

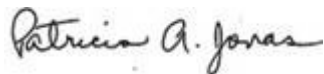
**my Social Security Office Visitor Survey - Prenotice Postcard**

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 of the service we provided for your recent business.

In a few days, you will receive a short questionnaire in the mail from *[Contractor Name]*, who is conducting this survey for Social Security. When you receive their envelope, we hope that you will take the time to answer our questions and tell us what you think of our service.

We look forward to hearing your opinions.

A handwritten signature in cursive script that reads "Patricia A. Jonas".

Patricia A. Jonas  
Deputy Commissioner  
Office of Analytics, Review, and Oversight  
Social Security Administration

**my Social Security Office Visitor Survey – Initial Cover Letter**

Dear Social Security Customer:

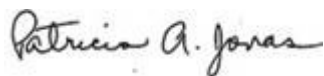
As noted in our recent postcard, Social Security is conducting a survey to find out how well we served you during your recent visit to a local Social Security office. We ask that you take a few minutes to fill out the enclosed questionnaire and return the form as soon as possible in the postage-paid envelope provided. **(Please do not put any personal information related to Social Security business in the envelope with your completed survey.)**

Please be assured that *[Contractor Name]*, 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](http://www.socialsecurity.gov) or call our toll-free information line at 1-800-772-1213 (TTY 1-800-325-0778).

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

Sincerely,



Patricia A. Jonas  
Deputy Commissioner  
Office of Analytics, Review, and Oversight  
Social Security Administration

Enclosures

**my Social Security Office Visitor Survey – Follow-up Postcard**

Dear Social Security Customer:

About a week ago we sent you a survey form asking for your opinion of the service you received for your recent business with Social Security.

- **If you have already mailed back your completed survey**, thank you for your quick response.
- **If not**, please take 10 minutes now to complete and return the survey in the postage-paid envelope provided.
- **If you no longer have the survey**, you don't need to do anything. *[Contractor Name]*, who is conducting the survey for us, will be mailing another form to you shortly.

Thank you for your help with this survey.

Patricia A. Jonas  
Deputy Commissioner  
Office of Analytics, Review, and Oversight  
Social Security Administration

**my Social Security Office Visitor Survey – Follow-up Cover Letter**

Dear Social Security Customer:

A few weeks ago we sent you a survey form to find out how well we served you when you visited a Social Security local office. We haven't yet heard from you and it's important that we gather opinions from as many people as possible. If you have already mailed in your completed survey form, please discard this letter. We sincerely appreciate your help and we look forward to receiving your response.

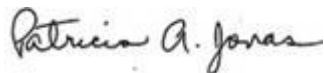
However, if you have not yet had time to fill out and return your survey, please take a few minutes right now to do that. The form is short and takes less than 10 minutes to complete. In case you misplaced the survey, we have enclosed another copy along with a postage-paid return envelope. **(Please do not put any information related to Social Security business in the envelope with your completed survey.)**

Please be assured that *[Contractor Name]*, 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](http://www.socialsecurity.gov) or call our toll-free information line at 1-800-772-1213 (TTY 1-800-325-0778).

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

Sincerely,



Patricia A. Jonas  
Deputy Commissioner  
Office of Analytics, Review, and Oversight  
Social Security Administration

Enclosures

