# News Release

## SOCIAL SECURITY

## Social Security's Online Services Take Top Three Spots in Customer Satisfaction Survey

Michael J. Astrue, Commissioner of Social Security, today announced that the agency's online services continue to be the best in government and exceed the top private sector sites in customer satisfaction.  In the latest results from the American Customer Satisfaction Index (ACSI), Social Security's online Retirement Estimator and benefit application remain in the top spots, each with a score of 90, and the Help with Medicare Prescription Drug Plan Costs application placed third with a score of 87.

"Online services are vital to good public service and I am pleased that Social Security continues to provide the best in both government and the private sector," Commissioner Astrue said.  "The Internet provides the public with the ability to conduct business at their convenience and at their own pace, without the need to take leave from work, travel to a field office, and wait to meet with an agency representative.  It also reduces the time spent by our employees processing claims and frees them up to spend more time handling complex cases."

Social Security's three top-rated online services also meet or exceed the private sector's highest score, Netflix, with a score of 87.  The ACSI notes that this shows "that government sites can satisfy visitors just as well as, or even better than, private-sector sites."

The ACSI is the only uniform, national, cross-industry measure of satisfaction with the quality of goods and services available in the U.S.  According to ACSI, "Any website, whether in the private or public sector, that scores an average of 80 or higher can be considered superior in meeting site visitors' needs and expectations."  Social Security's Business Services Online, with a score of 82, also meets this superior threshold.

To view all of Social Security's online services, go to www.socialsecurity.gov/onlineservices.

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