Addendum to the Supporting Statement for
Paperwork Reduction Act Generic Information Collection Submissions for
Generic Clearance for the Collection of
Qualitative Feedback on Agency Service Delivery
OMB No. 0960-0788

Public Comments on the Information Collection

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

The 60-day Comment Period began on September 24, 2026, and ended on November 23, 2026, at 11:59pm. We received 1 public comment on the 60-Day Comment Period FRN from **1** commenter. We acknowledge and appreciate the thoughtful feedback from the commenter, and we responded to the comment below:

Comment on the Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery :

Comment #1: The commenter requests clarification on how SSA will protect the confidentiality of information collected from millions of respondents, whether survey responses can be linked to individual beneficiary records, and how SSA will ensure voluntary feedback does not affect benefit eligibility or payments.

SSA Response #1: We believe the commenter may misunderstand the Generic Clearance process. Under the Generic Clerance process, SSA conducts customer satisfaction surveys anonymously and voluntarily. Per OMB's requirements for Generic Clearances, we only collect personally identifiable information to the minimal extent necessary to conduct these surveys and we do not retain any of that data. In most cases, survey responses are returned to SSA without names or other personally identifiable information (PII) attached. SSA uses the feedback we collect to evaluate and improve programs, services, and customer experience. SSA reviews and reports survey responses in aggregate form, rather than being used to identify individual respondents. SSA does not use the feedback we collect to make decisions regarding an individual's benefit eligibility or payment amount. In this way we protect both the integrity of these customer satisfaction surveys, and we also continue to ensure that the voluntary response we receive do not affect benefit eligibility or payments for any of the respondents.