

Rate Social Security's Service

ABOUT OUR SURVEY

Social Security would like to know how well we served you when you filed your recent application for retirement benefits. The survey asks you to rate the service you received in person, on the telephone, or on our website. This survey also asks about your expectations for good service and how you want to do business with Social Security in the future. The survey should take about 20 minutes to finish.

- Answer all questions as directed. You may be told to skip over some questions. When that happens, you will see an arrow with a note telling you what question to answer next:

Example: Yes

No → **SKIP** to Question 1

- Please use the space provided on the last page to explain any of your answers, especially any reasons for dissatisfaction, or to offer any other comments you may have about filing for retirement benefits.

INSTRUCTIONS FOR MARKING YOUR ANSWERS

- Use a pen with blue or black ink or a number 2 pencil.
- Do not use a pen with ink that soaks through the paper.
- Make no stray marks.
- Keep all entries within the appropriate boxes.

PREPARING TO FILE FOR RETIREMENT BENEFITS

1. Before you filed your application for retirement benefits, did you get any information from **Social Security** to help you prepare?

Mark (X) **ONLY** one answer.

Yes

No → **SKIP** to Question 5.

2. How did you get that information from Social Security?

Mark (X) all answers that apply.

- Visited Social Security's website
- Called Social Security's national 800 number
- Called a local Social Security office
- Visited a local Social Security office
- Reviewed last Social Security Statement I received in the mail
- Some other way: **Please explain:** _____

3. Social Security has tools on its website that you can use to find out how much your monthly retirement benefit will be: the Retirement Benefit Estimator (www.socialsecurity.gov/estimator) and the personalized Social Security Statement Online (www.socialsecurity.gov/myaccount). Before you filed, did you use either of these tools to get an estimate of your retirement benefit?

Mark (X) **ONLY one** answer.

- Yes
- No → **SKIP to Question 5.**

4. How would you rate the usefulness of these tools on Social Security's website?

| Mark (X) one answer. | Very Useful | Somewhat Useful | Not Very Useful | Not at All Useful | No Opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| I found Social Security's Retirement Benefit Estimator to be... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I found the Online Social Security Statement to be... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5. Did you get any information about Social Security retirement benefits from anywhere **other than** Social Security?

Mark (X) **ONLY one** answer.

- Yes → **Continue with Question 6.**
- No → **SKIP to Question 7 if you answered "yes" in Question 1.**
→ **SKIP to Question 9 if you answered "no" in Question 1.**

6. Where did you get that information?

Mark (X) all answers that apply.

- Senior citizens organization, such as AARP
- Accountant or financial advisor
- Employer or union
- Friends or relatives
- Local seminars or meetings
- Traditional media (newspaper, magazine, TV, or radio)
- Website other than Social Security's
- Social networking site such as Facebook or Twitter
- Government agency other than Social Security
- Some other way: **Please explain:** _____

7. No matter where you obtained information to prepare for retirement, did it change your plans about when to start collecting your Social Security retirement benefits?

Mark (X) ONLY one answer.

- Yes
- No → **SKIP to Question 9.**

8. How did the information change your plans about when to start collecting your Social Security retirement benefits?
Did you:

Mark (X) ONLY one answer.

- Claim Social Security benefits **earlier** than planned
- Claim Social Security benefits **later** than planned

HOW YOU FILED YOUR APPLICATION FOR RETIREMENT BENEFITS

9. Did you file your application for retirement benefits:

Mark (X) ONLY one answer.

- In person with a Social Security employee
- Over the telephone with a Social Security employee
- On Social Security's website → **SKIP to Question 14.**

10. Social Security offers an online application on its website that people can use to file for retirement benefits. At the time you filed, were you aware of Social Security's online application?

Mark (X) ONLY one answer.

- Yes
- No → **SKIP to Question 12.**

11. What was the **main** reason you **didn't use** the online retirement application?

Mark (X) ONLY one answer.

- Don't use the Internet
- Easier to understand things when explained by a person
- Can get my specific questions answered right away with a person
- Concerned about security and/or privacy of my information
- Concerned online application might be too hard, complicated
- Problem with computer or Internet access
- Some other reason: **Please explain:** _____

12. Did you make an appointment with Social Security to file your retirement application?

Mark (X) ONLY one answer.

- Yes
- No → **SKIP to Question 15.**

13. Please rate the following aspects of your appointment with Social Security.

| Mark (X) one answer for each item. | Excellent | Very Good | Good | Fair | Poor | Very Poor | No Opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| How soon you could get an appointment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Convenience of the scheduled appointment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SATISFACTION WITH THE ONLINE APPLICATION

The next question is for people who filed their application for retirement benefits on Social Security's website.

If you did **NOT** file your retirement application online, please **SKIP TO** Question 15.

14. Please rate the following aspects of your experience using Social Security's online application.

| Mark (X) one answer for each item. | Excellent | Very Good | Good | Fair | Poor | Very Poor | No Opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Ease of finding the online application on Social Security's website | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of answering the questions on the online application | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Helpfulness of the explanations in the "More Info" links on the online application | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Availability of other help from Social Security to complete the online application | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of time it took to complete the online application | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How well the online application explained what would happen after you submitted it | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SATISFACTION WITH SOCIAL SECURITY'S TELEPHONE SERVICE

15. Did you ever call Social Security about your application for retirement benefits?

Mark (X) ONLY one answer.

Yes

No → **SKIP** to Question 18.

16. Did you call Social Security's national 800 number, a local office, or both?

Mark (X) ONLY one answer.

National 800 number

Local Social Security office

Both

Not sure

17. Please rate the following aspects of Social Security's telephone service.

| Mark (X) one answer for each item. | Excellent | Very Good | Good | Fair | Poor | Very Poor | No Opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The automated system that answered your call | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How long it took you to get through to an employee | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall time it took the employee to handle your call | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SATISFACTION WITH SOCIAL SECURITY'S IN-PERSON SERVICE

18. Did you ever visit a Social Security office about your application for retirement benefits?

Mark (X) ONLY one answer.

Yes

No → **SKIP to Question 20.**

19. Please rate the following aspects of your visit to the Social Security office.

| Mark (X) one answer for each item. | Excellent | Very Good | Good | Fair | Poor | Very Poor | No Opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Office location | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Office hours | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Signs/instructions explaining how to check in when you got to the office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Office comfort (seating, temperature, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Office appearance (clean, pleasant, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Office privacy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time to be served in the office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SATISFACTION WITH SOCIAL SECURITY EMPLOYEE SERVICE

The next question is for people who spoke to one or more Social Security employees about their application for retirement benefits.

If you did NOT speak with any Social Security employees, please SKIP TO Question 21.

20. Please rate the service you received from **all** the Social Security employees you spoke with about your application for retirement benefits.

| Mark (X) one answer for each item. | Excellent | Very Good | Good | Fair | Poor | Very Poor | No Opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Helpfulness of the employees | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Courtesy of the employees | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How well the employees knew their jobs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How clearly the employees explained things to you | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Amount of time the employees spent with you | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

OVERALL SATISFACTION WITH THE APPLICATION EXPERIENCE

21. Please rate the following aspects of your experience filing for retirement benefits.

| Mark (X) one answer for each item. | Excellent | Very Good | Good | Fair | Poor | Very Poor | No Opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| How well Social Security explained the information you needed to know about your benefits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How quickly you received Social Security's decision on your application | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Clarity of Social Security's letter explaining the amount of your benefits and when they would be paid | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Social Security's service overall | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

YOUR SERVICE PREFERENCES

22. Please tell us how you would prefer to conduct Social Security business you might have in the future, such as changing your address or getting a statement of the total benefits you received in the last year. **Mark (X)** one method as your **first** choice and one as your **second** choice for each type of business.

| | An Automated Phone Service | An Agent on a National 800 Number | An Agent on a Local Phone Number | A Visit to a Local Office | Use an Online Service | E-mail | Regular Mail |
|--|----------------------------|-----------------------------------|----------------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| To change information on my Social Security records, I would prefer ... | | | | | | | |
| First choice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Second choice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To get information from my Social Security records, I would prefer ... | | | | | | | |
| First choice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Second choice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

23. Now we would like to know how you would define timely service when you do business with Social Security. First, when doing business on the **telephone**, please **mark (X)** the box that best describes the amount of time you think is reasonable to wait.

| A reasonable time for me to wait: | Less than 1 minute | 1 to 3 minutes | 4 to 5 minutes | 5 to 10 minutes | 11 to 20 minutes | More than 20 minutes |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| To speak to an employee on the phone is ... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| A reasonable time for me to wait: | Same day | Next day | About 2-3 days | About 1 week | About 2 weeks | More than 2 weeks |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| For an employee to call me back when I leave a phone message is ... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

24. When doing business **in person**, please **mark (X)** the box that best describes the amount of time you think is reasonable to wait.

| A reasonable time for me to wait: | Less than 5 minutes | 5 to 10 minutes | 11 to 20 minutes | 21 to 30 minutes | 31 to 45 minutes | More than 45 minutes |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| To be seen in an office without an appointment is ... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To be seen in an office with an appointment is ... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

25. When doing business on **a website or by e-mail**, please **mark (X)** the box that best describes the amount of time you think is reasonable to wait.

| A reasonable time for me to wait: | Same day | Next day | About 2-3 days | About 1 week | About 2 weeks | More than 2 weeks |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| To get a response when I ask a question on a website or by e-mail is ... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

PRIVACY OF YOUR PERSONAL INFORMATION

26. No matter how you choose to do business with us, in person, by telephone, or online, Social Security takes great care to protect your personal information. Based on your recent experience applying for retirement benefits, how confident are you that the information in your Social Security records is secure?

| Mark (X) one answer. | Very Confident | Somewhat Confident | Not Very Confident | Not at All Confident | No Opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| I would rate my level of confidence in the security of my Social Security records as... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

DOING BUSINESS ONLINE

27. Do you currently use the Internet?

Mark (X) ONLY one answer.

Yes

No → **SKIP to Question 37.**

28. How would you rate your level of experience using the Internet?

| Mark (X) one answer. | Very Experienced | Somewhat Experienced | Not Very Experienced | Not at All Experienced | No Opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| I would rate my level of experience using the Internet as ... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

29. How do you access the Internet? Do you use a:

Mark (X) all answers that apply.

Personal or laptop computer

Wireless handheld device (smartphone, iPad, etc.)

30. The list below describes different activities people can do on the Internet using a personal or laptop computer **or** a wireless handheld device. Please tell us whether you do each of the online activities listed below often, sometimes, or never using the type of device shown.

| Using a personal or laptop computer , I... | | | |
|--|--------------------------|--------------------------|--------------------------|
| Mark (X) one answer for each item. | Often | Sometimes | Never |
| Send e-mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Look for information online | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Make purchases online | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bank or pay bills online | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Use Facebook, Twitter, or other social networking site | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Using a wireless handheld device , I... | | | |
|--|--------------------------|--------------------------|--------------------------|
| Mark (X) one answer for each item. | Often | Sometimes | Never |
| Send e-mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Look for information online | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Make purchases online | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bank or pay bills online | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Use Facebook, Twitter, or other social networking site | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

31. Social Security offers a service called *My Social Security* (www.socialsecurity.gov/myaccount) where people can create a secure online account with a user name and password to conduct various types of business. For example, if they receive benefits people with an online account can change their address or direct deposit information, or get a statement of the monthly benefits they receive. Have you already created an online account with Social Security?

Mark (X) ONLY one answer.

- Yes → **SKIP to Question 37.**
- No

32. To create a secure online account, Social Security must verify your identity. In addition to providing your name and Social Security number, how comfortable would you be providing each item below in order to do business online with Social Security?

| Mark (X) one answer for each item. | Very Comfortable | Somewhat Comfortable | Not Very Comfortable | Not at all Comfortable | No Opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Your current address | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Your date of birth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Your phone number | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Part of your credit card number | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other personal information from your records, such as prior earnings or your Social Security payment amount. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

33. To verify your identity, Social Security would need to match the personal information you give against other records. Listed below are different kinds of records that Social Security could match with. How comfortable would you be with each?

| Mark (X) one answer for each item. | Very Comfortable | Somewhat Comfortable | Not Very Comfortable | Not at all Comfortable | No Opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Checking against Social Security's own records | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Checking against records from a private company, like a credit bureau | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

34. How likely would you be to create an online account for handling future Social Security business?

| Mark (X) one answer. | Very Likely | Somewhat Likely | Not Very Likely | Not at All Likely | No Opinion |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| For me, creating an online account with a user name and password for Social Security business is... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

35. What is the **main** reason why you **might be likely** to create an online account with Social Security?

Mark (X) ONLY one answer.

- Can take care of my business any time of day
- Don't have to wait to speak to someone, either on the phone or in person
- Don't have to travel to the office
- Can have all my records at hand or can look something up if I need to
- Some other reason you might use it **Please explain:** _____
- Can't think of any reason why I would use it

36. What is the **main** reason why you **might not be likely** to create an online account with Social Security?

Mark (X) ONLY one answer.

- Prefer to speak to a person
- Concerned about security and/or privacy of my information
- Problem with computer or Internet access
- Concerned completing online business might be too hard, complicated
- Some other reason you might not use it **Please explain:** _____
- Can't think of any reason why I wouldn't use it

A LITTLE MORE ABOUT YOU

37. Because of a medical condition, people sometimes need special accommodations to handle their Social Security business. When you do business with Social Security in person, on the telephone, or online, do you need them to provide special accommodations because of a medical condition?

Mark (X) ONLY one answer.

- Yes
- No → **SKIP to Question 40.**

38. Do you need special accommodations because of a:

Mark (X) all answers that apply.

- Physical limitation (for example, wheelchair access)
- Visual limitation (for example, large print or Braille documents)
- Deafness or difficulty hearing (for example, sign language interpreter or video relay)
- Other limitation (for example, a learning disability)

39. And for the final question, what is the highest level of education you have completed?

Mark (X) ONLY one answer.

- Not a high school graduate
- High school graduate or GED
- Trade/technical/vocational school graduate
- Some college
- Undergraduate degree
- Graduate degree or postgraduate training

40. If you have any comments about the service you received from Social Security for your application for retirement benefits, please provide them here:

Thank you for your time and attention with this survey. Please return the completed questionnaire in the enclosed postage-paid envelope as soon as possible to:

Social Security Survey
Contractor Name
Contractor Address

| | |
|--|--|
| <p>PRIVACY ACT STATEMENT</p> <p>The Social Security Administration is authorized to collect the information for this survey under Executive Order 12862, "Setting Customer Service Standards." Your response to these questions is strictly voluntary. The information you provide will be used to help us improve the service that we give you. Your response will not be disclosed to any other government or private agency.</p> | <p>PAPERWORK REDUCTION ACT STATEMENT</p> <p>This information collection meets the requirements of 44 U.S.C. § 3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 20 minutes to read the instructions, gather the facts and answer the questions. You may send comments on our time estimate above to: Social Security Administration, 6401 Security Blvd., Baltimore, MD 21235-6401. (<i>Send <u>only</u> comments relating to our time estimate to this address, not the completed form.</i>)</p> |
| <p>OMB CONTROL NO: 0960-0526 EXPIRATION DATE: November 2015</p> | |

FY 2014 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.

Stephanie Hall
Deputy Commissioner for Quality Performance
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,

Stephanie Hall
Deputy Commissioner for Quality Performance
Social Security Administration

Enclosures

Follow-up Post Card

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.

Stephanie Hall
Deputy Commissioner for Quality Performance
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,

Stephanie Hall
Deputy Commissioner for Quality Performance
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,

Stephanie Hall
Deputy Commissioner for Quality Performance
Social Security Administration