



|                    |                         |  |  |
|--------------------|-------------------------|--|--|
| <b>Model Name</b>  | SSA MySSA V3            | <del>Red &amp; Strike-Through:</del> Delete  |  |
| <b>Model ID</b>    | FtssMMEVVU58x8hxFYwdg4C | <u>Underlined &amp; Italicized:</u> Re-order |  |
| <b>Partitioned</b> | Yes - 2 MQ              | Pink: Addition                               |  |
| <b>Date</b>        | 8/19/2019               | Blue: Rework                                 |  |

|    | Label                                      | Element Questions   | Label | Satisfaction Questions  | Label | Future Behaviors  |
|----|--|---|-------|---|-------|---|
|    |  | <b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>                                    |       | <b>Satisfaction</b>   |       | <b>Recommend (1=Very Unlikely, 10=Very Likely)</b>  |
| 1  | Site Performance - Speed                   | Please rate the <b>speed</b> that pages and content loaded for you.                           | 16    | <b>Satisfaction - Overall</b><br>What is your <b>overall satisfaction</b> with this application?<br>(1=Very Dissatisfied, 10=Very Satisfied)        | 19    | <b>Recommend</b><br>How likely are you to <b>recommend</b> this application to someone else?                |
| 2  | Site Performance - Completeness            | Please rate the consistency of <b>complete loading</b> of pages and content.                  | 17    | <b>Satisfaction - Expectations</b><br>How well does this application <b>meet your expectations</b> ?<br>(1=Falls Short, 10=Exceeds)                 |       | <b>Use Other Online Services (1=Very Unlikely, 10=Very Likely)</b>  |
| 3  | Site Performance -Responsiveness           | Please rate the <b>responsiveness</b> of the pages to your actions.                           | 18    | <b>Satisfaction - Ideal</b><br>How does this application <b>compare to your idea of an ideal application</b> ?<br>(1=Not Very Close, 10=Very Close) | 20    | <b>Use Other Online Services</b><br>How likely are you to <b>use other Social Security</b> online services? |
|    |  | <b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>                                       |       |   |       |   |
| 4  | Look and Feel - Appeal                     | Please rate the <b>visual appeal</b> of the pages that you visited.                           |       |   |       |   |
| 5  | Look and Feel - Spacing                    | Please rate the <b>spacing</b> between items on the pages that you visited.                   |       |   |       |   |
| 6  | Look and Feel - Readability                | Please rate the <b>legibility</b> of the pages that you visited.                              |       |   |       |   |
|    |  | <b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>  |       |   |       |   |
| 7  | Navigation - Ease                          | Please rate the <b>ease of finding</b> what you were looking for.                             |       |   |       |   |
| 8  | Navigation - Layout                        | Please rate the <b>page layout</b> on displaying content and links where you could find them. |       |   |       |   |
| 9  | Navigation - Links                         | Please rate the <b>links</b> on taking you where you needed to go.                            |       |   |       |   |
|    |  | <b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>                                    |       |   |       |   |
| 10 | Site Information - Relevance               | Please rate the <b>relevance</b> to your interests of the information that you found.         |       |   |       |   |
| 11 | Site Information - Thoroughness            | Please rate the <b>thoroughness</b> of the information that you found.                        |       |   |       |   |
| 12 | Site Information - Readability             | Please rate the <b>readability</b> of the information that you found.                         |       |   |       |   |
|    |  | <b>Account Management (1=Poor, 10=Excellent, Don't Know)</b>                                  |       |   |       |   |
| 13 | Account Management - Simplicity            | Please rate the <b>simplicity</b> of account management on this site.                         |       |   |       |   |
| 14 | Account Management - Efficiency            | Please rate the <b>efficiency</b> of account management on this site.                         |       |   |       |   |
| 15 | Account Management - Essential Information | Please rate the presentation of <b>essential account information</b> .                        |       |   |       |   |

SSA My Social Security v2 CUSTOM QUESTION LIST

| QID        | Skip Logic Label | Question Text   | AnswerIDs (DOT)  | Answer Choices (limited to 50 characters)  | Skip to                   | Type (select from list)       | Required Y/N | Special Instructions          | CQ Label                      |
|------------|------------------|---|--|--|---------------------------|-------------------------------|--------------|-------------------------------|-------------------------------|
| STE0123737 |                  | From where did you connect to SSA today?  |  | At home<br>In office / place of employment<br>At a Friend or Relative's place<br>Public Library<br>Social Security Office<br>Social Security Kiosk<br>Other Agency<br>Other  |                           | Radio button, one-up vertical | Y            |                               | From Where Connected with SSA |
| CAS0045388 |                  | How did you learn about <i>my</i> Social Security? (Check all that apply.)                    | CAS0045388A022<br>CAS0045388A023<br>CAS0045388A024<br>CAS0045388A009<br>CAS0045388A017<br>CAS0045388A006<br>CAS0045388A015<br>CAS0045388A016<br>CAS0045388A019<br>CAS0045388A020<br>CAS0045388A021<br>CAS0045388A004 | Official Social Security website (www.ssa.gov)<br>Browsing SSA.gov's informational webpages<br>Social Security's Frequently Asked Questions (FAQs)<br>The "Manage Your Benefits with a <i>my</i> Social Security account" page<br>An email reminder from Social Security<br>Social Security Statement that I received in the mail<br>A general web search (e.g., Google, Bing, etc.)<br>Social media (e.g., Facebook, Twitter, blog, etc.)<br>Friend, spouse, relative, neighbor, or acquaintance<br>Social Security employee<br>Community group or association<br>Government agency other than Social Security (e.g., State, Federal)<br>Other, please explain  |                           | check box, one up             | Y            | Skip Logic Group<br>Randomize | Learn about                   |
| CAS0045390 | B                | How did you learn about <i>my</i> Social Security?  |  |  |                           | Text area, no char limit      | N            | Skip Logic Group              | OPS Learn about               |
| HAR0069569 |                  | How often do you access (or plan to access) your <i>my</i> Social Security account?           |  | Once a year<br>Once every six months<br>Once every three months<br>Once a month<br>More than once a month<br>Not sure  |                           | Radio button, one up vertical | Y            |                               | Access Frequency - NEW        |
| BJL1506    |                  | Are you currently receiving cash benefits?  | BJL1506A01   | Yes, I recently applied<br>No, I am taking Medicare Only<br>No, I am not receiving cash benefits   | A                         | Radio button, one-up vertical | Y            | Skip Logic Group              | Cash Benefits                 |
| RUS0166831 | A                | What type of benefits are you receiving? (Check all that apply)                               | BJL1506A06   | I don't know or prefer not to answer<br>Retirement<br>Disability<br>Spouses<br>Survivors<br>Supplemental Security Insurance  |                           | Check box, one up vertical    | N            | Skip Logic Group              | Benefit Type                  |
| CAS0045395 |                  | What is your reason for visiting <i>my</i> Social Security today? (Check all that apply)      | CAS0045395A001<br>CAS0045395A002<br>CAS0045395A003<br>CAS0045395A004<br>CAS0045395A005<br>CAS0045395A006<br>CAS0045395A009<br>CAS0045395A010<br>CAS0045395A011   | To get a Benefit Verification Letter<br>To view my Benefits and Payment Details<br>To enroll in or update my direct deposit<br>To change my address with SSA<br>To print or view my online Social Security Statement<br>To make sure my earnings record is correct<br>To replace my Social Security Card <i>or get a new card</i><br>To check the Status of my recently filed application for benefits<br>To learn about the benefits to which I might be entitled<br>To apply only for Social Security or Medicare Only benefits<br>To request a replacement SSA-1099 (or SSA-10425) for tax purposes<br>To add Extra Security to my online account<br>Just curious - wanted to see what information was contained in my Social Security account<br>Other Reason for visiting today | B<br>A<br>X,M,N<br>K<br>Z | check box one up vertical     | Yes          | Skip Logic Group              | Primary Reason                |
| CAS0045407 | A                | How often do you review your online Social Security Statement?                                | CAS0045407A001<br>CAS0045407A003<br>CAS0045407A004<br>CAS0045407A005   | This is my first time<br>At least once a year<br>Every 6 months<br>Every 3 months or more frequently   | AA                        | check box one up vertical     | Y            | Skip Logic Group              | Freq View Statement           |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) | CAS0045409A001<br>CAS0045409A002<br>CAS0045409A003<br>CAS0045409A004<br>CAS0045409A005<br>CAS0045409A006<br>CAS0045409A007<br>CAS0045409A008<br>CAS0045409A009   | Medicare<br>Medicaid<br>State or Local Department of Social Services<br>HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing<br>USDA - SNAP (Food Stamps)<br>Department of Veterans Affairs<br>IRS<br>Court<br>Want a copy for personal use<br>Bank or financial institution<br>Education-related<br>Medical-related<br>Healthcare signup and/or verification<br>Requesting a Retirement Visa from another country<br>Other agency or program   |                           | check box vertical one up     | Y            | skip logic group              | Agency Need                   |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?              |  |  |                           | Text area, no Char limit      | N            | Skip Logic Group              | OPS Other Agency              |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today:                               |  |  |                           | Text area, no Char limit      | N            | Skip Logic Group              | OPS Primary Reason            |
| CAS0076487 | K                | Please select the response that best reflects the action you took:                            |  | Viewed my SSA 1099 (or 1042S)<br>Viewed and printed my SSA 1099 (or SSA 1042S)<br>Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed<br>Other  |                           | Radio button, one-up vertical | Y            | Skip Logic Group              | SSA 1099 Action               |
|            |                  |   |  |  | L<br>KK                   |                               |              |                               |                               |

SSA My Social Security v2 CUSTOM QUESTION LIST

| QID        | Skip Logic Label | Question Text  | AnswerIDs (DOT)  | Answer Choices (limited to 50 characters)   | Skip to         | Type (select from list)        | Required Y/N | Special Instructions                 | CQ Label                           |
|------------|------------------|--|--|---|-----------------|--------------------------------|--------------|--------------------------------------|------------------------------------|
| CAS0076488 | L                | Please explain why you requested a copy to be mailed since it was available for viewing and printing online.                         |  |   |                 | Text area, no Char limit       | N            | Skip Logic Group                     | Why Request 1099                   |
| CAS0076467 | KK               | What action did you take?  |  |   |                 | Text area, no Char limit       | N            | Skip Logic Group                     | OPS SSA 1099 Action                |
|            | X                | Do you plan to replace your SSN card online through ISSNRC (Internet Social Security Number Replacement Card)?                       |  | Yes<br>No, this service is not yet available in my state<br>No, I prefer to go to a field office<br>I am not aware of this service<br>Don't know  |                 | Radio button, one up vertical  | Y            | Skip Logic Group                     | Plan to Replace                    |
|            | M                | For which purpose or program do you need a replacement SSN Card? (Check all that apply)  |  | Proof of identity<br>Tax purposes<br>Education-related<br>Required for my job<br>Passport<br>Bank or financial institution<br>Income assistance<br>Other (Please specify)   | MM              | checkbox vertical, one up      | Y            | Skip Logic Group                     | Purpose for SSN Card               |
|            | MM               | Please explain for which purpose or program you need a replacement SSN card.   |  |   |                 | Text area, no Char limit       | N            | Skip Logic Group                     | OPS Purpose Other                  |
|            | N                | Which best describes why you are applying for a replacement SSN card?  |  | My original card was lost or stolen<br>My original card was not lost or stolen but someone else (e.g., family member) is holding it<br>Never had an SSN card<br>Other (Please specify)  | NN              | Radio button, one up vertical  | Y            | Skip Logic Group                     | Why Applying for SSN Card          |
| CAS0045398 | NN               | Please explain why you are applying for a replacement SSN card.<br>Did you register for your my Social Security online or in person? | CAS0045398A001<br>CAS0045398A002<br>CAS0045398A003<br>CAS0045398A004   | Registered online on my first attempt<br>Registered online after prior unsuccessful attempts<br>Registered with in-person assistance from my local SSA office<br>Registered using the SSA Express<br>Not sure or don't remember                     | A<br>A,B<br>A,C | Radio button, one-up vertical  | Y            | Skip Logic Group<br>Skip Logic Group | OPS Why Applying<br>How Registered |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration  | CAS0045399A001<br>CAS0045399A002<br>CAS0045399A003   | Less than 15 minutes<br>More than 15 but less than 30 minutes<br>30 minutes or more   |                 | Radio button, one-up vertical  | Y            | Skip Logic Group                     | Reg Time                           |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?   | CAS0045400A001<br>CAS0045400A002<br>CAS0045400A003   | One<br>Two<br>Three or more   |                 | Radio button, one-up vertical  | Y            | Skip Logic Group                     | Reg Attempts                       |
| CAS0045410 | C                | Why did you decide to register in-person?  |  | I was unsuccessful registering online and was required to do so in-person<br>I preferred registering for a my Social Security account in-person at my SSA office<br>Employee offered the option for me to register for a my Social Security account | CC<br>CC<br>CC  | Radio button, one-up vertical  | Y            | Skip Logic Group                     | Reg In person                      |
| CAS0045401 | CC               | Please describe your in-person registration experience.  |  |   |                 | Text area, no char limit       | N            | Skip Logic Group                     | OE In-person Experience            |
| CAS0045411 |                  | Did you request to add Extra Security to your account?   | CAS0045411A001<br>CAS0045411A002<br>CAS0045411A003<br>CAS0045411A004   | Yes<br>No<br>I tried but was unsuccessful<br>I don't know   |                 | Radio button, one-up vertical  | Y            |                                      | Xtra Security Reg                  |
| KAU0126773 |                  | Was it easy to create a my Social Security account?  |  | Yes<br>No   | A               | Radio button, one-up vertical  | Y            | Skip Logic Group                     | Easy Create Account                |
| KAU0126790 | A                | Please tell us why it was not easy to create a my Social Security account.   |  |   |                 | Text area, no char limit       | N            | Skip Logic Group                     | OE Easy Create Account             |
| CAS0045413 |                  | Did you find the instructions for creating a username, password and registering a second factor to be clear?                         | CAS0045413A001<br>CAS0045413A002<br>CAS0045413A003   | Yes<br>Partially<br>No  | A<br>A          | Radio button, one-up vertical  | Y            | Skip Logic Group<br>Skip Logic Group | Instructions Understand            |
| CAS0045414 | A                | Please explain what was not clear about any of the instructions.   |  |   |                 | Text area, no char limit       | N            | Skip Logic Group                     | OE Instructions                    |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?   | CAS0045415A001<br>CAS0045415A002   | Yes<br>No   |                 | Radio button, one-up vertical  | Y            |                                      | Security Policies                  |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?                | CAS0045424A001<br>CAS0045424A002   | No<br>Yes   | A               | Radio Button, One-up           | Y            | Skip Logic Group                     | Security Concerns                  |
| CAS0045425 | A                | Please describe your security concerns.  |  |   |                 | Text area, no char limit       | N            | Skip Logic Group                     | OE Security Concern                |
| KAU0126791 |                  | Was it easy to sign in to your my Social Security account?   |  | Yes<br>No   | A               | Radio button, one up           | Y            | Skip Logic Group                     | Easy Sign In                       |
| KAU0126792 | A                | What did you find difficult about signing in to your my Social Security account?   |  |   |                 | Text area, no char limit       | N            | Skip Logic Group                     | OE Easy Sign In                    |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?            | CAS0045422A001<br>CAS0045422A002   | Yes<br>No   | A,B             | Radio button, one up           | Yes          | Skip Logic Group<br>Skip Logic Group | Ability to Accomplish              |
| CAS0045426 | A                | What specifically were you trying to accomplish?   |  |   |                 | Text area, no char limit       | N            | Skip Logic                           | OE Trying to accomplish            |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)             | CAS0045427A001<br>CAS0045427A002<br>CAS0045427A003<br>CAS0045427A004<br>CAS0045427A005<br>CAS0045427A006<br>CAS0045427A008 | Return online and try again<br>Send an e-mail to Social Security<br>Call Social Security's 800 number<br>Call a local Social Security office<br>Visit a local Social Security office<br>Take no action<br>Other, please specify                     |                 | Check box vertical             | Y            | Skip Logic<br>Skip Logic             | Do Next                            |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.  |  |   | BB              | Text area, no char limit       | N            |                                      | OPS Do Next                        |
| CAS0045373 |                  | Was the information in your my Social Security account clear to you?   | CAS0045373A001<br>CAS0045373A002   | Yes<br>No   | A               | radial button, one up vertical | Y            | skip logic                           | AccountClarity                     |
| CAS0045374 | A                | Please tell us what information or instructions were not clear   |  |   |                 | Text area, no Char limit       | N            | Skip Logic Group                     | OE Account Clarity                 |
| STE0093222 |                  | Did you use the "Get Help" button or "Call Back" button during your visit today?   |  | Yes, I used the "Get Help" button only<br>Yes, I used the "Call Back" button only<br>Yes, I used both the "Get Help" button and "Call Back" button<br>No, I used neither  |                 | Radio button, one up vertical  | Y            |                                      | Get Help Button or Call Back       |

Err:508  
 SSA My Social Security v2  
 Err:508 R9JQtMNI09w1VJAZFsVYQ4C  
 Partitioned Yes 2/8/2012

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

SSA My Social Security v2 CUSTOM QUESTION LIST

| QID        | Skip Logic Label | Question Text   | Answer Choices (limited to 50 characters)  | Skip to     | Type (select from list)       | Required Y/N | Special Instructions                                  | CQ Label                       |
|------------|------------------|---|--|-------------|-------------------------------|--------------|---|--------------------------------|
| STE0123756 |                  | How did you connect to Social Security today?   | Desktop<br>Laptop<br>Smartphone<br>Tablet  |             | Radio button, one-up vertical | Y            |   | How Connected with SSA         |
| STE0123737 |                  | From where did you connect to SSA today?  | At home<br>In office / place of employment<br>At a Friend or Relative's place<br>Public Library<br>Social Security Office<br>Social Security Kiosk<br>Other Agency<br>Other  | A<br>B<br>C | Radio button, one-up vertical | Y            | Skip Logic Group                                      | From Where Connected with SSA  |
| STE0123757 | A                | Did you connect through a unique Social Security icon featured on the computer's desktop? | Yes<br>No  | AA          | Radio button, one-up vertical | Y            | Skip Logic Group                                      | Use SSA Icon                   |
| STE0123758 | AA               | How did you link to the SSA website?  |  |             | Text area, no char limit      | N            | Skip Logic Group                                      | OE_How Linked to SSA (library) |
| STE0123738 | B                | Please describe the location.   |  |             | Text area, no char limit      | N            | Skip Logic Group                                      | OE_Location of Kiosk           |
| STE0123739 | C                | Please tell us how and from where you connected with SSA during your visit today:         |  |             | Text area, no char limit      | N            | Skip Logic Group                                      | OPS_How Connected with SSA     |
| CAS0045388 |                  | How did you learn about my Social Security? (Check all that apply.)                       | Official Social Security website (www.ssa.gov)<br>Browsing SSA.gov's informational webpages<br>Social Security's Frequently Asked Questions (FAQs)<br>The "Manage Your Benefits with a my Social Security account" page<br>An email reminder from Social Security<br>Social Security Statement that I received in the mail<br>A general web search (e.g., Google, Bing, etc.)<br>Radio or television ad<br>A newspaper or magazine article or ad<br>An online ad on another website (e.g., banner, image, etc.)<br>Social media (e.g., Facebook, Twitter, blog, etc.)<br>Friend, spouse, relative, neighbor, or acquaintance<br>Social Security employee<br>Community group or association<br>Government agency other than Social Security (e.g., State, Federal)<br>Billboard ad<br>Other, please explain | B           | check box, one up             | Y            | Skip Logic Group<br>Randomize<br>Anchor answer choice | Learn about                    |
| CAS0045390 | B                | How did you learn about my Social Security?   |  |             | Text area, no char limit      | N            | Skip Logic Group                                      | OPS_Learn about                |
| HAR0069569 |                  | How often do you access (or plan to access) your my Social Security account?              | Once a year<br>Once every six months<br>Once every three months<br>Once a month<br>More than once a month<br>Not sure  |             | Radio button, one up vertical | Y            |   | Access Frequency - NEW         |
| BJL1506    |                  | Are you currently receiving cash benefits?  | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors) recently applied<br>Yes, I am receiving Supplemental Security Income (SSI)<br>Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)<br>I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI<br>I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet<br>No, I am not eligible to receive monthly benefits or Medicare at this time<br>Yes, I recently applied<br>No, I am taking Medicare Only coverage -- no cash benefits<br>No, I am not receiving cash benefits  | A           | Radio button, one-up vertical | Y            | Skip Logic Group                                      | Cash Benefits                  |

SSA My Social Security v2 CUSTOM QUESTION LIST

| QID        | Skip Logic Label | Question Text   | Answer Choices (limited to 50 characters)   | Skip to    | Type (select from list)       | Required Y/N | Special Instructions | CQ Label                                   |
|------------|------------------|---|---|------------|-------------------------------|--------------|----------------------|--|
|            | <b>A</b>         | What type of benefits are you receiving? (Check all that apply)                               | I don't know or prefer not to answer<br>Retirement<br>Disability<br>Spouses<br>Survivors<br>Supplemental Security Insurance |            | Check box, one up vertical    | N            | Skip Logic Group     | Benefit Type                               |
| CAS0045395 |                  | What is your reason for visiting my Social Security today? (Check all that apply)             | To get a Benefit Verification Letter  | <b>B</b>   | check box one up vertical     | Yes          | Skip Logic Group     | Primary Reason                             |
|            |                  |   | To view my Benefits and Payment Details   |            |                               |              |                      |  |
|            |                  |   | To enroll in or update my direct deposit  |            |                               |              |                      |  |
|            |                  |   | To change my address with SSA   |            |                               |              |                      |  |
|            |                  |   | To print or view my online Social Security Statement  | <b>A,G</b> |                               |              |                      |  |
|            |                  |   | To make sure my earnings record is correct  |            |                               |              |                      |  |
|            |                  |   | To replace my Social Security Card  |            |                               |              |                      |  |
|            |                  |   | To check the Status of my recently filed online application for benefits  |            |                               |              |                      |  |
|            |                  |   | To learn about the benefits to which I might be entitled  |            |                               |              |                      |  |
|            |                  |   | To use SSA's Retirement Estimator   | <b>D,E</b> |                               |              |                      |  |
|            |                  |   | To use SSA's other online benefit calculators   | <b>F,G</b> |                               |              |                      |  |
|            |                  |   | To apply only for Social Security or Medicare Only benefits   |            |                               |              |                      |  |
|            |                  |   | To request a replacement SSA-1099 (or SSA-10425) for tax purposes   | <b>K</b>   |                               |              |                      |  |
|            |                  |   | To add Extra Security to my online account  |            |                               |              |                      |  |
|            |                  |   | Just curious – wanted to see what information was contained in my Social Security account                                   |            |                               |              |                      |  |
|            |                  |   | Other Reason for visiting today   | <b>Z</b>   |                               |              |                      |  |
| CAS0045407 | <b>A</b>         | How often do you review your online Social Security Statement?                                | This is my first time   | <b>AA</b>  | check box one up vertical     | Y            | Skip Logic Group     | Freq View Statement                        |
|            |                  |   | At least once a year  |            |                               |              |                      |  |
|            |                  |   | Every 6 months  |            |                               |              |                      |  |
|            |                  |   | Every 3 months or more frequently   |            |                               |              |                      |  |
|            |                  |   | Every 3 months  |            |                               |              |                      |  |
|            |                  |   | Once a month  |            |                               |              |                      |  |
|            |                  |   | More frequently than once a month   |            |                               |              |                      |  |
| CAS0045408 | <b>AA</b>        | Do you plan to view your Social Security Statement online again?                              | Yes   |            | radio button one up vertical  |              | skip logic group     | Plan to View State again                   |
|            |                  |   | No  |            |                               |              |                      |  |
| CAS0045409 | <b>B</b>         | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) | Medicare  |            | check box vertical one up     | Y            | skip logic group     | Agency Need                                |
|            |                  |   | Medicaid  |            |                               |              |                      |  |
|            |                  |   | State or Local Department of Social Services  |            |                               |              |                      |  |
|            |                  |   | HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing   |            |                               |              |                      |  |
|            |                  |   | USDA - SNAP (Food Stamps)   |            |                               |              |                      |  |
|            |                  |   | Department of Veterans Affairs  |            |                               |              |                      |  |
|            |                  |   | IRS   |            |                               |              |                      |  |
|            |                  |   | Court   |            |                               |              |                      |  |
|            |                  |   | Want a copy for personal use  |            |                               |              |                      |  |
|            |                  |   | Bank or financial institution   |            |                               |              |                      |  |
|            |                  |   | Education-related   |            |                               |              |                      |  |
|            |                  |   | Medical-related   |            |                               |              |                      |  |
|            |                  |   | Healthcare signup and/or verification   |            |                               |              |                      |  |
|            |                  |   | Requesting a Retirement Visa from another country   |            |                               |              |                      |  |
|            |                  |   | Other agency or program   | <b>BB</b>  |                               |              |                      |  |
| CAS0045396 | <b>BB</b>        | Which "other" agency or program requested your Benefit Verification information?              |   |            | Text area, no Char limit      | N            | Skip Logic Group     | OPS_Other Agency                           |
| CAS0045397 | <b>Z</b>         | Please tell us what your primary reason was for visiting today:                               |   |            | Text area, no Char limit      | N            | Skip Logic Group     | OPS_Primary Reason                         |
| CAS0073009 | <b>C</b>         | Did you use the Retirement Estimator before visiting your my Social Security account today?   | Yes   |            | Radio button, one up vertical | Y            | Skip Logic Group     | Use RE                                     |
|            |                  |   | No  |            |                               |              |                      |  |
| CAS0073010 | <b>H</b>         | Did you have difficulty navigating between my Social Security and the Retirement Estimator?   | Yes   |            | Radio button, one up vertical | Y            | Skip Logic Group     | Difficulty Navigating Between mySSA and RE |
|            |                  |   | No  |            |                               |              |                      |  |

SSA My Social Security v2 CUSTOM QUESTION LIST

| QID        | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)   | Skip to    | Type (select from list)       | Required Y/N | Special Instructions | CQ Label                                      |
|------------|------------------|--|---|------------|-------------------------------|--------------|----------------------|---|
| CAS0073011 | J                | Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator.   |   |            | Text area, no Char limit      | N            | Skip Logic Group     | OE_Difficulty Navigating Between mySSA and RE |
| CAS0073012 | I                | Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?     | Yes   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Plan to Use RE                                |
|            |                  |  | No  |            |                               |              |                      |   |
| CAS0073013 | D                | Did you have trouble finding the Retirement Estimator?   | Yes   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Trouble Finding RE                            |
|            |                  |  | No  |            |                               |              |                      |   |
| CAS0073014 | E                | Did you expect to find the Retirement Estimator within your my Social Security account?                      | Yes   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Expect to Find RE in mySSA                    |
|            |                  |  | No  |            |                               |              |                      |   |
| CAS0073015 | F                | Did you have trouble finding the other online benefit calculators?   | Yes   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Trouble Finding Calculators                   |
|            |                  |  | No  |            |                               |              |                      |   |
| CAS0073016 | G                | Did you expect to find the other online benefit calculators within your my Social Security account?          | Yes   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Expect to Find Calculators in mySSA           |
|            |                  |  | No  |            |                               |              |                      |   |
| CAS0076487 | K                | Please select the response that best reflects the action you took:   | Viewed my SSA 1099 (or 1042S)   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | SSA 1099 Action                               |
|            |                  |  | Viewed and printed my SSA 1099 (or SSA 1042S)                                       |            |                               |              |                      |   |
|            |                  |  | Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed          | L          |                               |              |                      |   |
|            |                  |  | Other   | KK         |                               |              |                      |   |
| CAS0076488 | L                | Please explain why you requested a copy to be mailed since it was available for viewing and printing online. |   |            | Text area, no Char limit      | N            | Skip Logic Group     | Why Request 1099                              |
| CAS0076467 | KK               | What action did you take?  |   |            | Text area, no Char limit      | N            | Skip Logic Group     | OPS_SSA 1099 Action                           |
| CAS0045398 |                  | Did you register for your my Social Security online or in person?  | Registered online on my first attempt   | A          | Radio button, one-up vertical | Y            | Skip Logic Group     | How Registered                                |
|            |                  |  | Registered online after prior unsuccessful attempts                                 | A,B        |                               |              |                      |   |
|            |                  |  | Registered with in-person assistance from my local SSA office                       | A,C        |                               |              |                      |   |
|            |                  |  | Registered using the SSA Express Kiosk  | A2, A3, A4 |                               |              |                      |   |
|            |                  |  | Not sure or don't remember  |            |                               |              |                      |   |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                      | Less than 15 minutes  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Reg Time                                      |
|            |                  |  | More than 15 but less than 30 minutes   |            |                               |              |                      |   |
|            |                  |  | 30 minutes or more  |            |                               |              |                      |   |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?                                       | One   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Reg Attempts                                  |
|            |                  |  | Two   |            |                               |              |                      |   |
|            |                  |  | Three or more   |            |                               |              |                      |   |
| CAS0045410 | C                | Why did you decide to register in-person?  | I was unsuccessful registering online and was required to do so in-person           | CC         | Radio button, one-up vertical | Y            | Skip Logic Group     | Reg In person                                 |
|            |                  |  | I preferred registering for a my Social Security account in-person at my SSA office | CC         |                               |              |                      |   |
|            |                  |  | Employee offered the option for me to register for a my Social Security account     | CC         |                               |              |                      |   |
| CAS0045401 | CC               | Please describe your in-person registration experience.  |   |            | Text area, no char limit      | N            | Skip Logic Group     | OE_In-person Experience                       |
| STE0123759 | A2               | Why did you register using the SSA Express Kiosk?  | It was more convenient  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | EK Use  |
|            |                  |  | It was faster   |            |                               |              |                      |   |
|            |                  |  | Online video assistance was available   |            |                               |              |                      |   |
|            |                  |  | Other   |            |                               |              |                      |   |
| STE0123761 | A3               | Did you register using the SSA Express Kiosk with or without assistance?                                     | Registered without assistance   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | EK Assistance                                 |
|            |                  |  | Registered with in-person assistance  |            |                               |              |                      |   |
|            |                  |  | Registered with video assistance  |            |                               |              |                      |   |

SSA My Social Security v2 CUSTOM QUESTION LIST

| QID        | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)   | Skip to | Type (select from list)             | Required Y/N | Special Instructions        | CQ Label                     |
|------------|------------------|--|---|---------|-------------------------------------|--------------|-----------------------------|------------------------------|
| STE0123741 | A4               | <del>Please describe your SSA Express Kiosk registration experience:</del>   |   |         | <del>Text area, no char limit</del> | N            | <del>Skip Logic Group</del> | <del>EK Experience</del>     |
| CAS0045411 |                  | Did you (register) request to add Extra Security to your account?  | Yes<br>No<br>I tried but was unsuccessful<br>I don't know   |         | Radio button, one-up vertical       | Y            |                             | Xtra Security Reg            |
| KAU0126773 |                  | Was it easy to create a my Social Security account?  | Yes<br>No   | A       | Radio button, one-up vertical       | Y            | Skip Logic Group            | Easy Create Account          |
| KAU0126790 | A                | Please tell us why it was not easy to create a my Social Security account.   |   |         | Text area, no char limit            | N            | Skip Logic Group            | OE_Easy Create Account       |
| CAS0045413 |                  | <del>Did you understand all of my Social Security's instructions for creating a username and password?</del><br>Did you find the instructions for creating a username, password and registering a second factor to be clear? | Yes<br>Partially<br>No  | A<br>A  | Radio button, one-up vertical       | Y            | Skip Logic Group            | Instructions Understand      |
| CAS0045414 | A                | <del>Please explain what you did not understand about my Social Security's (registration) instructions for creating a username and password. Please explain what was not clear about any of the instructions.</del>          |   |         | Text area, no char limit            | N            | Skip Logic Group            | OE_Instructions              |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?   | Yes<br>No   |         | Radio button, one-up vertical       | Y            |                             | Security Policies            |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?  | No<br>Yes   | A       | Radio Button, One-up                | Y            | Skip Logic Group            | Security Concerns            |
| CAS0045425 | A                | Please describe your security concerns.  |   |         | Text area, no char limit            | N            | Skip Logic Group            | OE_Security Concern          |
| KAU0126791 |                  | Was it easy to sign in to your my Social Security account?   | Yes<br>No   | A       | Radio button, one up                | Y            | Skip Logic Group            | Easy Sign In                 |
| KAU0126792 | A                | What did you find difficult about signing in to your my Social Security account?   |   |         | Text area, no char limit            | N            | Skip Logic Group            | OE_Easy Sign In              |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?  | Yes<br>No   | A,B     | Radio button, one up                | Yes          | Skip Logic Group            | Ability to Accomplish        |
| CAS0045426 | A                | What specifically were you trying to accomplish?   |   |         | Text area, no char limit            | N            | Skip Logic                  | OE_Trying to accomplish      |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)   | Return online and try again<br>Send an e-mail to Social Security<br>Call Social Security's 800 number<br>Call a local Social Security office<br>Visit a local Social Security office<br>Take no action<br>Other, please specify | BB      | Check box vertical                  | Y            | Skip Logic                  | Do Next                      |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.  |   |         | Text area, no char limit            | N            |                             | OPS_Do Next                  |
| CAS0045373 |                  | Was the information in your my Social Security account clear to you?   | Yes<br>No   | A       | radial button, one up vertical      | Y            | skip logic                  | AccountClarity               |
| CAS0045374 | A                | Please tell us what information or instructions were not clear   |   |         | Text area, no Char limit            | N            | Skip Logic Group            | OE_Account Clarity           |
| STE0093222 |                  | Did you use the "Get Help" button or "Call Back" button during your visit today?   | Yes, I used the "Get Help" button only  | A       | Radio button, one up vertical       | Y            | <del>Skip Logic</del>       | Get Help Button or Call Back |



Err:508  
 SSA My Social Security v2  
 Err:508 R9JQtMNI09w1VJAZFsVYQ4C  
 Partitioned Yes 2/8/2012

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SSA My Social Security v2 CUSTOM QUESTION LIST

| QID        | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)                     | Skip to | Type (select from list)             | Required Y/N | Special Instructions | CQ Label                  |
|------------|------------------|--|---|---------|-------------------------------------|--------------|----------------------|---------------------------|
|            |                  |  | Yes, I used the "Call Back" button only                       | B       |                                     |              |                      |                           |
|            |                  |  | Yes, I used both the "Get Help" button and "Call Back" button | A, B    |                                     |              |                      |                           |
|            |                  |  | No, I used neither  |         |                                     |              |                      |                           |
| STE0093223 | A                | Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)  | 1=Not Helpful at All  |         | Radio button, scale, has don't know | Y            | Skip Logic           | Get Button Helpful?       |
|            |                  |  | 2   |         |                                     |              |                      |                           |
|            |                  |  | 3   |         |                                     |              |                      |                           |
|            |                  |  | 4   |         |                                     |              |                      |                           |
|            |                  |  | 5   |         |                                     |              |                      |                           |
|            |                  |  | 6   |         |                                     |              |                      |                           |
|            |                  |  | 7   |         |                                     |              |                      |                           |
|            |                  |  | 8   |         |                                     |              |                      |                           |
|            |                  |  | 9   |         |                                     |              |                      |                           |
|            |                  |  | 10=Very Helpful   |         |                                     |              |                      |                           |
|            |                  |  | Don't know  |         |                                     |              |                      |                           |
| STE0093224 | B                | Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) | 1=Not Helpful at All  |         | Radio button, scale, has don't know | Y            | Skip Logic           | Call Back Button Helpful? |
|            |                  |  | 2   |         |                                     |              |                      |                           |
|            |                  |  | 3   |         |                                     |              |                      |                           |
|            |                  |  | 4   |         |                                     |              |                      |                           |
|            |                  |  | 5   |         |                                     |              |                      |                           |
|            |                  |  | 6   |         |                                     |              |                      |                           |
|            |                  |  | 7   |         |                                     |              |                      |                           |
|            |                  |  | 8   |         |                                     |              |                      |                           |
|            |                  |  | 9   |         |                                     |              |                      |                           |
|            |                  |  | 10=Very Helpful   |         |                                     |              |                      |                           |
|            |                  |  | Don't know  |         |                                     |              |                      |                           |

| <b>Attribute</b>                 | <b>Value</b>               |
|----------------------------------|----------------------------|
| Channel                          | Web                        |
| Touchpoint Name                  | 0                          |
| Hierarchy                        | 0                          |
| Model Type                       | PredCSAT Desktop Acct Mgmt |
| Journey Phase                    | #N/A                       |
| Touchpoint Type                  | #N/A                       |
| Partner Involved                 | 0                          |
| Replay                           | 0                          |
| Version Number of Model Template | 17.3.Y                     |

|               |             |
|---------------|-------------|
| Survey Type   | PREDCSAT    |
| Look and Feel | Single Page |
| Theme Color   | #009fea     |

Model Instance Name:  
SSA My Social Security v2

MID: R9JQtMNI09w1VJAZFxsVYQ4C

Partitioned Yes  
FPI Included(Y/N)?

Date: 6/12/2013



SSA My Social Security v2

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                    |   |
|  | <b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>                                       |                             | <b>Satisfaction</b>  |                             | <b>Recommend (1=Very Unlikely, 10=Very Likely)</b>  |
| Look and Feel - Appeal   | Please rate the <b>visual appeal</b> of this site.  | Satisfaction - Overall      | What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)      | Recommend                   | How likely are you to <b>recommend this site</b> to someone else?   |
| Look and Feel - Balance  | Please rate the <b>balance of graphics and text</b> on this site.                             | Satisfaction - Expectations | How well does this site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)                    |                             | <b>Return (1=Very Unlikely, 10=Very Likely)</b>   |
| Look and Feel - Readability  | Please rate the <b>readability of the pages</b> on this site.                                 | Satisfaction - Ideal        | How does this site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close) | Return                      | How likely are you to <b>return to this site</b> ?  |
|  | <b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>  |                             |  |                             | <b>Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)</b>  |
| Navigation - Organized   | Please rate how well the site is <b>organized</b> .   |                             |  | Use Web Channel Over Others | How likely are you to <b>use this site rather than seek information from other channels</b> (i.e. local field office, call center)? |
| Navigation - Options   | Please rate the <b>options available for navigating</b> this site.                            |                             |  |                             |   |
| Navigation - Layout  | Please rate how well the site layout helps you find what you are looking for.                 |                             |  |                             |   |
|  | <b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>                                    |                             |  |                             |   |
| Site Performance - Site  | Please rate how <b>quickly pages load</b> on this site.                                       |                             |  |                             |   |
| Site Performance - Site  | Please rate the <b>consistency of speed from page to page</b> on this site.                   |                             |  |                             |   |
| Site Performance - Errors  | Please rate the <b>ability to load pages without getting error messages</b> on this site.     |                             |  |                             |   |
|  | <b>My Social Security Information (1=Poor, 10=Excellent, Don't Know)</b>                      |                             |  |                             |   |
| My Social Security Information - My Social Security Information - Provided | Please rate the <b>thoroughness of information</b> you viewed on this site today.             |                             |  |                             |   |
|  | Please rate the <b>quality of information</b> you viewed today.                               |                             |  |                             |   |
|  | Please rate how well the information viewed today <b>provided answers to your questions</b> . |                             |  |                             |   |
|  | <b>Plain Language (1=Poor, 10=Excellent, Don't Know)</b>                                      |                             |  |                             |   |
| Plain Language - Plain Language - Plain Language -                         | Please rate the <b>clarity of the wording</b> on this site.                                   |                             |  |                             |   |
|  | Please rate how <b>well you understand the wording</b> on this site.                          |                             |  |                             |   |
|  | Please rate this site on its <b>use of short, clear sentences</b> .                           |                             |  |                             |   |

Err:508  
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 Err:5089w1VJAZFXsVYQ4C  
 Partitioned Yes 2/8/2012

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| QID        | Skip Logic Label | Question Text   | Answer Choices (limited to 50 characters)   | Skip to     | Type (select from list)        | Required Y/N | Special Instructions | CQ Label                       |
|------------|------------------|---|---|-------------|--------------------------------|--------------|----------------------|--------------------------------|
| STE0123756 |                  | How did you connect to Social Security today?   | Desktop<br>Laptop<br>Smartphone<br>Tablet   |             | Radio button, one-up vertical  | Y            |                      | How Connected with SSA         |
| STE0123737 |                  | From where did you connect to SSA today?  | At home<br>In office / place of employment<br>At a Friend or Relative's place<br>Public Library<br>Social Security Office<br>Social Security Kiosk<br>Other Agency<br>Other   | A<br>B<br>C | Radio button, one-up verticalb | Y            | Skip Logic Group     | From Where Connected with SSA  |
| STE0123757 | A                | Did you connect through a unique Social Security icon featured on the computer's desktop? | Yes<br>No   | AA          | Radio button, one-up vertical  | Y            | Skip Logic Group     | Use SSA Icon                   |
| STE0123758 | AA               | How did you link to the SSA website?  |   |             | Text area, no char limit       | N            | Skip Logic Group     | OE_How Linked to SSA (library) |
| STE0123738 | B                | Please describe the location.   |   |             | Text area, no char limit       | N            | Skip Logic Group     | OE_Location of Kiosk           |
| STE0123739 | C                | Please tell us how and from where you connected with SSA during your visit today:         |   |             | Text area, no char limit       | N            | Skip Logic Group     | OPS_How Connected with SSA     |
| CAS0045388 |                  | How did you learn about <i>my</i> Social Security? (Check all that apply.)                | Official Social Security website (www.ssa.gov)<br>Browsing SSA.gov's informational webpages<br>Social Security's Frequently Asked Questions (FAQs)<br>The "Manage Your Benefits with a <i>my</i> Social Security account" page<br>An email reminder from Social Security<br>Social Security Statement that I received in the mail<br>A general web search (e.g., Google, Bing, etc.)<br>Radio or television ad<br>A newspaper or magazine article or ad<br>An online ad on another website (e.g., banner, image, etc.)<br>Social media (e.g., Facebook, Twitter, blog, etc.)<br>Friend, spouse, relative, neighbor, or acquaintance<br>Social Security employee<br>Community group or association<br>Government agency other than Social Security (e.g., State, Federal)<br>Billboard ad<br>Other, please explain | B           | check box, one up              | Y            | Skip Logic Group     | Learn about                    |
| CAS0045390 | B                | How did you learn about <i>my</i> Social Security?  |   |             | Text area, no char limit       | N            | Skip Logic Group     | OPS_Learn about                |

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|------------|------------------|--|---|------------|-------------------------------|--------------|----------------------|------------------------|
| HAR0069569 |                  | How often do you access (or plan to access) your <i>my Social Security</i> account?      | Once a year   |            | Radio button, one up vertical | Y            |                      | Access Frequency - NEW |
|            |                  |  | Once every six months   |            |                               |              |                      |                        |
|            |                  |  | Once every three months   |            |                               |              |                      |                        |
|            |                  |  | Once a month  |            |                               |              |                      |                        |
|            |                  |  | More than once a month  |            |                               |              |                      |                        |
|            |                  |  | Not sure  |            |                               |              |                      |                        |
| BJL1506    |                  | Are you currently receiving cash benefits?   | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)               |            | Radio button, one-up vertical | Y            |                      | Cash Benefits          |
|            |                  |  | Yes, I am receiving Supplemental Security Income (SSI)  |            |                               |              |                      |                        |
|            |                  |  | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)          |            |                               |              |                      |                        |
|            |                  |  | I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI             |            |                               |              |                      |                        |
|            |                  |  | I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet |            |                               |              |                      |                        |
|            |                  |  | No, I am not eligible to receive monthly benefits or Medicare at this time                                |            |                               |              |                      |                        |
|            |                  |  | No, I am taking Medicare Only coverage - no cash benefits   |            |                               |              |                      |                        |
|            |                  |  | No, I am not receiving cash benefits  |            |                               |              |                      |                        |
|            |                  |  | I don't know or prefer not to answer  |            |                               |              |                      |                        |
| CAS0045395 |                  | What is your reason for visiting <i>my Social Security</i> today? (Check all that apply) | <i>To get a Benefit Verification Letter</i>   | <b>B</b>   | check box one up vertical     | Yes          | Skip Logic Group     | Primary Reason         |
|            |                  |  | <i>To view my Benefits and Payment Details</i>  |            |                               |              |                      |                        |
|            |                  |  | <i>To enroll in or update my direct deposit</i>   |            |                               |              |                      |                        |
|            |                  |  | <i>To change my address with SSA</i>  |            |                               |              |                      |                        |
|            |                  |  | <i>To print or view my online Social Security Statement</i>   | <b>A,C</b> |                               |              |                      |                        |
|            |                  |  | <i>To make sure my earnings record is correct</i>   |            |                               |              |                      |                        |
|            |                  |  | <i>To replace my Social Security Card</i>   |            |                               |              |                      |                        |
|            |                  |  | <i>To check the Status of my recently filed online application for benefits</i>                           |            |                               |              |                      |                        |
|            |                  |  | <i>To learn about the benefits to which I might be entitled</i>   |            |                               |              |                      |                        |
|            |                  |  | <i>To use SSA's Retirement Estimator</i>  | <b>D,E</b> |                               |              |                      |                        |
|            |                  |  | <i>To use SSA's other online benefit calculators</i>  | <b>F,G</b> |                               |              |                      |                        |
|            |                  |  | <i>To apply only for Social Security or Medicare Only benefits</i>  |            |                               |              |                      |                        |
|            |                  |  | <i>To request a replacement SSA-1099 (or SSA-10425) for tax purposes</i>                                  | <b>K</b>   |                               |              |                      |                        |
|            |                  |  | <i>To add Extra Security to my online account</i>   |            |                               |              |                      |                        |
|            |                  |  | <i>Just curious – wanted to see what information was contained in my Social Security account</i>          |            |                               |              |                      |                        |
|            |                  |  | <i>Other Reason for visiting today</i>  | <b>Z</b>   |                               |              |                      |                        |
| CAS0045407 | <b>A</b>         | How often do you review your online Social Security Statement?                           | This is my first time   | <b>AA</b>  | check box one up vertical     | Y            | Skip Logic Group     | Freq View Statement    |
|            |                  |  | At least once a year  |            |                               |              |                      |                        |

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SSA My Social Security v2 CUSTOM QUESTION LIST

| QID        | Skip Logic Label | Question Text   | Answer Choices (limited to 50 characters)                          | Skip to | Type (select from list)       | Required Y/N | Special Instructions | CQ Label                                      |
|------------|------------------|---|--|---------|-------------------------------|--------------|----------------------|---|
|            |                  |   | Every 6 months   |         |                               |              |                      |   |
|            |                  |   | Every 3 months   |         |                               |              |                      |   |
|            |                  |   | Once a month   |         |                               |              |                      |   |
|            |                  |   | More frequently than once a month                                  |         |                               |              |                      |   |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?  | Yes  |         | radio button one up vertical  |              | skip logic group     | Plan to View State again                      |
|            |                  |   | No   |         |                               |              |                      |   |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)                     | <u>Medicare</u>  |         | check box vertical one up     | Y            | skip logic group     | Agency Need                                   |
|            |                  |   | <u>Medicaid</u>  |         |                               |              |                      |   |
|            |                  |   | <u>State or Local Department of Social Services</u>                |         |                               |              |                      |   |
|            |                  |   | <u>HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing</u> |         |                               |              |                      |   |
|            |                  |   | <u>USDA - SNAP (Food Stamps)</u>                                   |         |                               |              |                      |   |
|            |                  |   | <u>Department of Veterans Affairs</u>                              |         |                               |              |                      |   |
|            |                  |   | <u>IRS</u>   |         |                               |              |                      |   |
|            |                  |   | <u>Court</u>   |         |                               |              |                      |   |
|            |                  |   | <u>Want a copy for personal use</u>                                |         |                               |              |                      |   |
|            |                  |   | <u>Bank or financial institution</u>                               |         |                               |              |                      |   |
|            |                  |   | <u>Education-related</u>   |         |                               |              |                      |   |
|            |                  |   | <u>Medical-related</u>   |         |                               |              |                      |   |
|            |                  |   | <u>Healthcare signup and/or verification</u>                       |         |                               |              |                      |   |
|            |                  |   | <u>Requesting a Retirement Visa from another country</u>           |         |                               |              |                      |   |
|            |                  |   | <u>Other agency or program</u>                                     | BB      |                               |              |                      |   |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?                                  |  |         | Text area, no Char limit      | N            | Skip Logic Group     | OPS_Other Agency                              |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today:   |  |         | Text area, no Char limit      | N            | Skip Logic Group     | OPS_Primary Reason                            |
| CAS0073009 | C                | Did you use the Retirement Estimator before visiting your <u>my Social Security</u> account today?                | Yes  | H       | Radio button, one-up vertical | Y            | Skip Logic Group     | Use RE  |
|            |                  |   | No   | I       |                               |              |                      |   |
| CAS0073010 | H                | Did you have difficulty navigating between <u>my Social Security</u> and the Retirement Estimator?                | Yes  | J       | Radio button, one-up vertical | Y            | Skip Logic Group     | Difficulty Navigating Between mySSA and RE    |
|            |                  |   | No   |         |                               |              |                      |   |
| CAS0073011 | J                | Please describe the difficulty you had navigating between <u>my Social Security</u> and the Retirement Estimator. |  |         | Text area, no Char limit      | N            | Skip Logic Group     | OE_Difficulty Navigating Between mySSA and RE |
| CAS0073012 | I                | Do you plan to use the Retirement Estimator after you are finished with your <u>my Social Security</u> account?   | Yes  |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Plan to Use RE                                |
|            |                  |   | No   |         |                               |              |                      |   |
| CAS0073013 | D                | Did you have trouble finding the Retirement Estimator?  | Yes  |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Trouble Finding RE                            |
|            |                  |   | No   |         |                               |              |                      |   |

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| CAS0073014 | E                | Did you expect to find the Retirement Estimator within your <i>my Social Security</i> account?               | Yes  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Expect to Find RE in mySSA          |
|            |                  |  | No   |            |                               |              |                      |                                     |
| CAS0073015 | F                | Did you have trouble finding the other online benefit calculators?   | Yes  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Trouble Finding Calculators         |
|            |                  |  | No   |            |                               |              |                      |                                     |
| CAS0073016 | G                | Did you expect to find the other online benefit calculators within your <i>my Social Security</i> account?   | Yes  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Expect to Find Calculators in mySSA |
|            |                  |  | No   |            |                               |              |                      |                                     |
| CAS0076487 | K                | Please select the response that best reflects the action you took:   | Viewed my SSA 1099 (or 1042S)  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | SSA 1099 Action                     |
|            |                  |  | Viewed and printed my SSA 1099 (or SSA 1042S)  |            |                               |              |                      |                                     |
|            |                  |  | Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed                 | L          |                               |              |                      |                                     |
|            |                  |  | Other  | KK         |                               |              |                      |                                     |
| CAS0076488 | L                | Please explain why you requested a copy to be mailed since it was available for viewing and printing online. |  |            | Text area, no Char limit      | N            | Skip Logic Group     | Why Request 1099                    |
| CAS0076467 | KK               | What action did you take?  |  |            | Text area, no Char limit      | N            | Skip Logic Group     | OPS_SSA 1099 Action                 |
| CAS0045398 |                  | Did you register for your <i>my Social Security</i> online or in person?                                     | Registered online on my first attempt  | A          | Radio button, one-up vertical | Y            | Skip Logic Group     | How Registered                      |
|            |                  |  | Registered online after prior unsuccessful attempts  | A,B        |                               |              |                      |                                     |
|            |                  |  | Registered with in-person assistance from my local SSA office                              | A,C        |                               |              |                      |                                     |
|            |                  |  | Registered using the SSA Express Kiosk   | A2, A3, A4 |                               |              |                      |                                     |
|            |                  |  | Not sure or don't remember   |            |                               |              |                      |                                     |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                      | Less than 15 minutes   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Reg Time                            |
|            |                  |  | More than 15 but less than 30 minutes  |            |                               |              |                      |                                     |
|            |                  |  | 30 minutes or more   |            |                               |              |                      |                                     |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?                                       | One  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Reg Attempts                        |
|            |                  |  | Two  |            |                               |              |                      |                                     |
|            |                  |  | Three or more  |            |                               |              |                      |                                     |
| CAS0045410 | C                | Why did you decide to register in-person?  | I was unsuccessful registering online and was required                                     | CC         | Radio button, one-up vertical | Y            | Skip Logic Group     | Reg In person                       |
|            |                  |  | I preferred registering for a <i>my Social Security</i> account in-person at my SSA office | CC         |                               |              |                      |                                     |
|            |                  |  | Employee offered the option for me to register for a <i>my Social Security</i> account     | CC         |                               |              |                      |                                     |
| CAS0045401 | CC               | Please describe your in-person registration experience.  |  |            | Text area, no char limit      | N            | Skip Logic Group     | OE_In-person Experience             |
| STE0123759 | A2               | Why did you register using the SSA Express Kiosk?  | It was more convenient   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | EK Use                              |
|            |                  |  | It was faster  |            |                               |              |                      |                                     |
|            |                  |  | Online video assistance was available  |            |                               |              |                      |                                     |
|            |                  |  | Other  |            |                               |              |                      |                                     |

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| STE0123761 | A3               | Did you register using the SSA Express Kiosk with or without assistance?   | Registered without assistance<br>Registered with in-person assistance<br>Registered with video assistance |         | Radio button, one-up vertical | Y            | Skip Logic Group     | EK Assistance           |
| STE0123741 | A4               | Please describe your SSA Express Kiosk registration experience:  |   |         | Text area, no char limit      | N            | Skip Logic Group     | EK Experience           |
| CAS0045411 |                  | Did you (register) add Extra Security to your account?   | Yes<br>No<br>I tried but was unsuccessful<br>I don't know   |         | Radio button, one-up vertical | Y            |                      | Xtra Security Reg       |
| KAU0126773 |                  | Was it easy to create a <i>my Social Security</i> account?   | Yes<br>No   |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Easy Create Account     |
| KAU0126790 | A                | Please tell us why it was not easy to create a <i>my Social Security</i> account.  |   | A       | Text area, no char limit      | N            | Skip Logic Group     | OE_Easy Create Account  |
| CAS0045413 |                  | Did you understand all of <i>my Social Security's</i> instructions for creating a username and password?                                       | Yes<br>Partially<br>No  |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Instructions Understand |
| CAS0045414 | A                | Please explain what you did not understand about <i>my Social Security's</i> (registration) instructions for creating a username and password. |   | A       | Text area, no char limit      | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing <i>my Social Security's</i> security policies or features?  | Yes<br>No   |         | Radio button, one-up vertical | Y            |                      | Security Policies       |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your <i>my Social Security</i> account?                   | No<br>Yes   |         | Radio Button, One-up          | Y            | Skip Logic Group     | Security Concerns       |
| CAS0045425 | A                | Please describe your security concerns.  |   | A       | Text area, no char limit      | N            | Skip Logic Group     | OE_Security Concern     |
| KAU0126791 |                  | Was it easy to sign in to your <i>my Social Security</i> account?  | Yes<br>No   |         | Radio button, one up          | Y            | Skip Logic Group     | Easy Sign In            |
| KAU0126792 | A                | What did you find difficult about signing in to your <i>my Social Security</i> account?  |   | A       | Text area, no char limit      | N            | Skip Logic Group     | OE_Easy Sign In         |
| CAS0045422 |                  | Did the information obtained during your <i>my Social Security</i> account visit enable you to accomplish what you wanted to do?               | Yes<br>No   |         | Radio button, one up          | Yes          | Skip Logic Group     | Ability to Accomplish   |
| CAS0045426 | A                | What specifically were you trying to accomplish?   |   | A,B     | Text area, no char limit      | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)                       | Return online and try again<br>Send an e-mail to Social Security<br>Call Social Security's 800 number     |         | Check box vertical            | Y            | Skip Logic           | Do Next                 |



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|------------|------------------|--|---|---------|-------------------------------------|--------------|----------------------|------------------------------|
|            |                  |  | Call a local Social Security office                           |         |                                     |              |                      |                              |
|            |                  |  | Visit a local Social Security office                          |         |                                     |              |                      |                              |
|            |                  |  | Take no action  |         |                                     |              |                      |                              |
|            |                  |  | Other, please specify   | BB      |                                     |              |                      |                              |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.  |   |         | Text area, no char limit            | N            |                      | OPS_Do Next                  |
| CAS0045373 |                  | Was the information in your <i>my Social Security</i> account clear to you?                        | Yes   |         | radial button, one up vertical      | Y            | skip logic           | AccountClarity               |
|            |                  |  | No  | A       |                                     |              |                      |                              |
| CAS0045374 | A                | Please tell us what information or instructions were not clear                                     |   |         | Text area, no Char limit            | N            | Skip Logic Group     | OE_Account Clarity           |
| STE0093222 |                  | Did you use the "Get Help" button or "Call Back" button during your visit today?                   | Yes, I used the "Get Help" button only                        | A       | Radio button, one up vertical       | Y            | Skip Logic           | Get Help Button or Call Back |
|            |                  |  | Yes, I used the "Call Back" button only                       | B       |                                     |              |                      |                              |
|            |                  |  | Yes, I used both the "Get Help" button and "Call Back" button | A, B    |                                     |              |                      |                              |
|            |                  |  | No, I used neither  |         |                                     |              |                      |                              |
| STE0093223 | A                | Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)  | 1=Not Helpful at All  |         | Radio button, scale, has don't know | Y            | Skip Logic           | Get Button Helpful?          |
|            |                  |  | 2   |         |                                     |              |                      |                              |
|            |                  |  | 3   |         |                                     |              |                      |                              |
|            |                  |  | 4   |         |                                     |              |                      |                              |
|            |                  |  | 5   |         |                                     |              |                      |                              |
|            |                  |  | 6   |         |                                     |              |                      |                              |
|            |                  |  | 7   |         |                                     |              |                      |                              |
|            |                  |  | 8   |         |                                     |              |                      |                              |
|            |                  |  | 9   |         |                                     |              |                      |                              |
|            |                  |  | 10=Very Helpful   |         |                                     |              |                      |                              |
|            |                  |  | Don't know  |         |                                     |              |                      |                              |
| STE0093224 | B                | Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) | 1=Not Helpful at All  |         | Radio button, scale, has don't know | Y            | Skip Logic           | Call Back Button Helpful?    |
|            |                  |  | 2   |         |                                     |              |                      |                              |
|            |                  |  | 3   |         |                                     |              |                      |                              |
|            |                  |  | 4   |         |                                     |              |                      |                              |
|            |                  |  | 5   |         |                                     |              |                      |                              |
|            |                  |  | 6   |         |                                     |              |                      |                              |
|            |                  |  | 7   |         |                                     |              |                      |                              |
|            |                  |  | 8   |         |                                     |              |                      |                              |
|            |                  |  | 9   |         |                                     |              |                      |                              |
|            |                  |  | 10=Very Helpful   |         |                                     |              |                      |                              |
|            |                  |  | Don't know  |         |                                     |              |                      |                              |

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| STE0123756 |                  | How did you connect to Social Security today?   | Desktop<br>Laptop<br>Smartphone<br>Tablet   |             | Radio button, one-up vertical  | Y            |                      | How Connected with SSA         |
| STE0123737 |                  | From where did you connect to SSA today?  | At home<br>In office / place of employment<br>At a Friend or Relative's place<br>Public Library<br>Social Security Office<br>Social Security Kiosk<br>Other Agency<br>Other   | A<br>B<br>C | Radio button, one-up verticalb | Y            | Skip Logic Group     | From Where Connected with SSA  |
| STE0123757 | A                | Did you connect through a unique Social Security icon featured on the computer's desktop? | Yes<br>No   | AA          | Radio button, one-up vertical  | Y            | Skip Logic Group     | Use SSA Icon                   |
| STE0123758 | AA               | How did you link to the SSA website?  |   |             | Text area, no char limit       | N            | Skip Logic Group     | OE_How Linked to SSA (library) |
| STE0123738 | B                | Please describe the location.   |   |             | Text area, no char limit       | N            | Skip Logic Group     | OE_Location of Kiosk           |
| STE0123739 | C                | Please tell us how and from where you connected with SSA during your visit today:         |   |             | Text area, no char limit       | N            | Skip Logic Group     | OPS_How Connected with SSA     |
| CAS0045388 |                  | How did you learn about <i>my</i> Social Security? (Check all that apply.)                | Official Social Security website (www.ssa.gov)<br>Browsing SSA.gov's informational webpages<br>Social Security's Frequently Asked Questions (FAQs)<br>The "Manage Your Benefits with a <i>my</i> Social Security account" page<br>An email reminder from Social Security<br>Social Security Statement that I received in the mail<br>A general web search (e.g., Google, Bing, etc.)<br>Radio or television ad<br>A newspaper or magazine article or ad<br>An online ad on another website (e.g., banner, image, etc.)<br>Social media (e.g., Facebook, Twitter, blog, etc.)<br>Friend, spouse, relative, neighbor, or acquaintance<br>Social Security employee<br>Community group or association<br>Government agency other than Social Security (e.g., State, Federal)<br>Billboard ad<br>Other, please explain | B           | check box, one up              | Y            | Skip Logic Group     | Learn about                    |
| CAS0045390 | B                | How did you learn about <i>my</i> Social Security?  |   |             | Text area, no char limit       | N            | Skip Logic Group     | OPS_Learn about                |

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| HAR0069569 |                  | How often do you access (or plan to access) your <i>my Social Security</i> account?      | Once a year   |         | Radio button, one up vertical | Y            |                      | Access Frequency - NEW |
|            |                  |  | Once every six months   |         |                               |              |                      |                        |
|            |                  |  | Once every three months   |         |                               |              |                      |                        |
|            |                  |  | Once a month  |         |                               |              |                      |                        |
|            |                  |  | More than once a month  |         |                               |              |                      |                        |
|            |                  |  | Not sure  |         |                               |              |                      |                        |
| BJL1506    |                  | Are you currently receiving cash benefits?   | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)               |         | Radio button, one-up vertical | Y            |                      | Cash Benefits          |
|            |                  |  | Yes, I am receiving Supplemental Security Income (SSI)  |         |                               |              |                      |                        |
|            |                  |  | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)          |         |                               |              |                      |                        |
|            |                  |  | I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI             |         |                               |              |                      |                        |
|            |                  |  | I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet |         |                               |              |                      |                        |
|            |                  |  | No, I am not eligible to receive monthly benefits or Medicare at this time                                |         |                               |              |                      |                        |
|            |                  |  | No, I am taking Medicare Only coverage - no cash benefits   |         |                               |              |                      |                        |
|            |                  |  | No, I am not receiving cash benefits  |         |                               |              |                      |                        |
|            |                  |  | I don't know or prefer not to answer  |         |                               |              |                      |                        |
| CAS0045395 |                  | What is your reason for visiting <i>my Social Security</i> today? (Check all that apply) | To print or view my online Social Security Statement  | A, C    | check box one up vertical     | Yes          | Skip Logic Group     | Primary Reason         |
|            |                  |  | To make sure my earnings record is correct  |         |                               |              |                      |                        |
|            |                  |  | To view my Benefits and Payment Details   |         |                               |              |                      |                        |
|            |                  |  | To check the Status of my recently filed online application for benefits                                  |         |                               |              |                      |                        |
|            |                  |  | To get a Benefit Verification Letter  | B       |                               |              |                      |                        |
|            |                  |  | To add Extra Security to my online account  |         |                               |              |                      |                        |
|            |                  |  | To use SSA's Retirement Estimator   | D, E    |                               |              |                      |                        |
|            |                  |  | To use SSA's other online benefit calculators   | F, G    |                               |              |                      |                        |
|            |                  |  | To apply online for Social Security or Medicare Only benefits   |         |                               |              |                      |                        |
|            |                  |  | To replace my Social Security card  |         |                               |              |                      |                        |
|            |                  |  | To change my address with SSA   |         |                               |              |                      |                        |
|            |                  |  | To enroll in or update my direct deposit  |         |                               |              |                      |                        |
|            |                  |  | To request a replacement SSA – 1099 (or SSA – 1042S) for tax season                                       | K       |                               |              |                      |                        |
|            |                  |  | To learn about the benefits to which I might be entitled  |         |                               |              |                      |                        |
|            |                  |  | Just curious - wanted to see what information was contained in <i>mySocialSecurity</i> account            |         |                               |              |                      |                        |
|            |                  |  | Other reason for visiting today:  | Z       |                               |              |                      |                        |
| CAS0045407 | A                | How often do you review your online Social Security Statement?                           | This is my first time   | AA      | check box one up vertical     | Y            | Skip Logic Group     | Freq View Statement    |
|            |                  |  | At least once a year  |         |                               |              |                      |                        |
|            |                  |  | Every 6 months  |         |                               |              |                      |                        |

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|            |                  |   | Every 3 months                                    |         |                               |              |                      |   |
|            |                  |   | Once a month                                      |         |                               |              |                      |   |
|            |                  |   | More frequently than once a month                 |         |                               |              |                      |   |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?  | Yes   |         | radio button one up vertical  |              | skip logic group     | Plan to View State again                      |
|            |                  |   | No  |         |                               |              |                      |   |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)                     | USDA - SNAP                                       |         | check box vertical one up     | Y            | skip logic group     | Agency Need                                   |
|            |                  |   | IRS   |         |                               |              |                      |   |
|            |                  |   | Court   |         |                               |              |                      |   |
|            |                  |   | HUD - Federal Housing Admin. (FHA)                |         |                               |              |                      |   |
|            |                  |   | Department of Veterans Affairs (VA)               |         |                               |              |                      |   |
|            |                  |   | Requesting a Retirement Visa from another country |         |                               |              |                      |   |
|            |                  |   | Medicare  |         |                               |              |                      |   |
|            |                  |   | Medicaid  |         |                               |              |                      |   |
|            |                  |   | State or Local Department of Social Services      |         |                               |              |                      |   |
|            |                  |   | Other agency or program                           | BB      |                               |              |                      |   |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?                                  |   |         | Text area, no Char limit      | N            | Skip Logic Group     | OPS_Other Agency                              |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today:   |   |         | Text area, no Char limit      | N            | Skip Logic Group     | OPS_Primary Reason                            |
| CAS0073009 | C                | Did you use the Retirement Estimator before visiting your <i>my Social Security</i> account today?                | Yes   | H       | Radio button, one-up vertical | Y            | Skip Logic Group     | Use RE  |
|            |                  |   | No  | I       |                               |              |                      |   |
| CAS0073010 | H                | Did you have difficulty navigating between <i>my Social Security</i> and the Retirement Estimator?                | Yes   | J       | Radio button, one-up vertical | Y            | Skip Logic Group     | Difficulty Navigating Between mySSA and RE    |
|            |                  |   | No  |         |                               |              |                      |   |
| CAS0073011 | J                | Please describe the difficulty you had navigating between <i>my Social Security</i> and the Retirement Estimator. |   |         | Text area, no Char limit      | N            | Skip Logic Group     | OE_Difficulty Navigating Between mySSA and RE |
| CAS0073012 | I                | Do you plan to use the Retirement Estimator after you are finished with your <i>my Social Security</i> account?   | Yes   |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Plan to Use RE                                |
|            |                  |   | No  |         |                               |              |                      |   |
| CAS0073013 | D                | Did you have trouble finding the Retirement Estimator?  | Yes   |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Trouble Finding RE                            |
|            |                  |   | No  |         |                               |              |                      |   |
| CAS0073014 | E                | Did you expect to find the Retirement Estimator within your <i>my Social Security</i> account?                    | Yes   |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Expect to Find RE in mySSA                    |
|            |                  |   | No  |         |                               |              |                      |   |
| CAS0073015 | F                | Did you have trouble finding the other online benefit calculators?  | Yes   |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Trouble Finding Calculators                   |
|            |                  |   | No  |         |                               |              |                      |   |

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**SSA My Social Security v2 CUSTOM QUESTION LIST**

| QID        | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)  | Skip to    | Type (select from list)       | Required Y/N | Special Instructions | CQ Label                            |
|------------|------------------|--|--|------------|-------------------------------|--------------|----------------------|-------------------------------------|
| CAS0073016 | G                | Did you expect to find the other online benefit calculators within your <i>my Social Security</i> account?   | Yes  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Expect to Find Calculators in mySSA |
|            |                  |  | No   |            |                               |              |                      |                                     |
| CAS0076487 | K                | Please select the response that best reflects the action you took:   | Viewed my SSA 1099 (or 1042S)  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | SSA 1099 Action                     |
|            |                  |  | Viewed and printed my SSA 1099 (or SSA 1042S)  |            |                               |              |                      |                                     |
|            |                  |  | Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed                 | L          |                               |              |                      |                                     |
|            |                  |  | Other  | KK         |                               |              |                      |                                     |
| CAS0076488 | L                | Please explain why you requested a copy to be mailed since it was available for viewing and printing online. |  |            | Text area, no Char limit      | N            | Skip Logic Group     | Why Request 1099                    |
| CAS0076467 | KK               | What action did you take?  |  |            | Text area, no Char limit      | N            | Skip Logic Group     | OPS_SSA 1099 Action                 |
| CAS0045398 |                  | Did you register for your <i>my Social Security</i> online or in person?                                     | Registered online on my first attempt  | A          | Radio button, one-up vertical | Y            | Skip Logic Group     | How Registered                      |
|            |                  |  | Registered online after prior unsuccessful attempts  | A,B        |                               |              |                      |                                     |
|            |                  |  | Registered with in-person assistance from my local SSA office                              | A,C        |                               |              |                      |                                     |
|            |                  |  | Registered using the SSA Express Kiosk   | A2, A3, A4 |                               |              |                      |                                     |
|            |                  |  | Not sure or don't remember   |            |                               |              |                      |                                     |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                      | Less than 15 minutes   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Reg Time                            |
|            |                  |  | More than 15 but less than 30 minutes  |            |                               |              |                      |                                     |
|            |                  |  | 30 minutes or more   |            |                               |              |                      |                                     |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?                                       | One  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Reg Attempts                        |
|            |                  |  | Two  |            |                               |              |                      |                                     |
|            |                  |  | Three or more  |            |                               |              |                      |                                     |
| CAS0045410 | C                | Why did you decide to register in-person?  | I was unsuccessful registering online and was required                                     | CC         | Radio button, one-up vertical | Y            | Skip Logic Group     | Reg In person                       |
|            |                  |  | I preferred registering for a <i>my Social Security</i> account in-person at my SSA office | CC         |                               |              |                      |                                     |
|            |                  |  | Employee offered the option for me to register for a <i>my Social Security</i> account     | CC         |                               |              |                      |                                     |
| CAS0045401 | CC               | Please describe your in-person registration experience.  |  |            | Text area, no char limit      | N            | Skip Logic Group     | OE_In-person Experience             |
| STE0123759 | A2               | Why did you register using the SSA Express Kiosk?  | It was more convenient   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | EK Use                              |
|            |                  |  | It was faster  |            |                               |              |                      |                                     |
|            |                  |  | Online video assistance was available  |            |                               |              |                      |                                     |
|            |                  |  | Other  |            |                               |              |                      |                                     |
| STE0123761 | A3               | Did you register using the SSA Express Kiosk with or without assistance?                                     | Registered without assistance  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | EK Assistance                       |
|            |                  |  | Registered with in-person assistance   |            |                               |              |                      |                                     |
|            |                  |  | Registered with video assistance   |            |                               |              |                      |                                     |
| STE0123741 | A4               | Please describe your SSA Express Kiosk registration experience:  |  |            | Text area, no char limit      | N            | Skip Logic Group     | EK Experience                       |
| CAS0045411 |                  | Did you (register) add for Extra Security to your account?   | Yes  |            | Radio button, one-up vertical | Y            |                      | Xtra Security Reg                   |

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|------------|------------------|---|---|---------|-------------------------------|--------------|----------------------|-------------------------|
|            |                  |   | No  |         |                               |              |                      |                         |
|            |                  |   | I tried but was unsuccessful              |         |                               |              |                      |                         |
|            |                  |   | I don't know                              |         |                               |              |                      |                         |
|            |                  | Was it easy to create a <i>my</i> Social Security account?  | Yes                                       |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Easy Create Account     |
|            |                  |   | No  | A       |                               |              |                      |                         |
|            | A                | Please tell us why it was not easy to create a <i>my</i> Social Security account.   |   |         | Text area, no char limit      | N            | Skip Logic Group     | OE_Easy Create Account  |
| CAS0045413 |                  | Did you understand all of <i>my</i> Social Security's instructions for <del>registering</del> <del>creating</del> a username and password?                | Yes                                       |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Instructions Understand |
|            |                  |   | Partially                                 | A       |                               |              |                      |                         |
|            |                  |   | No  | A       |                               |              |                      |                         |
| CAS0045414 | A                | Please explain what you did not understand about <i>my</i> Social Security's (registration) instructions for <del>creating</del> a username and password. |   |         | Text area, no char limit      | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing <i>my</i> Social Security's security policies or features?   | Yes                                       |         | Radio button, one-up vertical | Y            |                      | Security Policies       |
|            |                  |   | No  |         |                               |              |                      |                         |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?                              | No  |         | Radio Button, One-up          | Y            | Skip Logic Group     | Security Concerns       |
|            |                  |   | Yes                                       | A       |                               |              |                      |                         |
| CAS0045425 | A                | Please describe your security concerns.   |   |         | Text area, no char limit      | N            | Skip Logic Group     | OE_Security Concern     |
|            |                  | Was it easy to sign in to your <i>my</i> Social Security account?   | Yes                                       |         | Radio button, one up          | Y            | Skip Logic Group     | Easy Sign In            |
|            |                  |   | No  | A       |                               |              |                      |                         |
|            | A                | What did you find difficult about signing in to your <i>my</i> Social Security account?   |   |         | Text area, no char limit      | N            | Skip Logic Group     | OE_Easy Sign In         |
| CAS0045422 |                  | Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do?                          | Yes                                       |         | Radio button, one up          | Yes          | Skip Logic Group     | Ability to Accomplish   |
|            |                  |   | No  | A,B     |                               |              |                      |                         |
| CAS0045426 | A                | What specifically were you trying to accomplish?  |   |         | Text area, no char limit      | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)                                  | Return online and try again               |         | Check box vertical            | Y            | Skip Logic           | Do Next                 |
|            |                  |   | Send an e-mail to Social Security         |         |                               |              |                      |                         |
|            |                  |   | Call Social Security's 800 number         |         |                               |              |                      |                         |
|            |                  |   | Call a local Social Security office       |         |                               |              |                      |                         |
|            |                  |   | Visit a local Social Security office      |         |                               |              |                      |                         |
|            |                  |   | Take no action                            |         |                               |              |                      |                         |
|            |                  |   | Other, please specify                     | BB      |                               |              |                      |                         |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.   |   |         | Text area, no char limit      | N            |                      | OPS_Do Next             |

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|------------|------------------|--|---|---------|-------------------------------------|--------------|----------------------|------------------------------|
| CAS0045373 |                  | Was the information in your <i>my Social Security</i> account clear to you?                        | Yes   |         | radial button, one up vertical      | Y            | skip logic           | AccountClarity               |
|            |                  |  | No  | A       |                                     |              |                      |                              |
| CAS0045374 | A                | Please tell us what information or instructions were not clear                                     |   |         | Text area, no Char limit            | N            | Skip Logic Group     | OE_Account Clarity           |
| STE0093222 |                  | Did you use the "Get Help" button or "Call Back" button during your visit today?                   | Yes, I used the "Get Help" button only                        | A       | Radio button, one up vertical       | Y            | Skip Logic           | Get Help Button or Call Back |
|            |                  |  | Yes, I used the "Call Back" button only                       | B       |                                     |              |                      |                              |
|            |                  |  | Yes, I used both the "Get Help" button and "Call Back" button | A, B    |                                     |              |                      |                              |
|            |                  |  | No, I used neither  |         |                                     |              |                      |                              |
| STE0093223 | A                | Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)  | 1=Not Helpful at All  |         | Radio button, scale, has don't know | Y            | Skip Logic           | Get Button Helpful?          |
|            |                  |  | 2   |         |                                     |              |                      |                              |
|            |                  |  | 3   |         |                                     |              |                      |                              |
|            |                  |  | 4   |         |                                     |              |                      |                              |
|            |                  |  | 5   |         |                                     |              |                      |                              |
|            |                  |  | 6   |         |                                     |              |                      |                              |
|            |                  |  | 7   |         |                                     |              |                      |                              |
|            |                  |  | 8   |         |                                     |              |                      |                              |
|            |                  |  | 9   |         |                                     |              |                      |                              |
|            |                  |  | 10=Very Helpful   |         |                                     |              |                      |                              |
|            |                  |  | Don't know  |         |                                     |              |                      |                              |
| STE0093224 | B                | Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) | 1=Not Helpful at All  |         | Radio button, scale, has don't know | Y            | Skip Logic           | Call Back Button Helpful?    |
|            |                  |  | 2   |         |                                     |              |                      |                              |
|            |                  |  | 3   |         |                                     |              |                      |                              |
|            |                  |  | 4   |         |                                     |              |                      |                              |
|            |                  |  | 5   |         |                                     |              |                      |                              |
|            |                  |  | 6   |         |                                     |              |                      |                              |
|            |                  |  | 7   |         |                                     |              |                      |                              |
|            |                  |  | 8   |         |                                     |              |                      |                              |
|            |                  |  | 9   |         |                                     |              |                      |                              |
|            |                  |  | 10=Very Helpful   |         |                                     |              |                      |                              |
|            |                  |  | Don't know  |         |                                     |              |                      |                              |

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|------------|------------------|---|---|-------------|--------------------------------|--------------|----------------------|--------------------------------|
| STE0123756 |                  | How did you connect to Social Security today?   | Desktop<br>Laptop<br>Smartphone<br>Tablet   |             | Radio button, one-up vertical  | Y            |                      | How Connected with SSA         |
| STE0123737 |                  | From where did you connect to SSA today?  | At home<br>In office / place of employment<br>At a Friend or Relative's place<br>Public Library<br>Social Security Office<br>Social Security Kiosk<br>Other Agency<br>Other   | A<br>B<br>C | Radio button, one-up verticalb | Y            | Skip Logic Group     | From Where Connected with SSA  |
| STE0123757 | A                | Did you connect through a unique Social Security icon featured on the computer's desktop? | Yes<br>No   | AA          | Radio button, one-up vertical  | Y            | Skip Logic Group     | Use SSA Icon                   |
| STE0123758 | AA               | How did you link to the SSA website?  |   |             | Text area, no char limit       | N            | Skip Logic Group     | OE_How Linked to SSA (library) |
| STE0123738 | B                | Please describe the location.   |   |             | Text area, no char limit       | N            | Skip Logic Group     | OE_Location of Kiosk           |
| STE0123739 | C                | Please tell us how and from where you connected with SSA during your visit today:         |   |             | Text area, no char limit       | N            | Skip Logic Group     | OPS_How Connected with SSA     |
| CAS0045388 |                  | How did you learn about <i>my</i> Social Security? (Check all that apply.)                | Official Social Security website (www.ssa.gov)<br>Browsing SSA.gov's informational webpages<br>Social Security's Frequently Asked Questions (FAQs)<br>The "Manage Your Benefits with a <i>my</i> Social Security account" page<br>An email reminder from Social Security<br>Social Security Statement that I received in the mail<br>A general web search (e.g., Google, Bing, etc.)<br>Radio or television ad<br>A newspaper or magazine article or ad<br>An online ad on another website (e.g., banner, image, etc.)<br>Social media (e.g., Facebook, Twitter, blog, etc.)<br>Friend, spouse, relative, neighbor, or acquaintance<br>Social Security employee<br>Community group or association<br>Government agency other than Social Security (e.g., State, Federal)<br>Billboard ad<br>Other, please explain | B           | check box, one up              | Y            | Skip Logic Group     | Learn about                    |
| CAS0045390 | B                | How did you learn about <i>my</i> Social Security?  |   |             | Text area, no char limit       | N            | Skip Logic Group     | OPS_Learn about                |



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|------------|------------------|--|---|---------|-------------------------------|--------------|----------------------|------------------------|
| HAR0069569 |                  | How often do you access (or plan to access) your <i>my Social Security</i> account?      | Once a year   |         | Radio button, one up vertical | Y            |                      | Access Frequency - NEW |
|            |                  |  | Once every six months   |         |                               |              |                      |                        |
|            |                  |  | Once every three months   |         |                               |              |                      |                        |
|            |                  |  | Once a month  |         |                               |              |                      |                        |
|            |                  |  | More than once a month  |         |                               |              |                      |                        |
|            |                  |  | Not sure  |         |                               |              |                      |                        |
| BJL1506    |                  | Are you currently receiving cash benefits?   | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)               |         | Radio button, one-up vertical | Y            |                      | Cash Benefits          |
|            |                  |  | Yes, I am receiving Supplemental Security Income (SSI)  |         |                               |              |                      |                        |
|            |                  |  | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)          |         |                               |              |                      |                        |
|            |                  |  | I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI             |         |                               |              |                      |                        |
|            |                  |  | I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet |         |                               |              |                      |                        |
|            |                  |  | No, I am not eligible to receive monthly benefits or Medicare at this time                                |         |                               |              |                      |                        |
|            |                  |  | No, I am taking Medicare Only coverage - no cash benefits   |         |                               |              |                      |                        |
|            |                  |  | No, I am not receiving cash benefits  |         |                               |              |                      |                        |
|            |                  |  | I don't know or prefer not to answer  |         |                               |              |                      |                        |
| CAS0045395 |                  | What is your reason for visiting <i>my Social Security</i> today? (Check all that apply) | To print or view my online Social Security Statement  | A, C    | check box one up vertical     | Yes          | Skip Logic Group     | Primary Reason         |
|            |                  |  | To make sure my earnings record is correct  |         |                               |              |                      |                        |
|            |                  |  | To view my Benefits and Payment Details   |         |                               |              |                      |                        |
|            |                  |  | To check the Status of my recently filed online application for benefits                                  |         |                               |              |                      |                        |
|            |                  |  | To get a Benefit Verification Letter  | B       |                               |              |                      |                        |
|            |                  |  | To add Extra Security to my online account  |         |                               |              |                      |                        |
|            |                  |  | To use SSA's Retirement Estimator   | D, E    |                               |              |                      |                        |
|            |                  |  | To use SSA's other online benefit calculators   | F, G    |                               |              |                      |                        |
|            |                  |  | To apply online for Social Security or Medicare Only benefits   |         |                               |              |                      |                        |
|            |                  |  | To replace my Social Security card  |         |                               |              |                      |                        |
|            |                  |  | To change my address with SSA   |         |                               |              |                      |                        |
|            |                  |  | To enroll in or update my direct deposit  |         |                               |              |                      |                        |
|            |                  |  | To request a replacement SSA – 1099 (or SSA – 1042S) for tax season                                       | K       |                               |              |                      |                        |
|            |                  |  | To learn about the benefits to which I might be entitled  |         |                               |              |                      |                        |
|            |                  |  | Just curious - wanted to see what information was contained in <i>mySocialSecurity</i> account            |         |                               |              |                      |                        |
|            |                  |  | Other reason for visiting today:  | Z       |                               |              |                      |                        |
| CAS0045407 | A                | How often do you review your online Social Security Statement?                           | This is my first time   | AA      | check box one up vertical     | Y            | Skip Logic Group     | Freq View Statement    |
|            |                  |  | At least once a year  |         |                               |              |                      |                        |
|            |                  |  | Every 6 months  |         |                               |              |                      |                        |

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|------------|------------------|---|---|---------|-------------------------------|--------------|----------------------|---|
|            |                  |   | Every 3 months                                    |         |                               |              |                      |   |
|            |                  |   | Once a month                                      |         |                               |              |                      |   |
|            |                  |   | More frequently than once a month                 |         |                               |              |                      |   |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?  | Yes   |         | radio button one up vertical  |              | skip logic group     | Plan to View State again                      |
|            |                  |   | No  |         |                               |              |                      |   |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)                     | USDA - SNAP                                       |         | check box vertical one up     | Y            | skip logic group     | Agency Need                                   |
|            |                  |   | IRS   |         |                               |              |                      |   |
|            |                  |   | Court   |         |                               |              |                      |   |
|            |                  |   | HUD - Federal Housing Admin. (FHA)                |         |                               |              |                      |   |
|            |                  |   | Department of Veterans Affairs (VA)               |         |                               |              |                      |   |
|            |                  |   | Requesting a Retirement Visa from another country |         |                               |              |                      |   |
|            |                  |   | Medicare  |         |                               |              |                      |   |
|            |                  |   | Medicaid  |         |                               |              |                      |   |
|            |                  |   | State or Local Department of Social Services      |         |                               |              |                      |   |
|            |                  |   | Other agency or program                           | BB      |                               |              |                      |   |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?                                  |   |         | Text area, no Char limit      | N            | Skip Logic Group     | OPS_Other Agency                              |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today:   |   |         | Text area, no Char limit      | N            | Skip Logic Group     | OPS_Primary Reason                            |
| CAS0073009 | C                | Did you use the Retirement Estimator before visiting your <i>my Social Security</i> account today?                | Yes   | H       | Radio button, one-up vertical | Y            | Skip Logic Group     | Use RE  |
|            |                  |   | No  | I       |                               |              |                      |   |
| CAS0073010 | H                | Did you have difficulty navigating between <i>my Social Security</i> and the Retirement Estimator?                | Yes   | J       | Radio button, one-up vertical | Y            | Skip Logic Group     | Difficulty Navigating Between mySSA and RE    |
|            |                  |   | No  |         |                               |              |                      |   |
| CAS0073011 | J                | Please describe the difficulty you had navigating between <i>my Social Security</i> and the Retirement Estimator. |   |         | Text area, no Char limit      | N            | Skip Logic Group     | OE_Difficulty Navigating Between mySSA and RE |
| CAS0073012 | I                | Do you plan to use the Retirement Estimator after you are finished with your <i>my Social Security</i> account?   | Yes   |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Plan to Use RE                                |
|            |                  |   | No  |         |                               |              |                      |   |
| CAS0073013 | D                | Did you have trouble finding the Retirement Estimator?  | Yes   |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Trouble Finding RE                            |
|            |                  |   | No  |         |                               |              |                      |   |
| CAS0073014 | E                | Did you expect to find the Retirement Estimator within your <i>my Social Security</i> account?                    | Yes   |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Expect to Find RE in mySSA                    |
|            |                  |   | No  |         |                               |              |                      |   |
| CAS0073015 | F                | Did you have trouble finding the other online benefit calculators?  | Yes   |         | Radio button, one-up vertical | Y            | Skip Logic Group     | Trouble Finding Calculators                   |
|            |                  |   | No  |         |                               |              |                      |   |

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 Err:508 R9JQtMNI09w1VJAZFxsvYQ4C  
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SSA My Social Security v2 CUSTOM QUESTION LIST

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|------------|------------------|--|--|------------|-------------------------------|--------------|----------------------|-------------------------------------|
| CAS0073016 | G                | Did you expect to find the other online benefit calculators within your <i>my Social Security</i> account?   | Yes  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Expect to Find Calculators in mySSA |
|            |                  |  | No   |            |                               |              |                      |                                     |
| CAS0076487 | K                | Please select the response that best reflects the action you took:   | Viewed my SSA 1099 (or 1042S)  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | SSA 1099 Action                     |
|            |                  |  | Viewed and printed my SSA 1099 (or SSA 1042S)  |            |                               |              |                      |                                     |
|            |                  |  | Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed                 | L          |                               |              |                      |                                     |
|            |                  |  | Other  | KK         |                               |              |                      |                                     |
| CAS0076488 | L                | Please explain why you requested a copy to be mailed since it was available for viewing and printing online. |  |            | Text area, no Char limit      | N            | Skip Logic Group     | Why Request 1099                    |
| CAS0076467 | KK               | What action did you take?  |  |            | Text area, no Char limit      | N            | Skip Logic Group     | OPS_SSA 1099 Action                 |
| CAS0045398 |                  | Did you register for your <i>my Social Security</i> online or in person?                                     | Registered online on my first attempt  | A          | Radio button, one-up vertical | Y            | Skip Logic Group     | How Registered                      |
|            |                  |  | Registered online after prior unsuccessful attempts  | A,B        |                               |              |                      |                                     |
|            |                  |  | Registered with in-person assistance from my local SSA office                              | A,C        |                               |              |                      |                                     |
|            |                  |  | Registered using the SSA Express Kiosk   | A2, A3, A4 |                               |              |                      |                                     |
|            |                  |  | Not sure or don't remember   |            |                               |              |                      |                                     |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                      | Less than 15 minutes   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Reg Time                            |
|            |                  |  | More than 15 but less than 30 minutes  |            |                               |              |                      |                                     |
|            |                  |  | 30 minutes or more   |            |                               |              |                      |                                     |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?                                       | One  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | Reg Attempts                        |
|            |                  |  | Two  |            |                               |              |                      |                                     |
|            |                  |  | Three or more  |            |                               |              |                      |                                     |
| CAS0045410 | C                | Why did you decide to register in-person?  | I was unsuccessful registering online and was required                                     | CC         | Radio button, one-up vertical | Y            | Skip Logic Group     | Reg In person                       |
|            |                  |  | I preferred registering for a <i>my Social Security</i> account in-person at my SSA office | CC         |                               |              |                      |                                     |
| CAS0045401 | CC               | Please describe your in-person registration experience.  |  |            | Text area, no char limit      | N            | Skip Logic Group     | OE_In-person Experience             |
| STE0123759 | A2               | Why did you register using the SSA Express Kiosk?  | It was more convenient   |            | Radio button, one-up vertical | Y            | Skip Logic Group     | EK Use                              |
|            |                  |  | It was faster  |            |                               |              |                      |                                     |
|            |                  |  | Online video assistance was available  |            |                               |              |                      |                                     |
|            |                  |  | Other  |            |                               |              |                      |                                     |
| STE0123761 | A3               | Did you register using the SSA Express Kiosk with or without assistance?                                     | Registered without assistance  |            | Radio button, one-up vertical | Y            | Skip Logic Group     | EK Assistance                       |
|            |                  |  | Registered with in-person assistance   |            |                               |              |                      |                                     |
|            |                  |  | Registered with video assistance   |            |                               |              |                      |                                     |
| STE0123741 | A4               | Please describe your SSA Express Kiosk registration experience:  |  |            | Text area, no char limit      | N            | Skip Logic Group     | EK Experience                       |
| CAS0045411 |                  | Did you register for Extra Security?   | Yes  |            | Radio button, one-up vertical | Y            |                      | Xtra Security Reg                   |
|            |                  |  | No   |            |                               |              |                      |                                     |
|            |                  |  | I tried but was unsuccessful   |            |                               |              |                      |                                     |

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|------------|------------------|--|---|---------|-------------------------------------|--------------|----------------------|------------------------------|
|            |                  |  | I don't know  |         |                                     |              |                      |                              |
| CAS0045413 |                  | Did you understand all of <i>my Social Security's</i> instructions for registering a username and password?                      | Yes   |         | Radio button, one-up vertical       | Y            | Skip Logic Group     | Instructions Understand      |
|            |                  |  | Partially   | A       |                                     |              |                      |                              |
|            |                  |  | No  | A       |                                     |              |                      |                              |
| CAS0045414 | A                | Please explain what you did not understand about <i>my Social Security's</i> registration instructions                           |   |         | Text area, no char limit            | N            | Skip Logic Group     | OE_Instructions              |
| CAS0045415 |                  | Did you see any information describing <i>my Social Security's</i> security policies or features?                                | Yes   |         | Radio button, one-up vertical       | Y            |                      | Security Policies            |
|            |                  |  | No  |         |                                     |              |                      |                              |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your <i>my Social Security</i> account?     | No  |         | Radio Button, One-up                | Y            | Skip Logic Group     | Security Concerns            |
|            |                  |  | Yes   | A       |                                     |              |                      |                              |
| CAS0045425 | A                | Please describe your security concerns.  |   |         | Text area, no char limit            | N            | Skip Logic Group     | OE_Security Concern          |
| CAS0045422 |                  | Did the information obtained during your <i>my Social Security</i> account visit enable you to accomplish what you wanted to do? | Yes   |         | Radio button, one up                | Yes          | Skip Logic Group     | Ability to Accomplish        |
|            |                  |  | No  | A,B     |                                     |              |                      |                              |
| CAS0045426 | A                | What specifically were you trying to accomplish?   |   |         | Text area, no char limit            | N            | Skip Logic           | OE_Trying to accomplish      |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)         | Return online and try again                                   |         | Check box vertical                  | Y            | Skip Logic           | Do Next                      |
|            |                  |  | Send an e-mail to Social Security                             |         |                                     |              |                      |                              |
|            |                  |  | Call Social Security's 800 number                             |         |                                     |              |                      |                              |
|            |                  |  | Call a local Social Security office                           |         |                                     |              |                      |                              |
|            |                  |  | Visit a local Social Security office                          |         |                                     |              |                      |                              |
|            |                  |  | Take no action  |         |                                     |              |                      |                              |
|            |                  |  | Other, please specify   | BB      |                                     |              |                      |                              |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.  |   |         | Text area, no char limit            | N            |                      | OPS_Do Next                  |
| CAS0045373 |                  | Was the information in your <i>my Social Security</i> account clear to you?  | Yes   |         | radial button, one up vertical      | Y            | skip logic           | AccountClarity               |
|            |                  |  | No  | A       |                                     |              |                      |                              |
| CAS0045374 | A                | Please tell us what information or instructions were not clear   |   |         | Text area, no Char limit            | N            | Skip Logic Group     | OE_Account Clarity           |
| STE0093222 |                  | Did you use the "Get Help" button or "Call Back" button during your visit today?   | Yes, I used the "Get Help" button only                        | A       | Radio button, one up vertical       | Y            | Skip Logic           | Get Help Button or Call Back |
|            |                  |  | Yes, I used the "Call Back" button only                       | B       |                                     |              |                      |                              |
|            |                  |  | Yes, I used both the "Get Help" button and "Call Back" button | A, B    |                                     |              |                      |                              |
|            |                  |  | No, I used neither  |         |                                     |              |                      |                              |
| STE0093223 | A                | Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)                                | 1=Not Helpful at All  |         | Radio button, scale, has don't know | Y            | Skip Logic           | Get Button Helpful?          |
|            |                  |  | 2   |         |                                     |              |                      |                              |
|            |                  |  | 3   |         |                                     |              |                      |                              |

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|------------|------------------|--|---|---------|-------------------------------------|--------------|----------------------|---------------------------|
|            |                  |  |   | 4       |                                     |              |                      |                           |
|            |                  |  |   | 5       |                                     |              |                      |                           |
|            |                  |  |   | 6       |                                     |              |                      |                           |
|            |                  |  |   | 7       |                                     |              |                      |                           |
|            |                  |  |   | 8       |                                     |              |                      |                           |
|            |                  |  |   | 9       |                                     |              |                      |                           |
|            |                  |  | 10=Very Helpful                           |         |                                     |              |                      |                           |
|            |                  |  | Don't know                                |         |                                     |              |                      |                           |
| STE0093224 | B                | Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) | 1=Not Helpful at All                      |         | Radio button, scale, has don't know | Y            | Skip Logic           | Call Back Button Helpful? |
|            |                  |  |   | 2       |                                     |              |                      |                           |
|            |                  |  |   | 3       |                                     |              |                      |                           |
|            |                  |  |   | 4       |                                     |              |                      |                           |
|            |                  |  |   | 5       |                                     |              |                      |                           |
|            |                  |  |   | 6       |                                     |              |                      |                           |
|            |                  |  |   | 7       |                                     |              |                      |                           |
|            |                  |  |   | 8       |                                     |              |                      |                           |
|            |                  |  |   | 9       |                                     |              |                      |                           |
|            |                  |  | 10=Very Helpful                           |         |                                     |              |                      |                           |
|            |                  |  | Don't know                                |         |                                     |              |                      |                           |

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|------------|------------------|---|--|---------|--------------------------------|----------------------|-------------------------------|--------------------------------|
| CAS0076489 |                  | Please tell us how and from where you connected with SSA during your visit today?         | Desktop computer/laptop from my home   | A       | Radio button, one-up vertical  | Y                    | Skip Logic Group<br>Randomize | How Connected with SSA         |
|            |                  |   | Desktop computer/laptop from a friend or relative's home   |         |                                |                      |                               |                                |
|            |                  |   | Desktop computer/laptop from my place of employment  |         |                                |                      |                               |                                |
|            |                  |   | Public computer workstation in a library   |         |                                |                      |                               |                                |
|            |                  |   | Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.) |         |                                |                      |                               |                                |
|            |                  |   | Public computer workstation made available at my local Social Security office  |         |                                |                      |                               |                                |
|            |                  |   | SSA Express kiosk located in a public space or governmental office-<br>Other (please specify)  |         |                                |                      |                               |                                |
|            |                  |   |  | C       |                                | Anchor Answer Choice |                               |                                |
| CAS0076468 | A                | Did you connect through a unique Social Security icon featured on the computer's desktop? | Yes  | AA      | Radio button, one-up vertical  | Y                    | Skip Logic Group              | Use SSA Icon                   |
|            |                  |   | No   |         |                                |                      |                               |                                |
| CAS0076469 | AA               | How did you link to the SSA website?  |  |         | Text area, no char limit       | N                    | Skip Logic Group              | OE_How Linked to SSA (library) |
| CAS0076490 | B                | Please describe the location.   |  |         | Text area, no char limit       | N                    | Skip Logic Group              | OE_Location of Kiosk           |
| CAS0076470 | C                | Please tell us how and from where you connected with SSA during your visit today?         |  |         | Text area, no char limit       | N                    | Skip Logic Group              | OPS_How Connected with SSA     |
|            |                  | How did you connect to Social Security today?   | Desktop  |         | Radio button, one-up vertical  | Y                    |                               | How Connected with SSA         |
|            |                  |   | Laptop   |         |                                |                      |                               |                                |
|            |                  |   | Smart Phone  |         |                                |                      |                               |                                |
|            |                  |   | Tablet   |         |                                |                      |                               |                                |
|            |                  | From where did you connect to SSA today?  | At home  | A       | Radio button, one-up verticalb | Y                    | Skip Logic Group              | From Where Connected with SSA  |
|            |                  |   | In office / place of employment  |         |                                |                      |                               |                                |
|            |                  |   | At a Friend or Relative's place  |         |                                |                      |                               |                                |
|            |                  |   | Public Library   |         |                                |                      |                               |                                |
|            |                  |   | Social Security Office   |         |                                |                      |                               |                                |
|            |                  |   | Social Security Kiosk  |         |                                |                      |                               |                                |
|            |                  |   | Other Agency   |         |                                |                      |                               |                                |
| Other      | B                |   |  |         |                                |                      |                               |                                |
|            |                  |   |  | C       |                                |                      |                               |                                |
|            | A                | Did you connect through a unique Social Security icon featured on the computer's desktop? | Yes  | AA      | Radio button, one-up vertical  | Y                    | Skip Logic Group              | Use SSA Icon                   |
|            |                  |   | No   |         |                                |                      |                               |                                |

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|------------|------------------|---|---|---------|-------------------------------|--------------|----------------------|--------------------------------|
|            | AA               | How did you link to the SSA website?  |   |         | Text area, no char limit      | N            | Skip Logic Group     | OE_How Linked to SSA (library) |
|            | B                | Please describe the location.   |   |         | Text area, no char limit      | N            | Skip Logic Group     | OE_Location of Kiosk           |
|            | C                | Please tell us how and from where you connected with SSA during your visit today: |   |         | Text area, no char limit      | N            | Skip Logic Group     | OPS_How Connected with SSA     |
| CAS0045388 |                  | How did you learn about my Social Security? (Check all that apply.)               | Official Social Security <del>Home-Page</del> website (www.ssa.gov)<br>Browsing SSA.gov's informational webpages<br>Social Security's Frequently Asked Questions (FAQs)<br>The "Manage Your Benefits with a my Social Security account" page <del>that now appears at the completion of the online application</del><br>An email reminder from Social Security<br>Social Security Statement that I received in the mail<br>A general web search (e.g., Google, Bing, etc.)<br>Radio or television ad<br>A newspaper or magazine article or ad<br>An online ad on another website (e.g., banner, image, etc.)<br>Social media (e.g., Facebook, Twitter, blog, etc.)<br>Friend, spouse, relative, neighbor, or acquaintance<br>Social Security employee<br>Community group or association<br>Government agency other than Social Security (e.g., State, Federal)<br>Billboard ad<br>Other, please explain |         | check box, one up             | Y            | Skip Logic Group     | Learn about                    |
| CAS0045390 | B                | How did you learn about my Social Security?                                       |   | B       | Text area, no char limit      | N            | Skip Logic Group     | OPS_Learn about                |
| HAR0069569 |                  | How often do you access (or plan to access) your my Social Security account?      | Once a year<br>Once every six months<br>Once every three months<br>Once a month<br>More than once a month<br>Not sure   |         | Radio button, one up vertical | Y            |                      | Access Frequency - NEW         |
| BJL1506    |                  | Are you currently receiving cash benefits?  | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)<br>Yes, I am receiving Supplemental Security Income (SSI)<br>Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)<br>I recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI  |         | Radio button, one-up vertical | Y            |                      | Cash Benefits                  |

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|------------|------------------|---|---|---------|------------------------------|--------------|----------------------|--------------------------|
|            |                  |   | <del>I am entitled to Medicare Only coverage – no cash benefits</del> I am eligible to receive monthly benefits or Medicare at this time but am not receiving cash benefits yet |         |                              |              |                      |                          |
|            |                  |   | <del>I am not entitled to monthly benefits or Medicare</del> No, I am not eligible to receive monthly benefits or Medicare at this time   |         |                              |              |                      |                          |
|            |                  |   | No, I am taking Medicare Only coverage - no cash benefits   |         |                              |              |                      |                          |
|            |                  |   | No, I am not receiving cash benefits  |         |                              |              |                      |                          |
|            |                  |   | I don't know or prefer not to answer  |         |                              |              |                      |                          |
| CAS0045395 |                  | What is your reason for visiting my Social Security today? (Check all that apply)             | To print or view my online Social Security Statement  | A, C    | check box one up vertical    | Yes          | Skip Logic Group     | Primary Reason           |
|            |                  |   | To make sure my earnings record is correct  |         |                              |              |                      |                          |
|            |                  |   | To view my Benefits and Payment Details   |         |                              |              |                      |                          |
|            |                  |   | To check the Status of my recently filed online application for benefits  |         |                              |              |                      |                          |
|            |                  |   | To get a Benefit Verification Letter  | B       |                              |              |                      |                          |
|            |                  |   | To add Extra Security to my online account  |         |                              |              |                      |                          |
|            |                  |   | To use SSA's Retirement Estimator   | D, E    |                              |              |                      |                          |
|            |                  |   | To use SSA's other online benefit calculators   | F, G    |                              |              |                      |                          |
|            |                  |   | To apply online for Social Security or Medicare Only benefits   |         |                              |              |                      |                          |
|            |                  |   | To replace my Social Security card  |         |                              |              |                      |                          |
|            |                  |   | To change my address with SSA   |         |                              |              |                      |                          |
|            |                  |   | To enroll in or update my direct deposit  |         |                              |              |                      |                          |
|            |                  |   | To request a replacement SSA – 1099 (or SSA – 1042S) for tax season   | K       |                              |              |                      |                          |
|            |                  |   | To learn about the benefits to which I might be entitled  |         |                              |              |                      |                          |
|            |                  |   | Just curious - wanted to see what information was contained in mySocialSecurity account   |         |                              |              |                      |                          |
|            |                  |   | Other reason for visiting today:  | Z       |                              |              |                      |                          |
| CAS0045407 | A                | How often do you review your online Social Security Statement?                                | This is my first time   | AA      | check box one up vertical    | Y            | Skip Logic Group     | Freq View Statement      |
|            |                  |   | <del>Less frequently than once a year</del>   |         |                              |              |                      |                          |
|            |                  |   | At least once a year  |         |                              |              |                      |                          |
|            |                  |   | Every 6 months  |         |                              |              |                      |                          |
|            |                  |   | Every 3 months  |         |                              |              |                      |                          |
|            |                  |   | Once a month  |         |                              |              |                      |                          |
|            |                  |   | More frequently than once a month   |         |                              |              |                      |                          |
|            |                  |   | <del>Other</del>  |         |                              |              |                      |                          |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?                              | Yes   |         | radio button one up vertical |              | skip logic group     | Plan to View State again |
|            |                  |   | No  |         |                              |              |                      |                          |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) | USDA - SNAP   |         | check box vertical one up    | Y            | skip logic group     | Agency Need              |
|            |                  |   | IRS   |         |                              |              |                      |                          |
|            |                  |   | Court   |         |                              |              |                      |                          |
|            |                  |   | HUD - Federal Housing Admin. (FHA)  |         |                              |              |                      |                          |



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|------------|------------------|---|--|-----------|-------------------------------|--------------|----------------------|---|
|            |                  |   | Department of Veterans Affairs (VA)  |           |                               |              |                      |   |
|            |                  |   | Requesting a Retirement Visa from another country                          |           |                               |              |                      |   |
|            |                  |   | Medicare   |           |                               |              |                      |   |
|            |                  |   | Medicaid   |           |                               |              |                      |   |
|            |                  |   | State or Local Department of Social Services                               |           |                               |              |                      |   |
|            |                  |   | Other agency or program  | <b>BB</b> |                               |              |                      |   |
| CAS0045396 | <b>BB</b>        | Which "other" agency or program requested your Benefit Verification information?                                  |  |           | Text area, no Char limit      | N            | Skip Logic Group     | OPS_Other Agency                              |
| CAS0045397 | <b>Z</b>         | Please tell us what your primary reason was for visiting today:   |  |           | Text area, no Char limit      | N            | Skip Logic Group     | OPS_Primary Reason                            |
| CAS0073009 | <b>C</b>         | Did you use the Retirement Estimator before visiting your <i>my Social Security</i> account today?                | Yes  | <b>H</b>  | Radio button, one-up vertical | Y            | Skip Logic Group     | Use RE  |
|            |                  |   | No   | <b>I</b>  |                               |              |                      |   |
| CAS0073010 | <b>H</b>         | Did you have difficulty navigating between <i>my Social Security</i> and the Retirement Estimator?                | Yes  | <b>J</b>  | Radio button, one-up vertical | Y            | Skip Logic Group     | Difficulty Navigating Between mySSA and RE    |
|            |                  |   | No   |           |                               |              |                      |   |
| CAS0073011 | <b>J</b>         | Please describe the difficulty you had navigating between <i>my Social Security</i> and the Retirement Estimator. |  |           | Text area, no Char limit      | N            | Skip Logic Group     | OE_Difficulty Navigating Between mySSA and RE |
| CAS0073012 | <b>I</b>         | Do you plan to use the Retirement Estimator after you are finished with your <i>my Social Security</i> account?   | Yes  |           | Radio button, one-up vertical | Y            | Skip Logic Group     | Plan to Use RE                                |
|            |                  |   | No   |           |                               |              |                      |   |
| CAS0073013 | <b>D</b>         | Did you have trouble finding the Retirement Estimator?  | Yes  |           | Radio button, one-up vertical | Y            | Skip Logic Group     | Trouble Finding RE                            |
|            |                  |   | No   |           |                               |              |                      |   |
| CAS0073014 | <b>E</b>         | Did you expect to find the Retirement Estimator within your <i>my Social Security</i> account?                    | Yes  |           | Radio button, one-up vertical | Y            | Skip Logic Group     | Expect to Find RE in mySSA                    |
|            |                  |   | No   |           |                               |              |                      |   |
| CAS0073015 | <b>F</b>         | Did you have trouble finding the other online benefit calculators?  | Yes  |           | Radio button, one-up vertical | Y            | Skip Logic Group     | Trouble Finding Calculators                   |
|            |                  |   | No   |           |                               |              |                      |   |
| CAS0073016 | <b>G</b>         | Did you expect to find the other online benefit calculators within your <i>my Social Security</i> account?        | Yes  |           | Radio button, one-up vertical | Y            | Skip Logic Group     | Expect to Find Calculators in mySSA           |
|            |                  |   | No   |           |                               |              |                      |   |
| CAS0076487 | <b>K</b>         | Please select the response that best reflects the action you took:  | Viewed my SSA 1099 (or 1042S)  |           | Radio button, one-up vertical | Y            | Skip Logic Group     | SSA 1099 Action                               |
|            |                  |   | Viewed and printed my SSA 1099 (or SSA 1042S)                              |           |                               |              |                      |   |
|            |                  |   | Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed | <b>L</b>  |                               |              |                      |   |
|            |                  |   | Other  | <b>KK</b> |                               |              |                      |   |

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| QID        | Skip Logic Label | Question Text  | Answer Choices (limited to 50 characters)  | Skip to                       | Type (select from list)              | Required Y/N | Special Instructions    | CQ Label                |
|------------|------------------|--|--|-------------------------------|--------------------------------------|--------------|-------------------------|-------------------------|
| CAS0076488 | L                | Please explain why you requested a copy to be mailed since it was available for viewing and printing online. |  |                               | Text area, no Char limit             | N            | Skip Logic Group        | Why Request 1099        |
| CAS0076467 | KK               | What action did you take?  |  |                               | Text area, no Char limit             | N            | Skip Logic Group        | OPS_SSA 1099 Action     |
| CAS0045398 |                  | Did you register for <b>your my Social Security</b> online or in person?                                     | Registered online on my first attempt<br>Registered online after prior unsuccessful attempts<br>Registered with in-person assistance from my local SSA office<br><i>Registered using the SSA Express Kiosk</i><br>Not sure or don't remember | A<br>A,B<br>A,C<br>A2, A3, A4 | Radio button, one-up vertical        | Y            | Skip Logic Group        | How Registered          |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                      | Less than 15 minutes<br>More than 15 but less than 30 minutes<br>30 minutes or more  |                               | Radio button, one-up vertical        | Y            | Skip Logic Group        | Reg Time                |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?                                       | One<br>Two<br>Three or more  |                               | Radio button, one-up vertical        | Y            | Skip Logic Group        | Reg Attempts            |
| CAS0045410 | C                | Why did you decide to register in-person?  | I was unsuccessful registering online and was required<br>I preferred registering for <b>a my Social Security account</b> in-person at my SSA office<br><del>Don't remember or prefer not to say</del>                                       | CC<br>CC<br>CC                | Radio button, one-up vertical        | Y            | Skip Logic Group        | Reg In person           |
| CAS0045401 | CC               | Please describe your in-person registration experience.  |  |                               | Text area, no char limit             | N            | Skip Logic Group        | OE_In-person Experience |
|            | A2               | <i>Why did you register using the SSA Express Kiosk?</i>   | <i>It was more convenient<br/>It was faster<br/>Online video assistance was available<br/>Other</i>  |                               | <i>Radio button, one-up vertical</i> | Y            | <i>Skip Logic Group</i> | <i>EK Use</i>           |
|            | A3               | <i>Did you register using the SSA Express Kiosk with or without assistance?</i>                              | <i>Registered without assistance<br/>Registered with in-person assistance<br/>Registered with video assistance</i>   |                               | <i>Radio button, one-up vertical</i> | Y            | <i>Skip Logic Group</i> | <i>EK Assistance</i>    |
|            | A4               | <i>Please describe your SSA Express Kiosk registration experience:</i>                                       |  |                               | <i>Text area, no char limit</i>      | N            | <i>Skip Logic Group</i> | <i>EK Experience</i>    |
| CAS0045411 |                  | Did you register for Extra Security?   | Yes<br>No<br>I tried but was unsuccessful<br>I don't know  |                               | Radio button, one-up vertical        | Y            |                         | Xtra Security Reg       |
| CAS0045413 |                  | Did you understand all of <b>my Social Security's</b> instructions for registering a username and password?  | Yes<br>Partially<br>No   | A<br>A                        | Radio button, one-up vertical        | Y            | Skip Logic Group        | Instructions Understand |
| CAS0045414 | A                | Please explain what you did not understand about <b>my Social Security's</b> registration instructions       |  |                               | Text area, no char limit             | N            | Skip Logic Group        | OE_Instructions         |

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|------------|------------------|--|--|----------------|-------------------------------------|--------------|----------------------|------------------------------|
| CAS0045415 |                  | Did you see any information describing <i>my Social Security's</i> security policies or features?                                | Yes<br>No  |                | Radio button, one-up vertical       | Y            |                      | Security Policies            |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your <i>my Social Security</i> account?     | No<br>Yes  |                | Radio Button, One-up                | Y            | Skip Logic Group     | Security Concerns            |
| CAS0045425 | A                | Please describe your security concerns.  |  | A              | Text area, no char limit            | N            | Skip Logic Group     | OE_Security Concern          |
| CAS0045422 |                  | Did the information obtained during your <i>my Social Security</i> account visit enable you to accomplish what you wanted to do? | Yes<br>No  |                | Radio button, one up                | Yes          | Skip Logic Group     | Ability to Accomplish        |
| CAS0045426 | A                | What specifically were you trying to accomplish?   |  | A,B            | Text area, no char limit            | N            | Skip Logic           | OE_Trying to accomplish      |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)         | Return <u>online</u> and try again<br><u>Submit Send</u> an e-mail to Social Security<br><u>Call Social Security's 800 number</u><br><u>Call a local Social Security office</u><br><u>Visit a local Social Security office</u><br><u>Take no action</u><br><u>Write a letter to Social Security</u><br>Other, please specify |                | Check box vertical                  | Y            | Skip Logic           | Do Next                      |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.  |  | BB             | Text area, no char limit            | N            |                      | OPS_Do Next                  |
| CAS0045373 |                  | Was the information in your <i>my Social Security</i> account clear to you?  | Yes<br>No  |                | radial button, one up vertical      | Y            | skip logic           | AccountClarity               |
| CAS0045374 | A                | Please tell us what information or instructions were not clear   |  | A              | Text area, no Char limit            | N            | Skip Logic Group     | OE_Account Clarity           |
| STE0093222 |                  | Did you use the "Get Help" button or "Call Back" button during your visit today?   | Yes, I used the "Get Help" button only<br>Yes, I used the "Call Back" button only<br>Yes, I used both the "Get Help" button and "Call Back" button<br>No, I used neither   | A<br>B<br>A, B | Radio button, one up vertical       | Y            | Skip Logic           | Get Help Button or Call Back |
| STE0093223 | A                | Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)                                | 1=Not Helpful at All<br>2<br>3<br>4<br>5<br>6<br>7<br>8<br>9<br>10=Very Helpful<br>Don't know  |                | Radio button, scale, has don't know | Y            | Skip Logic           | Get Button Helpful?          |

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|------------|------------------|---|---|---------|-------------------------------------|--------------|----------------------|---------------------------|
| STE0093224 | B                | Please rate how helpful the "Call Back" button was to you. <i>(1=Not Helpful at All, 10=Very Helpful)</i> | 1=Not Helpful at All                      |         | Radio button, scale, has don't know | Y            | Skip Logic           | Call Back Button Helpful? |
|            |                  |   |   | 2       |                                     |              |                      |                           |
|            |                  |   |   | 3       |                                     |              |                      |                           |
|            |                  |   |   | 4       |                                     |              |                      |                           |
|            |                  |   |   | 5       |                                     |              |                      |                           |
|            |                  |   |   | 6       |                                     |              |                      |                           |
|            |                  |   |   | 7       |                                     |              |                      |                           |
|            |                  |   |   | 8       |                                     |              |                      |                           |
|            |                  |   |   | 9       |                                     |              |                      |                           |
|            |                  |   | 10=Very Helpful                           |         |                                     |              |                      |                           |
|            |                  |   | Don't know                                |         |                                     |              |                      |                           |
| CAS0045375 |                  | <del>Please select the category that includes your age:</del>   | <del>Under 25</del>                       |         | <del>Drop down, select one</del>    | <del>N</del> |                      | <del>New Age</del>        |
|            |                  |   | <del>26 to 45</del>                       |         |                                     |              |                      |                           |
|            |                  |   | <del>46 to 55</del>                       |         |                                     |              |                      |                           |
|            |                  |   | <del>56 to 60</del>                       |         |                                     |              |                      |                           |
|            |                  |   | <del>61 to 64</del>                       |         |                                     |              |                      |                           |
|            |                  |   | <del>65 to 66</del>                       |         |                                     |              |                      |                           |
|            |                  |   | <del>67 or older</del>                    |         |                                     |              |                      |                           |
|            |                  |   | <del>Prefer not to answer</del>           |         |                                     |              |                      |                           |

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|------------------------|------------------|---|--|---------|-------------------------------|-----------------|--------------|-------------------------------|--------------------------------|--|
| CAS0076489             |                  | Please tell us how and from where you connected with SSA during your visit today?         | Desktop computer/laptop from my home   | A       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group<br>Randomize | How Connected with SSA         |  |
|                        |                  |   | Desktop computer/laptop from a friend or relative's home   |         |                               |                 |              |                               |                                |  |
|                        |                  |   | Desktop computer/laptop from my place of employment  |         |                               |                 |              |                               |                                |  |
|                        |                  |   | Public computer workstation in a library   |         |                               |                 |              |                               |                                |  |
|                        |                  |   | Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.) |         |                               |                 |              |                               |                                |  |
|                        |                  |   | Public computer workstation made available at my local Social Security office  |         |                               |                 |              |                               |                                |  |
|                        |                  |   | SSA Express kiosk located in a public space or governmental office   |         |                               |                 |              |                               |                                |  |
| Other (please specify) | B                | Anchor Answer Choice  |  |         |                               |                 |              |                               |                                |  |
|                        | C                |   |  |         |                               |                 |              |                               |                                |  |
| CAS0076468             | A                | Did you connect through a unique Social Security icon featured on the computer's desktop? | Yes<br>No  | AA      | Radio button, one-up vertical | Single          | Y            | Skip Logic Group              | Use SSA Icon                   |  |
| CAS0076469             | AA               | How did you link to the SSA website?  |  |         | Text area, no char limit      | Open            | N            | Skip Logic Group              | OE_How Linked to SSA (library) |  |
| CAS0076490             | B                | Please describe the location.   |  |         | Text area, no char limit      | Open            | N            | Skip Logic Group              | OE_Location of Kiosk           |  |
| CAS0076470             | C                | Please tell us how and from where you connected with SSA during your visit today?         |  |         | Text area, no char limit      | Open            | N            | Skip Logic Group              | OPS_How Connected with SSA     |  |
| CAS0045388             |                  | How did you learn about my Social Security? (Check all that apply.)                       | Social Security Home Page  |         | check box, one up             | Multi           | Y            | Skip                          | Learn about                    |  |
|                        |                  |   | Browsing SSA.gov's informational webpages  |         |                               |                 |              |                               |                                |  |
|                        |                  |   | Social Security's Frequently Asked Questions (FAQs)  |         |                               |                 |              |                               |                                |  |
|                        |                  |   | The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application                             |         |                               |                 |              |                               |                                |  |
|                        |                  |   | An email reminder from Social Security   |         |                               |                 |              |                               |                                |  |
|                        |                  |   | Social Security Statement that I received in the mail  |         |                               |                 |              |                               |                                |  |
|                        |                  |   | A general web search (e.g., Google, Bing, etc.)  |         |                               |                 |              |                               |                                |  |
|                        |                  |   | Radio or television ad   |         |                               |                 |              |                               |                                |  |
|                        |                  |   | A newspaper or magazine article or ad  |         |                               |                 |              |                               |                                |  |
|                        |                  |   | An online ad on another website (e.g., banner, image, etc.)  |         |                               |                 |              |                               |                                |  |
|                        |                  |   | Social media (e.g., Facebook, Twitter, blog, etc.)   |         |                               |                 |              |                               |                                |  |
|                        |                  |   | Friend, spouse, relative, neighbor, or acquaintance  |         |                               |                 |              |                               |                                |  |
|                        |                  |   | Social Security employee   |         |                               |                 |              |                               |                                |  |

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|------------|------------------|---|--|-------------|-------------------------------|-----------------|--------------|----------------------|------------------------|
|            |                  |   | Community group or association   |             |                               |                 |              |                      |                        |
|            |                  |   | Government agency other than Social Security (e.g., State, Federal)                              |             |                               |                 |              |                      |                        |
|            |                  |   | Other, please explain  | <b>B</b>    |                               |                 |              |                      |                        |
| CAS0045390 | <b>B</b>         | How did you learn about my Social Security?                                       |  |             | Text area, no char limit      |                 | N            |                      | OPS_Learn about        |
| HAR0069569 |                  | How often do you access (or plan to access) your my Social Security account?      | Once a year  |             | Radio button, one up vertical | Single          | Y            |                      | Access Frequency - NEW |
|            |                  |   | Once every six months  |             |                               |                 |              |                      |                        |
|            |                  |   | Once every three months  |             |                               |                 |              |                      |                        |
|            |                  |   | Once a month   |             |                               |                 |              |                      |                        |
|            |                  |   | More than once a month   |             |                               |                 |              |                      |                        |
|            |                  |   | Not sure   |             |                               |                 |              |                      |                        |
| BJL1506    |                  | Are you currently receiving cash benefits?  | Yes, I am receiving Supplemental Security Income (SSI)   |             | Radio button, one-up vertical | Single          | Y            |                      | Cash Benefits          |
|            |                  |   | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)      |             |                               |                 |              |                      |                        |
|            |                  |   | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) |             |                               |                 |              |                      |                        |
|            |                  |   | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI      |             |                               |                 |              |                      |                        |
|            |                  |   | I am entitled to Medicare Only coverage - no cash benefits                                       |             |                               |                 |              |                      |                        |
|            |                  |   | I am not entitled to monthly benefits or Medicare  |             |                               |                 |              |                      |                        |
|            |                  |   | I don't know or prefer not to answer   |             |                               |                 |              |                      |                        |
| CAS0045395 |                  | What is your reason for visiting my Social Security today? (Check all that apply) | To print or view my online Social Security Statement   | <b>A, C</b> | check box one up vertical     | Multi           | Yes          | Skip Logic Group     | Primary Reason         |
|            |                  |   | To make sure my earnings record is correct   |             |                               |                 |              |                      |                        |
|            |                  |   | To view my Benefits and Payment Details  |             |                               |                 |              |                      |                        |
|            |                  |   | To check the status of my recently filed online application for benefits                         |             |                               |                 |              |                      |                        |
|            |                  |   | To get a Benefit Verification Letter   | <b>B</b>    |                               |                 |              |                      |                        |
|            |                  |   | Add Extra Security to my online account  |             |                               |                 |              |                      |                        |
|            |                  |   | To use SSA's Retirement Estimator  | <b>D, E</b> |                               |                 |              |                      |                        |
|            |                  |   | To use SSA's other online benefit calculators  | <b>F, G</b> |                               |                 |              |                      |                        |
|            |                  |   | To apply online for Social Security or Medicare Only benefits                                    |             |                               |                 |              |                      |                        |
|            |                  |   | To replace my Social Security card   |             |                               |                 |              |                      |                        |
|            |                  |   | To change my address with SSA  |             |                               |                 |              |                      |                        |
|            |                  |   | To enroll in or update my direct deposit   |             |                               |                 |              |                      |                        |
|            |                  |   | To request a replacement SSA – 1099 (or SSA – 1042S) for tax season                              | <b>K</b>    |                               |                 |              |                      |                        |
|            |                  |   | To learn about the benefits to which I might be entitled   |             |                               |                 |              |                      |                        |
|            |                  |   | Just curious - wanted to see what information was contained in my Social Security account        |             |                               |                 |              |                      |                        |
|            |                  |   | Other reason for visiting today:   | <b>Z</b>    |                               |                 |              |                      |                        |

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|------------|------------------|--|---|---------|-------------------------------|-----------------|--------------|----------------------|---|
| CAS0045407 | A                | How often do you review your online Social Security Statement?   | This is my first time<br>Less frequently than once a year<br>At least once a year<br>Every 6 months<br>Every 3 months<br>Once a month<br>More frequently than once a month<br>Other   | AA      | check box one up vertical     | Single          | Y            | Skip Logic Group     | Freq View Statement                           |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?   | Yes<br>No   |         | radio button one up vertical  |                 |              | skip logic group     | Plan to View State again                      |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)              | USDA - SNAP<br>IRS<br>HUD - Federal Housing Admin. (FHA)<br>Department of Veterans Affairs (VA)<br>Requesting a Retirement Visa from another country<br>Medicare<br>Medicaid<br>State or Local Department of Social Services<br>Other agency or program |         | check box vertical one up     | Multiple        | Y            | skip logic group     | Agency Need                                   |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?                           |   | BB      | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency                              |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today.  |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason                            |
| CAS0073009 | C                | Did you use the Retirement Estimator before visiting your my Social Security account today?                | Yes<br>No   | H       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Use RE  |
| CAS0073010 | H                | Did you have difficulty navigating between my Social Security and the Retirement Estimator?                | Yes<br>No   | I<br>J  | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Difficulty Navigating Between mySSA and RE    |
| CAS0073011 | J                | Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator. |   |         | Text area, no Char limit      |                 | N            | Skip Logic Group     | OE_Difficulty Navigating Between mySSA and RE |
| CAS0073012 | I                | Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?   | Yes<br>No   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Plan to Use RE                                |
| CAS0073013 | D                | Did you have trouble finding the Retirement Estimator?   | Yes<br>No   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Trouble Finding RE                            |
| CAS0073014 | E                | Did you expect to find the Retirement Estimator within your my Social Security account?                    | Yes   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Expect to Find RE in mySSA                    |

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|------------|------------------|--|---|-----------------|-------------------------------|-----------------|--------------|----------------------|-------------------------------------|
|            |                  |  | No  |                 |                               |                 |              |                      |                                     |
| CAS0073015 | F                | Did you have trouble finding the other online benefit calculators?   | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Trouble Finding Calculators         |
| CAS0073016 | G                | Did you expect to find the other online benefit calculators within your my Social Security account?          | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Expect to Find Calculators in mySSA |
| CAS0076487 | K                | Please select the response that best reflects the action you took:   | Viewed my SSA 1099 (or 1042S)<br>Viewed and printed my SSA 1099 (or SSA 1042S)<br>Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed<br>Other                       | L<br>KK         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | SSA 1099 Action                     |
| CAS0076488 | L                | Please explain why you requested a copy to be mailed since it was available for viewing and printing online. |   |                 | Text area, no Char limit      | Open            | N            | Skip Logic Group     | Why Request 1099                    |
| CAS0076467 | KK               | What action did you take?  |   |                 | Text area, no Char limit      | Open            | N            | Skip Logic Group     | OPS_SSA 1099 Action                 |
| CAS0045398 |                  | Did you register for my Social Security online or in person?   | Registered online on my first attempt<br>Registered online after prior unsuccessful attempts<br>Registered with in-person assistance from my local SSA office<br>Not sure or don't remember | A<br>A,B<br>A,C | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered                      |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                      | Less than 15 minutes<br>More than 15 but less than 30 minutes<br>30 minutes or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                            |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?                                       | One<br>Two<br>Three or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts                        |
| CAS0045410 | C                | Why did you decide to register in-person?  | I was unsuccessful registering online and was required<br>I preferred registering for my Social Security in-person a<br>Don't remember or prefer not to say                                 | CC<br>CC<br>CC  | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg In person                       |
| CAS0045401 | CC               | Please describe your in-person registration experience.  |   |                 | Text area, no char limit      |                 | N            |                      | OE_In-person Experience             |
| CAS0045411 |                  | Did you register for Extra Security?   | Yes<br>No<br>I tried but was unsuccessful<br>I don't know   |                 | Radio button, one-up vertical | Single          | Y            |                      | Xtra Security Reg                   |
| CAS0045413 |                  | Did you understand all of my Social Security's instructions for registering a username and password?         | Yes<br>Partially  | A               | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Instructions Understand             |



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 Err:508 R9JQtMNI09w1VJAZFsVYQ4C  
 Partitioned Yes 2/8/2012

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 blue + -->: REWORDING

SSA My Social Security v2 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                     |
|------------|------------------|---|---|---------|-------------------------------------|-----------------|--------------|----------------------|------------------------------|
|            |                  |   | No  | A       |                                     |                 |              |                      |                              |
| CAS0045414 | A                | Please explain what you did not understand about my Social Security's registration instructions                           |   |         | Text area, no char limit            |                 | N            | Skip Logic Group     | OE_Instructions              |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?                                |   |         | Radio button, one-up vertical       | Single          | Y            |                      | Security Policies            |
|            |                  |   | Yes   |         |                                     |                 |              |                      |                              |
|            |                  |   | No  |         |                                     |                 |              |                      |                              |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?     |   |         | Radio Button, One-up                | Single          | Y            | Skip Logic Group     | Security Concerns            |
|            |                  |   | No  |         |                                     |                 |              |                      |                              |
|            |                  |   | Yes   | A       |                                     |                 |              |                      |                              |
| CAS0045425 | A                | Please describe your security concerns.   |   |         | Text area, no char limit            |                 | N            |                      | OE_Security Concern          |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? |   |         | Radio button, one up                | single          | Yes          | Skip Logic Group     | Ability to Accomplish        |
|            |                  |   | No  | A,B     |                                     |                 |              |                      |                              |
| CAS0045426 | A                | What specifically were you trying to accomplish?  |   |         | Text area, no char limit            |                 | N            | Skip Logic           | OE_Trying to accomplish      |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)  |   |         | Check box vertical                  | Multi           | Y            | Skip Logic           | Do Next                      |
|            |                  |   | Return and try again  |         |                                     |                 |              |                      |                              |
|            |                  |   | Visit a local Social Security office                          |         |                                     |                 |              |                      |                              |
|            |                  |   | Call a local Social Security office                           |         |                                     |                 |              |                      |                              |
|            |                  |   | Call Social Security's 800 number                             |         |                                     |                 |              |                      |                              |
|            |                  |   | Submit an e-mail to Social Security                           |         |                                     |                 |              |                      |                              |
|            |                  |   | Write a letter to Social Security                             |         |                                     |                 |              |                      |                              |
|            |                  |   | Take no action  |         |                                     |                 |              |                      |                              |
|            |                  |   | Other, please specify   | BB      |                                     |                 |              |                      |                              |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.   |   |         | Text area, no char limit            |                 | N            |                      | OPS_Do Next                  |
| CAS0045373 |                  | Was the information in your my Social Security account clear to you?  |   |         | radial button, one up vertical      | Single          | Y            | skip logic           | AccountClarity               |
|            |                  |   | No  | A       |                                     |                 |              |                      |                              |
| CAS0045374 | A                | Please tell us what information or instructions were not clear  |   |         | Text area, no Char limit            |                 | N            |                      | OE_Account Clarity           |
|            |                  | Did you use the "Get Help" button or "Call Back" button during your visit today?  | Yes, I used the "Get Help" button only                        | A       | Radio button, one up vertical       | Single          | Y            | Skip Logic           | Get Help Button or Call Back |
|            |                  |   | Yes, I used the "Call Back" button only                       | B       |                                     |                 |              |                      |                              |
|            |                  |   | Yes, I used both the "Get Help" button and "Call Back" button | A, B    |                                     |                 |              |                      |                              |
|            |                  |   | No, I used neither  |         |                                     |                 |              |                      |                              |
|            | A                | Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)                         | 1=Not Helpful at All  |         | Radio button, scale, has don't know | Single          | Y            | Skip Logic           | Get Button Helpful?          |
|            |                  |   | 2   |         |                                     |                 |              |                      |                              |
|            |                  |   | 3   |         |                                     |                 |              |                      |                              |
|            |                  |   | 4   |         |                                     |                 |              |                      |                              |
|            |                  |   | 5   |         |                                     |                 |              |                      |                              |
|            |                  |   | 6   |         |                                     |                 |              |                      |                              |

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 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C  
 Partitioned Yes 2/8/2012

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SSA My Social Security v2 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                  |
|------------|------------------|--|---|---------|-------------------------------------|-----------------|--------------|----------------------|---------------------------|
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  | 10=Very Helpful                           |         |                                     |                 |              |                      |                           |
|            |                  |  | Don't know                                |         |                                     |                 |              |                      |                           |
|            | B                | Please rate how helpful the "Call Back" button was to you. (1=Not Helpful at All, 10=Very Helpful) | 1=Not Helpful at All                      |         | Radio button, scale, has don't know | Single          | Y            | Skip Logic           | Call Back Button Helpful? |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  | 10=Very Helpful                           |         |                                     |                 |              |                      |                           |
|            |                  |  | Don't know                                |         |                                     |                 |              |                      |                           |
| STE0090150 |                  | Did you use the "Get Help" button during your visit today?   | Yes                                       | A       | Radio button, one up-vertical       | Single          | Y            | Skip Logic           | Get Help Button           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
| STE0090151 | A                | Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)  | 1=Not Helpful at All                      |         | Radio button, scale, has don't know | Single          | Y            | Skip Logic           | Get Button Helpful?       |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  |   |         |                                     |                 |              |                      |                           |
|            |                  |  | 10=Very Helpful                           |         |                                     |                 |              |                      |                           |
|            |                  |  | Don't know                                |         |                                     |                 |              |                      |                           |
| CAS0045375 |                  | Please select the category that includes your age.   | Under 25                                  |         | Drop down, select one               | Single          | N            |                      | New Age                   |
|            |                  |  | 26 to 45                                  |         |                                     |                 |              |                      |                           |
|            |                  |  | 46 to 55                                  |         |                                     |                 |              |                      |                           |
|            |                  |  | 56 to 60                                  |         |                                     |                 |              |                      |                           |
|            |                  |  | 61 to 64                                  |         |                                     |                 |              |                      |                           |
|            |                  |  | 65 to 66                                  |         |                                     |                 |              |                      |                           |
|            |                  |  | 67 or older                               |         |                                     |                 |              |                      |                           |
|            |                  |  | Prefer not to answer                      |         |                                     |                 |              |                      |                           |



Err:508  
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 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C  
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SSA My Social Security v2 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               |
|------------|------------------|---|--|-------------|-------------------------------|-----------------|--------------|----------------------|------------------------|
|            |                  |   | Community group or association   |             |                               |                 |              |                      |                        |
|            |                  |   | Government agency other than Social Security (e.g., State, Federal)                              |             |                               |                 |              |                      |                        |
|            |                  |   | Other, please explain  | <b>B</b>    |                               |                 |              |                      |                        |
| CAS0045390 | <b>B</b>         | How did you learn about my Social Security?   |  |             | Text area, no char limit      |                 | N            |                      | OPS_Learn about        |
| HAR0069569 |                  | How often do you access (or plan to access) your my Social Security account?              | Once a year  |             | Radio button, one up vertical | Single          | Y            |                      | Access Frequency - NEW |
|            |                  |   | Once every six months  |             |                               |                 |              |                      |                        |
|            |                  |   | Once every three months  |             |                               |                 |              |                      |                        |
|            |                  |   | Once a month   |             |                               |                 |              |                      |                        |
|            |                  |   | More than once a month   |             |                               |                 |              |                      |                        |
|            |                  |   | Not sure   |             |                               |                 |              |                      |                        |
| BJL1506    |                  | Are you currently receiving cash benefits?  | Yes, I am receiving Supplemental Security Income (SSI)   |             | Radio button, one-up vertical | Single          | Y            |                      | Cash Benefits          |
|            |                  |   | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)      |             |                               |                 |              |                      |                        |
|            |                  |   | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) |             |                               |                 |              |                      |                        |
|            |                  |   | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI      |             |                               |                 |              |                      |                        |
|            |                  |   | I am entitled to Medicare Only coverage - no cash benefits                                       |             |                               |                 |              |                      |                        |
|            |                  |   | I am not entitled to monthly benefits or Medicare  |             |                               |                 |              |                      |                        |
|            |                  |   | I don't know or prefer not to answer   |             |                               |                 |              |                      |                        |
| CAS0045395 |                  | What is your primary reason for visiting my Social Security today? (Check all that apply) | To print or view my online Social Security Statement   | <b>A, C</b> | check box one up vertical     | Multi           | Yes          | Skip Logic Group     | Primary Reason         |
|            |                  |   | To make sure my earnings record is correct   |             |                               |                 |              |                      |                        |
|            |                  |   | To view my Benefits and Payment Details  |             |                               |                 |              |                      |                        |
|            |                  |   | To check the status of my recently filed online application for benefits                         |             |                               |                 |              |                      |                        |
|            |                  |   | To get a Benefit Verification Letter   | <b>B</b>    |                               |                 |              |                      |                        |
|            |                  |   | Add Extra Security to my online account  |             |                               |                 |              |                      |                        |
|            |                  |   | To use SSA's Retirement Estimator  | <b>D, E</b> |                               |                 |              |                      |                        |
|            |                  |   | To use SSA's other online benefit calculators  | <b>F, G</b> |                               |                 |              |                      |                        |
|            |                  |   | To apply online for Social Security or Medicare Only benefits                                    |             |                               |                 |              |                      |                        |
|            |                  |   | To replace my Social Security card   |             |                               |                 |              |                      |                        |
|            |                  |   | To change my address with SSA  |             |                               |                 |              |                      |                        |
|            |                  |   | To enroll in or update my direct deposit   |             |                               |                 |              |                      |                        |
|            |                  |   | To request a replacement SSA – 1099 (or SSA – 1042S) for tax season                              | <b>K</b>    |                               |                 |              |                      |                        |
|            |                  |   | To learn about the benefits to which I might be entitled   |             |                               |                 |              |                      |                        |
|            |                  |   | Just curious - wanted to see what information was contained in my Social Security account        |             |                               |                 |              |                      |                        |
|            |                  |   | Other reason for visiting today:   | <b>Z</b>    |                               |                 |              |                      |                        |

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SSA My Social Security v2 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                                      |
|------------|------------------|--|---|---------|-------------------------------|-----------------|--------------|----------------------|---|
| CAS0045407 | A                | How often do you review your online Social Security Statement?   | This is my first time<br>Less frequently than once a year<br>At least once a year<br>Every 6 months<br>Every 3 months<br>Once a month<br>More frequently than once a month<br>Other   | AA      | check box one up vertical     | Single          | Y            | Skip Logic Group     | Freq View Statement                           |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?   | Yes<br>No   |         | radio button one up vertical  |                 |              | skip logic group     | Plan to View State again                      |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)              | USDA - SNAP<br>IRS<br>HUD - Federal Housing Admin. (FHA)<br>Department of Veterans Affairs (VA)<br>Requesting a Retirement Visa from another country<br>Medicare<br>Medicaid<br>State or Local Department of Social Services<br>Other agency or program |         | check box vertical one up     | Multiple        | Y            | skip logic group     | Agency Need                                   |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?                           |   | BB      | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency                              |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today.  |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason                            |
| CAS0073009 | C                | Did you use the Retirement Estimator before visiting your my Social Security account today?                | Yes<br>No   | H       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Use RE  |
| CAS0073010 | H                | Did you have difficulty navigating between my Social Security and the Retirement Estimator?                | Yes<br>No   | I<br>J  | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Difficulty Navigating Between mySSA and RE    |
| CAS0073011 | J                | Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator. |   |         | Text area, no Char limit      |                 | N            | Skip Logic Group     | OE_Difficulty Navigating Between mySSA and RE |
| CAS0073012 | I                | Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?   | Yes<br>No   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Plan to Use RE                                |
| CAS0073013 | D                | Did you have trouble finding the Retirement Estimator?   | Yes<br>No   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Troubke Finding RE                            |
| CAS0073014 | E                | Did you expect to find the Retirement Estimator within your my Social Security account?                    | Yes   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Expect to Find RE in mySSA                    |

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|------------|------------------|--|---|-----------------|-------------------------------|-----------------|--------------|----------------------|-------------------------------------|
|            |                  |  | No  |                 |                               |                 |              |                      |                                     |
| CAS0073015 | F                | Did you have trouble finding the other online benefit calculators?   | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Trouble Finding Calculators         |
| CAS0073016 | G                | Did you expect to find the other online benefit calculators within your my Social Security account?          | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Expect to Find Calculators in mySSA |
| CAS0076487 | K                | Please select the response that best reflects the action you took:   | Viewed my SSA 1099 (or 1042S)<br>Viewed and printed my SSA 1099 (or SSA 1042S)<br>Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed<br>Other                       | L<br>KK         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | SSA 1099 Action                     |
| CAS0076488 | L                | Please explain why you requested a copy to be mailed since it was available for viewing and printing online. |   |                 | Text area, no Char limit      | Open            | N            | Skip Logic Group     | Why Request 1099                    |
| CAS0076467 | KK               | What action did you take?  |   |                 | Text area, no Char limit      | Open            | N            | Skip Logic Group     | OPS_SSA 1099 Action                 |
| CAS0045398 |                  | Did you register for my Social Security online or in person?   | Registered online on my first attempt<br>Registered online after prior unsuccessful attempts<br>Registered with in-person assistance from my local SSA office<br>Not sure or don't remember | A<br>A,B<br>A,C | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered                      |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                      | Less than 15 minutes<br>More than 15 but less than 30 minutes<br>30 minutes or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                            |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?                                       | One<br>Two<br>Three or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts                        |
| CAS0045410 | C                | Why did you decide to register in-person?  | I was unsuccessful registering online and was required<br>I preferred registering for my Social Security in-person a<br>Don't remember or prefer not to say                                 | CC<br>CC<br>CC  | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg In person                       |
| CAS0045401 | CC               | Please describe your in-person registration experience.  |   |                 | Text area, no char limit      |                 | N            |                      | OE_In-person Experience             |
| CAS0045411 |                  | Did you register for Extra Security?   | Yes<br>No<br>I tried but was unsuccessful<br>I don't know   |                 | Radio button, one-up vertical | Single          | Y            |                      | Xtra Security Reg                   |
| CAS0045413 |                  | Did you understand all of my Social Security's instructions for registering a username and password?         | Yes<br>Partially  | A               | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Instructions Understand             |

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| 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                |
|------------|------------------|---|---|---------|-------------------------------------|-----------------|--------------|----------------------|-------------------------|
|            |                  |   | No  | A       |                                     |                 |              |                      |                         |
| CAS0045414 | A                | Please explain what you did not understand about my Social Security's registration instructions                           |   |         | Text area, no char limit            |                 | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?                                |   |         | Radio button, one-up vertical       | Single          | Y            |                      | Security Policies       |
|            |                  |   | Yes                                       |         |                                     |                 |              |                      |                         |
|            |                  |   | No  |         |                                     |                 |              |                      |                         |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?     |   |         | Radio Button, One-up                | Single          | Y            | Skip Logic Group     | Security Concerns       |
|            |                  |   | No  |         |                                     |                 |              |                      |                         |
|            |                  |   | Yes                                       | A       |                                     |                 |              |                      |                         |
| CAS0045425 | A                | Please describe your security concerns.   |   |         | Text area, no char limit            |                 | N            |                      | OE_Security Concern     |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? | Yes                                       |         | Radio button, one up                | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |
|            |                  |   | No  | A,B     |                                     |                 |              |                      |                         |
| CAS0045426 | A                | What specifically were you trying to accomplish?  |   |         | Text area, no char limit            |                 | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)  |   |         | Check box vertical                  | Multi           | Y            | Skip Logic           | Do Next                 |
|            |                  |   | Return and try again                      |         |                                     |                 |              |                      |                         |
|            |                  |   | Visit a local Social Security office      |         |                                     |                 |              |                      |                         |
|            |                  |   | Call a local Social Security office       |         |                                     |                 |              |                      |                         |
|            |                  |   | Call Social Security's 800 number         |         |                                     |                 |              |                      |                         |
|            |                  |   | Submit an e-mail to Social Security       |         |                                     |                 |              |                      |                         |
|            |                  |   | Write a letter to Social Security         |         |                                     |                 |              |                      |                         |
|            |                  |   | Take no action                            |         |                                     |                 |              |                      |                         |
|            |                  |   | Other, please specify                     | BB      |                                     |                 |              |                      |                         |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.   |   |         | Text area, no char limit            |                 | N            |                      | OPS_Do Next             |
| CAS0045373 |                  | Was the information in your my Social Security account clear to you?  | Yes                                       |         | radial button, one up vertical      | Single          | Y            | skip logic           | AccountClarity          |
|            |                  |   | No  | A       |                                     |                 |              |                      |                         |
| CAS0045374 | A                | Please tell us what information or instructions were not clear  |   |         | Text area, no Char limit            |                 | N            |                      | OE_Account Clarity      |
|            |                  | Did you use the "Get Help" button during your visit today?  | Yes                                       | A       | Radio button, one up vertical       | Single          | Y            | Skip Logic           | Get Help Button         |
|            |                  |   | No  |         |                                     |                 |              |                      |                         |
|            | A                | Please rate how helpful the "Get Help" button was to you. (1=Not Helpful at All, 10=Very Helpful)                         | 1=Not Helpful at All                      |         | Radio button, scale, has don't know | Single          | Y            | Skip Logic           | Get Button Helpful?     |
|            |                  |   | 2   |         |                                     |                 |              |                      |                         |
|            |                  |   | 3   |         |                                     |                 |              |                      |                         |
|            |                  |   | 4   |         |                                     |                 |              |                      |                         |
|            |                  |   | 5   |         |                                     |                 |              |                      |                         |
|            |                  |   | 6   |         |                                     |                 |              |                      |                         |
|            |                  |   | 7   |         |                                     |                 |              |                      |                         |
|            |                  |   | 8   |         |                                     |                 |              |                      |                         |
|            |                  |   | 9   |         |                                     |                 |              |                      |                         |
|            |                  |   | 10=Very Helpful                           |         |                                     |                 |              |                      |                         |

Err:508  
 SSA My Social Security v2  
 Err:508 R9JQtMNI09w1VJAZFxsVYQ4C  
 Partitioned Yes 2/8/2012

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 blue + -->: REWORDING

SSA My Social Security v2 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 |
|------------|------------------|--|---|---------|-------------------------|-----------------|--------------|----------------------|----------|
|            |                  |  | <i>Don't know</i>                         |         |                         |                 |              |                      |          |
| CAS0045375 |                  | Please select the category that includes your age. | Under 25                                  |         | Drop down, select one   | Single          | N            |                      | New Age  |
|            |                  |  | 26 to 45                                  |         |                         |                 |              |                      |          |
|            |                  |  | 46 to 55                                  |         |                         |                 |              |                      |          |
|            |                  |  | 56 to 60                                  |         |                         |                 |              |                      |          |
|            |                  |  | 61 to 64                                  |         |                         |                 |              |                      |          |
|            |                  |  | 65 to 66                                  |         |                         |                 |              |                      |          |
|            |                  |  | 67 or older                               |         |                         |                 |              |                      |          |
|            |                  |  | Prefer not to answer                      |         |                         |                 |              |                      |          |



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| 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                       |
|------------|------------------|---|--|---------|-------------------------------|-----------------|--------------|-------------------------------|--------------------------------|
|            |                  | Please tell us how and from where you connected with SSA during your visit today?         | Desktop computer/laptop from my home   | A       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group<br>Randomize | How Connected with SSA         |
|            |                  |   | Desktop computer/laptop from a friend or relative's home   |         |                               |                 |              |                               |                                |
|            |                  |   | Desktop computer/laptop from my place of employment  |         |                               |                 |              |                               |                                |
|            |                  |   | Public computer workstation in a library   |         |                               |                 |              |                               |                                |
|            |                  |   | Public computer workstation in some other agency/social organization (e.g., social services, Motor Vehicle Administration, housing agency, hospital, etc.) |         |                               |                 |              |                               |                                |
|            |                  |   | Public computer workstation made available at my local Social Security office  |         |                               |                 |              |                               |                                |
|            |                  |   | SSA Express kiosk located in a public space or governmental office   |         |                               |                 |              |                               |                                |
|            |                  |   | Other (please specify)   | B       |                               |                 |              | Anchor Answer Choice          |                                |
|            | A                | Did you connect through a unique Social Security icon featured on the computer's desktop? | Yes  | AA      | Radio button, one-up vertical | Single          | Y            | Skip Logic Group              | Use SSA Icon                   |
|            |                  |   | No   |         |                               |                 |              |                               |                                |
|            | AA               | How did you link to the SSA website?  |  |         | Text area, no char limit      | Open            | N            | Skip Logic Group              | OE_How Linked to SSA (library) |
|            | B                | Please describe the location.   |  |         | Text area, no char limit      | Open            | N            | Skip Logic Group              | OE_Location of Kiosk           |
|            | C                | Please tell us how and from where you connected with SSA during your visit today?         |  |         | Text area, no char limit      | Open            | N            | Skip Logic Group              | OPS_How Connected with SSA     |
| CAS0045388 |                  | How did you learn about my Social Security? (Check all that apply.)                       | Social Security Home Page  |         | check box, one up             | Multi           | Y            | Skip                          | Learn about                    |
|            |                  |   | Browsing SSA.gov's informational webpages  |         |                               |                 |              |                               |                                |
|            |                  |   | Social Security's Frequently Asked Questions (FAQs)  |         |                               |                 |              |                               |                                |
|            |                  |   | The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application                             |         |                               |                 |              |                               |                                |
|            |                  |   | An email reminder from Social Security   |         |                               |                 |              |                               |                                |
|            |                  |   | Social Security Statement that I received in the mail  |         |                               |                 |              |                               |                                |
|            |                  |   | A general web search (e.g., Google, Bing, etc.)  |         |                               |                 |              |                               |                                |
|            |                  |   | Radio or television ad   |         |                               |                 |              |                               |                                |
|            |                  |   | A newspaper or magazine article or ad  |         |                               |                 |              |                               |                                |
|            |                  |   | An online ad on another website (e.g., banner, image, etc.)  |         |                               |                 |              |                               |                                |
|            |                  |   | Social media (e.g., Facebook, Twitter, blog, etc.)   |         |                               |                 |              |                               |                                |
|            |                  |   | Friend, spouse, relative, neighbor, or acquaintance  |         |                               |                 |              |                               |                                |
|            |                  |   | Social Security employee   |         |                               |                 |              |                               |                                |

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| 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               |
|------------|------------------|---|--|---|-------------------------------|-----------------|--------------|----------------------|------------------------|
|            |                  |   | Community group or association   |   |                               |                 |              |                      |                        |
|            |                  |   | Government agency other than Social Security (e.g., State, Federal)  |   |                               |                 |              |                      |                        |
|            |                  |   | Other, please explain  | <b>B</b>  |                               |                 |              |                      |                        |
| CAS0045390 | <b>B</b>         | How did you learn about my Social Security?   |  |   | Text area, no char limit      |                 | N            |                      | OPS_Learn about        |
| HAR0069569 |                  | How often do you access (or plan to access) your my Social Security account?              | Once a year<br>Once every six months<br>Once every three months<br>Once a month<br>More than once a month<br>Not sure  |   | Radio button, one up vertical | Single          | Y            |                      | Access Frequency - NEW |
| BJL1506    |                  | Are you currently receiving cash benefits?  | Yes, I am receiving Supplemental Security Income (SSI)<br>Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)<br>Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)<br>Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI<br>I am entitled to Medicare Only coverage - no cash benefits<br>I am not entitled to monthly benefits or Medicare<br>I don't know or prefer not to answer  |   | Radio button, one-up vertical | Single          | Y            |                      | Cash Benefits          |
| CAS0045395 |                  | What is your primary reason for visiting my Social Security today? (Check all that apply) | To print or view my online Social Security Statement<br>To make sure my earnings record is correct<br>To view my Benefits and Payment Details<br>To check the status of my recently filed online application for benefits<br>To get a Benefit Verification Letter<br>Add Extra Security to my online account<br>To use SSA's Retirement Estimator<br>To use SSA's other online benefit calculators<br>To apply online for Social Security or Medicare Only benefits<br>To replace my Social Security card<br>To change my address with SSA<br>To enroll in or update my direct deposit<br>To request a replacement SSA – 1099 (or SSA – 1042S) for tax season<br>To learn about the benefits to which I might be entitled<br>Just curious - wanted to see what information was contained in my Social Security account<br>Other reason for visiting today: | <b>A, C</b><br><br><br><br><br><b>B</b><br><br><b>D, E</b><br><b>F, G</b><br><br><br><br><br><br><b>K</b><br><br><br><b>Z</b> | check box one up vertical     | Multi           | Yes          | Skip Logic Group     | Primary Reason         |

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| 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                                      |
|------------|------------------|--|---|---------|-------------------------------|-----------------|--------------|----------------------|---|
| CAS0045407 | A                | How often do you review your online Social Security Statement?   | This is my first time<br>Less frequently than once a year<br>At least once a year<br>Every 6 months<br>Every 3 months<br>Once a month<br>More frequently than once a month<br>Other   | AA      | check box one up vertical     | Single          | Y            | Skip Logic Group     | Freq View Statement                           |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?   | Yes<br>No   |         | radio button one up vertical  |                 |              | skip logic group     | Plan to View State again                      |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)              | USDA - SNAP<br>IRS<br>HUD - Federal Housing Admin. (FHA)<br>Department of Veterans Affairs (VA)<br>Requesting a Retirement Visa from another country<br>Medicare<br>Medicaid<br>State or Local Department of Social Services<br>Other agency or program |         | check box vertical one up     | Multiple        | Y            | skip logic group     | Agency Need                                   |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?                           |   | BB      | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency                              |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today.  |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason                            |
| CAS0073009 | C                | Did you use the Retirement Estimator before visting your my Social Security account today?                 | Yes<br>No   | H       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Use RE  |
| CAS0073010 | H                | Did you have difficulty navigating between my Social Security and the Retirement Estimator?                | Yes<br>No   | I<br>J  | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Difficulty Navigating Between mySSA and RE    |
| CAS0073011 | J                | Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator. |   |         | Text area, no Char limit      |                 | N            | Skip Logic Group     | OE_Difficulty Navigating Between mySSA and RE |
| CAS0073012 | I                | Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?   | Yes<br>No   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Plan to Use RE                                |
| CAS0073013 | D                | Did you have trouble finding the Retirement Estimator?   | Yes<br>No   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Troubke Finding RE                            |
| CAS0073014 | E                | Did you expect to find the Retirement Estimator within your my Social Security account?                    | Yes   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Expect to Find RE in mySSA                    |

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| 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                            |
|------------|------------------|--|---|-----------------|-------------------------------|-----------------|--------------|----------------------|-------------------------------------|
|            |                  |  | No  |                 |                               |                 |              |                      |                                     |
| CAS0073015 | F                | Did you have trouble finding the other online benefit calculators?   | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Trouble Finding Calculators         |
| CAS0073016 | G                | Did you expect to find the other online benefit calculators within your my Social Security account?          | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Expect to Find Calculators in mySSA |
|            | K                | Please select the response that best reflects the action you took:   | Viewed my SSA 1099 (or 1042S)<br>Viewed and printed my SSA 1099 (or SSA 1042S)<br>Viewed my SSA 1099 (or SSA 1042s) and requested a replacement to be mailed<br>Other                       | L<br>KK         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | SSA 1099 Action                     |
|            | L                | Please explain why you requested a copy to be mailed since it was available for viewing and printing online. |   |                 | Text area, no Char limit      | Open            | N            | Skip Logic Group     | Why Request 1099                    |
|            | KK               | What action did you take?  |   |                 | Text area, no Char limit      | Open            | N            | Skip Logic Group     | OPS_SSA 1099 Action                 |
| CAS0045398 |                  | Did you register for my Social Security online or in person?   | Registered online on my first attempt<br>Registered online after prior unsuccessful attempts<br>Registered with in-person assistance from my local SSA office<br>Not sure or don't remember | A<br>A,B<br>A,C | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered                      |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                      | Less than 15 minutes<br>More than 15 but less than 30 minutes<br>30 minutes or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                            |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?                                       | One<br>Two<br>Three or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts                        |
| CAS0045410 | C                | Why did you decide to register in-person?  | I was unsuccessful registering online and was required<br>I preferred registering for my Social Security in-person a<br>Don't remember or prefer not to say                                 | CC<br>CC<br>CC  | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg In person                       |
| CAS0045401 | CC               | Please describe your in-person registration experience.  |   |                 | Text area, no char limit      |                 | N            |                      | OE_In-person Experience             |
| CAS0045411 |                  | Did you register for Extra Security?   | Yes<br>No<br>I tried but was unsuccessful<br>I don't know   |                 | Radio button, one-up vertical | Single          | Y            |                      | Xtra Security Reg                   |
| CAS0045413 |                  | Did you understand all of my Social Security's instructions for registering a username and password?         | Yes<br>Partially  | A               | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Instructions Understand             |

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|------------|------------------|---|---|---------|--------------------------------|-----------------|--------------|----------------------|-------------------------|
|            |                  |   | No  | A       |                                |                 |              |                      |                         |
| CAS0045414 | A                | Please explain what you did not understand about my Social Security's registration instructions                           |   |         | Text area, no char limit       |                 | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?                                |   |         | Radio button, one-up vertical  | Single          | Y            |                      | Security Policies       |
|            |                  |   | Yes                                       |         |                                |                 |              |                      |                         |
|            |                  |   | No  |         |                                |                 |              |                      |                         |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?     |   |         | Radio Button, One-up           | Single          | Y            | Skip Logic Group     | Security Concerns       |
|            |                  |   | No  |         |                                |                 |              |                      |                         |
|            |                  |   | Yes                                       | A       |                                |                 |              |                      |                         |
| CAS0045425 | A                | Please describe your security concerns.   |   |         | Text area, no char limit       |                 | N            |                      | OE_Security Concern     |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? |   |         | Radio button, one up           | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |
|            |                  |   | No  | A,B     |                                |                 |              |                      |                         |
| CAS0045426 | A                | What specifically were you trying to accomplish?  |   |         | Text area, no char limit       |                 | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)  |   |         | Check box vertical             | Multi           | Y            | Skip Logic           | Do Next                 |
|            |                  |   | Return and try again                      |         |                                |                 |              |                      |                         |
|            |                  |   | Visit a local Social Security office      |         |                                |                 |              |                      |                         |
|            |                  |   | Call a local Social Security office       |         |                                |                 |              |                      |                         |
|            |                  |   | Call Social Security's 800 number         |         |                                |                 |              |                      |                         |
|            |                  |   | Submit an e-mail to Social Security       |         |                                |                 |              |                      |                         |
|            |                  |   | Write a letter to Social Security         |         |                                |                 |              |                      |                         |
|            |                  |   | Take no action                            |         |                                |                 |              |                      |                         |
|            |                  |   | Other, please specify                     | BB      |                                |                 |              |                      |                         |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.   |   |         | Text area, no char limit       |                 | N            |                      | OPS_Do Next             |
| CAS0045373 |                  | Was the information in your my Social Security account clear to you?  |   |         | radial button, one up vertical | Single          | Y            | skip logic           | AccountClarity          |
|            |                  |   | No  | A       |                                |                 |              |                      |                         |
| CAS0045374 | A                | Please tell us what information or instructions were not clear  |   |         | Text area, no Char limit       |                 | N            |                      | OE_Account Clarity      |
| CAS0045375 |                  | Please select the category that includes your age.  |   |         | Drop down, select one          | Single          | N            |                      | New Age                 |
|            |                  |   | Under 25                                  |         |                                |                 |              |                      |                         |
|            |                  |   | 26 to 45                                  |         |                                |                 |              |                      |                         |
|            |                  |   | 46 to 55                                  |         |                                |                 |              |                      |                         |
|            |                  |   | 56 to 60                                  |         |                                |                 |              |                      |                         |
|            |                  |   | 61 to 64                                  |         |                                |                 |              |                      |                         |
|            |                  |   | 65 to 66                                  |         |                                |                 |              |                      |                         |
|            |                  |   | 67 or older                               |         |                                |                 |              |                      |                         |
|            |                  |   | Prefer not to answer                      |         |                                |                 |              |                      |                         |

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|------------|------------------|--|--|----------|-------------------------------|-----------------|--------------|----------------------|------------------------|
| CAS0045388 |                  | How did you learn about my Social Security? (Check all that apply.)          | Social Security Home Page  |          | check box, one up             | Multi           | Y            | Skip                 | Learn about            |
|            |                  |  | Browsing SSA.gov's informational webpages  |          |                               |                 |              |                      |                        |
|            |                  |  | Social Security's Frequently Asked Questions (FAQs)  |          |                               |                 |              |                      |                        |
|            |                  |  | The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application |          |                               |                 |              |                      |                        |
|            |                  |  | An email reminder from Social Security   |          |                               |                 |              |                      |                        |
|            |                  |  | Social Security Statement that I received in the mail  |          |                               |                 |              |                      |                        |
|            |                  |  | A general web search (e.g., Google, Bing, etc.)  |          |                               |                 |              |                      |                        |
|            |                  |  | Radio or television ad   |          |                               |                 |              |                      |                        |
|            |                  |  | A newspaper or magazine article or ad  |          |                               |                 |              |                      |                        |
|            |                  |  | An online ad on another website (e.g., banner, image, etc.)  |          |                               |                 |              |                      |                        |
|            |                  |  | Social media (e.g., Facebook, Twitter, blog, etc.)   |          |                               |                 |              |                      |                        |
|            |                  |  | Friend, spouse, relative, neighbor, or acquaintance  |          |                               |                 |              |                      |                        |
|            |                  |  | Social Security employee   |          |                               |                 |              |                      |                        |
|            |                  |  | Community group or association   |          |                               |                 |              |                      |                        |
|            |                  |  | Government agency other than Social Security (e.g., State, Federal)  |          |                               |                 |              |                      |                        |
|            |                  |  | Other, please explain  | <b>B</b> |                               |                 |              |                      |                        |
| CAS0045390 | <b>B</b>         | How did you learn about my Social Security?                                  |  |          | Text area, no char limit      |                 | N            |                      | OPS_Learn about        |
| HAR0069569 |                  | How often do you access (or plan to access) your my Social Security account? | Once a year  |          | Radio button, one up vertical | Single          | Y            |                      | Access Frequency - NEW |
|            |                  |  | Once every six months  |          |                               |                 |              |                      |                        |
|            |                  |  | Once every three months  |          |                               |                 |              |                      |                        |
|            |                  |  | Once a month   |          |                               |                 |              |                      |                        |
|            |                  |  | More than once a month   |          |                               |                 |              |                      |                        |
|            |                  |  | Not sure   |          |                               |                 |              |                      |                        |
| BJL1506    |                  | Are you currently receiving cash benefits?                                   | Yes, I am receiving Supplemental Security Income (SSI)   |          | Radio button, one-up vertical | Single          | Y            |                      | Cash Benefits          |
|            |                  |  | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)                                    |          |                               |                 |              |                      |                        |
|            |                  |  | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)                               |          |                               |                 |              |                      |                        |
|            |                  |  | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI                                    |          |                               |                 |              |                      |                        |
|            |                  |  | I am entitled to Medicare Only coverage - no cash benefits   |          |                               |                 |              |                      |                        |
|            |                  |  | I am not entitled to monthly benefits or Medicare  |          |                               |                 |              |                      |                        |



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SSA My Social Security v2 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                                      |
|------------|------------------|---|---|-----------------|-------------------------------|-----------------|--------------|----------------------|---|
| CAS0073009 | C                | Did you use the Retirement Estimator before visting your <i>my</i> Social Security account today?                 | Yes<br>No   | H               | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Use RE  |
| CAS0073010 | H                | Did you have difficulty navigating between <i>my</i> Social Security and the Retirement Estimator?                | Yes<br>No   | I<br>J          | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Difficulty Navigating Between mySSA and RE    |
| CAS0073011 | J                | Please describe the difficulty you had navigating between <i>my</i> Social Security and the Retirement Estimator. |   |                 | Text area, no Char limit      |                 | N            | Skip Logic Group     | OE_Difficulty Navigating Between mySSA and RE |
| CAS0073012 | I                | Do you plan to use the Retirement Estimator after you are finished with your <i>my</i> Social Security account?   | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Plan to Use RE                                |
| CAS0073013 | D                | Did you have trouble finding the Retirement Estimator?  | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Troubke Finding RE                            |
| CAS0073014 | E                | Did you expect to find the Retirement Estimator within your <i>my</i> Social Security account?                    | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Expect to Find RE in mySSA                    |
| CAS0073015 | F                | Did you have trouble finding the other online benefit calculators?  | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Trouble Finding Calculators                   |
| CAS0073016 | G                | Did you expect to find the other online benefit calculators within your <i>my</i> Social Security account?        | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Expect to Find Calculators in mySSA           |
| CAS0045398 |                  | Did you register for <i>my</i> Social Security online or in person?   | Registered online on my first attempt<br>Registered online after prior unsuccessful attempts<br>Registered with in-person assistance from my local SSA office<br>Not sure or don't remember | A<br>A,B<br>A,C | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered                                |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                           | Less than 15 minutes<br>More than 15 but less than 30 minutes<br>30 minutes or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                                      |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?  | One<br>Two  |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts                                  |



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| 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                |
|------------|------------------|---|--|---------|--------------------------------|-----------------|--------------|----------------------|-------------------------|
|            |                  |   | Three or more  |         |                                |                 |              |                      |                         |
| CAS0045410 | C                | Why did you decide to register in-person?   | I was unsuccessful registering online and was required     | CC      | Radio button, one-up vertical  | Single          | Y            | Skip Logic Group     | Reg In person           |
|            |                  |   | I preferred registering for my Social Security in-person a | CC      |                                |                 |              |                      |                         |
|            |                  |   | Don't remember or prefer not to say                        | CC      |                                |                 |              |                      |                         |
| CAS0045401 | CC               | Please describe your in-person registration experience.   |  |         | Text area, no char limit       |                 | N            |                      | OE_In-person Experience |
| CAS0045411 |                  | Did you register for Extra Security?  | Yes  |         | Radio button, one-up vertical  | Single          | Y            |                      | Xtra Security Reg       |
|            |                  |   | No   |         |                                |                 |              |                      |                         |
|            |                  |   | I tried but was unsuccessful                               |         |                                |                 |              |                      |                         |
|            |                  |   | I don't know   |         |                                |                 |              |                      |                         |
| CAS0045413 |                  | Did you understand all of my Social Security's instructions for registering a username and password?                      | Yes  |         | Radio button, one-up vertical  | Single          | Y            | Skip Logic Group     | Instructions Understand |
|            |                  |   | Partially  | A       |                                |                 |              |                      |                         |
|            |                  |   | No   | A       |                                |                 |              |                      |                         |
| CAS0045414 | A                | Please explain what you did not understand about my Social Security's registration instructions                           |  |         | Text area, no char limit       |                 | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?                                | Yes  |         | Radio button, one-up vertical  | Single          | Y            |                      | Security Policies       |
|            |                  |   | No   |         |                                |                 |              |                      |                         |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?     | No   |         | Radio Button, One-up           | Single          | Y            | Skip Logic Group     | Security Concerns       |
|            |                  |   | Yes  | A       |                                |                 |              |                      |                         |
| CAS0045425 | A                | Please describe your security concerns.   |  |         | Text area, no char limit       |                 | N            |                      | OE_Security Concern     |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? | Yes  |         | Radio button, one up           | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |
|            |                  |   | No   | A,B     |                                |                 |              |                      |                         |
| CAS0045426 | A                | What specifically were you trying to accomplish?  |  |         | Text area, no char limit       |                 | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)  | Return and try again                                       |         | Check box vertical             | Multi           | Y            | Skip Logic           | Do Next                 |
|            |                  |   | Visit a local Social Security office                       |         |                                |                 |              |                      |                         |
|            |                  |   | Call a local Social Security office                        |         |                                |                 |              |                      |                         |
|            |                  |   | Call Social Security's 800 number                          |         |                                |                 |              |                      |                         |
|            |                  |   | Submit an e-mail to Social Security                        |         |                                |                 |              |                      |                         |
|            |                  |   | Write a letter to Social Security                          |         |                                |                 |              |                      |                         |
|            |                  |   | Take no action   |         |                                |                 |              |                      |                         |
|            |                  |   | Other, please specify                                      | BB      |                                |                 |              |                      |                         |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.   |  |         | Text area, no char limit       |                 | N            |                      | OPS_Do Next             |
| CAS0045373 |                  | Was the information in your my Social Security account clear to you?  | Yes  |         | radial button, one up vertical | Single          | Y            | skip logic           | AccountClarity          |
|            |                  |   | No   | A       |                                |                 |              |                      |                         |

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|------------|------------------|--|---|---------|--------------------------|-----------------|--------------|----------------------|--------------------|
| CAS0045374 | A                | Please tell us what information or instructions were not clear |   |         | Text area, no Char limit |                 | N            |                      | OE_Account Clarity |
| CAS0045375 |                  | Please select the category that includes your age.             | Under 25                                  |         | Drop down, select one    | Single          | N            |                      | New Age            |
|            |                  |  | 26 to 45                                  |         |                          |                 |              |                      |                    |
|            |                  |  | 46 to 55                                  |         |                          |                 |              |                      |                    |
|            |                  |  | 56 to 60                                  |         |                          |                 |              |                      |                    |
|            |                  |  | 61 to 64                                  |         |                          |                 |              |                      |                    |
|            |                  |  | 65 to 66                                  |         |                          |                 |              |                      |                    |
|            |                  |  | 67 or older                               |         |                          |                 |              |                      |                    |
|            |                  |  | Prefer not to answer                      |         |                          |                 |              |                      |                    |

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|------------|------------------|--|---|-------------|-------------------------------|-----------------|--------------|----------------------|------------------------|
| CAS0045388 |                  | How did you learn about <i>my</i> Social Security? (Check all that apply.)                       | Social Security Home Page   |             | check box, one up             | Multi           | Y            | Skip                 | Learn about            |
|            |                  |  | Browsing SSA.gov's informational webpages   |             |                               |                 |              |                      |                        |
|            |                  |  | Social Security's Frequently Asked Questions (FAQs)   |             |                               |                 |              |                      |                        |
|            |                  |  | The "Manage Your Benefits with a <i>my</i> Social Security account" page that now appears at the completion of the online application |             |                               |                 |              |                      |                        |
|            |                  |  | An email reminder from Social Security  |             |                               |                 |              |                      |                        |
|            |                  |  | Social Security Statement that I received in the mail   |             |                               |                 |              |                      |                        |
|            |                  |  | A general web search (e.g., Google, Bing, etc.)   |             |                               |                 |              |                      |                        |
|            |                  |  | Radio or television ad  |             |                               |                 |              |                      |                        |
|            |                  |  | A newspaper or magazine article or ad   |             |                               |                 |              |                      |                        |
|            |                  |  | An online ad on another website (e.g., banner, image, etc.)   |             |                               |                 |              |                      |                        |
|            |                  |  | Social media (e.g., Facebook, Twitter, blog, etc.)  |             |                               |                 |              |                      |                        |
|            |                  |  | Friend, spouse, relative, neighbor, or acquaintance   |             |                               |                 |              |                      |                        |
|            |                  |  | Social Security employee  |             |                               |                 |              |                      |                        |
|            |                  |  | Community group or association  |             |                               |                 |              |                      |                        |
|            |                  |  | Government agency other than Social Security (e.g., State, Federal)   |             |                               |                 |              |                      |                        |
|            |                  |  | Other, please explain   | <b>B</b>    |                               |                 |              |                      |                        |
| CAS0045390 | <b>B</b>         | How did you learn about <i>my</i> Social Security?   |   |             | Text area, no char limit      |                 | N            |                      | OPS_Learn about        |
| HAR0069569 |                  | How often do you access (or plan to access) your <i>my</i> Social Security account?              | Once a year   |             | Radio button, one up vertical | Single          | Y            |                      | Access Frequency - NEW |
|            |                  |  | Once every six months   |             |                               |                 |              |                      |                        |
|            |                  |  | Once every three months   |             |                               |                 |              |                      |                        |
|            |                  |  | Once a month  |             |                               |                 |              |                      |                        |
|            |                  |  | More than once a month  |             |                               |                 |              |                      |                        |
|            |                  |  | Not sure  |             |                               |                 |              |                      |                        |
| BJL1506    |                  | Are you currently receiving cash benefits?   | Yes, I am receiving Supplemental Security Income (SSI)  |             | Radio button, one-up vertical | Single          | Y            |                      | Cash Benefits          |
|            |                  |  | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)   |             |                               |                 |              |                      |                        |
|            |                  |  | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)                                      |             |                               |                 |              |                      |                        |
|            |                  |  | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI   |             |                               |                 |              |                      |                        |
|            |                  |  | I am entitled to Medicare Only coverage - no cash benefits  |             |                               |                 |              |                      |                        |
|            |                  |  | I am not entitled to monthly benefits or Medicare   |             |                               |                 |              |                      |                        |
|            |                  |  | I don't know or prefer not to answer  |             |                               |                 |              |                      |                        |
| CAS0045395 |                  | What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply) | To print or view <i>my</i> online Social Security Statement   | <b>A, C</b> | check box one up vertical     | Multi           | Yes          | Skip Logic Group     | Primary Reason         |

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|------------|------------------|---|---|---------|-------------------------------|-----------------|--------------|----------------------|--|
|            |                  |   | To make sure my earnings record is correct  |         |                               |                 |              |                      |  |
|            |                  |   | To view my Benefits and Payment Details   |         |                               |                 |              |                      |  |
|            |                  |   | To check the status of my recently filed online application for benefits                  |         |                               |                 |              |                      |  |
|            |                  |   | To get a Benefit Verification Letter  | B       |                               |                 |              |                      |  |
|            |                  |   | Add Extra Security to my online account   |         |                               |                 |              |                      |  |
|            |                  |   | To use SSA's Retirement Estimator   | D, E    |                               |                 |              |                      |  |
|            |                  |   | To use SSA's other online benefit calculators   | F, G    |                               |                 |              |                      |  |
|            |                  |   | To apply online for Social Security or Medicare Only benefits                             |         |                               |                 |              |                      |  |
|            |                  |   | To replace my Social Security card  |         |                               |                 |              |                      |  |
|            |                  |   | To change my address with SSA   |         |                               |                 |              |                      |  |
|            |                  |   | To enroll in or update my direct deposit  |         |                               |                 |              |                      |  |
|            |                  |   | To learn about the benefits to which I might be entitled                                  |         |                               |                 |              |                      |  |
|            |                  |   | Just curious - wanted to see what information was contained in my Social Security account |         |                               |                 |              |                      |  |
|            |                  |   | Other reason for visiting today:  | Z       |                               |                 |              |                      |  |
| CAS0045407 | A                | How often do you review your online Social Security Statement?                                | This is my first time   | AA      | check box one up vertical     | Single          | Y            | Skip Logic Group     | Freq View Statement                        |
|            |                  |   | Less frequently than once a year  |         |                               |                 |              |                      |  |
|            |                  |   | At least once a year  |         |                               |                 |              |                      |  |
|            |                  |   | Every 6 months  |         |                               |                 |              |                      |  |
|            |                  |   | Every 3 months  |         |                               |                 |              |                      |  |
|            |                  |   | Once a month  |         |                               |                 |              |                      |  |
|            |                  |   | More frequently than once a month   |         |                               |                 |              |                      |  |
|            |                  |   | Other   |         |                               |                 |              |                      |  |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?                              | Yes   |         | radio button one up vertical  |                 |              | skip logic group     | Plan to View State again                   |
|            |                  |   | No  |         |                               |                 |              |                      |  |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) | USDA - SNAP   |         | check box vertical one up     | Multiple        | Y            | skip logic group     | Agency Need                                |
|            |                  |   | IRS   |         |                               |                 |              |                      |  |
|            |                  |   | HUD - Federal Housing Admin. (FHA)  |         |                               |                 |              |                      |  |
|            |                  |   | Department of Veterans Affairs (VA)   |         |                               |                 |              |                      |  |
|            |                  |   | Requesting a Retirement Visa from another country   |         |                               |                 |              |                      |  |
|            |                  |   | Medicare  |         |                               |                 |              |                      |  |
|            |                  |   | Medicaid  |         |                               |                 |              |                      |  |
|            |                  |   | State or Local Department of Social Services  |         |                               |                 |              |                      |  |
|            |                  |   | Other agency or program   | BB      |                               |                 |              |                      |  |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?              |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency                           |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today:                               |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason                         |
|            | C                | Did you use the Retirement Estimator before visting your my Social Security account today?    | Yes   | H       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Use RE                                     |
|            |                  |   | No  | I       |                               |                 |              |                      |  |
|            | H                | Did you have difficulty navigating between my Social Security and the Retirement Estimator?   | Yes   | J       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Difficulty Navigating Between mySSA and RE |
|            |                  |   | No  |         |                               |                 |              |                      |  |

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|------------|------------------|--|---|-----------------|-------------------------------|-----------------|--------------|----------------------|---|
|            | J                | Please describe the difficulty you had navigating between my Social Security and the Retirement Estimator. |   |                 | Text area, no Char limit      |                 | N            | Skip Logic Group     | OE_Difficulty Navigating Between mySSA and RE |
|            | I                | Do you plan to use the Retirement Estimator after you are finished with your my Social Security account?   | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Plan to Use RE                                |
|            | D                | Did you have trouble finding the Retirement Estimator?   | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Troubke Finding RE                            |
|            | E                | Did you expect to find the Retirement Estimator within your my Social Security account?                    | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Expect to Find RE in mySSA                    |
|            | F                | Did you have trouble finding the other online benefit calculators?   | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Trouble Finding Calculators                   |
|            | G                | Did you expect to find the other online benefit calculators within your my Social Security account?        | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Expect to Find Calculators in mySSA           |
| CAS0045398 |                  | Did you register for my Social Security online or in person?   | Registered online on my first attempt<br>Registered online after prior unsuccessful attempts<br>Registered with in-person assistance from my local SSA office<br>Not sure or don't remember | A<br>A,B<br>A,C | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered                                |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                    | Less than 15 minutes<br>More than 15 but less than 30 minutes<br>30 minutes or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                                      |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?                                     | One<br>Two<br>Three or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts                                  |
| CAS0045410 | C                | Why did you decide to register in-person?  | I was unsuccessful registering online and was required to<br>I preferred registering for my Social Security in-person and<br>Don't remember or prefer not to say                            | CC<br>CC<br>CC  | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg In person                                 |
| CAS0045401 | CC               | Please describe your in-person registration experience.  |   |                 | Text area, no char limit      |                 | N            |                      | OE_In-person Experience                       |
| CAS0045411 |                  | Did you register for Extra Security?   | Yes<br>No<br>I tried but was unsuccessful<br>I don't know   |                 | Radio button, one-up vertical | Single          | Y            |                      | Xtra Security Reg                             |

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|------------|------------------|--|---|---------|--------------------------------|-----------------|--------------|----------------------|-------------------------|
| CAS0045413 |                  | Did you understand all of <i>my</i> Social Security's instructions for registering a username and password?                      | Yes<br>Partially<br>No  | A<br>A  | Radio button, one-up vertical  | Single          | Y            | Skip Logic Group     | Instructions Understand |
| CAS0045414 | A                | Please explain what you did not understand about <i>my</i> Social Security's registration instructions                           |   |         | Text area, no char limit       |                 | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing <i>my</i> Social Security's security policies or features?                                | Yes<br>No   |         | Radio button, one-up vertical  | Single          | Y            |                      | Security Policies       |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?     | No<br>Yes   | A       | Radio Button, One-up           | Single          | Y            | Skip Logic Group     | Security Concerns       |
| CAS0045425 | A                | Please describe your security concerns.  |   |         | Text area, no char limit       |                 | N            |                      | OE_Security Concern     |
| CAS0045422 |                  | Did the information obtained during your <i>my</i> Social Security account visit enable you to accomplish what you wanted to do? | Yes<br>No   | A,B     | Radio button, one up           | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |
| CAS0045426 | A                | What specifically were you trying to accomplish?   |   |         | Text area, no char limit       |                 | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)         | Return and try again<br>Visit a local Social Security office<br>Call a local Social Security office<br>Call Social Security's 800 number<br>Submit an e-mail to Social Security<br>Write a letter to Social Security<br>Take no action<br>Other, please specify | BB      | Check box vertical             | Multi           | Y            | Skip Logic           | Do Next                 |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.  |   |         | Text area, no char limit       |                 | N            |                      | OPS_Do Next             |
| CAS0045373 |                  | Was the information in your <i>my</i> Social Security account clear to you?  | Yes<br>No   | A       | radial button, one up vertical | Single          | Y            | skip logic           | AccountClarity          |
| CAS0045374 | A                | Please tell us what information or instructions were not clear   |   |         | Text area, no Char limit       |                 | N            |                      | OE_Account Clarity      |
| CAS0045375 |                  | Please select the category that includes your age.   | Under 25<br>26 to 45<br>46 to 55<br>56 to 60<br>61 to 64<br>65 to 66<br>67 or older<br>Prefer not to answer   |         | Drop down, select one          | Single          | N            |                      | New Age                 |

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| 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               |
|------------|------------------|---|--|----------|--|-------------------|--------------|----------------------|------------------------|
| CAS0045388 |                  | How did you learn about my Social Security? (Check all that apply.)                       | Social Security Home Page  |          | check box, one up                        | Multi             | Y            | Skip                 | Learn about            |
|            |                  |   | Browsing SSA.gov's informational webpages  |          |  |                   |              |                      |                        |
|            |                  |   | <u>Social Security's Frequently Asked Questions (FAQs)</u>   |          |  |                   |              |                      |                        |
|            |                  |   | The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application |          |  |                   |              |                      |                        |
|            |                  |   | An email reminder from Social Security   |          |  |                   |              |                      |                        |
|            |                  |   | Social Security Statement that I received in the mail  |          |  |                   |              |                      |                        |
|            |                  |   | A general web search (e.g., Google, Bing, etc.)  |          |  |                   |              |                      |                        |
|            |                  |   | Radio or television ad   |          |  |                   |              |                      |                        |
|            |                  |   | A newspaper or magazine article or ad  |          |  |                   |              |                      |                        |
|            |                  |   | An online ad on another website (e.g., banner, image, etc.)  |          |  |                   |              |                      |                        |
|            |                  |   | Social media (e.g., Facebook, Twitter, blog, etc.)   |          |  |                   |              |                      |                        |
|            |                  |   | Friend, spouse, relative, neighbor, or acquaintance  |          |  |                   |              |                      |                        |
|            |                  |   | Social Security employee   |          |  |                   |              |                      |                        |
|            |                  |   | Community group or association   |          |  |                   |              |                      |                        |
|            |                  |   | Government agency other than Social Security (e.g., State, Federal)  |          |  |                   |              |                      |                        |
|            |                  |   | Other, please explain  | <b>B</b> |  |                   |              |                      |                        |
| CAS0045390 | <b>B</b>         | How did you learn about my Social Security?   |  |          | Text area, no char limit                 |                   | N            |                      | OPS_Learn about        |
| HAR0069569 |                  | How often do you access (or plan to access) your my Social Security account?              | Once a year  |          | Radio button, one up vertical            | Single            | Y            |                      | Access Frequency - NEW |
|            |                  |   | Once every six months  |          |  |                   |              |                      |                        |
|            |                  |   | Once every three months  |          |  |                   |              |                      |                        |
|            |                  |   | Once a month   |          |  |                   |              |                      |                        |
|            |                  |   | More than once a month   |          |  |                   |              |                      |                        |
|            |                  |   | Not sure   |          |  |                   |              |                      |                        |
| CAS0045394 |                  | <del>How often do you plan to access your my Social Security account in the future?</del> | <del>At least once a month</del>   |          | <del>Radio button, one up vertical</del> | <del>Single</del> | <del>Y</del> |                      | <del>Future Use</del>  |
|            |                  |   | <del>Once a month</del>  |          |  |                   |              |                      |                        |
|            |                  |   | <del>Once every three months</del>   |          |  |                   |              |                      |                        |
|            |                  |   | <del>Once every six months</del>   |          |  |                   |              |                      |                        |
|            |                  |   | <del>Once a year</del>   |          |  |                   |              |                      |                        |
| BJL1506    |                  | Are you currently receiving cash benefits?  | Yes, I am receiving Supplemental Security Income (SSI)   |          | Radio button, one-up vertical            | Single            | Y            |                      | Cash Benefits          |

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 Err:508 Err:508  
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| 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                 |
|------------|------------------|---|--|---------|------------------------------|-----------------|--------------|----------------------|--------------------------|
|            |                  |   | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)      |         |                              |                 |              |                      |                          |
|            |                  |   | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) |         |                              |                 |              |                      |                          |
|            |                  |   | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI      |         |                              |                 |              |                      |                          |
|            |                  |   | I am entitled to Medicare Only coverage - no cash benefits                                       |         |                              |                 |              |                      |                          |
|            |                  |   | I am not entitled to monthly benefits or Medicare  |         |                              |                 |              |                      |                          |
|            |                  |   | I don't know or prefer not to answer   |         |                              |                 |              |                      |                          |
| CAS0045395 |                  | What is your primary reason for visiting my Social Security today? (Check all that apply)     | To print or view my online Social Security Statement   | A       | check box one up vertical    | Multi           | Yes          | Skip Logic Group     | Primary Reason           |
|            |                  |   | To make sure my earnings record is correct   |         |                              |                 |              |                      |                          |
|            |                  |   | To view my Benefits and Payment Details  |         |                              |                 |              |                      |                          |
|            |                  |   | To check the status of my recently filed online application for benefits                         |         |                              |                 |              |                      |                          |
|            |                  |   | To get a Benefit Verification Letter   | B       |                              |                 |              |                      |                          |
|            |                  |   | Add Extra Security to my online account  |         |                              |                 |              |                      |                          |
|            |                  |   | To use SSA's online benefit calculators  |         |                              |                 |              |                      |                          |
|            |                  |   | To apply online for Social Security or Medicare Only benefits                                    |         |                              |                 |              |                      |                          |
|            |                  |   | To replace my Social Security card   |         |                              |                 |              |                      |                          |
|            |                  |   | To change my address with SSA  |         |                              |                 |              |                      |                          |
|            |                  |   | To enroll in or update my direct deposit   |         |                              |                 |              |                      |                          |
|            |                  |   | To learn about the benefits to which I might be entitled   |         |                              |                 |              |                      |                          |
|            |                  |   | Just curious - wanted to see what information was contained in my Social Security account        |         |                              |                 |              |                      |                          |
|            |                  |   | Other reason for visiting today:   | Z       |                              |                 |              |                      |                          |
| CAS0045407 | A                | How often do you review your online Social Security Statement?                                | This is my first time  | AA      | check box one up vertical    | Single          | Y            | Skip Logic Group     | Freq View Statement      |
|            |                  |   | Less frequently than once a year   |         |                              |                 |              |                      |                          |
|            |                  |   | At least once a year   |         |                              |                 |              |                      |                          |
|            |                  |   | Every 6 months   |         |                              |                 |              |                      |                          |
|            |                  |   | Every 3 months   |         |                              |                 |              |                      |                          |
|            |                  |   | Once a month   |         |                              |                 |              |                      |                          |
|            |                  |   | More frequently than once a month  |         |                              |                 |              |                      |                          |
|            |                  |   | Other  |         |                              |                 |              |                      |                          |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?                              | Yes  |         | radio button one up vertical |                 |              | skip logic group     | Plan to View State again |
|            |                  |   | No   |         |                              |                 |              |                      |                          |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) | USDA - SNAP  |         | check box vertical one up    | Multiple        | Y            | skip logic group     | Agency Need              |
|            |                  |   | IRS  |         |                              |                 |              |                      |                          |
|            |                  |   | HUD - Federal Housing Admin. (FHA)   |         |                              |                 |              |                      |                          |
|            |                  |   | Department of Veterans Affairs (VA)  |         |                              |                 |              |                      |                          |
|            |                  |   | Requesting a Retirement Visa from another country  |         |                              |                 |              |                      |                          |
|            |                  |   | Medicare   |         |                              |                 |              |                      |                          |
|            |                  |   | Medicaid   |         |                              |                 |              |                      |                          |
|            |                  |   | State or Local Department of Social Services   |         |                              |                 |              |                      |                          |
|            |                  |   | Other agency or program  | BB      |                              |                 |              |                      |                          |



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| 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                |
|------------|------------------|---|---|-----------------|-------------------------------|-----------------|--------------|----------------------|-------------------------|
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?  |   |                 | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency        |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today.   |   |                 | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason      |
| CAS0045398 |                  | Did you register for my Social Security online or in person?  | Registered online on my first attempt<br>Registered online after prior unsuccessful attempts<br>Registered with in-person assistance from my local SSA office<br>Not sure or don't remember | A<br>A,B<br>A,C | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered          |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                                   | Less than 15 minutes<br>More than 15 but less than 30 minutes<br>30 minutes or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?  | One<br>Two<br>Three or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts            |
| CAS0045410 | C                | Why did you decide to register in-person?   | I was unsuccessful registering online and was required<br>I preferred registering for my Social Security in-person a<br>Don't remember or prefer not to say                                 | CC<br>CC<br>CC  | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg In person           |
| CAS0045401 | CC               | Please describe your in-person registration experience.   |   |                 | Text area, no char limit      |                 | N            |                      | OE_In-person Experience |
| CAS0045411 |                  | Did you register for Extra Security?  | Yes<br>No<br>I tried but was unsuccessful<br>I don't know   |                 | Radio button, one-up vertical | Single          | Y            |                      | Xtra Security Reg       |
| CAS0045413 |                  | Did you understand all of my Social Security's instructions for registering a username and password?                      | Yes<br>Partially<br>No  | A<br>A          | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Instructions Understand |
| CAS0045414 | A                | Please explain what you did not understand about my Social Security's registration instructions                           |   |                 | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?                                | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            |                      | Security Policies       |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?     | No<br>Yes   | A               | Radio Button, One-up          | Single          | Y            | Skip Logic Group     | Security Concerns       |
| CAS0045425 | A                | Please describe your security concerns.   |   |                 | Text area, no char limit      |                 | N            |                      | OE_Security Concern     |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? | Yes   |                 | Radio button, one up          | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |

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|------------|------------------|--|---|---------|--------------------------------|-----------------|--------------|----------------------|-------------------------|
|            |                  |  | No  | A,B     |                                |                 |              |                      |                         |
| CAS0045426 | A                | What specifically were you trying to accomplish?   |   |         | Text area, no char limit       |                 | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) | Return and try again<br>Visit a local Social Security office<br>Call a local Social Security office<br>Call Social Security's 800 number<br>Submit an e-mail to Social Security<br>Write a letter to Social Security<br>Take no action<br>Other, please specify |         | Check box vertical             | Multi           | Y            | Skip Logic           | Do Next                 |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.  |   | BB      | Text area, no char limit       |                 | N            |                      | OPS_Do Next             |
| CAS0045373 |                  | Was the information in your <i>my</i> Social Security account clear to you?  | Yes   |         | radial button, one up vertical | Single          | Y            | skip logic           | AccountClarity          |
| CAS0045374 | A                | Please tell us what information or instructions were not clear   | No  | A       | Text area, no Char limit       |                 | N            |                      | OE_Account Clarity      |
| CAS0045375 |                  | Please select the category that includes your age.   | Under 25<br>26 to 45<br>46 to 55<br>56 to 60<br>61 to 64<br>65 to 66<br>67 or older<br>Prefer not to answer   |         | Drop down, select one          | Single          | N            |                      | New Age                 |

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|------------|------------------|--|--|---------|-------------------------------|-----------------|--------------|----------------------|--------------------------|
| CAS0045388 |                  | How did you learn about my Social Security? (Check all that apply.)                                    | Social Security Home Page  | A       | check box, one up             | Multi           | Y            | Skip                 | Learn about              |
|            |                  |  | <del>Official Social Security website</del>  |         |                               |                 |              |                      |                          |
|            |                  |  | Browsing SSA.gov's informational webpages  |         |                               |                 |              |                      |                          |
|            |                  |  | The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application |         |                               |                 |              |                      |                          |
|            |                  |  | The radio  |         |                               |                 |              |                      |                          |
|            |                  |  | The television   |         |                               |                 |              |                      |                          |
|            |                  |  | An email reminder from Social Security   |         |                               |                 |              |                      |                          |
|            |                  |  | Social Security Statement that I received in the mail  |         |                               |                 |              |                      |                          |
|            |                  |  | A general web search (e.g., Google, Bing, etc.)  |         |                               |                 |              |                      |                          |
|            |                  |  | Radio or television ad   |         |                               |                 |              |                      |                          |
|            |                  |  | A newspaper or magazine article or ad  |         |                               |                 |              |                      |                          |
|            |                  |  | A newspaper or magazine article  |         |                               |                 |              |                      |                          |
|            |                  |  | A newspaper or magazine ad   |         |                               |                 |              |                      |                          |
|            |                  |  | A billboard or other printed ad  |         |                               |                 |              |                      |                          |
|            |                  |  | An online ad on another website (e.g., banner, image, etc.)  |         |                               |                 |              |                      |                          |
|            |                  |  | An online ad (e.g., banner, image, etc.)   |         |                               |                 |              |                      |                          |
|            |                  |  | An online video  |         |                               |                 |              |                      |                          |
|            |                  |  | Social media (e.g., Facebook, Twitter, blog, etc.)   |         |                               |                 |              |                      |                          |
|            |                  |  | Friend, spouse, relative, neighbor, or acquaintance  |         |                               |                 |              |                      |                          |
|            |                  |  | Other direct mail (e.g., Post Card)  |         |                               |                 |              |                      |                          |
|            |                  |  | Social Security employee   |         |                               |                 |              |                      |                          |
|            |                  |  | Community group or association   |         |                               |                 |              |                      |                          |
|            |                  |  | Government agency other than Social Security (e.g., State, Federal)  |         |                               |                 |              |                      |                          |
|            |                  |  | Other, please explain  | B       |                               |                 |              |                      |                          |
| CAS0045390 | B                | How did you learn about my Social Security?  |  |         | Text area, no char limit      |                 | N            |                      | OPS_Learn about          |
| HAR0062542 | A                | Where on the Official Social Security website did you <b>primarily</b> learn about my Social Security? | Social Security Home Page  |         | Radio button, one up vertical | Single          | Y            | Skip Logic Group     | Where on SSA.gov Learned |
|            |                  |  | Social Security's Frequently Asked Questions   |         |                               |                 |              |                      |                          |
|            |                  |  | Browsing SSA.gov's informational webpages  |         |                               |                 |              |                      |                          |

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|------------|------------------|---|--|---------|--------------------------------|-----------------|--------------|----------------------|--------------------------------|
|            |                  |   | The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application |         |                                |                 |              |                      |                                |
|            |                  |   | Other (please specify)   | G       |                                |                 |              |                      |                                |
| HAR0062543 | G                | Where else do you learn about my Social Security?   |  |         | Text field, <100 char          |                 | N            | Skip Logic Group     | OPS - Where on SSA.gov Learned |
| CAS0045392 |                  | Including today, how often have you accessed your my Social Security account?             | This is my first time  |         | radial button, one up vertical | Single          | Y            |                      | Access Freq                    |
|            |                  |   | Once a month   |         |                                |                 |              |                      |                                |
|            |                  |   | Once every three months  |         |                                |                 |              |                      |                                |
|            |                  |   | Once every six months  |         |                                |                 |              |                      |                                |
|            |                  |   | Once a year  |         |                                |                 |              |                      |                                |
|            |                  | How often do you access (or plan to access) your my Social Security account?              | Once a year  |         | Radio button, one up vertical  | Single          | Y            |                      | Access Frequency - NEW         |
|            |                  |   | Once every six months  |         |                                |                 |              |                      |                                |
|            |                  |   | Once every three months  |         |                                |                 |              |                      |                                |
|            |                  |   | Once a month   |         |                                |                 |              |                      |                                |
|            |                  |   | More than once a month   |         |                                |                 |              |                      |                                |
|            |                  |   | Not sure   |         |                                |                 |              |                      |                                |
| CAS0045394 |                  | How often do you plan to access your my Social Security account in the future?            | At least once a month  |         | Radio button, one up vertical  | Single          | Y            |                      | Future Use                     |
|            |                  |   | Once a month   |         |                                |                 |              |                      |                                |
|            |                  |   | Once every three months  |         |                                |                 |              |                      |                                |
|            |                  |   | Once every six months  |         |                                |                 |              |                      |                                |
|            |                  |   | Once a year  |         |                                |                 |              |                      |                                |
| BJL1506    |                  | Are you currently receiving cash benefits?  | Yes, I am receiving Supplemental Security Income (SSI)   |         | Radio button, one-up vertical  | Single          | Y            |                      | Cash Benefits                  |
|            |                  |   | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)                                    |         |                                |                 |              |                      |                                |
|            |                  |   | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)                               |         |                                |                 |              |                      |                                |
|            |                  |   | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI                                    |         |                                |                 |              |                      |                                |
|            |                  |   | I am entitled to Medicare Only coverage - no cash benefits   |         |                                |                 |              |                      |                                |
|            |                  |   | I am not entitled to monthly benefits or Medicare  |         |                                |                 |              |                      |                                |
|            |                  |   | I don't know or prefer not to answer   |         |                                |                 |              |                      |                                |
| CAS0045395 |                  | What is your primary reason for visiting my Social Security today? (Check all that apply) | To print or view my online Social Security Statement   | A       | check box one up vertical      | Multi           | Yes          | Skip Logic Group     | Primary Reason                 |
|            |                  |   | To make sure my earnings record is correct   |         |                                |                 |              |                      |                                |
|            |                  |   | To view my Benefits and Payment Details  |         |                                |                 |              |                      |                                |

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|------------|------------------|---|---|---------|-------------------------------|-----------------|--------------|----------------------|--------------------------|
|            |                  |   | To check the status of my recently filed online application for benefits                  |         |                               |                 |              |                      |                          |
|            |                  |   | To get a Benefit Verification Letter  | B       |                               |                 |              |                      |                          |
|            |                  |   | Add Extra Security to my online account   |         |                               |                 |              |                      |                          |
|            |                  |   | To use SSA's online benefit calculators   |         |                               |                 |              |                      |                          |
|            |                  |   | To apply online for Social Security or Medicare Only benefits                             |         |                               |                 |              |                      |                          |
|            |                  |   | To replace my Social Security card  |         |                               |                 |              |                      |                          |
|            |                  |   | To change my address with SSA   |         |                               |                 |              |                      |                          |
|            |                  |   | To enroll in or update my direct deposit  |         |                               |                 |              |                      |                          |
|            |                  |   | To learn about the benefits to which I might be entitled                                  |         |                               |                 |              |                      |                          |
|            |                  |   | Just curious - wanted to see what information was contained in my Social Security account |         |                               |                 |              |                      |                          |
|            |                  |   | Other reason for visiting today:  | Z       |                               |                 |              |                      |                          |
| CAS0045407 | A                | How often do you review your online Social Security Statement?                                | This is my first time   | AA      | check box one up vertical     | Single          | Y            | Skip Logic Group     | Freq View Statement      |
|            |                  |   | Less frequently than once a year  |         |                               |                 |              |                      |                          |
|            |                  |   | At least once a year  |         |                               |                 |              |                      |                          |
|            |                  |   | Every 6 months  |         |                               |                 |              |                      |                          |
|            |                  |   | Every 3 months  |         |                               |                 |              |                      |                          |
|            |                  |   | Once a month  |         |                               |                 |              |                      |                          |
|            |                  |   | More frequently than once a month   |         |                               |                 |              |                      |                          |
|            |                  |   | Other   |         |                               |                 |              |                      |                          |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?                              | Yes   |         | radio button one up vertical  |                 |              | skip logic group     | Plan to View State again |
|            |                  |   | No  |         |                               |                 |              |                      |                          |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) | USDA - SNAP   |         | check box vertical one up     | Multiple        | Y            | skip logic group     | Agency Need              |
|            |                  |   | IRS   |         |                               |                 |              |                      |                          |
|            |                  |   | HUD - Federal Housing Admin. (FHA)  |         |                               |                 |              |                      |                          |
|            |                  |   | Department of Veterans Affairs (VA)   |         |                               |                 |              |                      |                          |
|            |                  |   | Requesting a Retirement Visa from another country   |         |                               |                 |              |                      |                          |
|            |                  |   | Medicare  |         |                               |                 |              |                      |                          |
|            |                  |   | Medicaid  |         |                               |                 |              |                      |                          |
|            |                  |   | State or Local Department of Social Services  |         |                               |                 |              |                      |                          |
|            |                  |   | Other agency or program   | BB      |                               |                 |              |                      |                          |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?              |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency         |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today:                               |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason       |
| CAS0045398 |                  | Did you register for my Social Security online or in person?                                  | Registered online on my first attempt   | A       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered           |
|            |                  |   | Registered online after prior unsuccessful attempts                                       | A,B     |                               |                 |              |                      |                          |
|            |                  |   | Registered with in-person assistance from my local SSA office                             | A,C     |                               |                 |              |                      |                          |
|            |                  |   | Not sure or don't remember  |         |                               |                 |              |                      |                          |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration       | Less than 15 minutes  |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                 |
|            |                  |   | More than 15 but less than 30 minutes   |         |                               |                 |              |                      |                          |

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SSA My Social Security v2 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                |
|------------|------------------|---|---|----------------|-------------------------------|-----------------|--------------|----------------------|-------------------------|
|            |                  |   | 30 minutes or more  |                |                               |                 |              |                      |                         |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?  | One<br>Two<br>Three or more   |                | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts            |
| CAS0045410 | C                | Why did you decide to register in-person?   | I was unsuccessful registering online and was required<br>I preferred registering for my Social Security in-person a<br>Don't remember or prefer not to say   | CC<br>CC<br>CC | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg In person           |
| CAS0045401 | CC               | Please describe your in-person registration experience.   |   |                | Text area, no char limit      |                 | N            |                      | OE_In-person Experience |
| CAS0045411 |                  | Did you register for Extra Security?  | Yes<br>No<br>I tried but was unsuccessful<br>I don't know   |                | Radio button, one-up vertical | Single          | Y            |                      | Xtra Security Reg       |
| CAS0045413 |                  | Did you understand all of my Social Security's instructions for registering a username and password?                      | Yes<br>Partially<br>No  | A<br>A         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Instructions Understand |
| CAS0045414 | A                | Please explain what you did not understand about my Social Security's registration instructions                           |   |                | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?                                | Yes<br>No   |                | Radio button, one-up vertical | Single          | Y            |                      | Security Policies       |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?     | No<br>Yes   | A              | Radio Button, One-up          | Single          | Y            | Skip Logic Group     | Security Concerns       |
| CAS0045425 | A                | Please describe your security concerns.   |   |                | Text area, no char limit      |                 | N            |                      | OE_Security Concern     |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? | Yes<br>No   | A,B            | Radio button, one up          | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |
| CAS0045426 | A                | What specifically were you trying to accomplish?  |   |                | Text area, no char limit      |                 | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)  | Return and try again<br>Visit a local Social Security office<br>Call a local Social Security office<br>Call Social Security's 800 number<br>Submit an e-mail to Social Security<br>Write a letter to Social Security<br>Take no action<br>Other, please specify | BB             | Check box vertical            | Multi           | Y            | Skip Logic           | Do Next                 |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.   |   |                | Text area, no char limit      |                 | N            |                      | OPS_Do Next             |

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| 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           |
|------------|------------------|---|---|---------|--------------------------------|-----------------|--------------|----------------------|--------------------|
| CAS0045373 |                  | Was the information in your <i>my</i> Social Security account clear to you? | Yes                                       |         | radial button, one up vertical | Single          | Y            | skip logic           | AccountClarity     |
|            |                  |   | No  | A       |                                |                 |              |                      |                    |
| CAS0045374 | A                | Please tell us what information or instructions were not clear              |   |         | Text area, no Char limit       |                 | N            |                      | OE_Account Clarity |
| CAS0045375 |                  | Please select the category that includes your age.                          | Under 25                                  |         | Drop down, select one          | Single          | N            |                      | New Age            |
|            |                  |   | 26 to 45                                  |         |                                |                 |              |                      |                    |
|            |                  |   | 46 to 55                                  |         |                                |                 |              |                      |                    |
|            |                  |   | 56 to 60                                  |         |                                |                 |              |                      |                    |
|            |                  |   | 61 to 64                                  |         |                                |                 |              |                      |                    |
|            |                  |   | 65 to 66                                  |         |                                |                 |              |                      |                    |
|            |                  |   | 67 or older                               |         |                                |                 |              |                      |                    |
|            |                  |   | Prefer not to answer                      |         |                                |                 |              |                      |                    |

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| 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                     |
|------------|------------------|---|--|---------|--------------------------------|-----------------|--------------|----------------------|------------------------------|
| CAS0045388 |                  | How did you learn about my Social Security? (Check all that apply.)   | Official Social Security website   | A       | check box, one up              | Multi           | Y            | Skip                 | Learn about                  |
|            |                  |   | A general web search (e.g., Google, Bing, etc.)  |         |                                |                 |              |                      |                              |
|            |                  |   | The radio  |         |                                |                 |              |                      |                              |
|            |                  |   | The television   |         |                                |                 |              |                      |                              |
|            |                  |   | An email from Social Security  |         |                                |                 |              |                      |                              |
|            |                  |   | A newspaper or magazine article  |         |                                |                 |              |                      |                              |
|            |                  |   | A newspaper or magazine ad   |         |                                |                 |              |                      |                              |
|            |                  |   | A billboard or other printed ad  |         |                                |                 |              |                      |                              |
|            |                  |   | An online ad (e.g., banner, image, etc.)   |         |                                |                 |              |                      |                              |
|            |                  |   | An online video  |         |                                |                 |              |                      |                              |
|            |                  |   | Social media (e.g., Facebook, Twitter, blog, etc.)   |         |                                |                 |              |                      |                              |
|            |                  |   | Friend, spouse, relative, neighbor, or acquaintance  |         |                                |                 |              |                      |                              |
|            |                  |   | Mailed Social Security Statement   |         |                                |                 |              |                      |                              |
|            |                  |   | Other direct mail (e.g., Post Card)  |         |                                |                 |              |                      |                              |
|            |                  |   | Social Security employee   |         |                                |                 |              |                      |                              |
|            |                  |   | Community group or association   |         |                                |                 |              |                      |                              |
|            |                  |   | Government agency other than Social Security (e.g., State, Federal)  |         |                                |                 |              |                      |                              |
|            |                  |   | Other, please explain  | B       |                                |                 |              |                      |                              |
| CAS0045390 | B                | How did you learn about my Social Security?   |  |         | Text area, no char limit       |                 | N            |                      | OPS_Learn about              |
|            | A                | Where on the Official Social Security website did you <b>primarily</b> learn about my Social Security?                          | Social Security Home Page  |         | Radio button, one up vertical  | Single          | Y            | Skip Logic Group     | Where on SSA.gov Learned     |
|            |                  |   | Social Security's Frequently Asked Questions   |         |                                |                 |              |                      |                              |
|            |                  |   | Browsing SSA.gov's informational webpages  |         |                                |                 |              |                      |                              |
|            |                  |   | The "Manage Your Benefits with a my Social Security account" page that now appears at the completion of the online application |         |                                |                 |              |                      |                              |
|            |                  |   | Other (please specify)<br>leann.hartka:<br>Added question text.  | C       |                                |                 |              | OPS Group            |                              |
|            | C                | Where else do you learn about my Social Security? Including today, how often have you accessed your my Social Security account? |  |         | Text field, <100 char          |                 | N            | OPS Group            | OPS_Where on SSA.gov Learned |
| CAS0045392 |                  |   | This is my first time  |         | radial button, one up vertical | Single          | Y            |                      | Access Freq                  |



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| 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            |
|------------|------------------|--|--|---------|-------------------------------|-----------------|--------------|----------------------|---------------------|
|            |                  |  | Once a month   |         |                               |                 |              |                      |                     |
|            |                  |  | Once every three months  |         |                               |                 |              |                      |                     |
|            |                  |  | Once every six months  |         |                               |                 |              |                      |                     |
|            |                  |  | Once a year  |         |                               |                 |              |                      |                     |
| CAS0045394 |                  | How often do you plan to access your <i>my</i> Social Security account in the future?            | At least once a month  |         | Radio button, one up vertical | Single          | Y            |                      | Future Use          |
|            |                  |  | Once a month   |         |                               |                 |              |                      |                     |
|            |                  |  | Once every three months  |         |                               |                 |              |                      |                     |
|            |                  |  | Once every six months  |         |                               |                 |              |                      |                     |
|            |                  |  | Once a year  |         |                               |                 |              |                      |                     |
| BJL1506    |                  | Are you currently receiving cash benefits?   | Yes, I am receiving Supplemental Security Income (SSI)   |         | Radio button, one-up vertical | Single          | Y            |                      | Cash Benefits       |
|            |                  |  | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)      |         |                               |                 |              |                      |                     |
|            |                  |  | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) |         |                               |                 |              |                      |                     |
|            |                  |  | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI      |         |                               |                 |              |                      |                     |
|            |                  |  | I am entitled to Medicare Only coverage - no cash benefits                                       |         |                               |                 |              |                      |                     |
|            |                  |  | I am not entitled to monthly benefits or Medicare  |         |                               |                 |              |                      |                     |
|            |                  |  | I don't know or prefer not to answer   |         |                               |                 |              |                      |                     |
| CAS0045395 |                  | What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply) | To print or view <i>my</i> online Social Security Statement                                      | A       | check box one up vertical     | Multi           | Yes          | Skip Logic Group     | Primary Reason      |
|            |                  |  | To make sure <i>my</i> earnings record is correct  |         |                               |                 |              |                      |                     |
|            |                  |  | To view <i>my</i> Benefits and Payment Details   |         |                               |                 |              |                      |                     |
|            |                  |  | To check the status of <i>my</i> recently filed online application for benefits                  |         |                               |                 |              |                      |                     |
|            |                  |  | To get a Benefit Verification Letter   | B       |                               |                 |              |                      |                     |
|            |                  |  | Add Extra Security to <i>my</i> online account   |         |                               |                 |              |                      |                     |
|            |                  |  | To use SSA's online benefit calculators  |         |                               |                 |              |                      |                     |
|            |                  |  | To apply online for Social Security or Medicare Only benefits                                    |         |                               |                 |              |                      |                     |
|            |                  |  | To change <i>my</i> address with SSA   |         |                               |                 |              |                      |                     |
|            |                  |  | To enroll in or update <i>my</i> direct deposit  |         |                               |                 |              |                      |                     |
|            |                  |  | To learn about the benefits to which I might be entitled   |         |                               |                 |              |                      |                     |
|            |                  |  | Just curious - wanted to see what information was contained in <i>my</i> Social Security account |         |                               |                 |              |                      |                     |
|            |                  |  | Other reason for visiting today:   | Z       |                               |                 |              |                      |                     |
| CAS0045407 | A                | How often do you review <i>your</i> online Social Security Statement?                            | This is <i>my</i> first time   | AA      | check box one up vertical     | Single          | Y            | Skip Logic Group     | Freq View Statement |
|            |                  |  | Less frequently than once a year   |         |                               |                 |              |                      |                     |
|            |                  |  | At least once a year   |         |                               |                 |              |                      |                     |
|            |                  |  | Every 6 months   |         |                               |                 |              |                      |                     |

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|------------|------------------|--|---|---------|-------------------------------|-----------------|--------------|----------------------|--------------------------|
|            |                  |  | Every 3 months  |         |                               |                 |              |                      |                          |
|            |                  |  | Once a month  |         |                               |                 |              |                      |                          |
|            |                  |  | More frequently than once a month                             |         |                               |                 |              |                      |                          |
|            |                  |  | Other   |         |                               |                 |              |                      |                          |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?                                     | Yes   |         | radio button one up vertical  |                 |              | skip logic group     | Plan to View State again |
|            |                  |  | No  |         |                               |                 |              |                      |                          |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)        | USDA - SNAP   |         | check box vertical one up     | Multiple        | Y            | skip logic group     | Agency Need              |
|            |                  |  | IRS   |         |                               |                 |              |                      |                          |
|            |                  |  | HUD - Federal Housing Admin. (FHA)                            |         |                               |                 |              |                      |                          |
|            |                  |  | Department of Veterans Affairs (VA)                           |         |                               |                 |              |                      |                          |
|            |                  |  | Requesting a Retirement Visa from another country             |         |                               |                 |              |                      |                          |
|            |                  |  | Medicare  |         |                               |                 |              |                      |                          |
|            |                  |  | Medicaid  |         |                               |                 |              |                      |                          |
|            |                  |  | State or Local Department of Social Services                  |         |                               |                 |              |                      |                          |
|            |                  |  | Other agency or program                                       | BB      |                               |                 |              |                      |                          |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?                     |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency         |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today:                                      |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason       |
| CAS0045398 |                  | Did you register for my Social Security online or in person?   | Registered online on my first attempt                         | A       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered           |
|            |                  |  | Registered online after prior unsuccessful attempts           | A,B     |                               |                 |              |                      |                          |
|            |                  |  | Registered with in-person assistance from my local SSA office | A,C     |                               |                 |              |                      |                          |
|            |                  |  | Not sure or don't remember                                    |         |                               |                 |              |                      |                          |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration              | Less than 15 minutes  |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                 |
|            |                  |  | More than 15 but less than 30 minutes                         |         |                               |                 |              |                      |                          |
|            |                  |  | 30 minutes or more  |         |                               |                 |              |                      |                          |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?                               | One   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts             |
|            |                  |  | Two   |         |                               |                 |              |                      |                          |
|            |                  |  | Three or more   |         |                               |                 |              |                      |                          |
| CAS0045410 | C                | Why did you decide to register in-person?  | I was unsuccessful registering online and was required        | CC      | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg In person            |
|            |                  |  | I preferred registering for my Social Security in-person a    | CC      |                               |                 |              |                      |                          |
|            |                  |  | Don't remember or prefer not to say                           | CC      |                               |                 |              |                      |                          |
| CAS0045401 | CC               | Please describe your in-person registration experience.  |   |         | Text area, no char limit      |                 | N            |                      | OE_In-person Experience  |
| CAS0045411 |                  | Did you register for Extra Security?   | Yes   |         | Radio button, one-up vertical | Single          | Y            |                      | Xtra Security Reg        |
|            |                  |  | No  |         |                               |                 |              |                      |                          |
|            |                  |  | I tried but was unsuccessful                                  |         |                               |                 |              |                      |                          |
|            |                  |  | I don't know  |         |                               |                 |              |                      |                          |
| CAS0045413 |                  | Did you understand all of my Social Security's instructions for registering a username and password? | Yes   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Instructions Understand  |
|            |                  |  | Partially   | A       |                               |                 |              |                      |                          |
|            |                  |  | No  | A       |                               |                 |              |                      |                          |

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|------------|------------------|---|---|---------|--------------------------------|-----------------|--------------|----------------------|-------------------------|
| CAS0045414 | A                | Please explain what you did not understand about my Social Security's registration instructions                           |   |         | Text area, no char limit       |                 | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?                                | Yes<br>No   |         | Radio button, one-up vertical  | Single          | Y            |                      | Security Policies       |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?     | No<br>Yes   |         | Radio Button, One-up           | Single          | Y            | Skip Logic Group     | Security Concerns       |
| CAS0045425 | A                | Please describe your security concerns.   |   | A       | Text area, no char limit       |                 | N            |                      | OE_Security Concern     |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? | Yes<br>No   | A,B     | Radio button, one up           | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |
| CAS0045426 | A                | What specifically were you trying to accomplish?  |   |         | Text area, no char limit       |                 | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)  | Return and try again<br>Visit a local Social Security office<br>Call a local Social Security office<br>Call Social Security's 800 number<br>Submit an e-mail to Social Security<br>Write a letter to Social Security<br>Take no action<br>Other, please specify | BB      | Check box vertical             | Multi           | Y            | Skip Logic           | Do Next                 |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.   |   |         | Text area, no char limit       |                 | N            |                      | OPS_Do Next             |
| CAS0045373 |                  | Was the information in your my Social Security account clear to you?  | Yes<br>No   | A       | radial button, one up vertical | Single          | Y            | skip logic           | AccountClarity          |
| CAS0045374 | A                | Please tell us what information or instructions were not clear  |   |         | Text area, no Char limit       |                 | N            |                      | OE_Account Clarity      |
| CAS0045375 |                  | Please select the category that includes your age.  | Under 25<br>26 to 45<br>46 to 55<br>56 to 60<br>61 to 64<br>65 to 66<br>67 or older<br>Prefer not to answer   |         | Drop down, select one          | Single          | N            |                      | New Age                 |

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|------------|------------------|---|---|---------|--------------------------------|-----------------|--------------|----------------------|-----------------|
| CAS0045388 |                  | How did you learn about <i>my</i> Social Security? (Check all that apply.)            | Official Social Security website                                    |         | check box, one up              | Multi           | Y            | Skip                 | Learn about     |
|            |                  |   | A general web search (e.g., Google, Bing, etc.)                     |         |                                |                 |              |                      |                 |
|            |                  |   | The radio   |         |                                |                 |              |                      |                 |
|            |                  |   | The television  |         |                                |                 |              |                      |                 |
|            |                  |   | An email from Social Security                                       |         |                                |                 |              |                      |                 |
|            |                  |   | A newspaper or magazine article                                     |         |                                |                 |              |                      |                 |
|            |                  |   | A newspaper or magazine ad  |         |                                |                 |              |                      |                 |
|            |                  |   | A billboard or other printed ad                                     |         |                                |                 |              |                      |                 |
|            |                  |   | An online ad (e.g., banner, image, etc.)                            |         |                                |                 |              |                      |                 |
|            |                  |   | An online video   |         |                                |                 |              |                      |                 |
|            |                  |   | Social media (e.g., Facebook, Twitter, blog, etc.)                  |         |                                |                 |              |                      |                 |
|            |                  |   | Friend, spouse, relative, neighbor, or acquaintance                 |         |                                |                 |              |                      |                 |
|            |                  |   | Mailed Social Security Statement                                    |         |                                |                 |              |                      |                 |
|            |                  |   | Other direct mail (e.g., Post Card)                                 |         |                                |                 |              |                      |                 |
|            |                  |   | Social Security employee  |         |                                |                 |              |                      |                 |
|            |                  |   | Community group or association                                      |         |                                |                 |              |                      |                 |
|            |                  |   | Government agency other than Social Security (e.g., State, Federal) |         |                                |                 |              |                      |                 |
|            |                  |   | Other, please explain   | A       |                                |                 |              |                      |                 |
| CAS0045390 | A                | How did you learn about <i>my</i> Social Security?                                    |   |         | Text area, no char limit       |                 | N            |                      | OPS_Learn about |
| CAS0045392 |                  | Including today, how often have you accessed your <i>my</i> Social Security account?  | This is my first time   |         | radial button, one up vertical | Single          | Y            |                      | Access Freq     |
|            |                  |   | Once a month  |         |                                |                 |              |                      |                 |
|            |                  |   | Once every three months   |         |                                |                 |              |                      |                 |
|            |                  |   | Once every six months   |         |                                |                 |              |                      |                 |
|            |                  |   | Once a year   |         |                                |                 |              |                      |                 |
| CAS0045394 |                  | How often do you plan to access your <i>my</i> Social Security account in the future? | At least once a month   |         | radial button, one up vertical | Single          | Y            |                      | Future Use      |
|            |                  |   | Once a month  |         |                                |                 |              |                      |                 |
|            |                  |   | Once every three months   |         |                                |                 |              |                      |                 |
|            |                  |   | Once every six months   |         |                                |                 |              |                      |                 |
|            |                  |   | Once a year   |         |                                |                 |              |                      |                 |

Err:508  
 SSA My Social Security v2  
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SSA My Social Security v2 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                 |
|------------|------------------|---|--|---------|-------------------------------|-----------------|--------------|----------------------|--------------------------|
| BJL1506    |                  | Are you currently receiving cash benefits?  | Yes, I am receiving Supplemental Security Income (SSI)   |         | Radio button, one-up vertical | Single          | Y            |                      | Cash Benefits            |
|            |                  |   | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)      |         |                               |                 |              |                      |                          |
|            |                  |   | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) |         |                               |                 |              |                      |                          |
|            |                  |   | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI      |         |                               |                 |              |                      |                          |
|            |                  |   | I am entitled to Medicare Only coverage - no cash benefits                                       |         |                               |                 |              |                      |                          |
|            |                  |   | I am not entitled to monthly benefits or Medicare  |         |                               |                 |              |                      |                          |
|            |                  |   | I don't know or prefer not to answer   |         |                               |                 |              |                      |                          |
| CAS0045395 |                  | What is your primary reason for visiting my Social Security today? (Check all that apply)     | To print or view my online Social Security Statement   | A       | check box one up vertical     | Multi           | Yes          | Skip Logic Group     | Primary Reason           |
|            |                  |   | To make sure my earnings record is correct   |         |                               |                 |              |                      |                          |
|            |                  |   | To view my Benefits and Payment Details  |         |                               |                 |              |                      |                          |
|            |                  |   | To check the status of my recently filed online application for benefits                         |         |                               |                 |              |                      |                          |
|            |                  |   | To get a Benefit Verification Letter   | B       |                               |                 |              |                      |                          |
|            |                  |   | Add Extra Security to my online account  |         |                               |                 |              |                      |                          |
|            |                  |   | To use SSA's online benefit calculators  |         |                               |                 |              |                      |                          |
|            |                  |   | To apply online for Social Security or Medicare Only benefits                                    |         |                               |                 |              |                      |                          |
|            |                  |   | To change my address with SSA  |         |                               |                 |              |                      |                          |
|            |                  |   | To enroll in or update my direct deposit   |         |                               |                 |              |                      |                          |
|            |                  |   | To learn about the benefits to which I might be entitled   |         |                               |                 |              |                      |                          |
|            |                  |   | Just curious - wanted to see what information was contained in my Social Security account        |         |                               |                 |              |                      |                          |
|            |                  |   | Other reason for visiting today:   | Z       |                               |                 |              |                      |                          |
| CAS0045407 | A                | How often do you review your online Social Security Statement?                                | This is my first time  | AA      | check box one up vertical     | Single          | Y            | Skip Logic Group     | Freq View Statement      |
|            |                  |   | Less frequently than once a year   |         |                               |                 |              |                      |                          |
|            |                  |   | At least once a year   |         |                               |                 |              |                      |                          |
|            |                  |   | Every 6 months   |         |                               |                 |              |                      |                          |
|            |                  |   | Every 3 months   |         |                               |                 |              |                      |                          |
|            |                  |   | Once a month   |         |                               |                 |              |                      |                          |
|            |                  |   | More frequently than once a month  |         |                               |                 |              |                      |                          |
|            |                  |   | Other  |         |                               |                 |              |                      |                          |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?                              | Yes  |         | radio button one up vertical  |                 |              | skip logic group     | Plan to View State again |
|            |                  |   | No   |         |                               |                 |              |                      |                          |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) | USDA - SNAP  |         | check box vertical one up     | Multiple        | Y            | skip logic group     | Agency Need              |
|            |                  |   | IRS  |         |                               |                 |              |                      |                          |
|            |                  |   | HUD - Federal Housing Admin. (FHA)   |         |                               |                 |              |                      |                          |
|            |                  |   | Department of Veterans Affairs (VA)  |         |                               |                 |              |                      |                          |
|            |                  |   | Requesting a Retirement Visa from another country  |         |                               |                 |              |                      |                          |
|            |                  |   | Medicare   |         |                               |                 |              |                      |                          |
|            |                  |   | Medicaid   |         |                               |                 |              |                      |                          |
|            |                  |   | State or Local Department of Social Services   |         |                               |                 |              |                      |                          |

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| 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                |
|------------|------------------|---|---|-----------------|-------------------------------|-----------------|--------------|----------------------|-------------------------|
|            |                  |   | Other agency or program   | BB              |                               |                 |              |                      |                         |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?  |   |                 | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency        |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today:   |   |                 | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason      |
| CAS0045398 |                  | Did you register for my Social Security online or in person?  | Registered online on my first attempt<br>Registered online after prior unsuccessful attempts<br>Registered with in-person assistance from my local SSA office<br>Not sure or don't remember | A<br>A,B<br>A,C | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered          |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                                   | Less than 15 minutes<br>More than 15 but less than 30 minutes<br>30 minutes or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?  | One<br>Two<br>Three or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts            |
| CAS0045410 | C                | Why did you decide to register in-person?   | I was unsuccessful registering online and was required<br>I preferred registering for my Social Security in-person<br>Don't remember or prefer not to say                                   | CC<br>CC<br>CC  | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg In person           |
| CAS0045401 | CC               | Please describe your in-person registration experience.   |   |                 | Text area, no char limit      |                 | N            |                      | OE_In-person Experience |
| CAS0045411 |                  | Did you register for Extra Security?  | Yes<br>No<br>I tried but was unsuccessful<br>I don't know   |                 | Radio button, one-up vertical | Single          | Y            |                      | Xtra Security Reg       |
| CAS0045413 |                  | Did you understand all of my Social Security's instructions for registering a username and password?                      | Yes<br>Partially<br>No  | A<br>A          | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Instructions Understand |
| CAS0045414 | A                | Please explain what you did not understand about my Social Security's registration instructions                           |   |                 | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?                                | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            |                      | Security Policies       |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?     | No<br>Yes   | A               | Radio Button, One-up          | Single          | Y            | Skip Logic Group     | Security Concerns       |
| CAS0045425 | A                | Please describe your security concerns.   |   |                 | Text area, no char limit      |                 | N            |                      | OE_Security Concern     |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? | Yes   |                 | Radio button, one up          | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |

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|------------|------------------|--|---|---------|--------------------------------|-----------------|--------------|----------------------|-------------------------|
|            |                  |  | No  | A,B     |                                |                 |              |                      |                         |
| CAS0045426 | A                | What specifically were you trying to accomplish?   |   |         | Text area, no char limit       |                 | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) | Return and try again<br>Visit a local Social Security office<br>Call a local Social Security office<br>Call Social Security's 800 number<br>Submit an e-mail to Social Security<br>Write a letter to Social Security<br>Take no action<br>Other, please specify |         | Check box vertical             | Multi           | Y            | Skip Logic           | Do Next                 |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.  |   | BB      | Text area, no char limit       |                 | N            |                      | OPS_Do Next             |
| CAS0045373 |                  | Was the information in your <i>my</i> Social Security account clear to you?  | Yes   |         | radial button, one up vertical | Single          | Y            | skip logic           | AccountClarity          |
| CAS0045374 | A                | Please tell us what information or instructions were not clear   | No  | A       | Text area, no Char limit       |                 | N            |                      | OE_Account Clarity      |
| CAS0045375 |                  | Please select the category that includes your age.   | Under 25<br>26 to 45<br>46 to 55<br>56 to 60<br>61 to 64<br>65 to 66<br>67 or older<br>Prefer not to answer   |         | Drop down, select one          | Single          | N            |                      | New Age                 |

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| 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        |
|------------|------------------|--|---|---------|--------------------------------|-----------------|--------------|----------------------|-----------------|
| CAS0045388 |                  | How did you learn about my Social Security?<br>(Check all that apply.)         | Official Social Security website                                    |         | check box, one up              | Multi           | Y            | Skip                 | Learn about     |
|            |                  |  | A general web search (e.g., Google, Bing, etc.)                     |         |                                |                 |              |                      |                 |
|            |                  |  | The radio   |         |                                |                 |              |                      |                 |
|            |                  |  | The television  |         |                                |                 |              |                      |                 |
|            |                  |  | An email from Social Security                                       |         |                                |                 |              |                      |                 |
|            |                  |  | A newspaper or magazine article                                     |         |                                |                 |              |                      |                 |
|            |                  |  | A newspaper or magazine ad  |         |                                |                 |              |                      |                 |
|            |                  |  | A billboard or other printed ad                                     |         |                                |                 |              |                      |                 |
|            |                  |  | An online ad (e.g., banner, image, etc.)                            |         |                                |                 |              |                      |                 |
|            |                  |  | An online video   |         |                                |                 |              |                      |                 |
|            |                  |  | Social media (e.g., Facebook, Twitter, blog, etc.)                  |         |                                |                 |              |                      |                 |
|            |                  |  | Friend, spouse, relative, neighbor, pr acquaintance                 |         |                                |                 |              |                      |                 |
|            |                  |  | Mailed Social Security Statement                                    |         |                                |                 |              |                      |                 |
|            |                  |  | Other direct mail (e.g., Post Card)                                 |         |                                |                 |              |                      |                 |
|            |                  |  | Social Security employee  |         |                                |                 |              |                      |                 |
|            |                  |  | Community group or association                                      |         |                                |                 |              |                      |                 |
|            |                  |  | Government agency other than Social Security (e.g., State, Federal) |         |                                |                 |              |                      |                 |
|            |                  |  | Other, please explain   | A       |                                |                 |              |                      |                 |
| CAS0045390 | A                | How did you learn about my Social Security                                     |   |         | Text area, no char limit       |                 | N            |                      | OPS_Learn about |
| CAS0045392 |                  | Including today, how often have you accessed your my Social Security account?  | This is my first time   |         | radial button, one up vertical | Single          | Y            |                      | Access Freq     |
|            |                  |  | Once a month  |         |                                |                 |              |                      |                 |
|            |                  |  | Once every three months   |         |                                |                 |              |                      |                 |
|            |                  |  | Once every six months   |         |                                |                 |              |                      |                 |
|            |                  |  | Once a year   |         |                                |                 |              |                      |                 |
| CAS0045394 |                  | How often do you plan to access your my Social Security account in the future? | At least once a month   |         | radial button, one up vertical | Single          | Y            |                      | Future Use      |
|            |                  |  | Once a month  |         |                                |                 |              |                      |                 |
|            |                  |  | Once every three months   |         |                                |                 |              |                      |                 |
|            |                  |  | Once every six months   |         |                                |                 |              |                      |                 |
|            |                  |  | Once a year   |         |                                |                 |              |                      |                 |



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|------------|------------------|---|--|---------|-------------------------------|-----------------|--------------|----------------------|--------------------------|
| BJL1506    |                  | Are you currently receiving cash benefits?  | Yes, I am receiving Supplemental Security Income (SSI)   |         | Radio button, one-up vertical | Single          | Y            |                      | Cash Benefits            |
|            |                  |   | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)      |         |                               |                 |              |                      |                          |
|            |                  |   | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) |         |                               |                 |              |                      |                          |
|            |                  |   | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI      |         |                               |                 |              |                      |                          |
|            |                  |   | I am entitled to Medicare Only coverage - no cash benefits                                       |         |                               |                 |              |                      |                          |
|            |                  |   | I am not entitled to monthly benefits or Medicare  |         |                               |                 |              |                      |                          |
|            |                  |   | I don't know or prefer not to answer   |         |                               |                 |              |                      |                          |
| CAS0045395 |                  | What is your primary reason for visiting my Social Security today? (Check all that apply)     | To print or view my online Social Security Statement   | A       | check box one up vertical     | Multi           | Yes          | Skip Logic Group     | Primary Reason           |
|            |                  |   | To make sure my earnings record is correct   |         |                               |                 |              |                      |                          |
|            |                  |   | To view my Benefits and Payment Details  |         |                               |                 |              |                      |                          |
|            |                  |   | To check the status of my recently filed online application for benefits                         |         |                               |                 |              |                      |                          |
|            |                  |   | To get a Benefit Verification Letter   | B       |                               |                 |              |                      |                          |
|            |                  |   | Add Extra Security to my online account  |         |                               |                 |              |                      |                          |
|            |                  |   | To use SSA's online benefit calculators  |         |                               |                 |              |                      |                          |
|            |                  |   | To apply online for Social Security or Medicare Only benefits                                    |         |                               |                 |              |                      |                          |
|            |                  |   | To change my address with SSA  |         |                               |                 |              |                      |                          |
|            |                  |   | To enroll in or update my direct deposit   |         |                               |                 |              |                      |                          |
|            |                  |   | To learn about the benefits to which I might be entitled   |         |                               |                 |              |                      |                          |
|            |                  |   | Just curious - wanted to see what information was contained in my Social Security account        |         |                               |                 |              |                      |                          |
|            |                  |   | Other reason for visiting today:   | Z       |                               |                 |              |                      |                          |
| CAS0045407 | A                | How often do you review your online Social Security Statement?                                | This is my first time  | AA      | check box one up vertical     | Single          | Y            | Skip Logic Group     | Freq View Statement      |
|            |                  |   | Less frequently than once a year   |         |                               |                 |              |                      |                          |
|            |                  |   | At least once a year   |         |                               |                 |              |                      |                          |
|            |                  |   | Every 6 months   |         |                               |                 |              |                      |                          |
|            |                  |   | Every 3 months   |         |                               |                 |              |                      |                          |
|            |                  |   | Once a month   |         |                               |                 |              |                      |                          |
|            |                  |   | More frequently than once a month  |         |                               |                 |              |                      |                          |
|            |                  |   | Other  |         |                               |                 |              |                      |                          |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?                              | Yes  |         | radio button one up vertical  |                 |              | skip logic group     | Plan to View State again |
|            |                  |   | No   |         |                               |                 |              |                      |                          |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) | USDA - SNAP  |         | check box vertical one up     | Multiple        | Y            | skip logic group     | Agency Need              |
|            |                  |   | IRS  |         |                               |                 |              |                      |                          |
|            |                  |   | HUD - Federal Housing Admin. (FHA)   |         |                               |                 |              |                      |                          |
|            |                  |   | Department of Veterans Affairs (VA)  |         |                               |                 |              |                      |                          |
|            |                  |   | Requesting a Retirement Visa from another country  |         |                               |                 |              |                      |                          |
|            |                  |   | Medicare   |         |                               |                 |              |                      |                          |
|            |                  |   | Medicaid   |         |                               |                 |              |                      |                          |
|            |                  |   | State or Local Department of Social Services   |         |                               |                 |              |                      |                          |

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|------------|------------------|---|---|-----------------|-------------------------------|-----------------|--------------|----------------------|-------------------------|
|            |                  |   | Other agency or program   | BB              |                               |                 |              |                      |                         |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?  |   |                 | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency        |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today:   |   |                 | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason      |
| CAS0045398 |                  | Did you register for my Social Security online or in person?  | Registered online on my first attempt<br>Registered online after prior unsuccessful attempts<br>Registered with in-person assistance from my local SSA office<br>Not sure or don't remember | A<br>A,B<br>A,C | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered          |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                                   | Less than 15 minutes<br>More than 15 but less than 30 minutes<br>30 minutes or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?  | One<br>Two<br>Three or more   |                 | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts            |
| CAS0045410 | C                | Why did you decide to register in-person?   | I was unsuccessful registering online and was required<br>I preferred registering for my Social Security in-person<br>Don't remember or prefer not to say                                   | CC<br>CC<br>CC  | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg In person           |
| CAS0045401 | CC               | Please describe your in-person registration experience.   |   |                 | Text area, no char limit      |                 | N            |                      | OE_In-person Experience |
| CAS0045411 |                  | Did you register for Extra Security?  | Yes<br>No<br>I tried but was unsuccessful<br>I don't know   |                 | Radio button, one-up vertical | Single          | Y            |                      | Xtra Security Reg       |
| CAS0045413 |                  | Did you understand all of my Social Security's instructions for registering a username and password?                      | Yes<br>Partially<br>No  | A<br>A          | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Instructions Understand |
| CAS0045414 | A                | Please explain what you did not understand about my Social Security's registration instructions                           |   |                 | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?                                | Yes<br>No   |                 | Radio button, one-up vertical | Single          | Y            |                      | Security Policies       |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?     | No<br>Yes   | A               | Radio Button, One-up          | Single          | Y            | Skip Logic Group     | Security Concerns       |
| CAS0045425 | A                | Please describe your security concerns.   |   |                 | Text area, no char limit      |                 | N            |                      | OE_Security Concern     |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? | Yes   |                 | Radio button, one up          | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |

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|------------|------------------|--|---|---------|--------------------------------|-----------------|--------------|----------------------|-------------------------|
|            |                  |  | No  | A,B     |                                |                 |              |                      |                         |
| CAS0045426 | A                | What specifically were you trying to accomplish?   |   |         | Text area, no char limit       |                 | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply) | Return and try again<br>Visit a local Social Security office<br>Call a local Social Security office<br>Call Social Security's 800 number<br>Submit an e-mail to Social Security<br>Write a letter to Social Security<br>Take no action<br>Other, please specify |         | Check box vertical             | Multi           | Y            | Skip Logic           | Do Next                 |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.  |   | BB      | Text area, no char limit       |                 | N            |                      | OPS_Do Next             |
| CAS0045373 |                  | Was the information in your <i>my</i> Social Security account clear to you?  | Yes   |         | radial button, one up vertical | Single          | Y            | skip logic           | AccountClarity          |
| CAS0045374 | A                | Please tell us what information or instructions were not clear   | No  | A       | Text area, no Char limit       |                 | N            |                      | OE_Account Clarity      |
| CAS0045375 |                  | Please select the category that includes your age.   | Under 25<br>26 to 45<br>46 to 55<br>56 to 60<br>61 to 64<br>65 to 66<br>67 or older<br>Prefer not to answer   |         | Drop down, select one          | Single          | N            |                      | New Age                 |

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|------------|------------------|--|--|----------|--------------------------------|-----------------|--------------|----------------------|-----------------|
| CAS0045388 |                  | How did you learn about <i>my</i> Social Security?   | Learned about <i>my</i> Social Security on the SSA website                                       |          | check box, one up              | Multi           | Y            | Skip                 | Learn about     |
|            |                  |  | SSA field office representative encouraged me to sign up   |          |                                |                 |              |                      |                 |
|            |                  |  | SSA 800 Number representative encouraged me to sign up   |          |                                |                 |              |                      |                 |
|            |                  |  | Other, please explain  | <b>A</b> |                                |                 |              |                      |                 |
| CAS0045390 | <b>A</b>         | How did you learn about <i>my</i> Social Security  |  |          | Text area, no char limit       |                 | N            |                      | OPS_Learn about |
| CAS0045392 |                  | Including today, how often have you accessed your <i>my</i> Social Security account?             | This is my first time  |          | radial button, one up vertical | Single          | Y            |                      | Access Freq     |
|            |                  |  | Once a month   |          |                                |                 |              |                      |                 |
|            |                  |  | Once every three months  |          |                                |                 |              |                      |                 |
|            |                  |  | Once every six months  |          |                                |                 |              |                      |                 |
|            |                  |  | Once a year  |          |                                |                 |              |                      |                 |
| CAS0045394 |                  | How often do you plan to access your <i>my</i> Social Security account in the future?            | At least once a month  |          | radial button, one up vertical | Single          | Y            |                      | Future Use      |
|            |                  |  | Once a month   |          |                                |                 |              |                      |                 |
|            |                  |  | Once every three months  |          |                                |                 |              |                      |                 |
|            |                  |  | Once every six months  |          |                                |                 |              |                      |                 |
|            |                  |  | Once a year  |          |                                |                 |              |                      |                 |
| BJL1506    |                  | Are you currently receiving cash benefits?   | Yes, I am receiving Supplemental Security Income (SSI)   |          | Radio button, one-up vertical  | Single          | Y            |                      | Cash Benefits   |
|            |                  |  | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)      |          |                                |                 |              |                      |                 |
|            |                  |  | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) |          |                                |                 |              |                      |                 |
|            |                  |  | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI      |          |                                |                 |              |                      |                 |
|            |                  |  | I am entitled to Medicare Only coverage - no cash benefits                                       |          |                                |                 |              |                      |                 |
|            |                  |  | I am not entitled to monthly benefits or Medicare  |          |                                |                 |              |                      |                 |
|            |                  |  | I don't know or prefer not to answer   |          |                                |                 |              |                      |                 |
| CAS0045395 |                  | What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply) | To print or view <i>my</i> online Social Security Statement                                      | <b>A</b> | check box one up vertical      | Multi           | Yes          | Skip Logic Group     | Primary Reason  |
|            |                  |  | To make sure <i>my</i> earnings record is correct  |          |                                |                 |              |                      |                 |
|            |                  |  | To view <i>my</i> Benefits and Payment Details   |          |                                |                 |              |                      |                 |
|            |                  |  | To check the status of <i>my</i> recently filed online application for benefits                  |          |                                |                 |              |                      |                 |
|            |                  |  | To get a Benefit Verification Letter   | <b>B</b> |                                |                 |              |                      |                 |

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SSA My Social Security v2 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                 |
|------------|------------------|---|---|---------|-------------------------------|-----------------|--------------|----------------------|--------------------------|
|            |                  |   | Add Extra Security to my online account   |         |                               |                 |              |                      |                          |
|            |                  |   | To use SSA's online benefit calculators   |         |                               |                 |              |                      |                          |
|            |                  |   | To apply online for Social Security or Medicare Only benefits                             |         |                               |                 |              |                      |                          |
|            |                  |   | To change my address with SSA   |         |                               |                 |              |                      |                          |
|            |                  |   | To enroll in or update my direct deposit  |         |                               |                 |              |                      |                          |
|            |                  |   | To learn about the benefits to which I might be entitled                                  |         |                               |                 |              |                      |                          |
|            |                  |   | Just curious - wanted to see what information was contained in my Social Security account |         |                               |                 |              |                      |                          |
| CAS0045407 | A                | How often do you review your online Social Security Statement?                                | Other reason for visiting today:  | Z<br>AA | check box one up vertical     | Single          | Y            | Skip Logic Group     | Freq View Statement      |
|            |                  |   | This is my first time   |         |                               |                 |              |                      |                          |
|            |                  |   | Less frequently than once a year  |         |                               |                 |              |                      |                          |
|            |                  |   | At least once a year  |         |                               |                 |              |                      |                          |
|            |                  |   | Every 6 months  |         |                               |                 |              |                      |                          |
|            |                  |   | Every 3 months  |         |                               |                 |              |                      |                          |
|            |                  |   | Once a month  |         |                               |                 |              |                      |                          |
|            |                  |   | More frequently than once a month   |         |                               |                 |              |                      |                          |
|            |                  |   | Other   |         |                               |                 |              |                      |                          |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?                              | Yes   |         | radio button one up vertical  |                 |              | skip logic group     | Plan to View State again |
|            |                  |   | No  |         |                               |                 |              |                      |                          |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) | USDA - SNAP   |         | check box vertical one up     | Multiple        | Y            | skip logic group     | Agency Need              |
|            |                  |   | IRS   |         |                               |                 |              |                      |                          |
|            |                  |   | HUD - Federal Housing Admin. (FHA)  |         |                               |                 |              |                      |                          |
|            |                  |   | Department of Veterans Affairs (VA)   |         |                               |                 |              |                      |                          |
|            |                  |   | Requesting a Retirement Visa from another country   |         |                               |                 |              |                      |                          |
|            |                  |   | Medicare  |         |                               |                 |              |                      |                          |
|            |                  |   | Medicaid  |         |                               |                 |              |                      |                          |
|            |                  |   | State or Local Department of Social Services  |         |                               |                 |              |                      |                          |
|            |                  |   | Other agency or program   | BB      |                               |                 |              |                      |                          |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?              |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency         |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today:                               |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason       |
| CAS0045398 |                  | Did you register for my Social Security online or in person?                                  | Registered online on my first attempt   | A       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered           |
|            |                  |   | Registered online after prior unsuccessful attempts                                       | A,B     |                               |                 |              |                      |                          |
|            |                  |   | Registered with in-person assistance from my local SSA office                             | A,C     |                               |                 |              |                      |                          |
|            |                  |   | Not sure or don't remember  |         |                               |                 |              |                      |                          |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration       | Less than 15 minutes  |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                 |
|            |                  |   | More than 15 but less than 30 minutes   |         |                               |                 |              |                      |                          |
|            |                  |   | 30 minutes or more  |         |                               |                 |              |                      |                          |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?                        | One   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts             |
|            |                  |   | Two   |         |                               |                 |              |                      |                          |

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| 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                |
|------------|------------------|---|--|---------|--------------------------------|-----------------|--------------|----------------------|-------------------------|
|            |                  |   | Three or more  |         |                                |                 |              |                      |                         |
| CAS0045410 | C                | Why did you decide to register in-person?   | I was unsuccessful registering online and was required     | CC      | Radio button, one-up vertical  | Single          | Y            | Skip Logic Group     | Reg In person           |
|            |                  |   | I preferred registering for my Social Security in-person a | CC      |                                |                 |              |                      |                         |
|            |                  |   | Don't remember or prefer not to say                        | CC      |                                |                 |              |                      |                         |
| CAS0045401 | CC               | Please describe your in-person registration experience.   |  |         | Text area, no char limit       |                 | N            |                      | OE_In-person Experience |
| CAS0045411 |                  | Did you register for Extra Security?  | Yes  |         | Radio button, one-up vertical  | Single          | Y            |                      | Xtra Security Reg       |
|            |                  |   | No   |         |                                |                 |              |                      |                         |
|            |                  |   | I tried but was unsuccessful                               |         |                                |                 |              |                      |                         |
|            |                  |   | I don't know   |         |                                |                 |              |                      |                         |
| CAS0045413 |                  | Did you understand all of my Social Security's instructions for registering a username and password?                      | Yes  |         | Radio button, one-up vertical  | Single          | Y            | Skip Logic Group     | Instructions Understand |
|            |                  |   | Partially  | A       |                                |                 |              |                      |                         |
|            |                  |   | No   | A       |                                |                 |              |                      |                         |
| CAS0045414 | A                | Please explain what you did not understand about my Social Security's registration instructions                           |  |         | Text area, no char limit       |                 | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?                                | Yes  |         | Radio button, one-up vertical  | Single          | Y            |                      | Security Policies       |
|            |                  |   | No   |         |                                |                 |              |                      |                         |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?     | No   |         | Radio Button, One-up           | Single          | Y            | Skip Logic Group     | Security Concerns       |
|            |                  |   | Yes  | A       |                                |                 |              |                      |                         |
| CAS0045425 | A                | Please describe your security concerns.   |  |         | Text area, no char limit       |                 | N            |                      | OE_Security Concern     |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? | Yes  |         | Radio button, one up           | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |
|            |                  |   | No   | A,B     |                                |                 |              |                      |                         |
| CAS0045426 | A                | What specifically were you trying to accomplish?  |  |         | Text area, no char limit       |                 | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)  | Return and try again                                       |         | Check box vertical             | Multi           | Y            | Skip Logic           | Do Next                 |
|            |                  |   | Visit a local Social Security office                       |         |                                |                 |              |                      |                         |
|            |                  |   | Call a local Social Security office                        |         |                                |                 |              |                      |                         |
|            |                  |   | Call Social Security's 800 number                          |         |                                |                 |              |                      |                         |
|            |                  |   | Submit an e-mail to Social Security                        |         |                                |                 |              |                      |                         |
|            |                  |   | Write a letter to Social Security                          |         |                                |                 |              |                      |                         |
|            |                  |   | Take no action   |         |                                |                 |              |                      |                         |
|            |                  |   | Other, please specify                                      | BB      |                                |                 |              |                      |                         |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.   |  |         | Text area, no char limit       |                 | N            |                      | OPS_Do Next             |
| CAS0045373 |                  | Was the information in your my Social Security account clear to you?  | Yes  |         | radial button, one up vertical | Single          | Y            | skip logic           | AccountClarity          |
|            |                  |   | No   | A       |                                |                 |              |                      |                         |
| CAS0045374 | A                | Please tell us what information or instructions were not clear  |  |         | Text area, no Char limit       |                 | N            |                      | OE_Account Clarity      |

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|------------|------------------|--|---|---------|-------------------------|-----------------|--------------|----------------------|----------|
| CAS0045375 |                  | Please select the category that includes your age. | Under 25                                  |         | Drop down, select one   | Single          | N            |                      | New Age  |
|            |                  |  | 26 to 45                                  |         |                         |                 |              |                      |          |
|            |                  |  | 46 to 55                                  |         |                         |                 |              |                      |          |
|            |                  |  | 56 to 60                                  |         |                         |                 |              |                      |          |
|            |                  |  | 61 to 64                                  |         |                         |                 |              |                      |          |
|            |                  |  | 65 to 66                                  |         |                         |                 |              |                      |          |
|            |                  |  | 67 or older                               |         |                         |                 |              |                      |          |
|            |                  |  | Prefer not to answer                      |         |                         |                 |              |                      |          |

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| 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        |
|------------|------------------|---|--|---------|--------------------------------|-----------------|--------------|----------------------|-----------------|
| CAS0045388 |                  | How did you learn about <i>my</i> Social Security?                                    | Learned about <i>my</i> Social Security on the SSA website                                       |         | check box, one up              | Multi           | Y            | Skip                 | Learn about     |
|            |                  |   | SSA field office representative encouraged me to sign up   |         |                                |                 |              |                      |                 |
|            |                  |   | SSA 800 Number representative encouraged me to sign up   |         |                                |                 |              |                      |                 |
|            |                  |   | Other, please explain  | A       |                                |                 |              |                      |                 |
| CAS0045390 | A                | How did you learn about <i>my</i> Social Security                                     |  |         | Text area, no char limit       |                 | N            |                      | OPS_Learn about |
| CAS0045392 |                  | Including today, how often have you accessed your <i>my</i> Social Security account?  | This is my first time  |         | radial button, one up vertical | Single          | Y            |                      | Access Freq     |
|            |                  |   | Once a month   |         |                                |                 |              |                      |                 |
|            |                  |   | Once every three months  |         |                                |                 |              |                      |                 |
|            |                  |   | Once every six months  |         |                                |                 |              |                      |                 |
|            |                  |   | Once a year  |         |                                |                 |              |                      |                 |
|            |                  |   | 2-4 times  |         |                                |                 |              |                      |                 |
|            |                  |   | 5-8 times  |         |                                |                 |              |                      |                 |
|            |                  |   | 9 or more times  |         |                                |                 |              |                      |                 |
| CAS0045394 |                  | How often do you plan to access your <i>my</i> Social Security account in the future? | At least once a month  |         | radial button, one up vertical | Single          | Y            |                      | Future Use      |
|            |                  |   | Once a month   |         |                                |                 |              |                      |                 |
|            |                  |   | Once every three months  |         |                                |                 |              |                      |                 |
|            |                  |   | Once every six months  |         |                                |                 |              |                      |                 |
|            |                  |   | Once a year  |         |                                |                 |              |                      |                 |
|            |                  |   | 9 or more times  |         |                                |                 |              |                      |                 |
| BJL1506    |                  | Are you currently receiving cash benefits?  | Yes, I am receiving Supplemental Security Income (SSI)   |         | Radio button, one-up vertical  | Single          | Y            |                      | Cash Benefits   |
|            |                  |   | Yes, I am receiving Social Security Benefits (Retirement, Disability, Spouses or Survivors)      |         |                                |                 |              |                      |                 |
|            |                  |   | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) |         |                                |                 |              |                      |                 |
|            |                  |   | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI      |         |                                |                 |              |                      |                 |
|            |                  |   | I am entitled to Medicare Only coverage - no cash benefits                                       |         |                                |                 |              |                      |                 |
|            |                  |   | I am not entitled to monthly benefits or Medicare  |         |                                |                 |              |                      |                 |
|            |                  |   | I don't know or prefer not to answer   |         |                                |                 |              |                      |                 |



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|------------|------------------|--|--|-----------------|-------------------------------|-----------------|--------------|----------------------|--------------------------|
| CAS0045395 |                  | What is your primary reason for visiting <i>my Social Security</i> today? (Check all that apply) | To print or view <i>my</i> online Social Security Statement<br>To make sure my earnings record is correct<br>To view my Benefits and Payment Details<br>To check the status of my recently filed online application for benefits<br>To get a Benefit Verification Letter<br>Add Extra Security to my online account<br>To use SSA's online benefit calculators<br>To apply online for Social Security or Medicare Only benefits<br>To change my address with SSA<br>To enroll in or update my direct deposit<br>To learn about the benefits to which I might be entitled<br>Just curious - wanted to see what information was contained in <i>my</i> Social Security account<br>Other reason for visiting today: | A               | check box one up vertical     | Multi           | Yes          | Skip Logic Group     | Primary Reason           |
| CAS0045407 | A                | How often do you review your online Social Security Statement?                                   | This is my first time<br>Less frequently than once a year<br>At least once a year<br>Every 6 months<br>Every 3 months<br>Once a month<br>More frequently than once a month<br>Other  | AA              | check box one up vertical     | Single          | Y            | Skip Logic Group     | Freq View Statement      |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?                                 | Yes<br>No  |                 | radio button one up vertical  |                 |              | skip logic group     | Plan to View State again |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)    | USDA - SNAP<br>IRS<br>HUD - Federal Housing Admin. (FHA)<br>Department of Veterans Affairs (VA)<br>Requesting a Retirement Visa from another country<br>Medicare<br>Medicaid<br>State or Local Department of Social Services<br>Other agency or program  |                 | check box vertical one up     | Multiple        | Y            | skip logic group     | Agency Need              |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?                 |  | BB              | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency         |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today:                                  |  |                 | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason       |
| CAS0045398 |                  | Did you register for <i>my</i> Social Security online or in person?                              | Registered online on my first attempt<br>Registered online after prior unsuccessful attempts<br>Registered with in-person assistance from my local SSA office<br>Not sure or don't remember  | A<br>A,B<br>A,C | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered           |

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|------------|------------------|---|---|----------------|-------------------------------|-----------------|--------------|----------------------|-------------------------|
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration                                   | Less than 15 minutes<br>More than 15 but less than 30 minutes<br>30 minutes or more   |                | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?  | One<br>Two<br>Three or more   |                | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts            |
| CAS0045410 | C                | Why did you decide to register in-person?   | I was unsuccessful registering online and was required<br>I preferred registering for my Social Security in-person a<br>Don't remember or prefer not to say   | CC<br>CC<br>CC | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg In person           |
| CAS0045401 | CC               | Please describe your in-person registration experience.   |   |                | Text area, no char limit      |                 | N            |                      | OE_In-person Experience |
| CAS0045411 |                  | Did you register for Extra Security?  | Yes<br>No<br>I tried but was unsuccessful<br>I don't know   |                | Radio button, one-up vertical | Single          | Y            |                      | Xtra Security Reg       |
| CAS0045413 |                  | Did you understand all of my Social Security's instructions for registering a username and password?                      | Yes<br>Partially<br>No  |                | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Instructions Understand |
| CAS0045414 | A                | Please explain what you did not understand about my Social Security's registration instructions                           |   |                | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?                                | Yes<br>No   |                | Radio button, one-up vertical | Single          | Y            |                      | Security Policies       |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?     | No<br>Yes   |                | Radio Button, One-up          | Single          | Y            | Skip Logic Group     | Security Concerns       |
| CAS0045425 | A                | Please describe your security concerns.   |   | A              | Text area, no char limit      |                 | N            |                      | OE_Security Concern     |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? | Yes<br>No   |                | Radio button, one up          | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |
| CAS0045426 | A                | What specifically were you trying to accomplish?  |   | A,B            | Text area, no char limit      |                 | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)  | Return and try again<br>Visit a local Social Security office<br>Call a local Social Security office<br>Call Social Security's 800 number<br>Submit an e-mail to Social Security<br>Write a letter to Social Security<br>Take no action<br>Other, please specify |                | Check box vertical            | Multi           | Y            | Skip Logic           | Do Next                 |
|            |                  |   |   | BB             |                               |                 |              |                      |                         |

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|------------|------------------|---|---|---------|--------------------------------|-----------------|--------------|----------------------|--------------------|
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.                   |   |         | Text area, no char limit       |                 | N            |                      | OPS_Do Next        |
| CAS0045373 |                  | Was the information in your <i>my</i> Social Security account clear to you? | Yes                                       |         | radial button, one up vertical | Single          | Y            | skip logic           | AccountClarity     |
|            |                  |   | No  | A       |                                |                 |              |                      |                    |
| CAS0045374 | A                | Please tell us what information or instructions were not clear              |   |         | Text area, no Char limit       |                 | N            |                      | OE_Account Clarity |
| CAS0045375 |                  | Please select the category that includes your age.                          | Under 25                                  |         | Drop down, select one          | Single          | N            |                      | New Age            |
|            |                  |   | 26 to 45                                  |         |                                |                 |              |                      |                    |
|            |                  |   | 46 to 55                                  |         |                                |                 |              |                      |                    |
|            |                  |   | 56 to 60                                  |         |                                |                 |              |                      |                    |
|            |                  |   | 61 to 64                                  |         |                                |                 |              |                      |                    |
|            |                  |   | 65 to 66                                  |         |                                |                 |              |                      |                    |
|            |                  |   | 67 or older                               |         |                                |                 |              |                      |                    |
|            |                  |   | Prefer not to answer                      |         |                                |                 |              |                      |                    |

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|------------|------------------|--|-----------------|--|----------|--------------------------------|-----------------|--------------|----------------------|-----------------|
| CAS0045388 |                  | How did you learn about <i>my</i> Social Security?   | CAS0045388A001  | Learned about <i>my</i> Social Security on the SSA website   |          | check box, one up              | Multi           | Y            | Skip                 | Learn about     |
|            |                  |  | CAS0045388A002  | SSA field office representative encouraged me to sign up   |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045388A003  | SSA 800 Number representative encouraged me to sign up   |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045388A004  | Other, please explain  | <b>A</b> |                                |                 |              |                      |                 |
| CAS0045390 | <b>A</b>         | How did you learn about <i>my</i> Social Security  |                 |  |          | Text area, no char limit       |                 | N            |                      | OPS_Learn about |
| CAS0045392 |                  | Including today, how often have you accessed your <i>my</i> Social Security account?             | CAS0045392A001  | This is my first time  |          | radial button, one up vertical | Single          | Y            |                      | Access Freq     |
|            |                  |  | CAS0045392A002  | 2-4 times  |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045392A003  | 5-8 times  |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045392A004  | 9 or more times  |          |                                |                 |              |                      |                 |
| CAS0045394 |                  | How often do you plan to access your <i>my</i> Social Security account in the future?            | CAS0045394A001  | At least once a month  |          | radial button, one up vertical | Single          | Y            |                      | Future Use      |
|            |                  |  | CAS0045394A002  | Once every three months  |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045394A003  | Once every six months  |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045394A004  | 9 or more times  |          |                                |                 |              |                      |                 |
| BJL1506    |                  | Are you currently receiving cash benefits?   | BJL1506A01      | Yes, I am receiving Supplemental Security Income (SSI)   |          | Radio button, one-up vertical  | Single          | Y            |                      | Cash Benefits   |
|            |                  |  | BJL1506A02      | Yes, I am receiving Social Security Benefits ( <del>R</del> Retirement, Disability, <del>S</del> Spouses or Survivors) |          |                                |                 |              |                      |                 |
|            |                  |  | BJL1506A03      | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)                       |          |                                |                 |              |                      |                 |
|            |                  |  | BJL1506A04      | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI                            |          |                                |                 |              |                      |                 |
|            |                  |  | BJL1506A07      | I am entitled to Medicare Only coverage - no cash benefits   |          |                                |                 |              |                      |                 |
|            |                  |  | BJL1506A08      | I am not entitled to monthly benefits or Medicare  |          |                                |                 |              |                      |                 |
|            |                  |  | BJL1506A06      | I don't know or prefer not to answer   |          |                                |                 |              |                      |                 |
| CAS0045395 |                  | What is your primary reason for visiting <i>my</i> Social Security today? (Check all that apply) | CAS0045395A001  | To print or view <i>my</i> online Social Security Statement  | <b>A</b> | check box one up vertical      | Multi           | Yes          | Skip Logic Group     | Primary Reason  |
|            |                  |  | CAS0045395A002  | To make sure my earnings record is correct   |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045395A003  | To view my Benefits and Payment Details  |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045395A004  | To get a Benefit Verification Letter   | <b>B</b> |                                |                 |              |                      |                 |
|            |                  |  | CAS0045395A005  | Add Extra Security to my online account  |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045395A006  | To use SSA's online benefit calculators  |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045395A007  | To apply online for Social Security or Medicare Only benefits  |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045395A008  | To change my address with SSA  |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045395A009  | To enroll in or update my direct deposit   |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045395A010  | To learn about the benefits to which I might be entitled   |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045395A011  | Just curious - wanted to see what information was contained in <i>my</i> Social Security account                       |          |                                |                 |              |                      |                 |
|            |                  |  | CAS0045395A012  | Other reason for visiting today:   | <b>Z</b> |                                |                 |              |                      |                 |

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| CAS0045407 | A                | How often do you review your online Social Security Statement?                                       | CAS0045407A001  | This is my first time   | AA      | check box one up vertical     | Single          | Y            | Skip Logic Group     | Freq View Statement      |
|            |                  |  | CAS0045407A002  | Less frequently than once a year                              |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045407A003  | At least once a year  |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045407A004  | Every 6 months  |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045407A005  | Every 3 months  |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045407A006  | Once a month  |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045407A007  | More frequently than once a month                             |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045407A008  | Other   |         |                               |                 |              |                      |                          |
| CAS0045408 | AA               | Do you plan to view your Social Security Statement online again?                                     | CAS0045408A001  | Yes   |         | radio button one up vertical  |                 |              | skip logic group     | Plan to View State again |
|            |                  |  | CAS0045408A002  | No  |         |                               |                 |              |                      |                          |
| CAS0045409 | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)        | CAS0045409A001  | USDA - SNAP   |         | check box vertical one up     | Multiple        | Y            | skip logic group     | Agency Need              |
|            |                  |  | CAS0045409A002  | IRS   |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045409A003  | HUD - Federal Housing Admin. (FHA)                            |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045409A004  | Department of Veterans Affairs (VA)                           |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045409A005  | Requesting a Retirement Visa from another country             |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045409A006  | Medicare  |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045409A007  | Medicaid  |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045409A008  | State or Local Department of Social Services                  |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045409A009  | Other agency or program                                       | BB      |                               |                 |              |                      |                          |
| CAS0045396 | BB               | Which "other" agency or program requested your Benefit Verification information?                     |                 |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency         |
| CAS0045397 | Z                | Please tell us what your primary reason was for visiting today.                                      |                 |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason       |
| CAS0045398 |                  | Did you register for my Social Security online or in person?   | CAS0045398A001  | Registered online on my first attempt                         | A       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered           |
|            |                  |  | CAS0045398A002  | Registered online after prior unsuccessful attempts           | A,B     |                               |                 |              |                      |                          |
|            |                  |  | CAS0045398A003  | Registered with in-person assistance from my local SSA office | A,C     |                               |                 |              |                      |                          |
|            |                  |  | CAS0045398A004  | Not sure or don't remember                                    |         |                               |                 |              |                      |                          |
| CAS0045399 | A                | Please select the approximate length of time it took for you complete your registration              | CAS0045399A001  | Less than 15 minutes  |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                 |
|            |                  |  | CAS0045399A002  | More than 15 but less than 30 minutes                         |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045399A003  | 30 minutes or more  |         |                               |                 |              |                      |                          |
| CAS0045400 | B                | How many prior unsuccessful online registration attempts did you make?                               | CAS0045400A001  | One   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts             |
|            |                  |  | CAS0045400A002  | Two   |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045400A003  | Three or more   |         |                               |                 |              |                      |                          |
| CAS0045410 | C                | Why did you decide to register in-person?  |                 | I was unsuccessful registering online and was required        | CC      | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg In person            |
|            |                  |  |                 | I preferred registering for my Social Security in-person a    | CC      |                               |                 |              |                      |                          |
|            |                  |  |                 | Don't remember or prefer not to say                           | CC      |                               |                 |              |                      |                          |
| CAS0045401 | CC               | Please describe your in-person registration experience.  |                 |   |         | Text area, no char limit      |                 | N            |                      | OE_In-person Experience  |
| CAS0045411 |                  | Did you register for Extra Security?   | CAS0045411A001  | Yes   |         | Radio button, one-up vertical | Single          | Y            |                      | Xtra Security Reg        |
|            |                  |  | CAS0045411A002  | No  |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045411A003  | I tried but was unsuccessful                                  |         |                               |                 |              |                      |                          |
|            |                  |  | CAS0045411A004  | I don't know  |         |                               |                 |              |                      |                          |
| CAS0045413 |                  | Did you understand all of my Social Security's instructions for registering a username and password? | CAS0045413A001  | Yes   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Instructions Understand  |
|            |                  |  | CAS0045413A002  | Partially   | A       |                               |                 |              |                      |                          |
|            |                  |  | CAS0045413A003  | No  | A       |                               |                 |              |                      |                          |

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| CAS0045414 | A                | Please explain what you did not understand about my Social Security's registration instructions                           |                 |   |         | Text area, no char limit       |                 | N            | Skip Logic Group     | OE_Instructions         |
| CAS0045415 |                  | Did you see any information describing my Social Security's security policies or features?                                | CAS0045415A001  | Yes                                       |         | Radio button, one-up vertical  | Single          | Y            |                      | Security Policies       |
|            |                  |   | CAS0045415A002  | No  |         |                                |                 |              |                      |                         |
| CAS0045424 |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account?     | CAS0045424A001  | No  |         | Radio Button, One-up           | Single          | Y            | Skip Logic Group     | Security Concerns       |
|            |                  |   | CAS0045424A002  | Yes                                       | A       |                                |                 |              |                      |                         |
| CAS0045425 | A                | Please describe your security concerns.   |                 |   |         | Text area, no char limit       |                 | N            |                      | OE_Security Concern     |
| CAS0045422 |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do? | CAS0045422A001  | Yes                                       |         | Radio button, one up           | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |
|            |                  |   | CAS0045422A002  | No  | A,B     |                                |                 |              |                      |                         |
| CAS0045426 | A                | What specifically were you trying to accomplish?  |                 |   |         | Text area, no char limit       |                 | N            | Skip Logic           | OE_Trying to accomplish |
| CAS0045427 | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)  | CAS0045427A001  | Return and try again                      |         | Check box vertical             | Multi           | Y            | Skip Logic           | Do Next                 |
|            |                  |   | CAS0045427A002  | Visit a local Social Security office      |         |                                |                 |              |                      |                         |
|            |                  |   | CAS0045427A003  | Call a local Social Security office       |         |                                |                 |              |                      |                         |
|            |                  |   | CAS0045427A004  | Call Social Security's 800 number         |         |                                |                 |              |                      |                         |
|            |                  |   | CAS0045427A005  | Submit an e-mail to Social Security       |         |                                |                 |              |                      |                         |
|            |                  |   | CAS0045427A006  | Write a letter to Social Security         |         |                                |                 |              |                      |                         |
|            |                  |   | CAS0045427A007  | Take no action                            |         |                                |                 |              |                      |                         |
|            |                  |   | CAS0045427A008  | Other, please specify                     | BB      |                                |                 |              |                      |                         |
| CAS0045428 | BB               | Please tell us what "other" action you plan to take next.   |                 |   |         | Text area, no char limit       |                 | N            |                      | OPS_Do Next             |
| CAS0045373 |                  | Was the information in your my Social Security account clear to you?  | CAS0045373A001  | Yes                                       |         | radial button, one up vertical | Single          | Y            | skip logic           | AccountClarity          |
|            |                  |   | CAS0045373A002  | No  | A       |                                |                 |              |                      |                         |
| CAS0045374 | A                | Please tell us what information or instructions were not clear  |                 |   |         | Text area, no Char limit       |                 | N            |                      | OE_Account Clarity      |
| CAS0045375 |                  | Please select the category that includes your age.  | CAS0045375A001  | Under 25                                  |         | Drop down, select one          | Single          | N            |                      | New Age                 |
|            |                  |   | CAS0045375A002  | 26 to 45                                  |         |                                |                 |              |                      |                         |
|            |                  |   | CAS0045375A003  | 46 to 55                                  |         |                                |                 |              |                      |                         |
|            |                  |   | CAS0045375A004  | 56 to 60                                  |         |                                |                 |              |                      |                         |
|            |                  |   | CAS0045375A005  | 61 to 64                                  |         |                                |                 |              |                      |                         |
|            |                  |   | CAS0045375A006  | 65 to 66                                  |         |                                |                 |              |                      |                         |
|            |                  |   | CAS0045375A007  | 67 or older                               |         |                                |                 |              |                      |                         |
|            |                  |   | CAS0045375A008  | Prefer not to answer                      |         |                                |                 |              |                      |                         |

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|---------|------------------|--|--|--------------|--------------------------------|-----------------|--------------|----------------------|------------------|
|         |                  | How did you learn about my Social Security?  | Learned about my Social Security on the SSA website      |              | check box, one up              | Multi           | Y            | Skip                 | Learn about      |
|         |                  |  | SSA field office representative encouraged me to sign up |              |                                |                 |              |                      |                  |
|         |                  |  | SSA 800 Number representative encouraged me to sign up   |              |                                |                 |              |                      |                  |
|         |                  |  | Other, please explain                                    | A            |                                |                 |              |                      |                  |
|         | A                | How did you learn about my Social Security   |  |              | Text area, no char limit       |                 | N            |                      | OPS_Learn about  |
|         |                  | Including today, how often have you accessed your my Social Security account?              | This is my first time                                    |              | radial button, one up vertical | Single          | Y            |                      | Access Freq      |
|         |                  |  | 2-4 times  |              |                                |                 |              |                      |                  |
|         |                  |  | 5-8 times  |              |                                |                 |              |                      |                  |
|         |                  |  | 9 or more times  |              |                                |                 |              |                      |                  |
|         |                  | How often do you plan to access your my Social Security account in the future?             | At least once a month                                    |              | radial button, one up vertical | Single          | Y            |                      | Future Use       |
|         |                  |  | Once every three months                                  |              |                                |                 |              |                      |                  |
|         |                  |  | Once every six months                                    |              |                                |                 |              |                      |                  |
|         |                  |  | 9 or more times  |              |                                |                 |              |                      |                  |
| BJL1497 |                  | Did you register for a username and password   | Yes  | A,B,C,D,DD,E | Radio button, one-up-vertical  |                 | Y            | Skip Logic Group     | Password         |
|         |                  |  | No   |              |                                |                 |              |                      |                  |
| BJL1498 | A                | Please tell us how long it took you to complete your registration:                         | Less than 10 minutes                                     |              | Radio button, one-up-vertical  | Single          | N            | Skip Logic Group     | Registration SAT |
|         |                  |  | 11 minutes – 15 minutes                                  |              |                                |                 |              |                      |                  |
|         |                  |  | 16 minutes – 30 minutes                                  |              |                                |                 |              |                      |                  |
|         |                  |  | 31 minutes – 1 hour                                      |              |                                |                 |              |                      |                  |
|         |                  |  | Greater than 1 hour                                      |              |                                |                 |              |                      |                  |
| BJL1499 | B                | Did you register for Extra Security today?   | Yes  |              | Radio button, one-up-vertical  |                 | N            | Skip Logic Group     | ExtraSecurityReq |
|         |                  |  | No   |              |                                |                 |              |                      |                  |
|         |                  |  | I don't know   |              |                                |                 |              |                      |                  |
| BJL1500 | G                | Did you understand all the instructions for registering for a username and password today? | Yes  |              | Radio button, one-up-vertical  | Single          | N            | Skip Logic Group     | Instructions     |
|         |                  |  | Partially  | CC           |                                |                 |              |                      |                  |
|         |                  |  | No   | CC           |                                |                 |              |                      |                  |
| BJL1501 | CC               | Please explain what you did not understand about the instructions.                         |  |              | Text area, no char limit       |                 | N            | Skip Logic Group     | OE_Instructions  |

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|---------|------------------|---|--|---------|-------------------------------|-----------------|--------------|----------------------|-----------------------------|
| BJL1502 | D                | Did you see any information describing the website's security policies or features?     | Yes  |         | Radio button, one-up-vertical | Single          | N            | Skip-Logic-Group     | Security                    |
|         |                  |   | No   |         |                               |                 |              |                      |                             |
| BJL1503 | DD               | Do you have any concerns about the security of transactions on this website?            | Yes  | DDD     | Radio button, one-up-vertical | Single          | N            | Skip-Logic-Group     | Security Concerns           |
|         |                  |   | No   |         |                               |                 |              |                      |                             |
| BJL1504 | DDD              | Please describe your concerns with the security of this site.                           |  |         | Text-area, no-char-limit      |                 | N            |                      | OE_Security Concerns        |
| BJL1505 | E                | What would you like us to improve, if anything, about this site's registration process? |  |         | Text-area, no-char-limit      |                 | N            | Skip-Logic-Group     | OE_Reg Improvement          |
| BJL1506 |                  | Are you currently receiving cash benefits?  | Yes, I am receiving Supplemental Security Income (SSI)   | A       | Radio button, one-up-vertical | Single          | Y            | Skip-Logic-Group     | Cash Benefits               |
|         |                  |   | Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)              | B       |                               |                 |              |                      |                             |
|         |                  |   | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) | A       |                               |                 |              |                      |                             |
|         |                  |   | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI      | C       |                               |                 |              |                      |                             |
|         |                  |   | I am entitled to Medicare Only coverage - no cash benefits                                       |         |                               |                 |              |                      |                             |
|         |                  |   | I am not entitled to monthly benefits or Medicare  |         |                               |                 |              |                      |                             |
|         |                  |   | No (not receiving any benefit or receiving Medicare Only)  | C       |                               |                 |              |                      |                             |
|         |                  |   | I don't know or prefer not to answer   | C       |                               |                 |              |                      |                             |
| BJL1507 | A                | What was your primary reason for visiting today? (Check all that apply)                 | To print my Social Security Statement  |         | Checkbox, one-up-vertical     | Single          | Y            | Skip-Logic-Group     | SSI Only Primary            |
|         |                  |   | To check my earnings record  |         |                               |                 |              |                      |                             |
|         |                  |   | To view my Benefits and Payment Details  |         |                               |                 |              |                      |                             |
|         |                  |   | To get a Benefit Verification Letter   |         |                               |                 |              |                      |                             |
|         |                  |   | Add Extra Security to my online account  |         |                               |                 |              |                      |                             |
|         |                  |   | Just curious - wanted to see what information was available with an online account               |         |                               |                 |              |                      |                             |
|         |                  |   | Other reason for visiting today:   | AA      |                               |                 |              |                      |                             |
| BJL1508 | AA               | Please tell us what your primary reason was for visiting today:                         |  |         | Text-area, no-char-limit      |                 | N            | Skip-Logic-Group     | OE_SSI Only Other Primary   |
| BJL1509 | B                | What was your primary reason for visiting today? (Check all that apply)-                | To print my Social Security Statement  |         | Checkbox, one-up-vertical     | Single          | Y            | Skip-Logic-Group     | Cash-Benefit Primary Reason |
|         |                  |   | To check my earnings record  |         |                               |                 |              |                      |                             |
|         |                  |   | To view my Benefits and Payment Details  |         |                               |                 |              |                      |                             |
|         |                  |   | To get a Benefit Verification Letter   |         |                               |                 |              |                      |                             |
|         |                  |   | Add Extra Security to my online account  |         |                               |                 |              |                      |                             |
|         |                  |   | Just curious - wanted to see what information was available with an online account               |         |                               |                 |              |                      |                             |
|         |                  |   | To update my address   |         |                               |                 |              |                      |                             |
|         |                  |   | To enroll or update my direct deposit  |         |                               |                 |              |                      |                             |
|         |                  |   | Other reason for visiting today:   | BB      |                               |                 |              |                      |                             |



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|---------|------------------|---|---|---------|------------------------------|-----------------|--------------|----------------------|-----------------------------------|
| BJL1510 | BB               | Please tell us what your primary reason was for visiting today:                               |   |         | Text area, no char limit     |                 | N            | Skip Logic Group     | OE_Cash Benefit primary reason-   |
| BJL1511 | G                | What was your primary reason for visiting today? (Check all that apply)                       | To print my Social Security Statement   |         | Checkbox, one up vertical    | Single          | Y            | Skip Logic Group     | No cash Benefit                   |
|         |                  |   | To check my earnings record   |         |                              |                 |              |                      |                                   |
|         |                  |   | To view my estimated benefits   |         |                              |                 |              |                      |                                   |
|         |                  |   | Add Extra Security to my online account   |         |                              |                 |              |                      |                                   |
|         |                  |   | Just curious - wanted to see what information was available with an online account        |         |                              |                 |              |                      |                                   |
|         |                  |   | Other reason for visiting today:  | CC      |                              |                 |              |                      |                                   |
| BJL1512 | CC               | Please tell us what your primary reason was for visiting today:                               |   |         | Text area, no char limit     |                 | N            | Skip Logic Group     | OE_No cash Benefit Primary Reason |
|         |                  | What is your primary reason for visiting my Social Security today? (Check all that apply)     | To print or view my online Social Security Statement                                      | A       | check box one up vertical    | Multi           | Yes          | Skip Logic Group     | Primary Reason                    |
|         |                  |   | To make sure my earnings record is correct  |         |                              |                 |              |                      |                                   |
|         |                  |   | To view my Benefits and Payment Details   |         |                              |                 |              |                      |                                   |
|         |                  |   | To get a Benefit Verification Letter  | B       |                              |                 |              |                      |                                   |
|         |                  |   | Add Extra Security to my online account   |         |                              |                 |              |                      |                                   |
|         |                  |   | To use SSA's online benefit calculators   |         |                              |                 |              |                      |                                   |
|         |                  |   | To apply online for Social Security or Medicare Only benefits                             |         |                              |                 |              |                      |                                   |
|         |                  |   | To change my address with SSA   |         |                              |                 |              |                      |                                   |
|         |                  |   | To enroll in or update my direct deposit  |         |                              |                 |              |                      |                                   |
|         |                  |   | To learn about the benefits to which I might be entitled                                  |         |                              |                 |              |                      |                                   |
|         |                  |   | Just curious - wanted to see what information was contained in my Social Security account |         |                              |                 |              |                      |                                   |
|         |                  |   | Other reason for visiting today:  | Z       |                              |                 |              |                      |                                   |
|         | A                | How often do you review your online Social Security Statement?                                | This is my first time   | AA      | check box one up vertical    | Single          | Y            | Skip Logic Group     | Freq View Statement               |
|         |                  |   | Less frequently than once a year  |         |                              |                 |              |                      |                                   |
|         |                  |   | At least once a year  |         |                              |                 |              |                      |                                   |
|         |                  |   | Every 6 months  |         |                              |                 |              |                      |                                   |
|         |                  |   | Every 3 months  |         |                              |                 |              |                      |                                   |
|         |                  |   | Once a month  |         |                              |                 |              |                      |                                   |
|         |                  |   | More frequently than once a month   |         |                              |                 |              |                      |                                   |
|         |                  |   | Other   |         |                              |                 |              |                      |                                   |
|         | AA               | Do you plan to view your Social Security Statement online again?                              | Yes   |         | radio button one up vertical |                 |              | skip logic group     | Plan to View State again          |
|         |                  |   | No  |         |                              |                 |              |                      |                                   |
|         | B                | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply) | USDA - SNAP   |         | check box vertical one up    | Multiple        | Y            | skip logic group     | Agency Need                       |
|         |                  |   | IRS   |         |                              |                 |              |                      |                                   |
|         |                  |   | HUD - Federal Housing Admin. (FHA)  |         |                              |                 |              |                      |                                   |
|         |                  |   | Department of Veterans Affairs (VA)   |         |                              |                 |              |                      |                                   |
|         |                  |   | Requesting a Retirement Visa from another country   |         |                              |                 |              |                      |                                   |
|         |                  |   | Medicare  |         |                              |                 |              |                      |                                   |
|         |                  |   | Medicaid  |         |                              |                 |              |                      |                                   |
|         |                  |   | State or Local Department of Social Services  |         |                              |                 |              |                      |                                   |
|         |                  |   | Other agency or program   | BB      |                              |                 |              |                      |                                   |

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SSA My Social Security v2 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                |
|---------|------------------|---|---|---------|-------------------------------|-----------------|--------------|----------------------|-------------------------|
|         | BB               | Which "other" agency or program requested your Benefit Verification information?                                      |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Other Agency        |
|         | Z                | Please tell us what your primary reason was for visiting today:   |   |         | Text area, no Char limit      |                 | N            |                      | OPS_Primary Reason      |
|         |                  | Did you register for my Social Security online or in person?  | Registered online on my first attempt                         | A       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | How Registered          |
|         |                  |   | Registered online after prior unsuccessful attempts           | A,B     |                               |                 |              |                      |                         |
|         |                  |   | Registered with in-person assistance from my local SSA office | A,C     |                               |                 |              |                      |                         |
|         |                  |   | Not sure or don't remember                                    |         |                               |                 |              |                      |                         |
|         | A                | Please select the approximate length of time it took for you complete your registration                               | Less than 15 minutes  |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Time                |
|         |                  |   | More than 15 but less than 30 minutes                         |         |                               |                 |              |                      |                         |
|         |                  |   | 30 minutes or more  |         |                               |                 |              |                      |                         |
|         | B                | How many prior unsuccessful online registration attempts did you make?  | One   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg Attempts            |
|         |                  |   | Two   |         |                               |                 |              |                      |                         |
|         |                  |   | Three or more   |         |                               |                 |              |                      |                         |
|         | C                | Why did you decide to register in-person?   | I was unsuccessful registering online and was required        | CC      | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Reg In person           |
|         |                  |   | I preferred registering for my Social Security in-person at   | CC      |                               |                 |              |                      |                         |
|         |                  |   | Don't remember or prefer not to say                           | CC      |                               |                 |              |                      |                         |
|         | CC               | Please describe your in-person registration experience.   |   |         | Text area, no char limit      |                 | N            |                      | OE_In-person Experience |
|         |                  | Did you register for Extra Security?  | Yes   |         | Radio button, one-up vertical | Single          | Y            |                      | Xtra Security Reg       |
|         |                  |   | No  |         |                               |                 |              |                      |                         |
|         |                  |   | I tried but was unsuccessful                                  |         |                               |                 |              |                      |                         |
|         |                  |   | I don't know  |         |                               |                 |              |                      |                         |
|         |                  | Did you understand all of my Social Security's instructions for registering a username and password?                  | Yes   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Instructions Understand |
|         |                  |   | Partially   | A       |                               |                 |              |                      |                         |
|         |                  |   | No  | A       |                               |                 |              |                      |                         |
|         | A                | Please explain what you did not understand about my Social Security's registration instructions                       |   |         | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Instructions         |
|         |                  | Did you see any information describing my Social Security's security policies or features?                            | Yes   |         | Radio button, one-up vertical | Single          | Y            |                      | Security Policies       |
|         |                  |   | No  |         |                               |                 |              |                      |                         |
|         |                  | Do you have any concerns about the security of the personal information contained in your my Social Security account? | No  |         | Radio Button, One-up          | Single          | Y            | Skip Logic Group     | Security Concerns       |
|         |                  |   | Yes   | A       |                               |                 |              |                      |                         |
|         | A                | Please describe your security concerns.   |   |         | Text area, no char limit      |                 | N            |                      | OE_Security Concern     |
| BJL1513 |                  | Now that you've looked at your online statement, how often do you think you'll return to review it?                   | Less frequently than once a year                              |         | Dropdown (Select-one)         | Single          | Y            |                      | View Statement          |
|         |                  |   | At least once a year  |         |                               |                 |              |                      |                         |
|         |                  |   | Every 6 months  |         |                               |                 |              |                      |                         |

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SSA My Social Security v2 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                |
|---------|------------------|--|--|---------|--------------------------------|-----------------|--------------|----------------------|-------------------------|
|         |                  |  | Once a quarter   |         |                                |                 |              |                      |                         |
|         |                  |  | Once a month   |         |                                |                 |              |                      |                         |
|         |                  |  | More frequently than once a month                        |         |                                |                 |              |                      |                         |
|         |                  |  | Other  |         |                                |                 |              |                      |                         |
|         |                  | Did the information obtained during your my Social Security account visit enable you to accomplish what you wanted to do?      | Yes  |         | Radio button, one up           | single          | Yes          | Skip Logic Group     | Ability to Accomplish   |
|         |                  |  | No   | A,B     |                                |                 |              |                      |                         |
|         | A                | What specifically were you trying to accomplish?   |  |         | Text area, no char limit       |                 | N            | Skip Logic           | OE_Trying to accomplish |
|         | B                | Since you were not able to accomplish what you wanted to do, what do you plan to do next? (Please select all that apply)       | Return and try again                                     |         | Check box vertical             | Multi           | Y            | Skip Logic           | Do Next                 |
|         |                  |  | Visit a local Social Security office                     |         |                                |                 |              |                      |                         |
|         |                  |  | Call a local Social Security office                      |         |                                |                 |              |                      |                         |
|         |                  |  | Call Social Security's 800 number                        |         |                                |                 |              |                      |                         |
|         |                  |  | Submit an e-mail to Social Security                      |         |                                |                 |              |                      |                         |
|         |                  |  | Write a letter to Social Security                        |         |                                |                 |              |                      |                         |
|         |                  |  | Take no action   |         |                                |                 |              |                      |                         |
|         |                  |  | Other, please specify                                    | BB      |                                |                 |              |                      |                         |
|         | BB               | Please tell us what "other" action you plan to take next.  |  |         | Text area, no char limit       |                 | N            |                      | OPS_Do Next             |
| BJL1514 |                  | Were you able to accomplish what you wanted to on the site today?  | Yes  |         | Radio button, one up vertical  | Single          | Y            | Skip Logic Group     | Task Accomplishmen      |
|         |                  |  | No   | Y       |                                |                 |              |                      |                         |
| BJL1515 | Y                | Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply) | Return and try again                                     |         | Checkbox                       | Multi           | Y            | Skip Logic Group     | Do Next                 |
|         |                  |  | Visit a local Social Security office                     |         |                                |                 |              |                      |                         |
|         |                  |  | Call a local Social Security office                      |         |                                |                 |              |                      |                         |
|         |                  |  | Call Social Security's 800 number                        |         |                                |                 |              |                      |                         |
|         |                  |  | Submit an e-mail to Social Security                      |         |                                |                 |              |                      |                         |
|         |                  |  | Write a letter to Social Security                        |         |                                |                 |              |                      |                         |
|         |                  |  | Take no action   |         |                                |                 |              |                      |                         |
|         |                  |  | Other, please specify                                    | YY      |                                |                 |              |                      |                         |
| BJL1516 | YY               | Please tell us what other action you plan to take next.  |  |         | Text area, no char limit       |                 | N            |                      | OE_Do Next              |
|         |                  | Was the information in your my Social Security account clear to you?   | Yes  |         | radial button, one up vertical | Single          | Y            | skip logic           | AccountClarity          |
|         |                  |  | No   | A       |                                |                 |              |                      |                         |
|         | A                | Please tell us what information or instructions were not clear   |  |         | Text area, no Char limit       |                 | N            |                      | OE_Account Clarity      |
| BJL1517 |                  | Was there any information on the site that was unclear to you?   | No, all the information was clear                        |         | Checkbox                       | Multi           | N            |                      | Clarity of Info         |
|         |                  |  | The language used  |         |                                |                 |              |                      |                         |
|         |                  |  | How to print a statement                                 |         |                                |                 |              |                      |                         |
|         |                  |  | Instructions for registering for a username and password |         |                                |                 |              |                      |                         |

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| 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   |
|---------|------------------|--|--|---------|--------------------------|-----------------|--------------|----------------------|------------|
|         |                  |  | <del>Instructions for resetting a password and/or recalling a username</del> |         |                          |                 |              |                      |            |
|         |                  |  | Other  |         |                          |                 |              |                      |            |
| BJL1518 |                  | What did you like most about your experience today?  |  |         | Text area, no char limit |                 | N            |                      | GE_Like    |
| BJL1519 |                  | What did you like least about your experience today? |  |         | Text area, no char limit |                 | N            |                      | GE_Dislike |
|         |                  | Please select the category that includes your age.   | Under 25   |         | Drop down, select one    | Single          | N            |                      | New Age    |
|         |                  |  | 26 to 45   |         |                          |                 |              |                      |            |
|         |                  |  | 46 to 55   |         |                          |                 |              |                      |            |
|         |                  |  | 56 to 60   |         |                          |                 |              |                      |            |
|         |                  |  | 61 to 64   |         |                          |                 |              |                      |            |
|         |                  |  | 65 to 66   |         |                          |                 |              |                      |            |
|         |                  |  | 67 or older  |         |                          |                 |              |                      |            |
|         |                  |  | Prefer not to answer   |         |                          |                 |              |                      |            |
| BJL1520 |                  | Please select the category that includes your age.   | 18-24  |         | Drop down, select one    | Single          | N            |                      | Age        |
|         |                  |  | 25-34  |         |                          |                 |              |                      |            |
|         |                  |  | 35-44  |         |                          |                 |              |                      |            |
|         |                  |  | 45-54  |         |                          |                 |              |                      |            |
|         |                  |  | 55-59  |         |                          |                 |              |                      |            |
|         |                  |  | 60-64  |         |                          |                 |              |                      |            |
|         |                  |  | 65-74  |         |                          |                 |              |                      |            |
|         |                  |  | 75 or older  |         |                          |                 |              |                      |            |
|         |                  |  | Prefer not to answer   |         |                          |                 |              |                      |            |

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## SSA My Social Security 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                |
|---------------|------------------|--|---|----------------------------|-------------------------------|-----------------|--------------|----------------------|-------------------------|
| SAC7234       |                  | Did you register for a username and password today?  | Yes<br>No   | A,B,C,D,D                  |                               |                 | Y            | Skip Logic Group     | Password                |
| SAC7235       | A                | Please tell us how long it took you to complete your registration:                         | Less than 10 minutes<br>11 minutes - 15 minutes<br>16 minutes - 30 minutes<br>31 minutes - 1 hour<br>Greater than 1 hour  |                            | Radio button, one-up vertical | Single          | N            | Skip Logic Group     | Registration SAT        |
| SAC7236       | B                | Did you register for Extra Security today?   | Yes<br>No<br>I don't know   |                            |                               |                 | N            | Skip Logic Group     | ExtraSecurityReg        |
| SAC7237       | C                | Did you understand all the instructions for registering for a username and password today? | Yes<br>Partially<br>No  | CC<br>CC                   |                               | Single          | N            | Skip Logic Group     | Instructions            |
| SAC7238       | CC               | Please explain what you did not understand about the instructions.                         |   |                            | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Instructions         |
| SAC7239       | D                | Did you see any information describing the website's security policies or features?        | Yes<br>No   |                            | Radio button, one-up vertical | Single          | N            | Skip Logic Group     | Security                |
| SAC7240       | DD               | Do you have any concerns about the security of transactions on this website?               | Yes<br>No   | DDD                        |                               | Single          | N            | Skip Logic Group     | Security Concerns       |
| SAC7241       | DDD              | Please describe your concerns with the security of this site.                              |   |                            | Text area, no char limit      |                 | N            |                      | OE_Security Concerns    |
| SAC7242       | E                | What would you like us to improve, if anything, about this site's registration process?    |   |                            | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Reg Improvement      |
| ACQWro0020553 |                  | Are you currently receiving cash benefits?   | Yes, I am receiving Supplemental Security Income (SSI)<br>Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)<br>Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors)<br>Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI<br>No (not receiving any benefit or receiving Medicare Only)<br>I don't know or prefer not to answer | A<br>B<br>A<br>C<br>C<br>C | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Cash Benefits           |
| ACQWro0020554 | A                | What was your primary reason for visiting today? (Check all that apply)                    | To print my Social Security Statement   |                            | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | SSI Only Primary Reason |

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| 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                          |
|---------------|------------------|--|--|---------|-------------------------------|-----------------|--------------|----------------------|-----------------------------------|
|               |                  |  | To check my earnings record  |         |                               |                 |              |                      |                                   |
|               |                  |  | To view my Benefits and Payment Details  |         |                               |                 |              |                      |                                   |
|               |                  |  | To get a Benefit Verification Letter   |         |                               |                 |              |                      |                                   |
|               |                  |  | Add Extra Security to my online account  |         |                               |                 |              |                      |                                   |
|               |                  |  | Just curious - wanted to see what information was available with an online account |         |                               |                 |              |                      |                                   |
|               |                  |  | Other reason for visiting today:   | AA      |                               |                 |              |                      |                                   |
| ACQWro0020555 | AA               | Please tell us what your primary reason was for visiting today:  |  |         | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_SSI Only Other Primary Reason  |
| ACQWro0020556 | B                | What was your primary reason for visiting today? (Check all that apply)  | To print my Social Security Statement  |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Cash Benefit Primary Reason       |
|               |                  |  | To check my earnings record  |         |                               |                 |              |                      |                                   |
|               |                  |  | To view my Benefits and Payment Details  |         |                               |                 |              |                      |                                   |
|               |                  |  | To get a Benefit Verification Letter   |         |                               |                 |              |                      |                                   |
|               |                  |  | Add Extra Security to my online account  |         |                               |                 |              |                      |                                   |
|               |                  |  | Just curious - wanted to see what information was available with an online account |         |                               |                 |              |                      |                                   |
|               |                  |  | To update my address   |         |                               |                 |              |                      |                                   |
|               |                  |  | To enroll or update my direct deposit  |         |                               |                 |              |                      |                                   |
|               |                  |  | Other reason for visiting today:   | BB      |                               |                 |              |                      |                                   |
| ACQWro0020576 | BB               | Please tell us what your primary reason was for visiting today:  |  |         | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Cash Benefit primary reason    |
| ACQWro0020578 | C                | What was your primary reason for visiting today? (Check all apply)   | To print my Social Security Statement  |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | No cash Benefit                   |
|               |                  |  | To check my earnings record  |         |                               |                 |              |                      |                                   |
|               |                  |  | To view my estimated benefits  |         |                               |                 |              |                      |                                   |
|               |                  |  | Add Extra Security to my online account  |         |                               |                 |              |                      |                                   |
|               |                  |  | Just curious - wanted to see what information was available with an online account |         |                               |                 |              |                      |                                   |
|               |                  |  | Other reason for visiting today:   | CC      |                               |                 |              |                      |                                   |
| ACQWro0020579 | CC               | Please tell us what your primary reason was for visiting today:  |  |         | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_No cash Benefit Primary Reason |
| ACQhar0016936 |                  | Now that you've looked at your online statement, how often do you think you'll return to review it?                            | Less frequently than once a year   |         | Dropdown (Select-one)         | Single          | Y            |                      | View Statement                    |
|               |                  |  | At least once a year   |         |                               |                 |              |                      |                                   |
|               |                  |  | Every 6 months   |         |                               |                 |              |                      |                                   |
|               |                  |  | Once a quarter   |         |                               |                 |              |                      |                                   |
|               |                  |  | Once a month   |         |                               |                 |              |                      |                                   |
|               |                  |  | More frequently than once a month  |         |                               |                 |              |                      |                                   |
|               |                  |  | Other  |         |                               |                 |              |                      |                                   |
| SAC7245       |                  | Were you able to accomplish what you wanted to on the site today?  | Yes  |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Task Accomplishment               |
|               |                  |  | No   | Y       |                               |                 |              |                      |                                   |
| SAC7246       | Y                | Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply) | Return and try again   |         | Checkbox                      | Multi           | Y            | Skip Logic Group     | Do Next                           |
|               |                  |  | Visit a local Social Security office   |         |                               |                 |              |                      |                                   |
|               |                  |  | Call a local Social Security office  |         |                               |                 |              |                      |                                   |

Err:508

SSA My Social Security

MID: Z5w0N58sJ5AkRkYUg4pVFg==

Partitioned Yes 2/8/2012

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|---------|------------------|--|---|---------|--------------------------|-----------------|--------------|----------------------|-----------------|
|         |                  |  | Call Social Security's 800 number                                 |         |                          |                 |              |                      |                 |
|         |                  |  | Submit an e-mail to Social Security                               |         |                          |                 |              |                      |                 |
|         |                  |  | Write a letter to Social Security                                 |         |                          |                 |              |                      |                 |
|         |                  |  | Take no action  |         |                          |                 |              |                      |                 |
|         |                  |  | Other, please specify   | YY      |                          |                 |              |                      |                 |
| SAC7247 | YY               | Please tell us what other action you plan to take next.        |   |         | Text area, no char limit |                 | N            |                      | OE_Do Next      |
| SAC7248 |                  | Was there any information on the site that was unclear to you? | No, all the information was clear                                 |         | Checkbox                 | Multi           | N            | Skip Logic Group     | Clarity of Info |
|         |                  |  | The language used   |         |                          |                 |              |                      |                 |
|         |                  |  | How to print a statement  |         |                          |                 |              |                      |                 |
|         |                  |  | Instructions for registering for a username and password          |         |                          |                 |              |                      |                 |
|         |                  |  | Instructions for resetting a password and/or recalling a username |         |                          |                 |              |                      |                 |
|         |                  |  | Other   |         |                          |                 |              |                      |                 |
| SAC7250 |                  | What did you like most about your experience today?            |   |         | Text area, no char limit |                 | N            |                      | OE_Like         |
| SAC7251 |                  | What did you like least about your experience today?           |   |         | Text area, no char limit |                 | N            |                      | OE_Dislike      |
| SAC7253 |                  | Please select the category that includes your age.             | 18-24   |         | Drop down, select one    | Single          | N            |                      | Age             |
|         |                  |  | 25-34   |         |                          |                 |              |                      |                 |
|         |                  |  | 35-44   |         |                          |                 |              |                      |                 |
|         |                  |  | 45-54   |         |                          |                 |              |                      |                 |
|         |                  |  | 55-59   |         |                          |                 |              |                      |                 |
|         |                  |  | 60-64   |         |                          |                 |              |                      |                 |
|         |                  |  | 65-74   |         |                          |                 |              |                      |                 |
|         |                  |  | 75 or older   |         |                          |                 |              |                      |                 |
|         |                  |  | Prefer not to answer  |         |                          |                 |              |                      |                 |

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 Partitioned Yes 2/8/2012

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 blue + -->: REWORDING

**SSA My Social Security v2 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                |
|---------|------------------|--|--|-----------|-------------------------------|-----------------|--------------|----------------------|-------------------------|
| SAC7234 |                  | Did you register for a username and password today?  | Yes  | A,B,C,D,D |                               |                 | Y            | Skip Logic Group     | Password                |
|         |                  |  | No   | -X        |                               |                 |              |                      |                         |
| SAC7235 | A                | Please tell us how long it took you to complete your registration:                         | Less than 10 minutes   |           | Radio button, one-up vertical | Single          | N            | Skip Logic Group     | Registration SAT        |
|         |                  |  | 11 minutes - 15 minutes  |           |                               |                 |              |                      |                         |
|         |                  |  | 16 minutes - 30 minutes  |           |                               |                 |              |                      |                         |
|         |                  |  | 31 minutes - 1 hour  |           |                               |                 |              |                      |                         |
|         |                  |  | Greater than 1 hour  |           |                               |                 |              |                      |                         |
| SAC7236 | B                | Did you register for Extra Security today?   | Yes  |           |                               |                 | N            | Skip Logic Group     | ExtraSecurityReg        |
|         |                  |  | No   |           |                               |                 |              |                      |                         |
|         |                  |  | I don't know   |           |                               |                 |              |                      |                         |
| SAC7237 | C                | Did you understand all the instructions for registering for a username and password today? | Yes  |           |                               | Single          | N            | Skip Logic Group     | Instructions            |
|         |                  |  | Partially  | CC        |                               |                 |              |                      |                         |
|         |                  |  | No   | CC        |                               |                 |              |                      |                         |
| SAC7238 | CC               | Please explain what you did not understand about the instructions.                         |  |           | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Instructions         |
| SAC7239 | D                | Did you see any information describing the website's security policies or features?        | Yes  |           | Radio button, one-up vertical | Single          | N            | Skip Logic Group     | Security                |
|         |                  |  | No   |           |                               |                 |              |                      |                         |
| SAC7240 | DD               | Do you have any concerns about the security of transactions on this website?               | Yes  | DDD       |                               | Single          | N            | Skip Logic Group     | Security Concerns       |
|         |                  |  | No   |           |                               |                 |              |                      |                         |
| SAC7241 | DDD              | Please describe your concerns with the security of this site.                              |  |           | Text area, no char limit      |                 | N            |                      | OE_Security Concerns    |
| SAC7242 | E                | What would you like us to improve, if anything, about this site's registration process?    |  |           | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Reg Improvement      |
|         |                  | Are you currently receiving cash benefits?   | Yes, I am receiving Supplemental Security Income (SSI)   | A         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Cash Benefits           |
|         |                  |  | Yes, I am receiving Social Security Benefits (retirement, Disability, or Survivors)              | B         |                               |                 |              |                      |                         |
|         |                  |  | Yes, I am receiving both SSI and Social Security Benefits (Retirement, Disability, or Survivors) | A         |                               |                 |              |                      |                         |
|         |                  |  | Recently applied for Social Security Benefits (Retirement, Disability, or Survivors) or SSI      | C         |                               |                 |              |                      |                         |
|         |                  |  | No (not receiving any benefit or receiving Medicare Only)  | C         |                               |                 |              |                      |                         |
|         |                  |  | I don't know or prefer not to answer   | C         |                               |                 |              |                      |                         |
|         | A                | What was your primary reason for visiting today? (Check all that apply)                    | To print my Social Security Statement  |           | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | SSI_Only Primary Reason |
|         |                  |  | To check my earnings record  |           |                               |                 |              |                      |                         |
|         |                  |  | To view my Benefits and Payment Details  |           |                               |                 |              |                      |                         |



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**SSA My Social Security v2 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                          |
|---------------|------------------|---|--|---------|-------------------------------|-----------------|--------------|----------------------|-----------------------------------|
|               |                  |   | To get a Benefit Verification Letter   |         |                               |                 |              |                      |                                   |
|               |                  |   | Add Extra Security to my online account  |         |                               |                 |              |                      |                                   |
|               |                  |   | Just curious - wanted to see what information was available with an online account |         |                               |                 |              |                      |                                   |
|               |                  |   | Other reason for visiting today:   | AA      |                               |                 |              |                      |                                   |
|               | AA               | Please tell us what your primary reason was for visiting today:         |  |         | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_SSI Only Other Primary Reason  |
|               | B                | What was your primary reason for visiting today? (Check all that apply) | To print my Social Security Statement  |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Cash Benefit Primary Reason       |
|               |                  |   | To check my earnings record  |         |                               |                 |              |                      |                                   |
|               |                  |   | To view my Benefits and Payment Details  |         |                               |                 |              |                      |                                   |
|               |                  |   | To get a Benefit Verification Letter   |         |                               |                 |              |                      |                                   |
|               |                  |   | Add Extra Security to my online account  |         |                               |                 |              |                      |                                   |
|               |                  |   | Just curious - wanted to see what information was available with an online account |         |                               |                 |              |                      |                                   |
|               |                  |   | To update my address   |         |                               |                 |              |                      |                                   |
|               |                  |   | To enroll or update my direct deposit  |         |                               |                 |              |                      |                                   |
|               |                  |   | Other reason for visiting today:   | BB      |                               |                 |              |                      |                                   |
|               | BB               | Please tell us what your primary reason was for visiting today:         |  |         | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Cash Benefit primary reason    |
|               | C                | What was your primary reason for visiting today? (Check all apply)      | To print my Social Security Statement  |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | No cash Benefit                   |
|               |                  |   | To check my earnings record  |         |                               |                 |              |                      |                                   |
|               |                  |   | To view my estimated benefits  |         |                               |                 |              |                      |                                   |
|               |                  |   | Add Extra Security to my online account  |         |                               |                 |              |                      |                                   |
|               |                  |   | Just curious - wanted to see what information was available with an online account |         |                               |                 |              |                      |                                   |
|               |                  |   | Other reason for visiting today:   | CC      |                               |                 |              |                      |                                   |
|               | CC               | Please tell us what your primary reason was for visiting today:         |  |         | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_No cash Benefit Primary Reason |
| ACQwil0011885 | F                | What was your primary reason for visiting today?-                       | To print my Social Security Statement  |         | Checkbox                      | Multi           | Y            | Skip Logic Group     | Primary Reason_Yes                |
|               |                  |   | To check my earnings record  |         |                               |                 |              |                      |                                   |
|               |                  |   | To view my estimated benefits  |         |                               |                 |              |                      |                                   |
|               |                  |   | Add Extra Security to my online account  |         |                               |                 |              |                      |                                   |
|               |                  |   | Just curious - wanted to see what information was available with an online account |         |                               |                 |              |                      |                                   |
|               |                  |   | Other reason for visiting today:   | FF      |                               |                 |              |                      |                                   |
| ACQwil0011886 | FF               | Please tell us what your primary reason was for visiting today:         |  |         | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Primary Reason-Yes             |
| SAC7243       | X                | What was your primary reason for visiting today?-                       | To print my Social Security Statement  |         | Checkbox                      | Multi           | Y            | Skip Logic Group     | Primary Reason_No                 |
|               |                  |   | To check my earnings record  |         |                               |                 |              |                      |                                   |
|               |                  |   | To view my estimated benefits  |         |                               |                 |              |                      |                                   |
|               |                  |   | Add Extra Security to my online account  |         |                               |                 |              |                      |                                   |
|               |                  |   | Just curious - wanted to see what information was available with an online account |         |                               |                 |              |                      |                                   |
|               |                  |   | Other reason for visiting today:   | AA      |                               |                 |              |                      |                                   |
| SAC7244       | AA               | Please tell us what your primary reason was for visiting today:         |  |         | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Primary Reason-No              |

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**SSA My Social Security v2 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            |
|---------------|------------------|--|---|---------|-------------------------------|-----------------|--------------|----------------------|---------------------|
| ACQhar0016936 |                  | Now that you've looked at your online statement, how often do you think you'll return to review it?                            | Less frequently than once a year                                  |         | Dropdown (Select-one)         | Single          | Y            |                      | View Statement      |
|               |                  |  | At least once a year  |         |                               |                 |              |                      |                     |
|               |                  |  | Every 6 months  |         |                               |                 |              |                      |                     |
|               |                  |  | Once a quarter  |         |                               |                 |              |                      |                     |
|               |                  |  | Once a month  |         |                               |                 |              |                      |                     |
|               |                  |  | More frequently than once a month                                 |         |                               |                 |              |                      |                     |
|               |                  |  | Other   |         |                               |                 |              |                      |                     |
| SAC7245       |                  | Were you able to accomplish what you wanted to on the site today?  | Yes   |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Task Accomplishment |
|               |                  |  | No  | Y       |                               |                 |              |                      |                     |
| SAC7246       | Y                | Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply) | Return and try again  |         | Checkbox                      | Multi           | Y            | Skip Logic Group     | Do Next             |
|               |                  |  | Visit a local Social Security office                              |         |                               |                 |              |                      |                     |
|               |                  |  | Call a local Social Security office                               |         |                               |                 |              |                      |                     |
|               |                  |  | Call Social Security's 800 number                                 |         |                               |                 |              |                      |                     |
|               |                  |  | Submit an e-mail to Social Security                               |         |                               |                 |              |                      |                     |
|               |                  |  | Write a letter to Social Security                                 |         |                               |                 |              |                      |                     |
|               |                  |  | Take no action  |         |                               |                 |              |                      |                     |
|               |                  |  | Other, please specify   | YY      |                               |                 |              |                      |                     |
| SAC7247       | YY               | Please tell us what other action you plan to take next.  |   |         | Text area, no char limit      |                 | N            |                      | OE_Do Next          |
| SAC7248       |                  | Was there any information on the site that was unclear to you?   | No, all the information was clear                                 |         | Checkbox                      | Multi           | N            | Skip Logic Group     | Clarity of Info     |
|               |                  |  | The language used   |         |                               |                 |              |                      |                     |
|               |                  |  | How to print a statement  |         |                               |                 |              |                      |                     |
|               |                  |  | Instructions for registering for a username and password          |         |                               |                 |              |                      |                     |
|               |                  |  | Instructions for resetting a password and/or recalling a username |         |                               |                 |              |                      |                     |
|               |                  |  | Other   |         |                               |                 |              |                      |                     |
| SAC7250       |                  | What did you like most about your experience today?  |   |         | Text area, no char limit      |                 | N            |                      | OE_Like             |
| SAC7251       |                  | What did you like least about your experience today?   |   |         | Text area, no char limit      |                 | N            |                      | OE_Dislike          |
| SAC7253       |                  | Please select the category that includes your age.   | 18-24   |         | Drop down, select one         | Single          | N            |                      | Age                 |
|               |                  |  | 25-34   |         |                               |                 |              |                      |                     |
|               |                  |  | 35-44   |         |                               |                 |              |                      |                     |
|               |                  |  | 45-54   |         |                               |                 |              |                      |                     |
|               |                  |  | 55-59   |         |                               |                 |              |                      |                     |
|               |                  |  | 60-64   |         |                               |                 |              |                      |                     |
|               |                  |  | 65-74   |         |                               |                 |              |                      |                     |
|               |                  |  | 75 or older   |         |                               |                 |              |                      |                     |
|               |                  |  | Prefer not to answer  |         |                               |                 |              |                      |                     |

Holiday 2010 Custom Question Setup

**YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B**

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

**CUSTOM QUESTION LIST**

| QID<br>(Group ID)   | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)         | Skip to | Type (select from list)   | Single or<br>Multi | Required<br>Y/N |
|---|------------------------|--|--|---------|---------------------------|--------------------|-----------------|
| Generic<br>"spend"<br>intention for<br>benchmarking<br>and to<br>compare to<br>2008, 2009<br>and 2010   |                        | Do you expect to spend more or less online during the 2010 holiday season compared to 2009?                          | A lot more   |         |                           | Single             | Y               |
| Please use the following guidelines:<br>- DO NOT MODIFY THE WORDING of the ANSWER CHOICES<br>- DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES<br>- DO NOT CHANGE ORDER OF ANSWER CHOICES, if you would like answer choice order changed, please request randomization<br>- DO NOT change the CQ LABELS<br>- You may change your company name in the question which is highlighted in BLUE |                        |  |  |         |                           |                    |                 |
| Spend<br>intention with<br>this retailer  |                        | Do you expect to spend more or less online during the 2010 holiday season with <i>retailer.com</i> compared to 2009? | A little more  | R       |                           |                    | Y               |
|   |                        |  | I expect to spend about the same amount as last year |         |                           |                    |                 |
|   |                        |  | A little less  | S       |                           |                    |                 |
|   |                        |  | A lot less   | S       |                           |                    |                 |
|   |                        |  | Not sure   |         |                           |                    |                 |
|   | R                      | Why do you expect to spend more online with <i>retailer.com</i> this holiday season? (please select all that apply)  | Promotions (\$ or % off offers)                      |         | Checkbox, one-up vertical | Multi              | Y               |
|   |                        |  | Quality of merchandise                               |         |                           |                    |                 |
|   |                        |  | Merchandise selection                                |         |                           |                    |                 |
|   |                        |  | Good return policy                                   |         |                           |                    |                 |
|   |                        |  | Online product prices                                |         |                           |                    |                 |
|   |                        |  | Shipping costs                                       |         |                           |                    |                 |
|   |                        |  | Availability of merchandise                          |         |                           |                    |                 |
|   |                        |  | Better personal economic circumstances this year     |         |                           |                    |                 |
|   |                        |  | Other (please specify):                              | Z       |                           |                    |                 |



**Special Instructions**

Skip Logic Group

Skip Logic Group

#REF!  
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SSA My Social Security v2 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              |
|---------------|------------------|--|--|----------------|-------------------------------|-----------------|--------------|----------------------|-----------------------|
| SAC7234       |                  | Did you register for a username and password today?  | Yes<br>No  | A,B,C,D,D<br>X |                               |                 | Y            | Skip Logic Group     | Password              |
| SAC7235       | A                | Please tell us how long it took you to complete your registration:                         | Less than 10 minutes<br>11 minutes - 15 minutes<br>16 minutes - 30 minutes<br>31 minutes - 1 hour<br>Greater than 1 hour   |                | Radio button, one-up vertical | Single          | N            | Skip Logic Group     | Registration SAT      |
| SAC7236       | B                | Did you register for Extra Security today?   | Yes<br>No<br>I don't know  |                |                               |                 | N            | Skip Logic Group     | ExtraSecurityReg      |
| SAC7237       | C                | Did you understand all the instructions for registering for a username and password today? | Yes<br>Partially<br>No   | CC<br>CC       |                               | Single          | N            | Skip Logic Group     | Instructions          |
| SAC7238       | CC               | Please explain what you did not understand about the instructions.                         |  |                | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Instructions       |
| SAC7239       | D                | Did you see any information describing the website's security policies or features?        | Yes<br>No  |                | Radio button, one-up vertical | Single          | N            | Skip Logic Group     | Security              |
| SAC7240       | DD               | Do you have any concerns about the security of transactions on this website?               | Yes<br>No  | DDD            |                               | Single          | N            | Skip Logic Group     | Security Concerns     |
| SAC7241       | DDD              | Please describe your concerns with the security of this site.                              |  |                | Text area, no char limit      |                 | N            |                      | OE_Security Concerns  |
| SAC7242       | E                | What would you like us to improve, if anything, about this site's registration process?    |  |                | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Reg Improvement    |
| ACQwil0011885 | F                | What was your primary reason for visiting today?   | To print my Social Security Statement<br>To check my earnings record<br>To view my estimated benefits<br>Add Extra Security to my online account<br>Just curious - wanted to see what information was available with an online account<br>Other reason for visiting today: |                | Checkbox                      | Multi           | Y            | Skip Logic Group     | Primary               |
| ACQwil0011886 | FF               | Please tell us what your primary reason was for visiting today:                            |  | FF             | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Primary Reason Yes |
| SAC7243       | X                | What was your primary reason for visiting today?   | To print my Social Security Statement  |                | Checkbox                      | Multi           | Y            | Skip Logic Group     | Primary Reason_No     |

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| 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             |
|---------------|------------------|--|--|---------|-------------------------------|-----------------|--------------|----------------------|----------------------|
|               |                  |  | To check my earnings record  |         |                               |                 |              |                      |                      |
|               |                  |  | To view my estimated benefits  |         |                               |                 |              |                      |                      |
|               |                  |  | Add Extra Security to my online account  |         |                               |                 |              |                      |                      |
|               |                  |  | Just curious - wanted to see what information was available with an online account |         |                               |                 |              |                      |                      |
|               |                  |  | Other reason for visiting today:   | AA      |                               |                 |              |                      |                      |
| SAC7244       | AA               | Please tell us what your primary reason was for visiting today:  |  |         | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Primary Reason No |
| ACQhar0016936 |                  | Now that you've looked at your online statement, how often do you think you'll return to review it?                            | Less frequently than once a year   |         | Dropdown (Select-one)         | Single          | Y            |                      | View Statement       |
|               |                  |  | At least once a year   |         |                               |                 |              |                      |                      |
|               |                  |  | Every 6 months   |         |                               |                 |              |                      |                      |
|               |                  |  | Once a quarter   |         |                               |                 |              |                      |                      |
|               |                  |  | Once a month   |         |                               |                 |              |                      |                      |
|               |                  |  | More frequently than once a month  |         |                               |                 |              |                      |                      |
|               |                  |  | Other  |         |                               |                 |              |                      |                      |
| SAC7245       |                  | Were you able to accomplish what you wanted to on the site today?  | Yes  |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Task Accomplishment  |
|               |                  |  | No   | Y       |                               |                 |              |                      |                      |
| SAC7246       | Y                | Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply) | Return and try again   |         | Checkbox                      | Multi           | Y            | Skip Logic Group     | Do Next              |
|               |                  |  | Visit a local Social Security office   |         |                               |                 |              |                      |                      |
|               |                  |  | Call a local Social Security office  |         |                               |                 |              |                      |                      |
|               |                  |  | Call Social Security's 800 number  |         |                               |                 |              |                      |                      |
|               |                  |  | Submit an e-mail to Social Security  |         |                               |                 |              |                      |                      |
|               |                  |  | Write a letter to Social Security  |         |                               |                 |              |                      |                      |
|               |                  |  | Take no action   |         |                               |                 |              |                      |                      |
|               |                  |  | Other, please specify  | YY      |                               |                 |              |                      |                      |
| SAC7247       | YY               | Please tell us what other action you plan to take next.  |  |         | Text area, no char limit      |                 | N            |                      | OE_Do Next           |
| SAC7248       |                  | Was there any information on the site that was unclear to you?   | No, all the information was clear  |         | Checkbox                      | Multi           | N            | Skip Logic Group     | Clarity of Info      |
|               |                  |  | The language used  |         |                               |                 |              |                      |                      |
|               |                  |  | How to print a statement   |         |                               |                 |              |                      |                      |
|               |                  |  | Instructions for registering for a username and password                           |         |                               |                 |              |                      |                      |
|               |                  |  | Instructions for resetting a password and/or recalling a username                  |         |                               |                 |              |                      |                      |
|               |                  |  | Other  |         |                               |                 |              |                      |                      |
| SAC7250       |                  | What did you like most about your experience today?  |  |         | Text area, no char limit      |                 | N            |                      | OE_Like              |
| SAC7251       |                  | What did you like least about your experience today?   |  |         | Text area, no char limit      |                 | N            |                      | OE_Dislike           |
| SAC7253       |                  | Please select the category that includes your age.   | 18-24  |         | Drop down, select one         | Single          | N            |                      | Age                  |

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**SSA My Social Security v2 CUSTOM QUESTION LIST**

| QID | Skip Logic Label | Question Text | Answer Choices<br>(limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|-----|------------------|---------------|--|---------|-------------------------|-----------------|--------------|----------------------|----------|
|     |                  |               | 25-34  |         |                         |                 |              |                      |          |
|     |                  |               | 35-44  |         |                         |                 |              |                      |          |
|     |                  |               | 45-54  |         |                         |                 |              |                      |          |
|     |                  |               | 55-59  |         |                         |                 |              |                      |          |
|     |                  |               | 60-64  |         |                         |                 |              |                      |          |
|     |                  |               | 65-74  |         |                         |                 |              |                      |          |
|     |                  |               | 75 or older                                  |         |                         |                 |              |                      |          |
|     |                  |               | Prefer not to answer                         |         |                         |                 |              |                      |          |

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| 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              |
|---------------|------------------|--|---|--------------------------|-------------------------------|-----------------|--------------|----------------------|-----------------------|
| SAC7233       |                  | How often do you access your online statement?   | <del>This is my first time</del><br><del>Daily</del><br><del>Two to three times per week</del><br><del>About once a month</del><br><del>Every few months</del><br><del>Every 6 months or less often</del> |                          | Dropdown (Select one)         | Single          | Y            |                      | Visit Frequency       |
| SAC7234       |                  | Did you register for a username and password today?  | Yes<br>No   | A, B, C, D, D, E, F<br>X |                               |                 | Y            | Skip Logic Group     | Password Registration |
| SAC7235       | A                | Please tell us how long it took you to complete your registration:                         | Less than 10 minutes<br>11 minutes - 15 minutes<br>16 minutes - 30 minutes<br>31 minutes - 1 hour<br>Greater than 1 hour  |                          | Radio button, one-up vertical | Single          | N            | Skip Logic Group     | Registration SAT      |
| SAC7236       | B                | Did you register for Extra Security today?   | Yes<br>No<br>I don't know   |                          |                               |                 | N            | Skip Logic Group     | ExtraSecurityReg      |
| SAC7237       | C                | Did you understand all the instructions for registering for a username and password today? | Yes<br>Partially<br>No  | CC<br>CC                 |                               | Single          | N            | Skip Logic Group     | Instructions          |
| SAC7238       | CC               | Please explain what you did not understand about the instructions.                         |   |                          | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Instructions       |
| SAC7239       | D                | Did you see any information describing the website's security policies or features?        | Yes<br>No   |                          | Radio button, one-up vertical | Single          | N            | Skip Logic Group     | Security              |
| SAC7240       | DD               | Do you have any concerns about the security of transactions on this website?               | Yes<br>No   | DDD                      |                               | Single          | N            | Skip Logic Group     | Security Concerns     |
| SAC7241       | DDD              | Please describe your concerns with the security of this site.                              |   |                          | Text area, no char limit      |                 | N            |                      | OE_Security Concerns  |
| SAC7242       | E                | What would you like us to improve, if anything, about this site's registration process?    |   |                          | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Reg Improvement    |
| ACQwil0011885 | F                | What was your primary reason for visiting today?   | To <del>print</del> obtain my Social Security Statement<br>To check my earnings record<br>To view my estimated benefits   |                          | Checkbox                      | Multi           | Y            | Skip Logic Group     | Primary               |



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| 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              |
|---------------|------------------|--|--|---------|-------------------------------|-----------------|--------------|----------------------|-----------------------|
|               |                  |  | Add Extra Security to my online account  |         |                               |                 |              |                      |                       |
|               |                  |  | Just curious - wanted to see what information was available with an online account |         |                               |                 |              |                      |                       |
|               |                  |  | Other reason for visiting today:   | FF      |                               |                 |              |                      |                       |
| ACQwil0011886 | FF               | Please tell us what your primary reason was for visiting today:  |  |         | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Primary Reason Yes |
| SAC7243       | X                | What was your primary reason for visiting today?   | To print <del>obtain</del> my Social Security Statement                            |         | Checkbox                      | Multi           | Y            | Skip Logic Group     | Primary Reason_No     |
|               |                  |  | To check my earnings record  |         |                               |                 |              |                      |                       |
|               |                  |  | To view my estimated benefits  |         |                               |                 |              |                      |                       |
|               |                  |  | Add Extra Security to my online account  |         |                               |                 |              |                      |                       |
|               |                  |  | Just curious - wanted to see what information was available with an online account |         |                               |                 |              |                      |                       |
|               |                  |  | Other reason for visiting today:   | AA      |                               |                 |              |                      |                       |
| SAC7244       | AA               | Please tell us what your primary reason was for visiting today:  |  |         | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Primary Reason No  |
|               |                  | Now that you've looked at your online statement, how often do you think you'll return to review it?                            | Less frequently than once a year   |         | Dropdown (Select-one)         | Single          | Y            |                      | View Statement        |
|               |                  |  | At least once a year   |         |                               |                 |              |                      |                       |
|               |                  |  | Every 6 months   |         |                               |                 |              |                      |                       |
|               |                  |  | Once a quarter   |         |                               |                 |              |                      |                       |
|               |                  |  | Once a month   |         |                               |                 |              |                      |                       |
|               |                  |  | More frequently than once a month  |         |                               |                 |              |                      |                       |
|               |                  |  | Other  |         |                               |                 |              |                      |                       |
| SAC7245       |                  | Were you able to accomplish what you wanted to on the site today?  | Yes  |         | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Task Accomplishment   |
|               |                  |  | No   | Y       |                               |                 |              |                      |                       |
| SAC7246       | Y                | Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply) | Return and try again   |         | Checkbox                      | Multi           | Y            | Skip Logic Group     | Do Next               |
|               |                  |  | Visit a local Social Security office   |         |                               |                 |              |                      |                       |
|               |                  |  | Call a local Social Security office  |         |                               |                 |              |                      |                       |
|               |                  |  | Call Social Security's 800 number  |         |                               |                 |              |                      |                       |
|               |                  |  | Submit an e-mail to Social Security  |         |                               |                 |              |                      |                       |
|               |                  |  | Write a letter to Social Security  |         |                               |                 |              |                      |                       |
|               |                  |  | Take no action   |         |                               |                 |              |                      |                       |
|               |                  |  | Other, please specify  | YY      |                               |                 |              |                      |                       |
| SAC7247       | YY               | Please tell us what other action you plan to take next.  |  |         | Text area, no char limit      |                 | N            |                      | OE_Do Next            |
| SAC7248       |                  | Was there any information on the site that was unclear to you?   | No, all the information was clear  |         | Checkbox                      | Multi           | N            | Skip Logic Group     | Clarity of Info       |
|               |                  |  | The language used  |         |                               |                 |              |                      |                       |

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| 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            |
|---------|------------------|--|---|---------|-------------------------------------|-----------------|--------------|----------------------|---------------------|
|         |                  |  | How to print a statement  |         |                                     |                 |              |                      |                     |
|         |                  |  | Instructions for registering for a username and password          |         |                                     |                 |              |                      |                     |
|         |                  |  | Instructions for resetting a password and/or recalling a username |         |                                     |                 |              |                      |                     |
|         |                  |  | Other, please specify   | Z       |                                     |                 |              |                      |                     |
| SAC7249 | Z                | <del>Please specify what information was unclear to you today.</del>   |   |         | <del>Text area, no char limit</del> |                 | N            | Skip Logic Group     | OE_Clarify          |
| SAC7250 |                  | What did you like most about your experience today?  |   |         | Text area, no char limit            |                 | N            |                      | OE_Like             |
| SAC7251 |                  | What did you like least about your experience today?   |   |         | Text area, no char limit            |                 | N            |                      | OE_Dislike          |
| SAC7252 |                  | <del>Please specify what additional information or services you would like to have available on this site.</del> |   |         | <del>Text area, no char limit</del> |                 | N            |                      | OE_Add Info/Service |
| SAC7253 |                  | Please select the category that includes your age.   | 18-24   |         | Drop down, select one               | Single          | N            |                      | Age                 |
|         |                  |  | 25-34   |         |                                     |                 |              |                      |                     |
|         |                  |  | 35-44   |         |                                     |                 |              |                      |                     |
|         |                  |  | 45-54   |         |                                     |                 |              |                      |                     |
|         |                  |  | 55-59 64  |         |                                     |                 |              |                      |                     |
|         |                  |  | 60-64   |         |                                     |                 |              |                      |                     |
|         |                  |  | 65-74   |         |                                     |                 |              |                      |                     |
|         |                  |  | 75 or older   |         |                                     |                 |              |                      |                     |
|         |                  |  | Prefer not to answer  |         |                                     |                 |              |                      |                     |

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|---------|------------------|--|---|-----------------------|-------------------------------|-----------------|--------------|----------------------|---------------------|
| SAC7233 |                  | How often do you access your online statement?   | This is my first time<br>Daily<br>Two to three times per week<br>About once a month<br>Every few months<br>Every 6 months or less often   |                       | Dropdown (Select-one)         | Single          | Y            |                      | Visit Frequency     |
| SAC7234 |                  | Did you register for a username and password today?  | Yes<br>No   | A<br>X                |                               |                 | Y            |                      | Password Registrati |
| SAC7235 | A                | Please tell us how long it took you to complete your registration:   | Less than 10 minutes<br>11 minutes - 15 minutes<br>16 minutes - 30 minutes<br>31 minutes - 1 hour<br>Greater than 1 hour  | B<br>B<br>B<br>B<br>B | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Registration SAT    |
| SAC7236 | B                | Did you register for Extra Security today?   | Yes<br>No<br>I don't know   | C<br>C<br>C           |                               |                 | Y            | Skip Logic Group     | ExtraSecurityReg    |
| SAC7237 | C                | Did you understand all the instructions for registering for a username and password today?                                     | Yes<br>Partially<br>No  | D<br>CC, D<br>CC, D   |                               | Single          | N            | Skip Logic Group     | Instructions        |
| SAC7238 | CC               | Please explain what you did not understand about the instructions.   |   |                       | Text area, no char limit      |                 |              | Skip Logic Group     | OE_Instructions     |
| SAC7239 | D                | Did you see any information describing the website's security policies or features?  | Yes<br>No   | DD<br>DD              | Radio button, one-up vertical | Single          | N            | Skip Logic Group     | Security            |
| SAC7240 | DD               | Do you have any concerns about the security of transactions on this website?   | Yes<br>No   | DDD,E, F<br>E,F       |                               | Single          | N            | Skip Logic Group     | Security Concerns   |
| SAC7241 | DDD              | Please describe your concerns with the security of this site.  |   |                       | Text area, no char limit      |                 | N            |                      | OE_Security Conce   |
| SAC7242 | E                | What would you like us to improve, if anything, about this site's registration process?  |   |                       | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Reg Improvem     |
|         | F                | What was your primary reason for visiting today?   | To obtain my Social Security Statement<br>To check my earnings record<br>To view my estimated benefits<br>Other reason for visiting today:  |                       | Checkbox                      | Multi           | Y            | Skip Logic Group     | Primary Reason_ Ye  |
|         | FF               | Please tell us what your primary reason was for visiting today:  |   |                       |                               |                 | N            | Skip Logic Group     | OE_Primary Reaso    |
| SAC7243 | X                | What was your primary reason for visiting today?   | To obtain my Social Security Statement<br>To check my earnings record<br>To view my estimated benefits<br>Other reason for visiting today:  | AA                    | Checkbox                      | Multi           | Y            | Skip Logic Group     | Primary Reason_Ng   |
| SAC7244 | AA               | Please tell us what your primary reason was for visiting today:  |   |                       |                               |                 | N            | Skip Logic Group     | OE_Primary Reaso    |
| SAC7245 |                  | Were you able to accomplish what you wanted to on the site today?  | Yes<br>No   |                       | Radio button, one-up vertical | Single          | Y            | Skip Logic Group     | Task Accomplishment |
| SAC7246 | Y                | Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply) | Return and try again<br>Visit a local Social Security office<br>Call a local Social Security office<br>Call Social Security's 800 number<br>Submit an e-mail to Social Security<br>Write a letter to Social Security<br>Take no action<br>Other, please specify | Y<br>YY               | Checkbox                      | Multi           | Y            | Skip Logic Group     | Do Next             |
| SAC7247 | YY               | Please tell us what other action you plan to take next.  |   |                       | Text area, no char limit      |                 | N            |                      | OE_Do Next          |
| SAC7248 |                  | Was there any information on the site that was unclear to you?   | No, all the information was clear<br>The language used<br>How to print a statement<br>Instructions for registering for a username and password<br>Instructions for resetting a password and/or recovering a username<br>Other, please specify                   |                       | Checkbox                      | Multi           | N            | Skip Logic Group     | Clarity of Info     |
| SAC7249 | Z                | Please specify what information was unclear to you today.  |   | Z                     | Text area, no char limit      |                 | N            | Skip Logic Group     | OE_Clarity          |
| SAC7250 |                  | What did you like most about your experience today?  |   |                       | Text area, no char limit      |                 | N            |                      | OE_Like             |
| SAC7251 |                  | What did you like least about your experience today?   |   |                       | Text area, no char limit      |                 | N            |                      | OE_Dislike          |

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|---------|------------------|---|---|---------|--------------------------|-----------------|--------------|----------------------|---------------------|
| SAC7252 |                  | Please specify what additional information or services you would like to have available on this site. |   |         | Text area, no char limit |                 | N            |                      | OE_Add Info/Service |
| SAC7253 |                  | Please select the category that includes your age.  | 18-24                                     |         | Drop down, select one    | Single          | N            |                      | Age                 |
|         |                  |   | 25-34                                     |         |                          |                 |              |                      |                     |
|         |                  |   | 35-44                                     |         |                          |                 |              |                      |                     |
|         |                  |   | 45-54                                     |         |                          |                 |              |                      |                     |
|         |                  |   | 55-64                                     |         |                          |                 |              |                      |                     |
|         |                  |   | 65-74                                     |         |                          |                 |              |                      |                     |
|         |                  |   | 75 or older                               |         |                          |                 |              |                      |                     |
|         |                  |   | Prefer not to answer                      |         |                          |                 |              |                      |                     |

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|---------|------------------|--|---|-----------------------|---|-----------------|--------------|-------------------------|---------------------|
| SAC7233 |                  | How often do you access your online statement?   | This is my first time<br>Daily<br>Two to three times per week<br>About once a month<br>Every few months<br>Every 6 months or less often   |                       | Dropdown (Select-one)                       | Single          | Y            |                         | Visit Frequency     |
| SAC7234 |                  | Did you register for a username and password today?  | Yes<br>No   | A<br>X                |   |                 | Y            |                         | Password Registrati |
| SAC7235 | A                | Please tell us how long it took you to complete your registration:   | Less than 10 minutes<br>11 minutes - 15 minutes<br>16 minutes - 30 minutes<br>31 minutes - 1 hour<br>Greater than 1 hour  | B<br>B<br>B<br>B<br>B | Radio button, one-up vertical               | Single          | Y            | Skip Logic Group        | Registration SAT    |
| SAC7236 | B                | Did you register for Extra Security today?   | Yes<br>No<br>I don't know   | C<br>C<br>C           |   |                 | Y            | Skip Logic Group        | ExtraSecurityReg    |
| SAC7237 | C                | Did you understand all the instructions for registering for a username and password today?                                     | Yes<br>Partially<br>No  | D<br>CC, D<br>CC, D   |   | Single          | N            | Skip Logic Group        | Instructions        |
| SAC7238 | CC               | Please explain what you did not understand about the instructions.   |   |                       | Text area, no char limit                    |                 |              | Skip Logic Group        | OE_Instructions     |
| SAC7239 | D                | Did you see any information describing the website's security policies or features?  | Yes<br>No   | DD<br>DD              | Radio button, one-up vertical               | Single          | N            | Skip Logic Group        | Security            |
| SAC7240 | DD               | Do you have any concerns about the security of transactions on this website?   | Yes<br>No   | DDD<br>E              |   | Single          | N            | Skip Logic Group        | Security Concerns   |
| SAC7241 | DDD              | Please describe your concerns with the security of this site.  |   |                       | Text area, no char limit                    |                 | N            |                         | OE_Security Conce   |
| SAC7242 | E                | What would you like us to improve, if anything, about this site's registration process?  |   |                       | Text area, no char limit                    |                 | N            | Skip Logic Group        | OE_Reg Improvem     |
| SAC7243 | X                | What was your primary reason for visiting today?   | To obtain my Social Security Statement<br>To check my earnings record<br>To view my estimated benefits<br>Other reason for visiting today:  | AA                    | Checkbox                                    | Multi           | Y            | Skip Logic Group        | Primary Reason      |
| SAC7244 | AA               | Please tell us what your primary reason was for visiting today:  |   |                       |   |                 | N            | Skip Logic Group        | OE_Primary Reaso    |
| SAC7245 |                  | Were you able to accomplish what you wanted to on the site today?  | Yes<br>No   | Y                     | Radio button, one-up vertical               | Single          | Y            | Skip Logic Group        | Task Accomplishment |
| SAC7246 | Y                | Since you were not able to accomplish what you wanted to do today, what do you plan to do next? (Please select all that apply) | Return and try again<br>Visit a local Social Security office<br>Call a local Social Security office<br>Call Social Security's 800 number<br>Submit an e-mail to Social Security<br>Write a letter to Social Security<br>Take no action<br>Other, please specify | YY                    | Checkbox                                    | Multi           | Y            | Skip Logic Group        | Do Next             |
| SAC7247 | YY               | Please tell us what other action you plan to take next.  |   |                       | Text area, no char limit                    |                 | N            |                         | OE_Do Next          |
| SAC7248 |                  | Was there any information on the site that was unclear to you?   | No, all the information was clear<br>The language used<br>How to print a statement<br>Instructions for registering for a username and password<br>Instructions for resetting a password and/or recalling a username<br>Other, please specify                    | Z                     | Checkbox                                    | Multi           | N            | EPS<br>Skip Logic Group | Clarity of Info     |
| SAC7249 | Z                | Please specify what information was unclear to you today.  |   |                       | <100-text-field<br>Text area, no char limit |                 | N            | EPS-Skip Logic Group    | OE_Clarity          |
| SAC7250 |                  | What did you like most about your experience today?  |   |                       | Text area, no char limit                    |                 | N            |                         | OE_Like             |
| SAC7251 |                  | What did you like least about your experience today?   |   |                       | Text area, no char limit                    |                 | N            |                         | OE_Dislike          |
| SAC7252 |                  | Please specify what additional information or services you would like to have available on this site.                          |   |                       | Text area, no char limit                    |                 | N            |                         | OE_Add Info/Service |
| SAC7253 |                  | Please select the category that includes your age.   | 18-24<br>25-34<br>35-44   |                       | Drop down, select one                       | Single          | N            |                         | Age                 |

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|-----|------------------|---------------|--|---------|-------------------------|-----------------|--------------|----------------------|----------|
|     |                  |               | 45-54  |         |                         |                 |              |                      |          |
|     |                  |               | 55-64  |         |                         |                 |              |                      |          |
|     |                  |               | 65-74  |         |                         |                 |              |                      |          |
|     |                  |               | 75 or older                                  |         |                         |                 |              |                      |          |
|     |                  |               | Prefer not to answer                         |         |                         |                 |              |                      |          |

SSA My Social Security V3

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Partitioned Yes 1/11/2018

| QID         | Skip Logic Label | Question Text   |
|-------------|------------------|---|
| SBD8779Q001 |                  | How often do you access (or plan to access) your <i>my</i> Social Security account?         |
| SZA0375687  |                  | Did you create a new <i>my</i> Social Security account today?                               |
| SBD8779Q002 |                  | What is your reason for visiting <i>my</i> Social Security today?<br>(Check all that apply) |
| SBD8779Q003 | <b>B</b>         | How difficult or easy was it to access your Cost of Living Adjustment (COLA) notice online? |
| SBD8779Q004 | <b>C</b>         | Do you have any suggestions for improving our online notices?                               |

|             |          |   |
|-------------|----------|---|
| SBD8779Q005 | <b>D</b> | If you owed us money, would you like the option to make a payment on line?  |
| SBD8779Q006 | <b>E</b> | Are you aware that the communication delivery preference gives you the option to get your notices either electronically or by mail?   |
| SBD8779Q007 | <b>L</b> | How easy or difficult was it to change your communication delivery preference?  |
| SBD8779Q008 | <b>F</b> | Are you comfortable receiving notices electronically?   |
| SBD8779Q009 | <b>G</b> | Would you recommend accessing notices online to your family and friends?  |
| SBD8779Q010 | <b>H</b> | How often do you review your online Social Security Statement?  |
| SZA0375707  | <b>U</b> | Did use of the Retirement Calculator help eliminate the need to call our national phone service or visit a local Social Security office?  |
| SZA0375708  | <b>V</b> | Were the estimates from the Retirement Calculator easy to understand?   |
| SZA0375727  | <b>W</b> | Please indicate your level of agreement with the following statements: The estimates provided by the Retirement Calculator were displayed in an easy to understand format which allowed me to understand my Social Security Retirement options. |



|             |          |   |
|-------------|----------|---|
|             |          |   |
| SZA0375747  | <b>Y</b> | What suggestions do you have for displaying retirement estimates?   |
| SZA0375767  | <b>X</b> | The Retirement Calculator gave me an understanding of how my future earnings may affect my Social Security Retirement benefits. |
| SBD8779Q011 | <b>A</b> | For which Agency or program do you need a Benefit Verification Letter? (Check all that apply)                                   |
| SBD8779Q012 | <b>M</b> | Which "other" agency or program requested your Benefit Verification information?  |
| SBD8779Q013 | <b>K</b> | Please tell us what your primary reason was for visiting today:   |
| SBD8779Q014 | <b>I</b> | For which purpose or program do you need a replacement SSN Card? (Check all that apply)   |
| SBD8779Q015 | <b>N</b> | Please explain for which purpose or program you need a replacement SSN card.  |
| SBD8779Q016 | <b>J</b> | Who are you reporting wages for?  |

|             |          |  |
|-------------|----------|--|
|             |          |  |
| SBD8779Q017 | <b>Q</b> | What is your relationship to the individual you are reporting wages for?                       |
| SBD8779Q018 | <b>P</b> | What type of benefits does the person you are reporting for receive?                           |
| SBD8779Q019 | <b>O</b> | Was the person you wanted to report wages for listed?  |
| SBD8779Q020 | <b>J</b> | Was the employer listed?   |
| SBD8779Q021 | <b>J</b> | Are you reporting for more than one employer for the same person?                              |
| SBD8779Q022 | <b>J</b> | Are you currently working?   |
| SBD8779Q023 | <b>J</b> | How long did it take you to submit your wages?   |
| SBD8779Q024 | <b>J</b> | Before today's visit, what other methods have you used to report wages? (Check all that apply) |
| SBD8779Q025 | <b>J</b> | Do you plan to <u>electronically</u> report additional wages in the future?                    |
| SBD8779Q026 | <b>R</b> | How do you plan to report future wages?  |
| SBD8779Q027 | <b>S</b> | What method do you prefer to use to report your wages?   |

|             |          |   |
|-------------|----------|---|
| SBD8779Q028 | <b>J</b> | Were the instructions you received helpful?   |
| SBD8779Q029 | <b>T</b> | How can we improve the wage reporting application?  |
|             |          | Are you currently receiving Special Notice Options (SNO) like Braille, Audio CD, Data CD, or Large Print as your notice format? |
|             | <b>A</b> | How satisfied are you with your current SNO format?   |
|             | <b>B</b> | Do you use your SNO notice?   |
|             | <b>D</b> | Would you like to stop receiving your notice in its current SNO format?   |
|             | <b>E</b> | Do you know how to change/stop receiving your notice in its current SNO format?   |
|             | <b>F</b> | Why would you like to stop receiving your notice in its current SNO format?   |
| SBD8779Q030 |          | Did you register for your <i>my</i> Social Security online or in person?  |
| SBD8779Q031 | <b>A</b> | Please select the approximate length of time it took for you complete your registration   |
| SBD8779Q032 | <b>B</b> | Why did you decide to register in-person?   |
| SBD8779Q033 | <b>C</b> | Please describe your in-person registration experience.   |
| SBD8779Q034 |          | Did you find the instructions for creating a username, password and registering a second factor to be clear?                    |

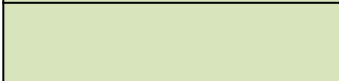
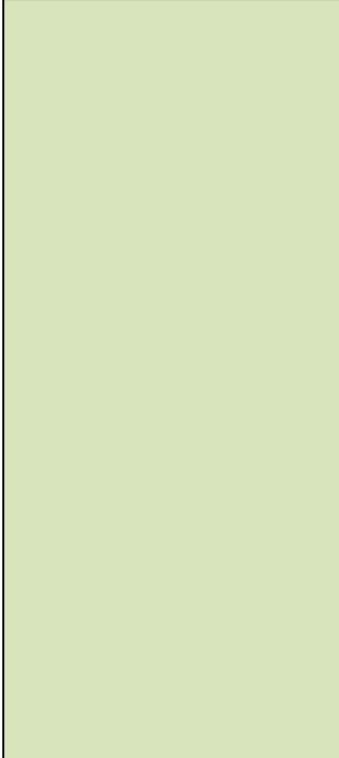
|             |          |   |
|-------------|----------|---|
|             |          |   |
| SBD8779Q035 | <b>A</b> | Please explain what was not clear about any of the instructions.  |
| SBD8779Q036 |          | Do you have any concerns about the security of the personal information contained in your <i>my</i> Social Security account?  |
| SBD8779Q037 | <b>B</b> | Please describe your security concerns.   |
| SBD8779Q038 |          | Please indicate your level of agreement with the following statements about your interaction today: I am satisfied with the service I received from the Social Security Administration. |
| SBD8779Q039 |          | This interaction increased my confidence in the Social Security Administration.   |
| SBD8779Q040 |          | My need was addressed.  |
| SBD8779Q041 |          | It was easy to complete what I needed to do.  |
| SBD8779Q042 |          | It took a reasonable amount of time to do what I needed to do.  |

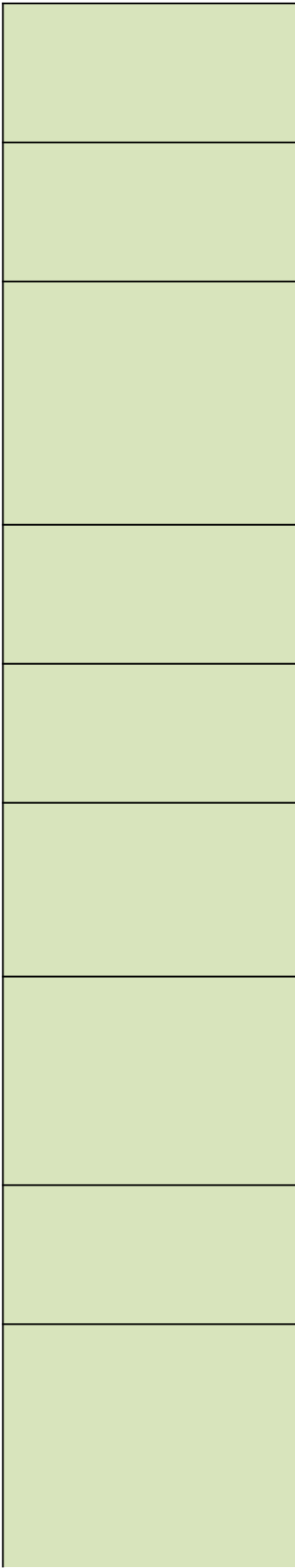
|             |          |  |
|-------------|----------|--|
| SBD8779Q043 |          | Did the information obtained during your <i>my Social Security</i> account visit enable you to accomplish what you wanted to do? |
| SBD8779Q044 |          | Did you contact Social Security during your online visit?  |
| SBD8779Q045 | <b>A</b> | How did you contact Social Security?   |
| SBD8779Q046 | <b>B</b> | How long was your wait to Chat with a representative online?   |
| SBD8779Q047 | <b>C</b> | Did the Chat representative answer your question?  |
| SBD8779Q048 | <b>D</b> | Do you still have to call the 1-800 number or go into a field office?  |
| SBD8779Q049 | <b>D</b> | How satisfied were you with the Chat Service you received today?   |
| SBD8779Q050 | <b>D</b> | How satisfied were you with the Chat Representative who assisted you today?  |
| SBD8779Q051 | <b>E</b> | Please share any other feedback with us regarding your Chat experience today.  |
| SBD8779Q052 |          | Did you use the "Get Help" button or "Call Back" button during your visit today?   |
| SBD8779Q053 |          | Did you view the "Message Center" section during your visit today?   |
| SBD8779Q054 | <b>B</b> | Do you plan to view the "Message Center" in the future?  |
| SBD8779Q055 |          | Please select the category that includes your age:   |

|             |  |   |
|-------------|--|---|
|             |  |   |
| SBD8779Q056 |  | Please enter your 5 digit ZIP Code:   |
| SBD8779Q057 |  | Do you have any suggestions for improving the <i>my</i> Social Security registration process? |
| SBD8779Q058 |  | Do you have any suggestions for improving <i>my</i> Social Security's content and features?   |

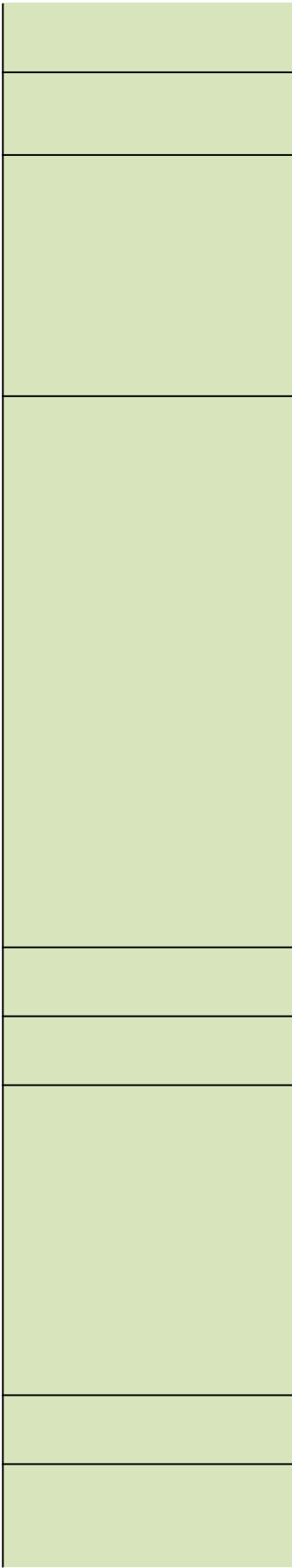


**AnswerIDs** (*DOT*)

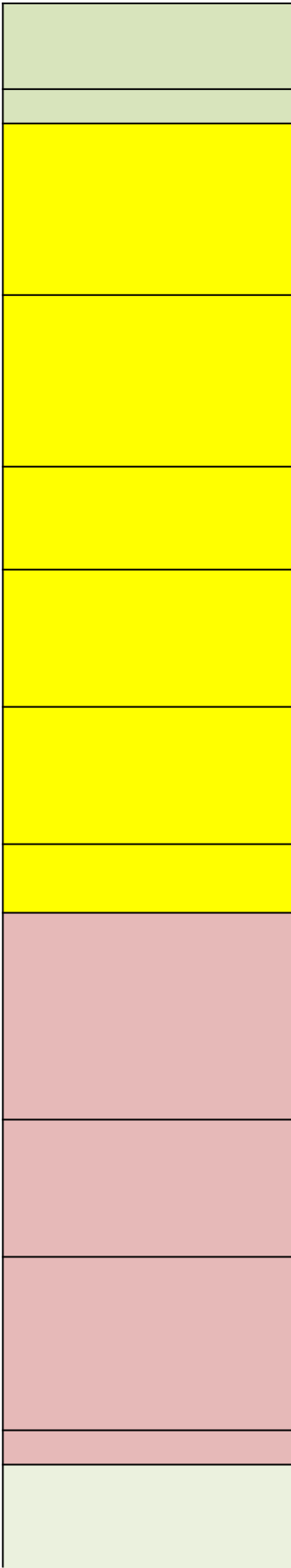


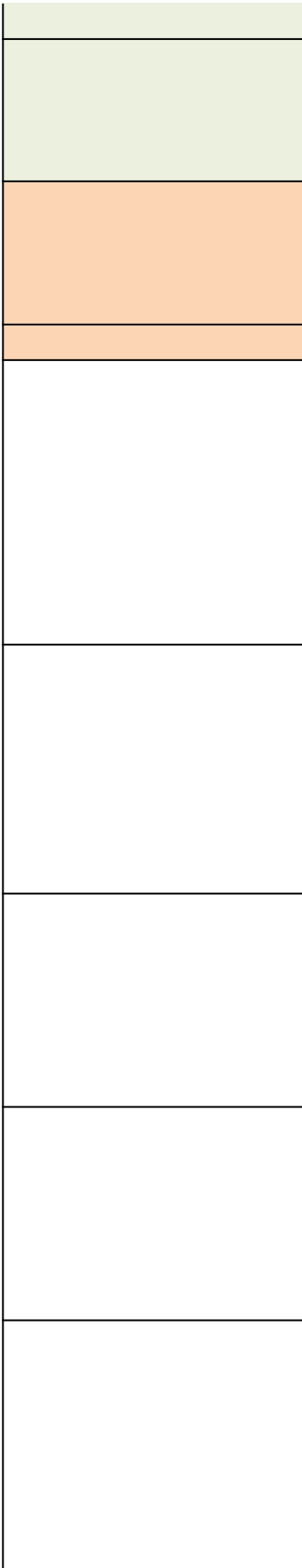














|  |
|--|
|  |
|  |
|  |
|  |

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

**SSA My Social Security V3 CUSTOM QUESTION LIST**

**Answer Choices  
(limited to 50 characters)**

Once a year  
 Once every six months  
 Once every three months  
 Once a month  
 More than once a month  
 Not sure

Yes, this is my first time accessing *my* Social Security  
 No, I had already had a *my* Social Security account

- To get a Benefit Verification Letter
- To access my online notices (e.g., COLA)
- To view my Benefits and Payment Details
- To enroll in or update my direct deposit
- To use the myRetirement Calculator
- To change my address with SSA
- To print or view my online Social Security Statement
- To make sure my earnings record is correct
- To replace my Social Security Card or get a new card
- To check the Status of my recently filed application for benefits
- To learn about the benefits to which I might be entitled
- To apply only for Social Security or Medicare Only benefits
- To report my wages
- To request a replacement SSA-1099 (or SSA-10425) for tax purposes
- To add Extra Security to my online account
- Just curious – wanted to see what information was contained in my Social Security account
- Other Reason for visiting today
- Very difficult
- Somewhat difficult
- Neither difficult or easy
- Somewhat easy
- Very easy

|   |
|---|
| Yes   |
| No  |
| Don't know/Not applicable   |
| Yes   |
| No  |
| Very difficult  |
| Somewhat difficult  |
| Neither easy or difficult   |
| Somewhat easy   |
| Very easy   |
| Don't know/Not applicable   |
| Yes   |
| No  |
| Don't know  |
| Yes   |
| No  |
| Don't know/Not applicable   |
| This is my first time   |
| At least once a year  |
| Every 6 months  |
| Every 3 months or more frequently   |
| Yes   |
| No  |
| I was exploring the tools available within my Social Security and had not planned to contact SSA. |
| Yes   |
| No  |
| Don't know  |
| 1=Strongly Disagree   |
| 2   |
| 3   |



|   |
|---|
| 4   |
| 5 =Strongly Agree   |
|   |
| 1=Strongly Disagree   |
| 2   |
| 3   |
| 4   |
| 5=Strongly Agree  |
| Medicare  |
| Medicaid  |
| State or Local Department of Social Services                |
| HUD - Federal Housing Admin. (FHA) and/or Section 8 Housing |
| USDA - SNAP (Food Stamps)                                   |
| Department of Veterans Affairs                              |
| IRS   |
| Court   |
| Want a copy for personal use                                |
| Bank or financial institution                               |
| Education-related   |
| Medical-related   |
| Healthcare signup and/or verification                       |
| Requesting a Retirement Visa from another country           |
| Other agency or program                                     |
|   |
|   |
| Proof of identity   |
| Tax purposes  |
| Education-related   |
| Required for my job   |
| Passport  |
| Bank or financial institution                               |
| Income assistance   |
| Other (Please specify)                                      |
|   |
| Myself only   |
| My spouse only  |
| Myself and my spouse  |

|  |
|--|
| Myself and another individual (not spouse) |
| Other relative only                        |
| Other                                      |
|  |
| Disability                                 |
| Supplemental Security Income (SSI)         |
| Both Disability and SSI                    |
| Don't know                                 |
| Yes  |
| No   |
| Yes  |
| No   |
| Yes  |
| No   |
| Yes  |
| No   |
| Yes  |
| No   |
| 5 minutes or less                          |
| 6-10 minutes                               |
| 11-15 minutes                              |
| More than 15 minutes                       |
| Unsure                                     |
| Did not submit wages                       |
| Field Office                               |
| Mail                                       |
| Fax  |
| Phone                                      |
| Other                                      |
| Yes  |
| No   |
| Don't know                                 |
| Desktop/Laptop                             |
| Tablet                                     |
| Mobile Device                              |
| Don't know                                 |
| Field Office                               |
| Mail                                       |
| Fax  |
| Phone                                      |
| Other                                      |

|  |
|--|
| Yes  |
| No   |
|  |
| Yes  |
| No   |
| Don't Know   |
| 1=Very Dissatisfied  |
| 2=Somewhat dissatisfied  |
| 3=Neither satisfied or dissatisfied  |
| 4=Somewhat satisfied   |
| 5=Very satisfied   |
| Yes  |
| No   |
| Don't Know   |
| Yes  |
| No   |
| Don't Know   |
| Yes  |
| No   |
| Don't Know   |
|  |
| Registered online on my first attempt  |
| Registered online after prior unsuccessful attempts  |
| Registered with in-person assistance from my local SSA office                              |
| Registered using the SSA Express   |
| Not sure or don't remember   |
| Less than 15 minutes   |
| More than 15 but less than 30 minutes  |
| 30 minutes or more   |
| I was unsuccessful registering online and was required to do so in-person                  |
| I preferred registering for a <i>my Social Security</i> account in-person at my SSA office |
| Employee offered the option for me to register for a <i>my Social Security</i> account     |
|  |
| Yes  |
| Partially  |

No

No

Yes

1=Strongly Disagree

2

3

4

Strongly Agree=5

1=Strongly Disagree

2

3

4

Strongly Agree=5

1=Strongly Disagree

2

3

4

Strongly Agree=5

1=Strongly Disagree

2

3

4

Strongly Agree=5

1=Strongly Disagree

2

3

4

Strongly Agree=5

|   |
|---|
| Yes   |
| No  |
| Yes   |
| No  |
| Requested a Call Back   |
| Email   |
| Chat with an Online representative                            |
| About what I expected   |
| Longer than I expected  |
| Yes   |
| Partially   |
| No  |
| Yes   |
| No  |
| Very Satisfied  |
| Satisfied   |
| Not Satisfied   |
| Very Dissatisfied   |
| Very Satisfied  |
| Satisfied   |
| Not Satisfied   |
| Very Dissatisfied   |
|   |
| Yes, I used the "Get Help" button only                        |
| Yes, I used the "Call Back" button only                       |
| Yes, I used both the "Get Help" button and "Call Back" button |
| No, I used neither  |
| Yes   |
| No  |
| Yes   |
| No  |
| 35 and under  |
| 36 to 50  |
| 51 to 61  |
| 62  |
| 63  |
| 64  |

|                      |
|----------------------|
| 65                   |
| 66                   |
| 67                   |
| 68 to 70             |
| 71 or older          |
| Prefer not to answer |
|                      |
|                      |
|                      |

| Skip to            | Type (select from list)       | Required Y/N | Special Instructions |                               |   |                  |
|--------------------|-------------------------------|--------------|----------------------|-------------------------------|---|------------------|
|                    | Radio button, one up vertical | Y            |                      |                               |   |                  |
|                    | Radio button, one up vertical | Y            |                      |                               |   |                  |
| <b>A</b>           | check box, one up vertical    | Y            | Skip Logic Group     |                               |   |                  |
| <b>B,C,D,E,F,G</b> |                               |              |                      |                               |   |                  |
|                    |                               |              |                      |                               |   |                  |
| <b>U</b>           |                               |              |                      |                               |   |                  |
| <b>H</b>           |                               |              |                      |                               |   |                  |
| <b>I</b>           |                               |              |                      |                               |   |                  |
|                    |                               |              |                      |                               |   |                  |
| <b>J</b>           |                               |              |                      |                               |   |                  |
|                    |                               |              |                      |                               |   |                  |
| <b>K</b>           |                               |              |                      |                               |   |                  |
|                    |                               |              |                      |                               |   |                  |
|                    |                               |              |                      | Radio button, one-up vertical | Y | Skip Logic Group |
|                    |                               |              |                      | text, no char limit           | N | Skip Logic Group |

|              |                                  |   |                  |
|--------------|----------------------------------|---|------------------|
|              | Radio button, one-up vertical    | Y | Skip Logic Group |
| <b>L</b>     | Radio button, one-up vertical    | Y | Skip Logic Group |
|              | Radio button, one-up vertical    | Y | Skip Logic Group |
|              | Radio button, one-up vertical    | Y | Skip Logic Group |
|              | Radio button, one-up vertical    | Y | Skip Logic Group |
|              | Radio button, one-up vertical    | Y | Skip Logic Group |
| <b>V,W,X</b> | Radio button, one-up vertical    | Y | Skip Logic Group |
|              | Radio button, one-up vertical    | Y | Skip Logic Group |
| <b>Y</b>     | Radio button, scaled, no don't k | Y | Skip Logic Group |
| <b>Y</b>     |                                  |   |                  |



|                    |                                  |   |                  |
|--------------------|----------------------------------|---|------------------|
|                    |                                  |   |                  |
|                    | Text area, no Char limit         | N | Skip Logic Group |
|                    | Radio button, scaled, no don't k | Y | Skip Logic Group |
| <b>M</b>           | check box vertical one up        | Y | Skip Logic Group |
|                    | Text area, no Char limit         | N | Skip Logic Group |
|                    | Text area, no Char limit         | N | Skip Logic Group |
| <b>N</b>           | checkbox vertical, one up        | Y | Skip Logic Group |
|                    | Text area, no Char limit         | N | Skip Logic Group |
| <b>O,P<br/>O,P</b> | Radio button, one-up vertical    | Y | Skip Logic Group |

|  |                               |   |                  |
|--|-------------------------------|---|------------------|
| <b>O,P,Q</b><br><b>O,P</b><br><b>O,P,Q</b> |                               |   |                  |
|  | Text area, no Char limit      | N | Skip Logic Group |
|  | Radio button, one-up vertical | Y | Skip Logic Group |
|  | Radio button, one-up vertical | Y | Skip Logic Group |
|  | Radio button, one-up vertical | Y | Skip Logic Group |
|  | Radio button, one-up vertical | Y | Skip Logic Group |
|  | Radio button, one-up vertical | Y | Skip Logic Group |
|  | Radio button, one-up vertical | Y | Skip Logic Group |
|  | Radio button, one-up vertical | Y | Skip Logic Group |
|  | Checkbox, one-up vertical     | Y | Skip Logic Group |
| <b>R</b><br><b>S</b>                       | Radio button, one-up vertical | Y | Skip Logic Group |
|  | Radio button, one-up vertical | Y | Skip Logic Group |
|  | Radio button, one-up vertical | Y | Skip Logic Group |

|                                    |                               |   |                  |
|------------------------------------|-------------------------------|---|------------------|
| <b>T</b>                           | Radio button, one-up vertical | Y | Skip Logic Group |
|                                    | Text area, no Char limit      | N | Skip Logic Group |
| <b>A, B, D</b>                     | Radio button, one-up vertical | Y | Skip Logic Group |
|                                    |                               |   |                  |
|                                    | Radio button, one-up vertical | Y | Skip Logic Group |
|                                    | Radio button, one-up vertical | Y | Skip Logic Group |
| <b>E</b>                           | Radio button, one-up vertical | Y | Skip Logic Group |
|                                    |                               |   |                  |
|                                    | Radio button, one-up vertical | Y | Skip Logic Group |
|                                    | Text area, no Char limit      | N | Skip Logic Group |
| <b>A</b><br><b>A</b><br><b>A,B</b> | Radio button, one-up vertical | Y | Skip Logic Group |
|                                    | Radio button, one-up vertical | Y | Skip Logic Group |
| <b>C</b><br><b>C</b><br><b>C</b>   | Radio button, one-up vertical | Y | Skip Logic Group |
|                                    | Text area, no char limit      | N | Skip Logic Group |
| <b>A</b>                           | Radio button, one-up vertical | Y | Skip Logic Group |

|          |                                    |   |                  |
|----------|------------------------------------|---|------------------|
| <b>A</b> |                                    |   |                  |
|          | Text area, no char limit           | N | Skip Logic Group |
|          | Radio Button, One-up               | Y | Skip Logic Group |
| <b>B</b> |                                    |   |                  |
|          | Text area, no char limit           | N | Skip Logic Group |
|          | Radio Button, Scale, No don't know | Y |                  |
|          | Radio Button, Scale, No don't know | Y |                  |
|          | Radio Button, Scale, No don't know | Y |                  |
|          | Radio Button, Scale, No don't know | Y |                  |
|          | Radio Button, Scale, No don't know | Y |                  |

|                |                               |     |                  |
|----------------|-------------------------------|-----|------------------|
|                | Radio button, one up          | Yes | Skip Logic Group |
| <b>A</b>       | Radio button, one-up vertical | Y   | Skip Logic Group |
| <b>B,C,D,E</b> | Radio button, one-up vertical | Y   | Skip Logic Group |
|                | Radio button, one-up vertical | Y   | Skip Logic Group |
|                | Radio button, one-up vertical | Y   | Skip Logic Group |
|                | Radio button, one-up vertical | Y   | Skip Logic Group |
|                | Radio button, one-up vertical | Y   | Skip Logic Group |
|                | Radio button, one-up vertical | Y   | Skip Logic Group |
|                | Text area, no Char limit      | N   | Skip Logic Group |
|                | Radio button, one up vertical | Y   |                  |
| <b>B</b>       | Radio button, one up          | Y   | Skip Logic Group |
|                | Radio button, one up          | Y   | Skip Logic Group |
|                | Radio button, one up          | N   |                  |

|  |                           |   |  |
|--|---------------------------|---|--|
|  |                           |   |  |
|  | Text area, 100 char limit | N |  |
|  | Text area, no char limit  | N |  |
|  | Text area, no char limit  | N |  |



**CQ Label**

Access Frequency - NEW

Create mySSA account

Primary Reason

Ease of access COLA

Improve Online notices

|  |
|--|
| Pay online option                            |
| Understand communication delivery preference |
| Ease of changing communication delivery      |
| Comfortable receiving notices online         |
| Recommend accessing notices online           |
| Freq View Statement                          |
| RE eliminated need to call or visit          |
| Estimates easy to understand                 |
| RE gave understanding of future earnings     |



OE\_PREFERRED format

RE format

Agency Need

OPS\_OTHER Agency

OPS\_PRIMARY Reason

Purpose for SSN Card

OPS\_Purpose Other

Reporting For

|                              |
|------------------------------|
|                              |
| OE_Report For                |
| Benefit Type Reporting       |
| OE_Relationship              |
| Employer listed              |
| Reporting multiple employers |
| Currently working            |
| Time Submit Wage             |
| Other reporting methods      |
| Plan report electronically   |
| How Report Again             |
| Preferred method reporting   |

|                           |
|---------------------------|
| Instructions Helpful      |
| OE_ Improve Instructions  |
| SNO notice                |
| Satisfied with SNO notice |
| Use SNO notice            |
| Stop receiving SNO format |
| Know how to stop          |
| OE_Why stop SNO in format |
| How Registered            |
| Reg Time                  |
| Reg In person             |
| OE_ In-person Experience  |
| Instructions Understand   |

|                     |
|---------------------|
|                     |
| OE_Instructions     |
| Security Concerns   |
| OE_Security Concern |
| A11-Satisfied       |
| A11-Trust           |
| A11-Quality         |
| A11-Ease            |
| A11-Speed           |

|                              |
|------------------------------|
| Ability to Accomplish        |
| Contacted SSA                |
| How contacted SSA            |
| Click to chat wait           |
| Click to chat answer         |
| Click to chat Call           |
| Click to chat service        |
| Click to chat representative |
| Chat Feedback                |
| Get Help Button or Call Back |
| Message Center               |
| Use Message Center Future    |
| Age                          |

|                     |
|---------------------|
|                     |
| OE_ZIP              |
| OE_Improve Reg      |
| OE_Improve Contents |