



Attachment A-3 Email to Applicant Representatives

[DATE]

Dear [CLAIMANT REPRESENTATIVE]:

We are reaching out to you today to ask for your help with the **New Applicant Survey**, a national survey conducted by the Social Security Administration (SSA). The survey will collect information about:

- The characteristics of individuals who have recently applied for SSA disability benefits,
- Their experiences before and during the application process, and
- The pathways that led them to apply for disability benefits.

SSA hired Westat, a national research company, to carry out the survey on SSA's behalf.

WHY YOU ARE RECEIVING THIS EMAIL:

- Your Association sent you an earlier message to let you know one or more of your clients may be selected. We are reaching out to you because our selection process is complete, and one or more of your clients has been selected to participate in the New Applicant Survey and will be receiving an invitation letter within the week.
- If the selected clients reach out to you, **we kindly request that you to encourage them to participate in the survey.**

IMPORTANT INFORMATION ABOUT THE SURVEY:

- Your clients' participation in this survey is **voluntary**.
- SSA will protect your clients' information in accordance with the Privacy Act and other Federal laws.
- Your clients' name or other identifying information **will not** be included in any reports.
- Participation in this survey **will not** affect your clients' eligibility for benefits now or in the future.
- Your client(s) will receive a small incentive to thank them for their participation in the survey (their invitation letter contains further detail).

WHERE TO GO FOR MORE INFORMATION/IF YOU HAVE QUESTIONS:

- Click [\[LINK\]](#) to access the survey website.
- If you would like to speak to a project staff member, please call [PROJECT PHONE NUMBER] and someone will return your call as soon as possible.

I hope you will encourage your client(s) to participate in this very important survey. Their participation may help SSA to improve their application process.

Sincerely,



SOCIAL SECURITY ADMINISTRATION



New Applicant Survey

SSA Official