

EMAIL MESSAGE WITH THE SECOND USPS MAILING TO ALL APPLICANTS

A week ago, we sent you a letter with **2 dollars** and an **Information Sheet** to participate in the **New Applicant Survey**. If you have already responded, **thank you!**

Your participation is voluntary. Your input will help SSA understand your experiences of applying for SSDI and SSI and may help improve the application process. All your responses will be kept confidential.

To participate, use your Internet browser to go to the website link provided. Then, when asked, enter your unique PIN (password) in the letter to access the survey. [IF CONCURRENT GROUP DISPLAY: You can complete the survey by paper if you like.]

- [IF SEQUENTIAL, NO EARLY BIRD DISPLAY: To get **\$40**, complete the survey **on the website**.]
- [IF SEQUENTIAL, EARLY BIRD DISPLAY: To get **\$40**, complete the survey **on the website** by {INSERT DATE}. You will receive **\$30** if you complete the survey after {INSERT DATE}.]
- [IF CONCURRENT, NO EARLY BIRD DISPLAY: To get **\$40**, complete the survey **on the website**. If you prefer to complete the survey **on paper**, answer the questions in the enclosed booklet. Place your completed survey in the attached postage-paid return envelope to return it to us. You will get **\$30** after you send us your completed survey.]
- [IF CONCURRENT, EARLY BIRD DISPLAY: To get **\$40**, complete the survey **on the website** or **on paper** by {INSERT DATE}. You will receive **\$30** if you complete the survey after {INSERT DATE}. To complete the survey on paper, answer the questions in the enclosed booklet. Place your completed survey in the attached postage-paid return envelope to return it to us.]

Website: <https://xxxxxx.org>

For any questions, call [STUDY TOLL-FREE NUMBER]

TEXT MESSAGE WITH THE SECOND AND THIRD USPS MAILING

This message is on behalf of the Social Security Administration regarding the New Applicant Survey requesting your participation. You will receive \$X after you complete the survey. If you have any questions, please call the study at [PROJECT PHONE NUMBER] or visit our website at [WEBSITE LINK]. Thank you.

EMAIL MESSAGE WITH THE THIRD USPS MAILING TO NON RESPONDENTS

A week ago, we sent you an invitation asking you to participate in the **New Applicant Survey**. If you have already responded, **thank you!**

Your participation is important to the Social Security Administration (SSA). By participating you may help SSA improve the disability application process. The survey will ask questions about your health, your employment, your experience with the disability application process, and things you might have needed help with. SSA hired Westat, a national research company, to carry out the survey.

Completing the survey will take 30 minutes or less. You can choose not to answer one or more questions and you can stop answering at any time without penalty.

Attachment A-10 Text-Email-Voicemail Message

Deciding to participate or not to participate will not affect your eligibility for benefits now or in the future. As described in the **Information Sheet** included with this letter, your participation is voluntary. SSA will protect your information and use it for limited purposes in accordance with the Privacy Act and other Federal laws, regulations, and directives. Your name and other identifying information will not be included in any reports.

To participate, use your Internet browser to go to the website link provided below. Then, when asked, enter your unique PIN (password) in the letter to access the survey. [IF IN THE CONCURRENT EXPERIMENT GROUP DISPLAY: You can also complete the survey by paper if you like.]

- [IF SEQUENTIAL, NO EARLY BIRD DISPLAY: To get **\$40**, complete the survey **on the website**.]
- [IF SEQUENTIAL, EARLY BIRD DISPLAY: To get **\$40**, complete the survey **on the website** by {INSERT DATE}. You will receive **\$30** if you complete the survey after {**INSERT DATE**}.]
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- [IF CONCURRENT, NO EARLY BIRD DISPLAY: To get **\$40**, complete the survey **on the website**. If you prefer to complete the survey **on paper**, answer the questions in the enclosed booklet. Place your completed survey in the attached postage-paid return envelope to return it to us. You will get **\$30** after you send us your completed survey.]
- [IF CONCURRENT, EARLY BIRD DISPLAY: To get **\$40**, complete the survey **on the website** or **on paper** by {INSERT DATE}. You will receive **\$30** if you complete the survey after {**INSERT DATE**}. To complete the survey on paper, answer the questions in the enclosed booklet. Place your completed survey in the attached postage-paid return envelope to return it to us.]

Website: <https://xxxxx.org> . For any questions, call [STUDY TOLL-FREE NUMBER]

TEXT MESSAGE PRIOR TO PAPER QUESTIONNAIRE MAILING

This message is on behalf of the Social Security Administration regarding the New Applicant Survey. You will be receiving a packet with a paper questionnaire and will receive \$x after you complete and return the survey. If you have any questions, please call the study at [**PROJECT PHONE NUMBER**] or visit our website at [**WEBSITE LINK**]. Thank you.

VOICE MESSAGES AFTER PAPER QUESTIONNAIRE MAILING

1ST Attempt: Hello. This message is for [**NAME OF APPLICANT**]. My name is [**STAFF NAME**] from Westat, a research company in Maryland. I am calling on behalf of the Social Security Administration regarding the New Applicant Survey. I am following up on the packet we mailed you about how you can participate in the survey and receive \$[IF NOT EARLY BIRD **40**/IF EARLY BIRD **30**]. I will try to call you another time to do the survey with you on the phone, or you can call me at [**PROJECT PHONE NUMBER**]. Again, my name is [**STAFF NAME**] and I look forward to speaking with you soon. Goodbye.

2nd Attempt: Hello. This message is for [**NAME OF APPLICANT**]. My name is [**STAFF NAME**] from Westat, a research company in Maryland. I am calling on behalf of the Social Security Administration. I am following up regarding the New Applicant Survey. I would like to speak with you at your convenience and complete this important survey with you on the phone. It will take about 35 minutes, and you will receive \$ [IF NOT EARLY BIRD **40**/IF EARLY BIRD **30**] for completing the survey. I will try to call you another time, or you can also give me a call at [**PROJECT PHONE NUMBER**]. Again, my name is [**STAFF NAME**] and I look forward to speaking with you soon.

Goodbye.

3rd Attempt: Hello. This message is for **[NAME OF APPLICANT]**. My name is **[STAFF NAME]** from Westat, a research company in Maryland. I am calling on behalf of the Social Security Administration regarding the New Applicant Survey. I am following up on some mailings and voicemails you should have received about the survey. The survey takes only 35 minutes, and you will receive \$**[IF NOT EARLY BIRD 40/IF EARLY BIRD 30]** for doing the survey. You were specially selected to participate in the survey, and the information you provide can help SSA make the application process better for everyone. Time is running out and we want to make sure you have the chance to take part in this important survey. If you have any questions related to the New Applicant Survey, please don't hesitate to call me at **[PROJECT PHONE NUMBER]**. Again, my name is **[STAFF NAME]** and I look forward to talking with you soon. Goodbye.

TEXT MESSAGE AFTER PAPER QUESTIONNAIRE MAILING

This message is on behalf of the Social Security Administration regarding the New Applicant Survey. We sent you a packet with a paper questionnaire and will receive \$x after you complete and return the survey. If you have any questions, please call the study at **[PROJECT PHONE NUMBER]** or visit our website at **[WEBSITE LINK]**. Thank you.

EMAIL MESSAGE AFTER PAPER QUESTIONNAIRE MAILING

There's still time for you to help.

A week ago, we sent you a reminder to participate in the **New Applicant Survey (NAS)**. If you have already responded, **thank you!**

Your participation is important to the Social Security Administration (SSA). By participating you may help SSA improve the disability application process. SSA hired Westat, a national research company, to carry out the survey. It will take 35 minutes or less to complete.

Deciding to participate or not to participate in this survey will not affect your eligibility for benefits now or in the future. As described in the **Information Sheet** included with this letter, your participation is voluntary. SSA will protect your information and use it for limited purposes in accordance with the Privacy Act and other Federal laws, regulations, and directives. Your name and other identifying information will not be included in any reports.

To participate, use your Internet browser to go to the website link provided below. Then, when asked, enter your unique PIN (password) in the letter to access the survey. You can also complete the survey by paper if you like.

- **[IF NO EARLY BIRD DISPLAY:** To get **\$40**, complete the survey **on the website**. If you prefer to complete the survey **on paper**, answer the questions in the enclosed booklet. Place your completed survey in the attached postage-paid return envelope to return it to us. You will get **\$30** after you send us your completed survey.]
- **[IF EARLY BIRD DISPLAY:** To get **\$30**, complete the survey **on the website** or **on paper**. To complete the survey on paper, answer the questions in the enclosed booklet. Place your completed survey in the attached postage-paid return envelope to return it to us.]
- **Website:** <https://xxxxxx.org>

Attachment A-10 Text-Email-Voicemail Message

For questions about the survey, please call the Help Desk at **1-855-450-6464**. For questions about your rights and welfare as a research participant, call the Westat Human Subjects Protections office at 1-888-920-7631. Leave a message with **only** your first name, the name of the research study (New Applicant Survey), and a phone number beginning with the area code. Someone will get back to you as soon as possible.

Thank you for helping improve the application process for future applicants.