

**Addendum to the Supporting Statement for Paperwork Reduction Act Submission
Generic Clearance for Improving Customer Experience
(OMB Circular A-11, Section 280 Implementation)
0960-0818**

Public Comments on the Information Collection

60-Day Comment Period Federal Register Notice (FRN):

The 60-day Comment Period began on June 26, 2026, and ends on August 25, 2026, at 11:59pm. We received 1 public comments on the 60-Day Comment Period FRN from **1** commenter. We acknowledge and appreciate the thoughtful feedback from the commenters, and we responded to the comments below:

Comment on the Paperwork Reduction Act Submission Generic Clearance for Improving Customer Experience (OMB Circular A-11, Section 280 Implementation):

- **Comment:** The commenter states the customer-experience collection is voluntary, has low-burden and is intended to improve government service, however; these descriptions explain SSA's goals, but does not prove the overall SSA experience is low-burden or effective for every person.

SSA Response: As per OMB's requirements, SSA's Generic Clearance renewal for Improving Customer Experience (OMB Circular A-11, Section 280 Implementation) allows us to conduct specific customer satisfaction surveys to qualitatively assess customer experience as the public navigates through SSA's website, or other electronic media. The surveys we post under this information collection are voluntary, low-burden, and intended to help us improve SSA's services. Our Generic customer satisfaction surveys under 0960-0818 are not intended to prove anything regarding the public's overall experience with Social Security. The commenter is correct in that these surveys do not prove that the public's overall experience with SSA is low-burden or effective, rather, these surveys help SSA to assess our current services to ensure we can improve our services as needed based on public responses.