

Retirement Survey Correspondence

Prenotice Postcard



Dear Social Security Customer:

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

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

Sincerely,

Jonathan Lasher

Associate Commissioner
Office of Quality Review
Social Security Administration

Initial Cover Letter



Dear Social Security Customer:

As I stated in a recent postcard, enclosed is a survey designed to find out how well Social Security served you when you filed your application for retirement benefits. While you are not required to respond, your opinions are very valuable. With your feedback, we can focus on how Social Security can provide you excellent service.

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. We only use the barcode on this survey to let us know you have returned your survey, and to prevent us from sending you reminder letters.

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

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

Sincerely,

Jonathan Lasher

Associate Commissioner
Office of Quality Review
Social Security Administration

Enclosures

Follow-up Postcard



SURVEY REMINDER

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

- **If you have already completed your questionnaire**, thank you for your quick response.
- **If you have not yet completed the questionnaire**, we would appreciate it if you could take time to complete it 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.

Jonathan Lasher

Associate Commissioner
Office of Quality Review
Social Security Administration

Follow-up Cover Letter



Dear Social Security Customer:

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

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

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

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

Sincerely,

Jonathan Lasher
Associate Commissioner
Office of Quality Review
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 *[Contractor]*, 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 or call our toll-free information line at 1-800-772-1213.

Thank you for your help.

Sincerely,

Jonathan Lasher
Associate Commissioner
Office of Quality Review
Social Security Administration