47 | Virginia | | | | | | |
| | | | BJL2274A48 | Washington | | | | | | |
| | | | BJL2274A49 | West Virginia | | | | | | |
| | | | BJL2274A50 | Wisconsin | | | | | | |
| | | | BJL2274A51 | Wyoming | | | | | | |
| | | | BJL2274A52 | American Samoa | | | | | | |
| | | | BJL2274A53 | Guam | | | | | | |
| | | | BJL2274A54 | Northern Mariana Islands | | | | | | |
| | | | BJL2274A55 | Puerto Rico | | | | | | |
| | | | BJL2274A56 | US Virgin Islands | | | | | | |
| | | | BJL2274A57 | Bajo Nuevo Bank | | | | | | |
| | | | BJL2274A58 | Baker Island | | | | | | |
| | | | BJL2274A59 | Howland Island | | | | | | |
| | | | BJL2274A60 | Jarvis Island | | | | | | |
| | | | BJL2274A61 | Johnston Atoll | | | | | | |
| | | | BJL2274A62 | Kingman Reef | | | | | | |
| | | | BJL2274A63 | Midway Atoll | | | | | | |
| | | | BJL2274A64 | Navassa Island | | | | | | |
| | | | BJL2274A65 | Palmyra Atoll | | | | | | |
| | | | BJL2274A66 | Serranilla Bank | | | | | | |
| | | | BJL2274A67 | Wake Island | | | | | | |
| | | | BJL2274A68 | Other - Please specify | G | | | | | |
| BJL2275 | G | Please specify where you live. | | | | Text field, <100 char | | N | Skip Logic Group | Other Location |
| BJL2276 | | What is the highest level of education you have completed? | BJL2276A01 | No high school | | Drop down, select one | Single | N | Skip Logic Group | Education |
| | | | BJL2276A02 | Some high school | | | | | | |
| | | | BJL2276A03 | High school diploma or equivalent | | | | | | |
| | | | BJL2276A04 | Some college, but no degree | | | | | | |
| | | | BJL2276A05 | Associate's degree | | | | | | |
| | | | BJL2276A06 | Bachelor's degree | | | | | | |
| | | | BJL2276A07 | Master's degree | | | | | | |
| | | | BJL2276A08 | Professional degree (MD, JD, etc) | | | | | | |
| | | | BJL2276A09 | Doctorate degree (PhD) | | | | | | |
| | | | BJL2276A10 | Prefer not to answer | | | | | | |
| | | | BJL2276A11 | Other, please specify | X | | | | | |
| BJL2277 | X | Please specify the highest level of education you have completed. | | | | Text field, <100 char | | N | Skip Logic Group | Other Education |

Social Security Administration
SSA Retirement Estimator v4
MID: xAxNcEo455ZVQ1FNIUNsog4C
Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v4 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----|------------------|---------------|--|---------|-------------------------|-----------------|
|-----|------------------|---------------|--|---------|-------------------------|-----------------|



| Required Y/N | Special Instructions |
|-----------------|----------------------|
|-----------------|----------------------|

Social Security Administration
SSA Retirement Estimator v4
MID: p00ldwE4ssR1MA9UUtZ5Ng4C
Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v4 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----|------------------|---------------|--|---------|-------------------------|-----------------|
|-----|------------------|---------------|--|---------|-------------------------|-----------------|



| Required Y/N | Special Instructions |
|-----------------|----------------------|
|-----------------|----------------------|

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshNI5IMspIFJJMYA9c9JA==
 Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|---|--|---------|-------------------------------|-----------------|--------------|--|------------------------------------|
| EDO05315 | | How did you first learn about the Retirement Estimator? | Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify | C | Radio button, one-up vertical | Single | Y | OPS Group | Learned about RE |
| EDO05316 | C | Other learned about | | | Text field, <100 char | | N | OPS Group | Other learned about |
| EDO05317 | | Have you ever sought advice on retirement/financial planning or saving strategies? | Yes No | D | Drop down, select one | Single | Y | Skip Logic Group | Sought Advice |
| EDO05318 | D | From what source have you sought advice on retirement/financial planning or saving strategies. | Family/Friend Financial professional Internet Other | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Advice Source |
| EDO05319 | | Which statement best describes how you completed the Retirement Estimator? | I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional I completed it for someone else Other | | Radio button, one-up vertical | Single | Y | | Assistance |
| EDO05320 | | Did the Retirement Estimator help you decide at what age to claim benefits? | Yes No | A | Radio button, one-up vertical | Single | Y | Skip Logic Group | Help Decision |
| | A | Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits. | | | Text area, no char limit | | N | Skip Logic Group | OE_Didn't help decide age to claim |
| EDO05321 | | At what age do you plan to file for benefits? | 62 63 64 65 66 67 68 69 70 71 or older Unsure Other, please specify | E | Drop down, select one | Single | Y | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Age to File |
| EDO05322 | E | Please specify the age at which you intend to file for benefits. | | | Text field, <100 char | | N | Skip Logic Group | Other Age |
| EDO05323 | | When do you expect to file for retirement benefits? | Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know | | Radio button, one-up vertical | Single | Y | | Expect to File |
| EDO05324 | | How do you plan to file for retirement benefits? | I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know | | Radio button, one-up vertical | Single | Y | | How to File |
| EDO05325 | | Did you accomplish your primary purpose in using the | Yes No | F | Radio button, one-up vertical | Single | Y | | Accomplish Goal |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshNI5IMsplFJJMYA9c9JA==
 Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|--|---|---------|-------------------------------|-----------------|--------------|--|-----------------------|
| | | | Still Trying | F | | | | | |
| EDO05326 | F | If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so. | | | Text area, no char limit | Single | N | | OE_Did not accomplish |
| | | How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply) | I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator Links often did not take me where I expected I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above: | A | Radio button, one-up vertical | Multi | Y | OPS Group | Navigation Experience |
| | A | Other navigation difficulty | | | Text field, <100 char | | N | OPS Group | Other Difficulty |
| EDO05327 | | Have you ever used the SSA Retirement Planner? | Yes No Don't know what that is | | Radio button, one-up vertical | Single | Y | | RE Planner |
| EDO05328 | | What do you plan to do next in regard to getting answers | Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know | | Radio button, one-up vertical | Single | Y | | Do Next |
| EDO06581 | | What is your preferred language for conducting business with the Social Security Administration? | English Spanish Other, please specify | A | Radio button, one-up vertical | Single | Y | OPS Group | Preferred language |
| EDO06582 | A | Other preferred language | | | Text field, <100 char | | N | OPS Group | Other learned about |
| EDO05329 | | What is your age? | Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer | | Drop down, select one | Single | N | | Age |
| EDO05330 | | Where do you live? | Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine | | Drop down, select one | Single | N | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Location |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshN15IMsplFJJMYA9c9JA==
 Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|---|--|---------|-------------------------|-----------------|--------------|--|-----------------|
| | | | Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify | | | | | | |
| EDO05331 | G | Please specify where you live. | | G | Text field, <100 char | | N | Skip Logic Group | Other Location |
| EDO05332 | | What is the highest level of education you have completed? | No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify | | Drop down, select one | Single | N | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Education |
| EDO05333 | X | Please specify the highest level of education you have completed. | | X | Text field, <100 char | | N | Skip Logic Group | Other Education |

Social Security Administration
SSA Retirement Estimator v3
MID: JU89h10NUtR9V44Mik9ldA==
Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----|------------------|---------------|--|---------|-------------------------|-----------------|
|-----|------------------|---------------|--|---------|-------------------------|-----------------|



| Required Y/N | Special Instructions |
|-----------------|----------------------|
|-----------------|----------------------|

Social Security Administration
SSA Retirement Estimator v3
MID: VAdII9VQFstVQBhNYFkAxw==
Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----|------------------|---------------|--|---------|-------------------------|-----------------|
|-----|------------------|---------------|--|---------|-------------------------|-----------------|



| Required Y/N | Special Instructions |
|-----------------|----------------------|
|-----------------|----------------------|

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshNI5IMsplFJJMYA9c9JA==
 Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|---|--|---------|-------------------------------|-----------------|--------------|--|---------------------|
| EDO05315 | | How did you first learn about the Retirement Estimator? | Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify | C | Radio button, one-up vertical | Single | Y | OPS Group | Learned about RE |
| EDO05316 | C | Other learned about | | | Text field, <100 char | | N | OPS Group | Other learned about |
| EDO05317 | | Have you ever sought advice on retirement/financial planning or saving strategies? | Yes No | D | Drop down, select one | Single | Y | Skip Logic Group | Sought Advice |
| EDO05318 | D | From what source have you sought advice on retirement/financial planning or saving strategies. | Family/Friend Financial professional Internet Other | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Advice Source |
| EDO05319 | | Which statement best describes how you completed the Retirement Estimator? | I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional I completed it for someone else Other | | Radio button, one-up vertical | Single | Y | | Assistance |
| EDO05320 | | Did the Retirement Estimator help you decide at what age to claim benefits? | Yes No | | Radio button, one-up vertical | Single | Y | | Help Decision |
| EDO05321 | | At what age do you plan to file for benefits? | 62 63 64 65 66 67 68 69 70 71 or older Unsure Other, please specify | E | Drop down, select one | Single | Y | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Age to File |
| EDO05322 | E | Please specify the age at which you intend to file for benefits. | | | Text field, <100 char | | N | Skip Logic Group | Other Age |
| EDO05323 | | When do you expect to file for retirement benefits? | Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know | | Radio button, one-up vertical | Single | Y | | Expect to File |
| EDO05324 | | How do you plan to file for retirement benefits? | I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know | | Radio button, one-up vertical | Single | Y | | How to File |
| EDO05325 | | Did you accomplish your primary purpose in using the | Yes No Still Trying | F F | Radio button, one-up vertical | Single | Y | | Accomplish Goal |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshN15IMsplFJJMYA9c9JA==
 Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|--|---|---------|-------------------------------|-----------------|--------------|---|-----------------------|
| EDO05326 | F | If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so. | | | Text area, no char limit | Single | N | | OE_Did not accomplish |
| EDO05327 | | Have you ever used the SSA Retirement Planner? | Yes No Don't know what that is | | Radio button, one-up vertical | Single | Y | | RE Planner |
| EDO05328 | | What do you plan to do next in regard to getting answers | Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know | | Radio button, one-up vertical | Single | Y | | Do Next |
| EDO06581 | | What is your preferred language for conducting business with the Social Security Administration? | English Spanish Other, please specify | | Radio button, one-up vertical | Single | Y | OPS Group | Preferred language |
| EDO06582 | A | Other preferred language | | A | Text field, <100 char | | N | OPS Group | Other learned about |
| EDO05329 | | What is your age? | Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer | | Drop down, select one | Single | N | | Age |
| EDO05330 | | Where do you live? | Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana | | Drop down, select one | Single | N | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Location |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshN15IMsplFJJMYA9c9JA==
 Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|---|--|---------|-------------------------|-----------------|--------------|--|-----------------|
| | | | Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify | G | | | | | |
| EDO05331 | G | Please specify where you live. | | | Text field, <100 char | | N | Skip Logic Group | Other Location |
| EDO05332 | | What is the highest level of education you have completed? | No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify | X | Drop down, select one | Single | N | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Education |
| EDO05333 | X | Please specify the highest level of education you have completed. | | | Text field, <100 char | | N | Skip Logic Group | Other Education |

Social Security Administration
SSA Retirement Estimator v3
MID: JU89h10NUtR9V44Mik9ldA==
Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----|------------------|---------------|--|---------|-------------------------|-----------------|
|-----|------------------|---------------|--|---------|-------------------------|-----------------|



| Required Y/N | Special Instructions |
|-----------------|----------------------|
|-----------------|----------------------|

Social Security Administration
SSA Retirement Estimator v3
MID: VAdII9VQFstVQBhNYFkAxw==
Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----|------------------|---------------|--|---------|-------------------------|-----------------|
|-----|------------------|---------------|--|---------|-------------------------|-----------------|



| Required Y/N | Special Instructions |
|-----------------|----------------------|
|-----------------|----------------------|

Social Security Administration
SSA Retirement Estimator v3
MID: VAdII9VQFstVQBhNYFkAxw==
Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----|------------------|---------------|--|---------|-------------------------|-----------------|
|-----|------------------|---------------|--|---------|-------------------------|-----------------|



| Required Y/N | Special Instructions |
|-----------------|----------------------|
|-----------------|----------------------|

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshNI5IMsplFJJMYA9c9JA==
 Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|--|--|---------|-------------------------------|-----------------|--------------|--|-----------------------|
| EDO05315 | | How did you first learn about the Retirement Estimator? | Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify | C | Radio button, one-up vertical | Single | Y | OPS Group | Learned about RE |
| EDO05316 | C | Other learned about | | | Text field, <100 char | | N | OPS Group | Other learned about |
| EDO05317 | | Have you ever sought advice on retirement/financial planning or saving strategies? | Yes No | D | Drop down, select one | Single | Y | Skip Logic Group | Sought Advice |
| EDO05318 | D | From what source have you sought advice on retirement/financial planning or saving strategies. | Family/Friend Financial professional Internet Other | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Advice Source |
| EDO05319 | | Which statement best describes how you completed the Retirement Estimator? | I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional I completed it for someone else Other | | Radio button, one-up vertical | Single | Y | | Assistance |
| EDO05320 | | Did the Retirement Estimator help you decide at what age to claim benefits? | Yes No | | Radio button, one-up vertical | Single | Y | | Help Decision |
| EDO05321 | | At what age do you plan to file for benefits? | 62 63 64 65 66 67 68 69 70 71 or older Other, please specify | E | Drop down, select one | Single | Y | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Age to File |
| EDO05322 | E | Please specify the age at which you intend to file for benefits. | | | Text field, <100 char | | N | Skip Logic Group | Other Age |
| EDO05323 | | When do you expect to file for retirement benefits? | Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know | | Radio button, one-up vertical | Single | Y | | Expect to File |
| EDO05324 | | How do you plan to file for retirement benefits? | I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know | | Radio button, one-up vertical | Single | Y | | How to File |
| EDO05325 | | Did you accomplish your primary purpose in using the | Yes No Still Trying | F F | Radio button, one-up vertical | Single | Y | | Accomplish Goal |
| EDO05326 | F | If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so. | | | Text area, no char limit | Single | N | | OE_Did not accomplish |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshN15IMsplFJJMYA9c9JA==
 Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|--|--|---------|-------------------------------|-----------------|--------------|--|---------------------|
| EDO05327 | | Have you ever used the SSA Retirement Planner? | Yes No Don't know what that is | | Radio button, one-up vertical | Single | Y | | RE Planner |
| EDO05328 | | What do you plan to do next in regards to getting answers about your estimated retirement? --> What do you plan to do next in regard to getting answers about your estimated retirement benefits? | Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know | | Radio button, one-up vertical | Single | Y | | Do Next |
| EDO05329 | | What is your preferred language for conducting business with the Social Security Administration? | English Spanish Other - please specify | A | Radio button, one-up vertical | Single | Y | OPS Group | Preferred language |
| EDO05329 | A | Other preferred language | | | Text field, <100 char | | N | OPS Group | Other learned about |
| EDO05329 | | What is your age? | Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer | | Drop down, select one | Single | N | | Age |
| EDO05330 | | Where do you live? | Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire | | Drop down, select one | Single | N | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Location |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshN15IMspIFJJMYA9c9JA==
 Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|---|---|---------|-------------------------|-----------------|--------------|--|-----------------|
| | | | New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify | G | | | | | |
| EDO05331 | G | Please specify where you live. | | | Text field, <100 char | | N | Skip Logic Group | Other Location |
| EDO05332 | | What is the highest level of education you have completed? | No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify | X | Drop down, select one | Single | N | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Education |
| EDO05333 | X | Please specify the highest level of education you have completed. | | | Text field, <100 char | | N | Skip Logic Group | Other Education |

Social Security Administration
SSA Retirement Estimator v3
MID: JU89h10NUtR9V44Mik9ldA==
Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----|------------------|---------------|--|---------|-------------------------|-----------------|
|-----|------------------|---------------|--|---------|-------------------------|-----------------|



| Required Y/N | Special Instructions |
|-----------------|----------------------|
|-----------------|----------------------|

Social Security Administration
SSA Retirement Estimator v3
MID: VAdII9VQFstVQBhNYFkAxw==
Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----|------------------|---------------|--|---------|-------------------------|-----------------|
|-----|------------------|---------------|--|---------|-------------------------|-----------------|



| Required Y/N | Special Instructions |
|-----------------|----------------------|
|-----------------|----------------------|

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshNI5IMsplFJJMYA9c9JA==
 Date: 3/1/2008

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|--|--|---------|-------------------------------|-----------------|--------------|--|---------------------|
| EDO05312 | | What is your preferred speaking language? | English Spanish Other, please specify | A B | Radio button, one-up vertical | Single | Y | Skip Logic Group | Prof. Language |
| EDO05313 | B | What other language do you speak? | | | Text field, <100 char | | N | Skip Logic Group | Other Lang. |
| EDO05314 | A | What other SSA internet service would you like to see in Spanish? (check all that apply) | File a Claim File an Appeal Apply for Medicare Subsidy Business Services Online | | Checkbox, one-up vertical | Multi | N | Skip Logic Group | SSA Services |
| EDO05315 | | How did you first learn about the Retirement Estimator? | Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify | C | Radio button, one-up vertical | Single | Y | OPS Group | Learned about RE |
| EDO05316 | C | Other learned about | | | Text field, <100 char | | N | OPS Group | Other learned about |
| EDO05317 | | Have you ever sought advice on retirement/financial planning or saving strategies? | Yes No | D | Drop down, select one | Single | Y | Skip Logic Group | Sought Advice |
| EDO05318 | D | From what source have you sought advice on retirement/financial planning or saving strategies. | Family/Friend Financial professional Internet Other | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Advice Source |
| EDO05319 | | Which statement best describes how you completed the Retirement Estimator? | I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional Other | | Radio button, one-up vertical | Single | Y | | Assistance |
| EDO05320 | | Did the Retirement Estimator help you decide at what age to claim benefits? | Yes No | | Radio button, one-up vertical | Single | Y | | Help Decision |
| EDO05321 | | At what age do you plan to file for benefits? | 62 63 64 65 66 67 68 69 70 71 or older Other, please specify | E | Drop down, select one | Single | Y | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Age to File |
| EDO05322 | E | Please specify the age at which you intend to file for benefits. | | | Text field, <100 char | | N | Skip Logic Group | Other Age |
| EDO05323 | | When do you expect to file for retirement benefits? | Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know | | Radio button, one-up vertical | Single | Y | | Expect to File |
| EDO05324 | | How do you plan to file for retirement benefits? | I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed | | Radio button, one-up vertical | Single | Y | | How to File |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshN15IMsplFJJMYA9c9JA==
 Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|--|---|---------|-------------------------------|-----------------|--------------|---|-----------------------|
| | | | Don't Know | | | | | | |
| EDO05325 | | Did you accomplish your primary purpose in using the Retirement Estimator? | Yes No Still Trying | F F | Radio button, one-up vertical | Single | Y | | Accomplish Goal |
| EDO05326 | F | If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so. | | | Text area, no char limit | Single | N | | OE_Did not accomplish |
| EDO05327 | | Have you ever used the SSA Retirement Planner? | Yes No Don't know what that is | | Radio button, one-up vertical | Single | Y | | RE Planner |
| EDO05328 | | What do you plan to do next in regards to getting answers about your estimated retirement? | Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know | | Radio button, one-up vertical | Single | Y | | Do Next |
| EDO05329 | | What is your age ? | Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer | | Drop down, select one | Single | N | | Age |
| EDO05330 | | Where do you live? | Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska | | Drop down, select one | Single | N | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Location |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshN15IMspIFJMYA9c9JA==
 Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|---|--|---------|-------------------------|-----------------|--------------|--|-----------------|
| | | | Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify | | | | | | |
| EDO05331 | G | Please specify where you live. | | G | Text field, <100 char | | N | Skip Logic Group | Other Location |
| EDO05332 | | What is the highest level of education you have completed? | No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify | | Drop down, select one | Single | N | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Education |
| EDO05333 | X | Please specify the highest level of education you have completed. | | X | Text field, <100 char | | N | Skip Logic Group | Other Education |

Social Security Administration
SSA Retirement Estimator v3
MID: JU89h10NUtR9V44Mik9ldA==
Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----------------------|------------------|--|---|---------|--|-----------------|
| ENED005312 | | What is your preferred speaking language? | English | | Radio button, one-up-vertical | Single |



| Required Y/N | Special Instructions |
|-----------------|-----------------------------|
| Y | Skip Logic Group |

Social Security Administration
SSA Retirement Estimator v3
MID: VAdII9VQFstVQBhNYFkAxw==
Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----------------------|------------------|---|---|---------|--|-------------------|
| SPED005312 | | ¿Cuál es su preferencia de idioma al hablar? | Inglés | | Radio button, one-up-vertical | Single |



| Required Y/N | Special Instructions |
|-----------------|-----------------------------|
| Y | Skip Logic Group |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshNI5IMsplFJJMYA9c9JA==
 Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|---|--|---------|-------------------------------|-----------------|--------------|--|---------------------|
| EDO05312 | | What is your preferred speaking language? | English Spanish Other, please specify | A | Radio button, one-up vertical | Single | Y | Skip Logic Group | Pref. Language |
| EDO05313 | B | What other language do you speak? | | | Text field, <100 char | | N | Skip Logic Group | Other Lang. |
| EDO05314 | A | What other SSA internet service would you like to see in Spanish? (check all that apply) | File a Claim File an Appeal Apply for Medicare Subsidy Business Services Online | | Checkbox, one-up vertical | Multi | N | Skip Logic Group | SSA Services |
| EDO05315 | | How did you first learn about the Retirement Estimator? | Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify | C | Radio button, one-up vertical | Single | Y | OPS Group | Learned about RE |
| EDO05316 | C | Other learned about | | | Text field, <100 char | | N | OPS Group | Other learned about |
| EDO05317 | | Have you ever sought advice on retirement/financial planning or saving strategies? | Yes No | D | Drop down, select one | Single | Y | Skip Logic Group | Sought Advice |
| EDO05318 | D | From what source have you sought advice on retirement/financial planning or saving strategies. | Family/Friend Financial professional Internet Other | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Advice Source |
| EDO05319 | | Which statement best describes how you completed the Retirement Estimator? | I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional Other | | Radio button, one-up vertical | Single | Y | | Assistance |
| EDO05320 | | Did the Retirement Estimator help you decide at what age to claim benefits? | Yes No | | Radio button, one-up vertical | Single | Y | | Help Decision |
| EDO05321 | | At what age do you plan to file for benefits? | 62 63 64 65 66 67 68 69 70 71 or older Other, please specify | E | Drop down, select one | Single | Y | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Age to File |
| EDO05322 | E | Please specify the age at which you intend to file for benefits. | | | Text field, <100 char | | N | Skip Logic Group | Other Age |
| EDO05323 | | When do you expect to file for retirement benefits? | Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know | | Radio button, one-up vertical | Single | Y | | Expect to File |
| EDO05324 | | How do you plan to file for retirement benefits? | I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed | | Radio button, one-up vertical | Single | Y | | How to File |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshN15IMsplFJJMYA9c9JA==
 Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|--|---|---------|-------------------------------|-----------------|--------------|--|-----------------------|
| EDO05325 | | Did you accomplish your primary purpose in using the Retirement Estimator? | Don't Know Yes No Still Trying | F F | Radio button, one-up vertical | Single | Y | | Accomplish Goal |
| EDO05326 | F | If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so. | | | Text area, no char limit | Single | N | | OE_Did not accomplish |
| EDO05327 | | Have you ever used the SSA Retirement Planner? | Yes No Don't know what that is | | Radio button, one-up vertical | Single | Y | | RE Planner |
| EDO05328 | | What do you plan to do next in regards to getting answers about your estimated retirement? | Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know | | Radio button, one-up vertical | Single | Y | | Do Next |
| EDO05329 | | What is your age ? | Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer | | Drop down, select one | Single | N | | Age |
| EDO05330 | | Where do you live? | Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska | | Drop down, select one | Single | N | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Location |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshN15IMspIFJMYA9c9JA==
 Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|--|--|---------|-------------------------|-----------------|--------------|--|-----------------|
| | | | Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify | | | | | | |
| EDO05331 | G | Other location --> Please specify where you live. | | G | Text field, <100 char | | N | Skip Logic Group | Other Location |
| EDO05332 | | What is the highest level of education you have completed? | No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify | | Drop down, select one | Single | N | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Education |
| EDO05333 | X | Other education level --> Please specify the highest level of education you have completed. | | X | Text field, <100 char | | N | Skip Logic Group | Other Education |

Social Security Administration
SSA Retirement Estimator v3
MID: JU89h10NUtR9V44MIk9ldA==
Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|------------|------------------|---|---|---------|-------------------------------|-----------------|
| ENEDO05312 | | What is your preferred speaking language? | English | | Radio button, one-up vertical | Single |



| Required Y/N | Special Instructions |
|-----------------|----------------------|
| Y | Skip Logic Group |

Social Security Administration
SSA Retirement Estimator v3
MID: VAdII9VQFstVQBhNYFkAxw==
Date: 3/1/2008

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|------------|------------------|--|---|---------|-------------------------------|-----------------|
| SPEDO05312 | | ¿Cuál es su preferencia de idioma al hablar? | Inglés | | Radio button, one-up vertical | Single |



| Required Y/N | Special Instructions |
|-----------------|----------------------|
| Y | Skip Logic Group |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshNI5IMspIFJJMYA9c9JA==
 Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|---------------|------------------|---|--|---------|-------------------------------|-----------------|--------------|--|------------------------------------|
| EDO05315 | | How did you first learn about the Retirement Estimator? | Search engine Linked from another website From an SSA representative SSA publication From my Annual Social Security Statement Newspaper, magazine or other media My employer or Human Resources department My financial advisor Word of mouth Other, please specify | C | Radio button, one-up vertical | Single | Y | OPS Group | Learned about RE |
| EDO05316 | C | Other learned about | | | Text field, <100 char | | N | OPS Group | Other learned about |
| EDO05317 | | Have you ever sought advice on retirement/financial planning or saving strategies? | Yes No | D | Drop down, select one | Single | Y | Skip Logic Group | Sought Advice |
| EDO05318 | D | From what source have you sought advice on retirement/financial planning or saving strategies. | Family/Friend Financial professional Internet Other | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Advice Source |
| EDO05319 | | Which statement best describes how you completed the Retirement Estimator? | I completed it for myself without assistance from anyone else I completed it for myself with assistance from a friend or family member I completed it for myself with assistance from a professional I completed it for someone else Other | | Radio button, one-up vertical | Single | Y | | Assistance |
| EDO05320 | | Did the Retirement Estimator help you decide at what age to claim benefits? | Yes No | A | Radio button, one-up vertical | Single | Y | Skip Logic Group | Help Decision |
| ACQLiv0010089 | A | Please tell us why the Retirement Estimator did not help you decide at what age to claim benefits. | | | Text area, no char limit | | N | Skip Logic Group | OE_Didn't help decide age to claim |
| EDO05321 | | At what age do you plan to file for benefits? | 62 63 64 65 66 67 68 69 70 71 or older Unsure Other, please specify | E | Drop down, select one | Single | Y | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Age to File |
| EDO05322 | E | Please specify the age at which you intend to file for benefits. | | | Text field, <100 char | | N | Skip Logic Group | Other Age |
| EDO05323 | | When do you expect to file for retirement benefits? | Within 12 months 1 to 3 years More than 3 but less than 6 years More than 6 years Don't Know | | Radio button, one-up vertical | Single | Y | | Expect to File |
| EDO05324 | | How do you plan to file for retirement benefits? | I prefer to file my retirement application online By telephone interview Face-to-face in my local SSA field office Online with telephone or in-person assistance, if needed Don't Know | | Radio button, one-up vertical | Single | Y | | How to File |
| EDO05325 | | Did you accomplish your primary purpose in using the | Yes No | F | Radio button, one-up vertical | Single | Y | | Accomplish Goal |

Social Security Administration
 SSA Retirement Estimator v3
 MID: AshNI5IMspIFJJMYA9c9JA==
 Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to F | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|---------------|------------------|--|---|-----------|-------------------------------|-----------------|--------------|--|-----------------------|
| EDO05326 | F | If you did not accomplish your primary purpose in using the Retirement Estimator, please tell us why you were not able to do so. | Still Trying | F | Text area, no char limit | Single | N | | OE_Did not accomplish |
| ACQLiv0010093 | | How would you describe your navigation experience on the SSA site today prior to arriving at the Retirement Estimator? (Please select all that apply) | I had no difficulty navigating/browsing to the Retirement Estimator I had difficulty finding the links to the Retirement Estimator Links often did not take me where I expected I experienced technical difficulties (error messages, broken links, etc.) I had a navigation difficulty not listed above: | A | Checkbox, one-up vertical | Multi | Y | OPS Group | Navigation Experience |
| ACQLiv0010094 | A | Other navigation difficulty | | | Text field, <100 char | | N | OPS Group | Other Difficulty |
| EDO05327 | | Have you ever used the SSA Retirement Planner? | Yes No Don't know what that is | | Radio button, one-up vertical | Single | Y | | RE Planner |
| EDO05328 | | What do you plan to do next in regard to getting answers | Nothing, the Retirement Estimator provided what I needed Call Social Security's 800 number Call my local Social Security office Visit my local Social Security office Try finding the answers on the Social Security website Try the Retirement Estimator again Don't Know | | Radio button, one-up vertical | Single | Y | | Do Next |
| EDO06581 | | What is your preferred language for conducting business with the Social Security Administration? | English Spanish Other, please specify | A | Radio button, one-up vertical | Single | Y | OPS Group | Preferred language |
| EDO06582 | A | Other preferred language | | | Text field, <100 char | | N | OPS Group | Other learned about |
| EDO05329 | | What is your age? | Under 18 18-20 21-30 31-40 41-50 51-55 56 57 58 59 60 61 62 63 64 65 66 67 or older Prefer not to answer | | Drop down, select one | Single | N | | Age |
| EDO05330 | | Where do you live? | Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky | | Drop down, select one | Single | N | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Location |

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|----------|------------------|---|--|---------|-------------------------|-----------------|--------------|--|-----------------|
| | | | Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Guam Northern Mariana Islands Puerto Rico US Virgin Islands Bajo Nuevo Bank Baker Island Howland Island Jarvis Island Johnston Atoll Kingman Reef Midway Atoll Navassa Island Palmyra Atoll Serranilla Bank Wake Island Other - Please specify | | | | | | |
| EDO05331 | G | Please specify where you live. | | G | Text field, <100 char | | N | Skip Logic Group | Other Location |
| EDO05332 | | What is the highest level of education you have completed? | No high school Some high school High school diploma or equivalent Some college, but no degree Associate's degree Bachelor's degree Master's degree Professional degree (MD, JD, etc) Doctorate degree (PhD) Prefer not to answer Other, please specify | X | Drop down, select one | Single | N | Skip Logic Group Change to Skip Logic so that it can be a drop down question. | Education |
| EDO05333 | X | Please specify the highest level of education you have completed. | | | Text field, <100 char | | N | Skip Logic Group | Other Education |

Social Security Administration
SSA Retirement Estimator v3
MID: JU89h10NUtR9V44Mik9ldA==
Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----|------------------|---------------|--|---------|-------------------------|-----------------|
|-----|------------------|---------------|--|---------|-------------------------|-----------------|



| Required Y/N | Special Instructions |
|-----------------|----------------------|
|-----------------|----------------------|

Social Security Administration
SSA Retirement Estimator v3
MID: VAdII9VQFstVQBhNYFkAxw==
Date: 10/6/2010

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

SSA Retirement Estimator v3 CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi |
|-----|------------------|---------------|--|---------|-------------------------|-----------------|
|-----|------------------|---------------|--|---------|-------------------------|-----------------|



| Required Y/N | Special Instructions |
|-----------------|----------------------|
|-----------------|----------------------|