

Help Shape the Future of Customer Service at the Social Security Administration

Providing world-class customer service is a top priority at the Social Security Administration. Your opinion is very important to us, and will help shape how you conduct business with us in the next 10 to 15 years. The survey should take only a few minutes and responses are completely anonymous. Thank you for your time and participation.

1.) How would you prefer to conduct business with Social Security?

- Go online**
- Call a customer service representative**
- Visit a local office**

2.) If you do not prefer conducting business with us online, what is the main reason?

- Unaware of what services are available online**
- Privacy concerns**
- Uncomfortable using a computer to handle business matters**
- Other**

3.) If you were to conduct business online with Social Security, what type of device would you prefer to use?

- Personal computer or laptop**
- Wireless handheld device, like a cellular phone or tablet**
- Either type of device**

4.) If you needed help with our online services, would you prefer to use:

- Instant messaging with a customer service representative**
- A link to speak with a customer service representative by phone**
- A video service to speak with a customer service representative**

5.) If you are hesitant to conduct business online, would you feel more comfortable if the options in question number 4 were available to assist you?

- Yes**
- No**
- N/A**

6.) During what time of the day would you like to conduct business with Social Security?

- 6 am – 9 am**
- 9 am – 12 pm**
- 12 pm – 3 pm**
- 3 pm – 6 pm**
- 6 pm – 9 pm**
- 9 pm – 12 am**
- 12 am – 3 am**
- 3 am – 6 am**

7.) To access your personal Social Security information (e.g. estimated future benefits, status of applications, verification of current benefit amounts) would you prefer to:

- Go online**

"Paperwork Reduction Act Statement – 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 (OR participate in this focus group OR complete this telephone survey) unless we display a valid Office of Management and Budget control number. We estimate that it will take about 5 **minutes** to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401. **Send only comments relating to our time estimate to this address, not the completed form.**"

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Call a customer service representative
Visit a local office

8.) How would you want Social Security to notify you about important updates?

Email
Text alert
Regular mail
Phone Call

9.) What is your age?

18 - 24
25 - 34
35 - 44
45 - 54
55 - 64
65 or older

10.) Please indicate your approximate yearly household income before taxes.

Under \$25,000
\$25,000 - \$49,999
\$50,000 - \$74,999
\$75,000 - \$99,999
Over \$100,000

Thank you for taking the time to participate in our survey. If you would like to share your thoughts and ideas about how Social Security should serve America in 2025, you can find a link to the online discussion forum on the Vision 2025 website at www.socialsecurity.gov/vision2025/.

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