

FY 2016 Retirement Survey Correspondence

Prenotice Postcard

Dear Social Security Customer:

Social Security believes that conducting surveys is one of the best ways to find out how well we are serving you. That's why we will soon be asking you to give us your opinion about the business you recently completed with us.

In a few days, you will receive a questionnaire in the mail from *[Contractor]*, who is conducting the survey for Social Security. When you receive their envelope, we hope that you will take the time to answer our questions. We look forward to hearing your opinions.

Elizabeth Reich
Acting Deputy Commissioner
Office of Budget, Finance, and Quality Management
Social Security Administration

Initial Cover Letter

Dear Social Security Customer:

As I noted in my recent postcard, Social Security is conducting a survey to find out how well we served you when you filed an application for retirement benefits. You are one of only a small number of people across the country who were chosen to receive the enclosed questionnaire. While you are not required to respond, your opinions are very valuable. Your answers will help us make important decisions about how Social Security can best serve you.

Please be assured that *[Contractor]*, who is conducting this survey for us, will only give your responses to my staff here at Social Security, and will not use them for any other purpose. Social Security will report the survey results by summarizing the answers of everyone who takes the survey; we will not report any individual responses. The barcode on this survey is only used to let us know whether you have returned your survey, so we don't send you reminder letters.

Please return your completed survey as soon as possible in the postage-paid envelope provided. If you have a question about Social Security benefits, please visit our web site at www.socialsecurity.gov or call our toll-free information line at 1-800-772-1213.

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

Sincerely,

Elizabeth Reich
Acting Deputy Commissioner
Office of Budget, Finance, and Quality Management
Social Security Administration

Enclosures

Follow-up Postcard

SURVEY REMINDER

About two weeks ago, *[Contractor]* sent you a questionnaire to find out how well we served you during your recent business with us.

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

Thank you for sharing your opinions with us.

Elizabeth Reich
Acting Deputy Commissioner
Office of Budget, Finance, and Quality Management
Social Security Administration

Follow-up Cover Letter

Dear Social Security Customer:

Several weeks ago [*Contractor*] sent you a survey questionnaire to find out how well we served you when you filed an application for retirement benefits. We haven't yet heard from you and it's very important that we gather opinions from as many people as possible. If you recently mailed in your completed questionnaire, please discard this letter. We sincerely appreciate your help and look forward to receiving your response.

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

Please be assured that [*Contractor*], who is conducting this survey for us, will only give your responses to my staff here at Social Security and will not use them for any other purpose. Social Security will report the survey results by summarizing the answers of everyone who takes the survey; we will not report any individual responses.

If you have a question about Social Security benefits, please visit our web site at www.socialsecurity.gov or call our toll-free information line at 1-800-772-1213.

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

Sincerely,

Elizabeth Reich
Acting Deputy Commissioner
Office of Budget, Finance, and Quality Management
Social Security Administration

Enclosures

Closeout Letter

Dear Social Security Customer:

Recently we mailed you a survey questionnaire to find out how well we served you when you filed an application for retirement benefits. If you have already completed and returned the questionnaire, please accept our sincere thanks.

If you have not yet had time, we hope you will turn to it right away. We are wrapping up the survey and would like to include your opinions, but we need your quick response. We think it's extremely important to hear from everyone who was selected to participate in this survey.

Please be assured that [*Contractor*], who is conducting this survey for us, will only give your responses to my staff here at Social Security and will not use them for any other purpose. Social Security will report the survey results by summarizing the answers of everyone who takes the survey; we will not report any individual responses.

If you have a question about Social Security benefits, please visit our web site at www.socialsecurity.gov or call our toll-free information line at 1-800-772-1213.

Thank you for your help.

Sincerely,

Elizabeth Reich
Acting Deputy Commissioner
Office of Budget, Finance, and Quality Management
Social Security Administration