

## **Retirement Survey Correspondence - English**

### **Prenotice Postcard**

Dear Social Security Customer:

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

In a few days, you will receive a questionnaire in the mail from Scantron who is conducting the survey for Social Security. When you receive its envelope, we hope you will take the time to complete the survey. We look forward to hearing your opinions.

B. Chad Bungard  
Deputy Commissioner  
for Analytics, Review, and Oversight  
Social Security Administration

## Initial Cover Letter

Dear Social Security Customer:

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

Please be assured that Scantron, who is conducting this survey for us, will give your responses only to my staff here at Social Security, and will not use them for any other purpose. Social Security will report the survey results by summarizing the answers of everyone who takes the survey; we will not report any individual responses. The barcode on this survey is used only to let us know you have returned your survey, and to prevent us from sending you reminder letters.

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

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

Sincerely,

*B. Chad Bungard*

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Deputy Commissioner  
for Analytics, Review, and Oversight  
Social Security Administration

Enclosures

## Follow-up Postcard

### SURVEY REMINDER

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

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

Thank you for sharing your opinions with us.

B. Chad Bungard  
Deputy Commissioner  
for Analytics, Review, and Oversight  
Social Security Administration

## Follow-up Cover Letter

Dear Social Security Customer:

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

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

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

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

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

Sincerely,

*B. Chad Bungard*

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Deputy Commissioner  
for Analytics, Review, and Oversight  
Social Security Administration

Enclosures

## Closeout Letter

Dear Social Security Customer:

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

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

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

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

Thank you for your help.

Sincerely,

*B. Chad Bungard*

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Deputy Commissioner  
for Analytics, Review, and Oversight  
Social Security Administration

# Rate Social Security's Service

## ABOUT OUR SURVEY

Social Security would like to know how well we served you when you filed your recent application for retirement benefits. This survey also asks about your expectations for good service and how you want to do business with Social Security in the future. The survey asks you to rate the service you received in person, on the telephone, or on our website. The survey should take about 15 minutes to finish.

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

Example:  Yes

No → **SKIP** to Question 1

## INSTRUCTIONS FOR MARKING YOUR ANSWERS

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

## PREPARING TO FILE FOR RETIREMENT BENEFITS

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

Mark  **ONLY one answer.**

Yes

No → **SKIP** to Question 3.

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

Mark  **all answers that apply.**

Visited Social Security's website

Called Social Security's national toll-free number

Called a local Social Security office

Visited a local Social Security office

Reviewed last Social Security Statement I received in the mail

Some other way: **Please explain:**

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3. Social Security has a tool on its website that **my Social Security** account holders can use to find out how much their monthly retirement benefit will be: the **my Social Security** Retirement Benefit Calculator (myRC) Before you filed, did you use the **my Social Security** Retirement Benefit Calculator to get an estimate of your retirement benefit?

Mark  **ONLY one answer.**

- Yes
- No → **SKIP to Question 5.**

4. How would you rate the usefulness of the **my Social Security** Retirement Benefit Calculator on Social Security's website?

Mark <input checked="" type="checkbox"/> one answer.	Very Useful	Somewhat Useful	Not Very Useful	Not at All Useful	No Opinion
I found the <b>my Social Security</b> Retirement Benefit Calculator to be...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Mark  **ONLY one answer.**

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

6. Where did you get that information?

Mark  **all answers that apply.**

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

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

Mark  **ONLY one answer.**

- Yes
- No → **SKIP to Question 9.**

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

Mark  **ONLY one answer.**

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

## HOW YOU FILED YOUR APPLICATION FOR RETIREMENT BENEFITS

9. Did you file your application for retirement benefits:

Mark  **ONLY one answer.**

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

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

Mark  **ONLY one answer.**

- Yes
- No → **SKIP to Question 12.**

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

Mark  **ONLY one answer.**

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

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

Mark  **ONLY one answer.**

- Yes
- No → **SKIP to Question 17.**

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

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

## SATISFACTION WITH THE ONLINE APPLICATION

The next question is for people who filed their application for retirement benefits on Social Security's website.  
If you did **NOT** file your retirement application online, please **SKIP TO** Question 17.

14. After you completed your retirement application online, did Social Security contact you for additional information related to your retirement application?

Mark  **ONLY one answer.**

- Yes
- No → **SKIP to Question 16.**



15. What was the additional information that Social Security needed? Was the information related to your:

Mark  **all answers that apply.**

- Current Marriage Information or Divorce History
- Children or Dependents
- U.S. Military Service Details
- Employment or Self-Employment Details (Employer Name, Employment Start and End dates)
- Direct Deposit Details (Account Type, Routing Number, Bank Name)
- Identification (Name, SSN, Date and Place of Birth, Address, Phone Number)
- Date when you stopped working
- Earnings
- Railroad Employment or Federal Government Employment
- Age-Related Reduced Benefits
- Retirement Benefit Start Date
- Disability Application
- Medicare Coverage
- Medicaid (state health insurance) Coverage
- Some other reason: **Please explain:**  
\_\_\_\_\_

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

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

**SATISFACTION WITH SOCIAL SECURITY'S TELEPHONE SERVICE**

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

Mark  **ONLY one answer.**

- Yes
- No → **SKIP to Question 20.**

18. Did you call Social Security's national toll-free number, a local office, or both?

Mark  **ONLY one answer.**

- National toll-free number
- Local Social Security office
- Both
- Not sure

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

Mark <input checked="" type="checkbox"/> one answer for each item.	Excellent	Very Good	Good	Fair	Poor	Very Poor	No Opinion
The automated system that answered your call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How long it took you to get through to an employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of the agent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clearly the agent explained things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SATISFACTION WITH SOCIAL SECURITY'S IN-PERSON SERVICE**

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

Mark  **ONLY one answer.**

- Yes
- No → **SKIP to Question 22.**

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

Mark <input checked="" type="checkbox"/> one answer for each item.	Excellent	Very Good	Good	Fair	Poor	Very Poor	No Opinion
Office hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signs/instructions explaining how to check in when you got to the office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office comfort (seating, temperature, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting time to be served in the office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clearly the staff explained things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## OVERALL SATISFACTION WITH THE APPLICATION EXPERIENCE

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

Mark <input checked="" type="checkbox"/> one answer for each item.	Excellent	Very Good	Good	Fair	Poor	Very Poor	No Opinion
How quickly you received Social Security's decision on your application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity of Social Security's letter explaining the amount of your benefits and when they would be paid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Security's service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## YOUR SERVICE PREFERENCES

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

To <u>change</u> information on my Social Security records, I would prefer ...					
An Automated Phone Service	An Agent on a National toll-free Number	An Agent on a Local Phone Number	A Visit to a Local Office	Regular Mail	Internet or Email
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To <u>get</u> information from my Social Security records, I would prefer ...					
An Automated Phone Service	An Agent on a National toll-free Number	An Agent on a Local Phone Number	A Visit to a Local Office	Regular Mail	Internet or Email
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

A reasonable time for me to wait:	Less than 1 minute	1 to 3 minutes	4 to 5 minutes	6 to 10 minutes	11 to 20 minutes	More than 20 minutes
To speak to an employee on the phone is ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A reasonable time for me to wait:	Less than 1 hour	More than 1 hour but same day	Next day	2 to 3 days	More than 3 days	A week or more
For an employee to call me back when I leave a phone message is ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. When doing business in person, please mark  the box that best describes the amount of time you think is reasonable to wait.

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

26. When doing business on **a website or by email**, please mark  the box that best describes the amount of time you think is reasonable to wait.

A reasonable time for me to wait:	Less than 1 hour	More than 1 hour but same day	Next day	2 to 3 Days	More than 3 days	A week or more
To get a response when I ask a question on a website or by email is ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### PRIVACY OF YOUR PERSONAL INFORMATION

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

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

### DOING BUSINESS ONLINE

28. Do you currently use the Internet?

Mark  **ONLY one answer.**

- Yes
- No → **SKIP to Question 37.**

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

Mark  **ONLY one answer.**

- Only** a personal or laptop computer
- Only** a wireless handheld device like a smartphone or tablet
- Both** a personal or laptop computer **and** a wireless handheld device

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

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

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

Mark  **ONLY one answer.**

- Yes → **SKIP to Question 37.**
- No

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

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

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

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

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

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

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

Mark  **ONLY one answer.**

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

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

Mark  **ONLY one answer.**

- Prefer to speak to a person
- Concerned about security and/or privacy of my information
- Problem with computer or Internet access
- Concerned completing online business might be too hard, complicated
- Some other reason you might not use it **Please explain:**  
\_\_\_\_\_

**A LITTLE MORE ABOUT YOU**

37. Do you own a cell phone?

Mark  **ONLY one answer.**

- Yes
- No → **SKIP to Question 39.**

38. Do you use a cell phone to send and receive text messages?

Mark  **ONLY one answer.**

- Yes
- No

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

Mark  **ONLY one answer.**

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

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

Social Security Survey  
*[Contractor Return Address]*

<p><b>PRIVACY ACT STATEMENT</b></p> <p>The Social Security Administration is authorized to collect the information for this survey under Executive Order 12862, "Setting Customer Service Standards." Your response to these questions is strictly voluntary. The information you provide will be used to help us improve the service that we give you. Your response will not be disclosed to any other government or private agency.</p>	<p><b>PAPERWORK REDUCTION ACT STATEMENT</b></p> <p>This information collection meets the requirements of 44 U.S.C. § 3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 15 minutes to read the instructions, gather the facts and answer the questions. You may send comments on our time estimate above to: Social Security Administration, 6401 Security Blvd., Baltimore, MD 21235-6401. (<i>Send <u>only</u> comments relating to our time estimate to this address, not the completed form.</i>)</p>
<p><b>OMB CONTROL NO:</b> 0960-0526  <b>EXPIRATION DATE:</b> TBD</p>	